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# The Spy in Your Pocket

By Kristina Dell | Sunday, Mar. 19, 2006









Wesley Clark built a campaign for President as an expert in national security. But he recently discovered a hole in his personal security--his cell phone. A resourceful blogger, hoping to call attention to the black market in phone records, turned the general into his privacy-rights guinea pig in January. For \$89.95, he purchased, no questions asked, the records of 100 cell-phone calls that Clark had made. (He

revealed the ruse to Clark soon after.) "It's like someone taking your wallet or knowing who paid you money," Clark says. "It's no great discovery, but it just doesn't feel right." Since then, Clark has become a vocal supporter of the movement to outlaw the sale of cell-phone records to third parties.

The U.S.'s embrace of mobile phones--about 65% of the population are subscribers--has far



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outpaced efforts to keep what we do with them private. That has cleared the way for a cottage industry devoted to exploiting phone numbers, calling records and even the locations of unsuspecting subscribers for profit. A second business segment is developing applications like anonymous traffic monitoring and employee tracking. It's not just the con artists who are a worry. Every new mobile-phone technology, even a useful, perfectly legal one, comes with unintended privacy concerns.

Clark's allies in Congress drafted a bill to ban the sale of wireless-phone records, but it stalled in the Senate last week. In the meantime, spy outfits pose as subscribers to obtain records, then sell them to private investigators, divorce lawyers or anyone else with a credit card. Verizon Wireless and other carriers shut down one notorious data broker, Locatecell.com "There are thousands of companies doing this," says Robert Douglas, a security consultant and former private investigator. He notes that there are about 60,000 licensed private investigators in the U.S. "Unfortunately, anyone worth his salt knows who to turn to for phone records," he says. Wireless carriers are also revamping their practices to deter infiltration. Most will no longer release calling records by fax or e-mail. They have even tightened rules about giving records to people who claim to have lost a cell phone.

Before widespread cell-phone use, lawmakers tried to address privacy with the Telecommunications Act of 1996. But it appears the law never envisioned the booming software industry that grew out of the demand for wireless-phone data. Most mobile phones are powerful tracking devices, with global-positioning systems (GPS) inside. Companies like Xora combine GPS data with information about users to create practical applications. One similar technology allows rental-car companies to track their cars with GPS. California imposed restrictions on the practice last year after a company fined a customer \$3,000 for crossing into Nevada, violating the rental contract.

Other applications have not yet been challenged. For about \$26 a month per employee, a boss can set up a "geofence" to track how workers use company-issued cell phones or even if they go home early. About 1,000 employers use the service, developed by Xora with Sprint-Nextel.



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