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Appendix A

Facebook: Analysed Policies

Terms of Service												
Date of change	2004	2005	2005	2006	2006	2006	2007	2007	2008	2008	2009	2009
Termination (on 19.4.2018 changed to "Account suspension or termination")	-	-	3.10.	27.2.	23.10.	13.12.	24.5.	15.11.	7.6.	23.9.	1.5.	28.8.
	-	Does not mention	Does not mention	Does not mention	Does not mention	Does not mention	When we are notified that a user has died, we will generally, but are not obligated to, keep the user's account active under a special memorialized status for a period of time determined by us to allow other users to post and view comments.	When we are notified that a user has died, we will generally, but are not obligated to, keep the user's account active under a special memorialized status for a period of time determined by us to allow other users to post and view comments.	When we are notified that a user has died, we will generally, but are not obligated to, keep the user's account active under a special memorialized status for a period of time determined by us to allow other users to post and view comments.	When we are notified that a user has died, we will generally, but are not obligated to, keep the user's account active under a special memorialized status for a period of time determined by us to allow other users to post and view comments.	Does not mention	Does not mention
Others	-	Does not mention	Does not mention	Does not mention	Does not mention	Does not mention	Does not mention	Does not mention	Does not mention	Does not mention	Does not mention	Does not mention
Privacy policy												
Date of change	2004	2005	-	-	2006	-	-	2007	-	2008	-	-
Section	-	28.6.	-	-	23.10.	-	-	12.6.	-	26.11.	-	-
Main text												
Other	-	Does not mention	-	-	Does not mention	-	-	Does not mention	-	Does not mention	-	-

Appendix B

Facebook: Analysed Help Centre Questions

Policy questions Facebook 2004 - 2020																
#	Question	Q1	Q2	Q3	Q4	2004 - 2008	2009 - 2011	2012	2013	2014	2015	2016	2017	2018	2019	2020
1	Can I choose someone who isn't my Facebook friend as my legacy contact? 1585126361706709	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	-	-	-	-	-	Recommended questions added.	No change	-	-	-	No change
2	What will happen to my Facebook account if I pass away? 103897939701143	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	-	-	Implement security features to protect the account.	-	Sets and names key features of memorialisation.	Explains what is memorialised account. Account deletion information added. Provides information for family and friends about the deletion of the account. Recommendations to other questions added.	No change	The question misses information about what happens to the groups if a deceased person was an admin.	No change	Added additional information on the legacy contacts. Changed wording for deletion of the account.	No change
3	Choose a Legacy Contact - does not exist before 2020 (no data) 991335894313139	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	-	-	-	-	-	-	-	-	-	-	Not retrievable before 2020
4	How do I add, change or remove my legacy contact on FB? 1070665206293088	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	-	-	-	-	-	The legacy contact can be selected by users over 18.	No change	-	-	No change	No change
5	My friend passed away and their account is no longer on Facebook. What happened? 1536239996615208	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	-	-	-	-	-	No change	No change	-	-	-	No change
6	Legacy Contacts - need doubleclick.zqjntk 241237032913527	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	-	-	-	-	-	-	-	-	-	-	Not retrievable before 2020
7	If someone let you know they chose you as their legacy contact on Facebook but I don't want to be? 1597348383817144	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	-	-	-	-	-	Legacy contact does not have to accept this position but is not obliged to do anything after memorialisation of the account.	No change	-	-	-	No change
8	How do I request the removal of a deceased family members Facebook account? 15182597350093203	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	-	-	-	-	-	Names what must contain the request to remove deceased family member account. Deletion can be requested by family members.	Better wording of the text with more compassion to survivors. Mentions need to provide document for proving authority and to provide a document proving death of user. Informs that the information provided must match the information on the account of the deceased.	No change	-	-	No change
9	Managing a Deceased Person's Account 275013292838654	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	-	-	-	-	-	-	-	-	-	-	No change
10	I'm a legacy contact. How do I manage a memorialized profile on Facebook? 82840813868251	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	-	-	-	-	-	Names the options to manage memorialised accounts.	No change	-	-	Added information about the option to remove the account.	No change
11	How do I report a deceased person or an account on Facebook that needs to be memorialized? 15046848354038	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	-	-	Contains information about the policy of memorialisation option and reporting of the account. Immediate family members may request the removal of the account.	-	Provides content about why Facebook memorialise accounts. Informs about the prohibition to log in to the account.	Rewording of the part about memorialisation. Provides link to another article about the memorialisation with more info.	No change	-	-	-	No change

Explanatory notes: Q1: What circumstances trigger development in the posthumous data policies of these social media platforms? | Q2: To what extent do the social media platforms inform the user about the terms of data preservation after the user's death? | Q3: How does the users' control over their data post-mortem change over time? | Q4: To what extent can survivors interact with the data of a deceased user over time? | cells in table with "-" symbol means, that for the corresponding time period there are no data available. | Grey number under question in "Title" column is a reference number of Facebook Help ID - all questions are retrievable using a link: <https://www.facebook.com/help/QuestionID>

