

# Leaky Forms: A Study of Email and Password Exfiltration Before Form Submission

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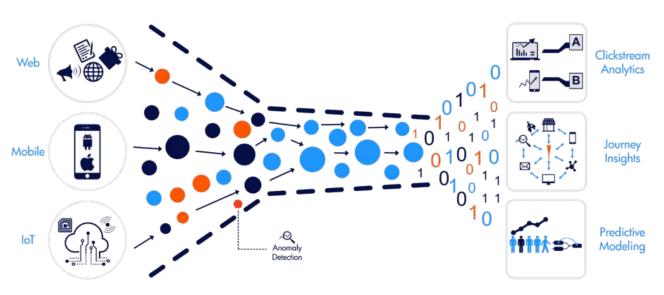
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# Background

- Websites use advertising and marketing for monetization
  - built-in anti-tracking countermeasures
  - potential third-party cookie phase-out
- Tracking by email addresses
  - enables cross-site, cross-platform, persistent tracking



https://medium.com/@ugurekmekci/real-time-user-activity-tracking-w-divolte-collector-and-kafka-d8c106313400

## **Motivation**

- PII collection before form submission on a mortgage calculator website (Gizmodo, 2017)
- A 2018 survey:
  - 81% of the 502 respondents have abandoned forms at least once
  - 59% abandoned a form in the last month [6].



