



Special Eurobarometer 464a

Report

Europeans' attitudes towards cyber security

Fieldwork

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Directorate-General for Migration and Home Affairs
and co-ordinated by the Directorate-General for Communication

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The interpretations and opinions contained in it are solely those of the authors.

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Special Eurobarometer 464a

Report

Europeans' attitudes towards cyber security

Survey conducted by TNS opinion & political at the request of the European Commission,
Directorate-General for Migration and Home Affairs

Survey co-ordinated by the European Commission, Directorate-General for Communication
(DG COMM "Media monitoring and analysis" Unit)

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INTRODUCTION

This report brings together the results of the Special Eurobarometer public opinion survey towards cyber security in the 28 European Union countries.

Cybercrime is a borderless problem, consisting of criminal acts that are committed online by using electronic communications networks and information systems. The main types of crimes that are committed in this way include attacks on information systems that can hinder or disable their functioning, forms of online fraud and forgery such as identity theft and malicious code, and the dissemination of illegal online content such as child pornography.

Cybercrime is estimated to cause the loss of billions of euros per year, and is placing an increasing strain on law enforcement response capability. With rising use of the Internet, the proliferation of different kinds of Internet-enabled devices, and an increasing amount of personal data being transmitted online, the problem of cybercrime will only get worse unless concerted steps are taken by the authorities to eradicate it.

In response to this mounting problem, the European Commission has designed a coordinated policy in close co-operation with European Union (EU) Member States and the other EU institutions.¹ EU legislative actions contributing to the fight against cybercrime address issues such as attacks against information systems, online offensive material and child pornography, online privacy, and online fraud and counterfeiting.

The aim of this survey is to understand EU citizens' awareness, experiences and perceptions of cyber security issues.

This report focuses on cyber security itself. First, this section identifies patterns and trends in the frequency of Internet use, the means by which respondents access the Internet, and the kinds of activities that the Internet is commonly used for. Second, it examines the concerns of respondents about the security of Internet transactions, and the impact these concerns are having on respondents' behaviour. Third, it analyses respondents' awareness and experiences of cybercrime, looking at the extent to which people are concerned about being the victims of cybercrime and the extent to which they have already experienced this. This section is based on and refers to the results of two previous surveys: Special Eurobarometer 404 on "Cyber Security" (May-June 2013) and Special Barometer 423 on "Cyber Security" (October 2014).

¹ More information on the fight against cybercrime in the EU can be found here: http://ec.europa.eu/dgs/home-affairs/what-we-do/policies/organized-crime-and-human-trafficking/cybercrime/index_en.htm

This survey was carried out by TNS Political & Social network in the 28 Member States of the European Union (EU) between 13 and 26 June 2017. Some 28,093 EU citizens from different social and demographic categories were interviewed face-to-face at home and in their native language on behalf of the Directorate-General for Communication. The methodology used is that of the Standard Eurobarometer surveys carried out by the Directorate-General for Communication ("Strategic Communication" Unit)². It is the same for all countries and territories covered in the survey. A technical note concerning the interviews conducted by the member institutes of the TNS Opinion & Social network is annexed to this report. It also specifies the confidence intervals³.

Note: In this report, countries are referred to by their official abbreviation. The abbreviations used in this report correspond to:

Belgium	BE	Lithuania	LT
Bulgaria	BG	Luxembourg	LU
Czech Republic	CZ	Hungary	HU
Denmark	DK	Malta	MT
Germany	DE	The Netherlands	NL
Estonia	EE	Austria	AT
Ireland	IE	Poland	PL
Greece	EL	Portugal	PT
Spain	ES	Romania	RO
France	FR	Slovenia	SI
Croatia	HR	Slovakia	SK
Italy	IT	Finland	FI
Republic of Cyprus	CY*	Sweden	SE
Latvia	LV	United Kingdom	UK
European Union – weighted average for the 28 Member States			EU28

* Cyprus as a whole is one of the 28 European Union Member States. However, the 'acquis communautaire' has been suspended in the part of the country which is not controlled by the government of the Republic of Cyprus. For practical reasons, only the interviews carried out in the part of the country controlled by the government of the Republic of Cyprus are included in the 'CY' category and in the EU28 average.

*We wish to thank the respondents throughout the European Union
who have given their time to take part in this survey.*

Without their active participation, this study would not have been possible.

² <http://ec.europa.eu/commfrontoffice/publicopinion>

³ The results tables are annexed. It should be noted that the total of the percentages indicated in the tables in this report may exceed 100% when the respondent was able to choose several answers to the same question.

KEY FINDINGS

The majority of respondents (56%) consider cybersecurity a 'very important' challenge to the internal security of the EU

- Over eight in ten (87%) see cybercrime as an important challenge, a significant increase on the 80% recorded in March 2015. The rise is even more significant when looking at the proportion of respondents who see cybercrime as a very important challenge: 56% compared with 42% in 2015.
- There are significant differences across countries in the proportions of respondents who think that cybercrime is a very important challenge, ranging from 76% in Cyprus, and 75% in the Netherlands to just 39% in Sweden and 26% in Estonia.
- Less than half (49%) of the respondents agree or mostly agree that law enforcement is doing enough to combat cybercrime, with the proportion of respondents who totally agree being generally low across Member States. Moreover, a significant proportion (14%) do not know if enough is being done to combat cybercrime.

Daily Internet use continues to increase across the EU, regardless of the means of access (home, mobile device, at the workplace or at school/university)

- Seven out of ten respondents (70%) use the Internet daily and a further 9% do it often or sometimes.
- However, there are still significant country-level differences, with countries of Western and Northern Europe generally more likely to use the Internet daily.
- There are also significant socio-demographic disparities in Internet access: young people (96%), the well-educated (87%), the economically secure (73%) and urban dwellers (75%) are more likely to use the Internet daily than older people (40%), those with low levels of education (30%), the economically insecure (58%) and those living in rural villages (64%).

Computers remain the most commonly used mode of internet access, although the use of smartphones to access the Internet has significantly increased

- Computers (85%) remain the most common means of accessing the Internet, but there has been a dramatic rise in the proportion of people who access the Internet using smartphones, more than doubling from just over a third (35%) in 2013 to nearly eight in ten (79%) of those polled in the current survey. This shift toward smartphones is relatively consistent across the EU, although there is a clear age divide.
- More than half of Internet users in the EU say they use the Internet to access their email (83%), read news online (70%), access online social networks (67%), buy goods or services online (60%) or do online banking (58%). A minority use the Internet to play games (33%), watch TV (31%) and sell goods and services (24%).
- With the exception of email, levels of use of all of these activities have increased since the previous surveys. However, there are significant differences between countries and age groups in the proportions of those who undertake these various activities.

Respondents express high levels of concern about the security of their online transactions

- 73% of Internet users are concerned that their online personal information could not be kept secure by websites and 65% are concerned that their online personal information could not be kept secure by public authorities.

- When asked to choose among a list of common risks when using the Internet, the two most common concerns mentioned by respondents are the misuse of personal data (45%) and the security of online payments (42%).
- Respondents are more concerned about these issues than they were in 2013, despite nearly a fifth of respondents (19%) having no concerns about the security of their Internet transactions.
- Concerns about online privacy and security are having an impact on behaviour:
 - Among respondents that are Internet users, over six in ten (62%) have changed the access password of at least one online service during the last 12 months;
 - 87% of respondents avoid disclosing personal information online;
 - Nearly half (45%) have installed or changed anti-virus software, and nearly four in ten (39%) have reduced the personal information they give out on websites. However, few have taken the step at reducing the goods and services they buy online (12%), opting out of conducting online transactions (11%) or opting out of online banking (10%).

In most Member States less than half of respondents consider themselves to be well informed about cybercrime

- There is a general trend that in countries where respondents are more likely to feel informed about the risks of cybercrimes, respondents also perceive cybercrime as a very important threat.

A rising majority of respondents are concerned about experiencing or being victims of cybercrimes, but few have actually experienced them

- A majority of respondents are concerned about being the victims of various forms of cybercrime, with the largest proportions of respondents expressing concern about discovering malicious software on their device (69%), identity theft (69%) and bank card and online banking fraud (66%).
- Less than half of respondents have actually been a victim of the various forms of cybercrime. The two most common situations experienced by respondents are discovering malicious software on their device (42%) and receiving an email or phone call fraudulently asking for access to their computer, logins or personal details (38%).
- Most respondents would **inform the police** if they were a victim of any of the types of cybercrime considered in this study, except for discovering malicious software in their devices; for this type of cybercrime they would inform **their Internet service provider**.

The most common actions taken by respondents to protect children from online harassment are to monitor and limit children's Internet usage (45%) or to talk to children about Internet risks (45%)

I. SECURITY

1 Overall perception of cybercrime as a threat to security

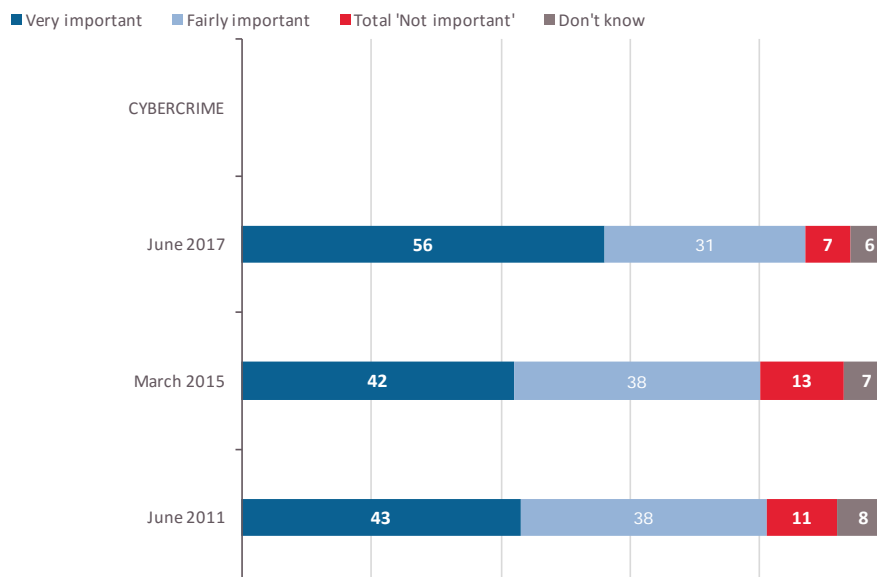
a. Importance of cybercrime

- **A large majority of respondents consider cybercrime an important challenge to the internal security of the EU -**

Nearly nine in ten (87%) of those surveyed see cybercrime as an important challenge to the EU security: over half (56%) see it as a very important problem while just under a third (31%) view it as a fairly important problem.

This figure has risen by seven percentage points since the previous survey, when eight in ten (80%) respondents expressed this opinion. The rise is particularly significant when we look at the proportion of respondents considering cybercrime a very important challenge (56%, +14pp).

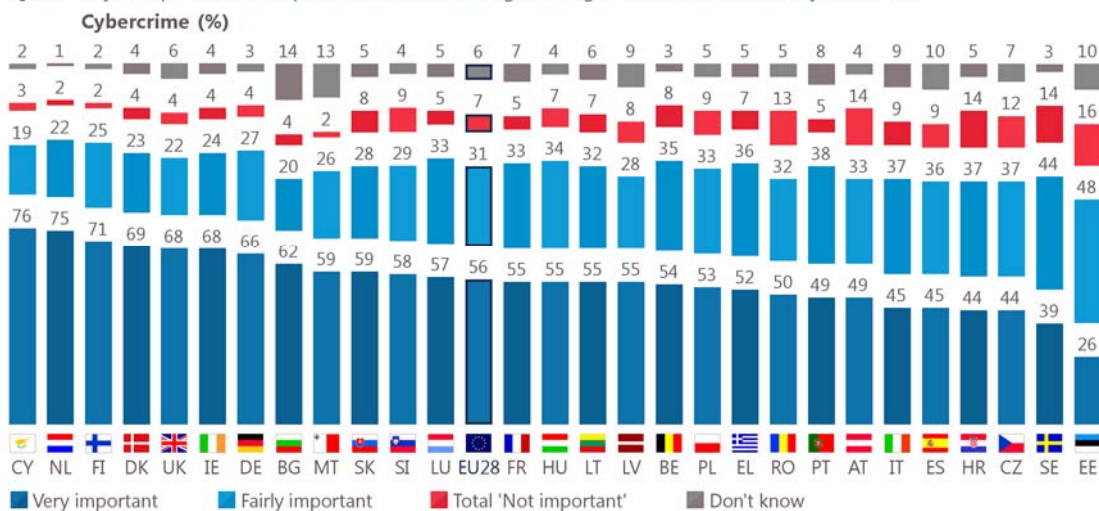
QB2 In your opinion, how important are the following challenges to the internal security of the EU?
(% - EU)



Base: All respondents (N=28,093)

There are significant country-level differences in the proportions of respondents who think that cybercrime is a very important security issue. In 20 of the 28 Member States, at least half (50%) of those polled think this issue is very important, although this ranges from only half of those polled in Romania (50%) to three quarters of respondents in the Netherlands (75%) and Cyprus (76%). Estonia again stands out for the low proportion of respondents who see this problem as very important: only just over a quarter (26%) of respondents give this answer. Again, only a small minority of respondents in most countries say that cybercrime is not an important challenge. In 22 Member States, the proportion of respondents who give this answer is in single figures, and the highest figure occurs in Estonia, where 16% of respondents see cybercrime as an unimportant issue.

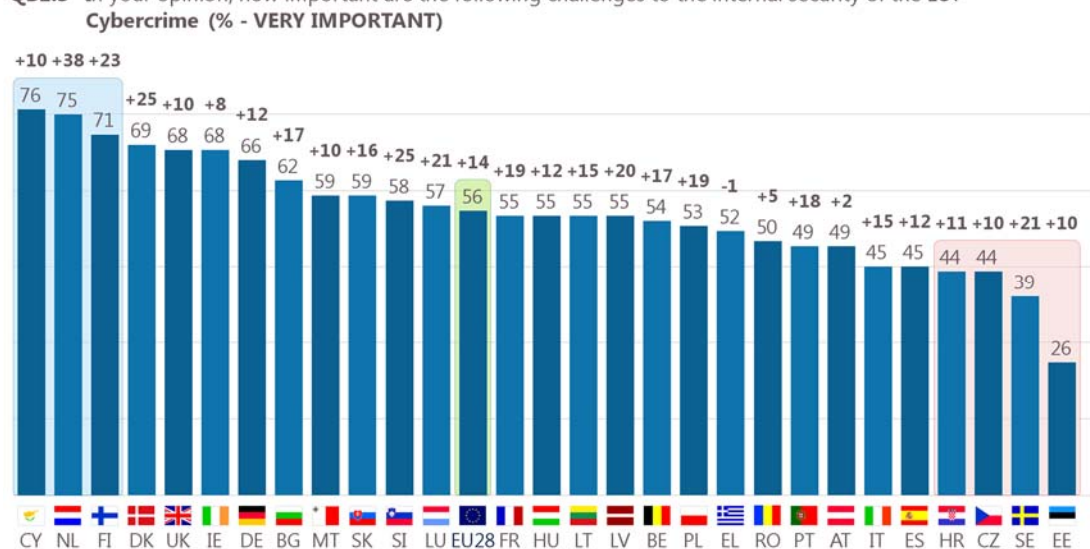
QB2.3 In your opinion, how important are the following challenges to the internal security of the EU?



Base: All respondents (N=28,093)

In keeping with the general trend, the country-level proportions of respondents who regard cybercrime as a security issues as very important has risen since the March 2015 survey by 14 percentage points. Most changes are in double figures, but the Netherlands (+38pp), Denmark (+25pp), Finland (+23pp), and Luxembourg and Sweden (both +21pp) stand out for a particularly large increase. The only decrease has occurred in Greece, where the proportion of those who see this as a very important issue has fallen by one percentage point.

QB2.3 In your opinion, how important are the following challenges to the internal security of the EU?





Base: All respondents (N=28,093)

For the **socio-demographic breakdown**, we examine the proportions of respondents who see cybersecurity as very important, as there is more variation on this answer.

- Over six in ten (62%) of those who finished their education at or beyond the age of 20 think that cybercrime is a very important security challenge, compared with less than half (47%) of those who finished their education at the age of 15 or less.
- Over six in ten of the self-employed (61%) and managers (65%) see this as a very important security challenge, compared with less than six in ten (53-57%) of those in other occupational groups.

QB2.3 In your opinion, how important are the following challenges to the internal security of the EU?
Cybercrime (% - EU)

	Very important	Fairly important	Not very important	Not at all important	Don't know
EU28	56	31	6	1	6
 Education (End of)					
15-	47	28	6	2	17
16-19	57	31	6	1	5
20+	62	30	5	1	2
Still studying	53	36	8	1	2
 Socio-professional category					
Self-employed	61	29	7	1	2
Managers	65	29	5	0	1
Other white collars	57	35	7	0	1
Manual workers	56	34	7	1	2
House persons	50	35	5	1	9
Unemployed	56	31	7	2	4
Retired	53	27	4	1	15
Students	53	36	8	1	2

Base: All respondents (N=28,093)

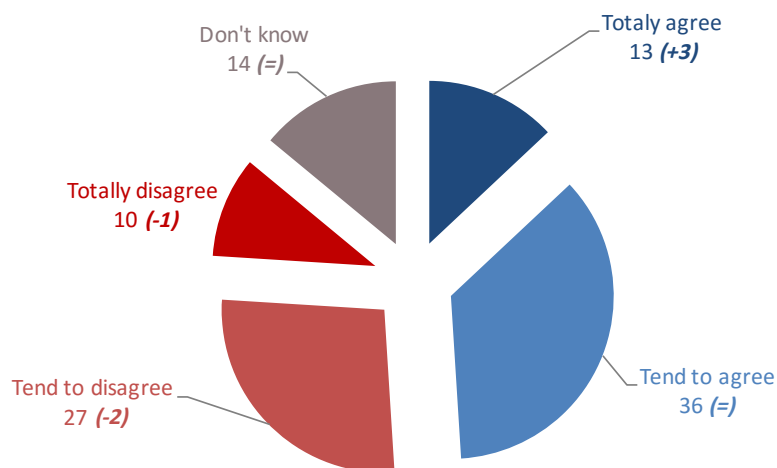
b. Perception of national law enforcement authorities' action in fighting cybercrime

Having been asked about the importance of cybercrime as a security threat, respondents were then asked about the extent to which they agreed that the police and law enforcement authorities were doing enough to combat this threat.⁴

- Less than half of the respondents think enough is being done to tackle cybercrime -

Nearly half (49%) of those polled agree that enough is being done to fight cybercrime, although only just over one in ten (13%) completely agrees with this statement. Just under four in ten (37%) think that not enough is being done, with one in ten (10%) totally disagreeing that the response is sufficient. Over one in ten (14%) do not know what they think about this statement.

QB3.4 To what extent do you agree or disagree with the following statements:
The police and other law enforcement authorities in (OUR COUNTRY) are doing enough to fight... (% - EU)



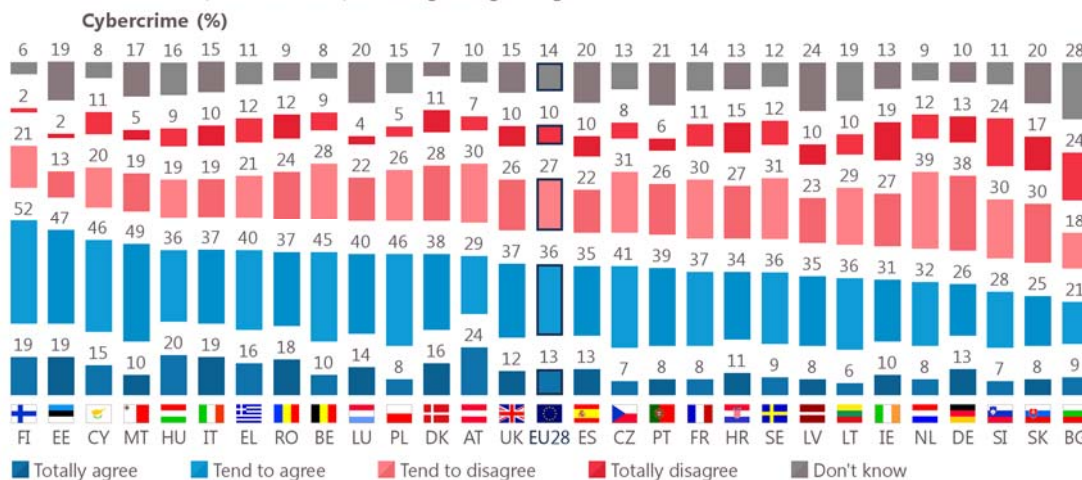
(June 2017 - March 2015)

Base: All respondents (N=28,093)

⁴ QB3. To what extent do you agree or disagree with the following statements? The police and other law enforcement authorities in (OUR COUNTRY) are doing enough to fight... 4. Cybercrime. Totally agree; Tend to agree; Tend to disagree; Totally disagree; Don't know.

There are significant differences at the country level. Notably, the proportion of respondents who totally agree that the police and other law enforcement authorities are doing an adequate job of tackling this problem is generally low: only in Austria (24%), more than a fifth of respondents completely agree. There are bigger differences among those who tend to agree with the statement. In Finland, over half (52%) give this response, as do nearly half of those polled in Cyprus (46%), Estonia (47%) and Malta (49%). However, in Bulgaria, only just over a fifth (21%) tend to agree with the statement. In most countries, only a minority feel that law enforcement is not doing enough, but in Germany (51%), Netherlands (51%) and Slovenia (54%) over half do. In several countries – particularly Bulgaria (28%) and Latvia (24%) a high proportion of respondents do not know what they think about this statement.

QB3.4 To what extent do you agree or disagree with the following statements: The police and other law enforcement authorities in (OUR COUNTRY) are doing enough to fight...

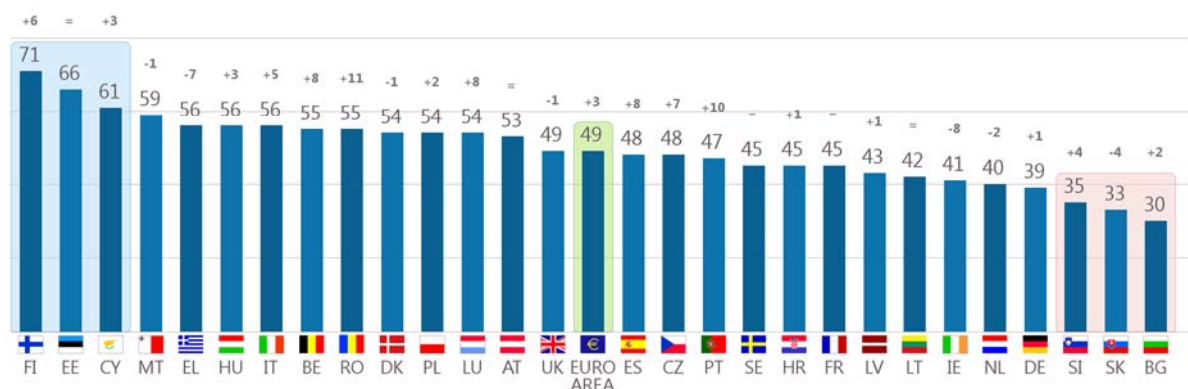


Base: All respondents (N=28,093)

There have not been many significant changes in the proportion of those who agree that enough is being done to tackle **cybercrime**. In 16 Member States, the proportion of respondents who agree with this statement has increased, but aside from Portugal (+10pp.) and Romania (+11pp.) only by single figures. The largest decreases are found in Ireland (-8pp.) and Greece (-7pp.).

QB3.4 To what extent do you agree or disagree with the following statements: The police and other law enforcement authorities in (OUR COUNTRY) are doing enough to fight...

Cybercrime (% - TOTAL 'AGREE')





Base: All respondents (N=28,093)

There are few significant and consistent **socio-demographic** differences among respondents who agree that police and other national law enforcement authorities are doing enough to fight cybercrime:

- Respondents aged between 15 and 24 are more likely than those aged 55 or more to agree that enough is being done to tackle cybercrime (52%; 42%).
- Respondents who finished their education at or before the age of 15 are in most cases less likely to agree with this statement than those who finished their education aged 20 or more (39%; 51%).

QB3 To what extent do you agree or disagree with the following statements: The police and other law enforcement authorities in (OUR COUNTRY) are doing enough to fight...

TOTAL 'AGREE' (% - EU)

	Cybercrime
EU28	49
 Age	
15-24	52
25-39	55
40-54	50
55 +	42
 Education (End of)	
15-	39
16-19	49
20+	51
Still studying	53

Base: All respondents (N=28,093)

CYBER SECURITY

The following chapter examines Internet use among EU citizens. It covers frequency of access, means of access and the activities that people do online.

1 Internet use

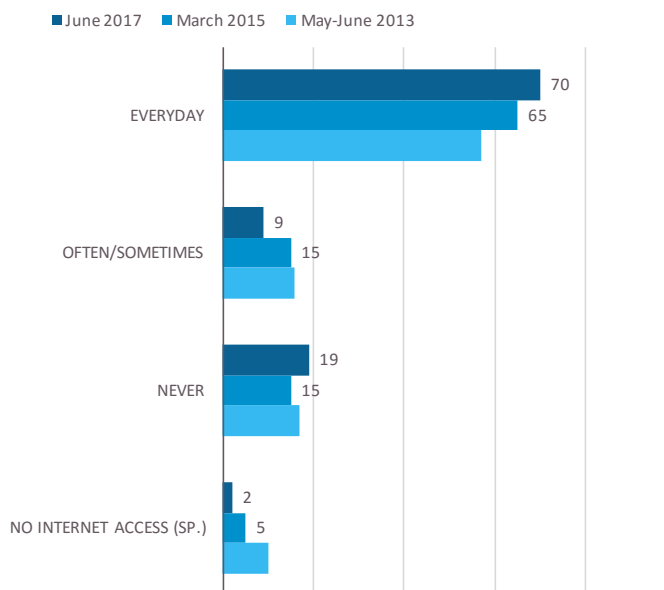
Respondents were asked about the frequency with which they use the Internet at home, at their place of work, and in other locations. These questions were asked in the two previous surveys of March 2015 and May-June 2013. In addition, respondents were asked a question about use of the Internet on mobile devices such as laptops, smartphones and tablets.⁵

a. Frequency of Internet access

- A rising proportion of respondents access the Internet daily either at home, on their mobile phones, at their place of work or at school/ university -

Daily use of the Internet has increased with each successive survey. Seven out of ten respondents access the Internet daily (70%, +5pp in 2015), either on a computer or on a smartphone, and a further 9% do it often or sometimes. There is still a significant number of respondents - just over a fifth (21%) - who never access the Internet.

D62R Use of the Internet
(% - EU)



Base: All respondents (N=28,093)

⁵ D62 'Could you tell me if? 1. You use the Internet at home, in your home. 2. You use the Internet on your place of work. 3. You use the Internet on your mobile device (laptop, smartphone, tablet, etc.). 4. You use the Internet somewhere else (school, university, cyber-café, etc.).' Possible answers: Every day/Almost every day; Two or three times a week; About once a week; Two or three times a month; Less often; Never; No Internet access (SPONTANEOUS).

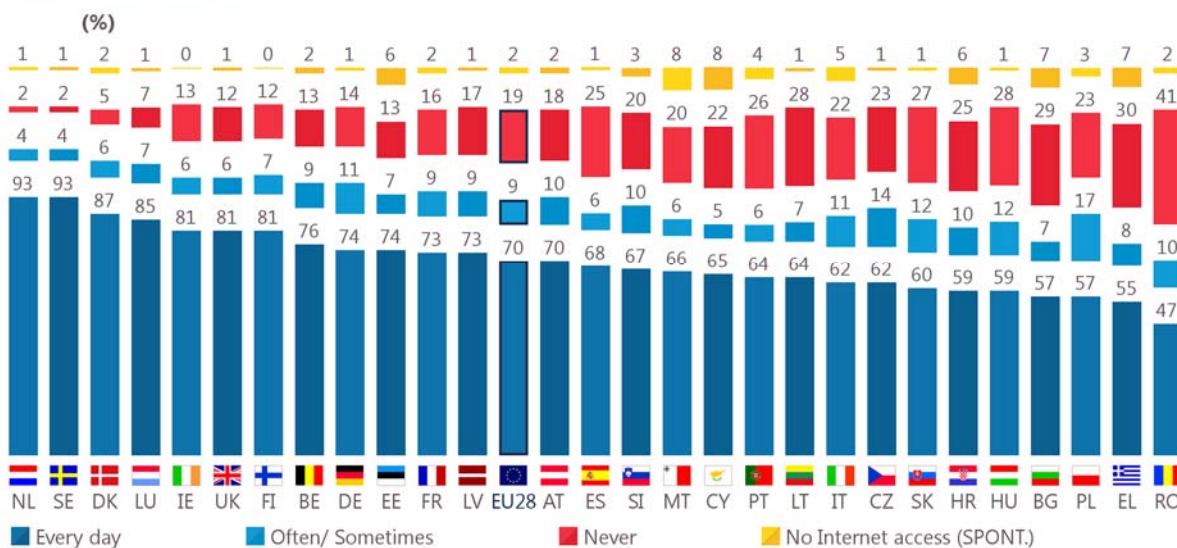
At the country level results vary significantly. The lowest proportion of respondents who access the Internet daily is in Romania, where just under half (47%) of those polled give this answer. Elsewhere, at least half the respondents are daily users, and in the Netherlands and Sweden over nine in ten (93%) access the Internet daily.

In all countries, less than a fifth (19%) of those polled use the Internet at most two or three times a week. The highest proportion is found in Poland, where just under a fifth (17%) say so.

Romania stands out for the largest proportion of respondents who never access the Internet, at over four in ten (41%) of those polled. The proportion giving this answer is also high in Greece (30%), Bulgaria (29%), Hungary (28%) and Lithuania (28%). In all but four countries, at least one in ten (10%) of respondents say that they never use the Internet, the exceptions being Sweden (2%), the Netherlands (2%), Denmark (5%) and Luxembourg (7%).

In most countries, almost no respondents have no access to the Internet. Indeed, in all but six cases, the proportion of respondents who give this answer is less than 5% of those polled, although in Cyprus and Malta nearly one in ten (8%) do not have access.

D62R Use of the Internet



Base: All respondents (N=28,093)


























In almost all countries, the proportion of respondents who report using the Internet on a daily basis has risen since March 2015, the exceptions being France, which has seen no change, and Denmark, where the proportion has fallen by 1%. The largest change has taken place in Portugal, where the proportion of daily Internet users has risen by 20 percentage points. In most other cases, the change is in single figures.

In all but two countries, the proportion of respondents who access the Internet often or sometimes has decreased, but in most cases by less than 10 percentage points. The exception is Cyprus, where the proportion who give this response has decreased by 12 percentage points.

Concerning the proportion of respondents who never use the Internet, change since the previous survey is minimal, with only Romania (+10pp.) in double figures.

In the majority of countries, the proportion of respondents with no means of accessing the Internet has decreased, with the largest change occurring in Portugal (-10pp.).

D62R Use of the Internet (%)

		Every day	June 2017 - Mar. 2015	Often/ Sometimes	June 2017 - Mar. 2015	Never	June 2017 - Mar. 2015	No Internet access (SPONTANEOUS)	June 2017 - Mar. 2015
EU28		70	▲ 5	9	▼ 6	19	▲ 4	2	▼ 3
BE		76	▲ 5	9	▼ 4	13	=	2	▼ 1
BG		57	▲ 10	7	▼ 9	29	▲ 6	7	▼ 7
CZ		62	▲ 3	14	▼ 6	23	▲ 7	1	▼ 4
DK		87	▼ 1	6	=	5	▲ 1	2	=
DE		74	▲ 8	11	▼ 7	14	▲ 2	1	▼ 3
EE		74	▲ 2	7	▼ 3	13	▲ 4	6	▼ 3
IE		81	▲ 5	6	▼ 5	13	▲ 2	0	▼ 2
EL		55	▲ 7	8	▼ 5	30	▲ 5	7	▼ 7
ES		68	▲ 6	6	▼ 6	25	▲ 3	1	▼ 3
FR		73	=	9	▼ 2	16	▲ 4	2	▼ 2
HR		59	▲ 6	10	▼ 7	25	▲ 2	6	▼ 1
IT		62	▲ 6	11	▼ 7	22	▲ 6	5	▼ 5
CY		65	▲ 10	5	▼ 12	22	▲ 8	8	▼ 6
LV		73	▲ 4	9	▼ 1	17	▼ 3	1	=
LT		64	▲ 2	7	▼ 4	28	▲ 3	1	▼ 1
LU		85	▲ 7	7	▼ 3	7	▼ 1	1	▼ 3
HU		59	▲ 6	12	▼ 4	28	▲ 5	1	▼ 7
MT		66	▲ 4	6	▼ 4	20	▼ 3	8	▲ 3
NL		93	▲ 2	4	▼ 3	2	=	1	▲ 1
AT		70	▲ 8	10	▼ 8	18	▲ 7	2	▼ 7
PL		57	▲ 1	17	▼ 3	23	▲ 6	3	▼ 4
PT		64	▲ 20	6	▼ 7	26	▼ 3	4	▼ 10
RO		47	▲ 3	10	▼ 9	41	▲ 10	2	▼ 4
SI		67	▲ 3	10	▼ 4	20	▲ 2	3	▼ 1
SK		60	▲ 1	12	▼ 5	27	▲ 6	1	▼ 2
FI		81	▲ 3	7	▼ 3	12	▲ 4	0	▼ 4
SE		93	▲ 2	4	=	2	▼ 2	1	=
UK		81	▲ 3	6	▼ 6	12	▲ 3	1	=

Base: All respondents (N=28,093)

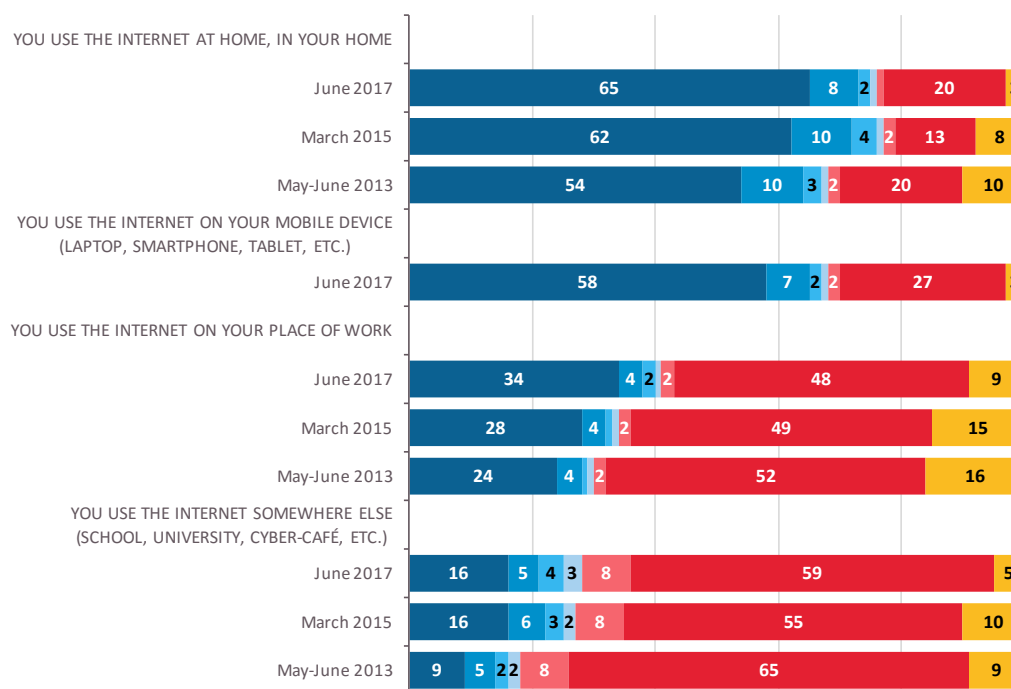
Daily use of the Internet has increased with each successive survey, regardless of where respondents do so. The largest proportion of respondents who access the Internet daily do so at home, with nearly two thirds (65%) of respondents giving this answer, compared with just over six in ten (62%) of respondents in March 2015 and just over half (54%) in May-June 2013. Just under six in ten (58%) access the Internet daily on a mobile device. Only a minority of respondents access the Internet daily at their place of work, with just over a third (34%) giving this answer, but this has risen from less than a quarter (24%) of those polled in 2013. Less than a fifth (16%) access the Internet daily at other locations such as schools, universities or cyber cafes, although this figure has increased slightly since 2013, when just under one in ten (9%) gave this response.

When considering responses that imply less frequent access, no more than one in ten (10%) of those polled give any of these replies, regardless of the means of access. A majority of respondents never access the Internet in locations such as schools, universities and cyber-cafes, with just under six in ten (59%) giving this response. Nearly half (48%) of those polled do not access the Internet at their place of work. However, significantly fewer never access the Internet via mobile devices (27%) or at home (20%).

A small and diminishing proportion of respondents say that they have none of the aforementioned means of accessing the Internet. While nearly one in ten (9%) of those polled cannot access the Internet in their workplace, only 3% have no access at home or on mobile devices.

D62 Could you tell me if...?
(% - EU)

■ Every day or almost every day ■ Two or three times a week ■ About once a week ■ Two or three times a month
■ Less often ■ Never ■ No Internet access (SPONTANEOUS)









Base: All respondents (N=28,093)

For the **socio-demographic** breakdown, we examine differences in the proportions of respondents who have daily access to the Internet. There are a number of significant differences on this question.

- There is a significant age difference. Nearly all (96%) of those aged between 15 and 24 access the Internet on a daily basis, but only four in ten (40%) of those aged 55 or more do, and among the very oldest cohort – those aged 75 or more – less than a fifth (16%) of respondents access it daily.
- Use of the Internet increases with level of education. Only three in ten (30%) of those who finished their education at the age of 15 or less use the Internet on a daily basis, compared with nearly nine in ten (87%) of those who finished their education at the age of 20 or more.
- Differences between occupational groups are smaller, but still significant. Nearly all managers (95%) access the Internet daily, but less than eight in ten (78%) manual workers give this response.
- Unsurprisingly, daily Internet access is more frequent among those who have no difficulty paying their bills (73%) compared with those who have difficulty paying bills most of the time (58%).
- There is also a significant class divide: less than six in ten (57%) of those who describe themselves as working class access the Internet daily, and this figure rises through adjacent social classes, with over nine in ten (92%) of those who define themselves as upper class giving this answer.
- There is a rural/urban divide on this question. Three quarters (75%) of those who live in cities access the Internet daily, compared with less than two thirds (64%) of those who live in rural villages.

D62R Use of the Internet
(% - EU)

	Everyday	Often/ Sometimes	Never	No Internet access (SPONTANEOUS)
EU28	70	9	19	2
 Age				
15-24	96	3	1	0
25-39	92	6	2	0
40-54	81	11	7	1
55 +	40	13	42	5
 Education (End of)				
15-	30	10	53	7
16-19	69	12	17	2
20+	87	7	5	1
Still studying	98	2	0	0
 Socio-professional category				
Self-employed	87	8	5	0
Managers	95	4	1	0
Other white collars	91	7	2	0
Manual workers	78	13	9	0
House persons	56	13	29	2
Unemployed	76	9	13	2
Retired	33	13	48	6
Students	98	2	0	0
 Consider belonging to				
The working class	57	9	30	4
The lower middle class	65	13	20	2
The middle class	76	9	14	1
The upper middle class	89	5	6	0
The upper class	92	2	6	0
 Subjective urbanisation				
Rural village	64	11	22	3
Small/ mid size town	71	9	18	2
Large town	75	7	16	2
 Difficulties paying bills				
Most of the time	58	11	27	4
From time to time	64	11	22	3
Almost never/ Never	73	9	16	2

Base: All respondents (N=28,093)

b. Means of Internet access

Respondents who access the Internet were asked what devices they use for this.⁶ These questions were also asked in the surveys of May-June 2013 and October 2014.

- Computers remain the most commonly used mode of Internet access, although the use of smartphones to access the Internet has significantly increased -

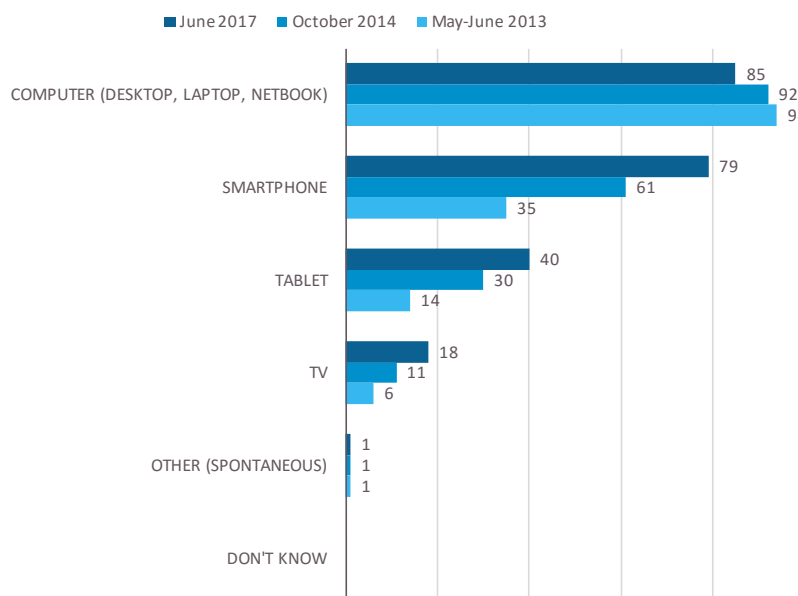
The largest proportion of respondents use a computer to access the Internet: well over eight in ten respondents (85%) say that they access the Internet using a desktop, laptop or netbook. However, this figure has been consistently decreasing since May-June 2013 when over nine in ten (94%) of those polled accessed the Internet in this way.

The use of smartphones to access the Internet has increased significantly over the last four years. In the May-June 2013 survey, only just over a third (35%) of those polled used smartphones. In the October 2014 survey, this had increased to just over six in ten (61%), and in the current survey nearly eight in ten (79%) say that they access the Internet in this way.

Tablet devices have also become more popular over time, although they are still used only by a minority of respondents. In May-June 2013, only just over one in ten (14%) of those polled mentioned using tablets, rising to three in ten (30%) of those polled in October 2014, and four in ten (40%) respondents to the current survey.

Nearly a fifth of respondents (18%) access the Internet using their television, compared with less than one in ten (6%) in the May-June 2013 survey. Almost no respondents spontaneously mention other sources of Internet access.

QB6 What devices do you use to access the Internet? (MULTIPLE ANSWERS POSSIBLE)
(% - EU)

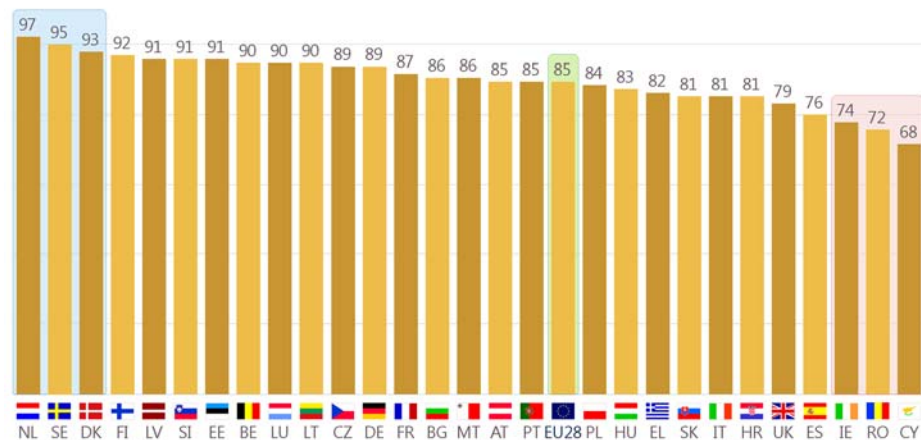


Base: Respondents who are Internet users (N=22,236)

⁶ QB6. What devices do you use to access the Internet? (MULTIPLE ANSWERS POSSIBLE). Computer (desktop, laptop, netbook); Tablet; Smartphone; TV; Other (SPONTANEOUS); Don't know.

In 20 of the 28 Member States, the largest proportion of respondents use a **computer** to access the Internet, and in all cases, a majority of respondents do so. The largest proportion of respondents who access the Internet via computer is observed in the Netherlands, where nearly all (97%) give this answer, closely followed by Sweden (95%). In all but five countries, at least eight in ten (80%) mention this mode of access. The lowest proportions are recorded in Ireland (74%) and Romania (72%), where less than three quarters give this response, and in Cyprus, where just over two thirds (68%) do so.

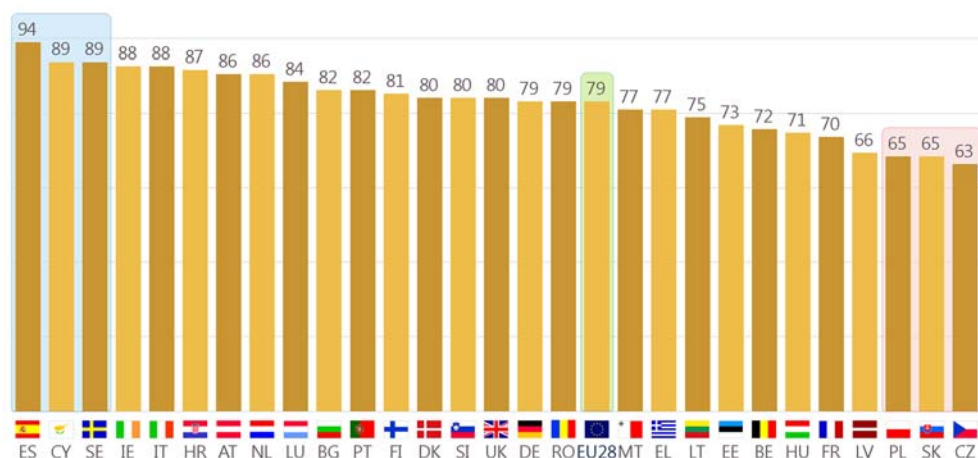
QB6 What devices do you use to access the Internet? (MULTIPLE ANSWERS POSSIBLE)
(% - COMPUTER (DESKTOP, LAPTOP, NETBOOK))



Base: Respondents who are Internet users (N=22,236)

In all countries, a majority of respondents mention **smartphones** as means to access the Internet. This method of access is relatively more popular in those countries where respondents are comparatively *less* likely to access the Internet by computer. Spain has the highest proportion of smartphone users, with over nine in ten (94%) using these devices to access the Internet. This means of access is also mentioned by nearly nine in ten respondents in Sweden and Cyprus (both 89%). However, smartphones are mentioned by a much smaller majority of respondents in Poland, Slovakia (both 65%) and the Czech Republic (63%), where less than two thirds of those polled use this means of access.

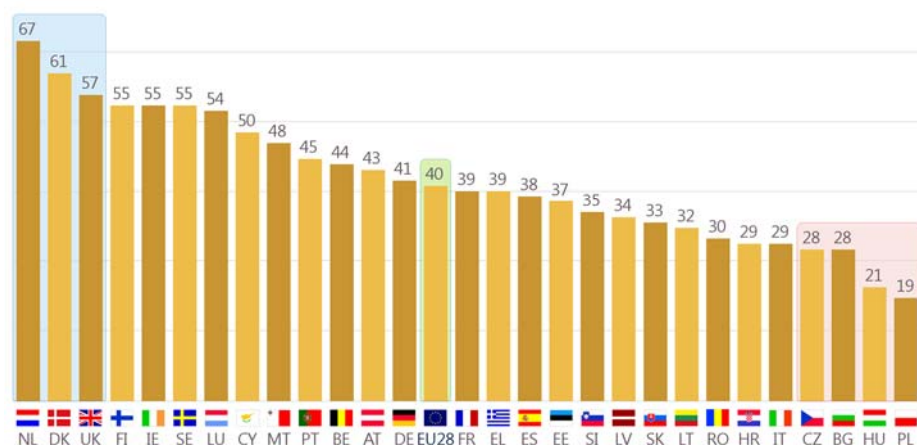
QB6 What devices do you use to access the Internet? (MULTIPLE ANSWERS POSSIBLE)
(% - SMARTPHONE)



Base: Respondents who are Internet users (N=22,236)

The widest variety of responses across Member States is found in the case of **tablet** usage. In the Netherlands, over two thirds (67%) mention using tablets to access the Internet, as do over six in ten (61%) of those polled in Denmark. In six other countries, at least half of those polled mention tablets. However, the proportion of tablet users is much lower in several countries of Central and Eastern Europe, with less than a fifth (19%) of respondents in Poland and only just over a fifth (21%) in Hungary mentioning this means of access.

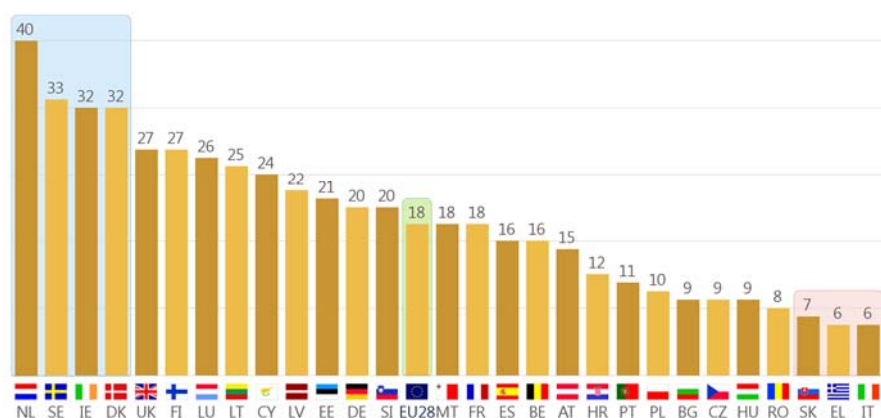
QB6 What devices do you use to access the Internet? (MULTIPLE ANSWERS POSSIBLE)
(% - TABLET)



Base: Respondents who are Internet users (N=22,236)

In all cases, the lowest proportion of respondents use **television** to access the Internet, although this varies significantly between countries. The Netherlands stands out with a particularly high proportion of respondents who use this method of access - 40% give this response. Elsewhere, no more than a third of respondents use television to access the Internet, but in most cases at least one in ten (10%) mention this means of access. The lowest proportions of respondents who give this answer are found in Greece and Italy, where only 6% of those polled have Internet access via the television.

QB6 What devices do you use to access the Internet? (MULTIPLE ANSWERS POSSIBLE)
(% - TV)



Base: Respondents who are Internet users (N=22,236)

There are no significant country-level differences when it comes to the proportion of respondents who mention other forms of access.






























In all countries, the proportion of respondents who mention using **computers** to access the Internet has decreased since 2014. In eight cases, this change is in double figures, ranging from 19 percentage points in Cyprus and 18 percentage points in Romania to 10 percentage points in Poland and Greece.

In almost all countries, there has been a large increase since 2014 in the proportion of respondents who mention using **smartphones** to access the Internet. While Spain (+9pp.) and Denmark (+6pp.) have only seen single-figure increases, the proportion of those using smartphones has increased by 44 percentage points in Portugal and 36 percentage points in Romania.

Where **tablet** use is concerned, all countries have seen an increase since the previous survey, although in most cases of a lower magnitude than in the case of smartphones. Germany and Portugal record the highest increases, with the proportion of respondents who access the Internet using tablets having increased by 23 percentage points.

There have also been increases in all countries in the proportion of respondents who use the **television** to access the Internet. In the majority of cases this increase is modest, ranging from 2 percentage points in Italy and Romania to 14 percentage points in the Netherlands, Denmark and Lithuania. However, Ireland stands out for a significant increase, 20 percentage points since October 2014.

QB6 What devices do you use to access the Internet? (MULTIPLE ANSWERS POSSIBLE)
(%)




		Computer (desktop, laptop, netbook)	June 2017 - Oct. 2014	Smartphone	June 2017 - Oct. 2014	Tablet	June 2017 - Oct. 2014	TV	June 2017 - Oct. 2014
EU28		85	▼ 7	79	▲ 18	40	▲ 10	18	▲ 7
NL		97	▼ 1	86	▲ 13	67	▲ 10	40	▲ 14
SE		95	▼ 1	89	▲ 10	55	▲ 9	33	▲ 13
FI		92	▼ 2	81	▲ 13	55	▲ 15	27	▲ 9
SI		91	▼ 3	80	▲ 25	35	▲ 8	20	▲ 11
LU		90	▼ 3	84	▲ 21	54	▲ 10	26	▲ 11
AT		85	▼ 3	86	▲ 14	43	▲ 10	15	▲ 8
DK		93	▼ 4	80	▲ 6	61	▲ 9	32	▲ 14
BE		90	▼ 4	72	▲ 21	44	▲ 5	16	▲ 5
CZ		89	▼ 4	63	▲ 19	28	▲ 7	9	▲ 5
EE		91	▼ 5	73	▲ 18	37	▲ 9	21	▲ 12
LT		90	▼ 5	75	▲ 23	32	▲ 16	25	▲ 14
MT		86	▼ 6	77	▲ 17	48	▲ 12	18	▲ 10
LV		91	▼ 7	66	▲ 20	34	▲ 10	22	▲ 10
DE		89	▼ 7	79	▲ 23	41	▲ 23	20	▲ 12
FR		87	▼ 7	70	▲ 15	39	▲ 6	18	▲ 4
PT		85	▼ 8	82	▲ 44	45	▲ 23	11	▲ 8
BG		86	▼ 9	82	▲ 47	28	▲ 8	9	▲ 5
HU		83	▼ 9	71	▲ 24	21	▲ 5	9	▲ 5
IT		81	▼ 9	88	▲ 20	29	▲ 9	6	▲ 2
UK		79	▼ 9	80	▲ 11	57	▲ 7	27	▲ 6
PL		84	▼ 10	65	▲ 25	19	▲ 2	10	▲ 4
EL		82	▼ 10	77	▲ 29	39	▲ 14	6	▲ 3
HR		81	▼ 11	87	▲ 25	29	▲ 5	12	▲ 6
ES		76	▼ 11	94	▲ 9	38	▲ 10	16	▲ 7
IE		74	▼ 12	88	▲ 19	55	▲ 16	32	▲ 20
SK		81	▼ 13	65	▲ 27	33	▲ 9	7	▲ 4
RO		72	▼ 18	79	▲ 36	30	▲ 6	8	▲ 2
CY		68	▼ 19	89	▲ 30	50	▲ 8	24	▲ 12

Base: Respondents who are Internet users (N=22,236)

There are a few significant **socio-demographic** differences on this question, as follows:

- Older respondents are much less likely to use smartphones than those in other age groups. Just over half (55%) of those aged 55 or more use a smartphone, compared with over nine in ten of those aged 15 to 24 (94%) or 25 to 39 (91%). Respondents aged 55+ are also less likely to access the Internet via the television (12%, compared with 22% of those aged 15 to 24).
- Respondents with higher levels of education are more likely to make use of a wider variety of modes of Internet access. For each type of device, the proportion of respondents is highest among those who finished their education at the age of 20 or more and lowest among those who left education at or before the age of 15.
- Nine in ten (90%) of the self-employed and over nine in ten (93%) of managers use computers to access the Internet, compared with less than eight in ten (78%) manual workers and less than three quarters (73%) of the unemployed. While nearly six in ten (58%) managers use tablets, less than four in ten (37%) manual workers and less than three in ten (28%) of the unemployed do. Managers (28%) are also significantly more likely than manual workers (17%) or the unemployed (11%) to use the television to access the Internet.
- The conclusion that computers and tablets are more commonly used by the more affluent, while there is less of a difference in the case of smartphones, is supported by the socio-demographic breakdowns of subjective social class and the ease with which respondents can pay bills.

QB6 What devices do you use to access the Internet? (MULTIPLE ANSWERS POSSIBLE)
(% - EU)

	Computer (desktop, laptop, netbook)	Smartphone	Tablet	TV	Other (SPONTANEOUS)	Don't know
EU28	85	79	40	18	1	0
 Age						
15-24	84	94	37	22	1	0
25-39	83	91	45	21	1	0
40-54	86	81	43	17	1	0
55 +	86	55	35	12	1	1
 Education (End of)						
15-	69	65	31	10	1	2
16-19	82	77	36	15	1	0
20+	90	81	48	23	1	0
Still studying	89	95	38	20	1	0
 Socio-professional category						
Self-employed	90	83	46	18	1	0
Managers	93	87	58	28	1	1
Other white collars	89	86	44	20	1	0
Manual workers	78	82	37	17	1	0
House persons	74	79	32	13	0	1
Unemployed	73	84	28	11	1	0
Retired	85	48	33	11	1	1
Students	89	95	38	20	1	0

Base: Respondents who are Internet users (N=22,236)

c. Online activities

Respondents who access the Internet were asked to indicate, from a list of common online activities, which ones they engage in.⁷ Although some of these activities are undertaken by the majority of respondents and others just by a minority, they are all becoming more popular.

- The most common activities online are sending and receiving emails, followed by reading news and using social networks -

The most popular online activity is **sending and receiving e-mails**, which is mentioned by over eight in ten (83%) of those polled. This figure has remained stable since 2013.

The Internet is becoming an increasingly popular source of news, with seven in ten respondents (70%) mentioning **reading news** as one of their online activities, compared with six in ten (60%) respondents in 2013.

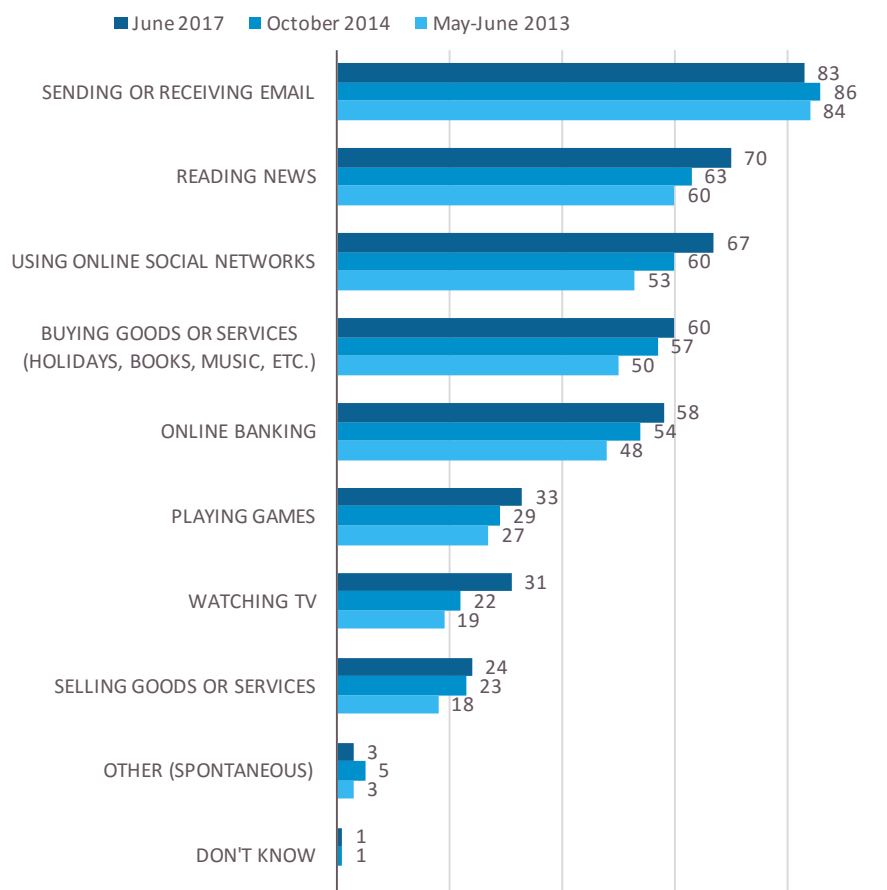
There has been a similar increase in the proportion of respondents who mention social networks. Over two thirds (67%) of respondents use the Internet to **access social networks**, compared with just over half (53%) in 2013.

Six in ten (60%) respondents use the Internet for **buying goods or services**, an increase of 10 percentage points since 2013. There has been the same increase in the proportion of those using the Internet for **online banking**, which now stands at nearly six in ten respondents (58%) mentioning this as one of the activities they use the Internet for.

Other online activities are mentioned by only a minority of respondents: a third of respondents (33%) use the Internet to **play games** - a slight increase on the 27% of respondents who gave this answer in 2013, just over three in ten (31%) use the Internet to **watch TV** - a rise of 12 percentage points since 2013, and less than a quarter (24%) use the Internet to **sell goods and services** - a figure slightly up from 2013, when less than a fifth (18%) mentioned this activity.

⁷ QB7. Which of the following activities do you do online? (MULTIPLE ANSWERS POSSIBLE) Sending or receiving email; Reading news; Using online social networks; Buying goods or services (holidays, books, music etc.); Online banking; Playing games; Watching TV; Selling goods or services; Other (SPONTANEOUS); Don't know.

