Why study default apps?

- Default apps are sticky – uninstallation compromises the device security.
- Privacy configurations for the default apps are prompted to users only once – during initial setup.
- There is a big gap between information provided to users and what they know about the system.

Research Study Findings

- Participants were confused about what happened to their information.
- Participants did not know how to disable many privacy configurations.
- No specification listing all the settings required to disable a certain feature.
- Participants did not seek Apple’s official documentation for help during practical tasks.

Example case

When enabling Touch ID during device setup, users do not see where their fingerprint information is stored. Similarly, other default apps are prompted during setup and hidden information is not directly presented to users.