HOME LATEST TECHNEWS REVIEWS SCIENCE EARTHER 109

GIZMODO ORIGINALS

# Before You Hit 'Submit,' This Company Has Already Logged Your Personal Data

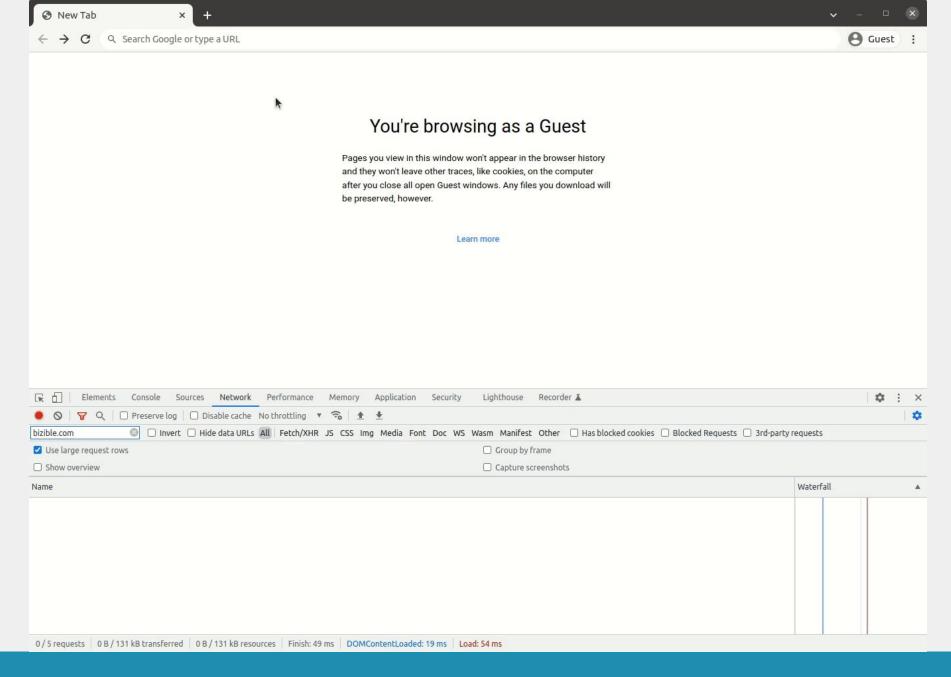


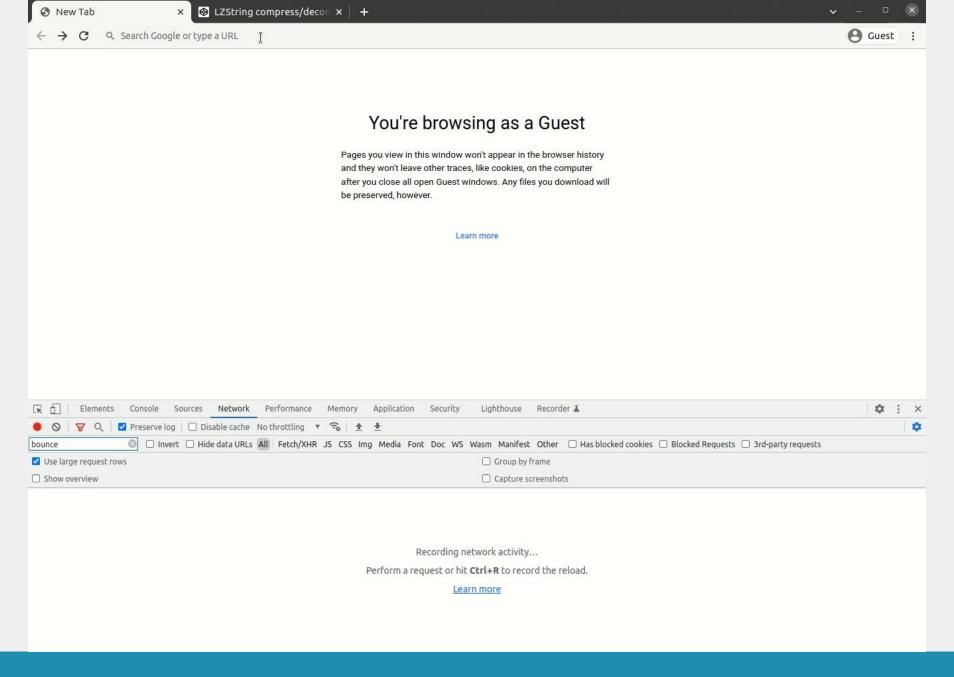




## Goals

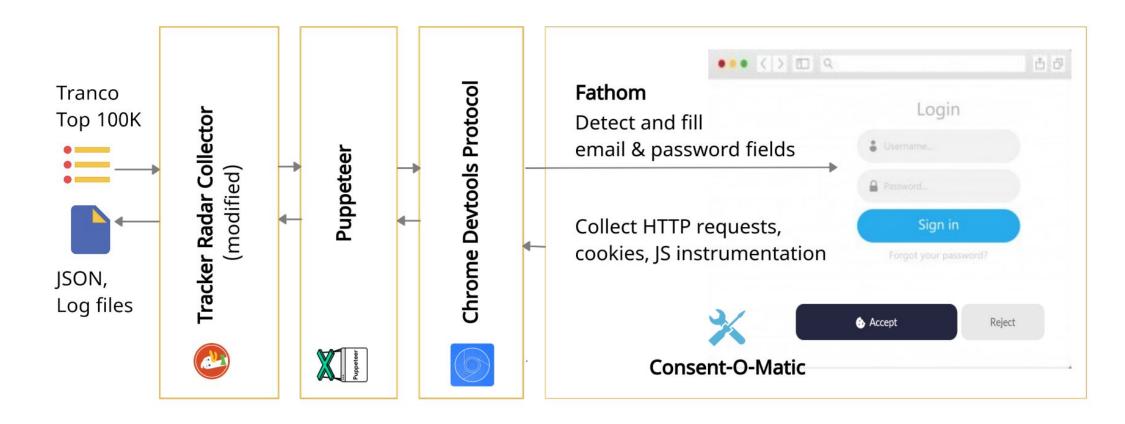
- Measure email and password collection prior to form submission
  - effect of location: EU vs. US
  - effect of consent
  - mobile vs. desktop





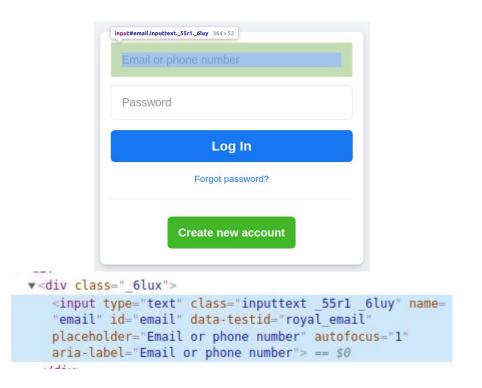
### Method – Web Crawler

Built on Tracker Radar Collector (developed by DuckDuckGo)

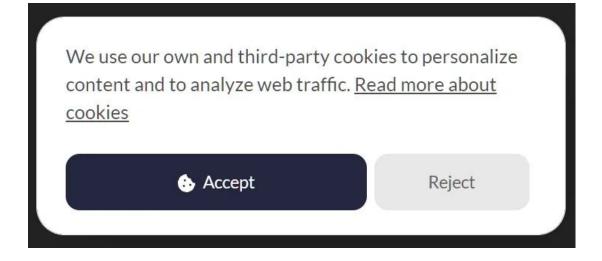


## Method – Email field and CMP detection

• **Fathom**: A supervised learning framework specialized to detect webpage parts [8]]



 Consent-O-Matic: browser extension that can recognize and interact with Consent Management Provider (CMP) pop-ups [7]



### Method – Leak Detection

- Based on Englehardt et al.'s method [3]
  - search for different encodings and hashes of search terms
- Identified two new encodings and one hash method
  - LZString, custom mapping, hashing with a fixed salt



# Method – Tracker Labeling

- Disconnect
- Whotracks.me
- DuckDuckGo (tds.json)
- uBlock Origin
- + Manual labeling

### Crawls

- 8 Crawls, 100K websites, 2.8M pages, May & June 2021
- 2 locations: EU (Frankfurt), US (NYC)
- 3 consent modes:
  - no action (100K)
  - accept all (7,220)
  - reject all (7,220)
- Mobile
  - EU, US
  - 100K no action

# **Dataset**

		EU				US		
Crawl Option	No Action	Accept All	Reject All	Mobile	No Action	Accept All	Reject All	Mobile
Crawled URLs	100K	7,720	7,720	100K	100K	7,720	7,720	100K
Successfully loaded websites	99,380	7,716	7,716	99,363	99,437	7,714	7,716	99,409
Crawled pages	625,143	44,752	40,385	597,791	690,394	51,735	49,260	668,848
Websites where we filled email	52,055	5,076	5,115	47,825	53,038	5,071	5,077	49,615
Websites where we filled password	31,002	2,306	2,342	29,422	31,324	2,263	2,283	30,356

Overview of crawl statistics based on servers located in EU and the USA

# Results - Leaks

	EU		US			
	All	Third party	Tracking related	All	Third party	Tracking related
Email Password	4,395 88	2,633 86	1,844 46	5,518 92	3,790 87	2,950 48

Discovered 41 unlisted tracker domains



# Results - Email Leaks

		E	U					1	US			
Leak Type	Entity Name	Tracker Domain	Key by key	Num. sites	Prom.	Min. Rank	Entity Name	Tracker Domain	Key by key	Num. sites	Prom.	Min. Rank
	Taboola	taboola.com	No	327	302.9	154	TowerData	rlcdn.com	No	524	553.8	217
	Adobe	bizible.com	Yes	160	173.0	242	Taboola	taboola.com	No	383	499.0	95
	FullStory	fullstory.com	Yes	182	75.6	1,311	Bounce Exchange	bouncex.net	No	189	224.7	191
	Assim Inc	zenaps.com*	No	113	48.7	2,043	Adobe	bizible.com	Yes	191	212.0	242
	Awin Inc.	awin1.com*	No	112	48.5	2,043	Awin	zenaps.com*	No	119	111.2	196
	Yandex	yandex.com	Yes	121	41.9	1,688	Awiii	awin1.com*	No	118	110.9	196
=	AdRoll	adroll.com	No	117	39.6	3,753	FullStory	fullstory.com	Yes	230	105.6	1,311
email	Glassbox	glassboxdigital.io*	Yes	6	31.9	328	Listrak	listrakbi.com	Yes	226	66.0	1,403
ы	Listrak	listrakbi.com	Yes	91	24.9	2,219	LiveRamp	pippio.com	No	138	65.1	567
	Oracle	bronto.com	Yes	90	24.6	2,332	SmarterHQ	smarterhq.io*	Yes	32	63.8	556
	TowerData	rlcdn.com	No	11	20.0	567	Verizon Media	yahoo.com*	Yes	255	62.3	4,281
	SaleCycle	salecycle.com	Yes	35	17.5	2,577	AdRoll	adroll.com	No	122	48.6	2,343
	Automattic	gravatar.com*	Yes	38	16.7	2,048	Yandex	yandex.ru	Yes	141	48.1	1,648
	Facebook	facebook.com	Yes	21	14.8	1,153	Criteo SA	criteo.com*	No	134	46.0	1,403
	Salesforce	pardot.com*	Yes	36	30.8	2,675	Neustar	agkn.com*	No	133	45.9	1,403
	Oktopost	okt.to*	Yes	31	11.4	6,589	Oracle	addthis.com	No	133	45.9	1,403







# Answers to Your Top Questions About Hashed Email [Video]

November 24, 2015 By Phil Davis

Did you know
your subscribers
leave a digital
fingerprint
behind on all
their online
activities? Even
better, did you
know you already
have everything
you need to
access this
information?