Policy questions Facebook 2004 - 2020

#	Question	Q1	Q2	Q3	Q4	2004 - 2008	2009 - 2011	2012	2013	2014	2015	2016	2017	2018	2019	2020
12	Request to Memorialize or Remove an Account only (2 mentions (both in 2020)) 1111566045566400	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	-	-	-	-	-	-	-	-	-	-	Not retrievable before 2020
13	Special request for a memorialized or deceased person's account 228813297197480	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	-	-	-	-	Relationship to the person asked.	No change	No change	No change	No change	No change	Better wording. Starting that they are not able to respond to reports about issues
14	How do I request content from the Facebook account of a deceased person? 123355624495297	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	-	-	-	-	-	Requests considered in special cases Need of court order Need to be requested by authorized representative There is no guarantee for obtaining content, the account will be memorialized as a result. Adding contact is not possible.	No change	-	-	-	No change
15	My friend's Facebook profile is already memorialized. Can I add a legacy contact to it? 764f71286927215	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	-	-	-	-	-	No change	No change	-	-	-	No change
16	How do I ask a question about a deceased person's account on Facebook? 265593773453448	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	-	-	-	-	-	Less information about the procedure. Facebook will process requests from verified family members or executors There is a need for verification. There is a form for asking for special requests or removal from other users.	No change	No change	-	No change	No change
17	What should I do if a person who has passed away is showing in People You May Know, ads or birthday reminders on Facebook? 386213028200223	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	-	-	-	-	-	No change	No change	-	-	-	Added information about memorialization - before requesting, the family should be contacted by the platform
18	Can I add or remove a piece of content from a memorialized account? 625325257902955	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	-	-	-	-	-	Nothing can be removed except from the options granted to the legacy contact. Removed only if it does not fit to the Facebook Community Standards	No change	-	-	-	No change
19	Why can't I log into a memorialized account? 14667972070075	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	-	-	-	-	-	Contains a contact in case of memorialization of the account of living user. The access can be granted back, if the name matches.	No change	-	-	-	No change
20	How do I add a pinned post to a memorialized profile on Facebook? 311466395722275	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	-	-	-	-	-	Reminds the users about prohibited log in to another person's accounts Only possible if someone is a legacy contact.	No change	-	-	-	No change
21	Can I add a memorialized account on Facebook when I change my relationship status to Widowed? - not traceable 14667972070075	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	-	-	-	-	-	-	-	-	-	-	Not retrievable before 2020

Explainer notes: Q1: What circumstances trigger development in the posthumous data policies of these social media platforms? Q2: To what extent do the social media platforms inform the user about the terms of data preservation after the user's death? Q3: How does the user's control over their data post-mortem change over time? Q4: To what extent can survivors interact with the data of a deceased user over time? | Cells in table with "-" symbol means, that for the corresponding time period there are no data available. | Grey number under question in "Title" column is a reference number of Facebook Help ID - all questions are retrievable using a link: <https://www.facebook.com/help/question/ID>

Appendix C
Twitter: Analysed Policies

Facebook News Articles			
Year	Medium	Reference	Notes
2019	Wired	Matsakis, L. (2019). Facebook Rolls Out More Features for Dead People [Online]. Retrieved November 14, 2020, from https://www.wired.com/story/facebook-rolls-out-more-features-dead-people/	<ul style="list-style-type: none"> • phase 4 • Facebook introduces tributes
2019	Tech Crunch	Shu, C. (2019). Facebook is introducing a new tributes section for memorialized accounts [Online]. Retrieved December 02, 2020, from https://techcrunch.com/2019/03/04/facebook-is-introducing-a-new-tributes-section-for-memorialized-accounts/?guccounter=1	<ul style="list-style-type: none"> • phase 4 • Introduction of the tributes section
2018	BBC	Facebook ruling: German court grants parents rights to dead daughter's account [Online]. (2018). Retrieved December 11, 2020, from https://www.bbc.com/news/world-europe-44804599	<ul style="list-style-type: none"> • phase 3 • German courts allowed parents were granted the rights to their daughters
2018	Mashable	Luz, A., & Henning, S. (2018). Facebook still needs to work on what to do when users die [Online]. Retrieved October 23, 2020, from https://mashable.com/article/facebook-memorials-can-be-improved/?europe=true	<ul style="list-style-type: none"> • phase 3 • contests the memorialisation
2017	ABC	Smiley, S. (2017). Preparing for digital death: What do you know about the fate of your online accounts? [Online]. Retrieved November 14, 2020, from https://www.abc.net.au/news/2017-10-04/preparing-for-your-digital-death/9013420	<ul style="list-style-type: none"> • phase 3 • informs that it is difficult to understand terms and condition related to the digital legacy • informs about LinkedIn - it will terminate the account immediately
2017	Time	Sanburn, J. (2017). 10 Years After Virginia Tech, It's Easier Than Ever to Buy a Gun [Online]. Retrieved December 10, 2020, from https://time.com/4741270/virginia-tech-10-year-anniversary-guns/	<ul style="list-style-type: none"> • phase 3 • discusses the gun laws regarding the aftermath of Virginia Tech shootings

2017	Reuters	Sheahan, M. (2017). Parents have no right to dead child's Facebook account, German court says [Online]. Retrieved December 01, 2020, from https://www.reuters.com/article/us-germany-facebook-privacy-idUSKBN18R1PI	<ul style="list-style-type: none"> • phase 3 • Parents in Germany are not allowed to access
2016	BBC	Ambrosino, B. (2016). Facebook is a growing and unstoppable digital graveyard [Online]. Retrieved September 12, 2020, from https://www.bbc.com/future/article/20160313-the-unstoppable-rise-of-the-facebook-dead	<ul style="list-style-type: none"> • phase 3 • informs about legacy contacts
2016	The Times of Israel	Facebook mistakenly declares 2 million users 'dead'. (2016, Nov 12). The Times of Israel Retrieved from https://www-proquest-com.ep.fjernadgang.kb.dk/newspapers/facebook-mistakenly-declares-2-million-users-dead/docview/1838523516/se-2?accountid=13607	<ul style="list-style-type: none"> • phase 3 • Facebook accidentally memorialised 2 million accounts, along with Mark Zuckerberg's profile
2015	Time	Linshi, J. (2015). Here's What Happens to Your Facebook Account After You Die [Online]. Retrieved November 29, 2020, from https://time.com/3706807/facebook-death-legacy/	<ul style="list-style-type: none"> • phase 3 • reports about legacy contacts and the posthumous policy of Facebook
2015	USA Today	Leger, D. L. (2015). New Facebook policy allows social media immortality [Online]. Retrieved December 03, 2020, from https://eu.usatoday.com/story/tech/2015/02/12/facebook-policy-change-allows-one-final-post-after-death/23184757/	<ul style="list-style-type: none"> • phase 3 • informs about legacy contacts, with reference to immortality • Fewer than a dozen states have laws governing authority over digital assets, according to the National Conference of Commissioners on Uniform State Laws. • informs about a poll that most of the adults are concerned about what happens to their digital presence after they die