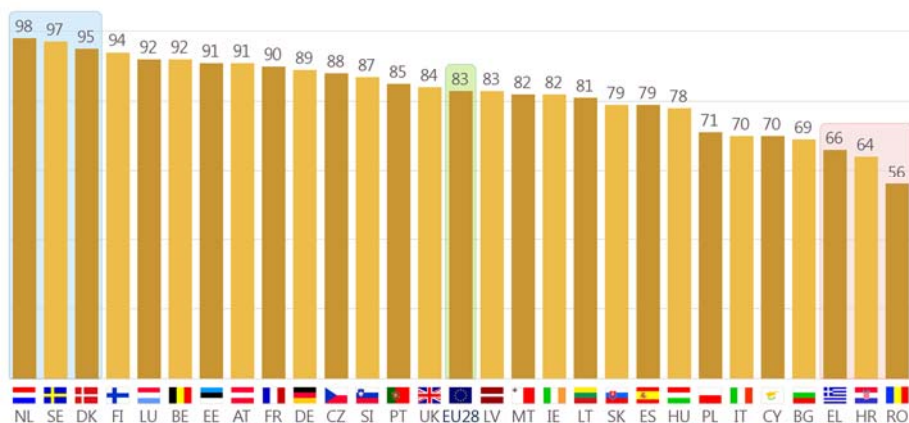
QB7 Which of the following activities do you do online? (MULTIPLE ANSWERS POSSIBLE)
(% - EU)



Base: Respondents who are Internet users (N=22,236)

In all countries, a majority of respondents mention **sending or receiving email** as one of the activities they do online, and in 18 of the 28 Member States, this activity is the most frequently mentioned. Nevertheless, there are substantial differences between countries. In the Netherlands (98%), Sweden (97%) and Denmark (95%), nearly all of those polled mention sending or receiving emails, and in a further six countries at least nine in ten (90%) respondents give this answer.

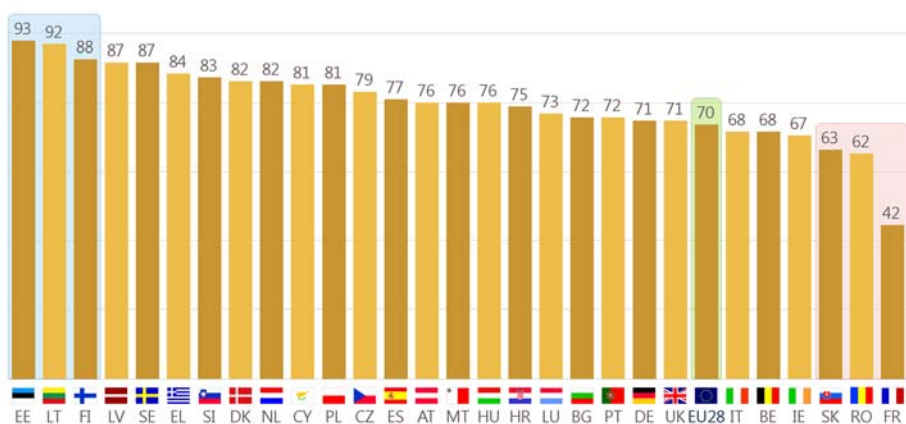
QB7 Which of the following activities do you do online? (MULTIPLE ANSWERS POSSIBLE)
(% - SENDING OR RECEIVING EMAIL)



Base: Respondents who are Internet users (N=22,236)

In almost all countries at least six in ten respondents use the Internet to **read the news**. The clear exception is France, where only just over four in ten (42%) give this response. At the other end of the scale, over nine in ten respondents mention this activity in Estonia (93%) and Lithuania (92%). In these countries, as in five more, reading the news is the most popular reason for using the Internet.

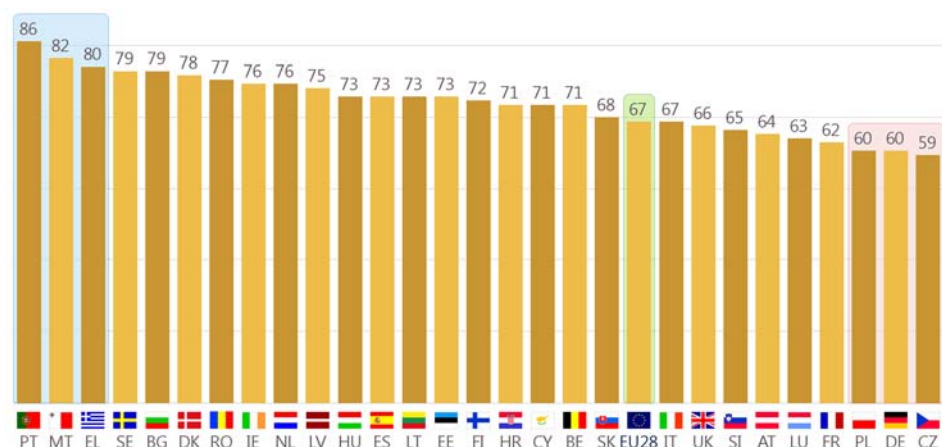
QB7 Which of the following activities do you do online? (MULTIPLE ANSWERS POSSIBLE)
(% - READING NEWS)



Base: Respondents who are Internet users (N=22,236)

At country level, there are differences in the proportions of respondents who use the Internet to access **online social networks**, although in this case, this reason is given by a majority of respondents in all countries. In most cases, between six in ten and eight in ten of those polled mention social networks. The exceptions are Portugal (86%) and Malta (82%), where over eight in ten give this response, and the Czech Republic, where just under six in ten (59%) use online social networks.

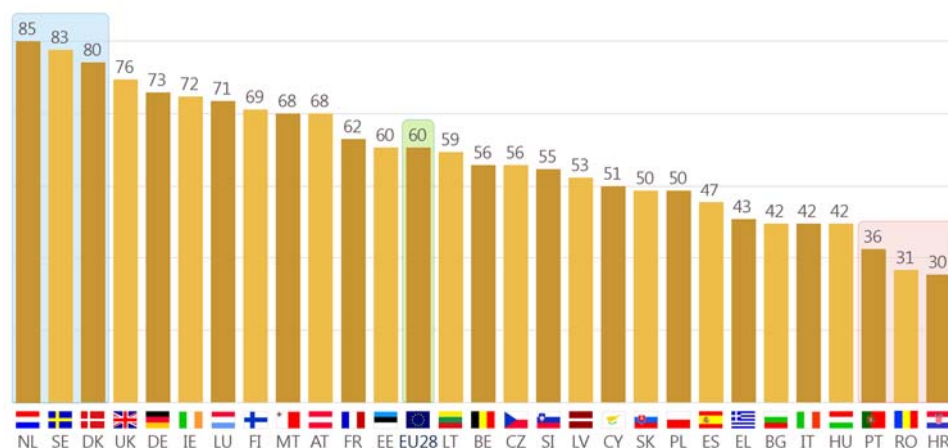
QB7 Which of the following activities do you do online? (MULTIPLE ANSWERS POSSIBLE)
(% - USING ONLINE SOCIAL NETWORKS)



Base: Respondents who are Internet users (N=22,236)

There is substantial variation in the case of **online shopping**, where the proportions of respondents who mention this Internet activity range from three in ten (30%) of those polled in Croatia to well over eight in ten (85%) of respondents in the Netherlands to just three in ten (30%) of those in Croatia. There is an approximate geographical divide on this question, with respondents in countries of Northern and Western Europe generally more likely to mention buying goods or services online than their counterparts in Central and Eastern Europe or Southern Europe.

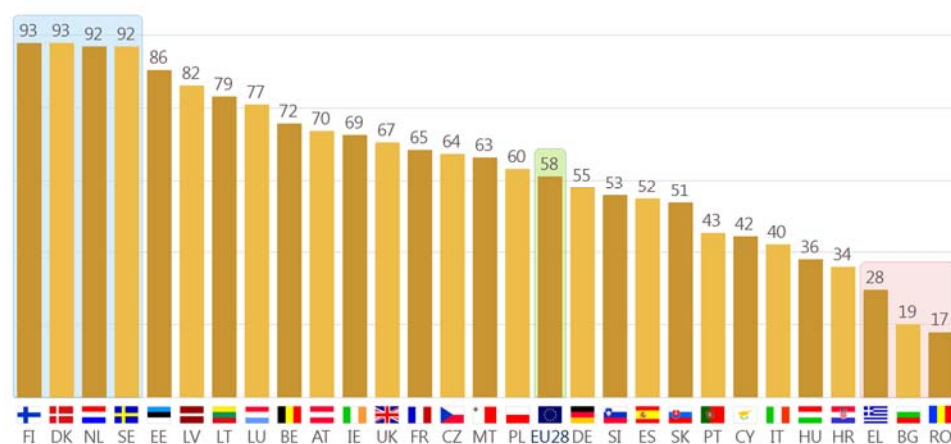
QB7 Which of the following activities do you do online? (MULTIPLE ANSWERS POSSIBLE)
(% - BUYING GOODS OR SERVICES (HOLIDAYS, BOOKS, MUSIC, ETC.))



Base: Respondents who are Internet users (N=22,236)

There are even greater country differences in the case of **online banking**, although a majority of respondents in 20 of the 28 Member States mention this form of online activity. In Denmark (93%), Finland (93%), Sweden (92%) and the Netherlands (92%) over nine in ten of those polled use online banking, compared with less than a fifth of respondents in Bulgaria (19%) and Romania (17%). Again, in most cases, countries of Western Europe and Northern Europe have a higher proportion of respondents who do this activity online, but there are certain exceptions such as Estonia, where nearly nine in ten (86%) of respondents mention online banking.

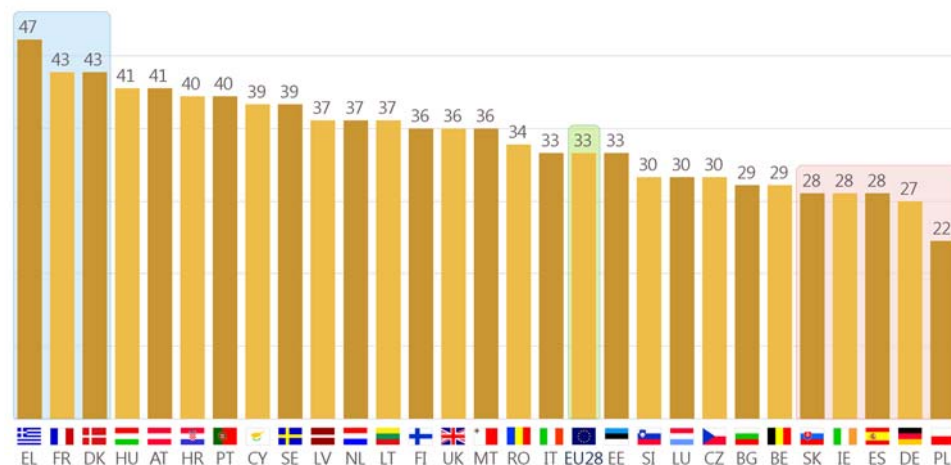
QB7 Which of the following activities do you do online? (MULTIPLE ANSWERS POSSIBLE)
(% - **ONLINE BANKING**)



Base: Respondents who are Internet users (N=22,236)

Playing games is mentioned by only a minority of respondents in all countries. The highest proportion of respondents who mention this as a reason for going online is found in Greece, where nearly half (47%) give this response. In several other cases, at least four in ten respondents mention playing games online: Denmark (43%), France (43%), Austria (41%), Hungary (41%), Portugal (40%) and Croatia (40%). However, only just over a fifth (22%) of respondents in Poland give this answer.

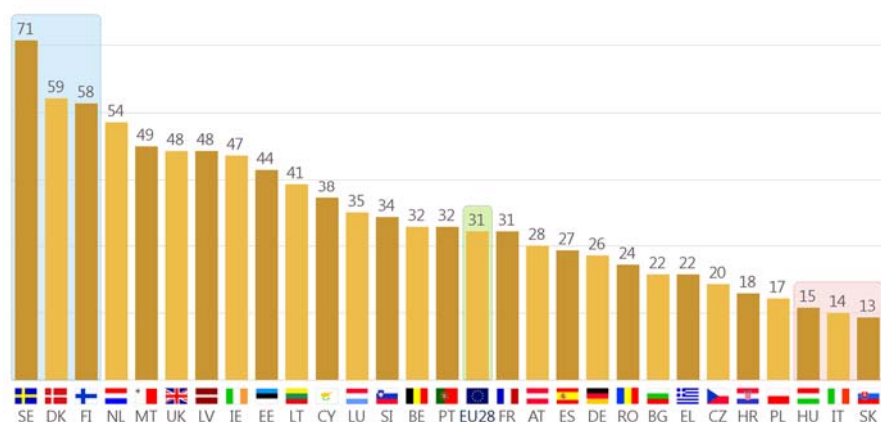
QB7 Which of the following activities do you do online? (MULTIPLE ANSWERS POSSIBLE)
(% - **PLAYING GAMES**)



Base: Respondents who are Internet users (N=22,236)

There is more variation when it comes to using the Internet to **watch TV**. Sweden stands out for the particularly high proportion of respondents who give this answer, with over seven in ten (71%) saying that they watch TV online. This is also a popular response in three other countries of Northern Europe: Denmark (59%), Finland (58%) and the Netherlands (54%). Elsewhere, only a minority of respondents mention using the Internet to watch TV, but this varies from just over one in ten (13%) of those polled in Slovakia to nearly half of respondents in Malta (49%). Again, most of the countries with lower than average proportions of respondents who give this answer are located in Central and Eastern Europe or in Southern Europe.

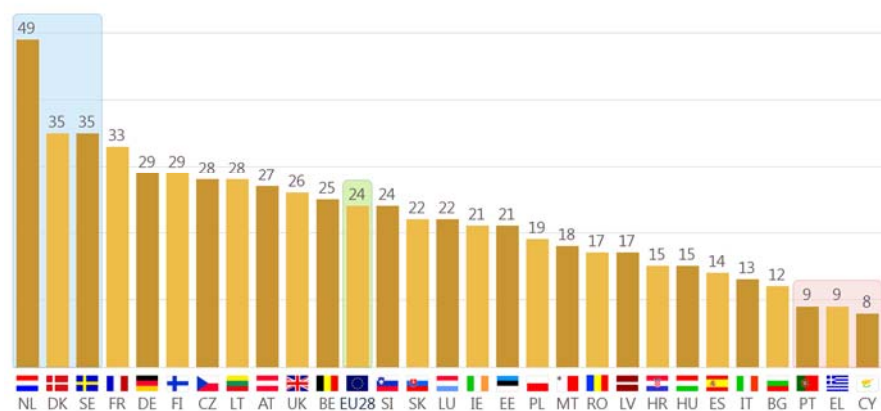
QB7 Which of the following activities do you do online? (MULTIPLE ANSWERS POSSIBLE)
(% - WATCHING TV)



Base: Respondents who are Internet users (N=22,236)

Selling goods and services is the least popular online activity in 22 of the 28 Member States. In Cyprus (8%), Greece (9%) and Portugal (9%) and Cyprus (8%), less than one in ten respondents sells goods and services online. In most cases, no more than a third (33%) of those polled give this response. The exceptions are Denmark and Sweden, where just over a third (35%) of respondents use the Internet to sell goods and services, and in the Netherlands, where nearly half (49%) use the Internet for this purpose.

QB7 Which of the following activities do you do online? (MULTIPLE ANSWERS POSSIBLE)
(% - SELLING GOODS OR SERVICES)



Base: Respondents who are Internet users (N=22,236)

Other reasons are mentioned by only a small minority of respondents in each country.

In 18 of the 28 Member States, the proportion of respondents who mention **sending or receiving emails** as a reason for using the Internet has decreased since 2014. In most cases, the magnitude of this change is not substantial, but in Italy (-11pp.), Bulgaria (-12pp.), Croatia (-13pp.), Bulgaria (-12pp.) and Italy (-11pp.) it is in double figures. The largest increase has occurred in Romania (+8pp.).

In all but four countries, the proportion of respondents who mention **reading news online** has increased since the last survey in 2014, with the largest changes observed in the Czech Republic (+15pp.), Luxembourg (+13pp.) and Austria (+13pp.). No comparable decreases have occurred, with the largest registered in Croatia (-6pp.).

With the exception of Luxembourg, where no change has occurred, the proportion of respondents who use the Internet to **access online social networks** has risen. In Cyprus, this figure has increased by 16 percentage points, closely followed by Slovakia (+14pp.), Romania (+13pp.) and Ireland (+13pp.).

In 21 countries, the proportion of respondents who use the Internet **for buying goods or services** has increased. Portugal has seen the largest change, with the proportion of respondents who give this answer rising by 16 percentage points.






























Online banking has become more popular since the last survey in 22 of the 28 Member States. In most cases, this change has remained in single figures, with the exceptions being Portugal (+17pp.), Greece (+13pp.), Luxembourg (+12pp) and Spain (+11pp.).

The pattern of change is slightly more mixed in the case of **playing games**. In 16 countries, the proportion of respondents has increased, while it has decreased in 10 countries. However, the most significant changes have occurred in those countries that have experienced a rise: in Denmark, the proportion of respondents who mention playing games has risen by 10 percentage points, and in France it has risen by 14 percentage points. There are no decreases of comparable magnitude.

In all but one country, the proportion of respondents who use the Internet to **watch TV** has increased. The exception is Poland, where no change has occurred. In 14 countries, the proportion of respondents giving this answer has risen by at least 10 percentage points, with the biggest increase occurring in Portugal (+19pp.), followed by Estonia (+15pp.).

In 18 countries, the proportion of respondents who use the Internet to **sell goods and services** has risen since 2014, while it has remained the same in two countries - Finland and Denmark - and decreased in eight other countries. In most cases, the change has not been substantial, with the largest increase occurring in Lithuania (+10pp.). There have been no decreases in excess of five percentage points.

QB7 Which of the following activities do you do online? (MULTIPLE ANSWERS POSSIBLE)
(%)




		Sending or receiving email		Reading news		Using online social networks		Buying goods or services (holidays, books, music, etc.)		Online banking		Playing games		Watching TV		Selling goods or services	
		June 2017 - Oct. 2014		June 2017 - Oct. 2014		June 2017 - Oct. 2014		June 2017 - Oct. 2014		June 2017 - Oct. 2014		June 2017 - Oct. 2014		June 2017 - Oct. 2014		June 2017 - Oct. 2014	
EU28		83	▼ 3	70	▲ 7	67	▲ 7	60	▲ 3	58	▲ 4	33	▲ 4	31	▲ 9	24	▲ 1
RO		56	▲ 8	62	▲ 7	77	▲ 13	31	▲ 9	17	▲ 4	34	▼ 2	24	▲ 6	17	▲ 4
CY		70	▲ 4	81	▲ 7	71	▲ 16	51	▲ 10	42	▲ 7	39	▼ 4	38	▲ 9	8	▲ 5
PT		85	▲ 3	72	▲ 5	86	▲ 10	36	▲ 16	43	▲ 17	40	▼ 1	32	▲ 19	9	▼ 3
SE		97	▲ 2	87	▲ 8	79	▲ 8	83	▲ 3	92	▲ 1	39	▲ 9	71	▲ 13	35	▼ 3
FR		90	▲ 2	42	▼ 4	62	▲ 11	62	=	65	▲ 3	43	▲ 14	31	▲ 10	33	▼ 1
NL		98	▲ 1	82	▲ 6	76	▲ 8	85	▲ 2	92	▲ 3	37	▲ 2	54	▲ 12	49	▲ 5
FI		94	▲ 1	88	▲ 6	72	▲ 10	69	▼ 1	93	=	36	=	58	▲ 10	29	=
BE		92	▲ 1	68	▲ 9	71	▲ 8	56	=	72	▲ 2	29	▼ 1	32	▲ 12	25	▼ 2
LU		92	▲ 1	73	▲ 13	63	=	71	▲ 9	77	▲ 12	30	▼ 1	35	▲ 10	22	▲ 5
MT		82	▲ 1	76	▲ 5	82	▲ 9	68	=	63	▲ 5	36	▼ 2	49	▲ 8	18	▲ 3
EE		91	▼ 1	93	▲ 3	73	▲ 10	60	▲ 4	86	▼ 3	33	▲ 3	44	▲ 15	21	▲ 4
DE		89	▼ 1	71	▲ 12	60	▲ 8	73	▲ 5	55	▲ 6	27	▲ 5	26	▲ 13	29	▲ 4
SI		87	▼ 2	83	▼ 1	65	▲ 7	55	▲ 12	53	▲ 8	30	▲ 4	34	▲ 13	24	▲ 5
IE		82	▼ 2	67	▲ 10	76	▲ 13	72	▲ 3	69	▲ 8	28	▲ 3	47	▲ 13	21	▼ 3
LT		81	▼ 2	92	▲ 3	73	▲ 9	59	▲ 9	79	▲ 6	37	▲ 5	41	▲ 10	28	▲ 10
EL		66	▼ 2	84	▲ 8	80	▲ 8	43	▲ 7	28	▲ 13	47	▲ 3	22	▲ 6	9	▲ 5
DK		95	▼ 3	82	▲ 1	78	▲ 4	80	=	93	▼ 1	43	▲ 10	59	▲ 11	35	=
AT		91	▼ 4	76	▲ 13	64	▲ 2	68	▲ 9	70	▲ 6	41	▲ 1	28	▲ 8	27	▼ 4
CZ		88	▼ 4	79	▲ 15	59	▲ 7	56	▲ 2	64	▼ 1	30	=	20	▲ 3	28	▲ 8
HU		78	▼ 4	76	▲ 4	73	▲ 11	42	▲ 10	36	▲ 7	41	▲ 9	15	▲ 7	15	▲ 6
LV		83	▼ 5	87	▲ 2	75	▲ 2	53	▲ 5	82	▲ 1	37	▼ 2	48	▲ 10	17	▲ 5
SK		79	▼ 5	63	▲ 8	68	▲ 14	50	▲ 6	51	=	28	▲ 7	13	▲ 2	22	▲ 8
UK		84	▼ 6	71	▲ 12	66	▲ 7	76	▼ 1	67	▲ 4	36	▼ 2	48	▲ 8	26	▼ 3
PL		71	▼ 8	81	▼ 1	60	▲ 1	50	▲ 1	60	▲ 3	22	▼ 3	17	=	19	▼ 2
ES		79	▼ 9	77	▲ 11	73	▲ 2	47	▲ 7	52	▲ 11	28	▲ 6	27	▲ 9	14	▲ 6
IT		70	▼ 11	68	▲ 4	67	▲ 4	42	▲ 10	40	▲ 2	33	▲ 3	14	▲ 5	13	▲ 5
BG		69	▼ 12	72	▲ 7	79	▲ 12	42	▲ 14	19	▲ 6	29	▼ 1	22	▲ 5	12	▲ 5
HR		64	▼ 13	75	▼ 6	71	▲ 11	30	=	34	▼ 1	40	▲ 4	18	▲ 3	15	▲ 2

Base: Respondents who are Internet users (N=22,236)

As in the case of Internet access overall, the most significant **socio-demographic** differences on this question depend on the age, level of education, and occupational and socio-economic status of the respondent.

- There are some significant differences between age groups. Online banking is significantly more popular with respondents aged between 25 and 39 (68%) or between 40 and 54 (60%) than it is with respondents aged between 15 and 24 (48%) or 55 and over (53%). While over six in ten (62%) respondents in younger age groups use the Internet for buying goods and services, less than half (48%) of those aged 55 or more do so. Similarly, less than a fifth (16%) of those aged 55+ use the Internet for selling goods or services, compared with three in ten (30%) of those aged between 25 and 39. There is a very significant difference in the case of social networks: over nine in ten (91%) of those aged between 15 and 24 mention this Internet activity, compared with only just over four in ten (42%) of respondents aged 55 or more. There are also significant differences between the youngest and oldest age cohorts in the case of playing games (57%; 22%) and watching TV (42%; 20%).
- There are substantial differences between educational groups. Those who finished their education at the age of 20 or more are more likely than those who finished their education aged 15 or less to use the Internet for: online banking (74%; 34%), buying goods or services (71%; 36%), selling goods or services (29%; 15%), sending or receiving email (91%; 64%), reading news (77%; 55%), and watching TV (37%; 17%).
- There are also significant differences between occupational groups, with those between managers and manual workers the most persistent and significant. Managers are more likely than manual workers to use the Internet for: online banking (77%, compared with 55%), buying goods or services (79%; 58%), selling goods or services (33%; 24%), sending or receiving email (93%; 79%), reading news (81%; 65%), or watching TV (43%; 29%). On the other hand, the unemployed (46%) are significantly more likely than managers (27%) or manual workers (34%) to use the Internet for playing games.
- Again, these differences are broadly replicated in the case of subjective class and ease of paying bills, indicating a set of differences based not only in occupational experiences but also in broader socio-economic circumstances.

QB7 Which of the following activities do you do online? (MULTIPLE ANSWERS POSSIBLE)
(% - EU)

	Sending or receiving email	Reading news	Using online social networks	Buying goods or services (holidays, books, music, etc.)	Online banking	Playing games	Watching TV	Selling goods or services	Other (SPONTANEOUS)	Don't know
EU28	83	70	67	60	58	33	31	24	3	1
 Age										
15-24	83	69	91	62	48	57	42	24	2	0
25-39	85	74	81	68	68	37	37	30	2	1
40-54	83	72	64	62	60	27	27	26	3	1
55 +	79	64	42	48	53	22	20	16	4	1
 Education (End of)										
15-	64	55	54	36	34	30	17	15	6	1
16-19	79	66	63	57	54	33	25	23	3	1
20+	91	77	67	71	74	29	37	29	2	0
Still studying	85	72	93	61	41	56	41	23	1	0
 Socio-professional category										
Self-employed	86	77	67	67	70	20	28	31	3	0
Managers	93	81	69	79	77	27	43	33	2	1
Other white collars	89	76	71	65	69	34	32	29	2	0
Manual workers	79	65	70	58	55	34	29	24	3	1
House persons	65	59	69	48	44	31	21	17	3	1
Unemployed	75	62	70	49	45	46	26	20	4	0
Retired	79	62	38	46	51	24	20	15	4	1
Students	85	72	93	61	41	56	41	23	1	0

Base: Respondents who are Internet users (N=22,236)

2 Concerns about Internet transactions

a. Concerns

Respondents who use the Internet were asked if they had any concerns about the security of their Internet transactions.⁸ While nearly a fifth (19%) of respondents have no such concerns, most mention being anxious about at least one of the proposed issues.

- Misuse of personal data and the security of online payments continue to be the most significant concerns of internet users -

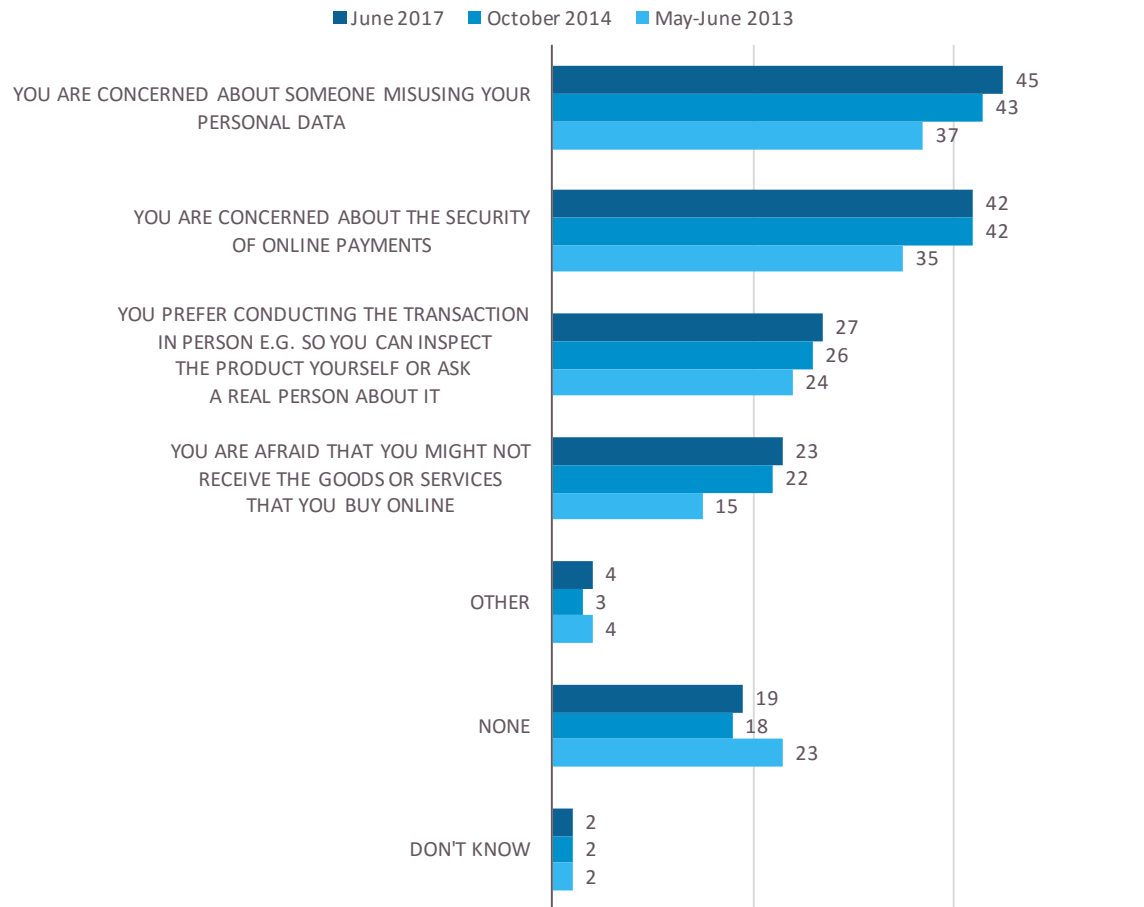
Nearly half (45%) of respondents are concerned about the possibility that their **data might be misused** by a third party. The proportion of those giving this answer has consistently risen since 2013, when less than four in ten (37%) held this opinion.

Over four in ten (42%) are concerned about the **security of online payments**, a figure which has remained the same since the last survey in October 2014.

Other responses are mentioned by fewer respondents. Just over a quarter (27%) say that they **prefer banking or buying goods or services in person**, a figure which has increased only slightly since the 2013 survey. Slightly fewer (23%) say that they are **afraid that they might not receive the goods or services they purchase**. Very few respondents mention other concerns.

⁸ QB8. What concerns do you have, if any, about using the Internet for things like online banking or buying things online? (MULTIPLE ANSWERS POSSIBLE) You are concerned about someone misusing your personal data; You are concerned about the security of online payments; You prefer conducting the transaction in person, e.g. so you can inspect the product yourself or ask a real person about it; You are afraid that you might not receive the goods or services that you buy online; Other; None; Don't know.

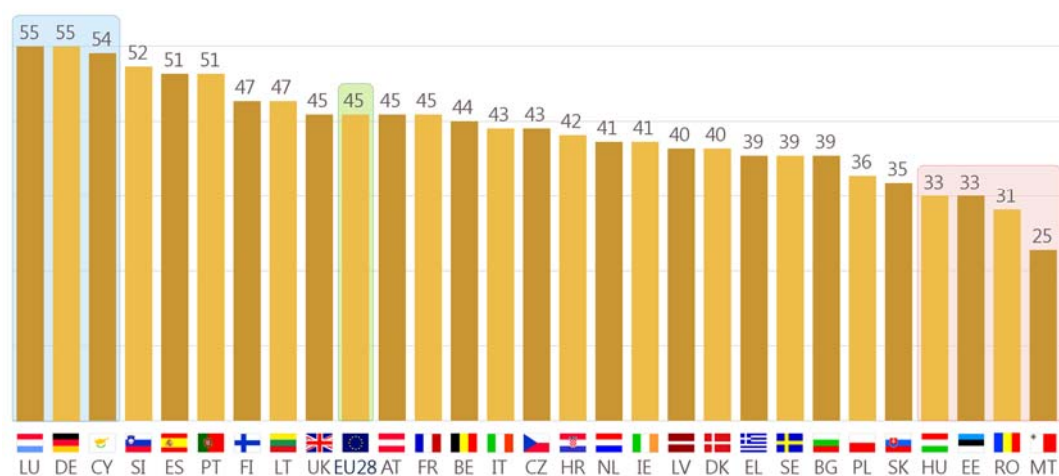
QB8 What concerns do you have, if any, about using the Internet for things like online banking or buying things online?
(MULTIPLE ANSWERS POSSIBLE)
(% - EU)



Base: Respondents who are Internet users (N=22,236)

There are significant country-level differences when it comes to levels of concern about **misuse of personal data**. In most countries, less than half (50%) of respondents have these concerns, but this nevertheless ranges from a quarter (25%) of those polled in Malta to nearly half of the respondents (47%) in Finland and Lithuania. In six countries however, more than half of the respondents express concerns about their personal data being misused, but the majority is not particularly large, with the highest recorded in Germany and Luxembourg (55%). In 19 Member States, this is the most frequently-mentioned concern.

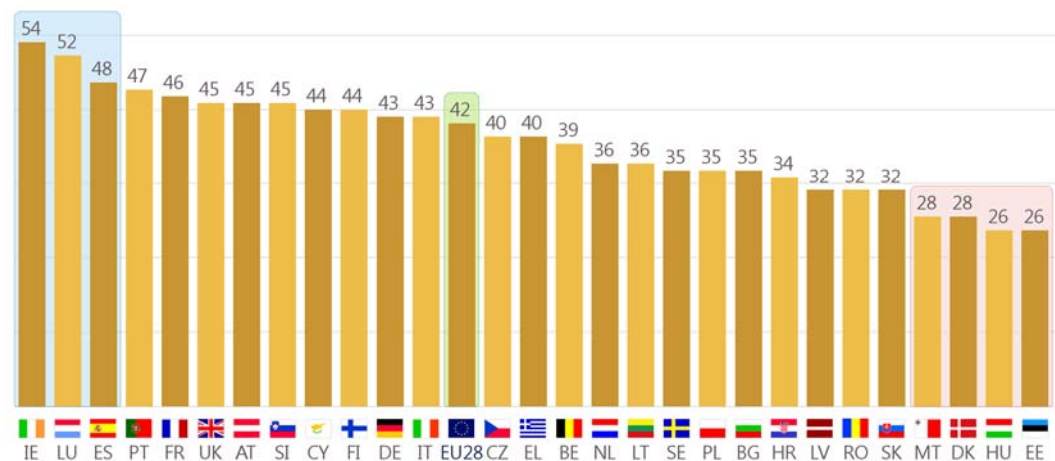
QB8 What concerns do you have, if any, about using the Internet for things like online banking or buying things online? (MULTIPLE ANSWERS POSSIBLE)
(% - YOU ARE CONCERNED ABOUT SOMEONE MISUSING YOUR PERSONAL DATA)



Base: Respondents who are Internet users (N=22,236)

There is a similar spread of responses when it comes to the **security of online payments**. While just over half of respondents in Ireland (54%) and Luxembourg (52%) mention this concern, in all other cases only a minority of those polled do, ranging from just over a quarter (26%) of respondents in Estonia and Hungary to nearly half (48%) of those polled in Spain. In five countries, this is the most commonly cited concern, but in Estonia and Lithuania, it is the concern least frequently mentioned.

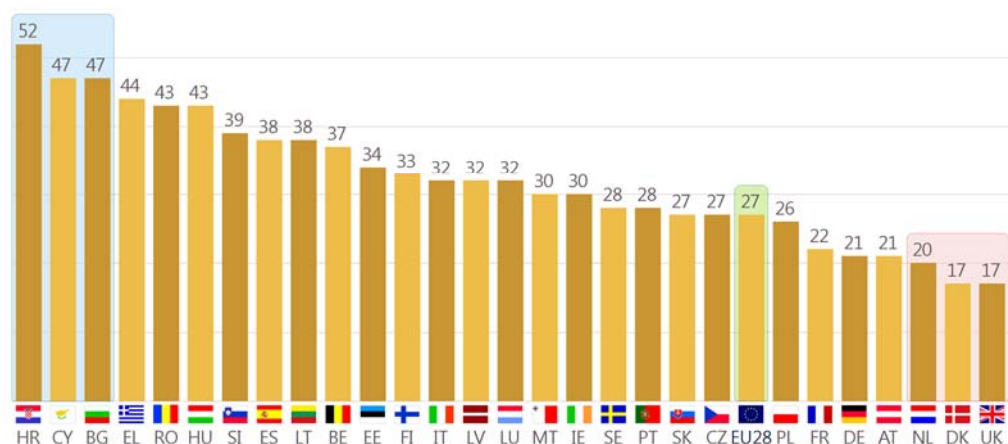
QB8 What concerns do you have, if any, about using the Internet for things like online banking or buying things online? (MULTIPLE ANSWERS POSSIBLE)
(% - YOU ARE CONCERNED ABOUT THE SECURITY OF ONLINE PAYMENTS)



Base: Respondents who are Internet users (N=22,236)

There are also significant differences in the level of concern at the **impersonality of online transactions**. In Croatia, over half (52%) of those polled say that they prefer to buy goods and services or to do banking in person so they can inspect the product themselves or consult with a real person. In all other countries, only a minority of respondents mention this concern, but this varies from less than a fifth (17%) of those polled in Denmark and the United Kingdom to just under half (47%) of respondents in Cyprus and Bulgaria. In seven countries, this is the most frequently mentioned concern, but in eight countries it is the least frequently mentioned.

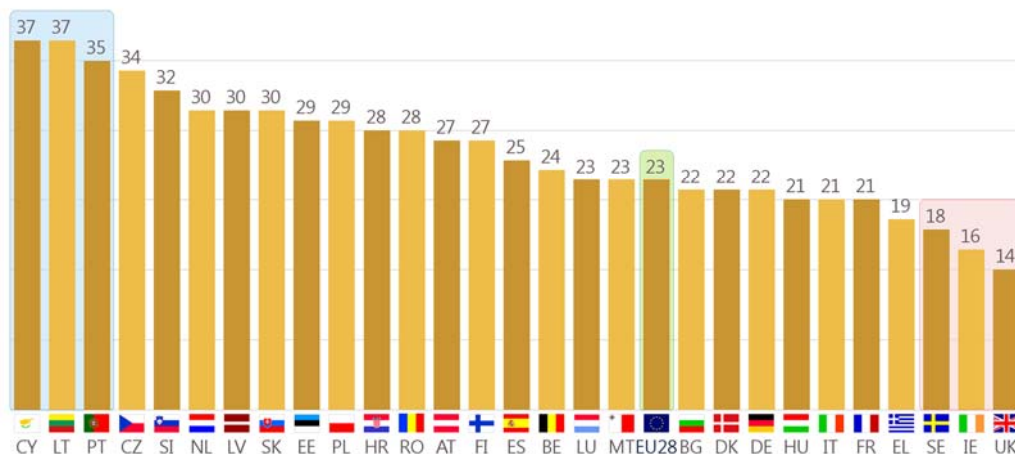
QB8 What concerns do you have, if any, about using the Internet for things like online banking or buying things online? (MULTIPLE ANSWERS POSSIBLE)
(% - YOU PREFER CONDUCTING THE TRANSACTION IN PERSON E.G. SO YOU CAN INSPECT THE PRODUCT YOURSELF OR ASK A REAL PERSON ABOUT IT)



Base: Respondents who are Internet users (N=22,236)

In all countries, a minority of respondents express the concern that they might **not receive goods they have ordered online**. In most cases, less than a third (33%) of respondents give this answer, the exceptions being Czech Republic (34%), Portugal (35%), Lithuania (37%) and Cyprus (37%). The lowest proportion of respondents who give this response is found in the United Kingdom (14%), closely followed by Ireland (16%). This is the least frequently mentioned response in 18 of the 28 Member States.

QB8 What concerns do you have, if any, about using the Internet for things like online banking or buying things online? (MULTIPLE ANSWERS POSSIBLE)
(% - YOU ARE AFRAID THAT YOU MIGHT NOT RECEIVE THE GOODS OR SERVICES THAT YOU BUY ONLINE)



Base: Respondents who are Internet users (N=22,236)

Few respondents mention other concerns, with the highest proportions of those who give this answer found in Germany (10%), Slovenia (10%) and Latvia (11%).

In all but one country, at least one in ten (10%) of those polled mention **no concerns** about online transactions, the exception being Germany, where only 6% of respondents have no concerns about using the Internet for online banking or buying goods or services. In most cases, the proportion of respondents who give this answer is no more than a quarter of those polled, but in Romania (30%), Portugal (32%) and Slovenia (35%) a larger proportion of respondents do not have any concerns about using the Internet for this kind of online transactions.






























There are no uniform patterns of country-level change since 2014. In 13 of the 28 Member States, the proportion of those who mention concerns about the **misuse of personal data** has risen since the last survey, but the extent of this change varies from only two percentage points in Slovakia to 21 percentage points in Portugal. In 13 countries, there has been a decrease, but in all but one case, this does not exceed 5 percentage points. The exception is Malta, where the proportion of respondents giving this answer has decreased by 9 percentage points. In France and Czech Republic, there has been no change.

In 15 countries, there has been an increase in the proportion of respondents who are concerned about the **security of online payments**, with the largest changes found in Bulgaria (+13pp.), Portugal (+11pp.) Cyprus (+10pp.) and Austria (+10pp.). While there has been no change in Slovenia, the proportion of respondents has decreased elsewhere, but by no more than seven percentage points.

There is a similarly mixed picture when it comes to concerns about the **impersonality of transactions**. While in Belgium the proportion of respondents who give this answer has increased by 16 percentage points, and in Croatia by 12 percentage points, in Portugal it has decreased by 18 percentage points. Elsewhere, change does not exceed 10 percentage points.

In three countries, there has been a significant increase in the proportion of respondents who express concerns that they might **not receive the products they have ordered**: in Portugal, this figure has risen by 18 percentage points, and in Slovakia and Latvia by 10 percentage points.

QB8 What concerns do you have, if any, about using the Internet for things like online banking or buying things online? (MULTIPLE ANSWERS POSSIBLE)
(%)

		You are concerned about someone misusing your personal data	June 2017 - Oct. 2014	You are concerned about the security of online payments	June 2017 - Oct. 2014	You prefer conducting the transaction in person e.g. so you can inspect the product yourself or ask a real person about it	June 2017 - Oct. 2014	You are afraid that you might not receive the goods or services that you buy online	June 2017 - Oct. 2014
EU28		45	▲ 2	42	=	27	▲ 1	23	▲ 1
PT		51	▲ 21	47	▲ 11	28	▼ 18	35	▲ 18
PL		36	▲ 11	35	▲ 6	26	▲ 9	29	▲ 6
FI		47	▲ 10	44	▲ 6	33	▲ 8	27	▲ 7
CY		54	▲ 9	44	▲ 10	47	▲ 10	37	▲ 8
LT		47	▲ 6	36	▼ 4	38	▲ 7	37	▲ 8
UK		45	▲ 6	45	▼ 4	17	▲ 2	14	▼ 1
LU		55	▲ 5	52	▲ 7	32	▲ 6	23	▲ 2
IT		43	▲ 5	43	▲ 6	32	=	21	▲ 1
AT		45	▲ 4	45	▲ 10	21	▼ 10	27	▲ 1
SI		52	▲ 3	45	=	39	▲ 6	32	▲ 3
BE		44	▲ 3	39	▼ 4	37	▲ 16	24	=
RO		31	▲ 3	32	▼ 4	43	▲ 8	28	▲ 6
SK		35	▲ 2	32	▲ 5	27	=	30	▲ 10
FR		45	=	46	▼ 2	22	▼ 1	21	▼ 2
CZ		43	=	40	▲ 3	27	▼ 1	34	▲ 2
ES		51	▼ 1	48	▲ 1	38	▼ 3	25	=
LV		40	▼ 1	32	▲ 1	32	▲ 3	30	▲ 10
BG		39	▼ 1	35	▲ 13	47	▲ 9	22	▲ 4
SE		39	▼ 1	35	▼ 6	28	▲ 1	18	▲ 3
EE		33	▼ 1	26	▼ 6	34	▲ 8	29	▲ 3
HU		33	▼ 1	26	▼ 7	43	▲ 6	21	▼ 1
DK		40	▼ 2	28	▼ 2	17	▼ 1	22	▼ 2
DE		55	▼ 3	43	▼ 2	21	=	22	▼ 4
NL		41	▼ 3	36	▼ 3	20	▲ 1	30	▼ 1
IE		41	▼ 4	54	▲ 1	30	▲ 4	16	▼ 3
EL		39	▼ 4	40	▲ 4	44	▼ 9	19	=
HR		42	▼ 5	34	▼ 7	52	▲ 12	28	▼ 4
MT		25	▼ 9	28	▲ 1	30	▲ 4	23	▼ 3

Base: Respondents who are Internet users (N=22,236)

There are some **socio-demographic** differences on this question, although none are of especially large magnitude.

- The impact of age differs, but not by a large amount. Older respondents are more concerned about the impersonal nature of online transactions, with a third (33%) of those aged 55 or more mentioning this concern, compared with less than a quarter (23%) of those aged between 15 and 24. On the other hand, young respondents (28%) are more likely than the oldest cohort (18%) to be concerned that they might not receive goods ordered online. Middle-aged respondents are more concerned about their personal data being misused, with over half (51%) of those aged between 40 and 54 giving this response, compared with less than half of those in other age groups. Middle-aged respondents (45%) are also more likely than those aged between 15 and 24 (37%) to be concerned about the security of online payments.
- Just over a third (34%) of those who finished their education at or before the age of 15 are concerned about the impersonality of transactions, compared with less than a quarter (24%) of those who finished their education at or after the age of 20. However, those with higher levels of education are more likely to be concerned about misuse of personal data (49%, compared with 43%).
- Manual workers (29%) are more likely than managers (19%) to have concerns about the impersonal nature of online transactions, but managers (50%) are more likely than manual workers (44%) to be concerned about misuse of personal data.
- Unsurprisingly, those who think that cybercrime is an important problem are more likely than those who consider it unimportant to be concerned about the security of online payments (43%, 33%) or the misuse of online data (46%; 36%).

QB8 What concerns do you have, if any, about using the Internet for things like online banking or buying things online? (MULTIPLE ANSWERS POSSIBLE)
(% - EU)

	You are concerned about someone misusing your personal data	You are concerned about the security of online payments	You prefer conducting the transaction in person e.g. so you can inspect the product yourself or ask a real person about it	You are afraid that you might not receive the goods or services that you buy online	Other	None	Don't know
EU28	45	42	27	23	4	19	2
 Age							
15-24	40	37	23	28	4	23	3
25-39	43	40	23	24	5	21	2
40-54	51	45	27	23	4	16	1
55 +	45	42	33	18	4	18	2
 Education (End of)							
15-	43	42	34	20	4	16	2
16-19	44	43	29	22	4	18	2
20+	49	42	24	23	5	20	1
Still studying	43	35	24	28	5	23	3
 Socio-professional category							
Self-employed	47	42	27	21	5	17	1
Managers	50	43	19	20	4	21	1
Other white collars	47	47	26	26	4	16	2
Manual workers	44	41	29	24	4	18	2
House persons	43	40	30	24	4	19	2
Unemployed	41	41	32	23	4	21	2
Retired	45	42	32	18	4	19	3
Students	43	35	24	28	5	23	3
Cybercrime							
Important	46	43	27	23	4	19	2
Not important	36	33	27	17	5	20	3

Base: Respondents who are Internet users (N=22,236)

b. Impact on behaviour

Respondents who use the Internet were asked whether they had changed their passwords to access accounts for a selected list of online services.⁹

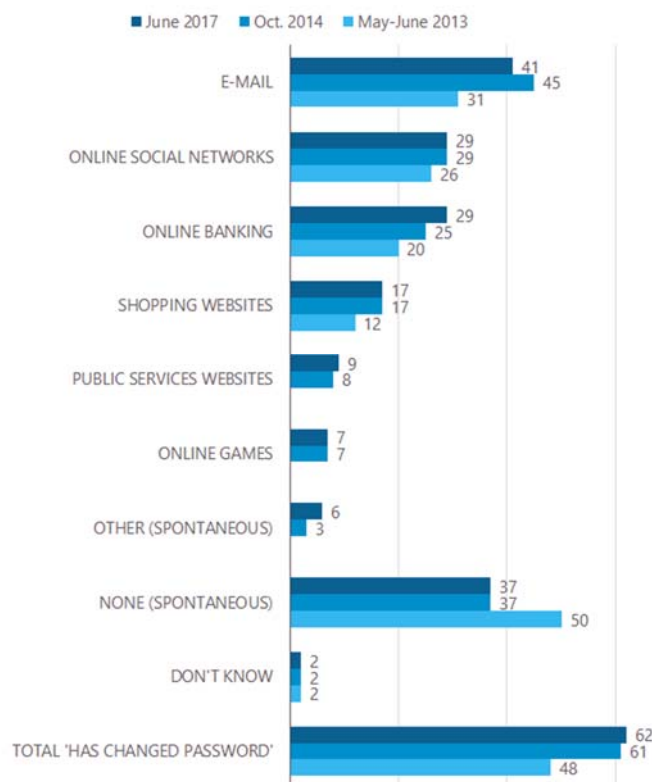
- Over six in ten Internet users have changed their access password of at least one online service during the last 12 months -

Over six in ten Internet users have changed their access password for at least one online service during the last 12 months. The most commonly changed password is the password used for email accounts. Just over four in ten respondents (41%) mention having done this. Just under three in ten (29%) have changed their passwords of their social network accounts in the last 12 months. The same proportion of respondents (29%) have changed their online banking password.

Less than a fifth (17%) of respondents have changed the password of their online shopping accounts. In the case of public service websites (9%) and online game accounts (7%), less than one in ten have changed their password.

Over a third (37%) of respondents have not changed any passwords to access various accounts and services online during the last 12 months.

QB15 Have you changed your password to access your account(s) for any of the following online services during the last 12 months? (MULTIPLE ANSWERS POSSIBLE)
(% - EU)



Base: Respondents who are Internet users (N=22,236)

⁹ QB15. Have you changed your password to access your account(s) for any of the following online services during the last 12 months? (MULTIPLE ANSWERS POSSIBLE) Email; Online social networks; Shopping websites; Online banking; Online games; Public services websites; Other; None; Don't know.

There are some significant country-level differences on this question. While changing email passwords is the most common response in 20 of the 28 Member States, the proportions who give this answer vary from only just over a quarter (26%) of those polled in Hungary to nearly six in ten respondents in the United Kingdom (58%) and Luxembourg (56%). When considering *all* countries, the lowest proportion is found in Croatia, where only just over a fifth (21%) of respondents have changed their email password in the last 12 months.

There is less country-level variation in the case of online social networks. In the Czech Republic, only a fifth (20%) of those polled have changed their password on one of these accounts in the last 12 months, compared with four in ten (40%) of those polled in the United Kingdom. This is the most frequent response given in Greece (34%) and Croatia (22%).

There are wide country-level differences in the case of online banking. Respondents in the Baltic States are particularly sensitive to security concerns on this issue. In Latvia, over two thirds (68%) of respondents have changed their online banking password during the last 12 months, as have six in ten (60%) of those polled in Estonia, and nearly six in ten (57%) of respondents in Lithuania. However, less than one in ten of those polled in Romania (7%) or Croatia (8%) have changed their online banking password.

In most countries, no more than a quarter (25%) of respondents have changed their password on shopping websites. The exception is the United Kingdom, where just over three in ten (31%) of those polled give this response. In 10 of the 28 Member States, less than one in ten (10%) of those polled have changed this kind of password, with the lowest proportion found in Croatia (4%).






























In all but one case, less than a fifth (20%) of respondents have changed their password on public services websites in the last 12 months. Only in the Netherlands (21%) have more than a fifth of respondents done this. In 19 countries, the proportion of those surveyed who give this response is in single figures, with almost no respondents in Croatia (1%) doing so.

In the case of online games, the highest proportion of respondents who have changed passwords on these services in the last 12 months is found in the United Kingdom (14%), closely followed by Finland (11%). In all other countries, less than one in ten (10%) of those polled gives this response.

With the exception of Belgium (21%) less than a fifth of those polled give responses other than those explicitly listed.

In most countries, at least a majority of respondents have changed at least one of their passwords. There are four exceptions: Hungary (42%), Bulgaria (44%), Spain (45%), and Portugal (46%). The countries with the highest proportions of respondents who have changed at least one password in the last 12 months are Belgium (79%) and Lithuania (79%), closely followed by Latvia (77%) and Estonia (76%).

QB15 Have you changed your password to access your account(s) for any of the following online services during the last 12 months? (MULTIPLE ANSWERS POSSIBLE)
(%)

		E-mail	Online social networks	Online banking	Shopping websites	Public services websites	Online games	Other (SPONTANEOUS)	None (SPONTANEOUS)	Don't know	Total 'Has changed password'
EU28		41	29	29	17	9	7	6	37	2	62
BE		43	32	20	14	5	5	21	20	1	79
BG		30	29	10	7	2	4	3	53	4	44
CZ		30	20	31	9	3	4	10	33	2	65
DK		39	29	23	15	11	7	7	40	1	59
DE		46	28	31	23	6	6	2	37	2	60
EE		42	33	60	11	8	7	1	23	1	76
IE		50	38	30	22	11	7	8	27	2	71
EL		27	34	18	11	6	6	3	49	0	51
ES		33	22	21	9	4	3	2	55	0	45
FR		45	34	31	21	13	8	6	32	1	67
HR		21	22	8	4	1	5	13	48	2	50
IT		37	23	20	7	4	5	13	34	2	64
CY		38	36	18	9	9	5	6	38	2	60
LV		34	25	68	11	9	7	3	21	1	77
LT		36	31	57	10	9	8	9	19	2	79
LU		56	33	39	22	10	7	7	24	2	74
HU		26	21	14	5	7	5	4	57	1	42
MT		47	34	20	24	13	9	10	33	2	64
NL		44	29	49	16	21	5	4	25	1	74
AT		41	25	40	14	5	8	3	30	1	68
PL		24	23	30	12	5	5	8	42	4	54
PT		34	28	15	5	6	4	4	53	1	46
RO		31	28	7	5	3	5	9	47	2	51
SI		39	27	18	10	6	3	6	43	1	56
SK		26	21	19	6	3	3	11	41	6	53
FI		55	39	35	23	16	11	2	26	1	73
SE		49	34	27	22	14	7	3	32	0	67
UK		58	40	38	31	16	14	2	27	2	71
Highest percentage per country		Lowest percentage per country									
Highest percentage per item		Lowest percentage per item									

Base: Respondents who are Internet users (N=22,236)

In 18 of the 28 Member States, the proportion of respondents who have changed their email password in the last 12 months has decreased since the October 2014 survey. In most cases, this change is in single figures, the exceptions being Austria (-10pp.), Slovakia (-14pp.) and Croatia (-15pp.). There have been few significant increases since the last survey, with the largest occurring in Bulgaria (+8pp.).






























In 13 countries, the proportion of respondents who have changed their password for online social networks has decreased, with the largest changes occurring in Portugal (-14pp.) and Croatia (-15pp.). The largest increase is in France, where the proportion of those who give this answer has increased by eight percentage points.

Most countries have seen an increase in the proportion of respondents who have responded to rising concerns about security by changing the password for their online banking facility. In almost all cases, this change is only in single figures, the exceptions being Austria (+11pp.) and Greece (+11pp.). In five countries, there has been no change, while in Croatia there has been an insignificant decrease in the proportion of respondents who give this answer.

There has been only minimal change in the case of shopping websites. Only in the United Kingdom (-8pp.) does the change exceed five percentage points. In the case of public services websites and online games, there are no changes exceeding five percentage points.

When looking at the proportions of those who have changed at least one password, the most significant increases have occurred in Lithuania (+10pp.) and Belgium (+18pp.), while the most significant decreases have occurred in Slovakia (-10pp.), Croatia (-11pp.) and Portugal (-14pp.).

QB15 Have you changed your password to access your account(s) for any of the following online services during the last 12 months? (MULTIPLE ANSWERS POSSIBLE)
(%)




		E-mail	June 2017 - Oct. 2014	Online social networks	June 2017 - Oct. 2014	Online banking	June 2017 - Oct. 2014	Shopping websites	June 2017 - Oct. 2014	Public services websites	June 2017 - Oct. 2014	Online games	June 2017 - Oct. 2014	Total 'Has changed password'	June 2017 - Oct. 2014
EU28		41	▼ 4	29	=	29	▲ 4	17	=	9	▲ 1	7	=	62	▲ 1
BE		43	▼ 6	32	▼ 4	20	=	14	▲ 1	5	=	5	▼ 1	79	▲ 18
LT		36	=	31	▲ 7	57	▲ 5	10	▲ 2	9	▲ 4	8	▲ 5	79	▲ 10
FR		45	▲ 6	34	▲ 8	31	▲ 4	21	▲ 2	13	▲ 5	8	▲ 2	67	▲ 9
IE		50	=	38	▲ 3	30	▲ 3	22	▲ 1	11	▲ 1	7	▼ 2	71	▲ 8
CY		38	▲ 5	36	▲ 3	18	▲ 7	9	▼ 1	9	▲ 5	5	▼ 1	60	▲ 5
PL		24	▼ 6	23	=	30	▲ 8	12	▲ 5	5	▲ 2	5	▲ 2	54	▲ 5
CZ		30	▼ 8	20	=	31	▲ 2	9	=	3	▲ 1	4	=	65	▲ 4
IT		37	▼ 3	23	▼ 1	20	▲ 1	7	=	4	▼ 2	5	▼ 1	64	▲ 3
BG		30	▲ 8	29	▲ 1	10	▲ 6	7	▲ 1	2	▼ 1	4	▼ 1	44	▲ 3
LU		56	▲ 3	33	=	39	▲ 8	22	▼ 4	10	▲ 3	7	▼ 1	74	▲ 2
MT		47	▲ 1	34	▼ 2	20	▲ 1	24	▼ 5	13	▲ 1	9	▲ 2	64	▲ 2
AT		41	▼ 10	25	▼ 5	40	▲ 11	14	▲ 1	5	=	8	▼ 1	68	▲ 1
EL		27	▼ 6	34	=	18	▲ 11	11	▲ 3	6	▲ 3	6	=	51	▲ 1
EE		42	▼ 9	33	▲ 4	60	▲ 5	11	▲ 1	8	=	7	▲ 2	76	▼ 1
SI		39	▲ 2	27	▲ 4	18	▲ 2	10	▲ 1	6	▲ 1	3	▲ 1	56	▼ 1
LV		34	▼ 6	25	▼ 7	68	▲ 5	11	▼ 3	9	▲ 1	7	▲ 1	77	▼ 2
NL		44	▼ 4	29	=	49	▲ 5	16	▲ 2	21	▲ 1	5	▼ 1	74	▼ 2
UK		58	▼ 3	40	▲ 1	38	=	31	▼ 8	16	=	14	▼ 1	71	▼ 2
SE		49	▲ 2	34	▲ 4	27	=	22	▼ 1	14	=	7	▲ 1	67	▼ 2
DK		39	▼ 1	29	▼ 3	23	=	15	▲ 1	11	▼ 3	7	▼ 1	59	▼ 2
RO		31	▲ 4	28	▼ 9	7	▲ 1	5	▼ 4	3	▼ 1	5	▼ 4	51	▼ 2
FI		55	▼ 4	39	▲ 5	35	▲ 1	23	▼ 1	16	▲ 4	11	▲ 1	73	▼ 4
ES		33	▼ 6	22	▼ 6	21	▲ 6	9	▼ 1	4	=	3	=	45	▼ 4
HU		26	▼ 7	21	▼ 1	14	▲ 5	5	▲ 2	7	▲ 3	5	▲ 1	42	▼ 4
DE		46	▼ 8	28	▼ 1	31	▲ 5	23	▲ 1	6	=	6	▼ 1	60	▼ 6
SK		26	▼ 14	21	▼ 6	19	=	6	▲ 1	3	▼ 1	3	▼ 1	53	▼ 10
HR		21	▼ 15	22	▼ 15	8	▼ 1	4	▼ 4	1	▼ 3	5	▼ 2	50	▼ 11
PT		34	▼ 7	28	▼ 14	15	▲ 2	5	▼ 5	6	▼ 2	4	▼ 5	46	▼ 14

Base: Respondents who are Internet users (N=22,236)

For the **socio-demographic** breakdown, we will focus on the proportions of respondents who have changed at least one of these passwords in the last 12 months.

- Younger respondents are more likely to have changed at least one of these passwords, with two thirds (66%) of those aged between 15 and 24 giving this response, compared with just over half (53%) of those aged 55 or more.
- Just under half (49%) of respondents who finished their education at or before the age of 15 have changed at least one password in the last 12 months, compared with nearly seven in ten (68%) of respondents who finished their education at the age of 20 or more.
- Managers (72%) are significantly more likely than manual workers (58%) to have changed at least one of these passwords.
- Surprisingly, there is no difference on this question between those who regard cybercrime as an important security issue (62%) and those who do not (60%). However, respondents who consider themselves to be well informed about cybercrime (68%) are significantly more likely to have changed passwords than those who consider themselves poorly informed about these issues (54%).