Email hashing is the perfect way to connect the dots on customer behavior—across



Home > ... > Lookalike Targeting

Tab 29 la Help Center

Taboola Ads

**Getting Started** 

Create & Manage Great Campaigns >

Create A New Campaign

**Edit Campaigns** 

**Campaign Targeting Options** 

Send your 1st Party Audiences via DMP or MMP

# Lookalike Targeting

Look-alike models are used to increase scale by finding new people likely to be interested in your business because they resemble existing customers.

Use your CRM data to create lookalike audiences on Taboola! You can upload either a customer list of hashed email addresses, mobile device IDs, or 5 digit US zip codes and Taboola's predictive engine will find similar users that are more likely to convert based on the assumption that these users will be "like" your current customers in your database.

Visit our Advertiser Data Use Policy here.



Create and manage accounts

Publish and distribute content

Advertise

Sell on Facebook and Instagram

Monetise your content or app

# Business Help Centre

Q Hi Ali, how can we help?

# About advanced matching for web

15,463 views

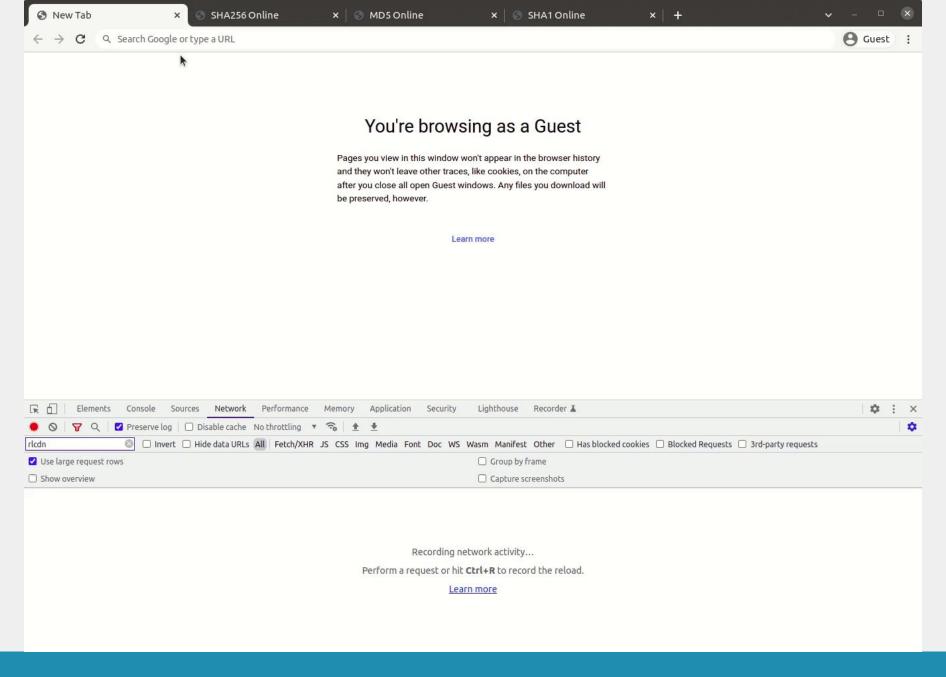
Advanced matching can help you optimise your Meta ads to drive better results. With advanced matching, you can send us hashed customer information along with your pixel events, which can help you attribute more conversions and reach more people. We hash the customer information on the website before they're sent to Facebook to help protect user privacy.

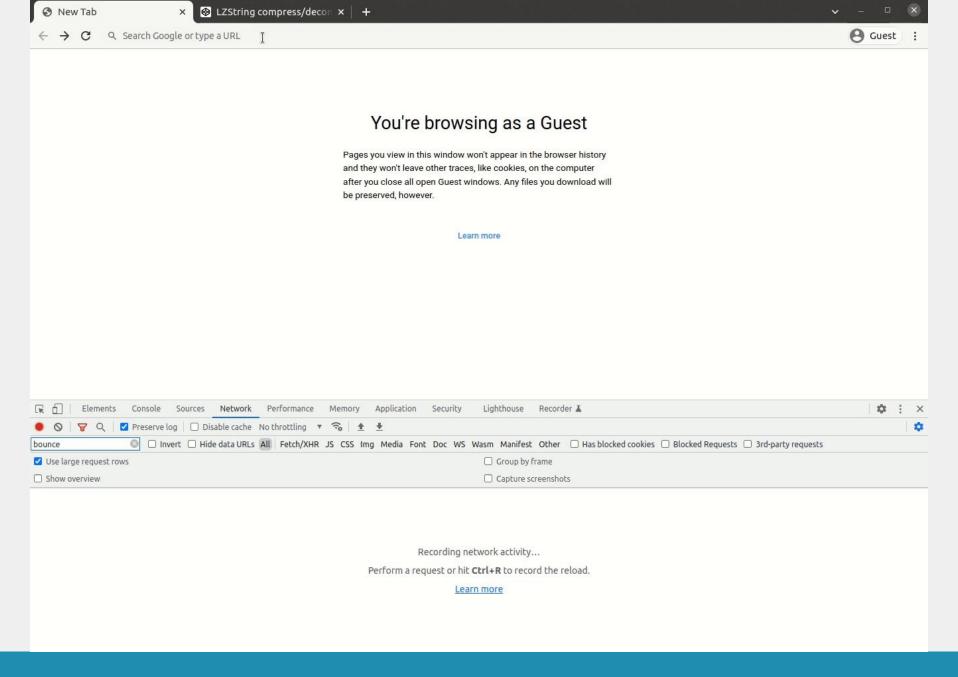
You can use advanced matching to help:

