



UNITED STATES OF AMERICA
Federal Trade Commission
WASHINGTON, D.C. 20580

Remarks of Chief Technologist
Stephanie T. Nguyen
As Prepared for Delivery: PrivacyCon 2022

November 1, 2022

Thank you Chair Khan and to the staff whose work led to this conference especially Jamie Hine and Leron Banks who spearheaded this event, Caelan Conant, Molly Smith, and the countless technologists and attorneys for putting many hours to review papers and plan sessions. Welcome to our esteemed experts who will be presenting today.

0\ QDPH LV 6WHSKDQLH 1JX\HQ , P WKH)HGHU Da 7UDGH &
honored to be here to lead and work with world-class technologists and agency staff make sure the largest corporations follow the law and treat people like human beings.

As a human computer interaction designer and user experience researcher, I have spent most of my career building and designing tech on the ground working directly with thousands of people in their communities to QGHUVWDQG KRZ WKHVH WHFKQRORJLHV seen firsthand how technology can enable

I want to highlight a few areas of focus for our technologists.

First, we are surgically improving our orders to push companies not just to do the right thing, but to do the right thing better. We want to see bad actors face real consequences. To do so, we are holding corporate leadership accountable, as we did in Dozily and SpyFonc cases, and requiring companies to delete the models and algorithms it developed by using the data, photos and videos uploaded by its users, as we did in our Everalbum case. We want to address systemic risks and hot play whack-a-mole, like requiring companies to delete personal information they illegally collected and destroying any algorithms derived from the data, like in our case against Kurbo (formerly known as Weight Watchers). On security, our recent orders in Drizly and Chegg have required the companies to adopt a form of factor authentication which is resistant to phishing attacks, in order to comprehensively address authentication risks.

Second, we serve as an expert resource to advise and engage with staff and leadership on AI and complex technical systems. Our team is helping demystify hype terms and make sure they are used properly. We identify where emerging software data and AI requires emotion recognition is pseudoscience. We want to help our attorneys be able to interrogate systems and get to the root cause of harm.

Third, we promote best practices of tech policies through outreach and engagement. This is done through research and horizon scanning, where we aim to establish durable agency muscle memory to stay on top of developments so that the FTC can nimbly identify and respond to current and next generation tech threats. For example, with augmented and virtual reality, the market has grown significantly in the last half decade to include education, healthcare, and fitness. As technologists, we ask what, if any, are the novel features that may raise new challenges like more types of geospatial and biometrics data that can be collected from which inferences can be made or more types of content moderation and immersive advertising experiences.

Looking ahead, the FTC has and will continue to be measured by the results we can deliver to fulfill our mission and obligation to protect the public from unlawful business practices and from unfair methods of competition. We look forward to a future for technologists to be an institutional resource in the agency to continue this work.

Thank you to team CTO, and to my FTC colleagues. I wish that, I could be there with you.