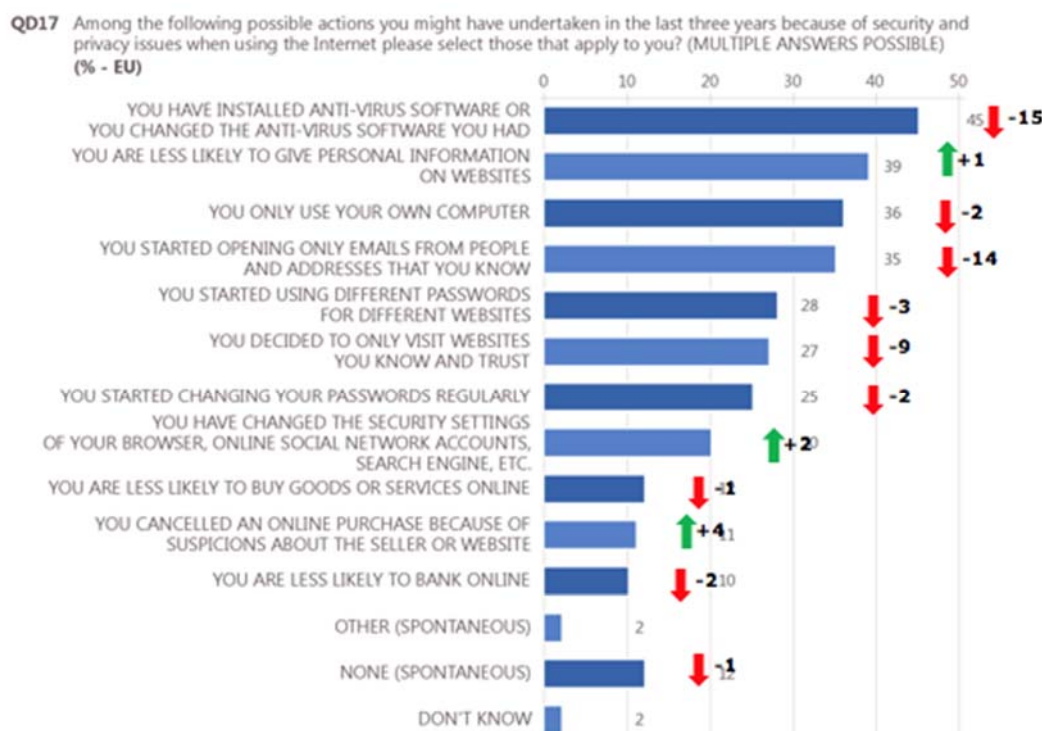
QB15 Have you changed your password to access your account(s) for any of the following online services during the last 12 months? (MULTIPLE ANSWERS POSSIBLE)
(% - EU)

	E-mail	Online social networks	Online banking	Shopping websites	Online games	Public services websites	Other (SPONTANEOUS)	None (SPONTANEOUS)	Don't know	Total 'Has changed password'
EU28	41	29	29	17	7	9	6	37	2	62
 Age										
15-24	44	45	23	17	13	9	4	32	1	66
25-39	46	37	33	20	8	11	6	32	1	67
40-54	43	26	31	18	5	8	5	36	2	62
55 +	32	14	25	12	3	6	7	45	2	53
 Education (End of)										
15-	28	19	19	9	5	4	9	50	1	49
16-19	38	26	27	15	6	7	5	40	2	58
20+	48	31	36	21	7	12	5	31	1	68
Still studying	46	42	19	15	12	8	5	32	2	66
 Socio-professional category										
Self-employed	45	26	34	17	5	9	5	35	1	64
Managers	55	33	42	28	8	14	5	26	2	72
Other white collars	43	30	34	16	6	9	6	32	2	67
Manual workers	39	30	27	16	7	7	6	40	2	58
House persons	29	27	20	10	6	5	8	47	1	52
Unemployed	40	38	22	16	12	10	5	37	1	62
Retired	30	13	23	13	3	6	6	47	2	51
Students	46	42	19	15	12	8	5	32	2	66
Cybercrime										
Important	42	29	29	17	7	9	6	36	2	62
Not important	35	29	25	13	10	8	7	37	3	60
Level of information about cybercrime risks										
Total 'Well informed'	48	35	34	21	9	11	5	30	1	68
Total 'Not well informed'	33	22	22	13	5	6	7	44	2	54

Base: Respondents who are Internet users (N=22,236)

Concerns with cybersecurity issues and the impact these have had on the way people use the Internet have also been investigated by a recent Eurobarometer survey, EBS460. It investigated this issue by proposing to respondents a list of possible changes of behaviour; respondents were asked to evaluate their applicability to their own behaviour. The results of the survey are briefly presented below and can be analysed in detail within the Eurobarometer report "Attitudes towards the impact of digitisation and automation on daily life" (pages 103-108).¹⁰

Certain actions to improve security and privacy are more popular than others. More than four in ten respondents (45%) installed anti-virus software or changed the antivirus software they had. Over a third of respondents started to restrict the amount of personal information they give out on websites (39%), use only their own computer (36%) and open emails only if they originate from known sources (35%). Just over a fifth (12%) of respondents have not made any changes to their online activities as a result of security and privacy issues.
































Base: Respondents who are Internet users (N=22,472).

Results taken from the Special Eurobarometer 460 'Attitudes towards the impact of digitisation and automation on daily life'.

¹⁰ QD17 (EBS460). Among the following possible actions you might have undertaken in the last three years because of security and privacy issues when using the Internet, please select those that apply to you. (MULTIPLE ANSWERS POSSIBLE). You have installed anti-virus software or you changed the anti-virus software you had; You are less likely to give personal information on websites; You only use your own computer; You started opening only emails from people and addresses that you know; You started using different passwords for different websites; You decided to only visit websites you know and trust; You started changing your passwords regularly; You have changed the security settings of your browser, online social network accounts, search engine, etc.; You are less likely to buy services and goods online; You cancelled an online purchase because of suspicions about the seller or website; You are less likely to bank online; Other (SPONTANEOUS); None (SPONTANEOUS); Don't know.

There are considerable country-level differences on this question. These arise both in terms of the proportion of respondents who mention specific responses, and in the number of options chosen by respondents.

QD17 Among the following possible actions you might have undertaken in the last three years because of security and privacy issues when using the Internet please select those that apply to you?
(MULTIPLE ANSWERS POSSIBLE)
(%)

		You have installed anti-virus software or you changed the anti-virus software you had	You are less likely to give personal information on websites	You only use your own computer	You started opening only emails from people and addresses that you know	You started using different passwords for different websites	You decided to only visit websites you know and trust	You started changing your passwords regularly	You have changed the security settings of your browser, online social network accounts, search engine, etc.	You are less likely to buy goods or services online	You cancelled an online purchase because of suspicions about the seller or website	You are less likely to bank online	Other (SPONTANEOUS)	None (SPONTANEOUS)	Don't know
EU28		45	39	36	35	28	27	25	20	12	11	10	2	12	2
BE		53	39	47	43	32	37	26	24	14	10	10	4	2	0
BG		29	33	33	27	13	20	15	10	10	2	11	1	15	7
CZ		38	37	42	39	21	22	23	15	11	9	9	3	10	1
DK		64	60	39	52	35	38	20	30	13	14	4	2	5	1
DE		57	50	45	44	39	26	32	26	11	21	8	2	11	2
EE		41	31	39	42	27	29	22	19	8	10	3	3	9	5
IE		38	43	39	30	31	33	30	23	16	10	11	3	6	2
EL		41	44	38	24	13	36	27	14	14	4	18	3	9	0
ES		35	27	29	28	23	25	17	15	11	5	13	2	22	1
FR		58	42	42	40	29	32	23	23	18	12	14	2	6	2
HR		23	29	27	15	19	26	14	12	16	13	13	5	19	3
IT		26	23	27	28	17	25	22	13	11	3	9	4	12	2
CY		36	40	46	39	21	35	22	18	23	6	18	4	11	1
LV		35	24	44	37	30	32	23	12	7	6	4	2	11	1
LT		48	42	39	30	25	26	22	13	14	8	11	3	9	1
LU		58	41	41	44	30	33	30	25	13	8	14	2	9	1
HU		34	33	40	33	15	21	18	8	14	8	20	2	12	1
MT		40	41	43	41	34	38	29	20	5	12	9	3	14	6
NL		66	63	40	50	46	29	33	33	12	8	5	1	3	0
AT		48	44	33	41	27	25	35	25	14	12	14	2	9	3
PL		31	29	32	21	16	18	17	11	7	6	5	6	16	5
PT		29	33	22	22	13	24	15	14	15	4	16	3	22	1
RO		30	14	30	18	14	22	17	9	14	4	13	4	26	3
SI		43	38	45	34	27	29	21	16	16	7	16	2	12	1
SK		34	26	41	25	11	24	22	12	5	4	4	4	11	4
FI		53	47	32	37	32	27	22	33	9	10	2	2	10	2
SE		58	69	32	67	60	31	30	43	22	27	8	1	3	0
UK		44	40	32	31	36	30	33	25	8	11	11	1	15	4
1st MOST FREQUENTLY MENTIONED ITEM															
2nd MOST FREQUENTLY MENTIONED ITEM															
3rd MOST FREQUENTLY MENTIONED ITEM															

Base: Respondents who are Internet users (N=22,472)

3 Awareness and experience of cybercrimes

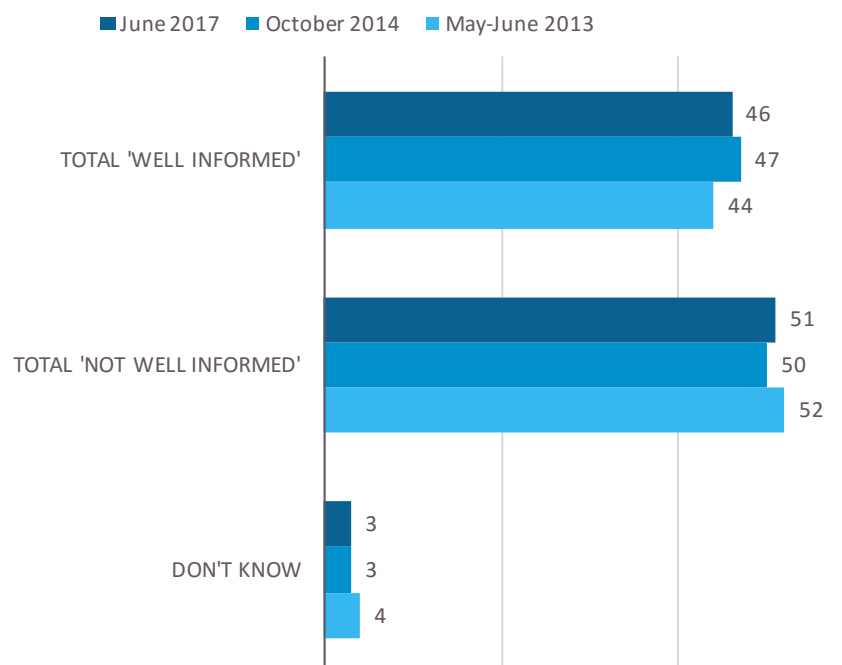
a. Level of knowledge

Respondents were asked how well informed they felt themselves to be about the risks of cybercrime activity.¹¹ As in previous surveys, responses on this issue are fairly evenly divided. Nearly half (46%) think that they are 'well informed', with just under one in ten (9%) feeling 'very well informed', and nearly four in ten (37%) considering themselves 'fairly well informed'.

- Nearly half of respondents consider themselves to be well informed about cybercrime, but this varies significantly across Member States -

Just over half (51%) of respondents say they feel 'not well informed' about cybercrime, with nearly a fifth (19%) considering themselves completely uninformed and almost a third (32%) saying that they are 'not very well informed'. Only a very small proportion of respondents (3%) do not know whether they are well informed or not.

QB10 How well informed do you feel about the risks of cybercrime?
(% - EU)



Base: All respondents (N=28,093)

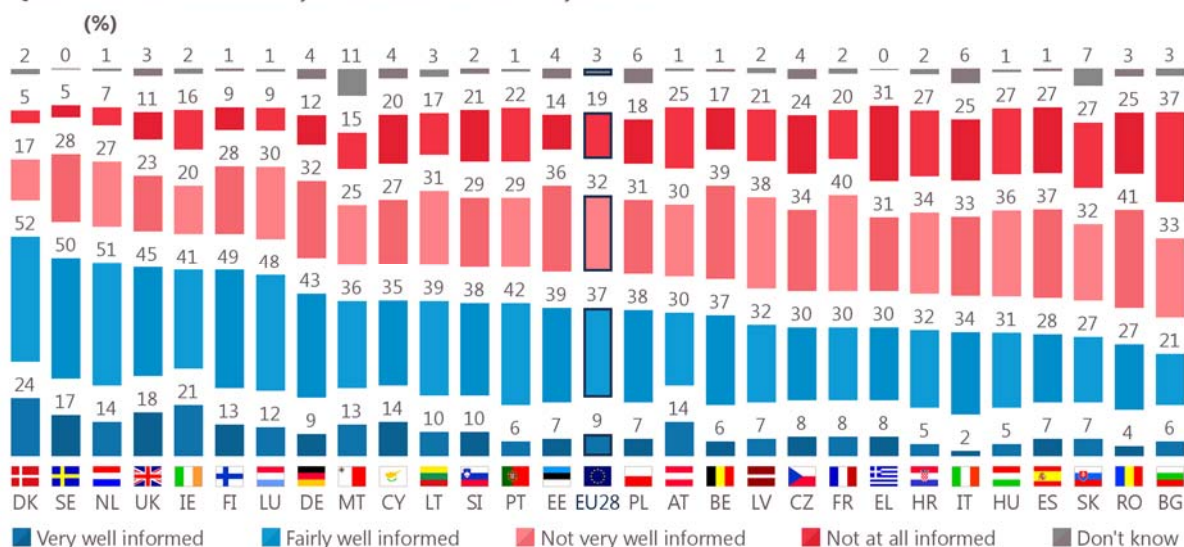
¹¹ QB10. How well informed do you feel about the risks of cybercrime? Possible answers: Very well informed; Fairly well informed; Not very well informed; Not at all informed; Don't know.

Results vary significantly across Member States. In 11 of the 28 Member States, a relative majority of respondents consider themselves to be 'well informed' about cybercrime, ranging from over three quarters (76%) of respondents in Denmark to just under half (49%) of those polled in Lithuania. Denmark also has the highest proportion of respondents who feel 'very well informed' (24%).

In the remaining countries, the proportion of respondents who feel 'not well informed' outweighs the proportion of those who feel 'well informed'. In Bulgaria, seven in ten (70%) of respondents give this response, with nearly four in ten (37%) saying that they feel 'not at all informed' about this issue. In many cases, the proportion of respondents who are 'not at all informed' is significantly higher than the proportion who consider themselves 'very well informed', and in nine countries at least a quarter (25%) of respondents say they have no knowledge of cybercrime issues.

Most of the countries where the majority of people feel 'well informed' are in Northern Europe.






























QB10 How well informed do you feel about the risks of cybercrime?



Base: All respondents (N=28,093)

In most countries, there has been only moderate country-level change on this question since 2014. In 17 countries, the proportion of respondents who consider themselves well informed about the risk of cybercrime has fallen since the previous survey, with particularly large changes observed in Slovakia (-13pp.) and France (-16pp.). On the other hand, the proportion of respondents who consider themselves well informed has risen by eight percentage points in Luxembourg, and nine percentage points in Denmark.

QB10 How well informed do you feel about the risks of cybercrime?
(%)







		Very well inform ^a	June 2017 Oct. 2014	Fairly well inform ^a	June 2017 Oct. 2014	Not very well inform ^a	June 2017 Oct. 2014	Not at all inform ^a	June 2017 Oct. 2014	Don't know	Total 'Well inform ^a	June 2017 Oct. 2014	Total 'Not well inform ^a	June 2017 Oct. 2014
EU28		9	▼ 1	37	=	32	▲ 3	19	▼ 2	3	46	▼ 1	51	▲ 1
DK		24	▲ 1	52	▲ 8	17	▼ 9	5	▼ 1	2	76	▲ 9	22	▼ 10
LU		12	▼ 1	48	▲ 9	30	▼ 3	9	▼ 4	1	60	▲ 8	39	▼ 7
DE		9	=	43	▲ 6	32	▼ 2	12	▼ 5	4	52	▲ 6	44	▼ 7
PT		6	▲ 1	42	▲ 3	29	▲ 6	22	▼ 10	1	48	▲ 4	51	▼ 4
FI		13	▲ 2	49	▲ 1	28	▼ 1	9	▼ 2	1	62	▲ 3	37	▼ 3
IE		21	=	41	▲ 2	20	=	16	▼ 3	2	62	▲ 2	36	▼ 3
BE		6	▼ 3	37	▲ 5	39	▲ 2	17	▼ 4	1	43	▲ 2	56	▼ 2
SE		17	▲ 1	50	=	28	▼ 1	5	=	0	67	▲ 1	33	▼ 1
SI		10	▼ 2	38	▲ 2	29	=	21	=	2	48	=	50	=
PL		7	▲ 1	38	▼ 1	31	▲ 3	18	▼ 3	6	45	=	49	=
RO		4	▼ 1	27	▲ 1	41	▲ 8	25	▼ 10	3	31	=	66	▼ 2
EE		7	▼ 2	39	▲ 1	36	▲ 5	14	▼ 3	4	46	▼ 1	50	▲ 2
IT		2	▼ 1	34	=	33	▲ 6	25	▼ 6	6	36	▼ 1	58	=
NL		14	=	51	▼ 2	27	▲ 1	7	=	1	65	▼ 2	34	▲ 1
UK		18	▼ 4	45	▲ 2	23	▲ 1	11	▲ 1	3	63	▼ 2	34	▲ 2
HU		5	▼ 1	31	▼ 1	36	▲ 7	27	▼ 5	1	36	▼ 2	63	▲ 2
CY		14	▼ 4	35	▲ 1	27	▲ 5	20	▼ 4	4	49	▼ 3	47	▲ 1
AT		14	▼ 4	30	▲ 1	30	▲ 5	25	=	1	44	▼ 3	55	▲ 5
ES		7	▼ 2	28	▼ 1	37	▲ 1	27	▲ 1	1	35	▼ 3	64	▲ 2
CZ		8	▲ 2	30	▼ 6	34	▲ 3	24	=	4	38	▼ 4	58	▲ 3
MT		13	▼ 5	36	=	25	▲ 4	15	▼ 6	11	49	▼ 5	40	▼ 2
LV		7	▼ 3	32	▼ 2	38	▲ 4	21	▲ 1	2	39	▼ 5	59	▲ 5
EL		8	▼ 3	30	▼ 2	31	▲ 8	31	▼ 2	0	38	▼ 5	62	▲ 6
BG		6	▼ 2	21	▼ 5	33	▲ 6	37	▲ 1	3	27	▼ 7	70	▲ 7
LT		10	▼ 3	39	▼ 5	31	▲ 7	17	▲ 1	3	49	▼ 8	48	▲ 8
HR		5	▼ 6	32	▼ 3	34	▲ 3	27	▲ 6	2	37	▼ 9	61	▲ 9
SK		7	▼ 1	27	▼ 12	32	▲ 6	27	▲ 2	7	34	▼ 13	59	▲ 8
FR		8	▼ 5	30	▼ 11	40	▲ 12	20	▲ 4	2	38	▼ 16	60	▲ 16

Base: All respondents (N=28,093)

There are a number of **socio-demographic** differences, as follows:

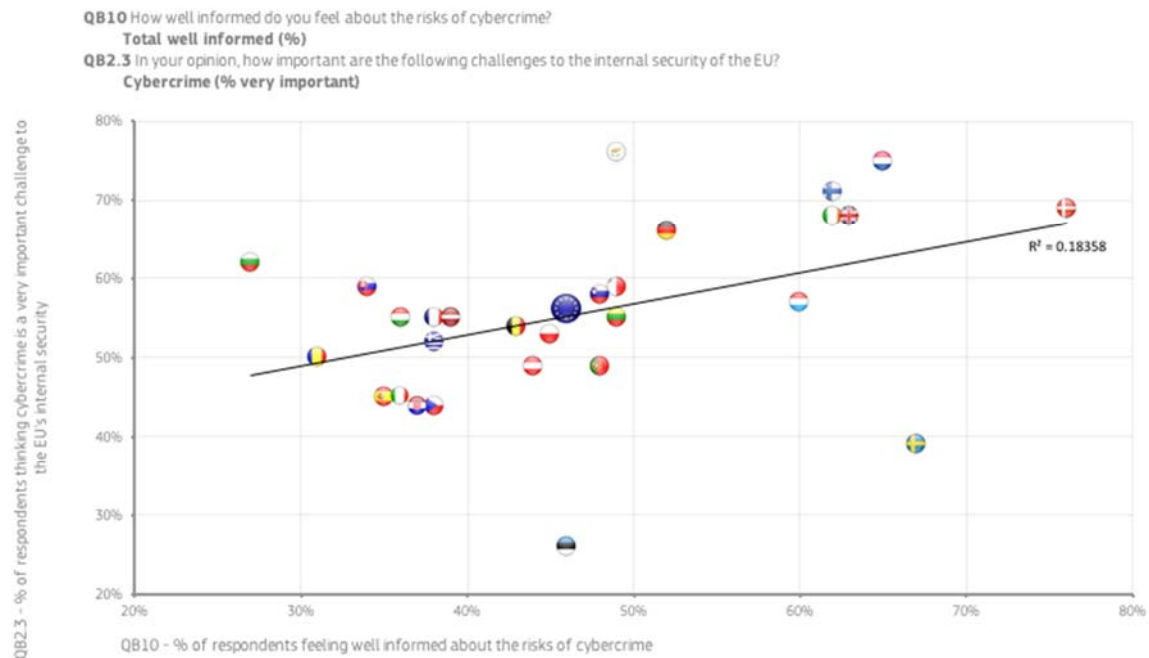
- There is a clear gender difference on this question, with half (50%) of men considering themselves 'well informed' about cybercrime, compared with just over four in ten (41%) women.
- Younger respondents are much more likely to consider themselves 'well informed' about cybercrime: two thirds (66%) of those aged between 15 and 24 say that they feel 'well informed' compared with less than three in ten (29%) of respondents aged 55 or more.
- Level of education also makes a significant difference. Less than a fifth (18%) of those who finished their education at or before the age of 15 say they feel 'well informed' about cybercrime issues, compared with nearly six in ten (59%) of those who finished their education at the age of 20 or more.
- There is also a clear socio-economic divide. Over two thirds (67%) of managers, half (50%) of those who never have trouble paying bills, and half (50%) or more of those who consider themselves at least middle class think that they are 'well informed' about cybercrime, compared with less than half of manual workers (49%), a third (33%) of those who frequently struggle to pay bills, and just over a third (34%) of the working class.

QB10 How well informed do you feel about the risks of cybercrime?
(% - EU)

	Total 'Well informed'	Total 'Not well informed'	Don't know
EU28	46	51	3
 Gender			
Man	50	47	3
Woman	41	55	4
 Age			
15-24	66	33	1
25-39	58	41	1
40-54	50	49	1
55 +	29	65	6
 Education (End of)			
15-	18	76	6
16-19	43	54	3
20+	59	39	2
Still studying	68	30	2
 Socio-professional category			
Self-employed	52	46	2
Managers	67	32	1
Other white collars	55	44	1
Manual workers	49	50	1
House persons	31	65	4
Unemployed	44	54	2
Retired	25	68	7
Students	68	30	2
 Difficulties paying bills			
Most of the time	33	65	2
From time to time	37	60	3
Almost never/ Never	50	47	3
 Consider belonging to			
The working class	34	62	4
The lower middle class	43	55	2
The middle class	50	47	3
The upper middle class	62	37	1
The upper class	68	31	1

Base: All respondents (N=28,093)

The chart below compares the proportion of respondents who feel well informed about the risk of cybercrimes in each country with the proportion of respondents who evaluate cybercrime as an important challenge to the EU's internal security. There is a general trend that in countries where respondents are more likely to feel informed about the risks of cybercrimes, respondents also perceive the threat of cybercrime to be very important.



b. Attitudes to cyber security

Respondents were asked about their attitudes to several statements on the topic of cybersecurity.¹² In each case, a clear majority of respondents agree, although the extent of agreement differs.

- A majority of people in the EU are alert to the problem of cybersecurity -

Nearly nine in ten say that they **avoid disclosing personal information online** (87%) and that they believe there is an **increasing risk of being a victim of cybercrime** (86%). Over half of respondents (51%) 'totally agree' with the first statement and nearly half (45%) 'totally agree' with the second, but very few 'totally disagree' with either statement.

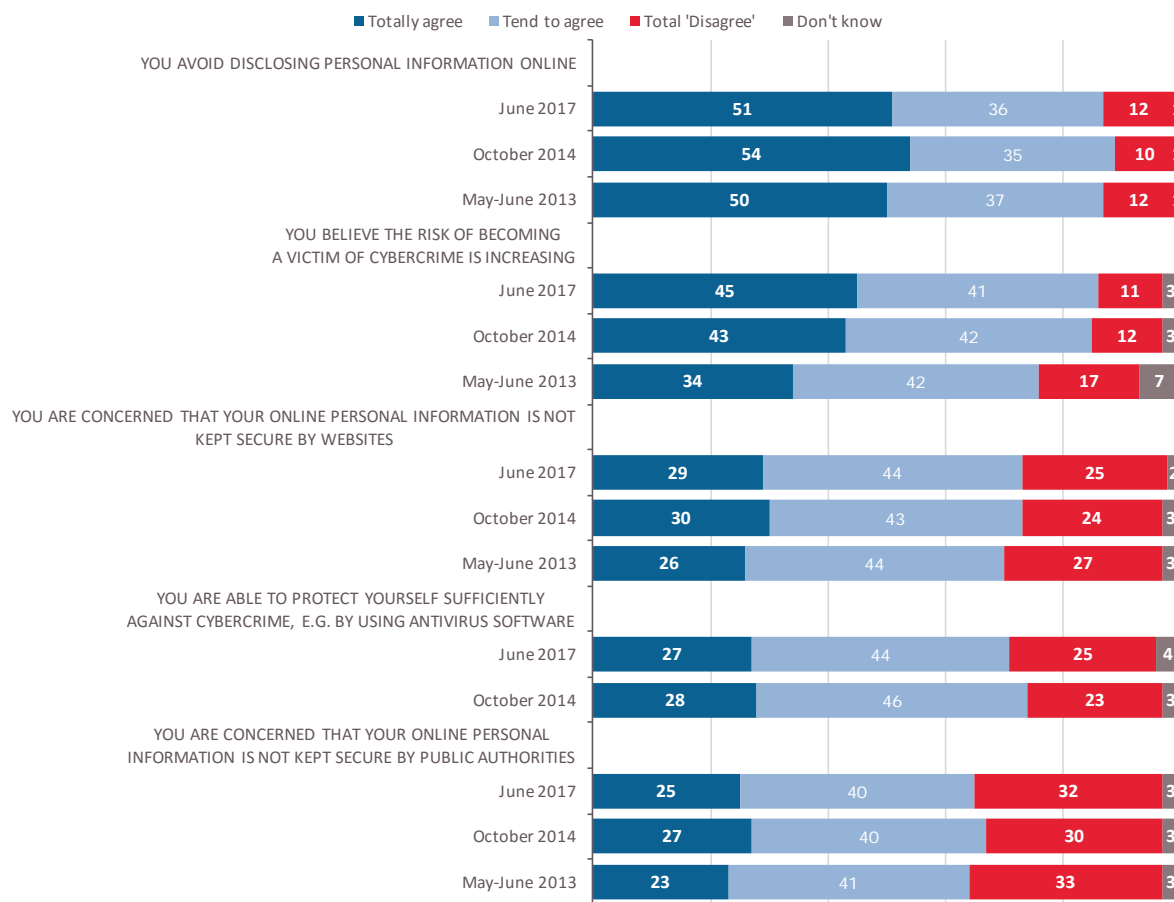
Just under three in four respondents (73%) 'agree' that **online personal information is not being kept secure by websites**. Only just under three in ten (29%) of respondents 'totally agree' with this statement, while less than one in ten (6%) 'totally disagree'.

Slightly fewer (71%) say that they are **able to protect themselves against cybercrime**, for example by using antivirus software. Just over a quarter (27%) of respondents 'totally agree' with this statement, while less than one in ten (7%) 'totally disagree'.

Just under two thirds of respondents (65%) are concerned that **public authorities do not keep their personal information secure**. A quarter (25%) of respondents 'totally agree' with this statement, while just under one in ten (9%) 'totally disagree'.

¹² QB14. Could you please tell me to what extent you agree or disagree with each of the following statements? 1. You are concerned that your online personal information is not kept secure by websites. 2. You are concerned that your online personal information is not kept secure by public authorities. 3. You avoid disclosing personal information online. 4. You believe the risk of becoming a victim of cybercrime is increasing. 5. You are able to protect yourself sufficiently against cybercrime, e.g. by using antivirus software. Possible answers: Totally agree; Tend to agree; Tend to disagree; Totally disagree; Don't know.

QB14 Could you please tell me to what extent you agree or disagree with each of the following statements?
(% - EU)

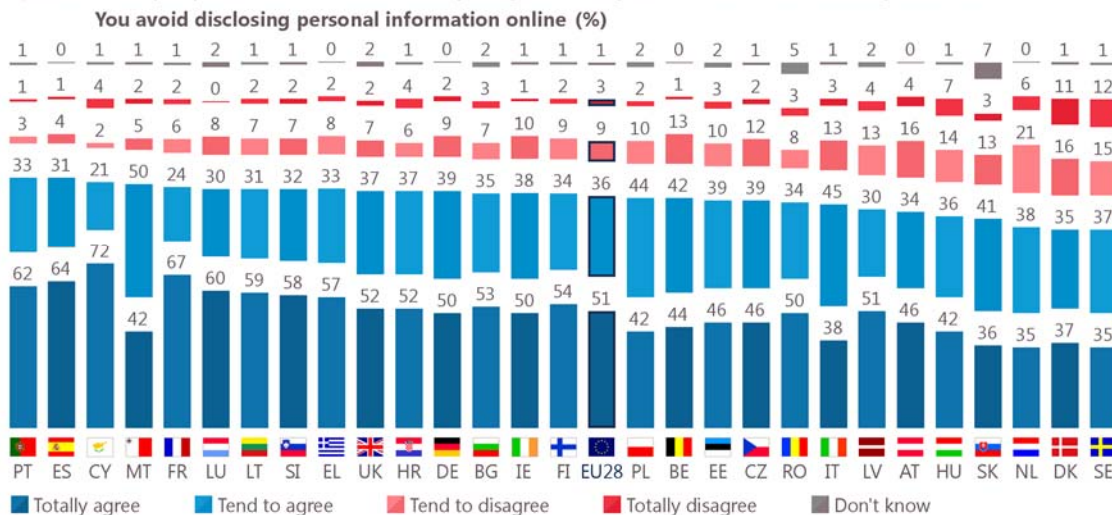


Base: Respondents who are Internet users (N=22,236)

For each of the statements, results have not changed significantly since 2014. When comparing with 2013, the largest increase is observed in the perception that the risk of becoming a victim of cybercrime is increasing (76% to 86%, +10pp).

In all cases, a majority of respondents agree with the statement that they **avoid disclosing personal information online**. The highest figures can be found in Portugal and Spain, where nearly all (95%) give this response, while in Sweden and Denmark just over seven in ten (72%) of those polled agree with this statement. There is more variation when it comes to the extent of agreement: in France (67%) and Cyprus (72%), over two thirds of those polled 'totally agree', compared with just over a third (35%) in Sweden and the Netherlands. In all but two cases the proportion of those who 'totally disagree' is less than one in ten (10%), with the exceptions being Denmark (11%) and Sweden (12%).

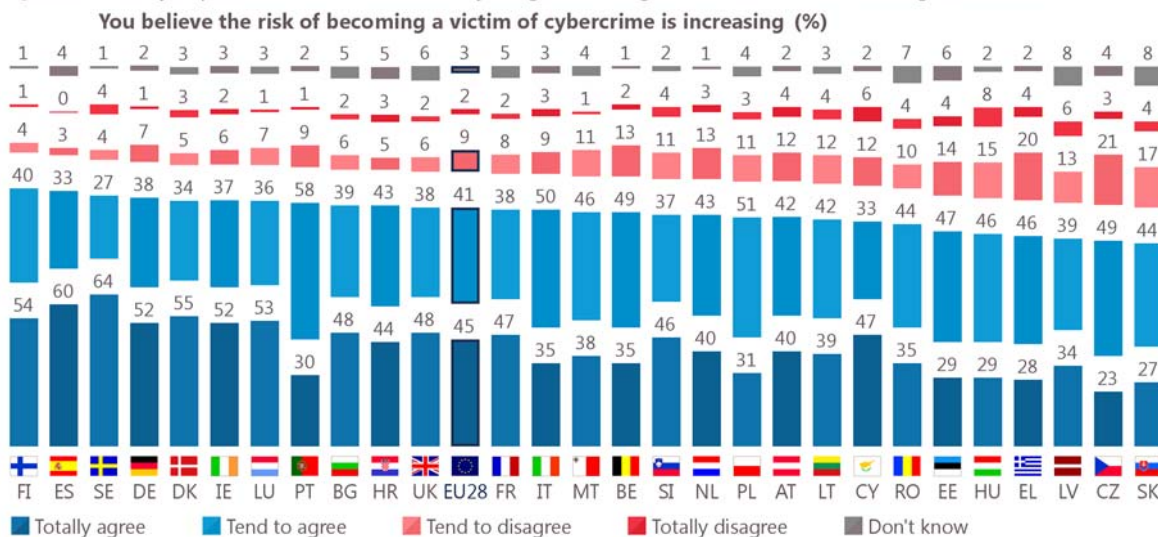
QB14.3 Could you please tell me to what extent you agree or disagree with each of the following statements?



Base: Respondents who are Internet users (N=22,236)

There is a similar level of variation regarding agreement with the statement that the **risk of becoming a victim of cybercrime is increasing**. In all but four countries, at least three quarters (75%) of respondents agree with this statement, with the exceptions being Slovakia (71%), Czech Republic (72%), Latvia (73%) and Greece (74%). In Finland (94%), Spain (93%) and Sweden (91%) more than nine in ten respondents hold this view. In seven countries, a majority of respondents 'totally agree' that there is an increased risk of falling victim to cybercrime, and with the exception of the Czech Republic (23%) at least a quarter of respondents in all countries believe so. In each country, only a small minority of respondents totally disagree with the statement.

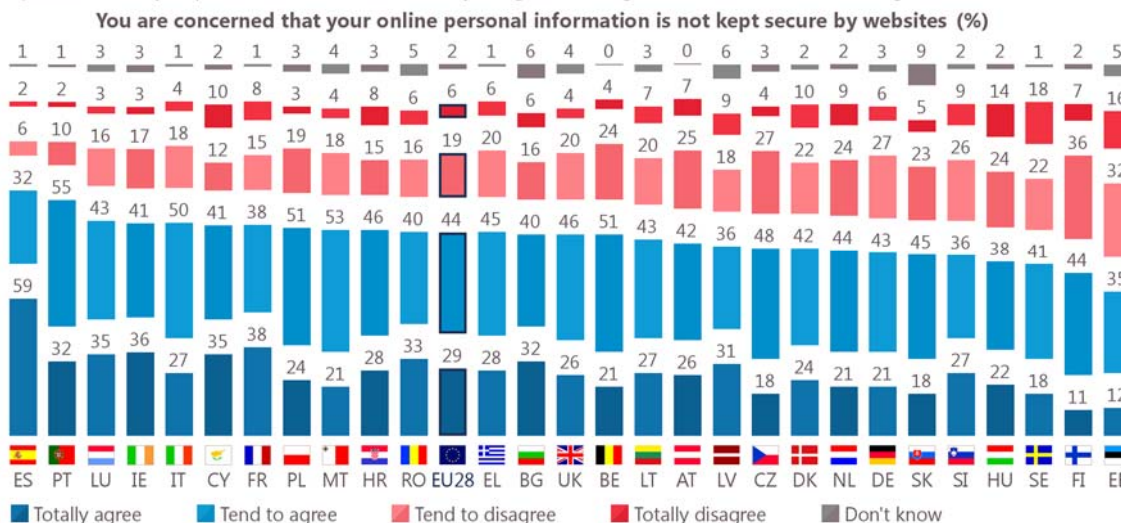
QB14.4 Could you please tell me to what extent you agree or disagree with each of the following statements?



Base: Respondents who are Internet users (N=22,236)

In all but one country, a majority of respondents are **concerned that their online personal information is not kept secure by websites**. The exception is Estonia, where just under half (47%) of respondents share this concern. Respondents in Spain are particularly concerned about the security of their personal information: over nine in ten respondents (91%) agree with this statement, and nearly six in ten (59%) 'totally agree'. In all other cases, only a minority of respondents 'totally agree' that their personal information is insecure. While in most countries no more than one in ten of those polled 'totally disagree', significantly more do in Hungary (14%), Estonia (16%) and Sweden (18%).

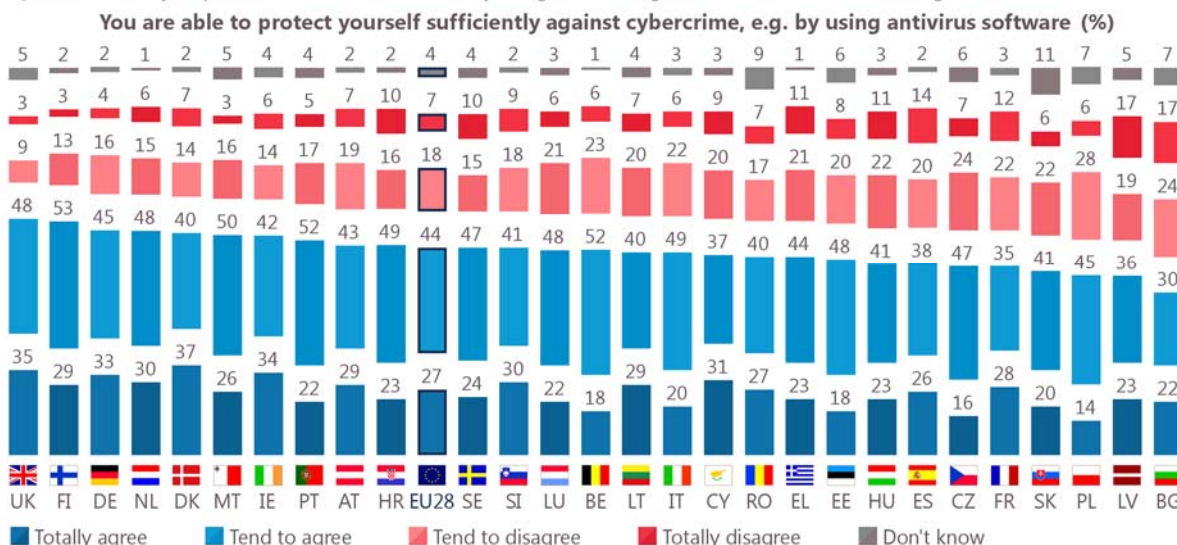
QB14.1 Could you please tell me to what extent you agree or disagree with each of the following statements?



Base: Respondents who are Internet users (N=22,236)

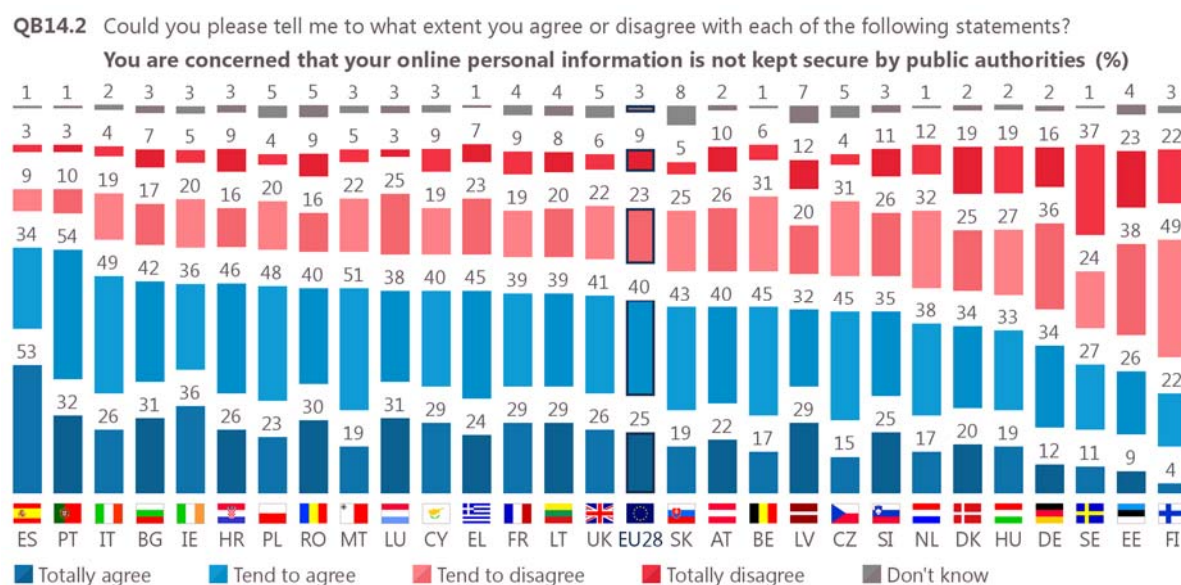
In all countries, at least half (50%) of those polled say that they are **able to protect themselves sufficiently against cybercrime**, ranging from over eight in ten respondents in the United Kingdom (83%) and Finland (82%) to just over half (52%) in Bulgaria. No countries stand out for a particularly high proportion of respondents who 'totally disagree', but nearly a fifth (17%) of those polled in Latvia and Bulgaria give this response.

QB14.5 Could you please tell me to what extent you agree or disagree with each of the following statements?



Base: Respondents who are Internet users (N=22,236)

There is substantial country-level variation with respect to whether respondents are **concerned that their online personal information is kept secure by public authorities**. As in the case of websites, Spain and Portugal stand out for a particularly high proportion of respondents who express this concern. In Spain, nearly nine in ten (87%) have this view and over half (53%) 'totally agree' that their information is inadequately protected. Nearly as many respondents in Portugal (86%) share this view, but considerably fewer (32%) 'totally agree'. At the other end of the scale, in four countries only a minority of respondents are concerned with this issue. In Finland, only just over a quarter (26%) of respondents share this concern, while in Sweden (37%) there is a particularly high proportion of respondents who 'totally disagree' that their personal information is inadequately protected by public authorities.



Base: Respondents who are Internet users (N=22,236)

There have been few significant changes since the last survey in the proportions of respondents who agree with these statements. In the case of the statement '**You avoid disclosing personal information**', the largest change has occurred in Austria, where the proportion of respondents giving this answer has decreased by nine percentage points.






























Among those who agree that **there is a risk of them becoming a victim of cybercrime**, the proportion of respondents has decreased by nine percentage points in Greece, but increased by eight percentage points in Poland.

There have been only minor changes in the proportions of those who agree that their **online information is not kept safe by websites**, with the exception of Poland, where the proportion of respondents who give this answer has risen by 15 percentage points, and Greece, where it has fallen by 11 percentage points.

In 21 of the 28 Member States, the proportion of respondents who agree that **they can protect themselves sufficiently against cybercrime** has fallen, although in most cases by a relatively small amount. The exceptions are Cyprus, Slovakia, Sweden (-11pp. in all three countries) and Croatia (-13pp.). No countries have seen a significant increase in the proportion of respondents who think they can defend themselves against cybercrime.

In 16 countries, the proportion of respondents who think that public authorities cannot keep their personal information secure has decreased since the last survey, with substantial changes occurring in Greece (-10pp.) and Germany (-12pp.). There are fewer countries which have seen an increase in the proportion of respondents agreeing with this statement, but Poland has seen a 12 percentage point increase in the proportion of those who think that public authorities cannot keep their personal information secure.

QB14 Could you please tell me to what extent you agree or disagree with each of the following statements?
(% - TOTAL 'AGREE')



		You avoid disclosing personal information online		You believe the risk of becoming a victim of cybercrime is increasing		You are concerned that your online personal information is not kept secure by websites		You are able to protect yourself sufficiently against cybercrime, e.g. by using antivirus software		You are concerned that your online personal information is not kept secure by public authorities	
		June 2017 - Oct. 2014		June 2017 - Oct. 2014		June 2017 - Oct. 2014		June 2017 - Oct. 2014		June 2017 - Oct. 2014	
EU28		87	▼ 2	86	▲ 1	73	=	71	▼ 3	65	▼ 2
BE		86	▼ 3	84	▼ 5	72	▼ 1	70	▼ 6	62	▼ 3
BG		88	▼ 1	87	▲ 6	72	▲ 5	52	▲ 3	73	▲ 8
CZ		85	▼ 3	72	▲ 1	66	▼ 1	63	▼ 8	60	▼ 2
DK		72	▲ 1	89	=	66	▼ 8	77	=	54	▼ 6
DE		89	▼ 2	90	=	64	▼ 9	78	▼ 2	46	▼ 12
EE		85	▲ 1	76	▲ 3	47	▼ 6	66	▼ 4	35	▼ 5
IE		88	=	89	▲ 2	77	▲ 2	76	▼ 2	72	▼ 3
EL		90	▼ 4	74	▼ 9	73	▼ 11	67	▼ 4	69	▼ 10
ES		95	▲ 1	93	▲ 4	91	=	64	▲ 7	87	=
FR		91	▼ 2	85	▼ 4	76	▼ 4	63	▼ 8	68	▼ 3
HR		89	▼ 3	87	▼ 5	74	▼ 3	72	▼ 13	72	▼ 2
IT		83	▼ 2	85	▲ 3	77	=	69	▼ 1	75	▲ 3
CY		93	▲ 1	80	▼ 3	76	▲ 3	68	▼ 10	69	=
LV		81	▼ 2	73	=	67	▼ 2	59	▼ 8	61	▼ 1
LT		90	▲ 3	81	=	70	▼ 4	69	=	68	▼ 1
LU		90	▼ 3	89	▲ 1	78	▲ 3	70	▲ 1	69	▲ 2
HU		78	▲ 6	75	▲ 5	60	=	64	▲ 1	52	▼ 3
MT		92	▼ 1	84	▼ 1	74	▲ 5	76	▼ 5	70	▲ 4
NL		73	▼ 7	83	▲ 4	65	▼ 2	78	▲ 3	55	▼ 6
AT		80	▼ 9	82	=	68	▼ 1	72	▼ 8	62	=
PL		86	▲ 4	82	▲ 8	75	▲ 15	59	▼ 6	71	▲ 12
PT		95	▲ 3	88	▲ 1	87	▲ 2	74	▼ 8	86	▲ 3
RO		84	=	79	=	73	▲ 6	67	▼ 2	70	▲ 4
SI		90	=	83	▼ 1	63	▼ 4	71	▼ 2	60	▼ 5
SK		77	▼ 6	71	▲ 1	63	▼ 1	61	▼ 10	62	▲ 1
FI		88	▼ 2	94	=	55	▲ 3	82	▼ 5	26	▲ 1
SE		72	▼ 7	91	▼ 1	59	▼ 7	71	▼ 11	38	▼ 8
UK		89	▼ 2	86	▼ 3	72	=	83	▼ 6	67	▼ 6

Base: Respondents who are Internet users (N=22,236)

For the **socio-demographic** breakdown, we examine the proportion of respondents who agree with the statements. There are few significant differences.

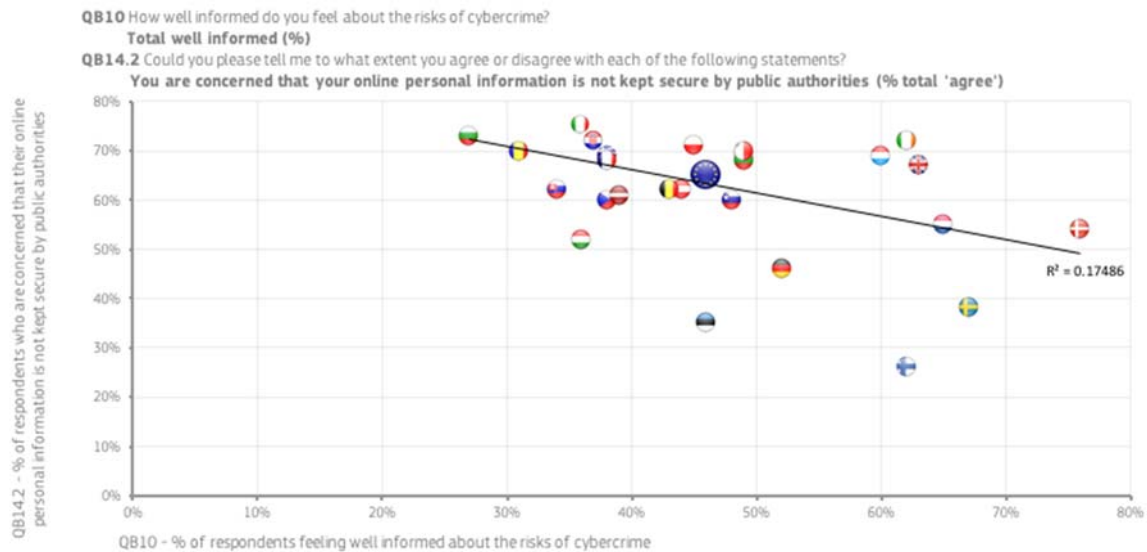
- Middle-aged respondents are more likely to be concerned about data security. Among those aged between 40 and 54, three quarters (75%) agree that their personal information is not kept safe by websites, and over two thirds (67%) think that it is not kept secure by public authorities, compared with 68% and 59% respectively of those aged between 15 and 24. On the other hand, younger respondents feel more confident that they can protect themselves against cybercrime, with three quarters (75%) expressing agreement with this statement, compared with only two thirds (66%) of those aged 55 or more.
- There is also a difference between educational groups with respect to protecting yourself from cybercrime. Only six in ten (60%) of those who finished their education at or before the age of 15 are confident that they could do this, compared with over seven in ten (72%) of those who finished their education at the age of 20 or more.
- Those who think that cybercrime is an important issue are consistently more likely to agree with each of the statements.

QB14 Could you please tell me to what extent you agree or disagree with each of the following statements?
TOTAL 'AGREE' (% - EU)

	You avoid disclosing personal information online	You believe the risk of becoming a victim of cybercrime is increasing	You are concerned that your online personal information is not kept secure by websites	You are able to protect yourself sufficiently against cybercrime, e.g. by using antivirus software	You are concerned that your online personal information is not kept secure by public authorities
EU28	87	86	73	71	65
 Age					
15-24	84	80	68	75	59
25-39	87	86	74	72	65
40-54	88	89	75	71	67
55 +	89	86	70	66	63
 Education (End of)					
15-	85	83	72	60	67
16-19	88	86	73	70	67
20+	87	88	74	72	62
Still studying	83	81	69	77	60
Cybercrime					
Important	88	87	74	72	65
Not important	76	74	62	66	53

Base: Respondents who are Internet users (N=22,236)

The below chart presents the relationship between the proportion of respondents who feel well informed about the risk of cybercrime in each country and the proportion of respondents who feel able to protect themselves sufficiently against cybercrime. The relationship suggests that in countries where respondents feel well informed about the risks of cybercrime, there are also higher proportions of respondents who feel able to protect themselves sufficiently against cybercrime. For example, in Denmark, respondents are likely to say they both feel well informed about the risks of cybercrime and feel able to protect themselves against it.



c. Concerns about and experience of specific cybercrimes

Having been asked about their awareness of cybercrimes, respondents were then asked how concerned they were about falling victim to cybercrimes, and whether they had been the victim of any such crimes.¹³

- A rising majority of respondents are concerned about experiencing or being victims of cybercrimes, but less have actually experienced them -

In each case, a majority of respondents are concerned about experiencing cybercrimes. In line with the general growth in Internet use, and in the use of an increasing variety of devices that can access the Internet, there has been a general increase in concerns about cybercrime since the first survey on this topic in May-June 2013, although there is not as conspicuous a rise since the October 2014 survey.

The types of cybercrime that give rise to the greatest level of concern are **discovering malicious software on Internet-enabled devices** and **identity theft** (both 69%). In both cases, there has not been significant change since the previous survey, but the proportion mentioning identity theft has risen by 17 percentage points since the survey of May-June 2013 (the question about malicious software was not asked in this survey).

Two thirds (66%) of respondents express concerns about **being a victim of bank card or online banking fraud**, a significant increase since 2013, when just under half (49%) were worried about this form of cybercrime. There has been a similar increase in the proportion of respondents expressing concern about **their social network accounts or email accounts being hacked**, with this figure rising from less than half (45%) of those polled in 2013 to just over six in ten (63%) respondents in the current survey.

Six in ten (60%) of respondents are concerned about **receiving fraudulent emails or phone calls asking for personal details**, a rise of 17 percentage points since May-June 2013. Similarly, while only just over half (42%) of respondents to the first survey were concerned about **falling victim to online fraud**, nearly six in ten (58%) of those polled in the current survey express this concern. Nearly as many (57%) are worried about **not being able to access online services** because of cyberattacks, an issue that was of concern to only half (50%) of those who responded to the October 2014 survey, and less than four in ten (37%) of those polled in the May-June 2013 survey.

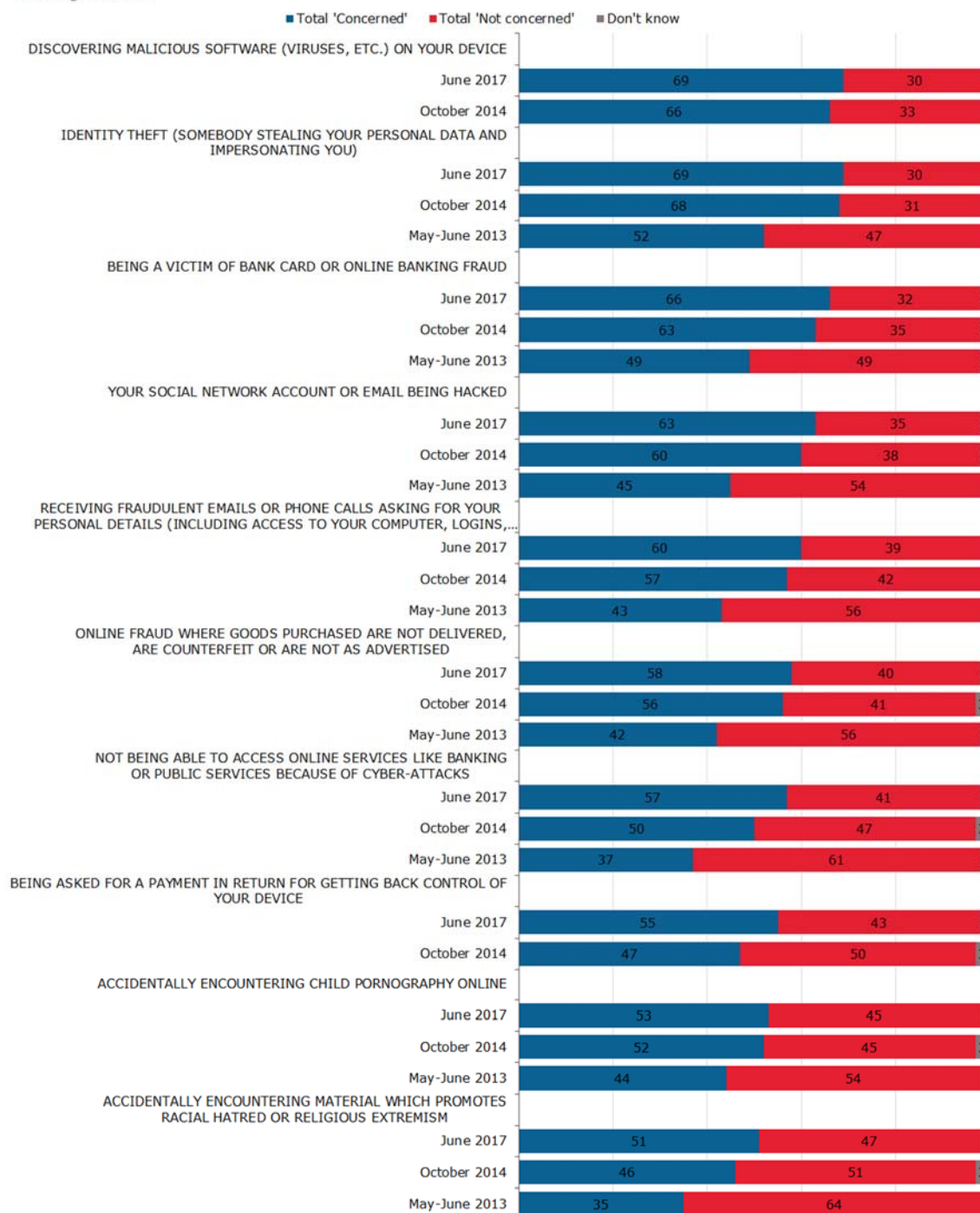
¹³ QB11.1. Cybercrimes can include many different types of criminal activity. How concerned are you personally about experiencing or being a victim of the following situations? 1. Identity theft (somebody stealing your personal data and impersonating you). 2. Receiving fraudulent emails or phone calls asking for your personal details (including access to your computer, logins, banking or payment information). 3. Online fraud where goods purchased are not delivered, are counterfeit or are not as advertised. 4. Accidentally encountering child pornography online. 5. Accidentally encountering material which promotes racial hatred or religious extremism. 6. Not being able to access online services like banking or public services because of cyber-attacks. 7. Your social network account or email being hacked. 8. Being a victim of bank card or online banking fraud. 9. Being asked for a payment in return for getting back control of your device. 10. Discovering malicious software (viruses, etc.) on your device. Possible answers: Very concerned; Fairly concerned; Not very concerned; Not at all concerned; Don't know.

QB12. And how often have you experienced or been a victim of the following situations? 1. Identity theft (somebody stealing your personal data and impersonating you). 2. Receiving fraudulent emails or phone calls asking for your personal details (including access to your computer, logins, banking or payment information). 3. Online fraud where goods purchased are not delivered, are counterfeit or are not as advertised. 4. Accidentally encountering child pornography online. 5. Accidentally encountering material which promotes racial hatred or religious extremism. 6. Not being able to access online services like banking or public services because of cyber-attacks. 7. Your social network account or email being hacked. 8. Being a victim of bank card or online banking fraud. 9. Being asked for a payment in return for getting back control of your device. 10. Discovering malicious software (viruses, etc.) on your device. Possible answers: Very concerned; Fairly concerned; Not very concerned; Not at all concerned; Don't know.

Respondents have also become more concerned about **being asked for payment to regain control of electronic devices**: in the previous survey, less than half (47%) of those polled gave this response, compared with well over half (55%) of those responding to the current survey. A similar proportion (53%) of respondents are concerned about **accidentally encountering child pornography online**, an increase of nine percentage points over the May-June 2013 survey.

While only just over half (51%) of respondents are concerned about **accidentally encountering materials which promote racial hatred or religious extremism**, this figure has increased significantly since 2013, when just over a third (35%) of those polled gave this response.

QB11 Cybercrimes can include many different types of criminal activity. How concerned are you personally about experiencing or being a victim of the following situations?



Base: Respondents who are Internet users (N=22,236)

When it comes to actual experience of cybercrimes, rather than just fears of them, the broad picture differs in two key ways. Firstly, only a minority of respondents have experienced any of these crimes. Secondly, there has been little change since the previous surveys were conducted in the proportions of respondents reporting their experience of cybercrime.

This being the case, there are nevertheless significant differences between the proportions of respondents who have experienced specific cybercrimes. The most frequently mentioned is the **infection of devices with malicious software**. This is something that over four in ten (42%) of respondents have experienced, although the proportion has declined slightly since October 2014, when nearly half (47%) gave this response.