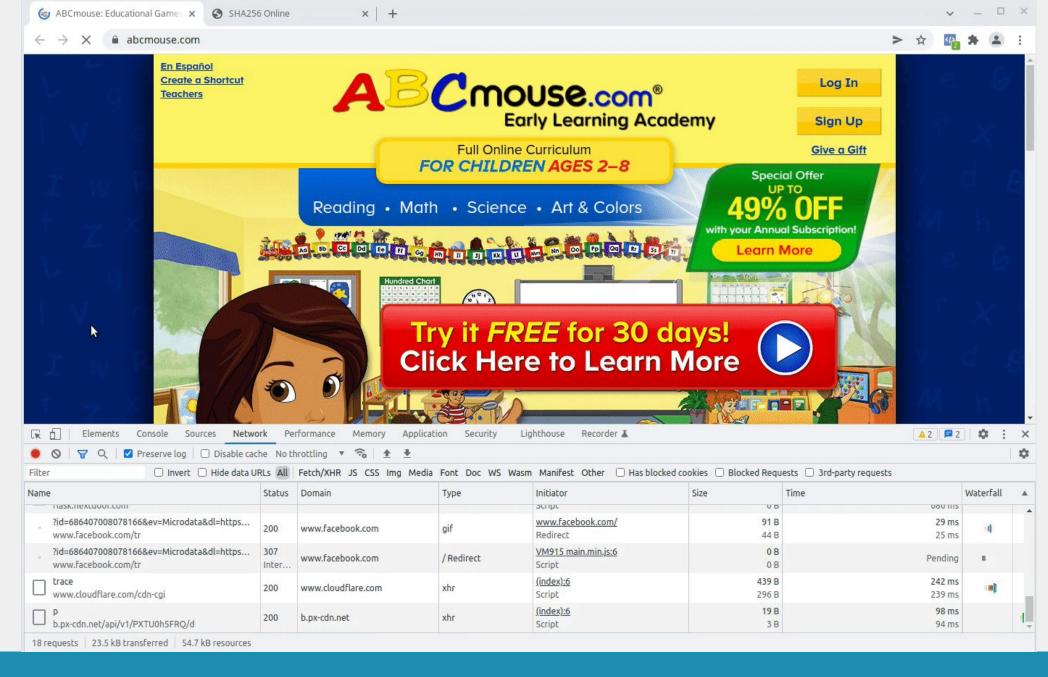
L

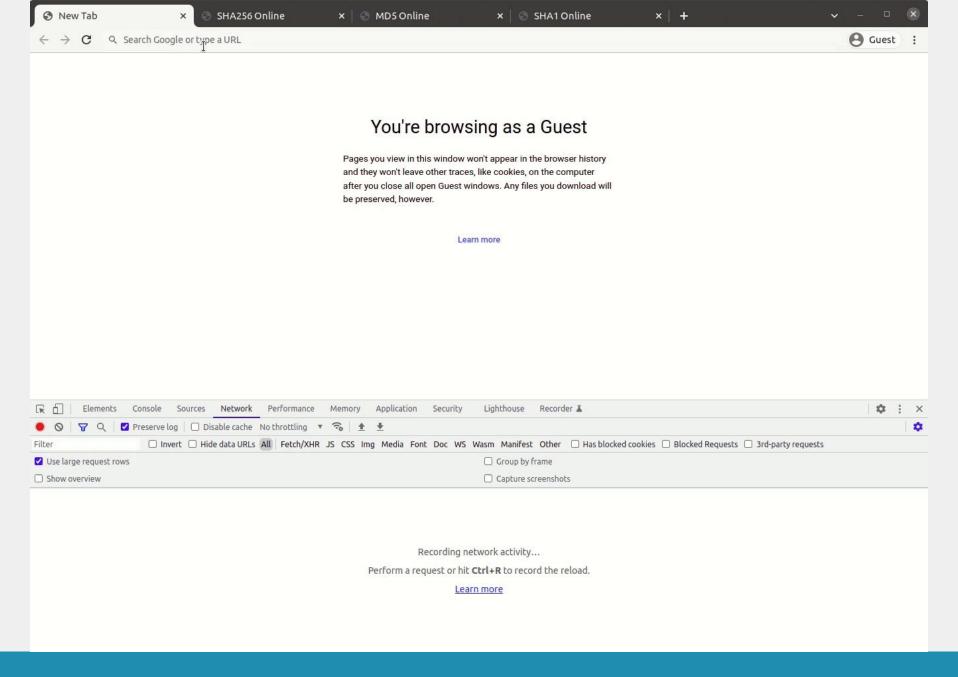
Tr









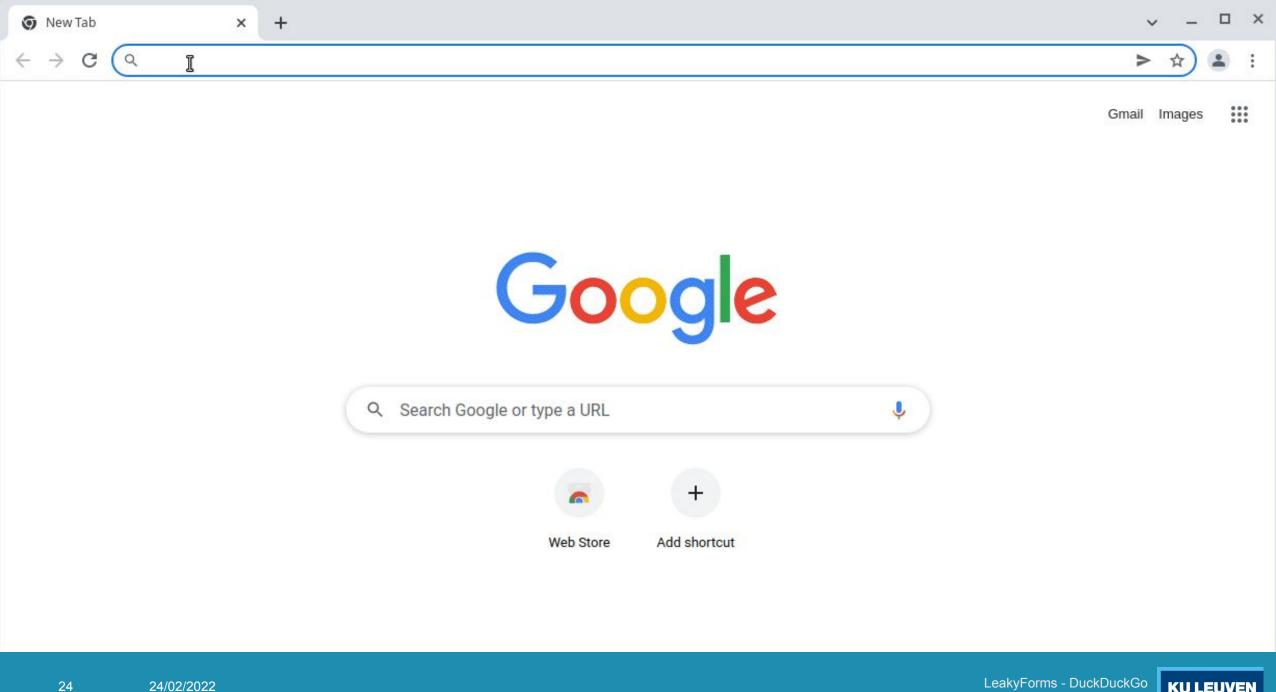


# Results - Top ten websites

		EU				US	*
Rank	Website	Third-party	Hash/encoding/compression	Rank	Website	Third-party	Hash/encoding/compression
154	usatoday.com*	taboola.com	Hash (SHA-256)	95	issuu.com	taboola.com	Hash (SHA-256)
242	trello.com*	bizible.com	Encoded (URL)	128	businessinsider.com	taboola.com	Hash (SHA-256)
243	independent.co.uk*	taboola.com	Hash (SHA-256)	154	usatoday.com	taboola.com	Hash (SHA-256)
300	shopify.com	bizible.com	Encoded (URL)	191	time.com	bouncex.net	Compression (LZW)
328	marriott.com	glassboxdigital.io	Encoded (BASE-64)	196	udomy com	awin1.com	Hash (SHA-256 with salt)
567	newsweek.com*	rlcdn.com	Hash (MD5, SHA-1, SHA-256)	190	udemy.com	zenaps.com	Hash (SHA-256 with salt)
705	prezi.com*	taboola.com	Hash (SHA-256)	217	healthline.com	rlcdn.com	Hash (MD5, SHA-1, SHA-256)
754	branch.io*	bizible.com	Encoded (URL)	234	foxnews.com	rlcdn.com	Hash (MD5, SHA-1, SHA-256)
1,153	prothomalo.com	facebook.com	Hash (SHA-256)	242	trello.com*	bizible.com	Encoded (URL)
1,311	codecademy.com	fullstory.com	Unencoded	278	theverge.com	rlcdn.com	Hash (MD5, SHA-1, SHA-256)
1,543	azcentral.com*	taboola.com	Hash (SHA-256)	288	webmd.com	rlcdn.com	Hash (MD5, SHA-1, SHA-256)

# Results - Website Categories

	EU/US		EU		US
Categories	Sites	Filled sites	Leaky sites	Filled sites	Leaky sites
Fashion/Beauty	1,669	1,176	131 (11.1%)	1,179	224 (19.0%)
Online Shopping	5,395	3,658	345 (9.4%)	3,744	567 (15.1%)
General News	7,390	3,579	235 (6.6%)	3,848	392 (10.2%)
Software/Hardware	4,933	2,834	138 (4.9%)	2,855	162 (5.7%)
Business	13,462	7,805	377 (4.8%)	7,924	484 (6.1%)
•••			•••		
Games	2,173	925	9 (1.0%)	896	11 (1.2%)