2015	The Washington Post	Tsukayama, H. (2015). Facebook will now let you manage what happens to your account after you die [Online]. Retrieved December 03, 2020, from https://www.washingtonpost.com/news/tech-fix/wp/2015/02/12/facebook-will-now-let-you-manage-what-happens-to-your-account-after-you-die/	<ul style="list-style-type: none"> • phase 3 • the article introduces legacy contacts • mentioning memorialization • Vanessa Callison-Burch, a Facebook product manager. "There were a lot of asks about features we could add," she said. "People wanted the ability to respond to new friend requests, and do more with the account going forward." • Facebook now offers 3 options: 1) do nothing - the account can be memorialized by other users; 2) ask for deletion; 3) designate a legacy contact to manage the account • the legacy contact must be a Facebook user, he/she will be able to: accept friend requests; pin posts to the top of the profile page; change the late person's profile picture or cover photo • these types of notifications will be suppressed • Facebook users can specify whether they would like the legacy contact to access a downloadable archive of Facebook information after death- messages are not included • the legacy contact might be notified or not - depends on the user (it works the same when changing it) • people who designate the legacy contact will be reminded each year about their decision • the author points out the necessity to keep in mind country specificities regarding death
2015	The Verge	Kastrenakes, J. (2015). Facebook now lets you choose who controls your account after you die [Online]. Retrieved November 13, 2020, from https://www.theverge.com/2015/2/12/8025117/facebook-account-after-death	<ul style="list-style-type: none"> • phase 3 • informs about legacy contacts
2014	The Guardian	Ask, J. (2014). What happens to your Facebook account when you die? [Online]. Retrieved December 03, 2020, from https://www.theguardian.com/technology/askjack/2014/oct/30/what-happens-to-your-facebook-account-when-you-or-a-loved-one-dies	<ul style="list-style-type: none"> • phase 2 • article discusses the options to memorialise their account or delete it • the author emphasizes that there is a lack of communication between Facebook and its users • the author mentions that Facebook does not want to take the risk of memorialization still active accounts • the article points out the long waiting until memorialisation, which might get worse with growing number of older users • it mentions the risks when account remains active - it can be hacked and used for spam etc. • when the account is to be deleted, there is a lengthy way to get the content: "The application to obtain account content is a lengthy process and will require you to obtain a court order." • if the account is memorialized, Facebook will: allow noone to log in; nobody can add, change or delete content from the account (also containing friends); automated activities are stopped; the memorialised account does not appear in public spaces and search; • the article says that it is prohibited to log in to other person's account • it names the third-party services for managing digital legacy

2013	The Wall Street Journal	Fowler, G. A. (2013). Life and Death Online: Who Controls a Digital Legacy? [Online]. Retrieved December 03, 2020, from https://www.wsj.com/articles/SB10001424127887324677204578188220364231346	<ul style="list-style-type: none"> • phase 2 • discusses the issue of ownership of the digital data after user's death
2013	The Huffington Post	Facebook Dead' Prank: New Memorialization Page Can Lock Living Friend's Account [Online]. (2013). Retrieved December 03, 2020, from https://www.huffpost.com/entry/facebook-dead-prank-death-memorialization-page-lock-account_n_2424976?guce_referrer=aHR0cHM6Ly9lbi53aWtpcGVkaWEub3JnLw&guce_referrer_sig=AQAAADRIX4ro1JsJA4UTn1xLQtfbEtf8QUmhq97ZKOGMpp_76VRe9tZJBoTbIHN_86N3NTJASGuj6iBZgVv453ebzfl9UMRkos4u2iqdf10DKhnt1qZ2t7_nO2mlTHdOnqMR5LU4MLzc-ngMhP_Q8rK-z0hjiCgKMbbxagIS2C_1oF-&guccounter=2	<ul style="list-style-type: none"> • phase 2 • referring to the practice of "Facebook Dead" prank - memorialization of accounts of people still alive
2013	The Buzzfeed	Notopoulos, K. (2013). How Almost Anyone Can Take You Off Facebook (And Lock You Out) [Online]. Retrieved December 17, 2020, from https://www.buzzfeednews.com/article/katienotopoulos/how-to-murder-your-friends-on-facebook-in-2-easy-s	<ul style="list-style-type: none"> • phase 2 • BuzzFeed article comments on how easy it is to memorialized an account of somebody else and how hard it is to retrieve it
2012	The Wall Street Journal	Eder, S. (2012, Feb 10). Deaths pose test for facebook; as grieving parents struggle to control kids' accounts, lawmakers take notice. Wall Street Journal (Online) Retrieved from https://www-proquest-com.ep.fjernadgang.kb.dk/newspapers/deaths-pose-test-facebook-as-grieving-parents/docview/920885600/se-2?accountid=13607	<ul style="list-style-type: none"> • phase 2 • reports about the case of German parents demanding their daughter's password after she committed suicide