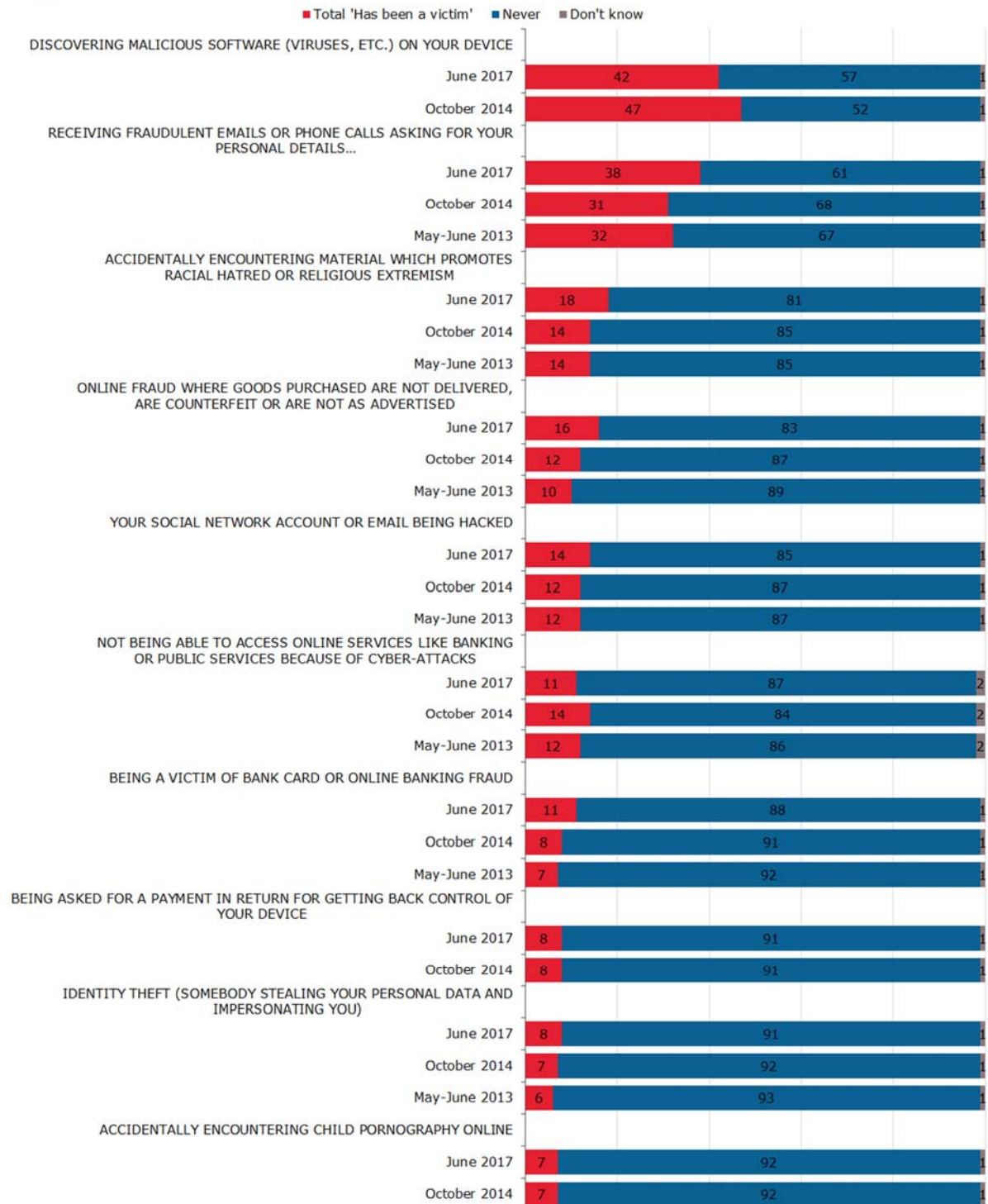
Slightly fewer have direct experience of **receiving fraudulent emails or phone calls asking for personal details**. Nearly four in ten (38%) say they have been a victim of this form of cybercrime, a rise of around seven percentage points over the previous surveys.

Less than a fifth (20%) of respondents have experienced the remaining types of cybercrime. The highest proportion is observed in the case of **material which promotes racial hatred or religious extremism**: nearly a fifth (18%) of respondents have been exposed to such materials, an increase on the 14% who gave this response in previous surveys. Nearly as many have been the **victim of online fraud** (16%), a phenomenon which is also rising: in May-June 2013, only one in ten (10%) of those polled gave this response. Slightly more respondents than in 2013 (14% vs. 12%) say that they have had their social network account or email hacked. There are **increases in victimisation rates** also for phishing and online banking fraud, as well as in **encountering racial hatred online**.

Just over one in ten (11%) of respondents have experienced **being locked out of online services like banking or public services** as the result of a cyberattack, and the same proportion have **been a victim of bank card or online banking fraud**.

Just under one in ten respondents have **been asked for a payment to regain control of a device** (8%), subjected to **identity theft** (8%), or **accidentally encountered child pornography online** (7%).

QB12 And how often have you experienced or been a victim of the following situations?
(% - EU)



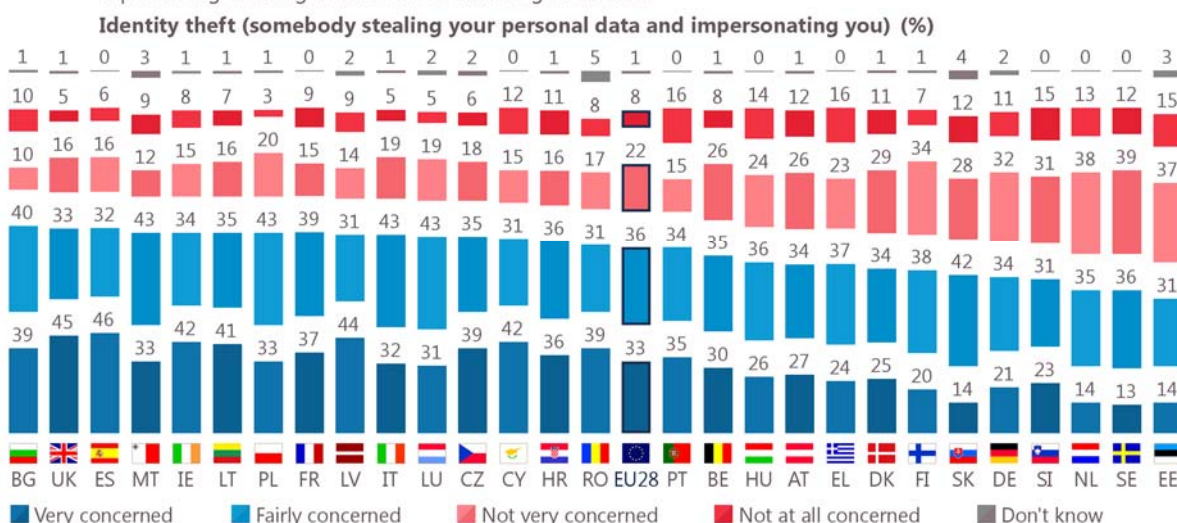
Base: Respondents who are Internet users (N=22,236)

1. Identity theft

In most countries, a majority of respondents are concerned to some extent about the possibility of falling victim to identity theft. This concern is particularly acute in Bulgaria (79%), the United Kingdom and Spain (both 78%), while in the Netherlands (49%), Sweden (49%) and Estonia (45%) less than half of those polled are **concerned about being victims of identity theft**. In all cases only a minority are very concerned about this, although in the United Kingdom (45%) and Spain (46%) nearly half of those polled give this answer. The proportion of those who are not at all concerned about identity theft is, in all cases, lower than a fifth (20%) of those polled.

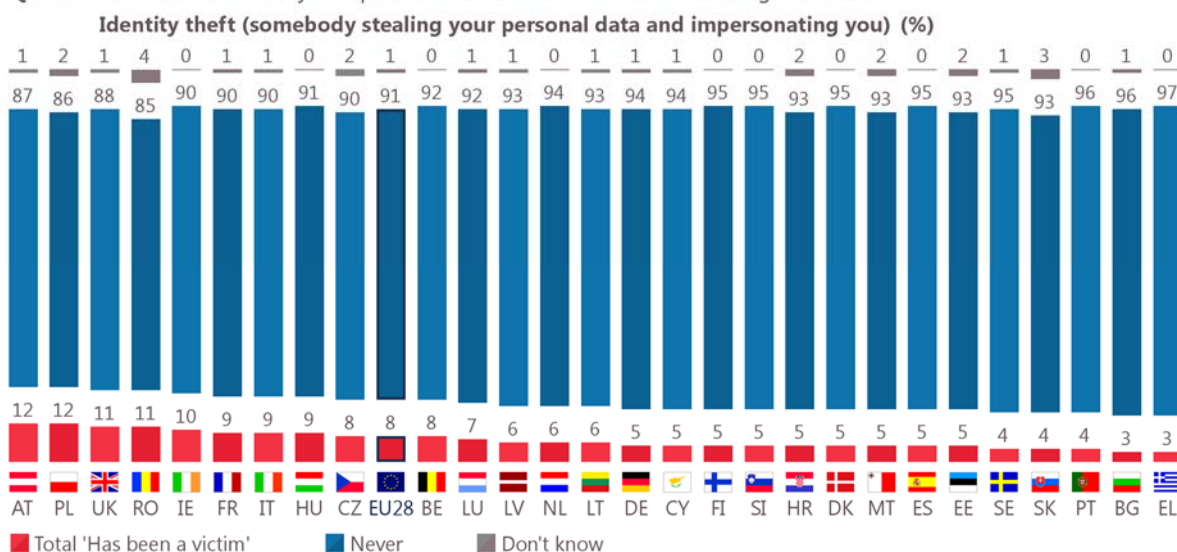
There is some variation across Member States on the proportion of those having *experienced identity theft*, although in all cases only a small minority give this response. In Austria (12%), Poland (12%), the United Kingdom and Romania (both 11%), more than one in ten of those polled has been a victim of identity theft, but in Bulgaria and Greece very few have (both 3%).

QB11.1 Cybercrimes can include many different types of criminal activity. How concerned are you personally about experiencing or being a victim of the following situations?



Base: Respondents who are Internet users (N=22,236)

QB12.1 And how often have you experienced or been a victim of the following situations?



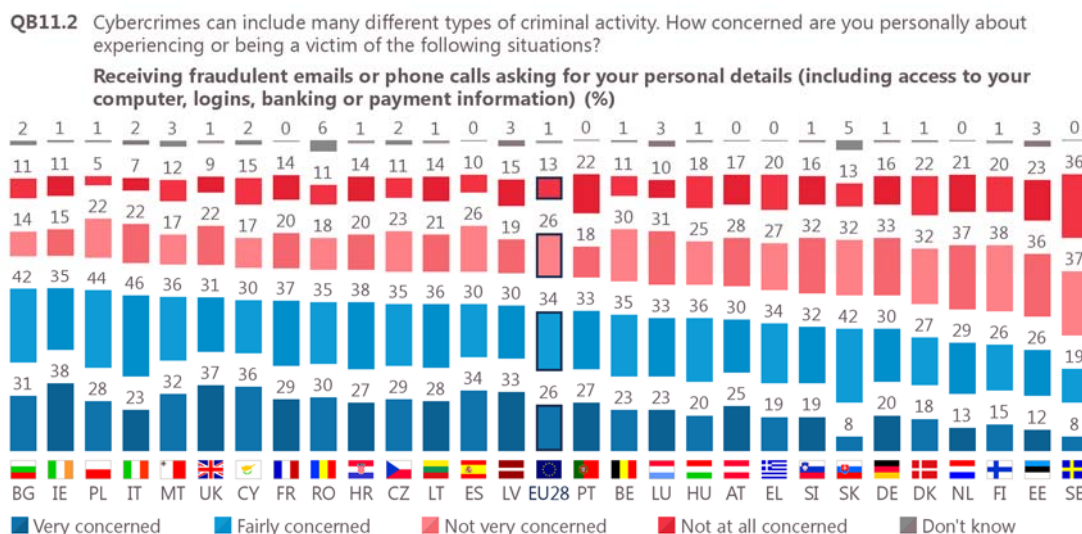
Base: Respondents who are Internet users (N=22,236)

2. Scam emails or phone calls

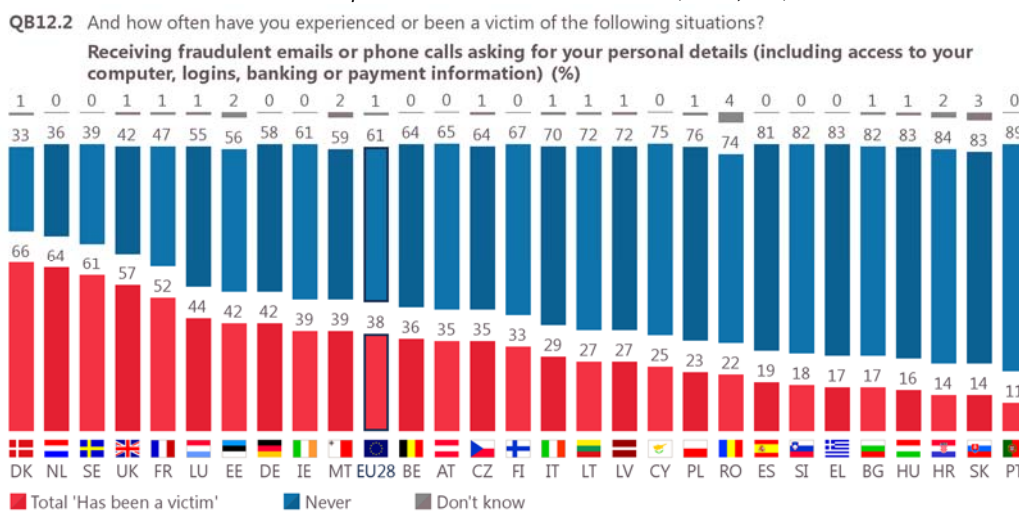
In all but five countries, at least half (50%) of respondents express some degree of **concern about being the victim of fraudulent emails or phone calls**. The exceptions are Denmark (45%), the Netherlands (42%), Finland (41%), Estonia (38%), and Sweden (27%), where less than half of the respondents are concerned about this possibility. The countries where there is the greatest concern about scam emails or phone calls are Bulgaria, Ireland (both 73%) and Poland (72%), where over seven in ten respondents express some degree of concern about this.

In most countries, less than a third (33%) are 'very concerned' about becoming a victim of this type of cybercrime, but in Ireland (38%), the United Kingdom (37%), Cyprus (36%) and Spain (34%) a significantly higher proportion of respondents express this view. Again, in most cases only a small minority of respondents express no concern at the possibility of being the victim of fraudulent emails or phone calls, but in Sweden over a third (36%) of respondents are 'not at all concerned' about this.

There is a significant difference across Member States in the proportions of respondents who *have been* the **victim of a fraudulent email or phone call**. Over half of those polled in Denmark (66%), the Netherlands (64%), Sweden (61%), the United Kingdom (57%) and France (52%) have *experienced* this. On the other end of the scale, just over one in ten of respondents in Slovakia and Croatia (both 14%) and in Portugal (11%) have.



Base: Respondents who are Internet users (N=22,236)



Base: Respondents who are Internet users (N=22,236)

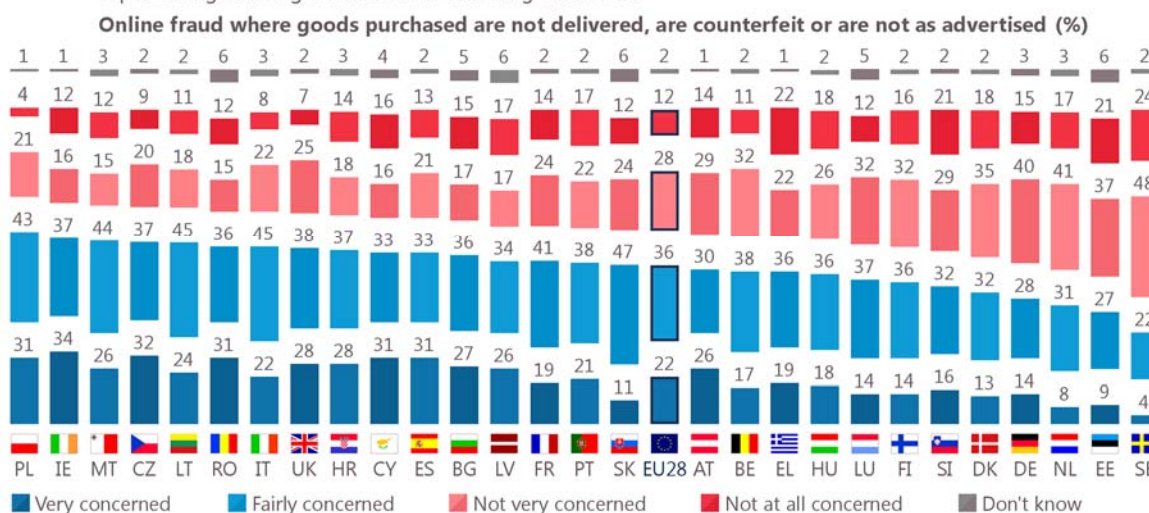
3. Online fraud

There are substantial country-level differences in the proportion of respondents **concerned about being a victim of online fraud**. In all but six countries, at least half (50%) of respondents express some degree of concern about online fraud, but this ranges from only half (50%) of those polled in Finland and Luxembourg (51%) to nearly three quarters (74%) of respondents in Poland, and nearly as many in Ireland (71%). At the other end of the scale, Sweden again has the lowest proportion of respondents who are concerned about this type of cybercrime, with only just over a quarter (26%) expressing some level of concern, and very few (4%) very concerned about this.

Nearly a quarter (24%) of respondents in Sweden are not at all concerned about online fraud. Almost as many respondents in Estonia, Slovenia (both 21%) and Greece (22%) give this answer.

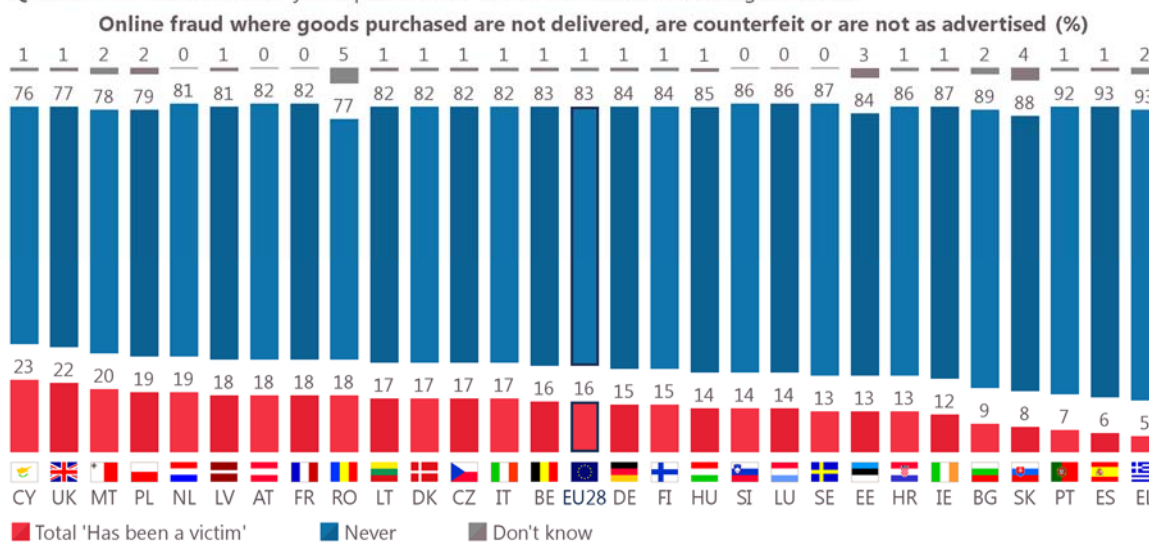
Only a minority of respondents report **having been a victim of online fraud**. In all but two cases, no more than a fifth (20%) of those polled have *experienced* this. The exceptions are Cyprus (23%) and the United Kingdom (22%). In Bulgaria (9%), Slovakia (8%), Portugal (7%), Spain (6%) and Greece (5%), less than one in ten respondents mention to have experienced this type of cybercrime.

QB11.3 Cybercrimes can include many different types of criminal activity. How concerned are you personally about experiencing or being a victim of the following situations?



Base: Respondents who are Internet users (N=22,236)

QB12.3 And how often have you experienced or been a victim of the following situations?



Base: Respondents who are Internet users (N=22,236)

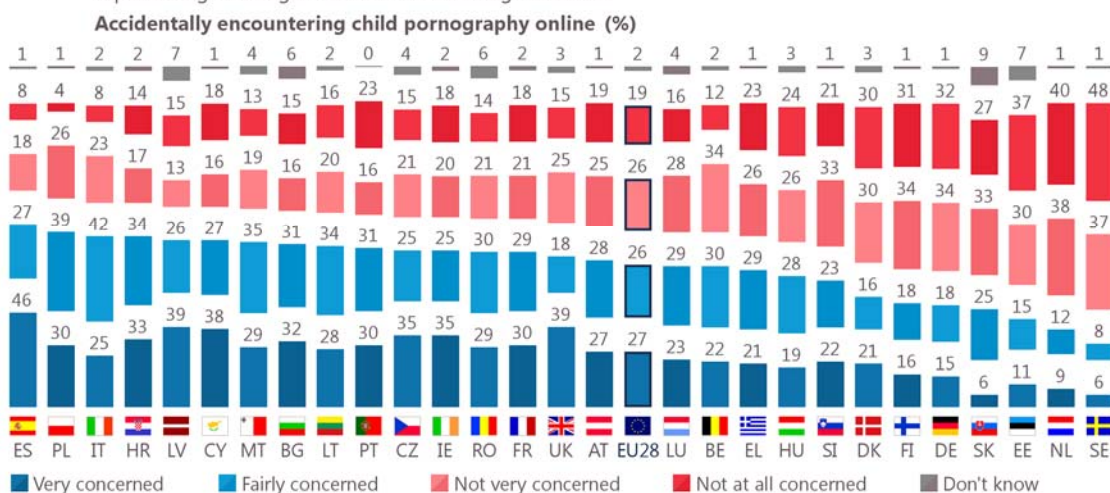
4. Offensive material and child pornography

There is a great country-level variation on the **concern about accidentally encountering child pornography online**. Once again, Sweden stands out with a particularly low proportion of respondents who express this concern - at just over one in ten (14%) of those polled. However, in 19 of the 28 Member States, at least half (50%) of respondents are at least fairly concerned about it. In Spain, nearly three quarters (73%) of respondents are concerned about the risk of accidentally encountering child pornography online, as are nearly as many of those polled in Poland (69%), Italy, and Croatia (both 67%).

There are also substantial differences in the proportions of respondents who are 'very concerned' or 'not at all concerned' about this type of cybercrime. In Spain, nearly half (46%) of those polled are 'very concerned', compared with less than one in ten of those surveyed in Slovakia, Sweden (both 6%) and the Netherlands (9%). On the other hand, nearly half (48%) of those polled in Sweden are 'not at all concerned' about this, compared with less than one in ten respondents in Poland (4%), Spain and Italy (both 8%).

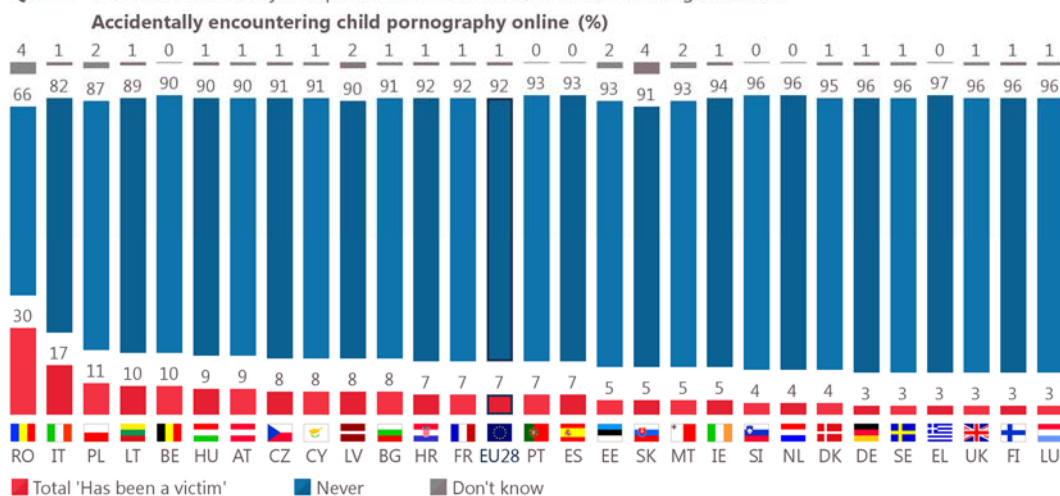
In most countries, few respondents have *experienced* **accidentally encountering child pornography online**. The outlier is Romania, where three in ten (30%) say that they had this experience. Italy (17%) stands out, also being significantly above average.

QB11.4 Cybercrimes can include many different types of criminal activity. How concerned are you personally about experiencing or being a victim of the following situations?



Base: Respondents who are Internet users (N=22,236)

QB12.4 And how often have you experienced or been a victim of the following situations?



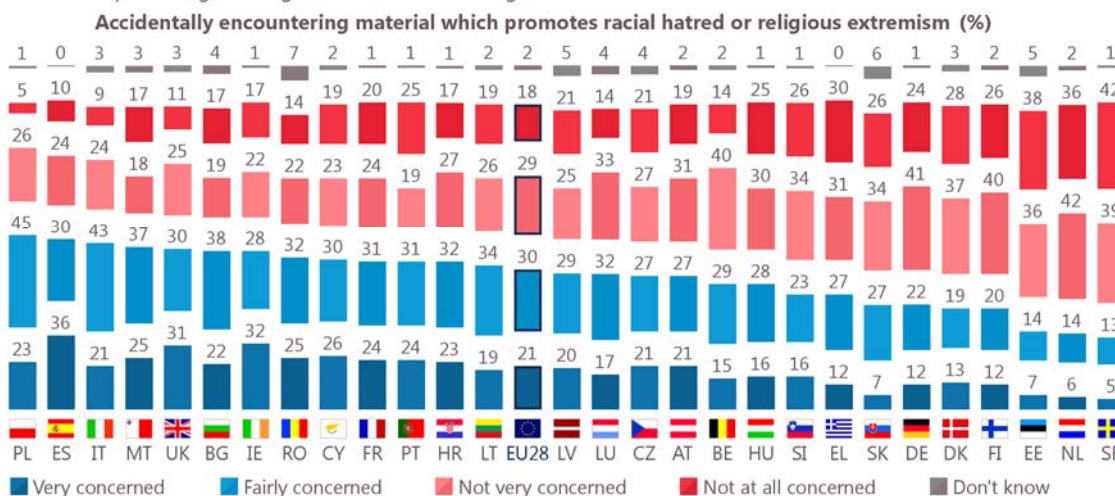
Base: Respondents who are Internet users (N=22,236)

5. Material promoting racial hatred or religious extremism

Regarding **concerns about accidentally encountering material which promotes racial hatred or religious extremism**, there is a similar pattern to that observed in the case of child pornography. In Poland (68%) and Spain (66%), a significant majority of respondents express concern about the possibility of encountering such material online, but in Estonia (21%), the Netherlands (20%) and Sweden (18%) less than a quarter of respondents are worried about this. In most cases, no more than a quarter (25%) of respondents are 'very concerned'. However, in several countries a significant proportion of respondents are 'not at all concerned' about the risk of encountering such material online: in the Netherlands (36%) and Estonia (38%), over a third of respondents are 'not at all concerned', as are over four in ten (42%) in Sweden.

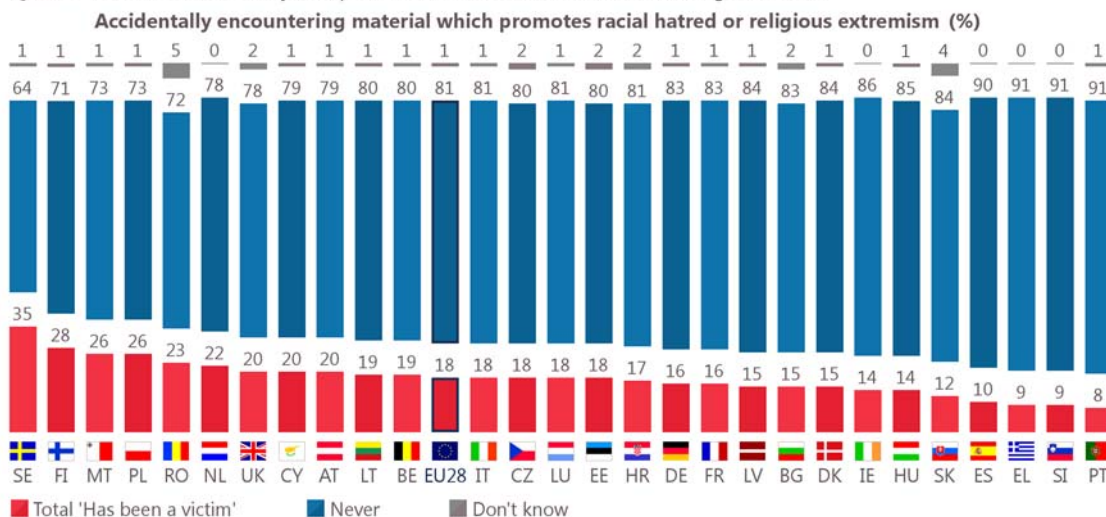
While Sweden has the lowest rate of concern about encountering materials promoting racial hatred or religious extremism, it also has the highest proportion having *experienced* this type of cybercrime. Over a third (35%) of respondents in Sweden say that they have **accidentally come across materials promoting racial hatred or religious extremism**, as do over a quarter of those polled in Poland, Malta (both 26%) and Finland (28%). However, in Greece, Slovenia (both 9%) and Portugal (8%), less than one in ten of those polled has any experience of this.

QB11.5 Cybercrimes can include many different types of criminal activity. How concerned are you personally about experiencing or being a victim of the following situations?



Base: Respondents who are Internet users (N=22,236)

QB12.5 And how often have you experienced or been a victim of the following situations?



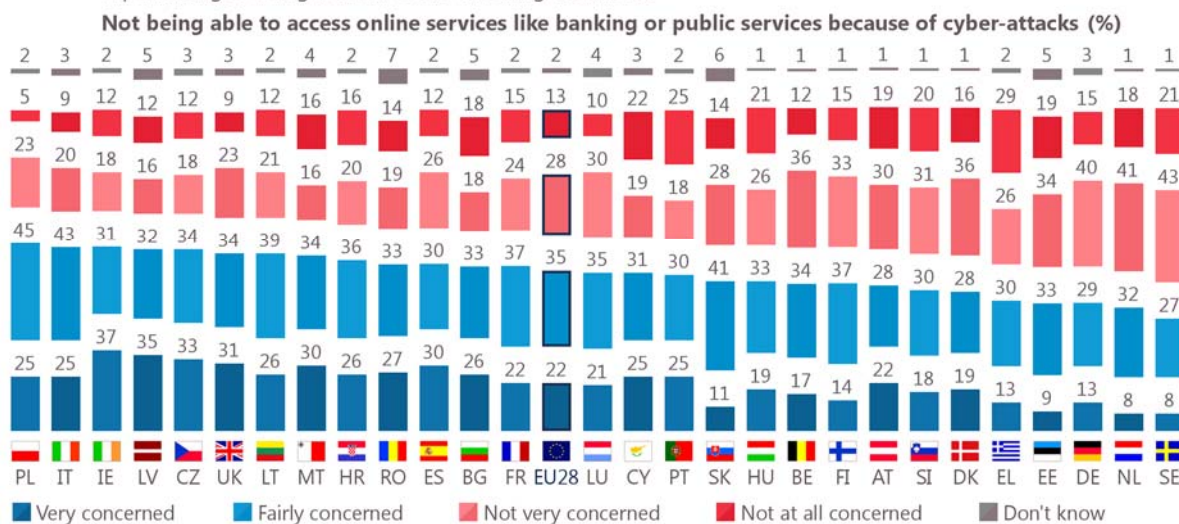
Base: Respondents who are Internet users (N=22,236)

6. Access to online services

The country-level proportions of those who are **concerned about being cut off from online services because of cyber-attacks** follow a similar pattern to that already established above. Sweden (35%) and the Netherlands (40%) again have the lowest proportions of respondents who are concerned about this, while the highest levels of concern are found in Poland (70%), Italy (68%) and Ireland (68%). Ireland (37%) stands out for the large minority of respondents who are 'very concerned' about this, but in Sweden (8%) and the Netherlands (8%) fewer than one in ten are worried about losing access to online services.

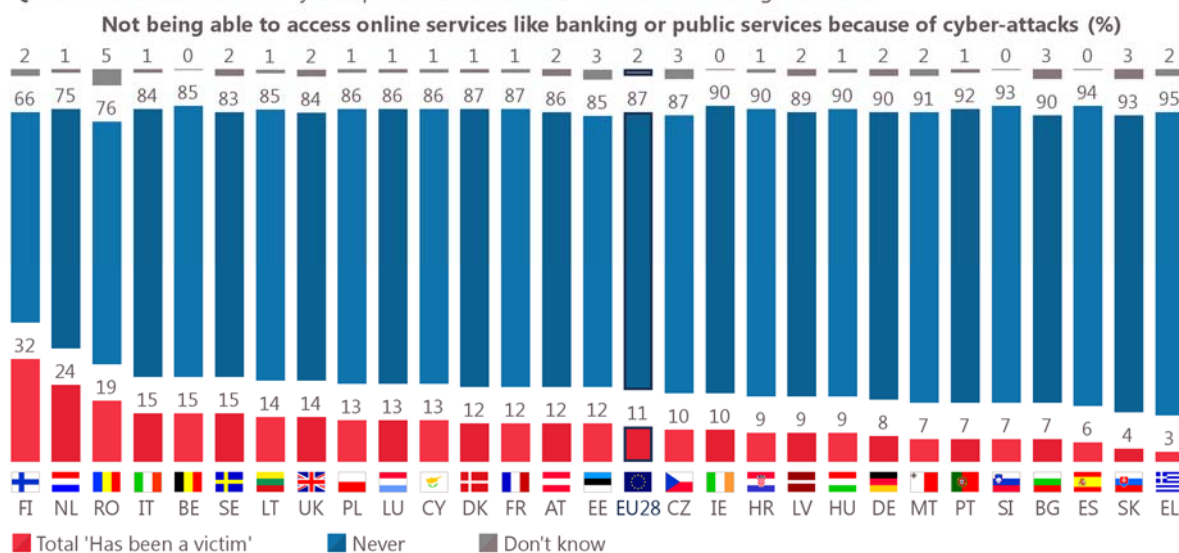
In all but two countries, less than a fifth (20%) of respondents have **experienced being cut off from access online services because of cyber-attacks**. In Greece (3%) and Slovakia (4%), very few have had this experience, compared with nearly a third (32%) of respondents in Finland. While the Netherlands has one of the lowest levels of concern about being shut out of online services by cyberattacks, it has the second highest proportion of respondents who have actually experienced this, with nearly a quarter (24%) giving this answer.

QB11.6 Cybercrimes can include many different types of criminal activity. How concerned are you personally about experiencing or being a victim of the following situations?



Base: Respondents who are Internet users (N=22,236)

QB12.6 And how often have you experienced or been a victim of the following situations?



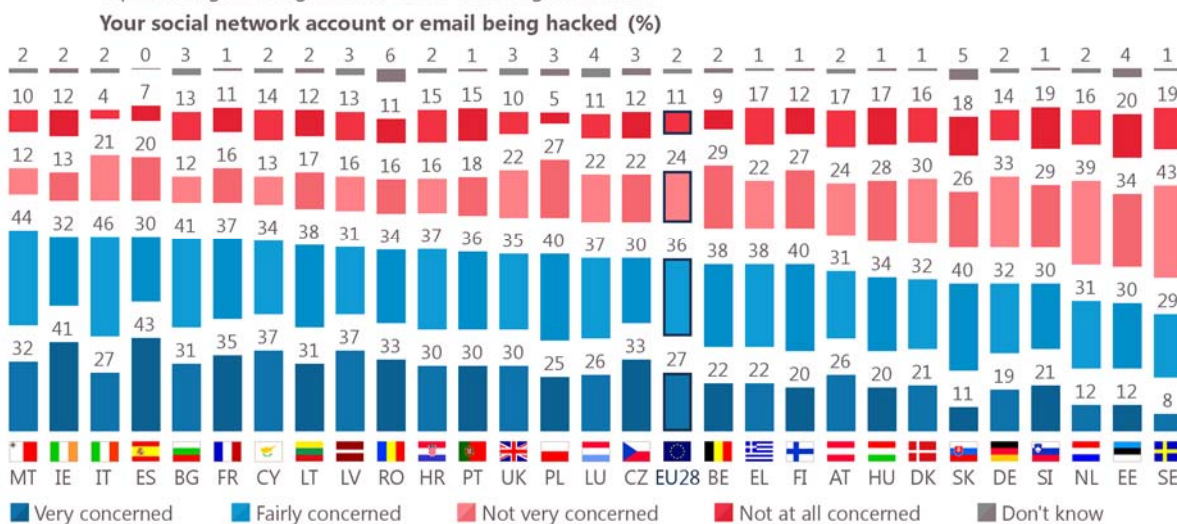
Base: Respondents who are Internet users (N=22,236)

7. Email account hacking

In all but three countries, a majority of respondents express at least some **concern about the possibility of their social network account or email being hacked**. Once again, the Netherlands (43%) and Sweden (37%) are the exceptions, along with Estonia (42%), with less than half of the respondents being concerned. In seven countries, at least seven in ten (70%) of those polled expresses concern about being hacked, with over three quarters (76%) of respondents in Malta giving this answer. In Ireland (41%) and Spain (43%) there are particularly large proportions of respondents who are 'very concerned' about the possibility of being a victim of hacking, but in Sweden, less than one in ten (8%) does so. On the other hand, the proportions of those who are 'not at all concerned' about being hacked are generally smaller than in the preceding cases. No more than a fifth (20%) of respondents express no concerns about being the victim of hacking.

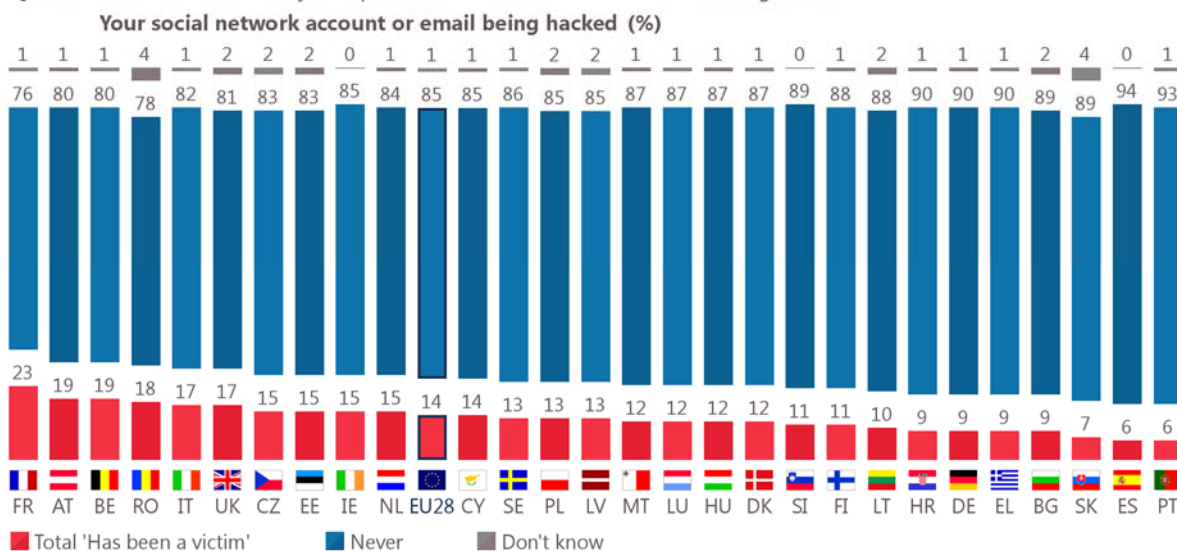
In most countries, less than a fifth (20%) of respondents *have actually had their social network account or email account hacked*. The exception is France, where nearly a quarter (23%) have been a victim of this.

QB11.7 Cybercrimes can include many different types of criminal activity. How concerned are you personally about experiencing or being a victim of the following situations?



Base: Respondents who are Internet users (N=22,236)

QB12.7 And how often have you experienced or been a victim of the following situations?



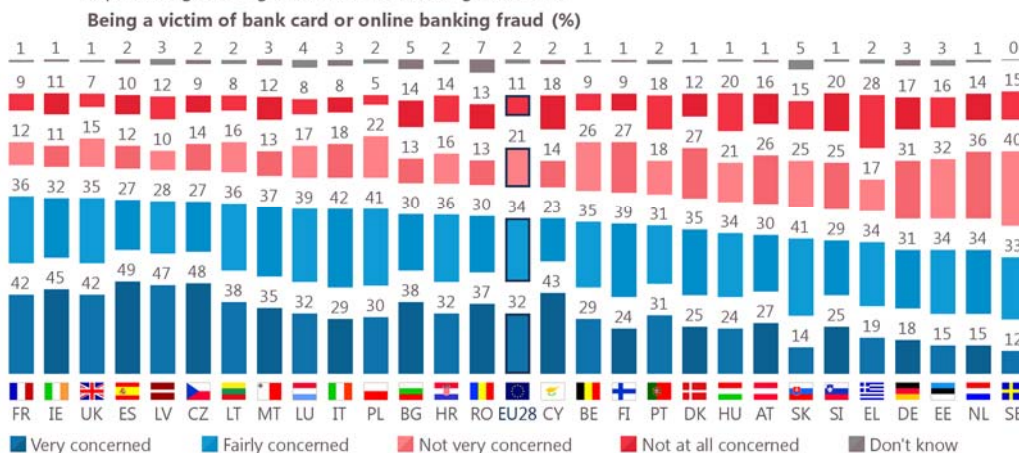
Base: Respondents who are Internet users (N=22,236)

8. Online banking fraud

Across Member States, there is considerable variation in the proportions of those who are **concerned about the possibility of being victim to bank card or online banking fraud**, but in all but four countries, a majority of respondents express some level of concern about this. No countries stand out with a particularly low proportion of concerned respondents, with the lowest figure recorded in Sweden (45%). At the other end of the scale, more than three quarters of respondents in France (78%), Ireland, the United Kingdom (both 77%) and Spain (76%) express concern about being the victim of this kind of fraud. In each of these countries, more than four in ten (40%) of respondents are 'very concerned' about this risk. Again, only small minorities are 'not at all concerned' about the risk of bank card or online banking fraud: Greece (28%) is the only country in which the proportion of respondents giving this answer exceeds a fifth (20%) of those polled.

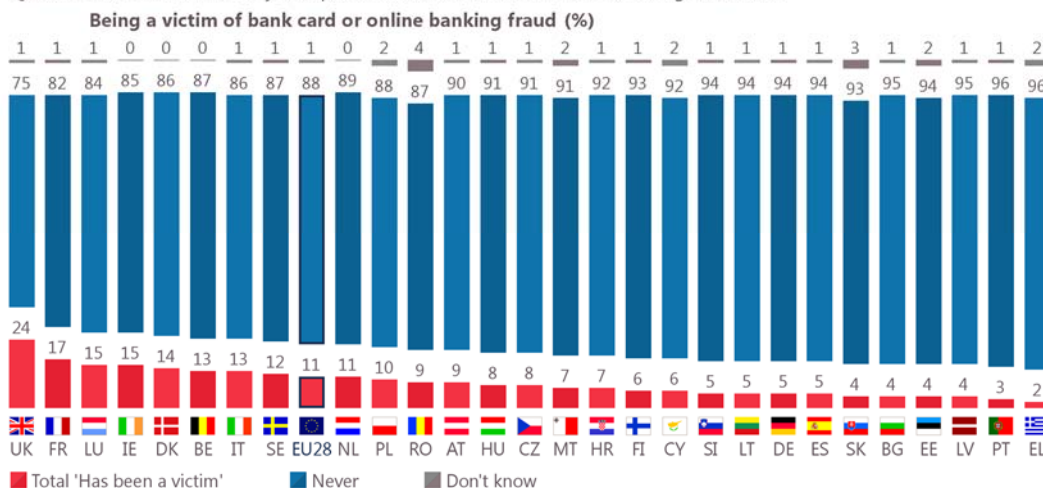
Concerning having *experienced* these kinds of fraud, in most countries only a small minority **have been victim of card or online banking fraud**. In 19 of the 28 Member States, no more than one in ten (10%) of respondents experienced this type of cybercrime, and in all but one case, no more than a fifth (20%) have done so. However, nearly a quarter (24%) of respondents in the United Kingdom have personally experienced bank fraud.

QB11.8 Cybercrimes can include many different types of criminal activity. How concerned are you personally about experiencing or being a victim of the following situations?



Base: Respondents who are Internet users (N=22,236)

QB12.8 And how often have you experienced or been a victim of the following situations?



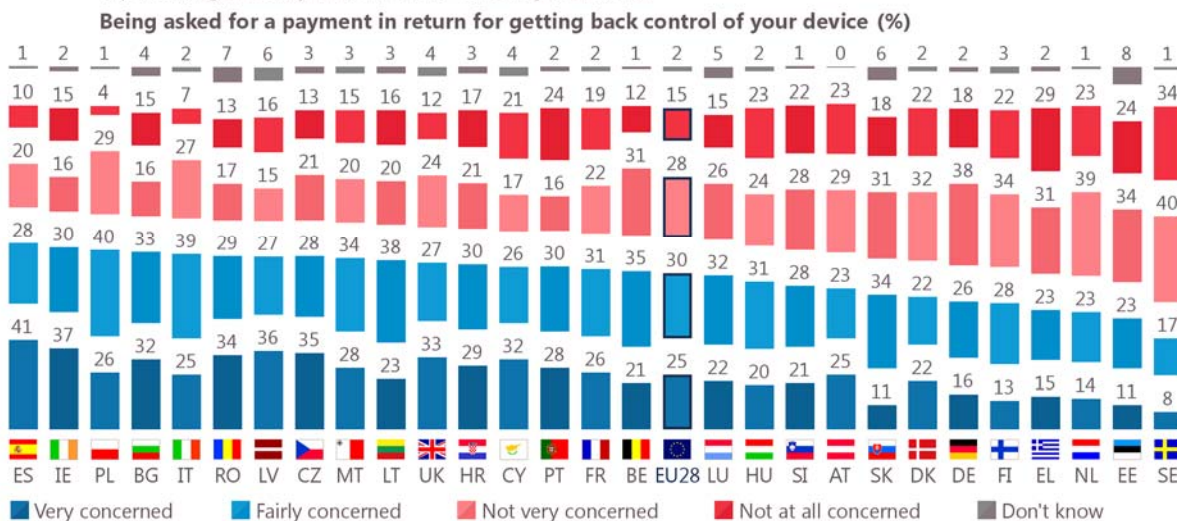
Base: Respondents who are Internet users (N=22,236)

9. Cyber extortion

There are varying levels of **concern about being victim to cyber extortion**. In 10 countries, only a minority of respondents are worried about this form of cybercrime, with only a quarter (25%) of those polled in Sweden expressing concern about this. However, two thirds or more of those surveyed in Poland (66%), Ireland (67%) and Spain (69%) are at least fairly concerned about this possibility. In Spain, over four in ten (41%) are 'very concerned', compared with less than one in ten (8%) of respondents in Sweden. In turn, Sweden has the highest proportion of respondents who are 'not at all concerned' about the risk of falling victim to cyber extortion, with just over a third (34%) of respondents giving this answer. With the exception of Greece (29%), in all other countries less than a quarter (25%) of those polled give this answer.

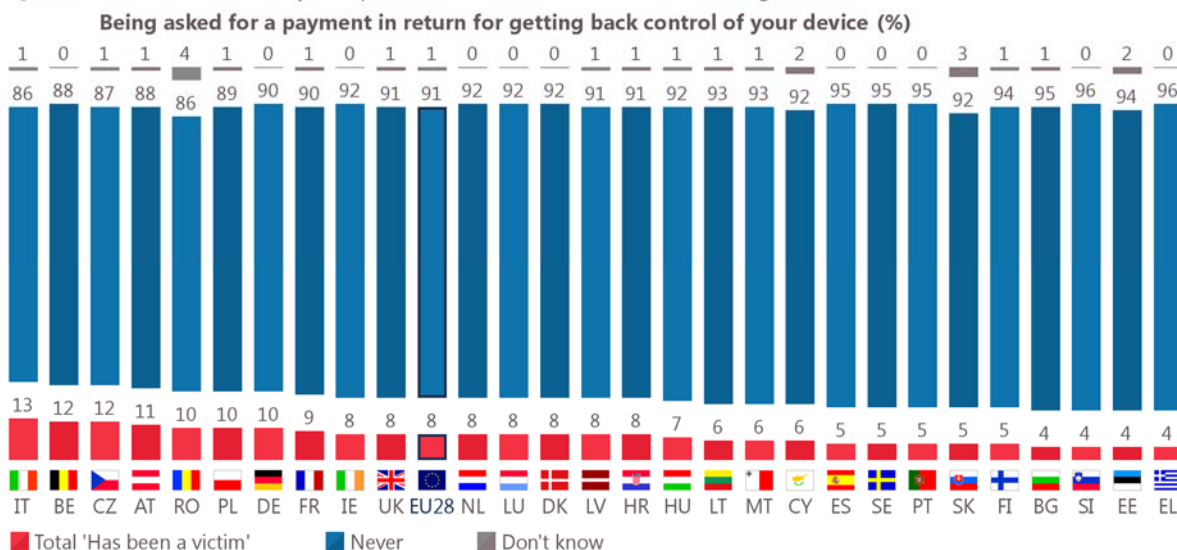
Few respondents in any of the 28 Member States have *experienced* this form of cybercrime. Only in four countries – Italy (13%), Belgium (12%), Czech Republic (12%) and Austria (11%) – more than one in ten respondents, has been a victim of **cyber extortion**.

QB11.9 Cybercrimes can include many different types of criminal activity. How concerned are you personally about experiencing or being a victim of the following situations?



Base: Respondents who are Internet users (N=22,236)

QB12.9 And how often have you experienced or been a victim of the following situations?



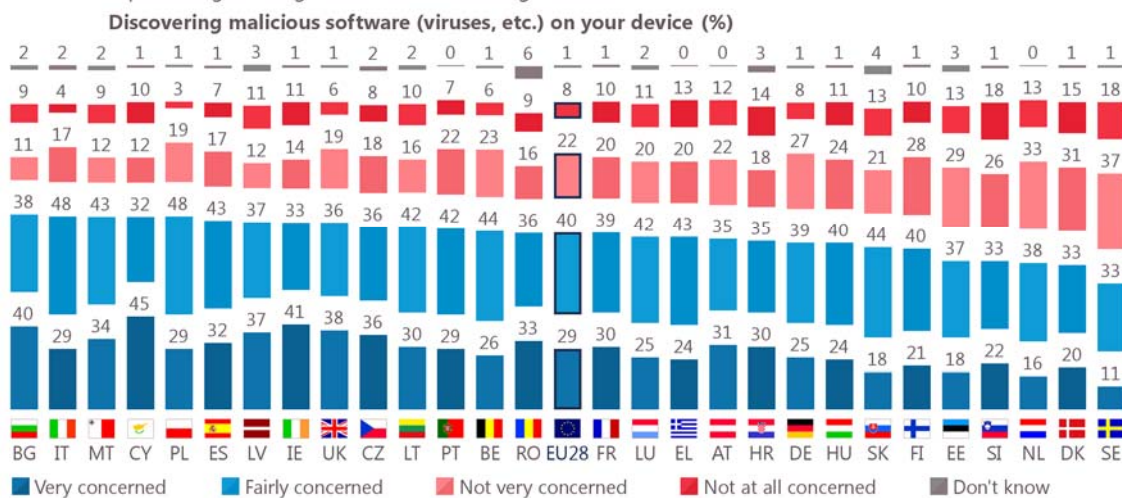
Base: Respondents who are Internet users (N=22,236)

10. Malicious software

With the exception of Sweden (44%) in all countries a majority of respondents are **concerned about the possibility of having malicious software installed on their devices**. In five countries, over three quarters of those polled express this concern, these are: Bulgaria (78%), Italy, Malta, Cyprus and Poland (all 77%). The largest proportions of respondents who are very concerned about this problem are found in Cyprus (45%), Ireland (41%) and Bulgaria (40%). The proportion of those who are not at all concerned about malicious software is generally low: in all cases, less than a fifth (20%) of respondents give this answer, with the highest proportions found in Slovenia (18%) and Sweden (18%).

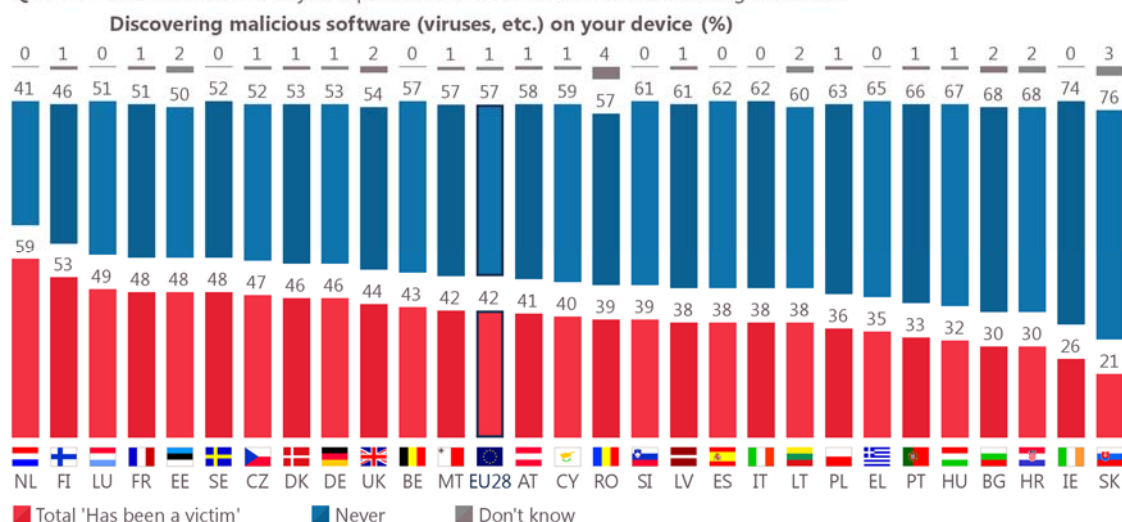
In line with the EU-wide figure, the proportion of respondents who *have been a victim* of **malicious software** is significantly higher than in most of the other types of cybercrime, but there are still substantial country-level differences. In Finland, over half (53%) of respondents have experienced this problem, and in the Netherlands nearly six in ten (59%) have. In all other countries, a minority of respondents have been affected by this, but this ranges from nearly half of those polled in Luxembourg (49%), France, Estonia and Sweden (all 48%) to only just over a fifth (21%) of respondents in Slovakia.

QB11.10 Cybercrimes can include many different types of criminal activity. How concerned are you personally about experiencing or being a victim of the following situations?



Base: Respondents who are Internet users (N=22,236)

QB12.10 And how often have you experienced or been a victim of the following situations?



Base: Respondents who are Internet users (N=22,236)

In general, there are minor changes in both directions, but where there are significant changes, these are usually in the direction of increasing concern about these kinds of cybercrime, rather than decreasing concern. This is consistent with the overall rise in Internet use, which we can expect to translate into greater exposure to associated risks.

There are few consistent patterns when looking at levels of change per country across each of these questions. However, Poland and Bulgaria stand out for large increases in the proportion of respondents who are concerned about experiencing or being the victims of these kinds of cybercrime.

Most countries have not seen much change on these questions since the 2014, but there are some exceptions worth highlighting.

In the case of **malicious software**, six countries go against the overall trend of a slight increase in the proportion of concerned respondents, with the largest decrease seen in Greece (-9pp.). In Poland and Austria, the proportion of respondents who are concerned about this type of cybercrime has increased by 10 percentage points, and in Bulgaria by 11 percentage points.

In the case of **identity theft**, the largest increase has occurred in Poland, where the proportion of respondents concerned about this has risen by 14 percentage points. There has also been a significant increase in Bulgaria (+12pp.). Elsewhere all change is in single figures, with the exception of Greece, where the proportion has fallen by 11 percentage points.

There has also been little change in most countries when it comes to **being a victim of bank card or online banking fraud**, and in Belgium, Estonia and Portugal, there has been no change at all. The most significant exceptions are Romania (+10pp.), Finland (+12pp.) and Bulgaria (+13pp.). No country has seen a significant decrease.

In the case of **being a victim of hacking**, the change since the last survey is minor, but in Finland the proportion of those who are concerned has risen by 10 percentage points, and in Cyprus by 12 percentage points.

Several countries have seen a significant change in the proportion of respondents who are concerned about **the risk of receiving fraudulent emails or phone calls**: In Poland (+16pp.), Bulgaria (+15pp.) and Romania (+11pp.) this proportion has risen by over 10 percentage points. On the other hand, this figure has fallen by 13 percentage points in Greece.

In most countries, there has been only a moderate rise in the proportion of respondents who are concerned about **being the victim of online fraud**. The exceptions are Cyprus (+10pp.), Finland (+10pp.), Poland (+13pp.) and Romania (+14pp.). There have been few significant decreases, the largest occurring in Spain (-7pp.) and Estonia (-6pp.).





























The picture is similar in the case of restricted access to online services. In Finland, the proportion of respondents who are concerned about **being locked out of banking or public services because of cyberattacks** has increased by 15 percentage points. There have also been significant increases in Italy (+11pp.), Luxembourg (+11pp.), Poland (+12pp.) and Bulgaria (+12pp.), but no significant decreases.

With only two exceptions, the proportion of respondents who are concerned about **being the victim of extortion** has increased since 2014, in several cases by a significant amount: in Bulgaria, it has risen by 21 percentage points, and in the Netherlands by 16 percentage points. Only Greece (-9pp.) stands out for a significant decrease in the proportion of respondents who are concerned about this outcome.

Regarding respondents who are **concerned about coming across child pornography online**, the most significant change can be seen in Poland, where the proportion of respondents giving this answer has risen by 13 percentage points. The largest decrease is in Greece, where the proportion of respondents concerned about encountering child pornography has fallen by 8 percentage points.





























The proportion of respondents who are concerned about the risk of **encountering material which promotes racial hatred or religious extremism** has risen by 19 percentage points in Poland, and by 16 percentage points in Bulgaria. Other significant increases are observed in Cyprus (+13pp.), Latvia (+12pp.), Malta (+12pp.) and Romania (+11pp.), but there have not been any significant country-level decreases among those expressing concern on this issue.