<b>Public Information</b>	2,346	1,049	8 (0.8%)	1,084	27 (2.5%)
Govern.Military	3,754	939	5 (0.5%)	974	7 (0.7%)
Uncategorized	1,616	636	3 (0.5%)	646	2 (0.3%)
Pornography	1,388	528	0 (0.0%)	645	0 (0.0%)



# Results - HTTP - WebSocket Usage



- 15 websites in the EU
- 14 websites in the US

- WebSocket To four tracker domains:
  - hotjar.com
  - freshrelevance.com
  - o noibu.com
  - decibelinsight.net



# Results - EU vs US

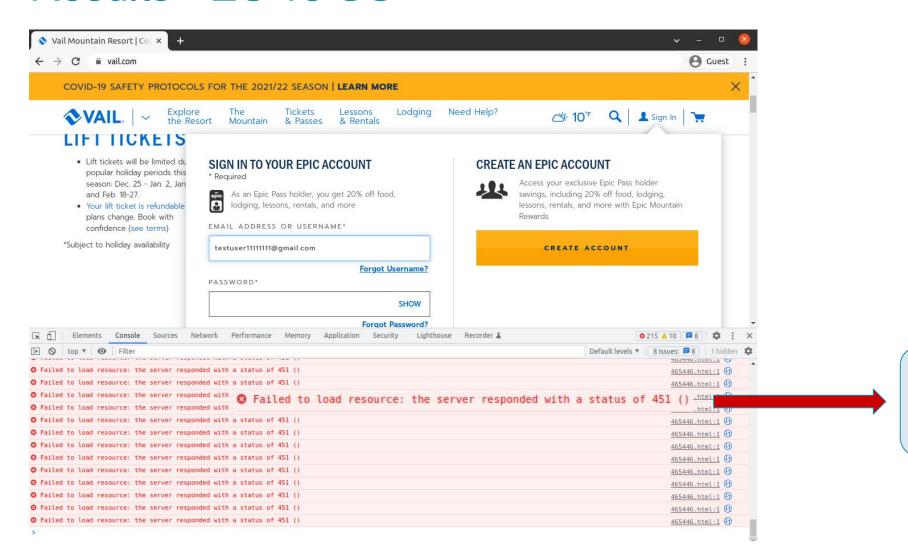
		EU			US	
	Distinct websites (All)	Distinct websites (Leaks to 3rd P)	Distinct websites (Tracking related)	Distinct websites (All)	Distinct websites (Leaks to 3rd P)	Distinct websites (Tracking related)
Email	4,395	2,633	1,844	5,518	3,790	2,950

### 60% difference

addthis.com, yahoo.com, doubleclick.net and criteo.com

Only appear in the US crawl

### Results - EU vs US



rlcdn.com sends HTTP 451 error: Unavailable For Legal Reasons

### Results - EU vs US

### Same script (from securedvisit.com) served with different content

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- 20 !function(e){var t,n=!!e.sv\_DNT,r=e.sv\_px,o="https://track.securedvisit.com/citecapture",i=r&&"string"==typeo
   f r.url&&"https:"==r.url.substring(0,6)?r.url:"https://track.securedvisit.com",u=i+"/identity",a={key:"sv\_px\_
   domain\_data",value:r&&r.domain\_data?r.domain\_data:void 0},c={key:"sv\_pubid",value:e.sv\_pubid},s={key:"sv\_cid
   d",value:e.sv\_cid},l=!!e.sv\_idq\_wait&&[],f=function(e){function t(e,t,n,r){var o,i,u,a,c,l,d,v=t&&t.ownerDocu
   ment,p=t?t.nodeType:9;if(n=n||[],"string"!=typeof e|||e||1!==p&&9!=p&&1!!==p)return n;if(!r&&(t?t.ownerDocu

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11 NOR SHALL YOU ATTEMPT TO CREATE THE SOURCE CODE FROM THE OBJECT CODE FOR