2012	The Daily Mail Online	<p>Smith, A. (2012). Facebook banned me from my dead daughter's page... to protect her privacy: Mother's anguish after teenager dies of brain tumour [Online]. Retrieved December 04, 2020, from https://www.dailymail.co.uk/news/article-2110019/Facebook-banned-dead-daughters-page-Mothers-anguish-locked-brain-tumour-teenagers-site-web-giant.html</p>	<ul style="list-style-type: none"> • phase 2 • Facebook prevented mother to log in into an account of her deceased daughter • They told the mother that it could endanger her daughter's privacy • due to her daughter's brain tumor, she used to help her with reading messages • she was also removing spam messages on her account after she died • since the page was memorialised, a Facebook group emerged with people protesting and asking to have the page reinstated • A Facebook spokesman said: 'When an account is memorialised then certain profile sections and features are hidden from view to protect the privacy of the deceased. 'For example, recent statuses are removed, groups the person has joined are hidden, and the person's privacy settings are changed to "Only Friends" so that only his/her Friends can see the Profile. 'Facebook's policy is not to provide login information for an account to anyone but the account owner to protect their privacy. 'This means that when we receive a report that a user is deceased we memorialize the account, which restricts profile and search privacy to friends only, but leaves the profile up so that friends and family can leave posts in remembrance. 'However, we do honor requests from close family members to deactivate the account, which removes the profile and associated information from the site.'
2010	The New York Times	<p>Wortham, J. (2020). As Facebook Users Die, Ghosts Reach Out [Online]. Retrieved December 03, 2020, from https://www.nytimes.com/2010/07/18/technology/18death.html</p>	<ul style="list-style-type: none"> • phase 2 • the author is mentioning the friend recommendation feature • "It's a very sensitive topic," said Meredith Chin, a company spokeswoman, "and, of course, seeing deceased friends pop up can be painful." Given the site's size, "and people passing away every day, we're never going to be perfect at catching it," she added. • at the beginning, the social media site was mainly for younger generation, but now 65+ are massively adopting it • some people said that they want to remember the deceased • in the article, the author claims that in early stages, Facebook used to delete the accounts of deceased users • the article refers to the Virginia Tech shooting in 2007 when members begged the company to allow them to commemorate the victims • now the pages can be memorialized, e.g. covert into tribute pages and no longer appear in search results, but friends can still interact with the page • it stresses the need for automatic recognition of which user is deceased • family member or a friend needs to report that fact by a form and providing a proof of death • the author points out that many profiles remains unreported • as said in the article, Facebook is trying to find ways to detect these users by repeatedly posted keywords, such as "Rest in peace" or "I miss you" but there is still a chance for a mistake • the author mentions an example with the problem with proof of death • the example: Mr. Thulbourn's friend found an obituary mentioning the same name and submitted it to Facebook, the platform then locked the account. Mr Thulbourn wasn't able to get the account back, since there was no straight way of doing so, thus, he decided to create a webpage that he is not dead and posted it on Twitter. Then it got recognised by Facebook and he got his account back. • the other problem occurs when a child dies, the account is memorialised and parents cannot become friends with it or find it in the search
2009	Mashable	<p>Schroeder, S. (2009). Facebook: All Your Stuff is Ours, Even if You Quit [Online]. Retrieved November 13, 2020, from https://mashable.com/2009/02/16/facebook-tos-privacy/?europe=true</p>	<ul style="list-style-type: none"> • phase 2 • the article reports about suspicious Facebook privacy policy and their power over users data • expert says that it is because the user information ends up outside of Facebook's direct control due to many servers

2009	The Telegraph	Moore, M. (2009). Facebook introduces 'memorial' pages to prevent alerts about dead members [Online]. Retrieved December 10, 2020, from https://www.telegraph.co.uk/technology/facebook/6445152/Facebook-introduces-memorial-pages-to-prevent-alerts-about-dead-members.html	<ul style="list-style-type: none"> • phase 2 • Facebook introduces a feature allowing users profiles to be memorialised after death • after complaints that users were being urged to get in touch with dead friends • bereaved relatives and friends can contact Facebook so the profiles convert into commemorative pages, with any sensitive information removed • the memorialised account will be only visible for friends of the deceased • head of security - "we try to protect the deceased's privacy by removing sensitive information such as contact information and status updates" • memorializing an account prevents anyone from logging into it, while still enables interactions with friends • reaction on the new feature, when the users could get reconnected with old friends that were suggested to them
2009	The Guardian	Moore, M. (2009). Facebook introduces 'memorial' pages to prevent alerts about dead members [Online]. Retrieved December 03, 2020, from https://www.telegraph.co.uk/technology/facebook/6445152/Facebook-introduces-memorial-pages-to-prevent-alerts-about-dead-members.html	<ul style="list-style-type: none"> • phase 2 • Facebook introduces a feature allowing users profiles to be memorialised after death • family members can memorialise the account to remove sensitive information such as updates and contacts • triggered by users complaining about dead friends or relatives through "suggestions feature" • The idea for memorialising users profile pages came after Kelly's best friend, a fellow Facebook employee, died in a motorbike accident
2007	Reuters	Pelofsky, J. (2007). Facebook becomes bulletin board for Virginia Tech [Online]. Retrieved December 17, 2020, from https://www.reuters.com/article/us-usa-crime-shootings-facebook-idUSN1742895920070417	<ul style="list-style-type: none"> • phase 1 • discusses bereavement of Virginia Tech survivors on Facebook
2007	CBC News	Virginia shootings spark internet tributes, debate [Online]. (2007). Retrieved December 03, 2020, from https://www.cbc.ca/news/world/virginia-shootings-spark-internet-tributes-debate-1.635253	<ul style="list-style-type: none"> • phase 1 • information about Virginia Tech shootings and Facebook grief
2007	USA Today	Hortobagyi, M. (2007). Slain students' pages to stay on Facebook [Online]. Retrieved December 17, 2020, from https://usatoday30.usatoday.com/tech/webguide/internetlife/2007-05-08-facebook-vatech_N.htm	<ul style="list-style-type: none"> • phase 1 • Facebook officials who planned to remove the pages of students killed the last month at Virginia Tech said Tuesday they will change their policy to allow memorials