QB11 Cybercrimes can include many different types of criminal activity. How concerned are you personally about experiencing or being a victim of the following situations?
(% - TOTAL 'CONCERNED')

		Discovering malicious software (viruses, etc.) on your device		Identity theft (somebody stealing your personal data and impersonating you)		Being a victim of bank card or online banking fraud		Your social network account or email being hacked		Receiving fraudulent emails or phone calls asking for your personal details (including access to your computer, logins, banking or payment information)	
		June 2017 - Oct. 2014		June 2017 - Oct. 2014		June 2017 - Oct. 2014		June 2017 - Oct. 2014		June 2017 - Oct. 2014	
EU28		69	▲ 3	69	▲ 1	66	▲ 3	63	▲ 3	60	▲ 3
BE		70	▲ 7	65	▲ 1	64	=	60	▲ 4	58	▲ 4
BG		78	▲ 11	79	▲ 12	68	▲ 13	72	▲ 9	73	▲ 15
CZ		72	▲ 1	74	▲ 3	75	▲ 4	63	▼ 3	64	▲ 4
DK		53	▼ 6	59	▼ 5	60	▼ 2	53	▼ 2	45	▼ 5
DE		64	▲ 3	55	▼ 5	49	▲ 3	51	▼ 3	50	▲ 5
EE		55	▲ 1	45	▼ 3	49	=	42	▼ 2	38	=
IE		74	▲ 2	76	▼ 1	77	▲ 3	73	▲ 4	73	▲ 1
EL		67	▼ 9	61	▼ 11	53	▲ 3	60	▼ 5	53	▼ 13
ES		75	▲ 6	78	▼ 1	76	▲ 1	73	▼ 1	64	▼ 3
FR		69	▲ 4	76	▼ 4	78	▲ 2	72	▲ 6	66	▲ 8
HR		65	▼ 4	72	▼ 1	68	▲ 3	67	▼ 3	65	▲ 1
IT		77	▲ 4	75	▲ 3	71	▲ 2	73	▲ 6	69	▲ 5
CY		77	▲ 6	73	▲ 8	66	▲ 3	71	▲ 12	66	▲ 6
LV		74	▲ 2	75	▲ 6	75	▼ 4	68	▲ 1	63	▲ 5
LT		72	▲ 6	76	▲ 4	74	▲ 1	69	▲ 5	64	▲ 5
LU		67	▼ 1	74	▲ 1	71	▲ 2	63	▼ 4	56	▼ 2
HU		64	▲ 3	62	▲ 6	58	▲ 5	54	▲ 6	56	▲ 8
MT		77	▲ 1	76	▲ 2	72	▲ 1	76	▲ 5	68	▲ 10
NL		54	▲ 1	49	▲ 1	49	▼ 5	43	▼ 3	42	▼ 1
AT		66	▲ 10	61	▲ 4	57	▲ 1	57	▲ 4	55	▲ 5
PL		77	▲ 10	76	▲ 14	71	▲ 9	65	▲ 8	72	▲ 16
PT		71	▼ 1	69	▼ 5	62	=	66	▼ 6	60	▼ 6
RO		69	▲ 7	70	▲ 7	67	▲ 10	67	▲ 8	65	▲ 11
SI		55	▼ 1	54	▲ 1	54	▼ 1	51	=	51	▲ 5
SK		62	▲ 1	56	▼ 3	55	▲ 1	51	▲ 3	50	▲ 2
FI		61	▲ 8	58	▲ 8	63	▲ 12	60	▲ 10	41	▲ 1
SE		44	▲ 3	49	▼ 3	45	▼ 3	37	=	27	▼ 2
UK		74	▲ 3	78	▲ 4	77	▲ 5	65	▲ 4	68	▲ 6

Base: Respondents who are Internet users (N=22,236)

QB11 Cybercrimes can include many different types of criminal activity. How concerned are you personally about experiencing or being a victim of the following situations?
(% - TOTAL 'CONCERNED')

		Online fraud where goods purchased are not delivered, are counterfeit or are not as advertised	June 2017 - Oct. 2014	Not being able to access online services like banking or public services because of cyber-attacks	June 2017 - Oct. 2014	Being asked for a payment in return for getting back control of your device	June 2017 - Oct. 2014	Accidentally encountering child pornography online	June 2017 - Oct. 2014	Accidentally encountering material which promotes racial hatred or religious extremism	June 2017 - Oct. 2014
EU28		58	▲ 2	57	▲ 7	55	▲ 8	53	▲ 1	51	▲ 5
BE		55	▲ 2	51	▲ 2	56	▲ 6	52	▼ 1	44	=
BG		63	▲ 9	59	▲ 12	65	▲ 21	63	▲ 8	60	▲ 16
CZ		69	▲ 3	67	▲ 2	63	▲ 3	60	▲ 2	48	▲ 3
DK		45	▲ 1	47	=	44	▲ 9	37	▼ 4	32	▼ 1
DE		42	=	42	▲ 3	42	▲ 9	33	=	34	▲ 6
EE		36	▼ 6	42	▲ 3	34	▲ 2	26	▼ 2	21	▼ 3
IE		71	▲ 1	68	▲ 2	67	▲ 6	60	▼ 6	60	▼ 1
EL		55	▼ 2	43	▼ 1	38	▼ 9	50	▼ 8	39	▼ 5
ES		64	▼ 7	60	▲ 2	69	▲ 1	73	▼ 6	66	▼ 6
FR		60	▲ 5	59	▲ 7	57	▲ 13	59	▲ 3	55	▲ 6
HR		65	▼ 1	62	▲ 4	59	▲ 3	67	▲ 3	55	▼ 3
IT		67	▲ 3	68	▲ 11	64	▲ 8	67	▲ 3	64	▲ 5
CY		64	▲ 10	56	▲ 8	58	▲ 3	65	▼ 1	56	▲ 13
LV		60	▲ 4	67	▼ 2	63	▲ 3	65	▲ 3	49	▲ 12
LT		69	▲ 5	65	▲ 2	61	▲ 8	62	▲ 5	53	▲ 8
LU		51	▲ 7	56	▲ 11	54	▲ 9	52	▲ 4	49	▲ 10
HU		54	▲ 3	52	▲ 9	51	▲ 12	47	▲ 3	44	▲ 8
MT		70	▲ 3	64	▲ 3	62	▲ 13	64	▲ 7	62	▲ 12
NL		39	▲ 4	40	=	37	▲ 16	21	▼ 4	20	=
AT		56	▲ 2	50	▲ 1	48	▲ 5	55	▲ 8	48	▲ 7
PL		74	▲ 13	70	▲ 12	66	▲ 12	69	▲ 13	68	▲ 19
PT		59	▼ 3	55	▼ 1	58	▼ 1	61	▼ 6	55	▼ 4
RO		67	▲ 14	60	▲ 9	63	▲ 8	59	▲ 9	57	▲ 11
SI		48	▲ 1	48	▲ 3	49	▲ 6	45	=	39	=
SK		58	▲ 5	52	▲ 8	45	▲ 4	31	▼ 4	34	▲ 1
FI		50	▲ 10	51	▲ 15	41	▲ 11	34	▲ 4	32	▲ 9
SE		26	▼ 4	35	▲ 2	25	▲ 6	14	▼ 5	18	▼ 2
UK		66	▼ 1	65	▲ 6	60	▲ 3	57	▼ 5	61	▲ 7

Base: Respondents who are Internet users (N=22,236)

We now turn to the country-level breakdown of respondents who have **experienced** the aforementioned forms of cybercrime. As with levels of concern, in most cases the changes since the previous survey are not very significant, but there are some exceptions.

In 21 of the 28 Member States, the proportion of respondents who say they have been the **victim of malicious software** has decreased. In three countries – Denmark (-15pp.), Croatia (-12pp), and Austria (-10pp.) – this decrease is in double figures. Only Cyprus (+7pp.) has seen a significant increase.

In some countries, the proportion of those **receiving fraudulent emails and phone calls** has increased, while in others it has decreased. Most of the significant changes are increases: 21 percentage points in the United Kingdom, 13 percentage points in France, and 11 percentage points in Estonia and Finland. The most significant decrease has occurred in Portugal (-9pp.).

In most countries, the proportion of people who have **encountered material promoting racial hatred or religious extremism** has changed only slightly since the last survey. In Finland, it has risen by 13 percentage points, while it has fallen by 12 percentage points in Portugal.

In the case of **online fraud**, there have been no changes in the double figures.






























There have also been few significant changes in the proportions of respondents who have had their **social network accounts or email hacked**.

The proportion of respondents in the Netherlands who have been **unable to access online services because of cyberattacks** has fallen by 19 percentage points. Aside from Finland, which has seen an increase of 10 percentage points, all other changes are in single figures.

There has been limited change in the remaining cases: In eight countries, there has been no change in the proportion of those experiencing identity theft, and in the remaining countries, the largest change is a decrease of five percentage points in Portugal.






























Finally, the proportion of respondents **accidentally encountering child pornography** has risen by six percentage points in Italy, but otherwise changes have been minimal since the last survey.

QB12 And how often have you experienced or been a victim of the following situations?
(% - TOTAL 'HAS BEEN A VICTIM')

		Discovering malicious software (viruses, etc.) on your device	June 2017 - Oct. 2014	Receiving fraudulent emails or phone calls asking for your personal details (including access to your computer, logins, banking or payment information)	June 2017 - Oct. 2014	Accidentally encountering material which promotes racial hatred or religious extremism	June 2017 - Oct. 2014	Online fraud where goods purchased are not delivered, are counterfeit or are not as advertised	June 2017 - Oct. 2014	Your social network account or email being hacked	June 2017 - Oct. 2014
EU28		42	▼ 5	38	▲ 7	18	▲ 4	16	▲ 4	14	▲ 2
BE		43	▼ 9	36	▲ 6	19	=	16	▲ 2	19	=
BG		30	▼ 1	17	▲ 6	15	▼ 1	9	▲ 3	9	▲ 1
CZ		47	▼ 3	35	▲ 8	18	▼ 2	17	▲ 2	15	▲ 3
DK		46	▼ 15	66	▼ 5	15	▲ 3	17	▲ 4	12	▼ 1
DE		46	▼ 8	42	▲ 10	16	▲ 5	15	▲ 2	9	▲ 1
EE		48	=	42	▲ 11	18	▲ 2	13	=	15	▲ 2
IE		26	▼ 3	39	▼ 1	14	=	12	▼ 1	15	▼ 1
EL		35	▼ 3	17	=	9	▲ 2	5	▲ 1	9	▼ 2
ES		38	▼ 4	19	▲ 4	10	▼ 1	6	▼ 1	6	▼ 3
FR		48	▼ 1	52	▲ 13	16	▲ 2	18	▲ 7	23	▲ 8
HR		30	▼ 12	14	▼ 8	17	▼ 5	13	▲ 3	9	▼ 2
IT		38	▼ 5	29	▲ 1	18	▲ 6	17	▲ 6	17	▲ 3
CY		40	▲ 7	25	▲ 2	20	▲ 6	23	▲ 9	14	▲ 3
LV		38	▼ 9	27	▲ 4	15	▼ 2	18	▲ 5	13	▲ 1
LT		38	▲ 1	27	=	19	▲ 5	17	▲ 8	10	=
LU		49	▲ 2	44	▲ 3	18	▲ 6	14	▲ 3	12	▼ 4
HU		32	▼ 7	16	▲ 1	14	▼ 3	14	=	12	=
MT		42	▲ 2	39	=	26	▲ 1	20	▲ 4	12	▼ 4
NL		59	▼ 3	64	▲ 5	22	▲ 2	19	▲ 3	15	▼ 1
AT		41	▼ 10	35	▲ 6	20	▲ 2	18	▲ 3	19	▲ 6
PL		36	▼ 7	23	▲ 4	26	▲ 4	19	=	13	▲ 4
PT		33	▼ 3	11	▼ 9	8	▼ 12	7	▼ 5	6	▼ 7
RO		39	▼ 8	22	▼ 2	23	▼ 1	18	▲ 8	18	=
SI		39	▼ 5	18	▼ 4	9	▼ 1	14	▲ 6	11	▲ 2
SK		21	▼ 7	14	▼ 3	12	=	8	▼ 1	7	▲ 2
FI		53	▲ 2	33	▲ 11	28	▲ 13	15	▲ 6	11	▲ 3
SE		48	▼ 3	61	▲ 8	35	▲ 7	13	▲ 4	13	▲ 2
UK		44	=	57	▲ 21	20	▲ 8	22	▲ 6	17	▲ 1

Base: Respondents who are Internet users (N=22,236)

QB12 And how often have you experienced or been a victim of the following situations?
(% - TOTAL 'HAS BEEN A VICTIM')

		Not being able to access online services like banking or public services because of cyber-attacks	June 2017 - Oct. 2014	Being a victim of bank card or online banking fraud	June 2017 - Oct. 2014	Being asked for a payment in return for getting back control of your device	June 2017 - Oct. 2014	Identity theft (somebody stealing your personal data and impersonating you)	June 2017 - Oct. 2014	Accidentally encountering child pornography online	June 2017 - Oct. 2014
EU28		11	▼ 3	11	▲ 3	8	=	8	▲ 1	7	=
BE		15	=	13	▲ 4	12	=	8	▲ 1	10	▲ 1
BG		7	▲ 2	4	▲ 2	4	▲ 3	3	=	8	▼ 1
CZ		10	▼ 5	8	▲ 4	12	▲ 3	8	▲ 2	8	▲ 3
DK		12	▼ 3	14	▲ 5	8	▲ 3	5	=	4	▲ 1
DE		8	▼ 2	5	▲ 3	10	=	5	▲ 1	3	▲ 1
EE		12	▼ 4	4	=	4	▼ 1	5	=	5	▼ 3
IE		10	▼ 4	15	▲ 5	8	▲ 1	10	▲ 1	5	▼ 1
EL		3	▼ 3	2	▲ 1	4	▼ 3	3	▼ 1	3	▼ 1
ES		6	▼ 2	5	▲ 1	5	▲ 1	5	▼ 1	7	=
FR		12	▼ 1	17	▲ 5	9	▲ 2	9	=	7	▼ 1
HR		9	▼ 3	7	▲ 5	8	▲ 4	5	▼ 1	7	▼ 1
IT		15	▲ 2	13	▲ 5	13	▲ 4	9	▲ 1	17	▲ 6
CY		13	=	6	▼ 1	6	=	5	▼ 1	8	▲ 1
LV		9	▼ 7	4	▲ 1	8	=	6	▼ 2	8	▲ 1
LT		14	▲ 2	5	▲ 2	6	▲ 3	6	▲ 2	10	▲ 4
LU		13	▼ 5	15	▲ 4	8	▲ 1	7	=	3	▼ 3
HU		9	=	8	▲ 3	7	▲ 1	9	▼ 2	9	▼ 2
MT		7	▼ 3	7	▲ 2	6	▲ 2	5	=	5	=
NL		24	▼ 19	11	▲ 3	8	▼ 2	6	▲ 3	4	▼ 2
AT		12	▲ 1	9	▲ 3	11	▲ 1	12	▲ 4	9	▲ 1
PL		13	▼ 1	10	▲ 3	10	▲ 1	12	▲ 4	11	▼ 2
PT		7	▼ 6	3	▼ 6	5	▼ 6	4	▼ 5	7	▼ 4
RO		19	▼ 1	9	▲ 3	10	▲ 1	11	=	30	▲ 3
SI		7	▼ 6	5	▲ 3	4	▲ 1	5	▲ 1	4	▲ 2
SK		4	▼ 1	4	▲ 2	5	▲ 2	4	▼ 1	5	▼ 1
FI		32	▲ 10	6	▲ 1	5	▲ 1	5	=	3	▼ 2
SE		15	▼ 5	12	▲ 1	5	▼ 2	4	▼ 1	3	▼ 1
UK		14	▼ 2	24	▲ 7	8	▼ 2	11	▲ 1	3	=




Base: Respondents who are Internet users (N=22,236)

For the **socio-demographic** breakdown, we focus first on the proportions of respondents who express concern about experiencing or being a victim of these types of cybercrime, and then the proportions of those who have actually experienced them.

As in the previous survey, there are not many systematic and significant socio-demographic differences in respondents' concerns about the risks of various forms of cybercrime.

- In some cases, there is a higher level of sensitivity to these risks among people who use the Internet more regularly than others. For example, nearly two thirds (64%) of those who use the Internet every day are concerned about the possibility of their social network accounts and email accounts being hacked, compared with less than six in ten (57%) of those who use the Internet less frequently. Over two thirds (67%) of daily Internet users are more prone to think of themselves as potential victims of bank card or online banking fraud than those who use the Internet less often (58%).
- Attitudes to cybercrime are also relevant. Those who think cybercrime is an important security problem are more likely to regard themselves as vulnerable to specific kinds of cybercrime. For example, seven in ten (70%) of those who regard cybercrime as an important problem are concerned about the prospect of identity theft, compared with only just over half (51%) of those who do not see cybercrime as an important issue. However, given that the vast majority of respondents see cybercrime as important, the significance of this difference should not be overstated.
- In several cases, there is a strong impact of subjective social class on the tendency to feel concerned about the risks of cybercrime. For instance, nearly six in ten (57%) of those who feel they belong to the working class are concerned about the risk of accidentally encountering material which promotes racial hatred or religious extremism, compared with less than four in ten (39%) of those who belong to the upper class.
- In some cases, levels of education are relevant. Nearly six in ten (59%) of those who finished their education at or before the age of 15 are concerned about the prospect of accidentally encountering child pornography online, compared with less than half (47%) of those who finished their education aged 20 or more.

QB11 Cybercrimes can include many different types of criminal activity. How concerned are you personally about experiencing or being a victim of the following situations?
TOTAL 'CONCERNED' (% - EU)

	Discovering malicious software (viruses, etc.) on your device	Identity theft (somebody stealing your personal data and impersonating you)	Being a victim of bank card or online banking fraud	Your social network account or email being hacked	Receiving fraudulent emails or phone calls asking for your personal details (including access to your computer, logins, banking or payment information)	Online fraud where goods purchased are not delivered, are counterfeit or are not as advertised	Not being able to access online services like banking or public services because of cyber-attacks	Being asked for a payment in return for getting back control of your device	Accidentally encountering child pornography online	Accidentally encountering material which promotes racial hatred or religious extremism
EU28	69	69	66	63	60	58	57	55	53	51
 Education (End of)										
15-	68	71	64	62	63	57	53	58	59	56
16-19	70	71	68	64	63	61	60	57	58	54
20+	69	68	67	62	58	55	56	54	47	47
Still studying	69	62	59	62	55	56	49	50	48	48
 Consider belonging to										
The working class	71	72	70	65	64	65	60	61	61	57
The lower middle class	70	73	66	64	65	61	58	57	56	53
The middle class	70	69	66	63	60	57	57	55	53	51
The upper middle class	62	56	60	56	48	45	48	43	37	35
The upper class	78	66	61	68	62	55	52	52	47	39
 Use of the Internet										
Everyday	70	69	67	64	60	58	57	55	53	50
Often/ Sometimes	64	66	58	57	62	54	54	55	54	53
Never	0	0	0	0	0	0	0	0	0	0
Cybercrime										
Important	71	70	67	65	62	59	58	56	54	52
Not important	52	51	51	42	40	46	42	39	42	36


Base: Respondents who are Internet users (N=22,236)

When it comes to those who have experienced these kinds of cybercrime, there are not many differences between **socio-demographic** groups. This is at least in part attributable to the relatively rare nature of some of these crimes.

- The most significant socio-demographic difference is **age**. Although not relevant in all cases, there are several instances in which younger respondents are more likely to have been the victims of cybercrime. Nearly a fifth (18%) of respondents aged between 15 and 24 have been affected by online fraud or had their social network account or email account hacked, compared with only half that proportion (9%) among those aged 55 or more. To some extent, this is likely to reflect the greater propensity of respondents in this cohort to use the Internet on a more frequent basis, as established earlier in this report. Similarly, while well over four in ten (45%) of the youngest cohort say that they have discovered malicious software on their computer, only just over a third (34%) of the oldest respondents have. This is likely to be attributable at least in part to greater computer literacy among younger respondents, who are better able to detect that their computers have been infected with malicious software.
- The **level of education** also has a significant impact in some cases. Nearly half (49%) of those who finished their education at the age of 20 or more say that they have been the victim of malicious software, compared with less than three in ten (29%) of those who finished their education at the age of 15 or less. There is a similar pattern in the case of fraudulent emails and phone calls: nearly half (46%) of well-educated respondents have fallen victim to this, compared with less than three in ten (29%) of those with a low level of education. Again, this is likely to reflect to some extent different levels of awareness and concern about the problems of cybercrime: as shown in a preceding section, those with lower levels of education are less likely to regard the issue as important.

QB12 And how often have you experienced or been a victim of the following situations?

TOTAL 'HAS BEEN A VICTIM' (% - EU)

	Discovering malicious software (viruses, etc.) on your device	Receiving fraudulent emails or phone calls asking for your personal details (including access to your computer, logins, banking or payment information)	Accidentally encountering material which promotes racial hatred or religious extremism	Online fraud where goods purchased are not delivered, are counterfeit or are not as advertised	Your social network account or email being hacked	Not being able to access online services like banking or public services because of cyber-attacks	Being a victim of bank card or online banking fraud	Identity theft (somebody stealing your personal data and impersonating you)	Being asked for a payment in return for getting back control of your device	Accidentally encountering child pornography online
EU28	42	38	18	16	14	11	11	8	8	7
 Age										
15-24	45	36	27	18	18	9	7	7	7	9
25-39	46	42	21	20	17	15	13	9	10	9
40-54	44	38	16	16	13	13	13	7	9	7
55 +	34	37	11	9	9	9	10	7	8	6
 Education (End of)										
15-	29	29	11	12	9	8	10	8	9	7
16-19	39	35	15	15	14	11	11	8	8	7
20+	49	46	19	17	15	15	14	8	9	7
Still studying	46	33	28	16	16	9	6	4	7	9

Base: Respondents who are Internet users (N=22,236)

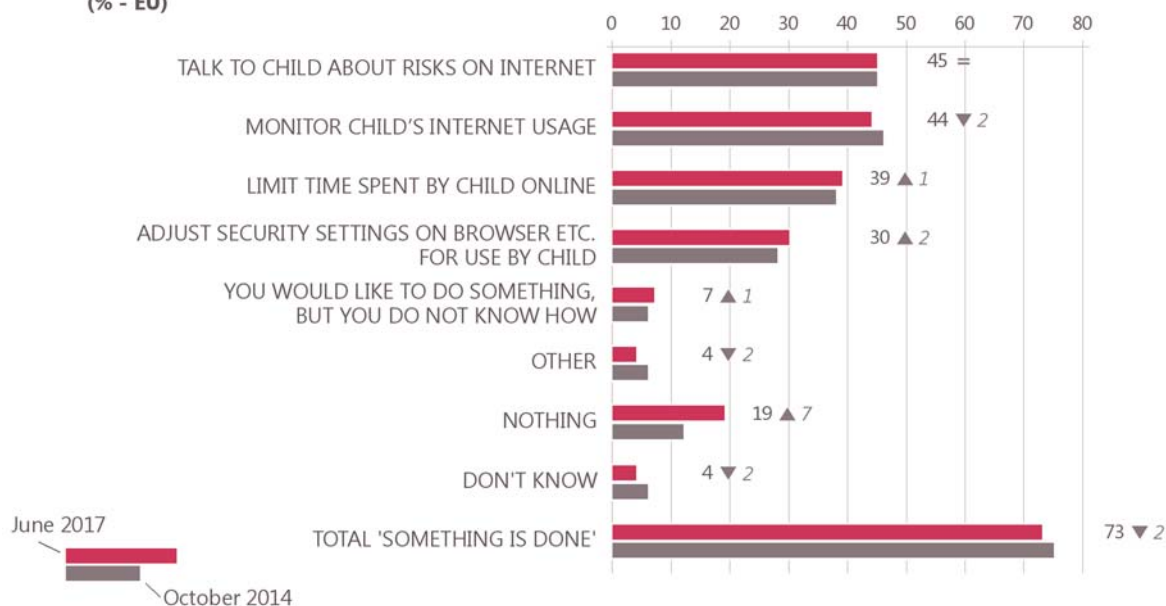
d. Fighting cybercrime

All respondents were asked¹⁴ what actions they take to protect children under 16 years old from forms of online harassment they may be exposed to. Respondents answered in their own words and were not prompted with possible options. To focus the analysis of this question on relevant answers, respondents who answered with 'Not applicable' (e.g. because there were no children under 16 years old in the household) were filtered out from the basis of analysis.

- The most common actions taken by respondents to protect children from online harassment are to monitor and limit children's Internet usage or to talk to children about Internet risks -

Over seven in ten (73%) respondents take some kind of action to address online harassment of their children. Nearly half of respondents talk to children about the risks of Internet use (45%) or monitor their children's Internet use (44%), while slightly fewer limit the time spent by their children online (39%), or adjust the security settings on the devices they use to access the Internet (30%). Just under one in five (19%) does nothing – an increase by 7 points since the 2014 survey – while a small minority (7%) would like to do something to tackle the problem, but does not know how.

QB9R Thinking about online harassment (e.g. cyber bullying or blackmailing), what, if anything, is done in your household to protect children under 16 years old while they are online? (MULTIPLE ANSWERS POSSIBLE)
(% - EU)



Base: Respondents who answered 'Not applicable' are excluded (N=11,797)

¹⁴ QB9. Thinking about online harassment (e.g. cyber bullying or blackmailing), what, if anything, is done in your household to protect children under 16 years old while they are online? (MULTIPLE ANSWERS POSSIBLE) Possible answers: Talk to children about risks on Internet; Monitor child's Internet usage; Limit time spent by child online; Adjust security settings on browser etc. for use by child; You would like to do something, but you do not know how; Other; Nothing; Not applicable; Don't know.

In 18 countries, the most common response is to **talk to children about the risks of using the Internet**, and the proportion of respondents who do this ranges between 33% of the respondents in Italy to 70% in Denmark and Estonia.

The proportion of respondents who **monitor their child's Internet usage** is the most mentioned answer in ten countries and varies from over six in ten in Estonia and Spain (62%) to less than three in ten respondents (28%) in Slovakia.

In Austria (41%) and Italy (37%), over a third of respondents address concerns about online harassment by **limiting the time spent by their children on the Internet**. This response is least likely to be given by respondents in Hungary (27%).

There is also some variation on the issue of **security settings**. The highest proportions of respondents who adjust these settings to protect children from online harassment can be found in Ireland (42%), while the lowest proportion of respondents who give this answer is in Lithuania (14%).






























In all cases, the least common answer is that **the respondent would like to do something to address the problem of online harassment, but does not know how** to go about this. In eight countries, more than 10% of respondents give this answer, but in most cases very few of those polled are not aware of how to take measures against online harassment.

In the majority of countries, less than one third of those polled **do nothing** in response to the problem of online harassment of children. The most significant exceptions are Croatia and Slovenia, where 36% and 34% of respondents give this answer, respectively.

QB9R Thinking about online harassment (e.g. cyber bullying or blackmailing), what, if anything, is done in your household to protect children under 16 years old while they are online?

(MULTIPLE ANSWERS POSSIBLE)

(%)

		Talk to child about risks on Internet	Monitor child's Internet usage	Limit time spent by child online	Adjust security settings on browser etc. for use by child	You would like to do something, but you do not know how	Other	Nothing	Don't know	Total 'Something is done'
EU28		45	44	39	30	7	4	19	4	73
BE		60	52	43	35	11	4	2	1	90
BG		47	46	41	25	13	1	11	10	72
CZ		44	34	33	20	6	5	29	2	64
DK		70	40	36	28	6	12	13	1	81
DE		53	42	42	34	7	3	20	5	72
EE		70	62	52	29	8	4	7	4	86
IE		47	61	52	42	7	3	11	2	85
EL		50	43	38	24	2	3	27	1	70
ES		52	62	51	29	8	3	12	1	83
FR		49	56	40	30	5	8	15	4	79
HR		34	33	33	23	5	2	36	3	57
IT		33	33	37	29	10	1	27	5	64
CY		66	57	50	30	13	5	15	1	82
LV		43	55	46	19	5	4	19	2	75
LT		39	40	35	14	9	8	28	1	59
LU		67	54	50	39	11	11	13	1	79
HU		34	42	27	19	10	1	28	4	64
MT		48	59	36	40	6	3	9	11	77
NL		69	44	34	30	3	9	11	1	86
AT		41	31	41	33	18	7	16	6	70
PL		41	41	40	27	6	1	12	6	80
PT		50	35	36	25	7	4	27	1	68
RO		43	37	41	24	7	3	19	10	67
SI		40	37	34	22	6	5	34	1	58
SK		35	28	34	19	14	3	21	8	60
FI		50	51	47	37	4	7	22	3	73
SE		59	38	29	24	4	15	24	2	73
UK		37	49	33	39	3	2	18	5	75
Highest percentage per country		Lowest percentage per country								
		Highest percentage per item				Lowest percentage per item				




























Base: Respondents who answered 'Not applicable' are excluded (N=11,797)

Country-level change on this question is significant in some cases. Among those who **talk to children about the risks of Internet use**, the proportion of respondents mentioning this response has increased by 17 percentage points in Luxembourg and Latvia, but has decreased by 23 percentage points in Croatia.

The proportion of respondents who **monitor their children's online use** has decreased the most significantly in Croatia (20pp) and has increased the most in Bulgaria (+15pp).

There are a few significant changes in the remaining cases. For example, in Denmark (+16pp), Ireland (+14pp) and Luxembourg (+12pp) the proportion of respondents who **limit the children Internet usage** has increased by more than ten percentage points. There has also been a significant increase in the proportion of respondents who **adjust their browsers' security settings** in Luxembourg (+15pp) and Finland (+11pp). Finally, respondents in Croatia are now much more likely to do nothing: this proportion has increased by 31 percentage points since October 2014.

QB9R Thinking about online harassment (e.g. cyber bullying or blackmailing), what, if anything, is done in your household to protect children under 16 years old while they are online? (MULTIPLE ANSWERS POSSIBLE)
(%)



		Talk to child about risks on Internet		Monitor child's Internet usage		Limit time spent by child online		Adjust security settings on browser etc. for use by child		You would like to do something, but you do not know how		Other		Nothing		Total 'Something is done'		
		June 2017 - Oct. 2014		June 2017 - Oct. 2014		June 2017 - Oct. 2014		June 2017 - Oct. 2014		June 2017 - Oct. 2014		June 2017 - Oct. 2014		June 2017 - Oct. 2014		June 2017 - Oct. 2014		
EU28		45	=	44	▼ 2	39	▲ 1	30	▲ 2	7	▲ 1	4	▼ 2	19	▲ 7	4	73	▼ 2
BE		60	▲ 11	52	▲ 8	43	▲ 4	35	▲ 7	11	▲ 5	4	▲ 3	2	▼ 18	1	90	▲ 15
DK		70	▲ 11	40	▲ 9	36	▲ 16	28	▲ 3	6	▼ 1	12	▲ 2	13	▼ 5	1	81	▲ 11
EE		70	▲ 15	62	▲ 11	52	▲ 9	29	▲ 9	8	▲ 5	4	▼ 1	7	▼ 3	4	86	▲ 10
LU		67	▲ 17	54	▲ 2	50	▲ 12	39	▲ 15	11	▲ 7	11	▼ 8	13	▲ 7	1	79	▲ 7
LV		43	▲ 17	55	▲ 6	46	▲ 4	19	▲ 7	5	▼ 1	4	▼ 6	19	▲ 6	2	75	▲ 6
DE		53	▲ 11	42	=	42	▲ 4	34	▲ 8	7	▲ 3	3	▼ 1	20	▼ 5	5	72	▲ 6
SK		35	▲ 8	28	▲ 3	34	▲ 9	19	▲ 8	14	▲ 3	3	▼ 12	21	▲ 8	8	60	▲ 6
BG		47	▲ 3	46	▲ 15	41	▲ 7	25	▲ 9	13	▲ 4	1	▼ 1	11	▲ 2	10	72	▲ 5
SI		40	▲ 10	37	=	34	▲ 4	22	▲ 6	6	▲ 1	5	▼ 16	34	▲ 17	1	58	▲ 5
IE		47	▲ 2	61	=	52	▲ 14	42	▲ 9	7	=	3	▼ 5	11	▲ 5	2	85	▲ 4
PL		41	▲ 7	41	▼ 1	40	▲ 2	27	▲ 3	6	=	1	▼ 2	12	▲ 4	6	80	▲ 4
UK		37	▼ 1	49	▲ 3	33	▼ 2	39	▲ 7	3	▼ 1	2	▼ 3	18	▼ 1	5	75	▲ 4
CZ		44	▲ 7	34	▼ 5	33	▲ 4	20	▲ 6	6	▼ 4	5	▼ 5	29	▲ 14	2	64	▲ 4
HU		34	▼ 1	42	▲ 6	27	▲ 3	19	▲ 6	10	▼ 1	1	▼ 6	28	▲ 11	4	64	▲ 2
NL		69	▲ 1	44	▼ 3	34	▼ 1	30	▼ 6	3	=	9	▲ 1	11	▲ 8	1	86	▼ 1
FI		50	▲ 5	51	▼ 5	47	▲ 4	37	▲ 11	4	▼ 1	7	=	22	▲ 5	3	73	▼ 1
AT		41	▼ 4	31	▼ 18	41	▼ 3	33	▲ 2	18	▲ 7	7	▲ 1	16	▲ 11	6	70	▼ 2
CY		66	▲ 11	57	▲ 3	50	▲ 7	30	▲ 6	13	▲ 7	5	▲ 2	15	▲ 7	1	82	▼ 4
LT		39	▲ 7	40	▼ 3	35	▼ 2	14	▲ 3	9	=	8	▼ 5	28	▲ 14	1	59	▼ 4
FR		49	▼ 10	56	▼ 5	40	▼ 2	30	▲ 1	5	▲ 1	8	▲ 1	15	▲ 9	4	79	▼ 5
MT		48	=	59	▲ 4	36	▼ 1	40	=	6	=	3	▼ 2	9	▲ 3	11	77	▼ 5
RO		43	▲ 7	37	▲ 1	41	=	24	▲ 7	7	▼ 1	3	▼ 3	19	▲ 15	10	67	▼ 5
ES		52	▲ 1	62	▼ 1	51	▲ 7	29	▼ 9	8	▲ 7	3	▼ 2	12	▲ 5	1	83	▼ 6
SE		59	▼ 1	38	▼ 14	29	▼ 9	24	▼ 1	4	▼ 3	15	▲ 3	24	▲ 17	2	73	▼ 8
EL		50	▼ 4	43	▼ 6	38	▲ 3	24	▼ 9	2	▼ 5	3	▼ 1	27	▲ 16	1	70	▼ 9
IT		33	▼ 5	33	▼ 5	37	=	29	=	10	▼ 1	1	▼ 3	27	▲ 17	5	64	▼ 9
PT		50	▼ 1	35	▲ 3	36	▼ 7	25	▼ 3	7	▲ 3	4	▲ 1	27	▲ 17	1	68	▼ 16
HR		34	▼ 23	33	▼ 20	33	▼ 8	23	▼ 7	5	▼ 4	2	▼ 4	36	▲ 31	3	57	▼ 23

Base: Respondents who answered 'Not applicable' are excluded (N=11,797)

There are few relevant and consistent **socio-demographic** differences on this question.

- The older respondents are less likely to do something in response to the threat of online harassment compared to younger respondents (52% versus 70%-82%).
- There is a significant difference between educational groups. 81% of those who finished their education aged 20 or more do something to protect their children from online harassment, compared with just 55% of those who finished their education at or before the age of 15.
- Over half (51%) of those who see themselves as well informed about the risks of cybercrime take steps to protect children from online harassment, compared with four in ten (40%) of those who regard themselves as poorly informed about these matters.
- These findings suggest that **raising awareness of the risks of cybercrime is crucial to ensuring that more parents or caregivers take measures to protect children in their household**, but that levels of education are likely to place limits on the effectiveness of programmes to raise awareness.

QB9R Thinking about online harassment (e.g. cyber bullying or blackmailing), what, if anything, is done in your household to protect children under 16 years old while they are online?
(MULTIPLE ANSWERS POSSIBLE)
(% - EU)

	Talk to child about risks on Internet	Monitor child's Internet usage	Limit time spent by child online	Adjust security settings on browser etc. for use by child	Nothing	You would like to do something, but you do not know how	Other	Don't know	Total 'Something is done'
EU28	45	44	39	30	19	7	4	4	73
 Age									
15-24	46	33	30	26	23	5	3	5	70
25-39	45	54	46	35	14	6	5	2	79
40-54	54	50	46	35	14	7	3	2	82
55 +	30	28	26	18	31	8	3	11	52
 Education (End of)									
15-	31	30	26	18	29	8	2	10	55
16-19	42	44	39	31	19	7	3	4	73
20+	53	53	47	35	14	6	5	2	81
Still studying	51	35	33	24	23	5	3	5	70
Level of info about cybercrime risks									
Total 'Well informed'	51	49	43	34	15	5	4	2	80
Total 'Not well informed'	40	40	36	26	23	9	3	5	67

Base: Respondents who answered 'Not applicable' are excluded (N=11,797)

e. Institutions perceived as responsible to provide assistance to citizens for the different types of cybercrimes

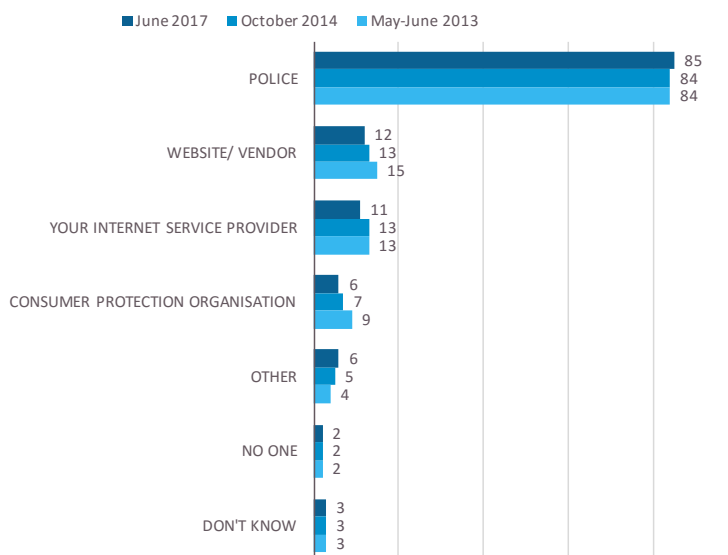
We now turn to the question of how respondents would react in a variety of situations where they were the victims of particular forms of cybercrime.¹⁵

- Most respondents would inform the police if they were a victim of any of the types of cybercrime considered in this study, except for discovering malicious software in their devices -

1. Identity theft

The vast majority of respondents would go to the *police* if they were victims of **identity theft**. Over eight in ten (85%) of those polled give this answer, a figure almost identical to that recorded in the previous two surveys. Only just over one in ten of those surveyed would contact the relevant website or vendor (12%) or their Internet service provider (11%), while still fewer would contact a consumer protection organisation (6%) or take another form of action (6%). Very few (2%) would do nothing.

QB13.1 If you experienced or were a victim of the following situations, who would you contact?
(MULTIPLE ANSWERS POSSIBLE)
Identity theft (somebody stealing your personal data and impersonating you)
(% - EU)

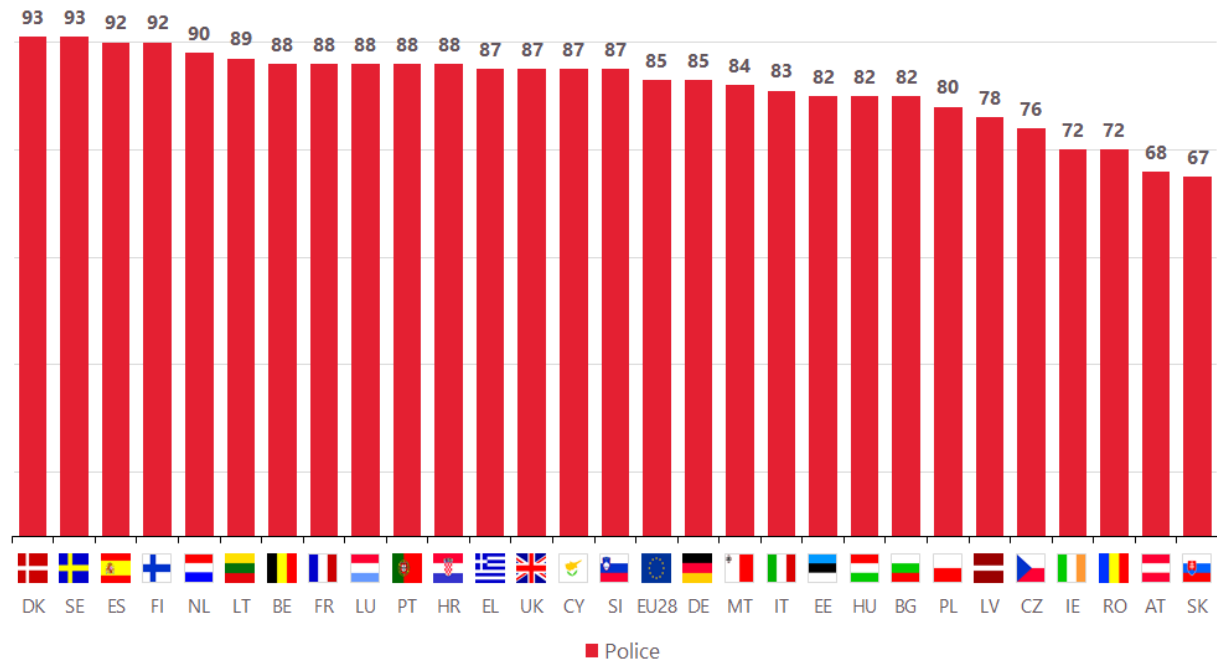


Base: Respondents who are Internet users (N=22,236)

¹⁵ QB13. If you experienced or were a victim of the following situations, who would you contact? 1. Identity theft (somebody stealing your personal data and impersonating you). 2. Receiving fraudulent emails or phone calls asking for your personal details (including access to your computer, logins, banking or payment information). 3. Online fraud where goods purchased are not delivered, are counterfeit or are not as advertised. 4. Accidentally encountering child pornography online. 5. Accidentally encountering material which promotes racial hatred or religious extremism. 6. Not being able to access online services like banking or public services because of cyber-attacks. 7. Your social network account or email being hacked. 8. Being a victim of bank card or online banking fraud. 9. Being asked for a payment in return for getting back control of your device. 10. Discovering malicious software (viruses etc.) on your device. (MULTIPLE ANSWERS POSSIBLE) Possible answers: Police; Website/vendor; Your Internet service provider; Consumer protection organisation; Other; No one; Don't know.

In the case of identity theft, respondents in all countries cite the police as the most likely institution they would contact. Proportions range from 93% in Denmark and Sweden to 68% in Austria and 67% in Slovakia.

QB13.1 If you experienced or were a victim of the following situations, who would you contact?
(MULTIPLE ANSWERS POSSIBLE)
Identity theft (somebody stealing your personal data and impersonating you)
(% - THE MOST MENTIONED ANSWER BY COUNTRY)



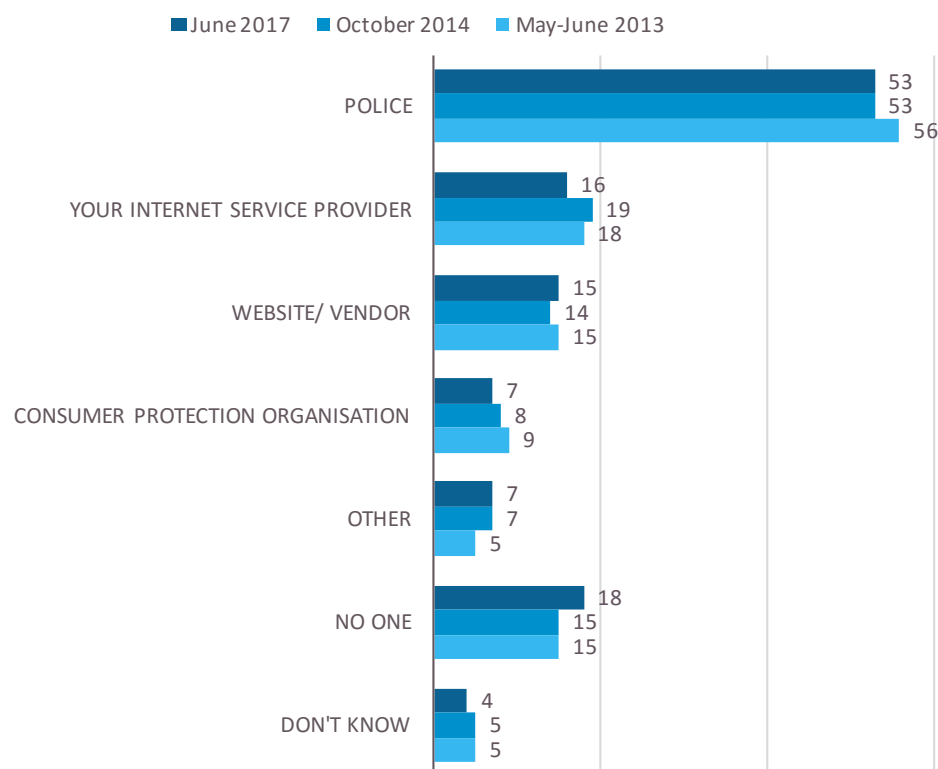
Base: Respondents who are Internet users (N=22,236)

2. Scam emails or phone calls

Only just over half (53%) of respondents would go to the police if they were the recipient of **fraudulent emails or phone calls**. This figure has not changed since 2014.

Less than a fifth of respondents would contact their Internet service provider (16%) or the relevant website or vendor (15%), and less than one in ten would contact a consumer protection organisation (7%) or take another course of action (7%). Nearly a fifth (18%) of those polled would not take any action at all, a figure slightly up from the 15% recorded in the previous two surveys.

QB13.2 If you experienced or were a victim of the following situations, who would you contact?
(MULTIPLE ANSWERS POSSIBLE)
Receiving fraudulent emails or phone calls asking for your personal details (including access to your computer, logins, banking or payment information)
(% - EU)



Base: Respondents who are Internet users (N=22,236)

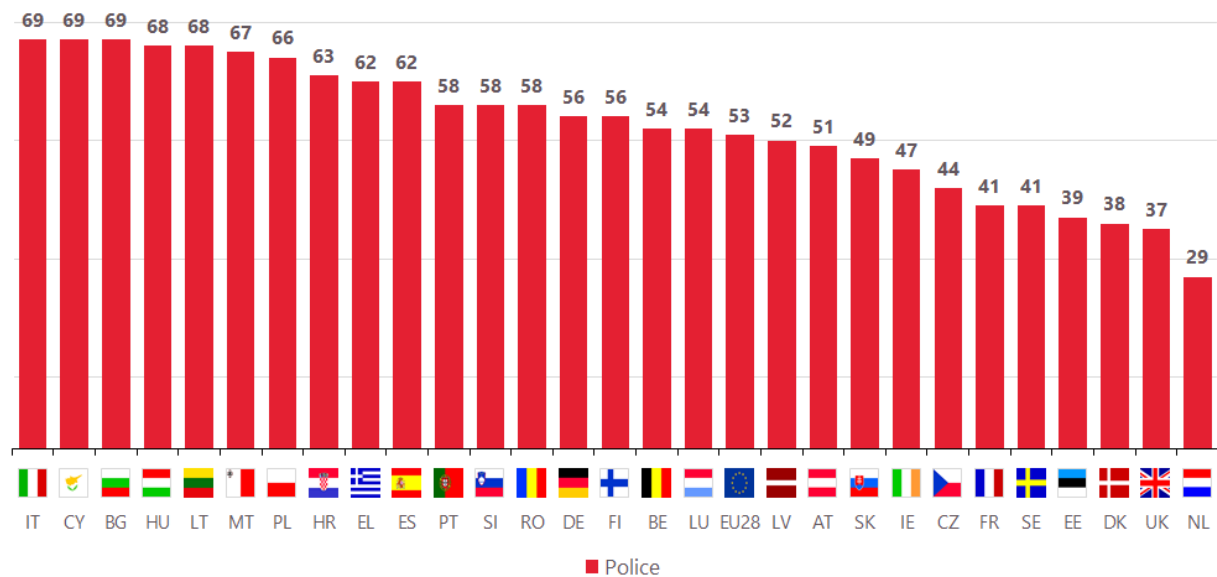
As in the case of identity theft respondents in all countries are most likely to contact the police if they received fraudulent emails or phone calls. The proportions range from 69% in Italy, Cyprus and Bulgaria to 29% in the Netherlands.

QB13.2 If you experienced or were a victim of the following situations, who would you contact?

(MULTIPLE ANSWERS POSSIBLE)

Receiving fraudulent emails or phone calls asking for your personal details (including access to your computer, logins, banking or payment information)

(% - THE MOST MENTIONED ANSWER BY COUNTRY)

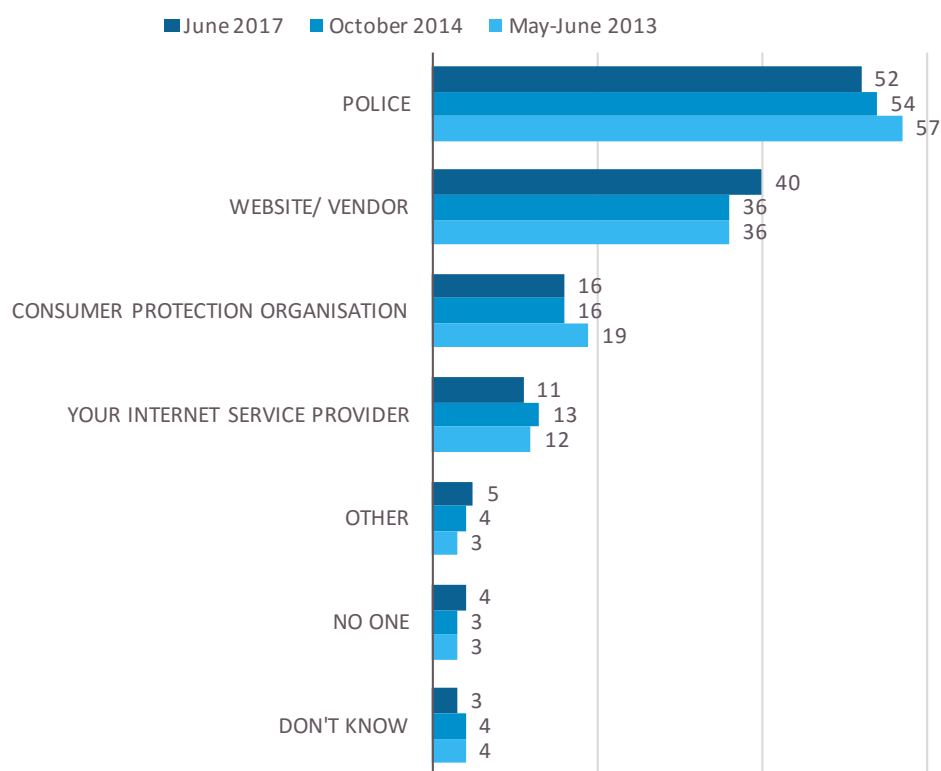


Base: Respondents who are Internet users (N=22,236)

3. Online fraud

Just over half (52%) of respondents would contact the police in case of **online fraud where goods purchased were not delivered, were counterfeit, or were not as advertised**. This figure has been decreasing since the survey 2013, when nearly six in ten (57%) gave this response. Four in ten of those polled (40%) would contact the website or vendor, compared with 36% of respondents to the previous surveys. Less than a fifth would contact a consumer protection organisation (16%) or their Internet service provider (11%), while very few would take other courses of action (5%) or do nothing (4%).

QB13.3 If you experienced or were a victim of the following situations, who would you contact?
(MULTIPLE ANSWERS POSSIBLE)
Online fraud where goods purchased are not delivered, are counterfeit or are not as advertised (% - EU)



Base: Respondents who are Internet users (N=22,236)

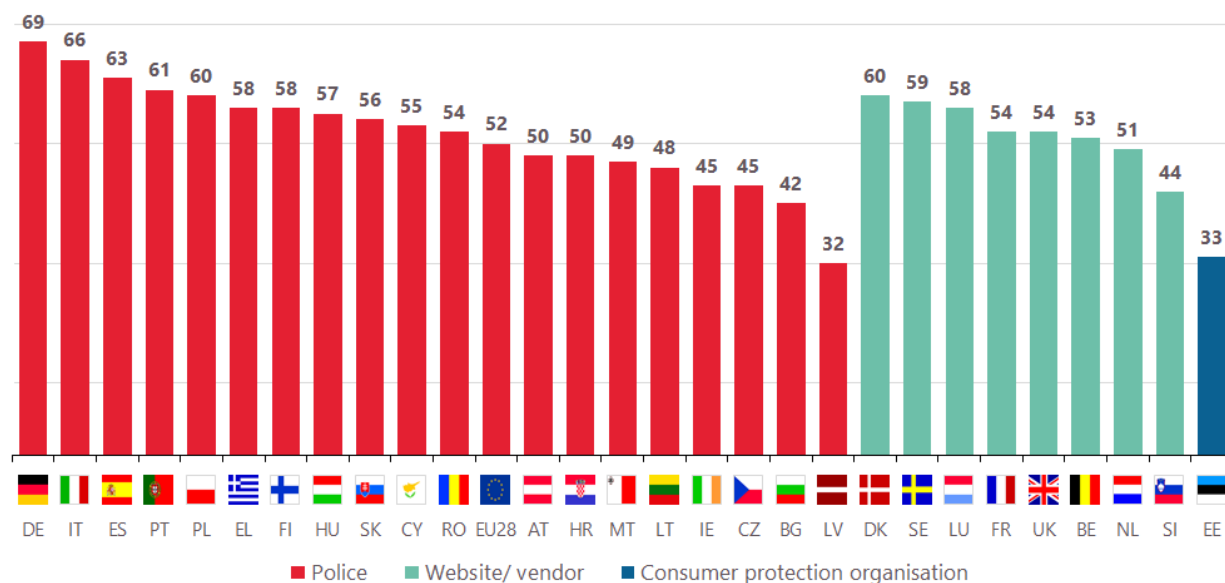
In 19 countries, respondents would be most likely to contact the police if they faced online fraud where goods purchased were not delivered, were counterfeit or not as advertised. The most common given answer is the website or the vendor in a further eight countries with proportions ranging from six in ten in Denmark (60%) to 44% in Slovenia. Respondents in Estonia would most likely contact a consumer protection association in case of online fraud where goods purchased were not delivered, were counterfeit, or were not as advertised.

QB13.3 If you experienced or were a victim of the following situations, who would you contact?

(MULTIPLE ANSWERS POSSIBLE)

Online fraud where goods purchased are not delivered, are counterfeit or are not as advertised

(% - THE MOST MENTIONED ANSWER BY COUNTRY)



Base: Respondents who are Internet users (N=22,236)

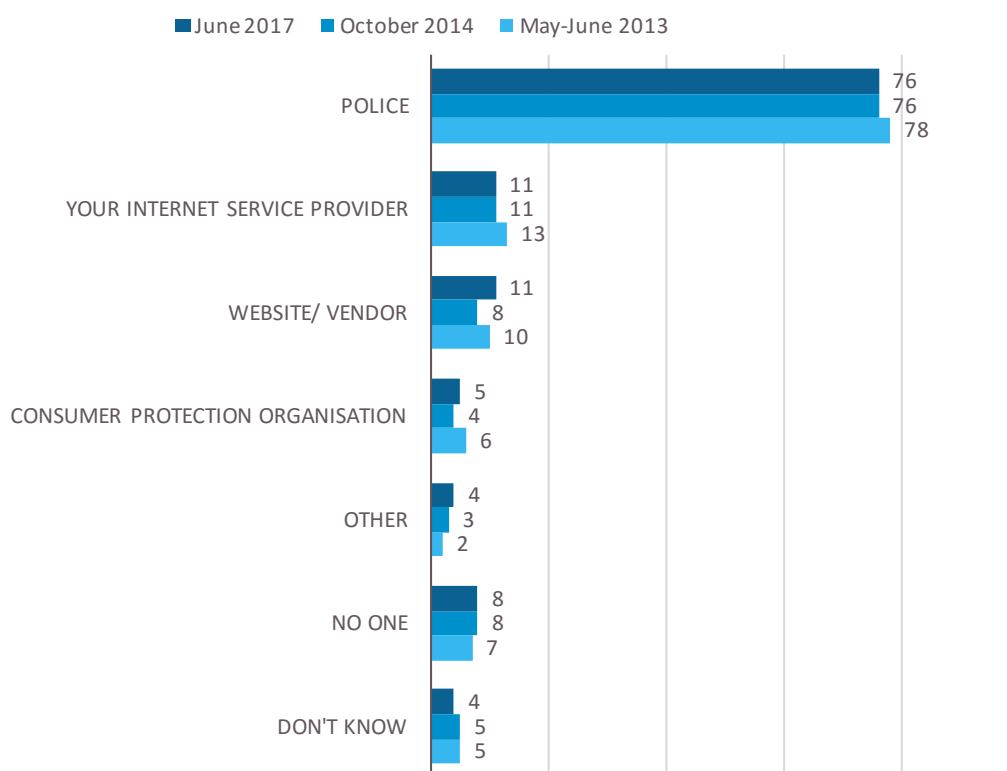
4. Offensive material and child pornography

By far the most common course of action respondents would take in the case of **encountering child pornography** is to call the police, with over three quarters (76%) of respondents giving this response. Few respondents choose another course of action, with just over one in ten saying that they would contact their service provider (11%) or the website or vendor (11%). Very few would contact a consumer protection organisation (5%) or take another kind of action (4%). However, nearly one in ten (8%) would not contact anyone in these circumstances.

QB13.4 If you experienced or were a victim of the following situations, who would you contact?

(MULTIPLE ANSWERS POSSIBLE)

Accidentally encountering child pornography online (% - EU)



Base: Respondents who are Internet users (N=22,236)

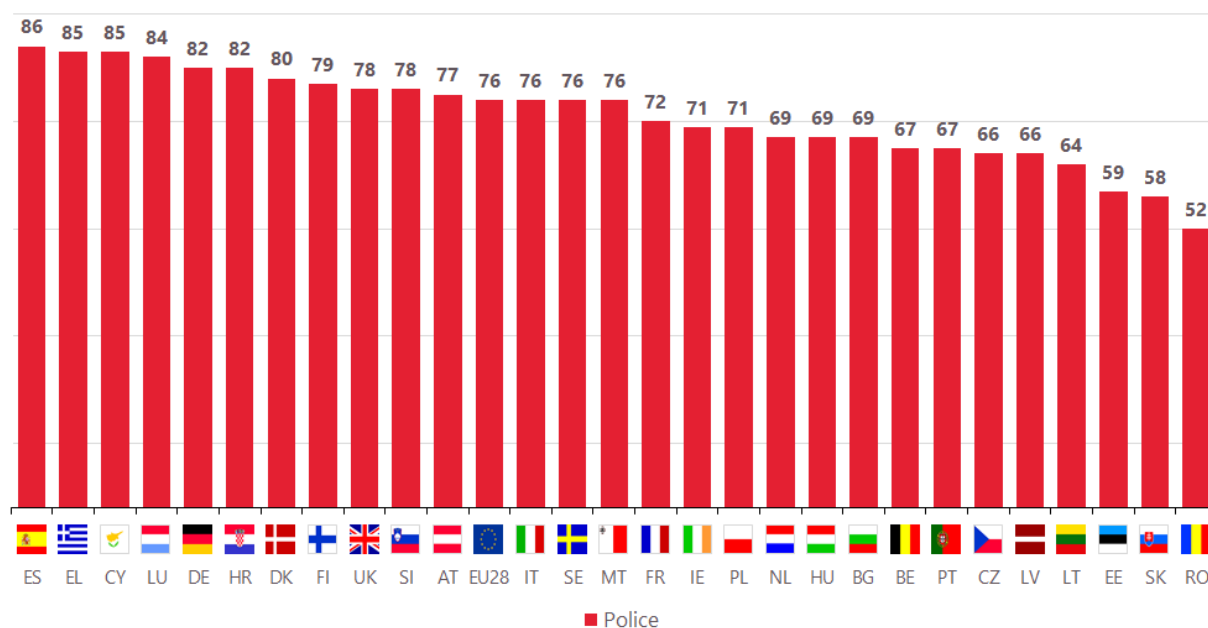
If accidentally encountering child pornography online, a large majority of respondents in all countries would contact the police. Although respondents across all the EU countries are most likely to cite the police as their most likely contact, proportions vary by country, from slightly more than half in Romania (52%) to just below nine in ten in Spain (86%).

QB13.4 If you experienced or were a victim of the following situations, who would you contact?

(MULTIPLE ANSWERS POSSIBLE)

Accidentally encountering child pornography online

(% - THE MOST MENTIONED ANSWER BY COUNTRY)

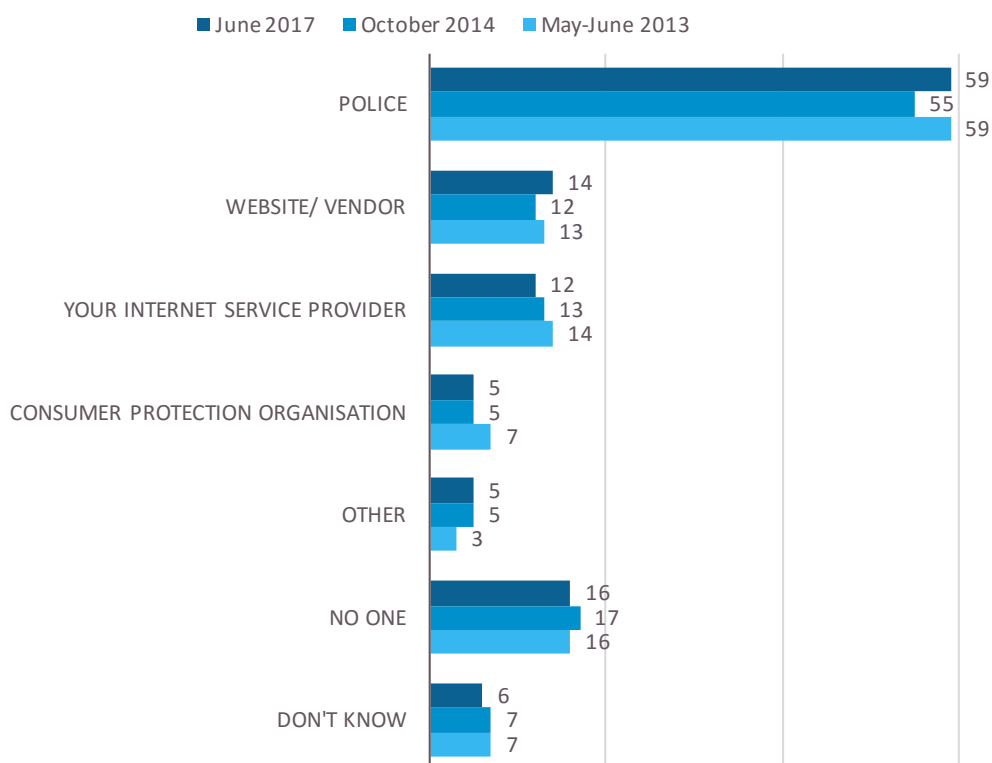


Base: Respondents who are Internet users (N=22,236)

5. Material promoting racial hatred or religious extremism

Fewer respondents would contact the police if they **accidentally came across material promoting racial hatred or religious extremism**, but the proportion who give this response is still a significant majority of those polled (59%). No more than a fifth of respondents give other answers. Just over one in ten would contact the website or vendor (14%) or their Internet service provider (12%), but few people would contact a consumer protection organisation (5%) or take another form of action (5%). As in previous surveys, a significant minority would take no action, with 16% of respondents giving this answer.