12 ANY PART OF THE SOFTWARE.

13 JOuery Sizzle:

14 This software consists of voluntary contributions made by many

15 individuals. For exact contribution history, see the revision history

16 available at https://github.com/jquery/sizzle

17 MD5 (Message-Digest Algorithm):

18 available at http://www.webtoolkit.info/ \*/

19 window.sv\_px={"url":"https://track.securedvisit.com", "domain\_data":{"sid\_found":false, "ver":"1.0.0", "sid\_val":""}};

20 window.c=(function(){var i="1.0.1";var e="onready";var g="fire";function f(j){if(Array.isArray){return Array.} isArray(j)}else{return Object.prototype.toString.apply(j)==="[object Array]"}}function b(j,l){var k=l?l:j;if (typeof k==="object"){k=JSON.stringify(k)}if(l){k=j+": "+k}console.log(k)}function h(j){this.name=j;this.call backs=[]}h.prototype.registerCallback=function(j){this.callbacks.push(j)};function d(){this.type="";this.deta il="";this.timeStamp=Date.now()}function a(){this.dataLayer={};this.events={};this.isReady=false}a.prototype. registerEvent=function(j){this.events[j]=new h(j)};a.prototype.on=a.prototype.addEventListener=function(j,k) {if(!this.events.hasOwnProperty(j)){this.registerEvent(j)}this.log("listening for",j,k);this.events[j].regist erCallback(k)};a.prototype.fire=a.prototype.dispatchEvent=function(k,j){if(this.events.hasOwnProperty(k)){for (var l=0;l<this.events[k].callbacks.length;l++){var n=this.events[k].callbacks[l];if(n){var m=new d();m.type=</pre> k;m.detail=j;this.log("firing",k,j);n.call(this,m)}else{this.log("dispatching event with no callback",k,n)}}} else{this.log("dispatching an event with no registered listeners",k,j)}};a.prototype.ready=function(){this.is Ready=true; this.dispatchEvent(e, this)}; a.prototype.push=function(o) {var k=this, j=arguments.length; if(!f(o)) {r eturn}for(var m=0;m<j;m++){try{k[arguments[m][0]].apply(k,arguments[m].slice(1))}catch(n){}}};a.prototype.log =function(m,l,j){var k;if(this.debug){k=m+" \_svData.Event<"+l+">";b(k,j)}};function c(){var k=window.\_svData, j=null;if(k){if(f(k)){j=new a();if(k.hasOwnProperty("debug")){j.debug=k.debug}j.push.apply(j,k);j.ready()}}el se{j=new a();j.ready()}return j?j:k}return c()}());

21 !function(e){var t,n=!!e.sv\_DNT,r=e.sv\_px,o="https://track.securedvisit.com/citecapture",i=r&&"string"==typeo
 f r.url&&"https:"==r.url.substring(0,6)?r.url:"https://track.securedvisit.com",u=i+"/identity",a={key:"sv\_px\_
 domain\_data",value:e.s&r.domain\_data?r.domain\_data:void 0},c={key:"sv\_pubid",value:e.sv\_pubid],s={key:"sv\_pid
d",value:e.sv\_cid},l=!!e.sv\_idq\_wait&&[],f=function(e){function t(e,t,n,r){var o,i,u,a,c,l,d,v=t&&t.ownerDocu
 ment,p=t?t.nodeType:9;if(n=n||[],"string"!=typeof e||!e||1!==p&&9!=p&&11!==p)return n;if(!r&&((t?t.ownerDocu

in the EU

in the US



# Results - The Effect of Consent

<b>Consent modes</b>	EU	US
Accept all Reject all No action	239 201 202	242 199 228

# Results - Mobile

	Leaky/ Filled Sites EU	Leaky/ Filled Sites US
Desktop	1,844 / 60,008 (3.0%)	2,950/ 60,999 (4.8%)
Mobile	1,745 / 55,738 (3.1%)	2,744 / 57,715 (4.8%)

### Results - Received Emails

290 emails from 88 distinct sites

Email from: diabetes.org.uk

Tracker domain: freshaddress.biz

### A friendly reminder Inbox ×



Diabetes UK <donate@diabetes.org.uk>
to cosicadam0+diabetes.org.uk ▼



We noticed that you were on our online donation form but didn't complete it If you still feel able to donate, then please take a moment to complete our form.

Is there anything we can help with? If you have any questions please email us at <a href="mailto:helpline@diabetes.org.uk">helpline@diabetes.org.uk</a> or call us on <a href="mailto:0345-123-2399">0345-123-2399</a>\* we are happy to help you.

Thank you,

Diabetes UK

\*Monday to Friday, 9am to 5pm

View our Privacy and Cookies policies.



## Results - Received Emails

Searching for products that actually work? Inbox x



MyPillow <mike.lindell@mail.mypillow.com> Unsubscribe to cosicadam0+mypillow.com ▼



# Thanks For Stopping By

When I started MyPillow, my passion was to help people get the best sleep of their life! What a blessing it has been to see that dream become a reality!

To help you best care for your MyPillow, please read our product care recommendations. If you have any questions, please don't hesitate to