Appendix D

Facebook: Analysed Press Releases

Facebook News Releases		
Year	Reference	Notes
2009	Facebook Announces Privacy Improvements in Response to Recommendations by Canadian Privacy Commissioner [Online]. (2009). Retrieved December 10, 2020, from https://about.fb.com/news/2009/08/facebook-announces-privacy-improvements-in-response-to-recommendations-by-canadian-privacy-commissioner/	<ul style="list-style-type: none"> • Facebook wants to provide greater control over information shared with third-party applications, and revisions to the privacy policy. • Based on the report on Facebook's privacy policies and controls by the Office of the Privacy Commissioner of Canada. • Lead to a revision in the horizon of 12 months concerning the better description of different practices, but namely account memorialization for deceased users and the distinction between account deactivation and deletion. • Encouraging users to review the privacy settings. • Increasing the understanding and control a user has over the information accessed by third-party applications.
2014	Remembering Our Loved Ones [Online]. (2014). Retrieved December 10, 2020, from https://about.fb.com/news/2014/02/remembering-our-loved-ones/	<ul style="list-style-type: none"> • Facebook announces restriction of the visibility of the memorialized accounts to friends-only. It will maintain the visibility of a person's content as-is (to be consistent with the deceased person's expectations of privacy). • Introducing the "'Look Back'" video based on John Berlin's request to create this video for his son, who has passed away".
2015	Adding a Legacy Contact [Online]. (2015). Retrieved December 10, 2020, from https://about.fb.com/news/2015/02/adding-a-legacy-contact/	<ul style="list-style-type: none"> • Announcement of the legacy contact
2017	Hard Questions: What Should Happen to People's Online Identity When They Die? [Online]. (2017). Retrieved December 10, 2020, from https://about.fb.com/news/2017/08/what-should-happen-to-online-identity/	<ul style="list-style-type: none"> • Where the law permits, we try to respect the wishes of those who have passed away. Sometimes, however, we simply don't know what the person would have wanted." - states that memorialisation is the default option
2019	Making It Easier to Honor a Loved One on Facebook After They Pass Away [Online]. (2019). Retrieved December 10, 2020, from https://about.fb.com/news/2019/04/updates-to-memorialization/	<ul style="list-style-type: none"> • Introduction of New Tributes Section. • Separate section on the memorialised profiles where friends and family can share posts. • While preserving the original timeline of their loved ones. • Additional controls for legacy contacts.

Terms of Service													
Date of change	2013	2014	2015	2016	2016	2016	2017	2018	2019	2020	2020	2020	
Section	-	8.9	18.5	27.6	-	30.9	2.10.	25.5	-	1.1.	18.6	16.12.	
Terms of use	-	You may end your legal agreement with Twitter at any time for any reason by deactivating your accounts and discontinuing your use of the Services. You do not need to specifically inform Twitter when you stop using the Services. If you stop using the Services without deactivating your accounts, your accounts may be deactivated due to prolonged inactivity under our Inactive Account Policy.	You may end your legal agreement with Twitter at any time for any reason by deactivating your accounts and discontinuing your use of the Services. You do not need to specifically inform Twitter when you stop using the Services. If you stop using the Services without deactivating your accounts, your accounts may be deactivated due to prolonged inactivity under our Inactive Account Policy.	You may end your legal agreement with Twitter at any time for any reason by deactivating your accounts and discontinuing your use of the Services. You do not need to specifically inform Twitter when you stop using the Services. If you stop using the Services without deactivating your accounts, your accounts may be deactivated due to prolonged inactivity under our Inactive Account Policy.	(iii) your account should be removed due to prolonged inactivity;	(iii) your account should be removed due to prolonged inactivity;	(iii) your account should be removed due to prolonged inactivity;	(iii) your account should be removed due to prolonged inactivity;	-	USA: (iv) your account should be removed due to prolonged inactivity; EU: (iv) your account should be removed due to prolonged inactivity;	(v) your account should be removed due to prolonged inactivity;	-	
Privacy Policy													
Date of change	2013	2014	2015	2016	2016	2016	2017	2018	2019	2020	2020	2020	
Section	21.10.	8.9	18.5	-	-	30.9	18.6	25.5	-	1.1.	18.6	29.8	
Main text	-	Does not mention	Does not mention	-	-	Does not mention	Does not mention	Does not mention	-	Does not mention	Does not mention	Does not mention	
Help Center													
Section	2013	2014	2015	2016	2016	2016	2017	2018	2019	2020	2020	2020	
How to Contact Twitter About a Deceased User? (In 2015 question changed to: How to contact Twitter about a deceased family member's account?)	-	Added: Removal of certain imagery in order to respect the wishes of loved ones, Twitter will remove imagery of deceased individuals in certain circumstances. Immediate family members and other authorized individuals may request the removal of images or video of deceased individuals, from when critical injury occurs to the moments before or after death, by sending an email to privacy@twitter.com .	-	-	-	-	-	After you submit your request, we will email you with instructions for providing more details, including information about the deceased, a copy of your ID, and a copy of the deceased's death certificate. This is a necessary step to prevent false and/or unauthorized reports. Be assured that this information will remain confidential and will be deleted once we've reviewed it.	-	-	After you submit your request, we will email you with instructions for providing more details, including information about the deceased, a copy of your ID, and a copy of the deceased's death certificate. This is a necessary step to prevent false and/or unauthorized reports. Be assured that this information will remain confidential and will be deleted once we've reviewed it.	-	After you submit your request, we will email you with instructions for providing more details, including information about the deceased, a copy of your ID, and a copy of the deceased's death certificate. This is a necessary step to prevent false and/or unauthorized reports. Be assured that this information will remain confidential and will be removed once we've reviewed it.
How to contact Twitter about media concerning a deceased family member? (In 2019 question changed to: Deceased individual(s))	-	In the event of the death of a Twitter user, we can work with a person authorized to act on the behalf of the estate or with a verified immediate family member of the deceased to have an account deactivated. ...After you submit your request, we will email you with instructions for providing more information, including information about the deceased, a copy of your ID, and copy of the deceased's death certificate.	In the event of the death of a Twitter user, we can work with a person authorized to act on the behalf of the estate or with a verified immediate family member of the deceased to have an account deactivated. ...After you submit your request, we will email you with instructions for providing more information, including information about the deceased, a copy of your ID, and copy of the deceased's death certificate.	In the event of the death of a Twitter user, we can work with a person authorized to act on the behalf of the estate or with a verified immediate family member of the deceased to have an account deactivated. ...After you submit your request, we will email you with instructions for providing more information, including information about the deceased, a copy of your ID, and copy of the deceased's death certificate.	In the event of the death of a Twitter user, we can work with a person authorized to act on the behalf of the estate or with a verified immediate family member of the deceased to have an account deactivated. ...After you submit your request, we will email you with instructions for providing more information, including information about the deceased, a copy of your ID, and copy of the deceased's death certificate.	In the event of the death of a Twitter user, we can work with a person authorized to act on the behalf of the estate or with a verified immediate family member of the deceased to have an account deactivated. ...After you submit your request, we will email you with instructions for providing more information, including information about the deceased, a copy of your ID, and copy of the deceased's death certificate.	In order to respect the wishes of loved ones, Twitter will remove imagery of deceased individuals in certain circumstances. Immediate family members and other authorized individuals may request the removal of images or video of deceased individuals. ...Twitter considers public interest factors such as the newsworthiness of the content and may not be able to honor every request.	Sharing images or videos of a deceased individual can cause serious distress to the deceased's family and can also negatively impact the well-being of others who view this content. Out of respect for the deceased and those impacted by their death, as well as to decrease the impact of unintended exposure to graphic media, we may ask you to remove images and videos that depict the death of an identifiable person.	-	Sharing images or videos of a deceased individual can cause serious distress to the deceased's family and can also negatively impact the well-being of others who view this content. Out of respect for the deceased and those impacted by their death, as well as to decrease the impact of unintended exposure to graphic media, we may ask you to remove images and videos that depict the death of an identifiable person.	-	Sharing images or videos of a deceased individual can cause serious distress to the deceased's family and can also negatively impact the well-being of others who view this content. Out of respect for the deceased and those impacted by their death, as well as to decrease the impact of unintended exposure to graphic media, we may ask you to remove images and videos that depict the death of an identifiable person.	