QB13.5 If you experienced or were a victim of the following situations, who would you contact?
(MULTIPLE ANSWERS POSSIBLE)
Accidentally encountering material which promotes racial hatred or religious extremism (% - EU)



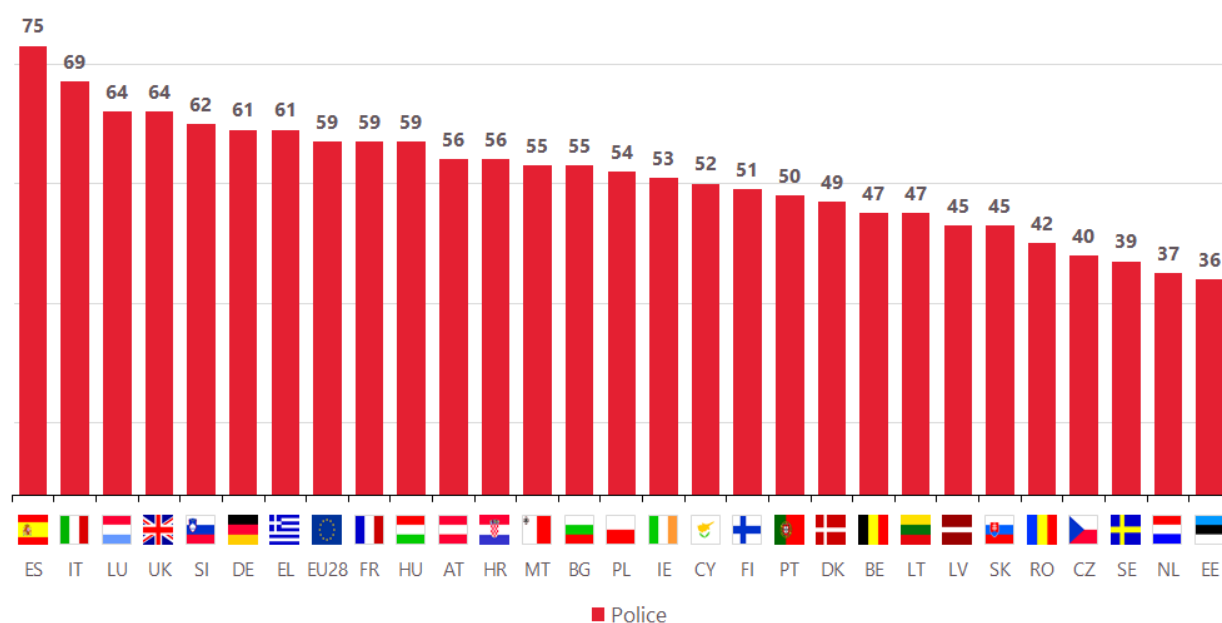
Base: Respondents who are Internet users (N=22,236)

The police is also the most frequently mentioned answer in all countries in the event of encountering material which promotes racial hatred or religious extremism. Proportions range from 75% in Spain to 39% in Sweden, 37% in the Netherlands and 36% in Estonia. Significant minorities in Sweden (32%), the Netherlands and Estonia (32%) say they would not contact anyone should they encounter material which promotes racial hatred or religious extremism.

QB13.5 If you experienced or were a victim of the following situations, who would you contact?
(MULTIPLE ANSWERS POSSIBLE)

Accidentally encountering material which promotes racial hatred or religious extremism

(% - THE MOST MENTIONED ANSWER BY COUNTRY)

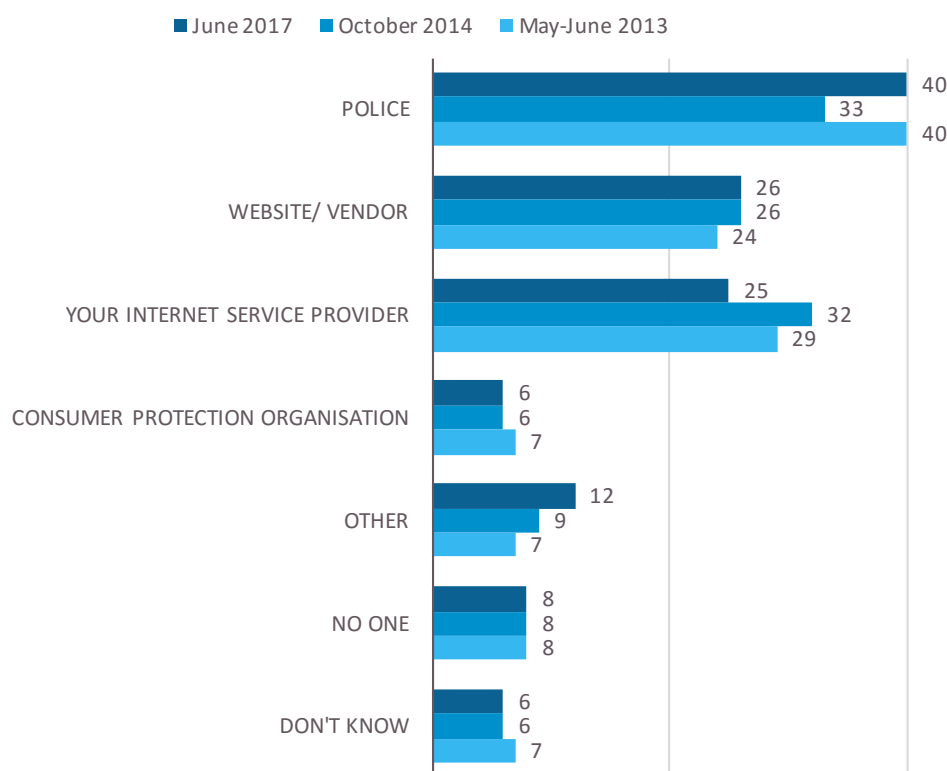


Base: Respondents who are Internet users (N=22,236)

6. Access to online services

There are more mixed responses concerning **interruptions to banking and public services caused by cyber-attacks**. Four in ten (40%) respondents say that they would contact the police if they were the victim of such an attack, which is an increase on the third (33%) who gave this response in October 2014, but the same proportion as in the May-June 2013 survey. Around a quarter of respondents would contact the relevant website or vendor (26%) or their Internet service provider (25%). In the latter case, the proportion of respondents giving this answer has fallen significantly since the last survey, when nearly a third (32%) of those polled mentioned this option. Few respondents would contact a consumer protection organisation (6%), while just over one in ten (12%) would take another action. Just under one in ten (8%) would not contact anyone in these circumstances.

QB13.6 If you experienced or were a victim of the following situations, who would you contact? (MULTIPLE ANSWERS POSSIBLE)
Not being able to access online services like banking or public services because of cyber-attacks (% - EU)



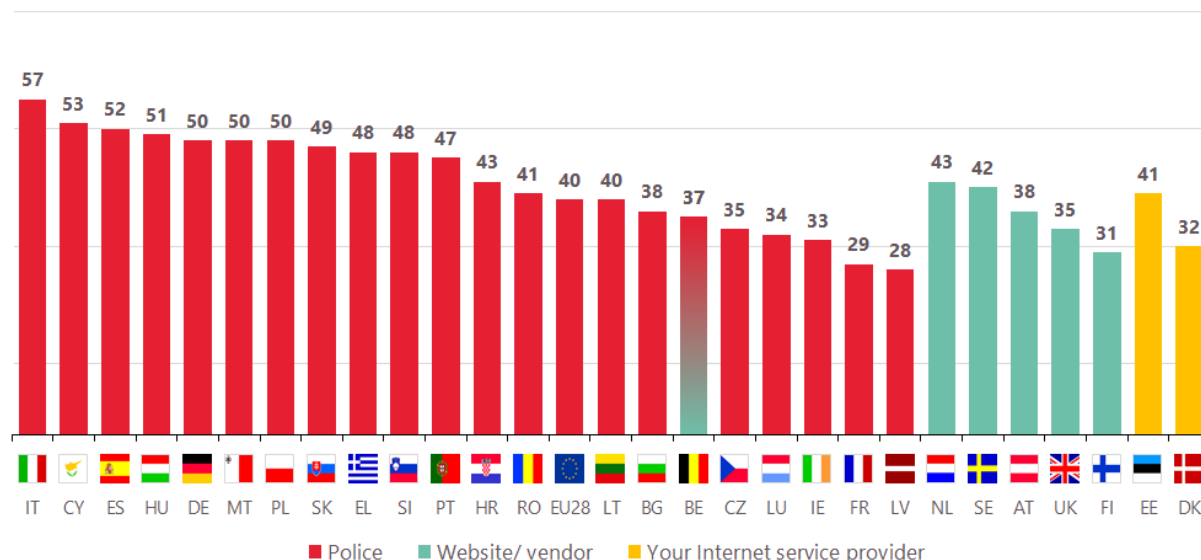
Base: Respondents who are Internet users (N=22,236)

If they were not able to access online services due to cyber-attacks, respondents in 20 countries would contact the police. The proportion of respondents in countries where law enforcement is the most often cited answer ranges between 57% in Italy to 29% in France and 28% in Latvia. Significant minorities in France (26%) and Latvia (25%) however would contact the website or vendor should they not be able to access online services due to cyber-attacks.

In five countries, namely the Netherlands (43%), Sweden (42%), Austria (38%), the UK (35%) and Finland (31%), respondents would most likely contact the website or vendor. Faced with this cybercrime, respondents in Estonia (41%) and Denmark (32%) would most likely contact their Internet service provider.

In Belgium, respondents are equally likely to cite the police (37%) and the website/vendor (37%).

QB13.6 If you experienced or were a victim of the following situations, who would you contact?
(MULTIPLE ANSWERS POSSIBLE)
Not being able to access online services like banking or public services because of cyber-attacks
(% - THE MOST MENTIONED ANSWER BY COUNTRY)

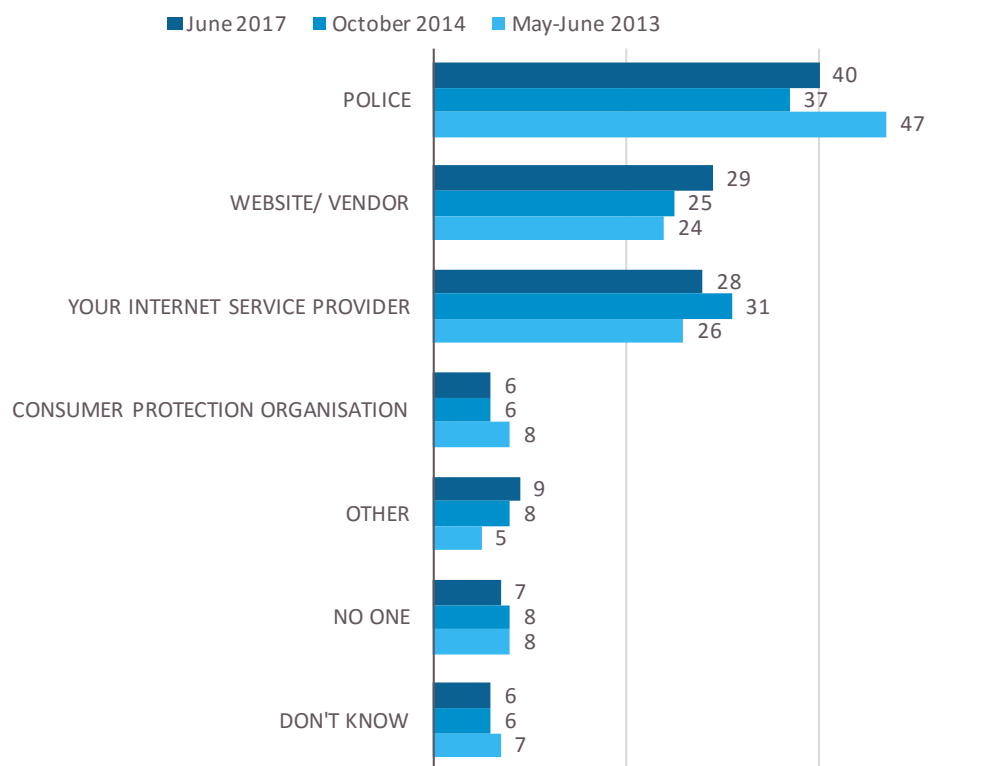


Base: Respondents who are Internet users (N=22,236)

7. Email account hacking

Going to the police (40%) remains the most common response for people faced with the possibility of experiencing or having been a victim of a **hacked social network account or email account**. However, the proportion of respondents giving this answer has fallen since the May-June 2013 survey, when nearly half (47%) mentioned it. Just under three in ten of those polled would contact the website or vendor (29%, +4pp.), or their Internet service provider (28%, -3pp.). Again, only a small minority of respondents would contact a consumer protection organisation (6%) or take another course of action (9%), and few respondents would not contact anyone (7%).

QB13.7 If you experienced or were a victim of the following situations, who would you contact?
(MULTIPLE ANSWERS POSSIBLE)
Your social network account or email being hacked (% - EU)



Base: Respondents who are Internet users (N=22,236)

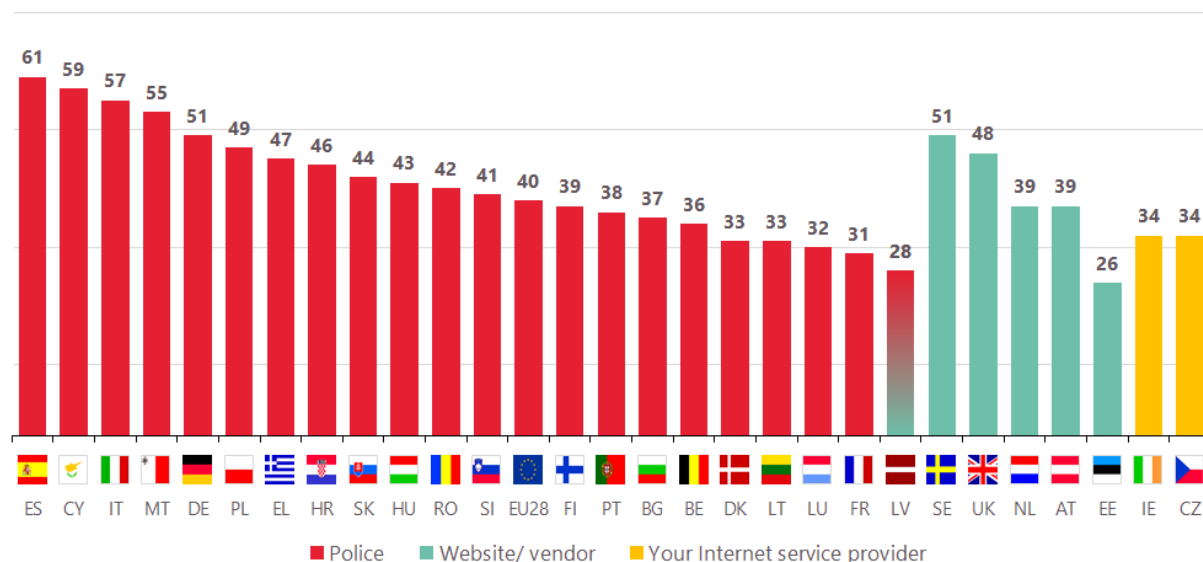
Going to the police remains the most common response in most countries should a **social network account or email account be hacked**. However, the proportion of respondents giving this answer ranges from over six in ten in Spain (61%) to around three in ten in France (31%) and Latvia (28%). Faced with the possibility of experiencing or having been a victim of a hacked social network account or email account, respondents in Sweden (51%), the UK (48%), The Netherlands and Austria (both 39%) and Estonia (26%) would most likely contact the website/vendor. The most common response to this cybercrime for respondents in Ireland and the Czech Republic (both 34%) would be to contact their Internet service provider. Respondents in Latvia are just as likely to say they would contact the website/vendor (28%), as they are to say they would contact the police (28%).

QB13.7 If you experienced or were a victim of the following situations, who would you contact?

(MULTIPLE ANSWERS POSSIBLE)

Your social network account or email being hacked

(% - THE MOST MENTIONED ANSWER BY COUNTRY)

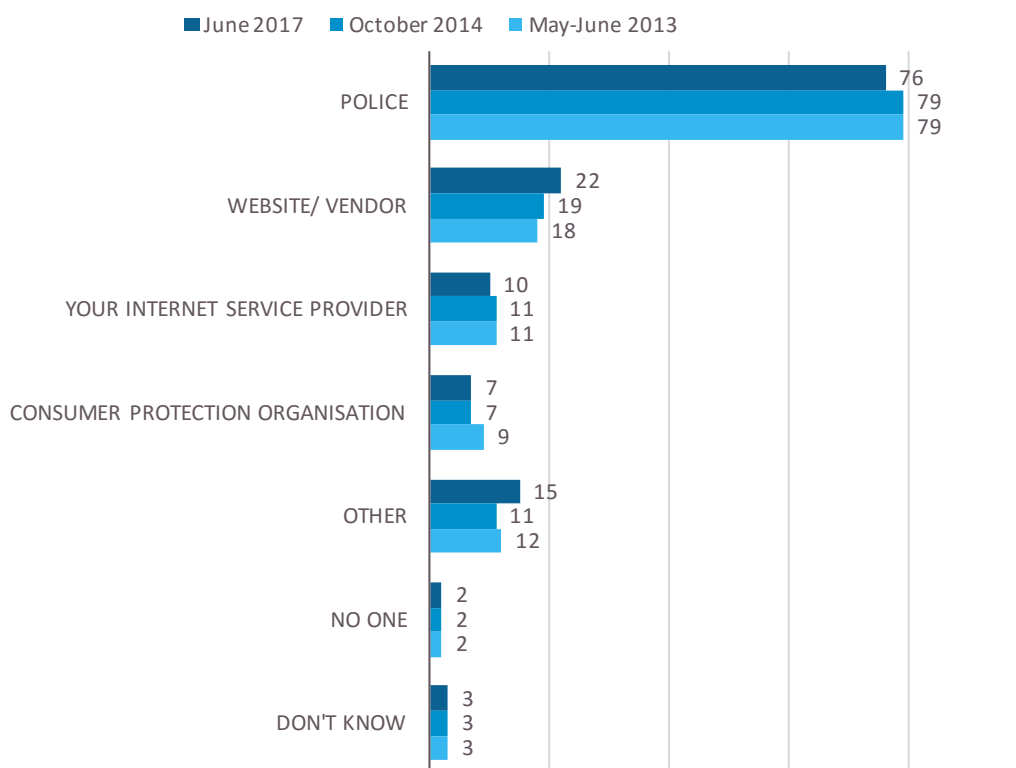


Base: Respondents who are Internet users (N=22,236)

8. Online banking fraud

Over three quarters (76%) of respondents would contact the police if they were the **victim of bank card or online banking fraud**. This is by far the most common response, with only just over a fifth (22%) of those polled saying that they would contact the website or vendor, and only one in ten (10%) opting for their Internet service provider. Still fewer would contact a consumer protection organisation (7%), but over one in ten (15%) would take other, unspecified, actions, an increase of four percentage points since the last survey. Very few (2%) of those polled would not contact anyone in this situation.

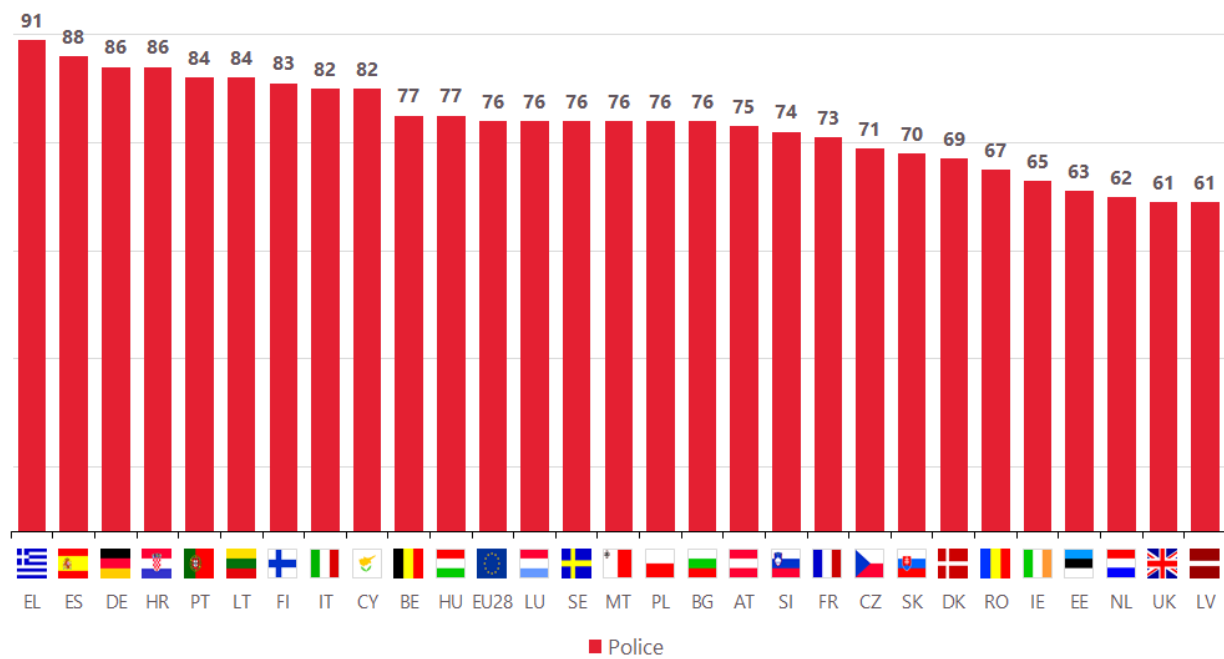
QB13.8 If you experienced or were a victim of the following situations, who would you contact?
(MULTIPLE ANSWERS POSSIBLE)
Being a victim of bank card or online banking fraud (% - EU)



Base: Respondents who are Internet users (N=22,236)

In the case of online banking fraud, respondents in all countries would contact the police. This is by far the most common response, with majorities in all countries citing the police. The proportions range from 91% in Greece to 61% in the United Kingdom and in Latvia.

QB13.8 If you experienced or were a victim of the following situations, who would you contact?
(MULTIPLE ANSWERS POSSIBLE)
Being a victim of bank card or online banking fraud
(% - THE MOST MENTIONED ANSWER BY COUNTRY)

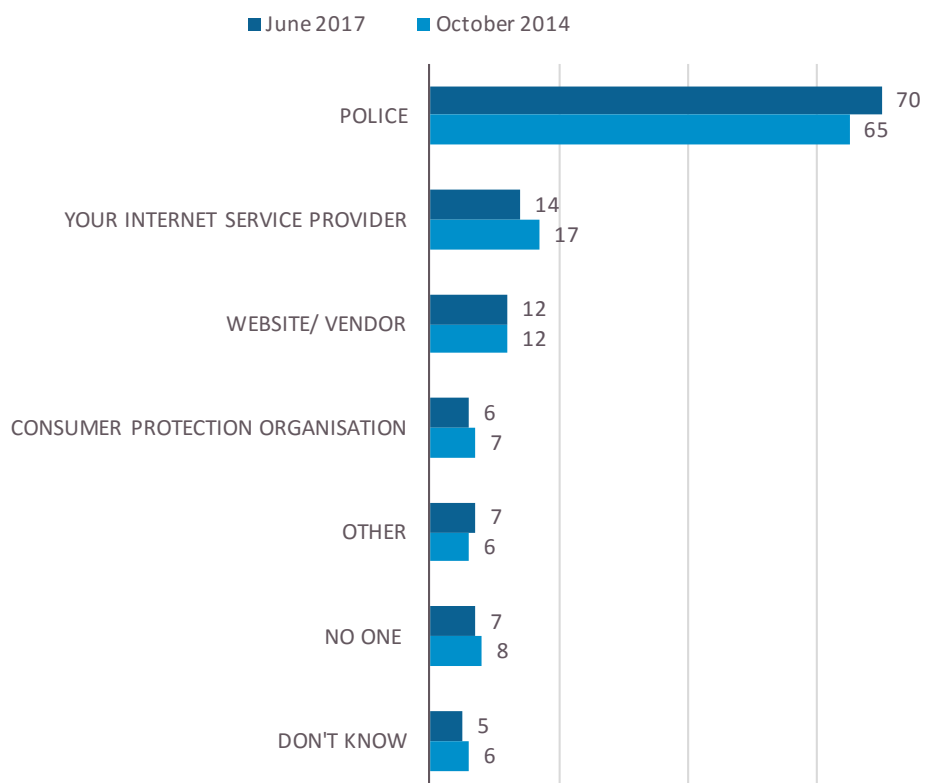


Base: Respondents who are Internet users (N=22,236)

9. Cyber extortion

Seven in ten (70%) of respondents would contact the police if they were **asked for a payment in return for regaining control over a device**, an increase of five percentage points since the last poll. Few respondents choose any of the other options, with over one in ten saying they would contact their Internet service provider (14%) or their website vendor (12%), and less than one in ten opting to contact a consumer protection organisation (6%) or an entity other than those listed in the survey (7%). Less than one in ten (7%) would not contact anyone.

QB13.9 If you experienced or were a victim of the following situations, who would you contact?
(MULTIPLE ANSWERS POSSIBLE)
Being asked for a payment in return for getting back control of your device
(% - EU)



Base: Respondents who are Internet users (N=22,236)

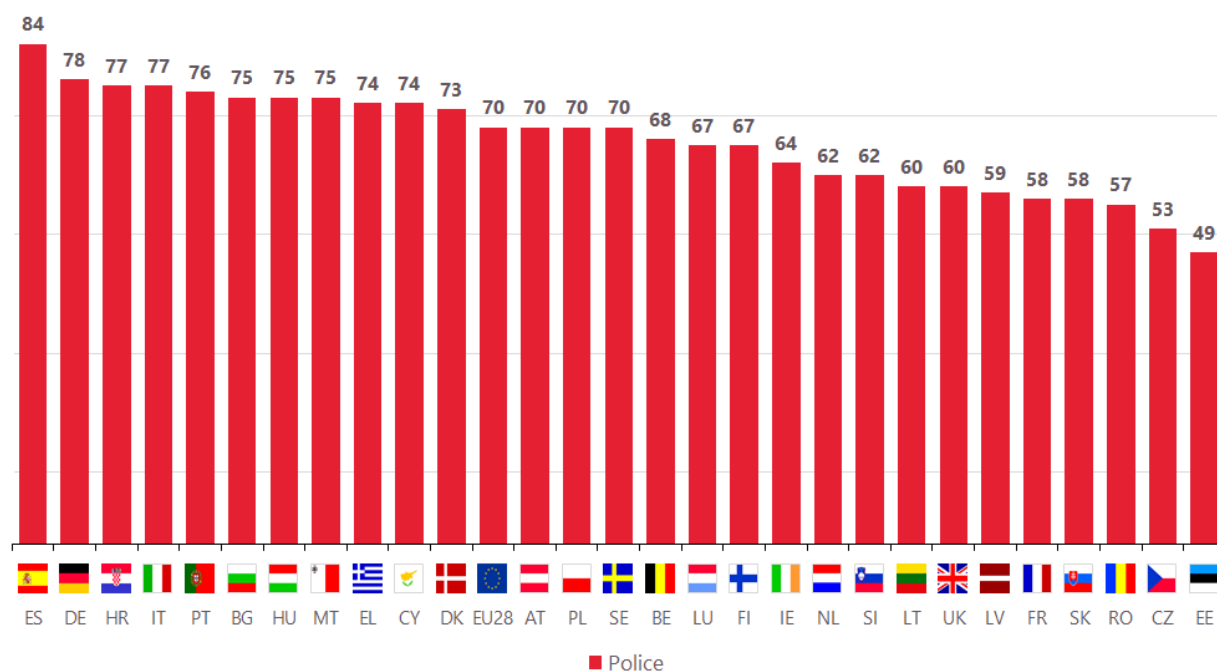
A majority of respondents in all countries would also contact the police if they were asked for a payment in return for getting back control of their device, ranging from over eight in ten respondents in Spain (84%) to over half in the Czech Republic (53%). Estonia is the only exception, where 49% of respondents cited the police as the most common answer. The second most common answer in Estonia is the internet service provider, cited by less than one in five respondents (15%).

QB13.9 If you experienced or were a victim of the following situations, who would you contact?

(MULTIPLE ANSWERS POSSIBLE)

Being asked for a payment in return for getting back control of your device

(% - THE MOST MENTIONED ANSWER BY COUNTRY)



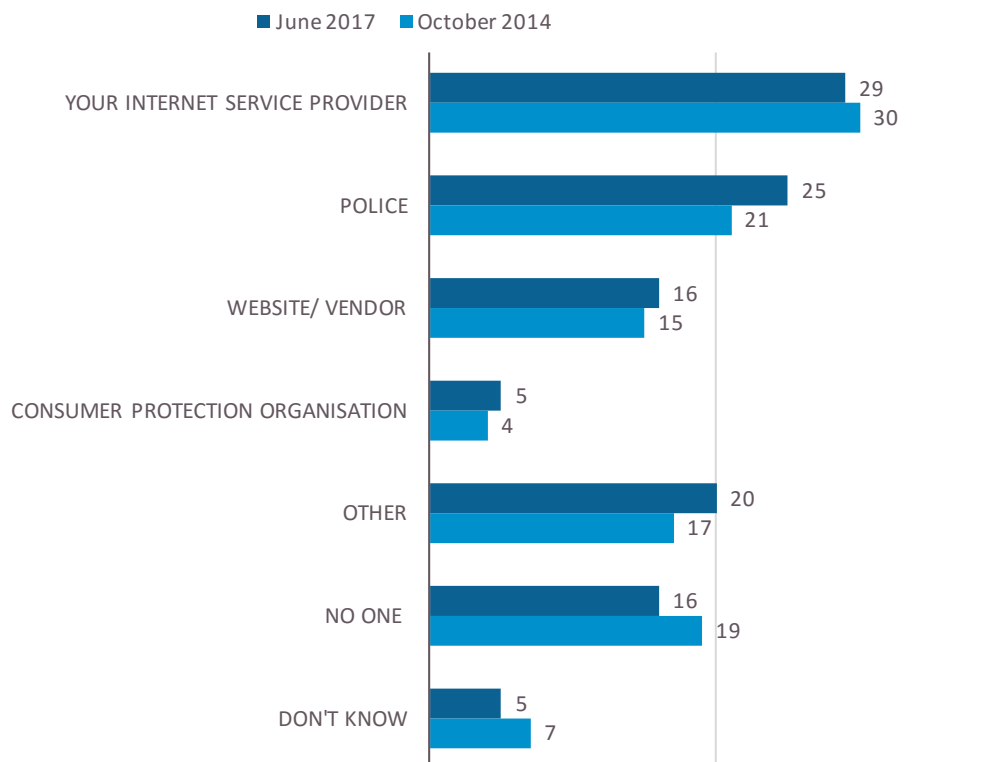
Base: Respondents who are Internet users (N=22,236)

10. Malicious software

In the case of **discovering malicious software**, responses differ significantly from the remaining cases, with no single response standing out as the most common. As in the previous survey, the largest proportion of respondents affected by malicious software on their devices would contact their Internet service provider, but this is nevertheless a response chosen by less than three in ten (29%) of those polled. A quarter (25%, +4pp.) of respondents would go straight to the police, while less than a fifth (16%) of those polled would contact the relevant website or vendor, and very few (5%) would contact a consumer protection organisation. The greater uncertainty about what to do in this situation is reflected in the fact that a fifth (20%) of those polled would contact another entity, and nearly as many (16%) would opt to contact no-one at all.

QB13.10 If you experienced or were a victim of the following situations, who would you contact? (MULTIPLE ANSWERS POSSIBLE)

Discovering malicious software (viruses, etc.) on your device (% - EU)



Base: Respondents who are Internet users (N=22,236)

The only cybercrime for which respondents in most countries cite an alternative to the police is discovering malicious software on their device. In most countries, respondents would contact their Internet service provider ranging from over four in ten respondents in Bulgaria (41%) to over one in five respondents in Latvia (23%).

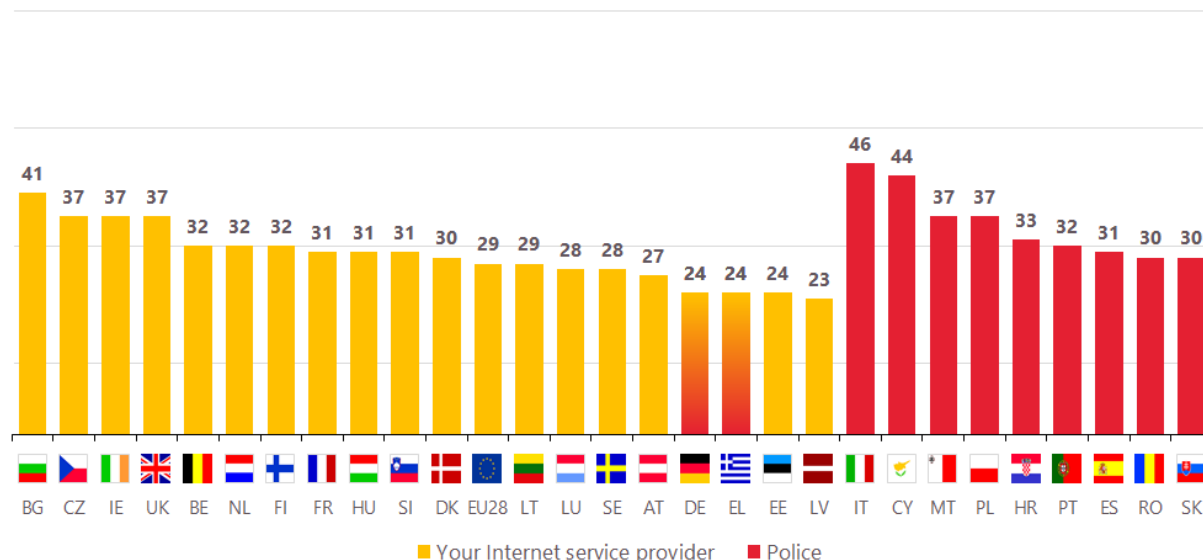
In nine countries, respondents would contact the police. The proportion of respondents who cite this answer ranges from close to half in Italy (46%) to three in ten in Romania and Slovakia (30%). In Germany and Greece, respondents are just as likely to cite the police and their Internet service provider (24% in both countries).

QB13.10 If you experienced or were a victim of the following situations, who would you contact?

(MULTIPLE ANSWERS POSSIBLE)

Discovering malicious software (viruses, etc.) on your device

(% - THE MOST MENTIONED ANSWER BY COUNTRY)
































Base: Respondents who are Internet users (N=22,236)

Overall, some clear differences between countries can be observed when all questions are considered together. Cyprus and Italy stand out for a particularly high proportion of respondents who would contact at least one institution in all or most cases. In Italy, at least nine in ten (90%) of those polled say that they would contact someone about these issues, and the same is true of Cyprus in all but one case. However, in Estonia and Romania, the proportion of respondents giving a positive answer is significantly lower, exceeding eight in ten (80%) of those polled in only three cases.

In 21 of the 28 Member States, the case of bank card or online banking fraud is the type of cybercrime where the largest proportion of respondents would contact an institution. The cybercrime least likely to prompt a respondent to contact someone is encountering material which promotes racial hatred or religious extremism. In 19 countries, this item has the lowest proportion of respondents indicating that they would contact someone.






























Compared to 2014, there are not many significant variations in the fact that respondents would contact someone if they were a victim of different types of cybercrimes. The most significant increase is observed in Cyprus, where respondents are now much more likely to contact someone if they encounter material which promotes racial hatred or religious extremism (+20pp). This proportion has also increased significantly in Malta (+18pp), Luxembourg (+16pp) and Romania (+14pp).

QB13 If you experienced or were a victim of the following situations, who would you contact?
(% - TOTAL 'SOMEONE')

		Identity theft (somebody stealing your personal data and impersonating you)	June 2017 - Oct. 2014	Being a victim of bank card or online banking fraud	June 2017 - Oct. 2014	Online fraud where goods purchased are not delivered, are counterfeit or are not as advertised	June 2017 - Oct. 2014	Being asked for a payment in return for getting back control of your device	June 2017 - Oct. 2014	Accidentally encountering child pornography online	June 2017 - Oct. 2014
EU28		95	=	95	=	93	=	88	▲ 2	88	▲ 1
BE		97	▼ 1	97	=	94	▼ 1	90	▲ 3	82	▼ 5
BG		90	▼ 4	91	▼ 5	88	▼ 3	88	▼ 5	82	▼ 4
CZ		95	▲ 1	97	=	93	=	88	▲ 1	84	▼ 2
DK		97	▼ 2	98	▼ 1	96	▲ 1	91	▲ 1	90	=
DE		95	▼ 1	95	=	95	▲ 1	91	▲ 1	89	=
EE		92	▲ 4	91	▼ 1	86	▲ 2	76	▲ 5	68	▼ 2
IE		91	▼ 2	93	▼ 2	89	▼ 3	85	▼ 4	86	▼ 3
EL		97	▼ 2	98	▼ 1	96	▼ 1	93	▼ 2	94	=
ES		98	▲ 3	96	=	93	=	92	▲ 3	92	=
FR		96	▼ 2	95	▼ 2	92	▼ 2	83	▲ 2	87	▼ 3
HR		96	=	97	▼ 1	93	▲ 1	94	▲ 3	91	=
IT		96	=	97	▲ 1	96	=	95	▲ 3	93	▲ 2
CY		97	▲ 2	97	▲ 3	96	▲ 6	92	▲ 6	94	▲ 9
LV		90	▼ 4	93	▼ 2	84	▼ 4	81	▼ 7	77	▼ 3
LT		96	▲ 1	97	▲ 2	93	▲ 1	86	▲ 1	81	▲ 4
LU		95	▼ 2	94	▼ 1	93	▲ 11	85	▲ 10	90	▲ 12
HU		92	▼ 4	92	▼ 3	90	▼ 5	91	▼ 1	87	▼ 5
MT		91	▼ 2	90	▼ 1	88	▼ 1	88	▲ 6	83	▲ 10
NL		97	▼ 1	98	▼ 2	91	▼ 3	86	▲ 3	82	▲ 4
AT		94	▼ 2	95	▼ 1	93	▼ 1	94	▲ 2	93	▲ 1
PL		95	▲ 1	95	▼ 1	95	=	91	=	89	▲ 1
PT		95	▲ 3	94	▲ 6	90	▲ 3	89	▲ 7	76	▼ 1
RO		86	▲ 4	82	▲ 1	83	▲ 6	78	▲ 6	77	▲ 15
SI		95	▲ 2	96	▲ 3	91	=	91	▲ 7	88	▲ 6
SK		86	▼ 5	87	▼ 6	85	▼ 6	82	▼ 5	76	▼ 8
FI		98	=	98	=	96	=	90	▲ 4	89	▲ 5
SE		98	▼ 1	98	▼ 1	94	▼ 1	87	▼ 2	83	▼ 6
UK		96	▲ 2	96	▲ 1	92	▲ 2	82	▲ 2	89	▲ 4

Base: Respondents who are Internet users (N=22,236)

QB13 If you experienced or were a victim of the following situations, who would you contact?
(% - TOTAL 'SOMEONE')

		Your social network account or email being hacked	June 2017 - Oct. 2014	Not being able to access online services like banking or public services because of cyber-attacks	June 2017 - Oct. 2014	Discovering malicious software (viruses, etc.) on your device	June 2017 - Oct. 2014	Accidentally encountering material which promotes racial hatred or religious extremism	June 2017 - Oct. 2014	Receiving fraudulent emails or phone calls asking for your personal details (including access to your computer, logins, banking or payment information)	June 2017 - Oct. 2014
EU28		87	▲ 1	86	=	79	▲ 5	78	▲ 2	78	▼ 2
BE		88	▼ 1	89	▼ 4	84	▲ 2	68	▼ 6	80	▼ 4
BG		80	▼ 4	82	▼ 7	86	▲ 1	74	▲ 2	85	▼ 5
CZ		86	▲ 1	90	▼ 1	83	▲ 6	70	▼ 1	82	▲ 1
DK		88	▲ 2	91	=	77	▲ 2	72	=	66	▼ 2
DE		89	▲ 1	86	▲ 2	77	▲ 5	76	▲ 1	73	▼ 5
EE		75	▼ 2	77	=	70	▲ 4	50	▼ 5	61	▼ 4
IE		83	▼ 3	86	▼ 4	82	▼ 3	77	▼ 3	78	▼ 1
EL		91	▲ 1	90	=	85	=	78	▼ 2	88	▼ 2
ES		89	▲ 3	85	▼ 1	80	▲ 6	84	▲ 2	79	▼ 3
FR		82	▼ 2	82	▼ 2	67	▼ 1	79	▲ 3	78	▼ 3
HR		88	▼ 2	92	▲ 2	80	▼ 1	77	▲ 1	87	▲ 4
IT		95	▲ 3	94	▲ 2	93	▲ 7	90	▲ 3	90	▲ 1
CY		94	▲ 7	96	▲ 10	93	▲ 14	79	▲ 20	90	▲ 7
LV		78	▼ 6	83	▼ 6	77	▼ 4	60	▼ 3	75	▼ 6
LT		82	=	90	▲ 2	79	▲ 1	73	▲ 5	83	=
LU		83	▼ 2	83	▲ 3	69	▼ 2	81	▲ 16	80	▲ 6
HU		88	▼ 2	90	▼ 4	85	▼ 1	82	▼ 2	89	▼ 5
MT		90	▲ 12	89	▲ 4	82	▲ 10	71	▲ 18	81	▲ 11
NL		85	▼ 3	80	▼ 1	73	▲ 2	61	▲ 2	69	▼ 6
AT		90	▼ 2	88	▼ 6	78	▲ 6	82	▲ 1	80	▼ 4
PL		92	▲ 5	93	▲ 3	88	▲ 10	81	▲ 9	87	=
PT		88	▲ 6	83	▲ 1	85	▲ 11	66	▼ 5	75	▼ 8
RO		76	▲ 8	80	▲ 9	73	▲ 13	72	▲ 14	79	▲ 7
SI		86	▲ 2	93	▲ 2	81	▼ 1	79	▲ 6	83	▲ 6
SK		81	▼ 7	84	▼ 7	78	▼ 5	73	▼ 4	80	▼ 4
FI		90	=	78	=	68	=	72	▼ 1	76	▲ 1
SE		86	▼ 1	84	▼ 4	70	▲ 2	62	▼ 5	56	▼ 11
UK		84	▲ 3	82	▼ 1	77	▲ 9	81	▲ 5	70	▼ 3

Base: Respondents who are Internet users (N=22,236)

While there are significant country-level differences in several cases, there are very few relevant and consistent **socio-demographic** differences, with the only significant ones relating to age.

- Respondents aged 55 or more are more likely than those aged between 15 and 24 to report receiving fraudulent emails or phone calls asking for personal details (80%, compared with 75%), and more likely to report this to the police (57%, compared with 47%). Older respondents are also somewhat more likely to contact someone in the event of discovering malicious software on their devices (82%, compared with 75%).

QB13 If you experienced or were a victim of the following situations, who would you contact? (MULTIPLE ANSWERS POSSIBLE)
TOTAL 'SOMEONE' (% - EU)

	Identity theft (somebody stealing your personal data and impersonating you)	Being a victim of bank card or online banking fraud	Online fraud where goods purchased are not delivered, are counterfeit or are not as advertised	Accidentally encountering child pornography online	Being asked for a payment in return for getting back control of your device	Your social network account or email being hacked	Not being able to access online services like banking or public services because of cyber-attacks	Discovering malicious software (viruses, etc.) on your device	Receiving fraudulent emails or phone calls asking for your personal details (including access to your computer, logins, banking or payment information)	Accidentally encountering material which promotes racial hatred or religious extremism
EU28	95	95	93	88	88	87	86	79	78	78
 Age										
15-24	95	94	93	85	87	86	84	75	75	76
25-39	96	96	95	89	89	88	87	77	77	78
40-54	96	97	94	89	89	88	87	81	78	78
55 +	95	93	90	87	88	85	85	82	80	79

Base: Respondents who are Internet users (N=22,236)

CONCLUSION

This report has examined attitudes, perceptions and experiences of respondents in the EU regarding cybersecurity. It has confirmed many of the existing findings on this issue, and highlighted emerging trends.

Europeans remain highly alert to security threats. Prominent from the perspective of this survey, there has been a significant rise in the proportion of those who see cybercrime as an important problem. However, there appears to be some uncertainty about whether the authorities are doing enough to tackle cybercrime.

The urgency of dealing with cybercrime is amplified by three trends clearly indicated in this report: first, an increasing proportion of Europeans are making daily use of the Internet; second, they are increasingly doing so on a variety of devices; third, they are increasingly using these devices to perform tasks – such as shopping and online banking – which carry risks of exposing personal data. A majority of Internet users in the EU are aware of these threats and particularly concerned about the risks involved with exposing their personal information, with many taking action to address these new risks. However, there is still considerable variation in the proportions of respondents taking security measures, as highlighted while analysing the results of this survey at country level and by key socio-demographic groups, such as age and level of education. These findings lend support to the rationale behind the EU's initiative to foster cyber security and combat cybercrime in a coordinated, EU-wide manner.

It is clear that there are high and increasing levels of concern about cyber security across the EU, with respondents particularly concerned about malicious software, identity theft, and online and banking fraud. However, it is worth noting that the increase in concerns about these threats is steeper than the increase in the proportion of people who have actually been victims of these various kinds of cybercrime. These figures also show that users can do more to protect themselves: the two most frequently experienced forms of cybercrime – infection with malicious software and fraudulent obtaining of personal information – are actions that a well-informed public can do much to prevent themselves.

The need for greater public education is amplified by another clear finding: regardless of the type of cybercrime people would be potentially faced with or have been a victim of, the police is the most often cited institution they would contact. The only exception to this consistent pattern is in case of discovering malicious software on their device, where respondents in most countries would contact their Internet provider, although even here, the police is most often mentioned in nine EU countries.

Thus, while there is an obvious need for coordinated action to tackle large-scale organised cybercrime and impose standards of data protection on online service providers and vendors, the findings of this survey also highlight the importance of greater public education on types of cybercrime, their consequences, and ways in which their impact can be avoided or mitigated. This will allow people within the EU to come to a realistic understanding of the risks they face online, and equip them with the knowledge to deal with those risks more effectively.

TECHNICAL SPECIFICATIONS

Between the 13th and the 26th June 2017, TNS opinion & social, a consortium created between TNS political & social, TNS UK and TNS opinion, carried out the wave 87.4 of the EUROBAROMETER survey, on request of the EUROPEAN COMMISSION, Directorate-General for Communication, "Media monitoring and analysis" Unit.

The wave 87.4 covers the population of the respective nationalities of the European Union Member States, resident in each of the 28 Member States and aged 15 years and over.

	COUNTRIES	INSTITUTES	N° INTERVIEWS	DATES FIELDWORK		POPULATION 15+	PROPORTION EU28
BE	Belgium	TNS Dimarso	999	13/06/2017	26/06/2017	9,693,779	2.25%
BG	Bulgaria	TNS BBSS	1,017	13/06/2017	25/06/2017	6,537,535	1.52%
CZ	Czech Rep.	TNS Aisa	1,003	13/06/2017	25/06/2017	9,238,431	2.15%
DK	Denmark	TNS Gallup DK	1,009	13/06/2017	26/06/2017	4,838,729	1.13%
DE	Germany	TNS Infratest	1,582	13/06/2017	22/06/2017	70,160,634	16.32%
EE	Estonia	TNS Emor	1,003	13/06/2017	26/06/2017	1,160,064	0.27%
IE	Ireland	Behaviour & Attitudes	1,008	13/06/2017	26/06/2017	3,592,162	0.84%
EL	Greece	TNS ICAP	1,007	13/06/2017	25/06/2017	9,937,810	2.31%
ES	Spain	TNS Spain	1,007	13/06/2017	26/06/2017	39,445,245	9.17%
FR	France	TNS Sofres	1,012	13/06/2017	25/06/2017	54,097,255	12.58%
HR	Croatia	Hendal	1,031	13/06/2017	26/06/2017	3,796,476	0.88%
IT	Italy	TNS Italia	1,025	13/06/2017	23/06/2017	52,334,536	12.17%
CY	Rep. Of Cyprus	CYMAR	503	13/06/2017	26/06/2017	741,308	0.17%
LV	Latvia	TNS Latvia	1,004	13/06/2017	25/06/2017	1,707,082	0.40%
LT	Lithuania	TNS LT	1,007	13/06/2017	25/06/2017	2,513,384	0.58%
LU	Luxembourg	TNS ILReS	508	13/06/2017	22/06/2017	457,127	0.11%
HU	Hungary	TNS Hoffmann	1,076	13/06/2017	25/06/2017	8,781,161	2.04%
MT	Malta	MISCO	521	13/06/2017	22/06/2017	364,171	0.08%
NL	Netherlands	TNS NIPO	1,005	13/06/2017	26/06/2017	13,979,215	3.25%
AT	Austria	IPR Umfrageforschung	1,073	13/06/2017	26/06/2017	7,554,711	1.76%
PL	Poland	TNS Polska	1,005	13/06/2017	26/06/2017	33,444,171	7.78%
PT	Portugal	TNS Portugal	1,075	13/06/2017	25/06/2017	8,480,126	1.97%
RO	Romania	TNS CSOP	1,054	13/06/2017	25/06/2017	16,852,701	3.92%
SI	Slovenia	Mediana	1,035	13/06/2017	25/06/2017	1,760,032	0.41%
SK	Slovakia	TNS Slovakia	1,024	13/06/2017	25/06/2017	4,586,024	1.07%
FI	Finland	TNS Gallup Oy	1,013	13/06/2017	26/06/2017	4,747,810	1.10%
SE	Sweden	TNS SIFO	1,107	13/06/2017	26/06/2017	7,998,763	1.86%
UK	United Kingdom	TNS UK	1,380	13/06/2017	26/06/2017	51,174,531	11.90%
TOTAL EU28			28,093	13/06/2017	26/06/2017	429,974,973	100%*

* It should be noted that the total percentage shown in this table may exceed 100% due to rounding

The basic sample design applied in all states is a multi-stage, random (probability) one. In each country, a number of sampling points was drawn with probability proportional to population size (for a total coverage of the country) and to population density.

In order to do so, the sampling points were drawn systematically from each of the "administrative regional units", after stratification by individual unit and type of area. They thus represent the whole territory of the countries surveyed according to the EUROSTAT NUTS II¹ (or equivalent) and according to the distribution of the resident population of the respective nationalities in terms of metropolitan, urban and rural areas.

In each of the selected sampling points, a starting address was drawn, at random. Further addresses (every Nth address) were selected by standard "random route" procedures, from the initial address. In each household, the respondent was drawn, at random (following the "closest birthday rule"). All interviews were conducted face-to-face in people's homes and in the appropriate national language. As far as the data capture is concerned, CAPI (*Computer Assisted Personal Interview*) was used in those countries where this technique was available.

For each country a comparison between the sample and the universe was carried out. The Universe description was derived from Eurostat population data or from national statistics offices. For all countries surveyed, a national weighting procedure, using marginal and intercellular weighting, was carried out based on this Universe description. In all countries, gender, age, region and size of locality were introduced in the iteration procedure. For international weighting (i.e. EU averages), TNS opinion & social applies the official population figures as provided by EUROSTAT or national statistic offices. The total population figures for input in this post-weighting procedure are listed here.

Readers are reminded that survey results are estimations, the accuracy of which, everything being equal, rests upon the sample size and upon the observed percentage. With samples of about 1,000 interviews, the real percentages vary within the following confidence limits:

Statistical Margins due to the sampling process
(at the 95% level of confidence)

various sample sizes are in rows

various observed results are in columns

	5%	10%	15%	20%	25%	30%	35%	40%	45%	50%	
	95%	90%	85%	80%	75%	70%	65%	60%	55%	50%	
N=50	6.0	8.3	9.9	11.1	12.0	12.7	13.2	13.6	13.8	13.9	N=50
N=500	1.9	2.6	3.1	3.5	3.8	4.0	4.2	4.3	4.4	4.4	N=500
N=1000	1.4	1.9	2.2	2.5	2.7	2.8	3.0	3.0	3.1	3.1	N=1000
N=1500	1.1	1.5	1.8	2.0	2.2	2.3	2.4	2.5	2.5	2.5	N=1500
N=2000	1.0	1.3	1.6	1.8	1.9	2.0	2.1	2.1	2.2	2.2	N=2000
N=3000	0.8	1.1	1.3	1.4	1.5	1.6	1.7	1.8	1.8	1.8	N=3000
N=4000	0.7	0.9	1.1	1.2	1.3	1.4	1.5	1.5	1.5	1.5	N=4000
N=5000	0.6	0.8	1.0	1.1	1.2	1.3	1.3	1.4	1.4	1.4	N=5000
N=6000	0.6	0.8	0.9	1.0	1.1	1.2	1.2	1.2	1.3	1.3	N=6000
N=7000	0.5	0.7	0.8	0.9	1.0	1.1	1.1	1.1	1.2	1.2	N=7000
N=7500	0.5	0.7	0.8	0.9	1.0	1.0	1.1	1.1	1.1	1.1	N=7500
N=8000	0.5	0.7	0.8	0.9	0.9	1.0	1.0	1.1	1.1	1.1	N=8000
N=9000	0.5	0.6	0.7	0.8	0.9	0.9	1.0	1.0	1.0	1.0	N=9000
N=10000	0.4	0.6	0.7	0.8	0.8	0.9	0.9	1.0	1.0	1.0	N=10000
N=11000	0.4	0.6	0.7	0.7	0.8	0.9	0.9	0.9	0.9	0.9	N=11000
N=12000	0.4	0.5	0.6	0.7	0.8	0.8	0.9	0.9	0.9	0.9	N=12000
N=13000	0.4	0.5	0.6	0.7	0.7	0.8	0.8	0.8	0.9	0.9	N=13000
N=14000	0.4	0.5	0.6	0.7	0.7	0.8	0.8	0.8	0.8	0.8	N=14000
N=15000	0.3	0.5	0.6	0.6	0.7	0.7	0.8	0.8	0.8	0.8	N=15000
	5%	10%	15%	20%	25%	30%	35%	40%	45%	50%	
	95%	90%	85%	80%	75%	70%	65%	60%	55%	50%	

¹ Figures updated in August 2015

QUESTIONNAIRE**ASK ALL****D62 Could you tell me if...?***(READ OUT – ONE ANSWER PER LINE)*

		Every day or almost every day	Two or three times a week	About once a week	Two or three times a month	Less often	Never	No Internet access (SP.)
1	You use the Internet at home, in your home	1	2	3	4	5	6	7
2	You use the Internet on your place of work	1	2	3	4	5	6	7
3	You use the Internet on your mobile device (laptop, smartphone, tablet, etc.)	1	2	3	4	5	6	7
4	You use the Internet somewhere else (school, university, cyber-café, etc.)	1	2	3	4	5	6	7

EB87.2 D6.

ASK QB6 TO QB8 IF "USE THE INTERNET", CODE 1 TO 5 IN D62.1 OR D62.2 OR D62.3 OR D62.4 – OTHERS GO TO QB9

QB6 What devices do you use to access the Internet?*(READ OUT – ROTATE – MULTIPLE ANSWERS POSSIBLE)*

Computer (desktop, laptop, netbook)

Tablet (M)

Smartphone

TV

Other (SP.)