Email from: mypillow.com

Tracker domain: listrakbi.com

### ¡Se despide Hot Days! 18 MSI + BONIFICACIÓN Inbox ×



Email from: walmart.com.mx

Tracker domain: veinteractive.com

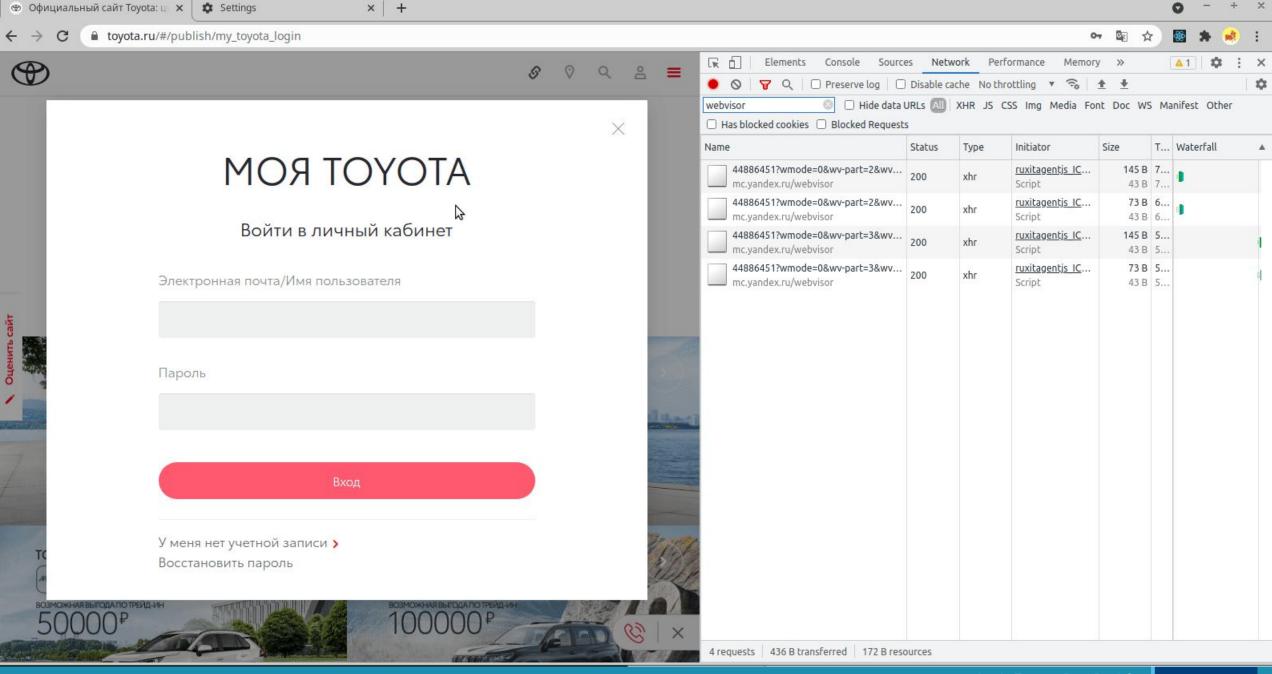


LO PIENSAS, LO TIENES

### Results - Password Leaks on 52 websites

### Incidental collection by

- Yandex Metrica: due to React framework (41 websites)
- Mixpanel: due to outdated SDK usage (1 website)
- LogRocket: No response (1 website)



### Password collection disclosures

- Notified more than 50 websites about the password collection
- Reached out to all third parties
  - Yandex and MixPanel released an update
  - LogRocket never replied
- Reached out to first parties
  - With Russian translation of the email

# Does Email Exfiltration Comply With the GDPR?

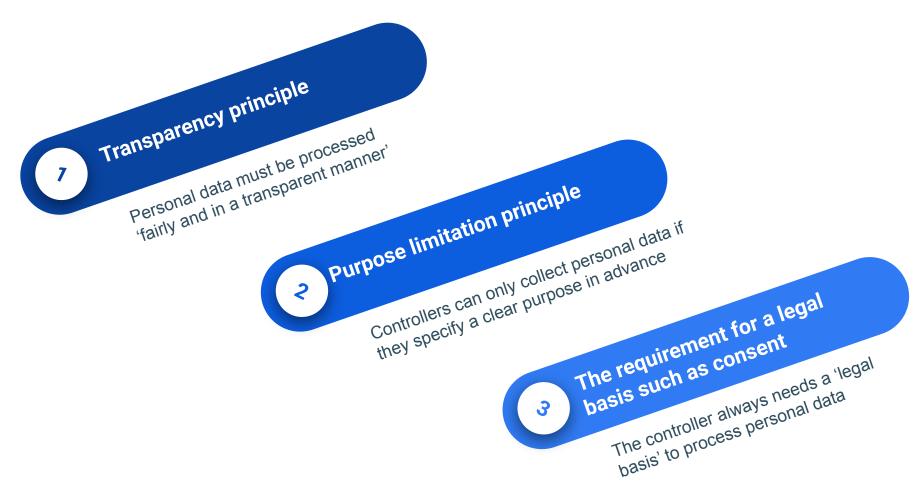
Is the controller is based in the EU?

Is the GDPR relevant for companies outside Europe?

Do the company 'monitors' the behavior of people in the EU?

Does the company offers goods or services to Europeans?

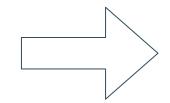
# Does Email Exfiltration Comply With the GDPR?





# **GDPR** Requests

**52**%

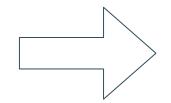


30/58 first parties replied

- Were not aware & removed
  - fivethirtyeight.com (via Walt Disney's DPO)
  - trello.com (Atlassian)
  - lever.co, branch.io and cision.com
- Marriott: Glassbox is used for customer care, technical support, and fraud prevention
- Tapad, not offering their services to UK & EEA users since August, 2021

## **GDPR** Requests

**53**%



15/28 third parties replied

- Adobe, FullStory and Yandex: Suggested our GDPR request to the corresponding first parties
- Taboola: Only collect email hashes after getting user consent

#### Outreach to identified websites in the US crawl



 We sent a friendly notification rather than a formal GDPR request.

 We did not get any response from these 33 websites.

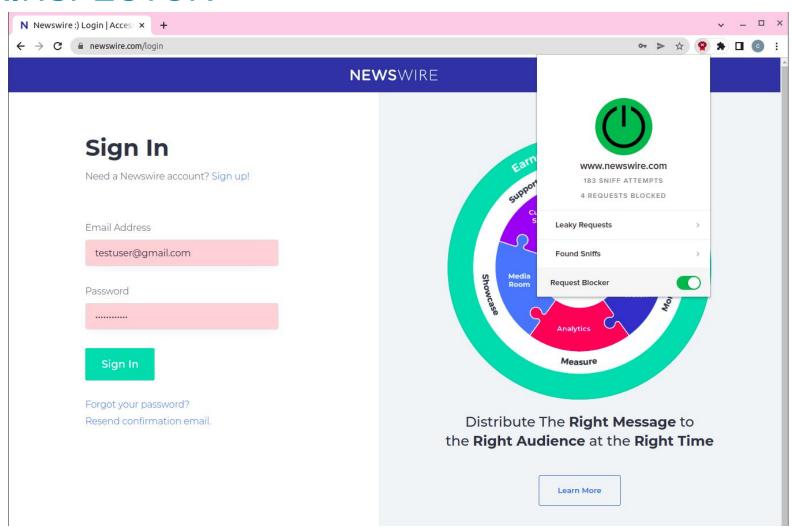
0/33 first parties replied

#### Countermeasures

- Browser add-ons block requests to tracker domains
- Private email relay services hide users' emails
  - Apple, Mozilla, DuckDuckGo
- There was NO tool for detection, protection of sniff & exfiltration on online forms.