B

Appendix F

Twitter: Analysed News Articles

Twitter News Articles			
Year	Medium	Reference	Notes
2020	The Financial Times	SimonKuper. (2020, May 23). Finally, we are paying tribute to 'ordinary' lives [europe region]. Financial Times Retrieved from https://www-proquest-com.ep.fjernadgang.kb.dk/newspapers/finally-we-are-paying-tribute-ordinary-lives/docview/2415608333/se-2?accountid=13607	<ul style="list-style-type: none"> discusses the social media immortality in relation to the COVID-19 and beyond
2020	Forbes	Collins, B. (2020). A Year On, Twitter Still Doesn't Know How To Deal With Its Dead [Online]. Retrieved December 10, 2020, from https://www.forbes.com/sites/barrycollins/2020/11/15/a-year-on-twitter-still-doesnt-know-how-to-deal-with-its-dead/	<ul style="list-style-type: none"> reports that Twitter still has not resolved it's a posthumous policy in relation to the inactive account deletion policy
2020	CNN	Johnson, L. (2020). Twitter's most liked tweet of all time now belongs to Chadwick Boseman [Online]. Retrieved December 10, 2020, from https://edition.cnn.com/2020/08/29/us/most-liked-tweet-of-all-time-chadwick-boseman-trnd/index.html	<ul style="list-style-type: none"> mentions the most liked tweet in the history of Twitter - belonging to Chadwick Boseman
2020	Newsweek	Schonfeld, Z. (2015). Dead People Should Stop Tweeting [Online]. Retrieved December 10, 2020, from https://www.newsweek.com/handbook-recently-deceased-346184	<ul style="list-style-type: none"> discusses the posthumous tweets
2020	The Guardian	Gabbatt, A. (2020). Herman Cain 'tweets' two weeks after his death to attack Democrats [Online]. Retrieved December 10, 2020, from https://www.theguardian.com/us-news/2020/aug/13/herman-cain-twitter-democrats-joe-biden	<ul style="list-style-type: none"> reports about posthumous tweets by Herman Cain and his posthumous attack on the Democratic party
2020	The Guardian	Pulver, A. (2020). Final tweet from Chadwick Boseman's account is most liked ever on Twitter [Online]. Retrieved December 10, 2020, from https://www.theguardian.com/film/2020/aug/31/final-tweet-from-chadwick-boseman-account-most-liked-ever-on-twitter	<ul style="list-style-type: none"> reports about Chadwick Boseman's posthumous tweet becoming the most famous tweet in history