DK/NA

1,

2,

3,

4,

5,

6,

EB82.2 QB2 MODIFIED

QB7 Which of the following activities do you do online?*(READ OUT – ROTATE – MULTIPLE ANSWERS POSSIBLE)*

Online banking	1,
Buying goods or services (holidays, books, music, etc.)	2,
Selling goods or services	3,
Using online social networks	4,
Sending or receiving email (M)	5,
Reading news (M)	6,
Playing games (M)	7,
Watching TV	8,
Other (SP.)	9,
DK/NA	10,

EB82.2 QB3 MODIFIED

QB8 What concerns do you have, if any, about using the Internet for things like online banking or buying things online?*(DO NOT READ OUT – ROTATE – MULTIPLE ANSWERS POSSIBLE)*

Online banking	1,
Buying goods or services (holidays, books, music, etc.)	2,
Selling goods or services	3,
Using online social networks	4,
Sending or receiving email (M)	5,
Reading news (M)	6,
Playing games (M)	7,
Watching TV	8,
Other (SP.)	9,
DK/NA	10,

EB82.2 QB3 MODIFIED

QB9 Thinking about online harassment (e.g. cyber bullying or blackmailing), what, if anything, is done in your household to protect children under 16 years old while they are online? (M)*(DO NOT READ OUT – ROTATE – MULTIPLE ANSWERS POSSIBLE)*

Monitor child's Internet usage	1,
Adjust security settings on browser etc. for use by child	2,
Limit time spent by child online	3,
Talk to child about risks on Internet	4,
You would like to do something, but you do not know how	5,
Other	6,
Nothing	7,
Not applicable	8,
DK/NA	9,

EB82.2 QB6 MODIFIED

QB10 How well informed do you feel about the risks of cybercrime?*(READ OUT – ONE ANSWER ONLY)*

- Very well informed 1,
- Fairly well informed 2,
- Not very well informed 3,
- Not at all informed 4,
- DK/NA 7,

EB82.2 QB1

ASK QB11 TO QB15 IF "USE THE INTERNET" CODE 1 TO 5 IN D62.1 OR D62.2 OR D62.3 OR D62.4 – OTHERS GO TO DEMOGRAPHICS

QB11 Cybercrimes can include many different types of criminal activity. How concerned are you personally about experiencing or being a victim of the following situations? (M)

(READ OUT – ONE ANSWER PER LINE)

		Very concerned	Fairly concerned	Not very concerned	Not at all concerned	DK
1	Identity theft (somebody stealing your personal data and impersonating you)	1	2	3	4	5
2	Receiving fraudulent emails or phone calls asking for your personal details (including access to your computer, logins, banking or payment information)	1	2	3	4	5
3	Online fraud where goods purchased are not delivered, are counterfeit or are not as advertised	1	2	3	4	5
4	Accidentally encountering child pornography online	1	2	3	4	5
5	Accidentally encountering material which promotes racial hatred or religious extremism	1	2	3	4	5
6	Not being able to access online services like banking or public services because of cyber-attacks	1	2	3	4	5
7	Your social network account or email being hacked	1	2	3	4	5
8	Being a victim of bank card or online banking fraud	1	2	3	4	5
9	Being asked for a payment in return for getting back control of your device	1	2	3	4	5
10	Discovering malicious software (viruses, etc.) on your device	1	2	3	4	5

EB82.2 QB7 MODIFIED

QB12 And how often have you experienced or been a victim of the following situations?*(READ OUT – ONE ANSWER PER LINE)*

		Often	Occasionally	Never	DK
1	Identity theft (somebody stealing your personal data and impersonating you)	1	2	3	5
2	Receiving fraudulent emails or phone calls asking for your personal details (including access to your computer, logins, banking or payment information)	1	2	3	5
3	Online fraud where goods purchased are not delivered, are counterfeit or are not as advertised	1	2	3	5
4	Accidentally encountering child pornography online	1	2	3	5
5	Accidentally encountering material which promotes racial hatred or religious extremism	1	2	3	5
6	Not being able to access online services like banking or public services because of cyber-attacks	1	2	3	5
7	Your social network account or email being hacked	1	2	3	5
8	Being a victim of bank card or online banking fraud	1	2	3	5
9	Being asked for a payment in return for getting back control of your device	1	2	3	5
10	Discovering malicious software (viruses, etc.) on your device	1	2	3	5

EB82.2 QB8 MODIFIED

**QB13 If you experienced or were a victim of the following situations, who would you contact?
(M)**

(READ OUT – ONE ANSWER PER LINE - CODE 5, 6 AND 7 ARE NOT SPONTANEOUS AND HAVE TO BE READ)

		Police	Website/ vendor	Your Internet service provider	Consumer protection organisation	Other (READ OUT)	No one (READ OUT)	DK (READ OUT)
1	Identity theft (somebody stealing your personal data and impersonating you)	1	2	3	4	5	6	7
2	Receiving fraudulent emails or phone calls asking for your personal details (including access to your computer, logins, banking or payment information)	1	2	3	4	5	6	7
3	Online fraud where goods purchased are not delivered, are counterfeit or are not as advertised	1	2	3	4	5	6	7
4	Accidentally encountering child pornography online	1	2	3	4	5	6	7
5	Accidentally encountering material which promotes racial hatred or religious extremism	1	2	3	4	5	6	7
6	Not being able to access online services like banking or public services because of cyber-attacks	1	2	3	4	5	6	7
7	Your social network account or email being hacked	1	2	3	4	5	6	7
8	Being a victim of bank card or online banking fraud	1	2	3	4	5	6	7
9	Being asked for a payment in return for getting back control of your device	1	2	3	4	5	6	7
10	Discovering malicious software (viruses, etc.) on your device	1	2	3	4	5	6	7

EB82.2 QB9 MODIFIED

QB14 Could you please tell me to what extent you agree or disagree with each of the following statements?*(READ OUT – ONE ANSWER PER LINE)*

		Totally agree	Tend to agree	Tend to disagree	Totally disagree	DK
1	You are concerned that your online personal information is not kept secure by websites	1	2	3	4	5
2	You are concerned that your online personal information is not kept secure by public authorities	1	2	3	4	5
3	You avoid disclosing personal information online	1	2	3	4	5
4	You believe the risk of becoming a victim of cybercrime is increasing	1	2	3	4	5
5	You are able to protect yourself sufficiently against cybercrime, e.g. by using antivirus software	1	2	3	4	5






























EB82.2 QB10 MODIFIED

QB15 Have you changed your password to access your account(s) for any of the following online services during the last 12 months? (M)*(READ OUT – MULTIPLE ANSWERS POSSIBLE)*






























E-mail (M)	1,
Online social networks	2,
Shopping websites (M)	3,
Online banking (M)	4,
Online games	5,
Public services websites	6,
Other (SP.)	7,
None (SP.)	8,
DK	9,

EB82.2 QB11 MODIFIED






























D62.1 Could you tell me if...?**You use the Internet at home, in your home (%)**

		Every day or almost every day		Two or three times a week		About once a week		Two or three times a month		Less often		Never		No Internet access (SPONTANEOUS)	
		EB87.4	Diff. EB87.4 - EB83.2	EB87.4	Diff. EB87.4 - EB83.2	EB87.4	Diff. EB87.4 - EB83.2	EB87.4	Diff. EB87.4 - EB83.2	EB87.4	Diff. EB87.4 - EB83.2	EB87.4	Diff. EB87.4 - EB83.2	EB87.4	Diff. EB87.4 - EB83.2
EU28		65	3	8	-2	2	-2	1	0	1	-1	20	7	3	-5
BE		74	4	7	-2	1	-1	1	1	1	0	14	2	2	-4
BG		53	8	7	-4	1	-2	1	0	1	-1	29	9	8	-10
CZ		58	3	10	-4	3	-1	1	-1	2	0	23	6	3	-3
DK		85	-1	6	2	0	-1	1	0	0	-1	5	3	3	-2
DE		70	8	9	-4	3	-2	0	-1	2	0	14	6	2	-7
EE		70	0	6	-1	2	0	0	0	1	-1	11	5	10	-3
IE		78	4	6	-3	1	-1	0	0	1	0	14	3	0	-3
EL		52	6	7	-2	2	0	1	0	0	-1	30	5	8	-8
ES		58	-2	7	-1	1	-1	0	0	2	1	29	9	3	-6
FR		70	-1	6	-1	2	-1	1	0	1	0	17	6	3	-3
HR		55	5	7	-2	2	-2	1	1	2	-3	23	1	10	0
IT		49	-2	11	-1	3	-2	1	-1	3	0	26	12	7	-6
CY		61	9	6	-2	1	-2	0	-1	1	-3	21	6	10	-7
LV		69	2	6	1	3	1	1	1	1	0	18	-2	2	-3
LT		62	2	5	-2	1	-2	0	0	1	0	25	4	6	-2
LU		82	7	6	-1	1	-1	1	1	0	-2	8	0	2	-4
HU		55	4	9	1	3	0	1	-1	2	-1	28	5	2	-8
MT		64	2	7	3	1	-1	0	-1	0	-2	19	0	9	-1
NL		92	2	5	0	1	0	0	0	0	-1	1	-1	1	0
AT		62	5	12	-3	4	0	1	0	1	-1	14	8	6	-9
PL		55	2	10	-5	5	0	2	1	1	-1	24	10	3	-7
PT		61	19	4	-5	1	-2	0	-1	2	1	26	-1	6	-11
RO		44	1	7	-4	3	-1	0	-1	2	0	41	13	3	-8
SI		65	4	7	-1	1	-3	1	1	3	-1	19	2	4	-2
SK		57	2	8	-3	3	0	1	0	3	0	27	6	1	-5
FI		80	5	4	-4	2	0	1	0	1	0	10	4	2	-5
SE		90	3	3	-1	1	-1	1	1	1	0	3	-1	1	-1
UK		79	3	5	-1	1	-2	0	-1	1	-1	12	2	2	0






























D62.2 Could you tell me if...?**You use the Internet on your place of work (%)**

		Every day or almost every day		Two or three times a week		About once a week		Two or three times a month		Less often		Never		No Internet access (SPONTANEOUS)	
		EB87.4	Diff. EB87.4 - EB83.2	EB87.4	Diff. EB87.4 - EB83.2	EB87.4	Diff. EB87.4 - EB83.2	EB87.4	Diff. EB87.4 - EB83.2	EB87.4	Diff. EB87.4 - EB83.2	EB87.4	Diff. EB87.4 - EB83.2	EB87.4	Diff. EB87.4 - EB83.2
EU28		34	6	4	0	2	1	1	0	2	0	48	-1	9	-6
BE		39	12	5	1	1	1	0	-1	2	-1	49	-5	4	-7
BG		24	5	5	0	1	0	0	-1	3	1	54	6	13	-11
CZ		30	4	6	0	3	1	0	-1	4	1	50	0	7	-5
DK		56	6	3	0	2	1	1	1	1	-1	28	-6	9	-1
DE		37	12	4	0	1	-1	0	0	4	0	48	-1	6	-10
EE		43	5	3	-1	2	0	0	0	2	0	37	-1	13	-3
IE		42	12	5	-1	2	1	0	0	2	-1	44	-7	5	-4
EL		21	4	4	0	1	0	1	1	1	0	51	-4	21	-1
ES		27	8	2	-1	1	1	0	-1	3	2	58	-6	9	-3
FR		30	3	2	-1	1	0	0	-1	3	1	53	7	11	-9
HR		31	7	3	-1	2	1	1	0	5	1	47	-6	11	-2
IT		28	1	6	1	3	1	1	0	2	-1	45	3	15	-5
CY		31	7	3	0	1	0	1	1	3	1	45	3	16	-12
LV		36	6	4	2	2	1	1	0	2	1	47	-14	8	4
LT		32	7	4	2	1	0	0	0	2	0	53	-13	8	4
LU		50	11	4	2	1	0	0	0	1	-2	32	-16	12	5
HU		25	8	7	3	2	-1	0	-1	3	0	57	2	6	-11
MT		33	1	4	2	1	0	0	0	1	1	44	-10	17	6
NL		58	7	4	0	1	0	0	-1	1	0	28	-8	8	2
AT		41	7	4	-2	4	2	0	0	3	0	40	3	8	-10
PL		23	-1	9	3	3	1	3	1	2	-1	50	3	10	-6
PT		35	16	4	1	1	0	0	0	2	1	45	-6	13	-12
RO		23	8	5	1	1	-1	0	0	1	0	63	-6	7	-2
SI		40	8	2	0	1	0	0	0	4	1	48	-5	5	-4
SK		28	2	4	-1	1	-1	0	-1	4	1	60	6	3	-6
FI		44	9	4	-1	2	0	0	-1	1	-2	45	2	4	-7
SE		60	4	3	-1	1	0	0	0	2	0	28	-5	6	2
UK		45	6	3	0	1	0	0	-1	2	0	40	-5	9	0






























D62.3 Could you tell me if...?**You use the Internet on your mobile device (laptop, smartphone, tablet, etc.) (%)**

		Every day or almost every day	Two or three times a week	About once a week	Two or three times a month	Less often	Never	No Internet access (SPONTANEOUS)
EU28		58	7	2	1	2	27	3
BE		61	8	3	1	3	22	2
BG		47	6	1	1	1	35	9
CZ		41	8	3	1	3	41	3
DK		76	4	1	1	2	13	3
DE		63	8	2	1	2	21	3
EE		59	4	1	0	1	27	8
IE		74	5	2	0	1	17	1
EL		47	6	1	1	1	35	9
ES		60	8	1	0	1	28	2
FR		56	5	2	1	2	31	3
HR		48	7	2	2	4	29	8
IT		53	9	4	1	2	25	6
CY		55	6	1	1	1	27	9
LV		53	5	3	1	1	35	2
LT		50	5	1	0	1	40	3
LU		74	6	2	0	1	15	2
HU		42	10	3	1	2	40	2
MT		56	5	2	0	0	28	9
NL		85	4	1	0	1	8	1
AT		58	12	3	1	1	21	4
PL		42	8	4	4	2	36	4
PT		54	7	1	0	1	31	6
RO		41	7	3	0	1	44	4
SI		54	5	2	1	4	30	4
SK		41	5	2	1	4	45	2
FI		71	5	2	1	1	19	1
SE		83	3	1	0	1	11	1
UK		70	5	1	1	1	19	3

D62.4 Could you tell me if...?**You use the Internet somewhere else (school, university, cyber-café, etc.) (%)**






























		Every day or almost every day		Two or three times a week		About once a week		Two or three times a month		Less often		Never		No Internet access (SPONTANEOUS)	
		EB87.4	Diff. EB87.4 - EB83.2	EB87.4	Diff. EB87.4 - EB83.2	EB87.4	Diff. EB87.4 - EB83.2	EB87.4	Diff. EB87.4 - EB83.2	EB87.4	Diff. EB87.4 - EB83.2	EB87.4	Diff. EB87.4 - EB83.2	EB87.4	Diff. EB87.4 - EB83.2
EU28		16	0	5	-1	4	1	3	1	8	0	59	4	5	-5
BE		16	3	7	-1	4	0	2	-1	12	2	57	1	2	-4
BG		10	2	3	-1	2	0	4	-1	10	3	62	9	9	-12
CZ		9	2	5	0	5	2	3	-2	12	2	63	2	3	-6
DK		25	-4	5	0	4	1	4	0	16	6	43	-2	3	-1
DE		15	2	5	0	2	-1	3	2	14	-1	59	5	2	-7
EE		17	-8	5	0	3	-2	2	0	10	2	55	13	8	-5
IE		24	5	8	1	5	1	3	0	11	4	47	-5	2	-6
EL		10	4	6	1	4	1	4	2	8	2	58	0	10	-10
ES		17	-4	4	-2	3	1	1	0	5	3	65	4	5	-2
FR		12	-3	4	0	3	0	2	0	7	1	68	9	4	-7
HR		19	-2	7	-1	6	4	2	0	11	2	48	0	7	-3
IT		11	-2	5	0	6	1	4	1	6	-1	59	9	9	-8
CY		17	7	12	3	5	1	3	0	9	3	44	-5	10	-9
LV		23	6	5	-1	3	-1	2	-1	7	1	58	-2	2	-2
LT		14	2	4	-1	4	1	2	1	6	2	68	-4	2	-1
LU		26	-8	3	-2	3	-2	1	0	11	2	52	11	4	-1
HU		12	-1	5	2	5	2	4	2	7	1	65	5	2	-11
MT		27	1	5	1	4	1	1	0	2	0	50	-4	11	1
NL		24	-7	9	0	5	-1	3	1	9	1	48	7	2	-1
AT		15	0	8	-1	6	0	7	4	14	5	48	5	2	-13
PL		10	2	4	-5	7	3	5	2	7	0	59	1	8	-3
PT		19	7	4	-1	3	0	2	1	7	3	59	4	6	-14
RO		19	8	5	1	3	1	1	0	2	0	64	-7	6	-3
SI		20	0	5	1	4	0	3	1	11	1	54	-1	3	-2
SK		12	3	1	-2	2	0	2	-1	9	1	71	4	3	-5
FI		21	-6	4	-2	3	0	3	2	11	5	57	11	1	-10
SE		18	-14	5	-1	5	1	3	-1	16	5	51	9	2	1
UK		24	0	5	-1	3	-1	2	0	7	0	53	1	6	1

D62R Use of the Internet
(%)

		Every day		Often/ Sometimes		Never		No Internet access (SPONTANEOUS)	
		EB87.4	Diff. EB87.4 - EB83.2	EB87.4	Diff. EB87.4 - EB83.2	EB87.4	Diff. EB87.4 - EB83.2	EB87.4	Diff. EB87.4 - EB83.2
EU28		70	5	9	-6	19	4	2	-3
BE		76	5	9	-4	13	0	2	-1
BG		57	10	7	-9	29	6	7	-7
CZ		62	3	14	-6	23	7	1	-4
DK		87	-1	6	0	5	1	2	0
DE		74	8	11	-7	14	2	1	-3
EE		74	2	7	-3	13	4	6	-3
IE		81	5	6	-5	13	2	0	-2
EL		55	7	8	-5	30	5	7	-7
ES		68	6	6	-6	25	3	1	-3
FR		73	0	9	-2	16	4	2	-2
HR		59	6	10	-7	25	2	6	-1
IT		62	6	11	-7	22	6	5	-5
CY		65	10	5	-12	22	8	8	-6
LV		73	4	9	-1	17	-3	1	0
LT		64	2	7	-4	28	3	1	-1
LU		85	7	7	-3	7	-1	1	-3
HU		59	6	12	-4	28	5	1	-7
MT		66	4	6	-4	20	-3	8	3
NL		93	2	4	-3	2	0	1	1
AT		70	8	10	-8	18	7	2	-7
PL		57	1	17	-3	23	6	3	-4
PT		64	20	6	-7	26	-3	4	-10
RO		47	3	10	-9	41	10	2	-4
SI		67	3	10	-4	20	2	3	-1
SK		60	1	12	-5	27	6	1	-2
FI		81	3	7	-3	12	4	0	-4
SE		93	2	4	0	2	-2	1	0
UK		81	3	6	-6	12	3	1	0






























QB6 What devices do you use to access the Internet? (MULTIPLE ANSWERS POSSIBLE)
(%)

(IF 'USE THE INTERNET', CODE 1 TO 5 IN D62.1 OR D62.2 OR D62.3 OR D62.4)

		Computer (desktop, laptop, netbook)		Tablet		Smartphone		TV		Other (SPONTANEOUS)		Don't know
		EB87.4	Diff. EB87.4 - EB82.2	EB87.4	Diff. EB87.4 - EB82.2	EB87.4	Diff. EB87.4 - EB82.2	EB87.4	Diff. EB87.4 - EB82.2	EB87.4	Diff. EB87.4 - EB82.2	EB87.4
EU28		85	-7	40	10	79	18	18	7	1	0	0
BE		90	-4	44	5	72	21	16	5	0	-1	0
BG		86	-9	28	8	82	47	9	5	0	0	0
CZ		89	-4	28	7	63	19	9	5	1	1	0
DK		93	-4	61	9	80	6	32	14	3	2	0
DE		89	-7	41	23	79	23	20	12	0	0	1
EE		91	-5	37	9	73	18	21	12	1	1	0
IE		74	-12	55	16	88	19	32	20	1	0	0
EL		82	-10	39	14	77	29	6	3	0	0	0
ES		76	-11	38	10	94	9	16	7	0	0	0
FR		87	-7	39	6	70	15	18	4	1	1	0
HR		81	-11	29	5	87	25	12	6	1	1	0
IT		81	-9	29	9	88	20	6	2	0	0	1
CY		68	-19	50	8	89	30	24	12	0	0	0
LV		91	-7	34	10	66	20	22	10	1	0	0
LT		90	-5	32	16	75	23	25	14	0	0	0
LU		90	-3	54	10	84	21	26	11	2	2	0
HU		83	-9	21	5	71	24	9	5	2	2	0
MT		86	-6	48	12	77	17	18	10	0	0	0
NL		97	-1	67	10	86	13	40	14	2	-2	0
AT		85	-3	43	10	86	14	15	8	1	-1	0
PL		84	-10	19	2	65	25	10	4	3	3	1
PT		85	-8	45	23	82	44	11	8	0	0	0
RO		72	-18	30	6	79	36	8	2	2	1	0
SI		91	-3	35	8	80	25	20	11	1	0	0
SK		81	-13	33	9	65	27	7	4	0	-1	1
FI		92	-2	55	15	81	13	27	9	1	0	0
SE		95	-1	55	9	89	10	33	13	2	1	0
UK		79	-9	57	7	80	11	27	6	1	0	0






























QB7 Which of the following activities do you do online? (MULTIPLE ANSWERS POSSIBLE)
(%)

(IF 'USE THE INTERNET', CODE 1 TO 5 IN D62.1 OR D62.2 OR D62.3 OR D62.4)

		Online banking		Buying goods or services (holidays, books, music, etc.)		Selling goods or services		Using online social networks		Sending or receiving email	
		EB87.4	Diff. EB87.4 - EB82.2	EB87.4	Diff. EB87.4 - EB82.2	EB87.4	Diff. EB87.4 - EB82.2	EB87.4	Diff. EB87.4 - EB82.2	EB87.4	Diff. EB87.4 - EB82.2
EU28		58	4	60	3	24	1	67	7	83	-3
BE		72	2	56	0	25	-2	71	8	92	1
BG		19	6	42	14	12	5	79	12	69	-12
CZ		64	-1	56	2	28	8	59	7	88	-4
DK		93	-1	80	0	35	0	78	4	95	-3
DE		55	6	73	5	29	4	60	8	89	-1
EE		86	-3	60	4	21	4	73	10	91	-1
IE		69	8	72	3	21	-3	76	13	82	-2
EL		28	13	43	7	9	5	80	8	66	-2
ES		52	11	47	7	14	6	73	2	79	-9
FR		65	3	62	0	33	-1	62	11	90	2
HR		34	-1	30	0	15	2	71	11	64	-13
IT		40	2	42	10	13	5	67	4	70	-11
CY		42	7	51	10	8	5	71	16	70	4
LV		82	1	53	5	17	5	75	2	83	-5
LT		79	6	59	9	28	10	73	9	81	-2
LU		77	12	71	9	22	5	63	0	92	1
HU		36	7	42	10	15	6	73	11	78	-4
MT		63	5	68	0	18	3	82	9	82	1
NL		92	3	85	2	49	5	76	8	98	1
AT		70	6	68	9	27	-4	64	2	91	-4
PL		60	3	50	1	19	-2	60	1	71	-8
PT		43	17	36	16	9	-3	86	10	85	3
RO		17	4	31	9	17	4	77	13	56	8
SI		53	8	55	12	24	5	65	7	87	-2
SK		51	0	50	6	22	8	68	14	79	-5
FI		93	0	69	-1	29	0	72	10	94	1
SE		92	1	83	3	35	-3	79	8	97	2
UK		67	4	76	-1	26	-3	66	7	84	-6

QB7 Which of the following activities do you do online? (MULTIPLE ANSWERS POSSIBLE)
(%)


























(IF 'USE THE INTERNET', CODE 1 TO 5 IN D62.1 OR D62.2 OR D62.3 OR D62.4)

		Reading news		Playing games		Watching TV		Other (SPONTANEOUS)		Don't know
		EB87.4	Diff. EB87.4 - EB82.2	EB87.4	Diff. EB87.4 - EB82.2	EB87.4	Diff. EB87.4 - EB82.2	EB87.4	Diff. EB87.4 - EB82.2	EB87.4
EU28		70	7	33	4	31	9	3	-2	1
BE		68	9	29	-1	32	12	1	-2	0
BG		72	7	29	-1	22	5	4	-5	1
CZ		79	15	30	0	20	3	2	1	0
DK		82	1	43	10	59	11	5	2	0
DE		71	12	27	5	26	13	3	-2	1
EE		93	3	33	3	44	15	1	-1	0
IE		67	10	28	3	47	13	1	-2	1
EL		84	8	47	3	22	6	5	-6	0
ES		77	11	28	6	27	9	4	-5	0
FR		42	-4	43	14	31	10	1	-4	0
HR		75	-6	40	4	18	3	6	0	0
IT		68	4	33	3	14	5	3	-3	2
CY		81	7	39	-4	38	9	4	-6	0
LV		87	2	37	-2	48	10	5	1	1
LT		92	3	37	5	41	10	3	-1	0
LU		73	13	30	-1	35	10	4	-4	0
HU		76	4	41	9	15	7	2	-1	1
MT		76	5	36	-2	49	8	3	-1	0
NL		82	6	37	2	54	12	2	-2	0
AT		76	13	41	1	28	8	6	-2	0
PL		81	-1	22	-3	17	0	3	0	1
PT		72	5	40	-1	32	19	1	-12	0
RO		62	7	34	-2	24	6	5	-2	3
SI		83	-1	30	4	34	13	3	-1	0
SK		63	8	28	7	13	2	4	0	2
FI		88	6	36	0	58	10	2	-3	0
SE		87	8	39	9	71	13	5	1	0
UK		71	12	36	-2	48	8	3	0	0






























QB8 What concerns do you have, if any, about using the Internet for things like online banking or buying things online?
(MULTIPLE ANSWERS POSSIBLE)

(%)






























(IF 'USE THE INTERNET', CODE 1 TO 5 IN D62.1 OR D62.2 OR D62.3 OR D62.4)

		You prefer conducting the transaction in person e.g. so you can inspect the product yourself or ask a real person about it		You are concerned about the security of online payments		You are concerned about someone misusing your personal data		You are afraid that you might not receive the goods or services that you buy online		Other		None		Don't know
		EB87.4	Diff. EB87.4 - EB82.2	EB87.4	Diff. EB87.4 - EB82.2	EB87.4	Diff. EB87.4 - EB82.2	EB87.4	Diff. EB87.4 - EB82.2	EB87.4	Diff. EB87.4 - EB82.2	EB87.4	Diff. EB87.4 - EB82.2	EB87.4
EU28		27	1	42	0	45	2	23	1	4	1	19	1	2
BE		37	16	39	-4	44	3	24	0	10	7	6	-15	1
BG		47	9	35	13	39	-1	22	4	1	-1	14	-3	5
CZ		27	-1	40	3	43	0	34	2	2	1	15	2	2
DK		17	-1	28	-2	40	-2	22	-2	10	5	35	3	2
DE		21	0	43	-2	55	-3	22	-4	4	2	24	7	2
EE		34	8	26	-6	33	-1	29	3	3	1	32	7	3
IE		30	4	54	1	41	-4	16	-3	4	1	16	0	1
EL		44	-9	40	4	39	-4	19	0	2	0	15	3	0
ES		38	-3	48	1	51	-1	25	0	4	1	15	5	1
FR		22	-1	46	-2	45	0	21	-2	5	1	17	1	2
HR		52	12	34	-7	42	-5	28	-4	8	4	10	-2	1
IT		32	0	43	6	43	5	21	1	3	0	12	-2	2
CY		47	10	44	10	54	9	37	8	4	1	14	-6	1
LV		32	3	32	1	40	-1	30	10	4	0	22	4	2
LT		38	7	36	-4	47	6	37	8	5	1	16	-3	1
LU		32	6	52	7	55	5	23	2	6	-1	15	-4	1
HU		43	6	26	-7	33	-1	21	-1	5	2	20	0	1
MT		30	4	28	1	25	-9	23	-3	7	3	25	2	6
NL		20	1	36	-3	41	-3	30	-1	11	2	21	6	1
AT		21	-10	45	10	45	4	27	1	8	3	19	-2	0
PL		26	9	35	6	36	11	29	6	2	0	15	-12	6
PT		28	-18	47	11	51	21	35	18	2	0	17	-1	2
RO		43	8	32	-4	31	3	28	6	6	2	15	-4	4
SI		39	6	45	0	52	3	32	3	5	0	21	8	0
SK		27	0	32	5	35	2	30	10	6	1	17	1	8
FI		33	8	44	6	47	10	27	7	9	3	22	-2	2
SE		28	1	35	-6	39	-1	18	3	9	-1	30	6	0
UK		17	2	45	-4	45	6	14	-1	2	0	27	6	2

QB9 Thinking about online harassment (e.g. cyber bullying or blackmailing), what, if anything, is done in your household to protect children under 16 years old while they are online? (MULTIPLE ANSWERS POSSIBLE)
(%)

		Monitor child's Internet usage		Adjust security settings on browser etc. for use by child		Limit time spent by child online		Talk to child about risks on Internet		You would like to do something, but you do not know how	
		EB87.4	Diff. EB87.4 - EB82.2	EB87.4	Diff. EB87.4 - EB82.2	EB87.4	Diff. EB87.4 - EB82.2	EB87.4	Diff. EB87.4 - EB82.2	EB87.4	Diff. EB87.4 - EB82.2
EU28		18	-4	13	0	16	-2	19	-2	3	0
BE		28	7	19	6	23	4	32	8	6	3
BG		20	5	11	3	18	1	20	-1	6	1
CZ		14	-6	8	1	13	-2	18	-1	2	-3
DK		12	-1	9	-1	11	2	22	-3	2	-1
DE		16	0	13	3	16	2	21	5	3	2
EE		18	-1	9	2	15	-1	21	1	2	1
IE		26	-4	18	2	22	3	20	-2	3	0
EL		14	-6	8	-5	12	-2	16	-6	1	-2
ES		19	-7	9	-7	16	-2	16	-5	2	1
FR		24	-9	13	-2	17	-5	21	-11	2	0
HR		17	-14	12	-5	17	-7	17	-16	3	-2
IT		21	-5	18	-2	24	-2	21	-5	6	-1
CY		24	3	13	4	21	5	28	7	6	4
LV		19	-2	7	2	16	-1	15	4	2	0
LT		13	-1	5	1	11	-1	12	1	3	0
LU		23	-7	17	3	21	0	29	1	5	3
HU		16	0	7	1	10	-1	13	-3	4	-1
MT		28	-3	19	-4	17	-4	23	-4	3	-1
NL		13	-6	9	-6	10	-4	21	-7	1	0
AT		11	-11	12	-2	15	-4	14	-6	6	1
PL		14	-2	9	0	14	-1	14	1	2	0
PT		14	3	10	0	15	0	20	2	3	2
RO		21	1	14	4	23	0	24	4	4	-1
SI		16	-2	10	2	15	0	18	3	3	0
SK		8	-5	5	-1	9	-4	10	-4	4	-2
FI		20	-5	14	2	18	-2	19	-1	2	0
SE		12	-8	7	-3	9	-5	18	-5	1	-2
UK		21	1	16	2	14	-1	16	0	1	-1





























QB9 Thinking about online harassment (e.g. cyber bullying or blackmailing), what, if anything, is done in your household to protect children under 16 years old while they are online? (MULTIPLE ANSWERS POSSIBLE)
(%)

		Other		Nothing		Not applicable		Don't know	Total 'Something is done'	
		EB87.4	Diff. EB87.4 - EB82.2	EB87.4	Diff. EB87.4 - EB82.2	EB87.4	Diff. EB87.4 - EB82.2	EB87.4	EB87.4	Diff. EB87.4 - EB82.2
EU28		1	-2	8	2	58	5	2	31	-4
BE		2	2	1	-9	46	-6	0	48	12
BG		0	-1	5	1	56	5	4	31	-2
CZ		2	-3	11	3	60	11	1	26	-5
DK		4	0	4	-3	69	11	0	26	-3
DE		1	-1	8	-1	61	-2	2	28	3
EE		1	-1	2	-2	70	7	1	26	-2
IE		1	-3	5	2	57	6	1	37	-3
EL		1	-1	9	5	68	8	0	23	-9
ES		1	-1	4	1	70	12	0	25	-12
FR		3	-1	6	3	57	10	2	34	-11
HR		1	-2	18	15	49	7	1	29	-17
IT		1	-2	17	10	37	6	3	40	-11
CY		2	1	6	3	58	-4	1	35	2
LV		1	-3	7	1	65	7	1	26	-3
LT		3	-1	9	4	68	2	0	19	-2
LU		5	-6	6	3	57	14	1	34	-7
HU		1	-2	11	3	62	8	2	24	-4
MT		1	-2	4	1	52	10	5	37	-10
NL		3	0	3	2	70	11	0	26	-10
AT		3	0	6	4	64	8	2	25	-7
PL		0	-1	4	1	66	5	2	27	-3
PT		2	1	11	8	59	-6	0	28	-1
RO		1	-2	10	8	44	-1	6	38	-2
SI		2	-8	15	7	56	6	1	25	-2
SK		1	-7	6	-1	72	24	2	17	-11
FI		3	0	8	0	61	6	1	28	-6
SE		4	-1	7	4	70	8	1	22	-9
UK		1	-1	7	-1	58	1	2	32	2






























QB9R Thinking about online harassment (e.g. cyber bullying or blackmailing), what, if anything, is done in your household to protect children under 16 years old while they are online? (MULTIPLE ANSWERS POSSIBLE)

(%)

(RESPONDENTS WHO ANSWERED 'NOT APPLICABLE' ARE EXCLUDED)

		Monitor child's Internet usage		Adjust security settings on browser etc. for use by child		Limit time spent by child online		Talk to child about risks on Internet		You would like to do something, but you do not know how		Other		Nothing		Don't know	Total 'Something is done'	
		EB87.4	Diff. EB87.4 - EB82.2	EB87.4	Diff. EB87.4 - EB82.2	EB87.4	Diff. EB87.4 - EB82.2	EB87.4	Diff. EB87.4 - EB82.2	EB87.4	Diff. EB87.4 - EB82.2	EB87.4	Diff. EB87.4 - EB82.2	EB87.4	Diff. EB87.4 - EB82.2	EB87.4	EB87.4	Diff. EB87.4 - EB82.2
EU28		44	-2	30	2	39	1	45	0	7	1	4	-2	19	7	4	73	-2
BE		52	8	35	7	43	4	60	11	11	5	4	3	2	-18	1	90	15
BG		46	15	25	9	41	7	47	3	13	4	1	-1	11	2	10	72	5
CZ		34	-5	20	6	33	4	44	7	6	-4	5	-5	29	14	2	64	4
DK		40	9	28	3	36	16	70	11	6	-1	12	2	13	-5	1	81	11
DE		42	0	34	8	42	4	53	11	7	3	3	-1	20	-5	5	72	6
EE		62	11	29	9	52	9	70	15	8	5	4	-1	7	-3	4	86	10
IE		61	0	42	9	52	14	47	2	7	0	3	-5	11	5	2	85	4
EL		43	-6	24	-9	38	3	50	-4	2	-5	3	-1	27	16	1	70	-9
ES		62	-1	29	-9	51	7	52	1	8	7	3	-2	12	5	1	83	-6
FR		56	-5	30	1	40	-2	49	-10	5	1	8	1	15	9	4	79	-5
HR		33	-20	23	-7	33	-8	34	-23	5	-4	2	-4	36	31	3	57	-23
IT		33	-5	29	0	37	0	33	-5	10	-1	1	-3	27	17	5	64	-9
CY		57	3	30	6	50	7	66	11	13	7	5	2	15	7	1	82	-4
LV		55	6	19	7	46	4	43	17	5	-1	4	-6	19	6	2	75	6
LT		40	-3	14	3	35	-2	39	7	9	0	8	-5	28	14	1	59	-4
LU		54	2	39	15	50	12	67	17	11	7	11	-8	13	7	1	79	7
HU		42	6	19	6	27	3	34	-1	10	-1	1	-6	28	11	4	64	2
MT		59	4	40	0	36	-1	48	0	6	0	3	-2	9	3	11	77	-5
NL		44	-3	30	-6	34	-1	69	1	3	0	9	1	11	8	1	86	-1
AT		31	-18	33	2	41	-3	41	-4	18	7	7	1	16	11	6	70	-2
PL		41	-1	27	3	40	2	41	7	6	0	1	-2	12	4	6	80	4
PT		35	3	25	-3	36	-7	50	-1	7	3	4	1	27	17	1	68	-16
RO		37	1	24	7	41	0	43	7	7	-1	3	-3	19	15	10	67	-5
SI		37	0	22	6	34	4	40	10	6	1	5	-16	34	17	1	58	5
SK		28	3	19	8	34	9	35	8	14	3	3	-12	21	8	8	60	6
FI		51	-5	37	11	47	4	50	5	4	-1	7	0	22	5	3	73	-1
SE		38	-14	24	-1	29	-9	59	-1	4	-3	15	3	24	17	2	73	-8
UK		49	3	39	7	33	-2	37	-1	3	-1	2	-3	18	-1	5	75	4






























QB10 How well informed do you feel about the risks of cybercrime?
(%)

		Very well informed		Fairly well informed		Not very well informed		Not at all informed		Don't know	Total 'Well informed'		Total 'Not well informed'	
		EB87.4	Diff. EB87.4 - EB82.2	EB87.4	Diff. EB87.4 - EB82.2	EB87.4	Diff. EB87.4 - EB82.2	EB87.4	Diff. EB87.4 - EB82.2	EB87.4	EB87.4	Diff. EB87.4 - EB82.2	EB87.4	Diff. EB87.4 - EB82.2
EU28		9	-1	37	0	32	3	19	-2	3	46	-1	51	1
BE		6	-3	37	5	39	2	17	-4	1	43	2	56	-2
BG		6	-2	21	-5	33	6	37	1	3	27	-7	70	7
CZ		8	2	30	-6	34	3	24	0	4	38	-4	58	3
DK		24	1	52	8	17	-9	5	-1	2	76	9	22	-10
DE		9	0	43	6	32	-2	12	-5	4	52	6	44	-7
EE		7	-2	39	1	36	5	14	-3	4	46	-1	50	2
IE		21	0	41	2	20	0	16	-3	2	62	2	36	-3
EL		8	-3	30	-2	31	8	31	-2	0	38	-5	62	6
ES		7	-2	28	-1	37	1	27	1	1	35	-3	64	2
FR		8	-5	30	-11	40	12	20	4	2	38	-16	60	16
HR		5	-6	32	-3	34	3	27	6	2	37	-9	61	9
IT		2	-1	34	0	33	6	25	-6	6	36	-1	58	0
CY		14	-4	35	1	27	5	20	-4	4	49	-3	47	1
LV		7	-3	32	-2	38	4	21	1	2	39	-5	59	5
LT		10	-3	39	-5	31	7	17	1	3	49	-8	48	8
LU		12	-1	48	9	30	-3	9	-4	1	60	8	39	-7
HU		5	-1	31	-1	36	7	27	-5	1	36	-2	63	2
MT		13	-5	36	0	25	4	15	-6	11	49	-5	40	-2
NL		14	0	51	-2	27	1	7	0	1	65	-2	34	1
AT		14	-4	30	1	30	5	25	0	1	44	-3	55	5
PL		7	1	38	-1	31	3	18	-3	6	45	0	49	0
PT		6	1	42	3	29	6	22	-10	1	48	4	51	-4
RO		4	-1	27	1	41	8	25	-10	3	31	0	66	-2
SI		10	-2	38	2	29	0	21	0	2	48	0	50	0
SK		7	-1	27	-12	32	6	27	2	7	34	-13	59	8
FI		13	2	49	1	28	-1	9	-2	1	62	3	37	-3
SE		17	1	50	0	28	-1	5	0	0	67	1	33	-1
UK		18	-4	45	2	23	1	11	1	3	63	-2	34	2

QB11.1 Cybercrimes can include many different types of criminal activity. How concerned are you personally about experiencing or being a victim of the following situations?

Identity theft (somebody stealing your personal data and impersonating you) (%)





























(IF 'USE THE INTERNET', CODE 1 TO 5 IN D62.1 OR D62.2 OR D62.3 OR D62.4)

		Very concerned		Fairly concerned		Not very concerned		Not at all concerned		Don't know	Total 'Concerned'		Total 'Not concerned'	
		EB87.4	Diff. EB87.4 - EB82.2	EB87.4	Diff. EB87.4 - EB82.2	EB87.4	Diff. EB87.4 - EB82.2	EB87.4	Diff. EB87.4 - EB82.2	EB87.4	EB87.4	Diff. EB87.4 - EB82.2	EB87.4	Diff. EB87.4 - EB82.2
EU28		33	0	36	1	22	0	8	-1	1	69	1	30	-1
BE		30	0	35	1	26	-1	8	-1	1	65	1	34	-2
BG		39	12	40	0	10	-7	10	-2	1	79	12	20	-9
CZ		39	-4	35	7	18	-1	6	-2	2	74	3	24	-3
DK		25	-3	34	-2	29	1	11	3	1	59	-5	40	4
DE		21	-2	34	-3	32	1	11	3	2	55	-5	43	4
EE		14	-3	31	0	37	6	15	0	3	45	-3	52	6
IE		42	-7	34	6	15	3	8	-1	1	76	-1	23	2
EL		24	-11	37	0	23	7	16	4	0	61	-11	39	11
ES		46	-3	32	2	16	0	6	1	0	78	-1	22	1
FR		37	-5	39	1	15	4	9	1	0	76	-4	24	5
HR		36	1	36	-2	16	-1	11	2	1	72	-1	27	1
IT		32	1	43	2	19	-3	5	0	1	75	3	24	-3
CY		42	0	31	8	15	1	12	-9	0	73	8	27	-8
LV		44	7	31	-1	14	-3	9	-2	2	75	6	23	-5
LT		41	5	35	-1	16	0	7	-3	1	76	4	23	-3
LU		31	-3	43	4	19	4	5	-4	2	74	1	24	0
HU		26	1	36	5	24	3	14	-7	0	62	6	38	-4
MT		33	-4	43	6	12	-1	9	-1	3	76	2	21	-2
NL		14	0	35	1	38	1	13	-1	0	49	1	51	0
AT		27	2	34	2	26	-2	12	-1	1	61	4	38	-3
PL		33	6	43	8	20	-8	3	-4	1	76	14	23	-12
PT		35	7	34	-12	15	-1	16	7	0	69	-5	31	6
RO		39	7	31	0	17	1	8	-10	5	70	7	25	-9
SI		23	0	31	1	31	0	15	1	0	54	1	46	1
SK		14	-3	42	0	28	5	12	-3	4	56	-3	40	2
FI		20	6	38	2	34	0	7	-8	1	58	8	41	-8
SE		13	-5	36	2	39	4	12	0	0	49	-3	51	4
UK		45	0	33	4	16	-1	5	-4	1	78	4	21	-5

QB11.2 Cybercrimes can include many different types of criminal activity. How concerned are you personally about experiencing or being a victim of the following situations?

Receiving fraudulent emails or phone calls asking for your personal details (including access to your computer, logins, banking or payment information) (%)






























(IF 'USE THE INTERNET', CODE 1 TO 5 IN D62.1 OR D62.2 OR D62.3 OR D62.4)

		Very concerned		Fairly concerned		Not very concerned		Not at all concerned		Don't know	Total 'Concerned'		Total 'Not concerned'	
		EB87.4	Diff. EB87.4 - EB82.2	EB87.4	Diff. EB87.4 - EB82.2	EB87.4	Diff. EB87.4 - EB82.2	EB87.4	Diff. EB87.4 - EB82.2	EB87.4	EB87.4	Diff. EB87.4 - EB82.2	EB87.4	Diff. EB87.4 - EB82.2
EU28		26	2	34	1	26	-1	13	-2	1	60	3	39	-3
BE		23	2	35	2	30	-2	11	-3	1	58	4	41	-5
BG		31	13	42	2	14	-8	11	-4	2	73	15	25	-12
CZ		29	1	35	3	23	-2	11	-1	2	64	4	34	-3
DK		18	-1	27	-4	32	-4	22	8	1	45	-5	54	4
DE		20	6	30	-1	33	-2	16	-3	1	50	5	49	-5
EE		12	-1	26	1	36	1	23	1	3	38	0	59	2
IE		38	-6	35	7	15	-2	11	1	1	73	1	26	-1
EL		19	-9	34	-4	27	4	20	9	0	53	-13	47	13
ES		34	-1	30	-2	26	4	10	-1	0	64	-3	36	3
FR		29	4	37	4	20	-1	14	-5	0	66	8	34	-6
HR		27	2	38	-1	20	-3	14	2	1	65	1	34	-1
IT		23	0	46	5	22	-5	7	-1	2	69	5	29	-6
CY		36	2	30	4	17	4	15	-11	2	66	6	32	-7
LV		33	6	30	-1	19	-9	15	3	3	63	5	34	-6
LT		28	4	36	1	21	-2	14	-1	1	64	5	35	-3
LU		23	-1	33	-1	31	10	10	-7	3	56	-2	41	3
HU		20	1	36	7	25	0	18	-7	1	56	8	43	-7
MT		32	3	36	7	17	-5	12	-4	3	68	10	29	-9
NL		13	0	29	-1	37	0	21	2	0	42	-1	58	2
AT		25	1	30	4	28	-2	17	0	0	55	5	45	-2
PL		28	5	44	11	22	-10	5	-4	1	72	16	27	-14
PT		27	8	33	-14	18	-4	22	12	0	60	-6	40	8
RO		30	9	35	2	18	-3	11	-10	6	65	11	29	-13
SI		19	1	32	4	32	-1	16	-3	1	51	5	48	-4
SK		8	-4	42	6	32	3	13	-5	5	50	2	45	-2
FI		15	3	26	-2	38	3	20	-4	1	41	1	58	-1
SE		8	-1	19	-1	37	0	36	3	0	27	-2	73	3
UK		37	3	31	3	22	-1	9	-5	1	68	6	31	-6

QB11.3 Cybercrimes can include many different types of criminal activity. How concerned are you personally about experiencing or being a victim of the following situations?

Online fraud where goods purchased are not delivered, are counterfeit or are not as advertised (%)






























(IF 'USE THE INTERNET', CODE 1 TO 5 IN D62.1 OR D62.2 OR D62.3 OR D62.4)

		Very concerned		Fairly concerned		Not very concerned		Not at all concerned		Don't know	Total 'Concerned'		Total 'Not concerned'	
		EB87.4	Diff. EB87.4 - EB82.2	EB87.4	Diff. EB87.4 - EB82.2	EB87.4	Diff. EB87.4 - EB82.2	EB87.4	Diff. EB87.4 - EB82.2	EB87.4	EB87.4	Diff. EB87.4 - EB82.2	EB87.4	Diff. EB87.4 - EB82.2
EU28		22	1	36	1	28	1	12	-2	2	58	2	40	-1
BE		17	4	38	-2	32	1	11	-3	2	55	2	43	-2
BG		27	7	36	2	17	-4	15	-3	5	63	9	32	-7
CZ		32	1	37	2	20	-1	9	-1	2	69	3	29	-2
DK		13	-2	32	3	35	-5	18	4	2	45	1	53	-1
DE		14	1	28	-1	40	0	15	0	3	42	0	55	0
EE		9	-4	27	-2	37	10	21	0	6	36	-6	58	10
IE		34	-5	37	6	16	-1	12	1	1	71	1	28	0
EL		19	-7	36	5	22	-2	22	3	1	55	-2	44	1
ES		31	-4	33	-3	21	3	13	2	2	64	-7	34	5
FR		19	3	41	2	24	2	14	-4	2	60	5	38	-2
HR		28	-1	37	0	18	0	14	1	3	65	-1	32	1
IT		22	0	45	3	22	-4	8	0	3	67	3	30	-4
CY		31	4	33	6	16	3	16	-13	4	64	10	32	-10
LV		26	2	34	2	17	-4	17	1	6	60	4	34	-3
LT		24	0	45	5	18	2	11	-3	2	69	5	29	-1
LU		14	0	37	7	32	6	12	-10	5	51	7	44	-4
HU		18	-3	36	6	26	6	18	-9	2	54	3	44	-3
MT		26	-3	44	6	15	2	12	-4	3	70	3	27	-2
NL		8	2	31	2	41	-3	17	0	3	39	4	58	-3
AT		26	0	30	2	29	1	14	-1	1	56	2	43	0
PL		31	7	43	6	21	-6	4	-5	1	74	13	25	-11
PT		21	2	38	-5	22	2	17	3	2	59	-3	39	5
RO		31	8	36	6	15	-5	12	-9	6	67	14	27	-14
SI		16	1	32	0	29	-2	21	1	2	48	1	50	-1
SK		11	-5	47	10	24	1	12	-6	6	58	5	36	-5
FI		14	1	36	9	32	-5	16	-5	2	50	10	48	-10
SE		4	-2	22	-2	48	5	24	0	2	26	-4	72	5
UK		28	-5	38	4	25	4	7	-4	2	66	-1	32	0

QB11.4 Cybercrimes can include many different types of criminal activity. How concerned are you personally about experiencing or being a victim of the following situations?

Accidentally encountering child pornography online (%)






























(IF 'USE THE INTERNET', CODE 1 TO 5 IN D62.1 OR D62.2 OR D62.3 OR D62.4)

		Very concerned		Fairly concerned		Not very concerned		Not at all concerned		Don't know	Total 'Concerned'		Total 'Not concerned'	
		EB87.4	Diff. EB87.4 - EB82.2	EB87.4	Diff. EB87.4 - EB82.2	EB87.4	Diff. EB87.4 - EB82.2	EB87.4	Diff. EB87.4 - EB82.2	EB87.4	EB87.4	Diff. EB87.4 - EB82.2	EB87.4	Diff. EB87.4 - EB82.2
EU28		27	-1	26	2	26	1	19	-1	2	53	1	45	0
BE		22	-2	30	1	34	1	12	-1	2	52	-1	46	0
BG		32	10	31	-2	16	-4	15	-3	6	63	8	31	-7
CZ		35	-4	25	6	21	2	15	-2	4	60	2	36	0
DK		21	-4	16	0	30	-2	30	6	3	37	-4	60	4
DE		15	0	18	0	34	-4	32	5	1	33	0	66	1
EE		11	-3	15	1	30	0	37	8	7	26	-2	67	8
IE		35	-8	25	2	20	3	18	4	2	60	-6	38	7
EL		21	-11	29	3	26	2	23	6	1	50	-8	49	8
ES		46	-6	27	0	18	3	8	3	1	73	-6	26	6
FR		30	-1	29	4	21	2	18	-5	2	59	3	39	-3
HR		33	-2	34	5	17	-2	14	-2	2	67	3	31	-4
IT		25	-1	42	4	23	1	8	-4	2	67	3	31	-3
CY		38	-10	27	9	16	6	18	-5	1	65	-1	34	1
LV		39	1	26	2	13	0	15	-1	7	65	3	28	-1
LT		28	2	34	3	20	2	16	-3	2	62	5	36	-1
LU		23	-5	29	9	28	5	16	-9	4	52	4	44	-4
HU		19	-3	28	6	26	5	24	-7	3	47	3	50	-2
MT		29	-1	35	8	19	1	13	-8	4	64	7	32	-7
NL		9	-2	12	-2	38	4	40	3	1	21	-4	78	7
AT		27	0	28	8	25	0	19	-3	1	55	8	44	-3
PL		30	5	39	8	26	-4	4	-5	1	69	13	30	-9
PT		30	7	31	-13	16	-5	23	13	0	61	-6	39	8
RO		29	10	30	-1	21	-1	14	-8	6	59	9	35	-9
SI		22	1	23	-1	33	3	21	1	1	45	0	54	4
SK		6	-7	25	3	33	3	27	-2	9	31	-4	60	1
FI		16	2	18	2	34	-1	31	-1	1	34	4	65	-2
SE		6	-4	8	-1	37	1	48	5	1	14	-5	85	6
UK		39	-6	18	1	25	5	15	-2	3	57	-5	40	3

QB11.5 Cybercrimes can include many different types of criminal activity. How concerned are you personally about experiencing or being a victim of the following situations?

Accidentally encountering material which promotes racial hatred or religious extremism (%)






























(IF 'USE THE INTERNET', CODE 1 TO 5 IN D62.1 OR D62.2 OR D62.3 OR D62.4)

		Very concerned		Fairly concerned		Not very concerned		Not at all concerned		Don't know	Total 'Concerned'		Total 'Not concerned'	
		EB87.4	Diff. EB87.4 - EB82.2	EB87.4	Diff. EB87.4 - EB82.2	EB87.4	Diff. EB87.4 - EB82.2	EB87.4	Diff. EB87.4 - EB82.2	EB87.4	EB87.4	Diff. EB87.4 - EB82.2	EB87.4	Diff. EB87.4 - EB82.2
EU28		21	1	30	4	29	-1	18	-3	2	51	5	47	-4
BE		15	1	29	-1	40	3	14	-5	2	44	0	54	-2
BG		22	10	38	6	19	-5	17	-7	4	60	16	36	-12
CZ		21	1	27	2	27	-2	21	1	4	48	3	48	-1
DK		13	-2	19	1	37	0	28	1	3	32	-1	65	1
DE		12	2	22	4	41	-2	24	-3	1	34	6	65	-5
EE		7	-1	14	-2	36	3	38	6	5	21	-3	74	9
IE		32	-5	28	4	22	2	17	1	1	60	-1	39	3
EL		12	-9	27	4	31	-2	30	8	0	39	-5	61	6
ES		36	-5	30	-1	24	5	10	1	0	66	-6	34	6
FR		24	3	31	3	24	1	20	-6	1	55	6	44	-5
HR		23	-5	32	2	27	4	17	-1	1	55	-3	44	3
IT		21	0	43	5	24	-3	9	-3	3	64	5	33	-6
CY		26	1	30	12	23	4	19	-17	2	56	13	42	-13
LV		20	5	29	7	25	-6	21	-2	5	49	12	46	-8
LT		19	2	34	6	26	0	19	-4	2	53	8	45	-4
LU		17	3	32	7	33	6	14	-17	4	49	10	47	-11
HU		16	0	28	8	30	4	25	-10	1	44	8	55	-6
MT		25	5	37	7	18	-2	17	-8	3	62	12	35	-10
NL		6	-1	14	1	42	1	36	0	2	20	0	78	1
AT		21	1	27	6	31	1	19	-4	2	48	7	50	-3
PL		23	8	45	11	26	-9	5	-6	1	68	19	31	-15
PT		24	10	31	-14	19	-8	25	13	1	55	-4	44	5
RO		25	9	32	2	22	-1	14	-11	7	57	11	36	-12
SI		16	3	23	-3	34	-1	26	3	1	39	0	60	2
SK		7	0	27	1	34	0	26	-2	6	34	1	60	-2
FI		12	5	20	4	40	-3	26	-5	2	32	9	66	-8
SE		5	-3	13	1	39	1	42	2	1	18	-2	81	3
UK		31	1	30	6	25	-2	11	-6	3	61	7	36	-8

QB11.6 Cybercrimes can include many different types of criminal activity. How concerned are you personally about experiencing or being a victim of the following situations?

Not being able to access online services like banking or public services because of cyber-attacks (%)






























(IF 'USE THE INTERNET', CODE 1 TO 5 IN D62.1 OR D62.2 OR D62.3 OR D62.4)

		Very concerned		Fairly concerned		Not very concerned		Not at all concerned		Don't know	Total 'Concerned'		Total 'Not concerned'	
		EB87.4	Diff. EB87.4 - EB82.2	EB87.4	Diff. EB87.4 - EB82.2	EB87.4	Diff. EB87.4 - EB82.2	EB87.4	Diff. EB87.4 - EB82.2	EB87.4	EB87.4	Diff. EB87.4 - EB82.2	EB87.4	Diff. EB87.4 - EB82.2
EU28		22	3	35	4	28	-4	13	-2	2	57	7	41	-6
BE		17	3	34	-1	36	-1	12	0	1	51	2	48	-1
BG		26	14	33	-2	18	-5	18	-2	5	59	12	36	-7
CZ		33	1	34	1	18	-1	12	0	3	67	2	30	-1
DK		19	-1	28	1	36	-5	16	4	1	47	0	52	-1
DE		13	3	29	0	40	-2	15	-1	3	42	3	55	-3
EE		9	-6	33	9	34	-3	19	1	5	42	3	53	-2
IE		37	0	31	2	18	-1	12	0	2	68	2	30	-1
EL		13	-4	30	3	26	2	29	-1	2	43	-1	55	1
ES		30	1	30	1	26	2	12	-4	2	60	2	38	-2
FR		22	2	37	5	24	-5	15	-1	2	59	7	39	-6
HR		26	2	36	2	20	-5	16	2	2	62	4	36	-3
IT		25	5	43	6	20	-10	9	-1	3	68	11	29	-11
CY		25	1	31	7	19	3	22	-10	3	56	8	41	-7
LV		35	2	32	-4	16	-3	12	3	5	67	-2	28	0
LT		26	1	39	1	21	1	12	-1	2	65	2	33	0
LU		21	3	35	8	30	0	10	-10	4	56	11	40	-10
HU		19	2	33	7	26	-1	21	-7	1	52	9	47	-8
MT		30	2	34	1	16	3	16	-2	4	64	3	32	1
NL		8	-1	32	1	41	-5	18	5	1	40	0	59	0
AT		22	1	28	0	30	-1	19	2	1	50	1	49	1
PL		25	3	45	9	23	-10	5	-1	2	70	12	28	-11
PT		25	11	30	-12	18	-5	25	8	2	55	-1	43	3
RO		27	10	33	-1	19	-1	14	-7	7	60	9	33	-8
SI		18	2	30	1	31	-4	20	2	1	48	3	51	-2
SK		11	0	41	8	28	-5	14	-4	6	52	8	42	-9
FI		14	4	37	11	33	-14	15	0	1	51	15	48	-14
SE		8	-1	27	3	43	-3	21	1	1	35	2	64	-2
UK		31	2	34	4	23	-3	9	-4	3	65	6	32	-7

QB11.7 Cybercrimes can include many different types of criminal activity. How concerned are you personally about experiencing or being a victim of the following situations?

Your social network account or email being hacked (%)






























(IF 'USE THE INTERNET', CODE 1 TO 5 IN D62.1 OR D62.2 OR D62.3 OR D62.4)

		Very concerned		Fairly concerned		Not very concerned		Not at all concerned		Don't know	Total 'Concerned'		Total 'Not concerned'	
		EB87.4	Diff. EB87.4 - EB82.2	EB87.4	Diff. EB87.4 - EB82.2	EB87.4	Diff. EB87.4 - EB82.2	EB87.4	Diff. EB87.4 - EB82.2	EB87.4	EB87.4	Diff. EB87.4 - EB82.2	EB87.4	Diff. EB87.4 - EB82.2
EU28		27	2	36	1	24	-2	11	-1	2	63	3	35	-3
BE		22	0	38	4	29	-4	9	-2	2	60	4	38	-6
BG		31	9	41	0	12	-4	13	-3	3	72	9	25	-7
CZ		33	-5	30	2	22	3	12	0	3	63	-3	34	3
DK		21	-1	32	-1	30	-3	16	5	1	53	-2	46	2
DE		19	2	32	-5	33	-1	14	3	2	51	-3	47	2
EE		12	-3	30	1	34	-1	20	4	4	42	-2	54	3
IE		41	1	32	3	13	-3	12	-1	2	73	4	25	-4
EL		22	-5	38	0	22	2	17	3	1	60	-5	39	5
ES		43	2	30	-3	20	1	7	0	0	73	-1	27	1
FR		35	4	37	2	16	-3	11	-2	1	72	6	27	-5
HR		30	-1	37	-2	16	-3	15	6	2	67	-3	31	3
IT		27	5	46	1	21	-3	4	-3	2	73	6	25	-6
CY		37	-1	34	13	13	-2	14	-10	2	71	12	27	-12
LV		37	-1	31	2	16	-4	13	3	3	68	1	29	-1
LT		31	3	38	2	17	0	12	-3	2	69	5	29	-3
LU		26	-2	37	-2	22	3	11	0	4	63	-4	33	3
HU		20	0	34	6	28	2	17	-8	1	54	6	45	-6
MT		32	-4	44	9	12	-1	10	-2	2	76	5	22	-3
NL		12	2	31	-5	39	1	16	2	2	43	-3	55	3
AT		26	3	31	1	24	-4	17	0	2	57	4	41	-4
PL		25	2	40	6	27	-6	5	-2	3	65	8	32	-8
PT		30	5	36	-11	18	0	15	7	1	66	-6	33	7
RO		33	7	34	1	16	-1	11	-8	6	67	8	27	-9
SI		21	1	30	-1	29	-4	19	4	1	51	0	48	0
SK		11	-3	40	6	26	-3	18	-1	5	51	3	44	-4
FI		20	5	40	5	27	-9	12	-1	1	60	10	39	-10
SE		8	0	29	0	43	1	19	-1	1	37	0	62	0
UK		30	-3	35	7	22	-3	10	-2	3	65	4	32	-5

QB11.8 Cybercrimes can include many different types of criminal activity. How concerned are you personally about experiencing or being a victim of the following situations?

Being a victim of bank card or online banking fraud (%)






























(IF 'USE THE INTERNET', CODE 1 TO 5 IN D62.1 OR D62.2 OR D62.3 OR D62.4)

		Very concerned		Fairly concerned		Not very concerned		Not at all concerned		Don't know	Total 'Concerned'		Total 'Not concerned'	
		EB87.4	Diff. EB87.4 - EB82.2	EB87.4	Diff. EB87.4 - EB82.2	EB87.4	Diff. EB87.4 - EB82.2	EB87.4	Diff. EB87.4 - EB82.2	EB87.4	EB87.4	Diff. EB87.4 - EB82.2	EB87.4	Diff. EB87.4 - EB82.2
EU28		32	2	34	1	21	0	11	-3	2	66	3	32	-3
BE		29	-2	35	2	26	1	9	-1	1	64	0	35	0
BG		38	15	30	-2	13	-5	14	-7	5	68	13	27	-12
CZ		48	0	27	4	14	0	9	-3	2	75	4	23	-3
DK		25	-3	35	1	27	-2	12	4	1	60	-2	39	2
DE		18	1	31	2	31	1	17	-5	3	49	3	48	-4
EE		15	-4	34	4	32	0	16	2	3	49	0	48	2
IE		45	-2	32	5	11	-1	11	-1	1	77	3	22	-2
EL		19	-5	34	8	17	-5	28	1	2	53	3	45	-4
ES		49	4	27	-3	12	-2	10	0	2	76	1	22	-2
FR		42	3	36	-1	12	0	9	-1	1	78	2	21	-1
HR		32	0	36	3	16	-4	14	0	2	68	3	30	-4
IT		29	0	42	2	18	-3	8	-1	3	71	2	26	-4
CY		43	5	23	-2	14	4	18	-6	2	66	3	32	-2
LV		47	-3	28	-1	10	-1	12	4	3	75	-4	22	3
LT		38	0	36	1	16	4	8	-4	2	74	1	24	0
LU		32	-6	39	8	17	1	8	-3	4	71	2	25	-2
HU		24	0	34	5	21	4	20	-8	1	58	5	41	-4
MT		35	-4	37	5	13	1	12	0	3	72	1	25	1
NL		15	0	34	-5	36	1	14	4	1	49	-5	50	5
AT		27	-2	30	3	26	1	16	-2	1	57	1	42	-1
PL		30	1	41	8	22	-6	5	-2	2	71	9	27	-8
PT		31	6	31	-6	18	2	18	1	2	62	0	36	3
RO		37	9	30	1	13	-3	13	-7	7	67	10	26	-10
SI		25	0	29	-1	25	-2	20	4	1	54	-1	45	2
SK		14	-4	41	5	25	-1	15	-1	5	55	1	40	-2
FI		24	5	39	7	27	-8	9	-4	1	63	12	36	-12
SE		12	-3	33	0	40	3	15	1	0	45	-3	55	4
UK		42	2	35	3	15	1	7	-5	1	77	5	22	-4

QB11.9 Cybercrimes can include many different types of criminal activity. How concerned are you personally about experiencing or being a victim of the following situations?

Being asked for a payment in return for getting back control of your device (%)






























(IF 'USE THE INTERNET', CODE 1 TO 5 IN D62.1 OR D62.2 OR D62.3 OR D62.4)

		Very concerned		Fairly concerned		Not very concerned		Not at all concerned		Don't know	Total 'Concerned'		Total 'Not concerned'	
		EB87.4	Diff. EB87.4 - EB82.2	EB87.4	Diff. EB87.4 - EB82.2	EB87.4	Diff. EB87.4 - EB82.2	EB87.4	Diff. EB87.4 - EB82.2	EB87.4	EB87.4	Diff. EB87.4 - EB82.2	EB87.4	Diff. EB87.4 - EB82.2
EU28		25	3	30	5	28	-2	15	-5	2	55	8	43	-7
BE		21	-1	35	7	31	-3	12	-3	1	56	6	43	-6
BG		32	14	33	7	16	-11	15	-5	4	65	21	31	-16
CZ		35	1	28	2	21	-1	13	0	3	63	3	34	-1
DK		22	5	22	4	32	-9	22	1	2	44	9	54	-8
DE		16	4	26	5	38	0	18	-7	2	42	9	56	-7
EE		11	-1	23	3	34	2	24	2	8	34	2	58	4
IE		37	-2	30	8	16	-4	15	-1	2	67	6	31	-5
EL		15	-4	23	-5	31	0	29	8	2	38	-9	60	8
ES		41	4	28	-3	20	0	10	-2	1	69	1	30	-2
FR		26	3	31	10	22	-4	19	-7	2	57	13	41	-11
HR		29	1	30	2	21	-2	17	-1	3	59	3	38	-3
IT		25	4	39	4	27	-2	7	-4	2	64	8	34	-6
CY		32	4	26	-1	17	4	21	-6	4	58	3	38	-2
LV		36	3	27	0	15	-5	16	2	6	63	3	31	-3
LT		23	1	38	7	20	0	16	-1	3	61	8	36	-1
LU		22	2	32	7	26	0	15	-9	5	54	9	41	-9
HU		20	3	31	9	24	-1	23	-11	2	51	12	47	-12
MT		28	3	34	10	20	-1	15	-8	3	62	13	35	-9
NL		14	6	23	10	39	-6	23	-7	1	37	16	62	-13
AT		25	4	23	1	29	-3	23	1	0	48	5	52	-2
PL		26	2	40	10	29	-7	4	-3	1	66	12	33	-10
PT		28	12	30	-13	16	-11	24	13	2	58	-1	40	2
RO		34	11	29	-3	17	1	13	-11	7	63	8	30	-10
SI		21	4	28	2	28	-8	22	3	1	49	6	50	-5
SK		11	-1	34	5	31	-1	18	-3	6	45	4	49	-4
FI		13	4	28	7	34	-7	22	-2	3	41	11	56	-9
SE		8	0	17	6	40	-3	34	-2	1	25	6	74	-5
UK		33	-2	27	5	24	0	12	-5	4	60	3	36	-5

QB11.10 Cybercrimes can include many different types of criminal activity. How concerned are you personally about experiencing or being a victim of the following situations?