#### Browser add-on: LEAKINSPECTOR

- Request Blocker
  - Filters & blocks leaky requests to trackers
- Sniff Blocker
  - Detects and logs input sniff attempts by trackers
- The UI is based on DuckDuckGo Privacy Essentials

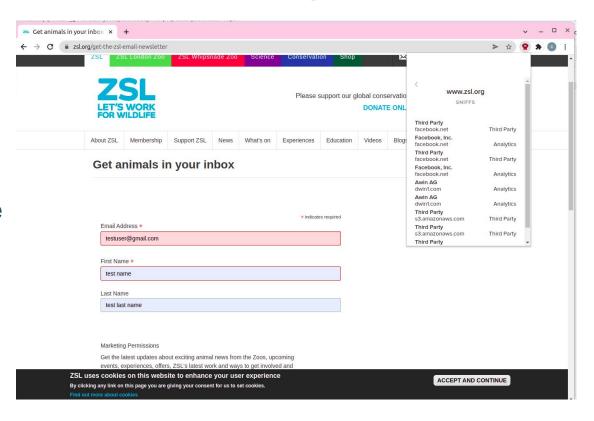




# Implementation Details - Detection of Sniff Attempts

#### Check all interesting input fields

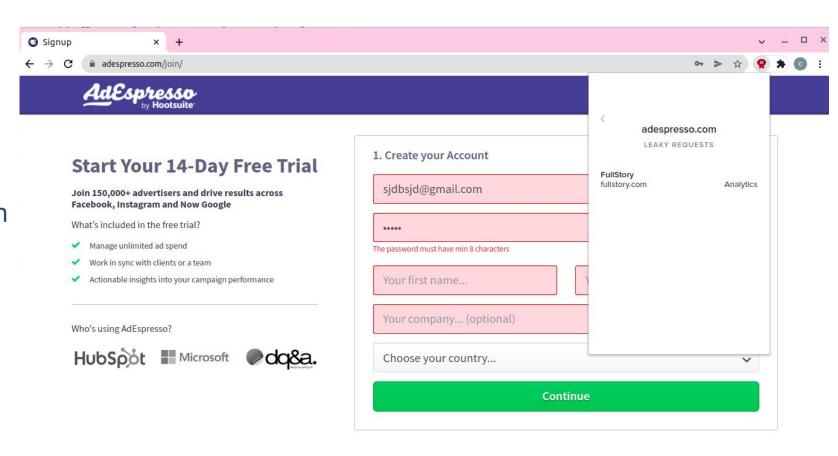
- Modify getter method of HTMLInputElement
- Process the stack trace
- Compose a list of script origins
- Check the script domain is same or not with the domain of the page URL
- Highlight the sniffed input field



# Implementation Details- Detection of Leaky Requests

# Before each request was sent to the its end points

- Check the POST body and URL in the request
- Encoded, hashed, obfuscated, cleartext version of the input value is in the request
- Leak detector implemented based on methodology proposed by Englehardt et al. (PETS'18) [3]





**KU LEUVEN** 



#### **NEWS**WIRE

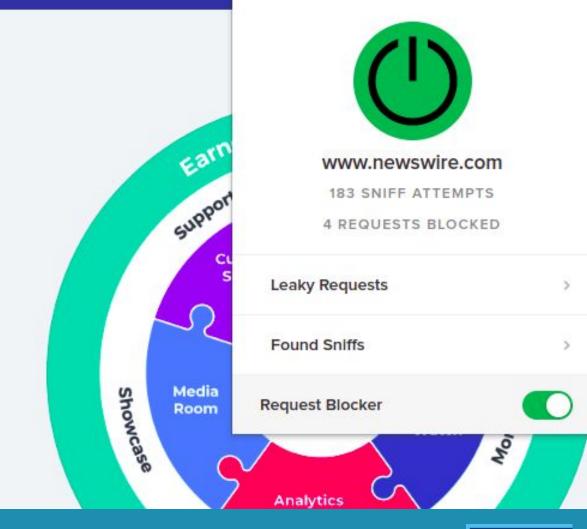
# Sign In

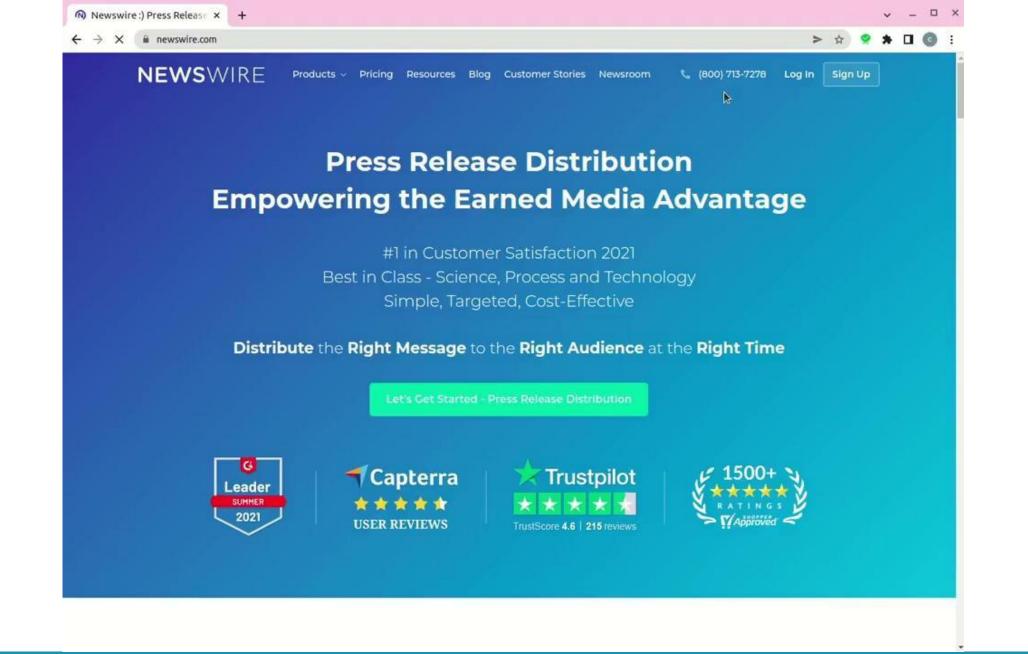
eed a Newswire account? Sign up!

mail Address

testuser@gmail.com

assword





# Wrap up

- Email leaks on 1844, 2950 websites, EU, US, resp.
- Password leaks on 54 websites due to session replay scripts
- Uncovered 41 unlisted tracking domains
- Developed a transparency extension that detects PII sniffs and leaks

### Leaks to Facebook & TikTok

- Collection of hashed personal information prior to submission from forms when the user navigates away from the page.

	EU	US
Facebook	7,379	8,438
TikTok	147	154

# Any Questions?

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