2019	The Verge	Welch, C. (2019). Twitter halts plan to remove inactive accounts until it can memorialize dead users [Online]. Retrieved December 10, 2020, from https://www.theverge.com/2019/11/27/20986084/twitter-inactive-accounts-username-memorialize-deceased-users-not-removing	<ul style="list-style-type: none"> • Twitter decided to halt to remove inactive accounts and tries to find ways for memorialisation
2019	MIT Technology Review	Jee, C. (2019). Twitter has to figure out what to do with dead people [Online]. In . Retrieved from https://www.technologyreview.com/2019/11/28/131812/twitter-has-to-finally-figure-out-what-to-do-with-dead-peoples-accounts/	<ul style="list-style-type: none"> • discuss Twitter policy about the deletion of inactive twitter accounts
2019	Tech Crunch	Darrell, E. (2019). Twitter to add a way to 'memorialize' accounts for deceased users before removing inactive ones [Online]. Retrieved December 10, 2020, from https://techcrunch.com/2019/11/27/twitter-to-add-a-way-to-memorialize-accounts-for-deceased-users-before-removing-inactive-ones	<ul style="list-style-type: none"> • announce Twitter's decision to memorialise accounts
2019	NPR	Zialcita, P. (2019). Following Backlash, Twitter Offers to 'Memorialize' Accounts Of The Deceased [Online]. Retrieved December 10, 2020, from https://www.npr.org/2019/11/27/783385093/following-backlash-twitter-offers-to-memorialize-accounts-of-the-deceased? t=1608161511791	<ul style="list-style-type: none"> • reports about Twitter's decision to memorialise accounts and the aftermath
2019	The Washington Post	Kelly, H. (2019). Twitter wanted to be the town square. Now it's also grappling with being a cemetery. [Online]. Retrieved December 10, 2020, from https://www.washingtonpost.com/technology/2019/12/06/twitter-wanted-be-town-square-now-its-also-grappling-with-being-cemetery/	<ul style="list-style-type: none"> • informs about the outrage over the inactive-account policy • asserts that Twitter struggle with inactive accounts • mentions the Twitter posthumous policies

2017	ib Times	Owoseje, T. (2017). 'Are you alive?' Shyla Stylez fans freak out as dead porn star's Twitter continues to post [Online]. Retrieved December 10, 2020, from https://www.ibtimes.co.uk/are-you-alive-shyla-stylez-fans-freak-out-dead-porn-stars-twitter-continues-post-1647131	<ul style="list-style-type: none"> • reports about the dead porn star who posthumously tweeted • mentioned Twitter's posthumous policies of deactivation • the tweets were automated horoscopes
2016	The Washington Post	Ohlheiser, A. (2016). A question we never thought we would have to ask after someone dies [Online]. Retrieved December 10, 2020, from https://www.washingtonpost.com/news/the-intersect/wp/2016/05/20/what-happens-when-a-deceased-persons-twitter-account-starts-posting-spam/	<ul style="list-style-type: none"> • tells a story of David Carr, deceased New York Times columnist, who's account was hacked • another story is about Roger Ebert, who left information on how to use his Twitter account after his death • discusses options of Twitter and other social media
2016	Irish Times	O'Sullivan, V. (2016, Oct 29). Digital life after death: When facebook sent out birthday notices to vic O'sullivan's sister's friends and family, it was a reminder that it was time to lay her digital footprint to rest. Irish Times Retrieved from https://www-proquest-com.ep.fjernadgang.kb.dk/newspapers/digital-life-after-death/docview/1833197546/seen-2?accountid=13607	<ul style="list-style-type: none"> • informs about Twitter's policy of removing deceased users upon a request
2014	Daily Herald	Thomson, A. (2014, Aug 16). Twitter reviews policies after robin williams's daughter abused. Daily Herald Retrieved from https://www-proquest-com.ep.fjernadgang.kb.dk/newspapers/twitter-reviews-policies-after-robin-williamss/docview/1554293216/seen-2?accountid=13607	<ul style="list-style-type: none"> • discusses Twitter's actions in response to Robin William's death
2013	The Variety	Khatchatourian, M. (2013). The Memory of Cory Monteith Lives On (and On) via Social Media [Online]. Retrieved December 10, 2020, from https://variety.com/2013/digital/news/the-memory-of-cory-monteith-lives-on-and-on-on-social-media-1200569547/	<ul style="list-style-type: none"> • tells a story about Cory Monteith and the campaign to prevent his account from deletion

2013	The Independent	Usborne, S. (2013). Continue tweeting after death with LivesOn [Online]. In The Independent. Retrieved from https://www.independent.co.uk/life-style/gadgets-and-tech/news/continue-tweeting-after-death-liveson-8521641.html	<ul style="list-style-type: none"> • presents a posthumous service allowing to Tweet posthumously
2012	Wall Street Journal	Rooney, B. (2012, May 24). A way to post and tweet from beyond the grave. Wall Street Journal (Online) Retrieved from https://www-proquest-com.ep.fjernadgang.kb.dk/newspapers/way-post-tweet-beyond-grave/docview/1015434716/se-2?accountid=136074	<ul style="list-style-type: none"> • introduces a posthumous posting service • discussing posthumous services
2010	ArsTechnika	Death and social media: what happens to your life online? [Online]. (2010). Retrieved December 10, 2020, from https://arstechnica.com/tech-policy/2010/03/death-and-social-media-what-happens-to-your-life-online/	<ul style="list-style-type: none"> • informs about a Twitter policy of deleting accounts if they are reported

Appendix G

LinkedIn: Analysed Policies

		User Agreement										A
Date of change Section		2003	2004	2005	2006	2007	2008	2009	2010	2011	2012	
User Agreement		-	-	-	1.3.	-	14.11.	22.1.	-	11.6.2020	-	
		-	-	-	Does not mention	-	Does not mention	Does not mention	-	Does not mention	-	
Privacy policy												
Date of change Section		2003	2004	2005	2006	2007	2008	2009	2010	2011	2012	
Main text		-	-	-	14.7.	-	14.11.	22.1.	24.3.	16.6.	-	
		-	-	-	Does not mention	-	Does not mention	Does not mention	Memorializing Accounts If we learn that a User is deceased, we may memorialize the User's account. In these cases we may restrict profile access, remove messaging functionality, and close an account if we receive a formal request from the User's next of kin or other proper legal request to do so.	Memorializing Accounts If we learn that a User is deceased, we may memorialize the User's account. In these cases we may restrict profile access, remove messaging functionality, and close an account if we receive a formal request from the User's next of kin or other proper legal request to do so.	-	

User Agreement										B
Date of change	2013	2014	2014	2015	2016	2017	2018	2020	2020	
Section	12.9.	26.3.	23.10.	-	-	-	8.5.	11.8.	-	
User Agreement	Does not mention	Does not mention	Does not mention	-	-	-	Does not mention	Does not mention	-	
Privacy policy										
Date of change	2013	2014	2014	2015	2016	2017	2018	2020	2020	
Section	12.9.	26.3.	23.10.	-	-	7.6.	8.5.	6.1.	11.8.	
Main text	Does not mention	Does not mention	Does not mention	-	-	Does not mention	Does not mention	Does not mention	Does not mention	

Appendix H

LinkedIn: Analysed News Articles

LinkedIn News Articles			
Year	Medium	Reference	Notes
2020	Digital Information World	Microsoft's LinkedIn is Developing A New Feature That Would Allow Users To Memorialize Profiles Of Deceased Individuals [Online]. (2020). Retrieved December 10, 2020, from https://www.digitalinformationworld.com/2020/08/microsoft-s-linkedin-is-developing-a-new-feature-that-would-allow-the-users-memorialize-profiles-of-deceased-individuals.html	<ul style="list-style-type: none"> • informs about LinkedIn and its intentions to create a new feature to memorialise accounts • the feature should hold a tribute to user's professional legacy
2019	FL	Warwick-Ching, L. (2019). From facebook and iTunes to cryptocurrencies — what happens to your digital assets when you die? FT.Com, Retrieved from https://www-proquest-com.ep.fjernadgang.kb.dk/trade-journals/facebook-itunes-cryptocurrencies-what-happens/docview/2316923401/se-2?accountid=13607	<ul style="list-style-type: none"> • mentions that online assets, such as LinkedIn, Twitter, and Facebook include "social value"
2019	The Wall Street Journal	Summerville, A. (2019, Aug 20). There's life after death online; LinkedIn is latest exploring how to let relatives keep profiles of deceased family members alive. Wall Street Journal (Online) Retrieved from https://www-proquest-com.ep.fjernadgang.kb.dk/newspapers/theres-life-after-death-online-linkedin-is-latest/docview/2275987309/se-2?accountid=13607	<ul style="list-style-type: none"> • suggests that LinkedIn is the latest company to accommodate to dying users and survivors • the memorialise feature comes in response to extensive requests, said by LinkedIn spokesman • people found different options to deal with the deceased users on LinkedIn, such as posting it to the description or as the last job title • informs about the LinkedIn's sidebar "people also viewed": since LinkedIn offers to find similar profiles, this feature can link to other deceased user profiles
2014	Sunday Telegraph	Shin, L. (2014, May 25). PREPARING FOR DEATH IN A DIGITAL AGE. Sunday Telegraph Retrieved from https://www-proquest-com.ep.fjernadgang.kb.dk/newspapers/preparing-death-digital-age/docview/1528289974/se-2?accountid=13607	<ul style="list-style-type: none"> • discusses permanent deletion of accounts that might be part of the terms of use • mentions the US, where some of the states have laws in place to handle digital assets

2010	London Evening Standard	Trew, B. (2010, Oct 22). Ghosts in the machine: Even if someone dies, their internet avatar lives on. and for those left behind, this online a erlife can be both haunting and comforting. by bel trew. London Evening Standard Retrieved from https://www-proquest-com.ep.fjernadgang.kb.dk/newspapers/ghosts-machine/docview/759594376/se-2?accountid=13607	<ul style="list-style-type: none"> • informs about the fact that social media such as LinkedIn or Twitter does not know how many deceased accounts their network contains • refers to MyDeadSpace created for spotting dead users on MySpace • referring to the second death when deleting the account of deceased from the social network
2010	The Age	Cincotta, K. (2010, Jun 03). Ghosts in the machine: Feature story. The Age Retrieved from https://www-proquest-com.ep.fjernadgang.kb.dk/newspapers/ghosts-machine/docview/356801183/se-2?accountid=13607	<ul style="list-style-type: none"> • mentions the services keeping the digital legacy • discusses the sense of value in posthumous information • names options for password storages and the problem of having passwords mentioned in the will
2008	The Guardian	Lee, D. (2008, Aug 07). Technology: There's life after death if you're online: Social networking sites are having to devise policies to deal with the death of a user - and some are getting it more right than others. The Guardian Retrieved from https://www-proquest-com.ep.fjernadgang.kb.dk/newspapers/technology-theres-life-after-death-if-youre/docview/244279858/se-2?accountid=13607	<ul style="list-style-type: none"> • mentions a LinkedIn policy to deal with dead users - they will be deleted upon family's request • "We first of all offer our condolences and then proceed to close their account so their details are no longer visible to anyone," says Cristina Hoole of LinkedIn. "Our focus is on making this process very simple for the people left behind and therefore ensure this is dealt with immediately." • if applied by family member, the process of proving death is rather simple: the platforms look at the allegedly deceased user account activity and the interactions with them • it's not a written policy but a process that emerged over time • informs about memorialisation of the accounts - e.g., freezing them in time to not being spammed • informs about a service OpenID providing one single space for login details for various sites - if the service is notified, they can inform other services linked to their's