Discovering malicious software (viruses, etc.) on your device (%)




























(IF 'USE THE INTERNET', CODE 1 TO 5 IN D62.1 OR D62.2 OR D62.3 OR D62.4)

		Very concerned		Fairly concerned		Not very concerned		Not at all concerned		Don't know	Total 'Concerned'		Total 'Not concerned'	
		EB87.4	Diff. EB87.4 - EB82.2	EB87.4	Diff. EB87.4 - EB82.2	EB87.4	Diff. EB87.4 - EB82.2	EB87.4	Diff. EB87.4 - EB82.2	EB87.4	EB87.4	Diff. EB87.4 - EB82.2	EB87.4	Diff. EB87.4 - EB82.2
EU28		29	3	40	0	22	-2	8	-1	1	69	3	30	-3
BE		26	6	44	1	23	-5	6	-3	1	70	7	29	-8
BG		40	15	38	-4	11	-3	9	-3	2	78	11	20	-6
CZ		36	-2	36	3	18	0	8	0	2	72	1	26	0
DK		20	-3	33	-3	31	1	15	5	1	53	-6	46	6
DE		25	5	39	-2	27	-4	8	1	1	64	3	35	-3
EE		18	-2	37	3	29	1	13	-1	3	55	1	42	0
IE		41	0	33	2	14	-2	11	1	1	74	2	25	-1
EL		24	-12	43	3	20	4	13	5	0	67	-9	33	9
ES		32	1	43	5	17	-6	7	0	1	75	6	24	-6
FR		30	4	39	0	20	-1	10	-3	1	69	4	30	-4
HR		30	1	35	-5	18	-4	14	6	3	65	-4	32	2
IT		29	5	48	-1	17	-3	4	-1	2	77	4	21	-4
CY		45	7	32	-1	12	2	10	-7	1	77	6	22	-5
LV		37	3	37	-1	12	-4	11	1	3	74	2	23	-3
LT		30	4	42	2	16	-1	10	-2	2	72	6	26	-3
LU		25	1	42	-2	20	2	11	-1	2	67	-1	31	1
HU		24	-1	40	4	24	7	11	-9	1	64	3	35	-2
MT		34	-6	43	7	12	1	9	-1	2	77	1	21	0
NL		16	3	38	-2	33	-3	13	3	0	54	1	46	0
AT		31	11	35	-1	22	-8	12	-1	0	66	10	34	-9
PL		29	6	48	4	19	-7	3	-1	1	77	10	22	-8
PT		29	8	42	-9	22	3	7	0	0	71	-1	29	3
RO		33	9	36	-2	16	0	9	-7	6	69	7	25	-7
SI		22	2	33	-3	26	-2	18	3	1	55	-1	44	1
SK		18	0	44	1	21	-1	13	-1	4	62	1	34	-2
FI		21	4	40	4	28	-6	10	-2	1	61	8	38	-8
SE		11	1	33	2	37	-3	18	0	1	44	3	55	-3
UK		38	1	36	2	19	2	6	-5	1	74	3	25	-3

QB12.1 And how often have you experienced or been a victim of the following situations?

Identity theft (somebody stealing your personal data and impersonating you) (%)






























(IF 'USE THE INTERNET', CODE 1 TO 5 IN D62.1 OR D62.2 OR D62.3 OR D62.4)

		Often		Occasionally		Never		Don't know	Total 'Has been a victim'	
		EB87.4	Diff. EB87.4 - EB82.2	EB87.4	Diff. EB87.4 - EB82.2	EB87.4	Diff. EB87.4 - EB82.2	EB87.4	EB87.4	Diff. EB87.4 - EB82.2
EU28		1	0	7	1	91	-1	1	8	1
BE		2	1	6	0	92	-1	0	8	1
BG		0	0	3	0	96	-1	1	3	0
CZ		1	0	7	2	90	-1	2	8	2
DK		1	1	4	-1	95	1	0	5	0
DE		0	-1	5	2	94	-1	1	5	1
EE		0	0	5	0	93	1	2	5	0
IE		1	0	9	1	90	0	0	10	1
EL		1	0	2	-1	97	1	0	3	-1
ES		1	-1	4	0	95	1	0	5	-1
FR		1	0	8	0	90	0	1	9	0
HR		2	0	3	-1	93	-1	2	5	-1
IT		2	-1	7	2	90	-1	1	9	1
CY		1	-1	4	0	94	1	1	5	-1
LV		0	-1	6	-1	93	2	1	6	-2
LT		1	0	5	2	93	0	1	6	2
LU		0	-1	7	1	92	1	1	7	0
HU		3	1	6	-3	91	3	0	9	-2
MT		1	0	4	0	93	0	2	5	0
NL		1	1	5	2	94	-2	0	6	3
AT		3	0	9	4	87	-4	1	12	4
PL		3	1	9	3	86	-3	2	12	4
PT		2	-3	2	-2	96	6	0	4	-5
RO		2	-1	9	1	85	-1	4	11	0
SI		1	0	4	1	95	0	0	5	1
SK		1	0	3	-1	93	0	3	4	-1
FI		1	0	4	0	95	1	0	5	0
SE		0	0	4	-1	95	0	1	4	-1
UK		0	-1	11	2	88	-1	1	11	1

QB12.2 And how often have you experienced or been a victim of the following situations?

Receiving fraudulent emails or phone calls asking for your personal details (including access to your computer, logins, banking or payment information) (%)




























(IF 'USE THE INTERNET', CODE 1 TO 5 IN D62.1 OR D62.2 OR D62.3 OR D62.4)

		Often		Occasionally		Never		Don't know	Total 'Has been a victim'	
		EB87.4	Diff. EB87.4 - EB82.2	EB87.4	Diff. EB87.4 - EB82.2	EB87.4	Diff. EB87.4 - EB82.2	EB87.4	EB87.4	Diff. EB87.4 - EB82.2
EU28		9	2	29	5	61	-7	1	38	7
BE		6	1	30	5	64	-6	0	36	6
BG		1	0	16	6	82	-5	1	17	6
CZ		5	1	30	7	64	-7	1	35	8
DK		18	-1	48	-4	33	5	1	66	-5
DE		10	5	32	5	58	-9	0	42	10
EE		5	0	37	11	56	-11	2	42	11
IE		9	-4	30	3	61	1	0	39	-1
EL		3	0	14	0	83	0	0	17	0
ES		3	0	16	4	81	-4	0	19	4
FR		17	7	35	6	47	-13	1	52	13
HR		2	-1	12	-7	84	7	2	14	-8
IT		6	-2	23	3	70	-1	1	29	1
CY		5	0	20	2	75	-1	0	25	2
LV		4	2	23	2	72	-4	1	27	4
LT		3	1	24	-1	72	2	1	27	0
LU		6	-1	38	4	55	-2	1	44	3
HU		3	0	13	1	83	-1	1	16	1
MT		6	-3	33	3	59	0	2	39	0
NL		17	1	47	4	36	-5	0	64	5
AT		8	2	27	4	65	-5	0	35	6
PL		5	1	18	3	76	-3	1	23	4
PT		2	-4	9	-5	89	10	0	11	-9
RO		3	-2	19	0	74	1	4	22	-2
SI		2	-1	16	-3	82	5	0	18	-4
SK		2	0	12	-3	83	2	3	14	-3
FI		5	3	28	8	67	-10	0	33	11
SE		11	1	50	7	39	-7	0	61	8
UK		15	6	42	15	42	-21	1	57	21

QB12.3 And how often have you experienced or been a victim of the following situations?






























Online fraud where goods purchased are not delivered, are counterfeit or are not as advertised (%)

(IF 'USE THE INTERNET', CODE 1 TO 5 IN D62.1 OR D62.2 OR D62.3 OR D62.4)

		Often		Occasionally		Never		Don't know	Total 'Has been a victim'	
		EB87.4	Diff. EB87.4 - EB82.2	EB87.4	Diff. EB87.4 - EB82.2	EB87.4	Diff. EB87.4 - EB82.2	EB87.4	EB87.4	Diff. EB87.4 - EB82.2
EU28		1	0	15	4	83	-4	1	16	4
BE		1	1	15	1	83	-3	1	16	2
BG		1	1	8	2	89	-4	2	9	3
CZ		1	-1	16	3	82	-1	1	17	2
DK		1	0	16	4	82	-5	1	17	4
DE		0	0	15	2	84	-2	1	15	2
EE		0	-1	13	1	84	0	3	13	0
IE		0	-2	12	1	87	1	1	12	-1
EL		1	0	4	1	93	-3	2	5	1
ES		1	0	5	-1	93	0	1	6	-1
FR		1	0	17	7	82	-6	0	18	7
HR		2	1	11	2	86	-4	1	13	3
IT		3	1	14	5	82	-6	1	17	6
CY		1	0	22	9	76	-8	1	23	9
LV		1	0	17	5	81	-5	1	18	5
LT		2	1	15	7	82	-5	1	17	8
LU		1	1	13	2	86	0	0	14	3
HU		3	1	11	-1	85	0	1	14	0
MT		1	0	19	4	78	-3	2	20	4
NL		1	1	18	2	81	-2	0	19	3
AT		3	0	15	3	82	-3	0	18	3
PL		3	1	16	-1	79	0	2	19	0
PT		1	-2	6	-3	92	5	1	7	-5
RO		2	0	16	8	77	-9	5	18	8
SI		1	0	13	6	86	-5	0	14	6
SK		0	-1	8	0	88	-1	4	8	-1
FI		1	0	14	6	84	-6	1	15	6
SE		0	0	13	4	87	-3	0	13	4
UK		1	0	21	6	77	-7	1	22	6

QB12.4 And how often have you experienced or been a victim of the following situations?**Accidentally encountering child pornography online (%)**




























(IF 'USE THE INTERNET', CODE 1 TO 5 IN D62.1 OR D62.2 OR D62.3 OR D62.4)

		Often		Occasionally		Never		Don't know	Total 'Has been a victim'	
		EB87.4	Diff. EB87.4 - EB82.2	EB87.4	Diff. EB87.4 - EB82.2	EB87.4	Diff. EB87.4 - EB82.2	EB87.4	EB87.4	Diff. EB87.4 - EB82.2
EU28		1	0	6	0	92	0	1	7	0
BE		1	-1	9	2	90	-1	0	10	1
BG		1	1	7	-2	91	1	1	8	-1
CZ		1	0	7	3	91	-2	1	8	3
DK		1	1	3	0	95	-1	1	4	1
DE		0	0	3	1	96	-2	1	3	1
EE		0	-1	5	-2	93	3	2	5	-3
IE		1	0	4	-1	94	1	1	5	-1
EL		0	-1	3	0	97	1	0	3	-1
ES		1	-1	6	1	93	0	0	7	0
FR		1	0	6	-1	92	0	1	7	-1
HR		3	2	4	-3	92	1	1	7	-1
IT		4	1	13	5	82	-6	1	17	6
CY		0	-1	8	2	91	-1	1	8	1
LV		1	1	7	0	90	0	2	8	1
LT		1	0	9	4	89	-2	1	10	4
LU		0	0	3	-3	96	4	1	3	-3
HU		3	1	6	-3	90	2	1	9	-2
MT		0	-1	5	1	93	0	2	5	0
NL		0	-1	4	-1	96	2	0	4	-2
AT		2	0	7	1	90	-1	1	9	1
PL		2	1	9	-3	87	2	2	11	-2
PT		2	0	5	-4	93	6	0	7	-4
RO		8	0	22	3	66	-3	4	30	3
SI		1	0	3	2	96	-1	0	4	2
SK		1	0	4	-1	91	-1	4	5	-1
FI		0	0	3	-2	96	2	1	3	-2
SE		0	0	3	-1	96	1	1	3	-1
UK		0	0	3	0	96	-1	1	3	0

QB12.5 And how often have you experienced or been a victim of the following situations?

Accidentally encountering material which promotes racial hatred or religious extremism (%)




























(IF 'USE THE INTERNET', CODE 1 TO 5 IN D62.1 OR D62.2 OR D62.3 OR D62.4)

		Often		Occasionally		Never		Don't know	Total 'Has been a victim'	
		EB87.4	Diff. EB87.4 - EB82.2	EB87.4	Diff. EB87.4 - EB82.2	EB87.4	Diff. EB87.4 - EB82.2	EB87.4	EB87.4	Diff. EB87.4 - EB82.2
EU28		4	2	14	2	81	-4	1	18	4
BE		2	-3	17	3	80	-1	1	19	0
BG		3	3	12	-4	83	1	2	15	-1
CZ		2	0	16	-2	80	3	2	18	-2
DK		3	2	12	1	84	-3	1	15	3
DE		3	2	13	3	83	-6	1	16	5
EE		2	0	16	2	80	-2	2	18	2
IE		2	1	12	-1	86	1	0	14	0
EL		1	-1	8	3	91	-2	0	9	2
ES		2	-1	8	0	90	1	0	10	-1
FR		4	2	12	0	83	-2	1	16	2
HR		3	-1	14	-4	81	4	2	17	-5
IT		3	1	15	5	81	-6	1	18	6
CY		4	2	16	4	79	-5	1	20	6
LV		2	-1	13	-1	84	3	1	15	-2
LT		3	1	16	4	80	-3	1	19	5
LU		2	1	16	5	81	-5	1	18	6
HU		3	-1	11	-2	85	3	1	14	-3
MT		7	3	19	-2	73	1	1	26	1
NL		4	1	18	1	78	-2	0	22	2
AT		4	-1	16	3	79	-2	1	20	2
PL		6	3	20	1	73	-2	1	26	4
PT		2	-2	6	-10	91	11	1	8	-12
RO		3	-5	20	4	72	0	5	23	-1
SI		1	0	8	-1	91	2	0	9	-1
SK		1	-1	11	1	84	-1	4	12	0
FI		4	1	24	12	71	-13	1	28	13
SE		6	1	29	6	64	-8	1	35	7
UK		4	2	16	6	78	-10	2	20	8

QB12.6 And how often have you experienced or been a victim of the following situations?




























Not being able to access online services like banking or public services because of cyber-attacks (%)

(IF 'USE THE INTERNET', CODE 1 TO 5 IN D62.1 OR D62.2 OR D62.3 OR D62.4)

		Often		Occasionally		Never		Don't know	Total 'Has been a victim'	
		EB87.4	Diff. EB87.4 - EB82.2	EB87.4	Diff. EB87.4 - EB82.2	EB87.4	Diff. EB87.4 - EB82.2	EB87.4	EB87.4	Diff. EB87.4 - EB82.2
EU28		1	-1	10	-2	87	3	2	11	-3
BE		1	0	14	0	85	0	0	15	0
BG		1	1	6	1	90	-2	3	7	2
CZ		1	0	9	-5	87	4	3	10	-5
DK		1	1	11	-4	87	5	1	12	-3
DE		1	1	7	-3	90	2	2	8	-2
EE		0	0	12	-4	85	4	3	12	-4
IE		1	0	9	-4	90	5	0	10	-4
EL		1	0	2	-3	95	1	2	3	-3
ES		1	-1	5	-1	94	2	0	6	-2
FR		1	0	11	-1	87	2	1	12	-1
HR		4	3	5	-6	90	4	1	9	-3
IT		3	0	12	2	84	-1	1	15	2
CY		1	-1	12	1	86	1	1	13	0
LV		1	0	8	-7	89	6	2	9	-7
LT		1	0	13	2	85	-1	1	14	2
LU		1	0	12	-5	86	7	1	13	-5
HU		3	2	6	-2	90	0	1	9	0
MT		0	0	7	-3	91	3	2	7	-3
NL		1	-2	23	-17	75	20	1	24	-19
AT		4	2	8	-1	86	0	2	12	1
PL		2	1	11	-2	86	3	1	13	-1
PT		2	-3	5	-3	92	7	1	7	-6
RO		3	0	16	-1	76	0	5	19	-1
SI		1	-1	6	-5	93	6	0	7	-6
SK		0	-1	4	0	93	0	3	4	-1
FI		1	0	31	10	66	-9	2	32	10
SE		0	0	15	-5	83	6	2	15	-5
UK		1	-1	13	-1	84	1	2	14	-2




























QB12.7 And how often have you experienced or been a victim of the following situations?**Your social network account or email being hacked (%)**

(IF 'USE THE INTERNET', CODE 1 TO 5 IN D62.1 OR D62.2 OR D62.3 OR D62.4)

		Often		Occasionally		Never		Don't know	Total 'Has been a victim'	
		EB87.4	Diff. EB87.4 - EB82.2	EB87.4	Diff. EB87.4 - EB82.2	EB87.4	Diff. EB87.4 - EB82.2	EB87.4	EB87.4	Diff. EB87.4 - EB82.2
EU28		1	0	13	2	85	-2	1	14	2
BE		1	-1	18	1	80	-1	1	19	0
BG		0	0	9	1	89	-1	2	9	1
CZ		1	0	14	3	83	-4	2	15	3
DK		1	0	11	-1	87	1	1	12	-1
DE		0	-1	9	2	90	0	1	9	1
EE		1	1	14	1	83	-1	2	15	2
IE		1	0	14	-1	85	2	0	15	-1
EL		1	0	8	-2	90	1	1	9	-2
ES		1	0	5	-3	94	3	0	6	-3
FR		2	1	21	7	76	-8	1	23	8
HR		2	1	7	-3	90	1	1	9	-2
IT		3	1	14	2	82	-4	1	17	3
CY		2	0	12	3	85	-3	1	14	3
LV		2	2	11	-1	85	-1	2	13	1
LT		1	0	9	0	88	0	2	10	0
LU		1	0	11	-4	87	5	1	12	-4
HU		2	0	10	0	87	0	1	12	0
MT		0	-1	12	-3	87	4	1	12	-4
NL		1	0	14	-1	84	1	1	15	-1
AT		3	1	16	5	80	-5	1	19	6
PL		2	1	11	3	85	-3	2	13	4
PT		2	-2	4	-5	93	7	1	6	-7
RO		2	-1	16	1	78	-2	4	18	0
SI		1	0	10	2	89	-1	0	11	2
SK		0	0	7	2	89	-4	4	7	2
FI		0	0	11	3	88	-3	1	11	3
SE		0	0	13	2	86	-2	1	13	2
UK		1	0	16	1	81	-2	2	17	1

QB12.8 And how often have you experienced or been a victim of the following situations?**Being a victim of bank card or online banking fraud (%)**




























(IF 'USE THE INTERNET', CODE 1 TO 5 IN D62.1 OR D62.2 OR D62.3 OR D62.4)

		Often		Occasionally		Never		Don't know	Total 'Has been a victim'	
		EB87.4	Diff. EB87.4 - EB82.2	EB87.4	Diff. EB87.4 - EB82.2	EB87.4	Diff. EB87.4 - EB82.2	EB87.4	EB87.4	Diff. EB87.4 - EB82.2
EU28		1	0	10	3	88	-3	1	11	3
BE		2	1	11	3	87	-4	0	13	4
BG		1	1	3	1	95	-2	1	4	2
CZ		1	1	7	3	91	-3	1	8	4
DK		1	1	13	4	86	-4	0	14	5
DE		0	0	5	3	94	-3	1	5	3
EE		0	-1	4	1	94	0	2	4	0
IE		2	1	13	4	85	-5	0	15	5
EL		1	1	1	0	96	-3	2	2	1
ES		1	0	4	1	94	-2	1	5	1
FR		1	0	16	5	82	-5	1	17	5
HR		3	3	4	2	92	-5	1	7	5
IT		2	0	11	5	86	-5	1	13	5
CY		1	0	5	-1	92	0	2	6	-1
LV		0	0	4	1	95	-1	1	4	1
LT		1	1	4	1	94	0	1	5	2
LU		1	0	14	4	84	-4	1	15	4
HU		2	1	6	2	91	-4	1	8	3
MT		0	0	7	2	91	-2	2	7	2
NL		1	1	10	2	89	-3	0	11	3
AT		2	0	7	3	90	-4	1	9	3
PL		1	0	9	3	88	-4	2	10	3
PT		1	-2	2	-4	96	6	1	3	-6
RO		2	0	7	3	87	-5	4	9	3
SI		1	1	4	2	94	-3	1	5	3
SK		0	0	4	2	93	-3	3	4	2
FI		1	0	5	1	93	-1	1	6	1
SE		0	0	12	1	87	-2	1	12	1
UK		1	0	23	7	75	-8	1	24	7

QB12.9 And how often have you experienced or been a victim of the following situations?

Being asked for a payment in return for getting back control of your device (%)




























(IF 'USE THE INTERNET', CODE 1 TO 5 IN D62.1 OR D62.2 OR D62.3 OR D62.4)

		Often		Occasionally		Never		Don't know	Total 'Has been a victim'	
		EB87.4	Diff. EB87.4 - EB82.2	EB87.4	Diff. EB87.4 - EB82.2	EB87.4	Diff. EB87.4 - EB82.2	EB87.4	EB87.4	Diff. EB87.4 - EB82.2
EU28		1	0	7	0	91	0	1	8	0
BE		1	0	11	0	88	0	0	12	0
BG		1	1	3	2	95	-3	1	4	3
CZ		2	1	10	2	87	-2	1	12	3
DK		1	1	7	2	92	-3	0	8	3
DE		1	0	9	0	90	0	0	10	0
EE		0	0	4	-1	94	2	2	4	-1
IE		2	1	6	0	92	0	0	8	1
EL		1	0	3	-3	96	3	0	4	-3
ES		1	0	4	1	95	-1	0	5	1
FR		2	1	7	1	90	-2	1	9	2
HR		3	2	5	2	91	-5	1	8	4
IT		2	1	11	3	86	-4	1	13	4
CY		2	1	4	-1	92	0	2	6	0
LV		1	0	7	0	91	0	1	8	0
LT		1	0	5	3	93	-1	1	6	3
LU		1	0	7	1	92	1	0	8	1
HU		2	1	5	0	92	-2	1	7	1
MT		0	0	6	2	93	-2	1	6	2
NL		0	-1	8	-1	92	2	0	8	-2
AT		2	0	9	1	88	-2	1	11	1
PL		2	1	8	0	89	0	1	10	1
PT		2	-2	3	-4	95	6	0	5	-6
RO		2	-1	8	2	86	-2	4	10	1
SI		1	0	3	1	96	0	0	4	1
SK		1	1	4	1	92	-3	3	5	2
FI		0	0	5	1	94	-1	1	5	1
SE		0	0	5	-2	95	3	0	5	-2
UK		1	0	7	-2	91	2	1	8	-2

QB12.10 And how often have you experienced or been a victim of the following situations?

Discovering malicious software (viruses, etc.) on your device (%)






























(IF 'USE THE INTERNET', CODE 1 TO 5 IN D62.1 OR D62.2 OR D62.3 OR D62.4)

		Often		Occasionally		Never		Don't know	Total 'Has been a victim'	
		EB87.4	Diff. EB87.4 - EB82.2	EB87.4	Diff. EB87.4 - EB82.2	EB87.4	Diff. EB87.4 - EB82.2	EB87.4	EB87.4	Diff. EB87.4 - EB82.2
EU28		5	-2	37	-3	57	5	1	42	-5
BE		4	-3	39	-6	57	9	0	43	-9
BG		4	-1	26	0	68	0	2	30	-1
CZ		6	-1	41	-2	52	3	1	47	-3
DK		4	-2	42	-13	53	16	1	46	-15
DE		3	-1	43	-7	53	8	1	46	-8
EE		4	0	44	0	50	1	2	48	0
IE		2	-3	24	0	74	4	0	26	-3
EL		4	-3	31	0	65	3	0	35	-3
ES		4	-4	34	0	62	4	0	38	-4
FR		9	0	39	-1	51	1	1	48	-1
HR		5	0	25	-12	68	11	2	30	-12
IT		7	-1	31	-4	62	6	0	38	-5
CY		9	1	31	6	59	-7	1	40	7
LV		5	0	33	-9	61	10	1	38	-9
LT		4	-1	34	2	60	0	2	38	1
LU		4	0	45	2	51	-1	0	49	2
HU		5	-2	27	-5	67	6	1	32	-7
MT		2	-3	40	5	57	-1	1	42	2
NL		7	0	52	-3	41	4	0	59	-3
AT		9	-2	32	-8	58	10	1	41	-10
PL		7	-4	29	-3	63	10	1	36	-7
PT		3	-4	30	1	66	2	1	33	-3
RO		10	-4	29	-4	57	6	4	39	-8
SI		5	0	34	-5	61	5	0	39	-5
SK		2	-3	19	-4	76	6	3	21	-7
FI		3	0	50	2	46	-2	1	53	2
SE		1	-2	47	-1	52	4	0	48	-3
UK		4	-2	40	2	54	-1	2	44	0

QB13.1 If you experienced or were a victim of the following situations, who would you contact?
(MULTIPLE ANSWERS POSSIBLE)

Identity theft (somebody stealing your personal data and impersonating you) (%)

(IF 'USE THE INTERNET', CODE 1 TO 5 IN D62.1 OR D62.2 OR D62.3 OR D62.4)






























		Police		Website/ vendor		Your Internet service provider		Consumer protection organisation		Other		No one		Don't know	Total 'Someone'	
		EB87.4	Diff. EB87.4 - EB82.2	EB87.4	Diff. EB87.4 - EB82.2	EB87.4	Diff. EB87.4 - EB82.2	EB87.4	Diff. EB87.4 - EB82.2	EB87.4	Diff. EB87.4 - EB82.2	EB87.4	Diff. EB87.4 - EB82.2	EB87.4	EB87.4	Diff. EB87.4 - EB82.2
EU28		85	1	12	-1	11	-2	6	-1	6	1	2	0	3	95	0
BE		88	2	15	-4	13	-1	7	1	3	1	1	-1	2	97	-1
BG		82	2	5	-4	9	2	9	-1	4	2	2	1	8	90	-4
CZ		76	-2	11	-3	12	3	4	-2	6	4	2	0	3	95	1
DK		93	1	7	-5	7	3	2	-1	10	3	1	1	2	97	-2
DE		85	-1	15	-1	16	-5	8	-3	11	1	3	1	2	95	-1
EE		82	6	8	1	7	0	1	-2	5	0	4	-2	4	92	4
IE		72	-2	14	-2	18	-2	5	0	4	0	4	2	5	91	-2
EL		87	-1	12	-2	10	-5	6	-1	8	1	2	1	1	97	-2
ES		92	3	5	1	6	-1	2	-2	2	1	1	-1	2	98	3
FR		88	0	11	1	11	1	6	0	4	0	3	2	2	96	-2
HR		88	1	10	-5	14	-2	3	-8	3	-2	1	0	3	96	0
IT		83	0	8	-3	12	-1	10	3	2	0	2	1	2	96	0
CY		87	0	6	1	5	-3	8	2	4	1	3	-1	0	97	2
LV		78	4	9	-5	5	-6	3	-4	5	2	4	0	6	90	-4
LT		89	2	6	-4	8	2	6	2	2	-2	3	-1	2	96	1
LU		88	-1	11	-8	9	-1	3	-2	8	-1	3	2	2	95	-2
HU		82	6	9	-2	9	-3	4	-6	2	0	4	2	4	92	-4
MT		84	6	11	-1	6	-6	2	-3	7	6	5	1	4	91	-2
NL		90	1	8	-7	9	-3	5	-1	6	2	1	0	2	97	-1
AT		68	-10	25	5	20	1	11	-5	4	0	3	2	2	94	-2
PL		80	-5	13	4	10	4	5	2	2	-1	1	0	4	95	1
PT		88	8	10	0	12	1	4	-3	2	-4	2	-3	3	95	3
RO		72	8	7	-4	5	-6	6	-2	4	1	7	-1	7	86	4
SI		87	10	9	1	10	-1	3	2	6	0	3	0	1	95	2
SK		67	-3	13	-1	13	-2	5	0	4	2	5	3	10	86	-5
FI		92	4	10	-2	10	2	6	4	4	0	0	-1	2	98	0
SE		93	-1	13	-4	9	0	5	-1	11	6	1	1	1	98	-1
UK		87	5	15	-1	11	-7	6	-2	8	3	2	0	3	96	2

QB13.2 If you experienced or were a victim of the following situations, who would you contact?

(MULTIPLE ANSWERS POSSIBLE)






























Receiving fraudulent emails or phone calls asking for your personal details (including access to your computer, logins, banking or payment information) (%)

(IF 'USE THE INTERNET', CODE 1 TO 5 IN D62.1 OR D62.2 OR D62.3 OR D62.4)

		Police		Website/ vendor		Your Internet service provider		Consumer protection organisation		Other		No one		Don't know	Total 'Someone'	
		EB87.4	Diff. EB87.4 - EB82.2	EB87.4	Diff. EB87.4 - EB82.2	EB87.4	Diff. EB87.4 - EB82.2	EB87.4	Diff. EB87.4 - EB82.2	EB87.4	Diff. EB87.4 - EB82.2	EB87.4	Diff. EB87.4 - EB82.2	EB87.4	EB87.4	Diff. EB87.4 - EB82.2
EU28		53	0	15	1	16	-3	7	-1	7	0	18	3	4	78	-2
BE		54	-2	23	0	17	-5	10	4	7	2	17	2	3	80	-4
BG		69	1	9	1	18	1	9	-2	5	2	5	1	10	85	-5
CZ		44	-5	17	3	20	3	6	0	9	2	14	1	4	82	1
DK		38	5	10	0	11	2	2	-3	14	-5	29	1	4	66	-2
DE		56	-1	9	-1	12	-5	7	-4	13	0	24	5	2	73	-5
EE		39	3	8	-2	10	-3	2	-1	9	1	30	3	10	61	-4
IE		47	6	14	-5	23	-1	7	0	5	0	15	2	7	78	-1
EL		62	9	16	-2	19	-9	9	-1	11	1	10	2	2	88	-2
ES		62	0	11	4	10	-3	5	-2	4	2	17	4	4	79	-3
FR		41	-6	17	2	23	0	9	1	8	3	19	4	3	78	-3
HR		63	10	12	-8	22	-3	4	-4	6	-1	10	-3	3	87	4
IT		69	6	14	-2	17	2	10	1	4	-1	6	-2	4	90	1
CY		69	8	8	-6	10	-6	10	4	4	1	8	-6	2	90	7
LV		52	0	10	-4	10	-5	2	-2	7	0	18	3	8	75	-6
LT		68	4	10	-3	12	1	7	1	3	0	15	0	2	83	0
LU		54	9	14	3	19	1	5	-1	11	-1	17	-5	3	80	6
HU		68	16	13	-7	18	-3	6	-8	2	-2	5	1	6	89	-5
MT		67	17	9	1	11	-4	6	2	7	2	15	-7	4	81	11
NL		29	-5	23	0	14	-5	7	1	11	0	28	6	3	69	-6
AT		51	-5	22	5	16	-5	12	-4	5	0	16	3	4	80	-4
PL		66	-1	19	6	11	-2	6	4	2	-2	7	1	5	87	0
PT		58	-3	13	1	17	1	5	-4	7	1	21	10	4	75	-8
RO		58	11	11	-1	8	-6	8	1	4	1	12	-1	9	79	7
SI		58	13	12	4	19	0	4	1	9	-1	14	-3	2	83	6
SK		49	5	21	-1	20	-1	6	-1	5	2	9	0	10	80	-4
FI		56	8	13	1	11	-1	4	2	5	-1	22	1	3	76	1
SE		41	-7	8	-5	7	-3	3	-1	9	4	39	9	5	56	-11
UK		37	-4	23	3	22	-5	7	1	8	3	26	6	4	70	-3

QB13.3 If you experienced or were a victim of the following situations, who would you contact?
(MULTIPLE ANSWERS POSSIBLE)






























Online fraud where goods purchased are not delivered, are counterfeit or are not as advertised (%)
(IF 'USE THE INTERNET', CODE 1 TO 5 IN D62.1 OR D62.2 OR D62.3 OR D62.4)

		Police		Website/ vendor		Your Internet service provider		Consumer protection organisation		Other		No one		Don't know	Total 'Someone'	
		EB87.4	Diff. EB87.4 - EB82.2	EB87.4	Diff. EB87.4 - EB82.2	EB87.4	Diff. EB87.4 - EB82.2	EB87.4	Diff. EB87.4 - EB82.2	EB87.4	Diff. EB87.4 - EB82.2	EB87.4	Diff. EB87.4 - EB82.2	EB87.4	EB87.4	Diff. EB87.4 - EB82.2
EU28		52	-2	40	4	11	-2	16	0	5	1	4	1	3	93	0
BE		43	-3	53	2	9	-2	19	4	3	1	3	0	3	94	-1
BG		42	-5	31	2	10	3	29	7	5	3	3	0	9	88	-3
CZ		45	-5	39	4	10	1	19	1	5	2	3	1	3	93	0
DK		40	-1	60	4	2	0	14	-2	11	3	2	0	2	96	1
DE		69	1	39	1	14	-3	12	-3	10	0	3	1	2	95	1
EE		27	1	32	4	8	0	33	-4	6	2	6	-2	8	86	2
IE		45	-4	29	-3	16	-1	18	4	5	2	4	2	6	89	-3
EL		58	0	35	-2	10	-3	23	2	7	2	3	1	1	96	-1
ES		63	2	25	2	11	-2	11	-3	3	2	3	1	3	93	0
FR		32	-5	54	7	12	2	17	-2	5	1	6	2	3	92	-2
HR		50	-5	36	2	16	-1	19	-1	6	0	3	-1	4	93	1
IT		66	1	23	-1	11	0	21	3	2	0	1	-1	3	96	0
CY		55	7	28	-5	12	2	20	4	4	0	3	-4	0	96	6
LV		32	-6	31	1	6	-1	22	0	7	2	8	1	9	84	-4
LT		48	-4	33	2	12	3	21	6	6	3	5	0	2	93	1
LU		37	16	58	4	8	-1	10	0	7	2	3	-10	4	93	11
HU		57	5	21	-5	14	0	17	-1	3	0	5	2	5	90	-5
MT		49	13	40	2	6	-6	11	-4	7	4	5	0	6	88	-1
NL		45	0	51	2	5	-1	14	-3	4	0	5	2	4	91	-3
AT		50	-15	39	12	13	-5	23	-3	4	0	4	1	3	93	-1
PL		60	-2	32	4	12	1	12	3	2	-1	2	1	4	95	0
PT		61	-4	32	14	12	2	7	-2	2	-5	5	-2	6	90	3
RO		54	2	19	4	8	-2	14	2	4	2	8	-1	9	83	6
SI		38	9	44	0	9	-4	18	7	8	1	7	2	2	91	0
SK		56	-1	17	-3	13	-1	13	-2	5	2	5	2	10	85	-6
FI		58	2	45	9	5	-1	22	1	3	-1	2	0	2	96	0
SE		48	-8	59	8	3	-2	24	5	4	0	2	0	4	94	-1
UK		37	-6	54	9	12	-5	17	3	6	2	4	1	3	92	2

QB13.4 If you experienced or were a victim of the following situations, who would you contact?
(MULTIPLE ANSWERS POSSIBLE)

Accidentally encountering child pornography online (%)






























(IF 'USE THE INTERNET', CODE 1 TO 5 IN D62.1 OR D62.2 OR D62.3 OR D62.4)

		Police		Website/ vendor		Your Internet service provider		Consumer protection organisation		Other		No one		Don't know	Total 'Someone'	
		EB87.4	Diff. EB87.4 - EB82.2	EB87.4	Diff. EB87.4 - EB82.2	EB87.4	Diff. EB87.4 - EB82.2	EB87.4	Diff. EB87.4 - EB82.2	EB87.4	Diff. EB87.4 - EB82.2	EB87.4	Diff. EB87.4 - EB82.2	EB87.4	EB87.4	Diff. EB87.4 - EB82.2
EU28		76	0	11	3	11	0	5	1	4	1	8	0	4	88	1
BE		67	-3	14	1	13	0	8	-1	4	0	14	3	4	82	-5
BG		69	3	6	-2	11	0	7	0	4	1	5	-1	12	82	-4
CZ		66	-8	6	1	11	3	2	1	7	4	11	3	5	84	-2
DK		80	0	6	2	6	-1	2	1	7	0	6	0	4	90	0
DE		82	-1	11	5	9	-2	5	-1	7	1	9	2	2	89	0
EE		59	0	5	-1	4	-1	0	-1	6	1	20	2	12	68	-2
IE		71	-5	9	0	16	1	4	1	2	1	7	2	7	86	-3
EL		85	0	5	0	6	-7	4	0	8	1	5	1	1	94	0
ES		86	-1	5	3	6	1	2	1	2	1	6	0	2	92	0
FR		72	-6	11	3	13	2	5	0	4	2	9	1	4	87	-3
HR		82	5	8	-6	8	-8	2	-3	5	1	4	-2	5	91	0
IT		76	0	9	-1	11	0	8	3	3	0	3	-1	4	93	2
CY		85	7	6	3	4	-3	5	-1	2	0	6	-7	0	94	9
LV		66	6	6	-3	5	-5	1	-2	5	0	15	0	8	77	-3
LT		64	4	10	0	10	1	6	3	5	0	16	-4	3	81	4
LU		84	14	8	3	9	2	3	1	5	-1	6	-10	4	90	12
HU		69	4	12	1	15	2	4	-8	1	-3	7	1	6	87	-5
MT		76	13	4	0	4	-2	3	1	6	3	9	-6	7	83	10
NL		69	7	8	1	15	-2	4	1	4	0	14	-2	4	82	4
AT		77	-5	19	9	16	2	8	0	3	0	5	0	3	93	1
PL		71	-6	15	8	9	1	5	2	1	-2	6	1	6	89	1
PT		67	4	9	2	13	1	5	-1	3	-2	18	4	6	76	-1
RO		52	20	13	1	9	-5	8	-1	5	2	13	-7	10	77	15
SI		78	10	7	3	8	0	1	0	6	0	9	-5	3	88	6
SK		58	-6	8	-1	11	0	4	0	5	2	13	5	11	76	-8
FI		79	8	11	2	10	4	1	0	2	-1	8	-3	3	89	5
SE		76	-6	9	-1	11	1	1	-1	4	2	12	5	5	83	-6
UK		78	3	17	4	17	0	3	-1	3	2	6	-1	5	89	4

QB13.5 If you experienced or were a victim of the following situations, who would you contact?
(MULTIPLE ANSWERS POSSIBLE)

Accidentally encountering material which promotes racial hatred or religious extremism (%)

(IF 'USE THE INTERNET', CODE 1 TO 5 IN D62.1 OR D62.2 OR D62.3 OR D62.4)






























		Police		Website/ vendor		Your Internet service provider		Consumer protection organisation		Other		No one		Don't know	Total 'Someone'	
		EB87.4	Diff. EB87.4 - EB82.2	EB87.4	Diff. EB87.4 - EB82.2	EB87.4	Diff. EB87.4 - EB82.2	EB87.4	Diff. EB87.4 - EB82.2	EB87.4	Diff. EB87.4 - EB82.2	EB87.4	Diff. EB87.4 - EB82.2	EB87.4	EB87.4	Diff. EB87.4 - EB82.2
EU28		59	4	14	2	12	-1	5	0	5	0	16	-1	6	78	2
BE		47	0	17	1	10	-5	7	-2	4	0	26	3	6	68	-6
BG		55	11	7	-2	10	-1	6	-2	8	2	10	-5	16	74	2
CZ		40	-6	10	1	13	2	4	1	10	3	23	1	8	70	-1
DK		49	8	14	2	6	-4	2	-1	9	-4	19	-1	9	72	0
DE		61	-1	13	5	13	-2	5	-1	8	0	19	-1	5	76	1
EE		36	4	8	-2	4	-3	1	-1	7	-2	33	1	17	50	-5
IE		53	-2	13	-2	17	-2	6	2	2	0	13	2	10	77	-3
EL		61	0	9	0	9	-4	5	0	12	5	19	2	3	78	-2
ES		75	5	7	3	3	-3	2	-1	3	0	11	0	4	84	2
FR		59	4	15	3	14	3	6	0	5	1	16	-3	5	79	3
HR		56	5	11	-6	11	-4	2	-3	7	1	16	-2	7	77	1
IT		69	5	9	-2	13	-1	8	1	3	-1	6	-3	4	90	3
CY		52	13	13	3	8	0	9	5	5	2	16	-22	5	79	20
LV		45	4	8	-2	3	-6	2	0	6	0	28	-2	12	60	-3
LT		47	1	13	1	16	7	7	2	5	0	22	-7	4	73	5
LU		64	16	13	5	12	5	3	-1	7	0	15	-14	4	81	16
HU		59	15	14	-1	16	-1	5	-7	3	-3	10	-3	8	82	-2
MT		55	17	10	4	6	-2	2	1	8	5	18	-16	11	71	18
NL		37	2	14	5	14	-2	5	0	5	0	33	-1	7	61	2
AT		56	-2	24	6	14	-1	7	0	4	0	12	-2	5	82	1
PL		54	1	18	6	12	2	4	2	2	-2	11	0	9	81	9
PT		50	2	10	1	13	0	5	-3	3	-3	28	8	6	66	-5
RO		42	15	16	4	8	-6	8	-1	5	1	15	-8	13	72	14
SI		62	14	8	2	9	-3	1	-1	8	-2	18	-3	3	79	6
SK		45	-3	12	-3	14	0	5	0	7	3	16	1	11	73	-4
FI		51	4	17	1	11	0	2	1	2	-1	21	2	6	72	-1
SE		39	-7	18	-1	8	-1	1	-1	7	3	32	6	6	62	-5
UK		64	8	21	2	15	-5	2	-1	4	2	14	0	6	81	5

QB13.6 If you experienced or were a victim of the following situations, who would you contact?

(MULTIPLE ANSWERS POSSIBLE)

Not being able to access online services like banking or public services because of cyber-attacks (%)






























(IF 'USE THE INTERNET', CODE 1 TO 5 IN D62.1 OR D62.2 OR D62.3 OR D62.4)

		Police		Website/ vendor		Your Internet service provider		Consumer protection organisation		Other		No one		Don't know	Total 'Someone'	
		EB87.4	Diff. EB87.4 - EB82.2	EB87.4	Diff. EB87.4 - EB82.2	EB87.4	Diff. EB87.4 - EB82.2	EB87.4	Diff. EB87.4 - EB82.2	EB87.4	Diff. EB87.4 - EB82.2	EB87.4	Diff. EB87.4 - EB82.2	EB87.4	EB87.4	Diff. EB87.4 - EB82.2
EU28		40	7	26	0	25	-7	6	0	12	3	8	0	6	86	0
BE		37	5	37	-3	26	-5	10	2	13	6	9	4	3	89	-4
BG		38	-2	15	-2	31	-1	10	-1	9	6	5	0	13	82	-7
CZ		35	-1	27	0	29	1	4	-1	12	5	4	0	5	90	-1
DK		21	6	28	-4	32	-9	3	1	22	8	6	1	4	91	0
DE		50	12	21	4	25	-13	7	-1	18	-2	9	-1	5	86	2
EE		16	1	19	-1	41	2	1	0	12	5	13	-1	9	77	0
IE		33	6	25	-9	31	-3	7	3	11	4	8	2	6	86	-4
EL		48	6	25	3	25	-7	6	1	13	3	7	0	3	90	0
ES		52	9	19	-2	22	-2	4	0	5	2	9	1	6	85	-1
FR		29	5	26	-2	26	-6	5	1	14	5	10	-1	8	82	-2
HR		43	13	21	-8	37	-8	4	-2	13	7	5	-2	3	92	2
IT		57	11	20	-7	23	-2	10	4	10	3	1	-2	4	94	2
CY		53	14	17	-4	24	-7	10	6	7	1	3	-6	1	96	10
LV		28	2	25	-5	21	-3	3	0	16	0	8	1	10	83	-6
LT		40	4	24	3	37	4	5	2	8	1	8	-2	2	90	2
LU		34	15	26	-3	25	-3	3	0	22	1	9	-4	8	83	3
HU		51	12	19	-6	27	-1	7	-2	7	1	5	1	5	90	-4
MT		50	17	20	-6	19	-7	4	0	16	7	3	-4	7	89	4
NL		12	3	43	-4	27	2	4	0	10	1	16	0	4	80	-1
AT		33	-6	38	11	29	-12	10	-4	6	0	7	4	5	88	-6
PL		50	1	29	7	23	-2	4	2	4	-1	2	0	5	93	3
PT		47	-5	19	3	24	5	6	-2	15	7	10	1	7	83	1
RO		41	13	19	0	21	-3	5	-5	6	4	9	-4	11	80	9
SI		48	25	26	2	31	-11	3	1	13	4	5	0	2	93	2
SK		49	11	24	-7	22	-6	5	1	6	2	5	2	11	84	-7
FI		27	7	31	1	26	1	3	2	5	-3	18	0	4	78	0
SE		19	2	42	-3	26	-6	1	-1	14	6	12	3	4	84	-4
UK		26	6	35	3	28	-14	7	2	13	7	11	2	7	82	-1

QB13.7 If you experienced or were a victim of the following situations, who would you contact?
(MULTIPLE ANSWERS POSSIBLE)

Your social network account or email being hacked (%)






























(IF 'USE THE INTERNET', CODE 1 TO 5 IN D62.1 OR D62.2 OR D62.3 OR D62.4)

		Police		Website/ vendor		Your Internet service provider		Consumer protection organisation		Other		No one		Don't know	Total 'Someone'	
		EB87.4	Diff. EB87.4 - EB82.2	EB87.4	Diff. EB87.4 - EB82.2	EB87.4	Diff. EB87.4 - EB82.2	EB87.4	Diff. EB87.4 - EB82.2	EB87.4	Diff. EB87.4 - EB82.2	EB87.4	Diff. EB87.4 - EB82.2	EB87.4	EB87.4	Diff. EB87.4 - EB82.2
EU28		40	3	29	4	28	-3	6	0	9	1	7	-1	6	87	1
BE		36	6	33	-3	33	-3	9	2	10	4	7	-1	4	88	-1
BG		37	3	15	1	32	-3	9	-1	10	5	7	-2	13	80	-4
CZ		23	-2	28	2	34	2	4	-2	11	4	7	-2	7	86	1
DK		33	7	19	-3	31	-1	2	-1	19	5	5	-1	6	88	2
DE		51	6	25	6	30	-7	7	-4	17	-1	6	-1	5	89	1
EE		24	2	26	0	23	-2	1	0	14	4	13	-3	12	75	-2
IE		29	3	28	-6	34	-1	4	0	4	1	9	1	8	83	-3
EL		47	4	26	2	27	-6	5	-1	19	8	7	-1	2	91	1
ES		61	11	17	2	14	-7	6	1	5	1	6	-2	6	89	3
FR		31	-1	28	2	29	-4	5	0	7	2	11	1	7	82	-2
HR		46	7	21	-10	29	-7	4	-1	13	4	9	2	3	88	-2
IT		57	9	14	-4	30	0	10	3	8	1	2	-1	4	95	3
CY		59	17	16	1	19	-12	9	2	8	3	4	-6	2	94	7
LV		28	1	28	1	20	-7	3	0	8	0	13	2	10	78	-6
LT		33	-2	26	1	28	4	7	2	6	2	15	0	3	82	0
LU		32	3	31	-2	30	2	3	-1	11	-3	10	0	8	83	-2
HU		43	10	27	2	29	1	6	-3	4	-2	6	-1	6	88	-2
MT		55	16	23	2	23	-1	4	1	8	4	5	-8	5	90	12
NL		14	-5	39	6	36	-6	3	-1	10	2	10	2	5	85	-3
AT		35	-1	39	7	31	-2	10	-7	7	1	5	0	4	90	-2
PL		49	-5	33	12	19	0	4	2	4	-1	3	-2	5	92	5
PT		38	-6	36	17	28	8	4	-3	5	-4	5	-7	7	88	6
RO		42	13	22	3	15	-6	5	-4	5	1	12	-5	11	76	8
SI		41	10	19	6	31	-3	2	1	12	-1	12	0	2	86	2
SK		44	7	23	-8	22	-4	3	-1	5	2	7	3	12	81	-7
FI		39	4	30	2	34	4	3	1	6	1	5	-1	4	90	0
SE		23	-5	51	3	21	1	1	-1	11	5	9	1	5	86	-1
UK		20	-2	48	12	33	-3	3	-1	7	3	10	0	6	84	3

QB13.8 If you experienced or were a victim of the following situations, who would you contact?
(MULTIPLE ANSWERS POSSIBLE)

Being a victim of bank card or online banking fraud (%)






























(IF 'USE THE INTERNET', CODE 1 TO 5 IN D62.1 OR D62.2 OR D62.3 OR D62.4)

		Police		Website/ vendor		Your Internet service provider		Consumer protection organisation		Other		No one		Don't know	Total 'Someone'	
		EB87.4	Diff. EB87.4 - EB82.2	EB87.4	Diff. EB87.4 - EB82.2	EB87.4	Diff. EB87.4 - EB82.2	EB87.4	Diff. EB87.4 - EB82.2	EB87.4	Diff. EB87.4 - EB82.2	EB87.4	Diff. EB87.4 - EB82.2	EB87.4	EB87.4	Diff. EB87.4 - EB82.2
EU28		76	-3	22	3	10	-1	7	0	15	4	2	0	3	95	0
BE		77	-1	28	-4	9	-4	8	0	13	4	1	-1	2	97	0
BG		76	-8	9	1	8	1	11	0	9	5	2	1	6	91	-5
CZ		71	-7	23	4	11	3	5	0	14	6	1	0	2	97	0
DK		69	-5	24	-7	5	1	3	0	30	12	1	1	1	98	-1
DE		86	-1	19	4	12	-3	7	-5	17	2	3	1	2	95	0
EE		63	-8	17	3	13	1	3	0	15	6	4	1	5	91	-1
IE		65	-2	20	-2	15	0	9	3	18	8	3	1	4	93	-2
EL		91	3	12	0	7	-6	6	-5	10	0	1	1	1	98	-1
ES		88	3	14	4	8	-2	2	-2	4	0	1	-1	3	96	0
FR		73	-4	24	3	9	1	6	1	23	7	2	1	3	95	-2
HR		86	0	11	-8	14	-4	4	-7	9	0	1	1	2	97	-1
IT		82	1	13	-6	13	3	11	2	7	1	1	-1	3	97	1
CY		82	2	8	-1	9	-2	8	1	10	3	2	-2	1	97	3
LV		61	-6	19	-2	4	-2	3	0	21	8	2	0	5	93	-2
LT		84	4	10	-1	9	0	7	4	7	0	3	-1	1	97	2
LU		76	-5	19	-7	6	-2	4	0	29	-1	2	0	4	94	-1
HU		77	5	13	0	12	1	5	-5	6	0	4	0	4	92	-3
MT		76	7	14	2	9	-4	3	-2	14	5	3	0	6	90	-1
NL		62	-9	47	4	4	-3	5	0	16	4	1	1	1	98	-2
AT		75	-7	27	6	18	1	15	-3	6	1	3	2	2	95	-1
PL		76	-8	20	9	9	2	3	1	6	1	1	0	3	95	-1
PT		84	8	13	0	10	1	6	-2	21	11	2	-5	4	94	6
RO		67	4	10	0	6	-5	7	-1	5	3	8	0	10	82	1
SI		74	7	23	2	11	5	5	3	15	5	3	0	1	96	3
SK		70	-2	16	0	12	-2	4	0	5	2	4	2	9	87	-6
FI		83	4	26	1	11	7	6	4	13	4	0	-1	2	98	0
SE		76	-8	39	2	4	-2	4	0	18	8	1	0	1	98	-1
UK		61	-5	31	8	10	-5	9	0	29	9	2	0	2	96	1

QB13.9 If you experienced or were a victim of the following situations, who would you contact?
(MULTIPLE ANSWERS POSSIBLE)

Being asked for a payment in return for getting back control of your device (%)






























(IF 'USE THE INTERNET', CODE 1 TO 5 IN D62.1 OR D62.2 OR D62.3 OR D62.4)

		Police		Website/ vendor		Your Internet service provider		Consumer protection organisation		Other		No one		Don't know	Total 'Someone'	
		EB87.4	Diff. EB87.4 - EB82.2	EB87.4	Diff. EB87.4 - EB82.2	EB87.4	Diff. EB87.4 - EB82.2	EB87.4	Diff. EB87.4 - EB82.2	EB87.4	Diff. EB87.4 - EB82.2	EB87.4	Diff. EB87.4 - EB82.2	EB87.4	EB87.4	Diff. EB87.4 - EB82.2
EU28		70	5	12	0	14	-3	6	-1	7	1	7	-1	5	88	2
BE		68	11	21	-2	17	-4	10	3	7	2	7	-3	4	90	3
BG		75	0	6	-1	12	-1	8	0	4	2	4	1	9	88	-5
CZ		53	0	12	-3	19	2	5	-1	11	4	7	0	6	88	1
DK		73	5	7	0	11	-3	2	-2	15	4	5	-1	4	91	1
DE		78	2	9	1	13	-3	8	-3	14	1	7	0	2	91	1
EE		49	12	6	-6	15	-1	2	-3	12	3	12	-6	12	76	5
IE		64	2	13	-4	20	0	5	0	4	0	7	2	7	85	-4
EL		74	6	10	-3	15	-5	5	-3	13	1	5	2	1	93	-2
ES		84	12	6	1	7	-6	3	-1	4	2	4	-2	4	92	3
FR		58	4	15	0	17	1	6	1	7	4	10	-1	6	83	2
HR		77	5	12	-1	17	-2	2	-5	6	-1	3	-3	3	94	3
IT		77	7	9	-2	16	1	10	3	4	0	2	-2	3	95	3
CY		74	12	8	-1	11	-9	8	2	3	-2	6	-3	2	92	6
LV		59	-3	8	-2	9	-4	2	-1	9	0	9	2	10	81	-7
LT		60	4	12	-2	18	0	7	4	5	1	11	-1	3	86	1
LU		67	12	13	-2	12	-2	2	-2	9	1	8	-9	7	85	10
HU		75	9	10	0	13	-2	6	-4	3	-1	5	1	4	91	-1
MT		75	24	9	-3	8	-10	7	-2	6	3	6	-3	6	88	6
NL		62	3	10	-3	19	3	6	-1	10	4	9	-3	5	86	3
AT		70	-2	20	8	19	-3	13	-1	4	-2	4	-1	2	94	2
PL		70	-7	16	7	11	3	3	2	2	-1	4	2	5	91	0
PT		76	17	14	4	14	0	5	-4	5	-3	6	-5	5	89	7
RO		57	5	11	1	9	-4	6	1	5	3	11	-2	11	78	6
SI		62	29	13	1	24	-8	3	0	9	-3	7	-2	2	91	7
SK		58	6	18	1	17	-6	4	0	4	1	7	2	11	82	-5
FI		67	15	18	-3	13	2	9	0	3	-1	5	-1	5	90	4
SE		70	-1	9	-1	13	-2	3	-1	11	6	9	1	4	87	-2
UK		60	4	19	3	18	-6	6	0	7	4	9	0	9	82	2

QB13.10 If you experienced or were a victim of the following situations, who would you contact?
(MULTIPLE ANSWERS POSSIBLE)

Discovering malicious software (viruses, etc.) on your device (%)





























(IF 'USE THE INTERNET', CODE 1 TO 5 IN D62.1 OR D62.2 OR D62.3 OR D62.4)

		Police		Website/ vendor		Your Internet service provider		Consumer protection organisation		Other		No one		Don't know	Total 'Someone'	
		EB87.4	Diff. EB87.4 - EB82.2	EB87.4	Diff. EB87.4 - EB82.2	EB87.4	Diff. EB87.4 - EB82.2	EB87.4	Diff. EB87.4 - EB82.2	EB87.4	Diff. EB87.4 - EB82.2	EB87.4	Diff. EB87.4 - EB82.2	EB87.4	EB87.4	Diff. EB87.4 - EB82.2
EU28		25	4	16	1	29	-1	5	1	20	3	16	-3	5	79	5
BE		26	9	27	-1	32	-7	9	3	19	6	12	-3	3	84	2
BG		27	4	10	-1	41	-3	7	0	18	6	6	-3	8	86	1
CZ		14	0	14	0	37	4	4	0	26	6	12	-4	5	83	6
DK		7	1	11	4	30	2	3	0	34	0	17	-3	6	77	2
DE		24	8	10	0	24	-7	6	0	35	4	19	-5	4	77	5
EE		7	-1	9	-3	24	0	1	0	36	10	21	-6	9	70	4
IE		27	-1	22	-4	37	1	7	4	7	1	11	1	7	82	-3
EL		24	1	19	-1	24	-6	5	0	32	9	13	0	2	85	0
ES		31	5	14	3	20	-4	3	0	23	7	15	-4	5	80	6
FR		15	0	16	2	31	1	4	1	16	2	24	-1	9	67	-1
HR		33	9	13	-8	27	-5	3	0	20	-1	15	-1	5	80	-1
IT		46	12	13	-4	31	1	10	5	11	0	4	-6	3	93	7
CY		44	23	19	6	27	-12	7	4	9	-2	5	-12	2	93	14
LV		17	3	16	-1	23	-6	2	0	26	0	15	0	8	77	-4
LT		23	-3	19	4	29	2	5	3	19	4	18	-2	3	79	1
LU		9	2	19	0	28	-3	3	0	21	0	24	-1	7	69	-2
HU		30	3	20	4	31	0	6	-3	14	0	9	-2	6	85	-1
MT		37	18	15	1	27	-1	2	-2	14	0	12	-7	5	82	10
NL		5	-1	16	2	32	-2	2	-1	26	3	25	0	3	73	2
AT		19	1	23	9	27	-3	8	-4	18	1	18	-6	3	78	6
PL		37	4	22	5	26	5	5	3	10	-6	7	-5	5	88	10
PT		32	-5	17	5	24	7	3	-4	26	11	9	-10	5	85	11
RO		30	9	19	4	19	-1	4	-2	9	4	16	-8	12	73	13
SI		27	11	12	4	31	0	2	1	20	-10	18	4	1	81	-1
SK		30	2	22	-2	29	-1	4	1	10	0	11	1	10	78	-5
FI		11	4	14	0	32	-3	1	-1	17	1	27	-1	4	68	0
SE		9	-2	12	-2	28	-3	1	-1	30	11	24	-3	6	70	2
UK		18	1	23	2	37	-1	5	2	16	8	15	-5	7	77	9

QB14.1 Could you please tell me to what extent you agree or disagree with each of the following statements?

You are concerned that your online personal information is not kept secure by websites (%)






























(IF 'USE THE INTERNET', CODE 1 TO 5 IN D62.1 OR D62.2 OR D62.3 OR D62.4)

		Totally agree		Tend to agree		Tend to disagree		Totally disagree		Don't know	Total 'Agree'		Total 'Disagree'	
		EB87.4	Diff. EB87.4 - EB82.2	EB87.4	Diff. EB87.4 - EB82.2	EB87.4	Diff. EB87.4 - EB82.2	EB87.4	Diff. EB87.4 - EB82.2	EB87.4	EB87.4	Diff. EB87.4 - EB82.2	EB87.4	Diff. EB87.4 - EB82.2
EU28		29	-1	44	1	19	1	6	0	2	73	0	25	1
BE		21	-2	51	1	24	3	4	-1	0	72	-1	28	2
BG		32	2	40	3	16	2	6	-5	6	72	5	22	-3
CZ		18	-1	48	0	27	3	4	-1	3	66	-1	31	2
DK		24	-3	42	-5	22	6	10	2	2	66	-8	32	8
DE		21	-6	43	-3	27	7	6	2	3	64	-9	33	9
EE		12	-6	35	0	32	10	16	0	5	47	-6	48	10
IE		36	-1	41	3	17	1	3	-2	3	77	2	20	-1
EL		28	-11	45	0	20	9	6	2	1	73	-11	26	11
ES		59	2	32	-2	6	0	2	0	1	91	0	8	0
FR		38	-2	38	-2	15	3	8	1	1	76	-4	23	4
HR		28	1	46	-4	15	0	8	3	3	74	-3	23	3
IT		27	0	50	0	18	0	4	0	1	77	0	22	0
CY		35	-3	41	6	12	-5	10	2	2	76	3	22	-3
LV		31	2	36	-4	18	-3	9	3	6	67	-2	27	0
LT		27	-1	43	-3	20	3	7	1	3	70	-4	27	4
LU		35	6	43	-3	16	0	3	-3	3	78	3	19	-3
HU		22	-1	38	1	24	2	14	-3	2	60	0	38	-1
MT		21	-9	53	14	18	-1	4	-5	4	74	5	22	-6
NL		21	3	44	-5	24	1	9	1	2	65	-2	33	2
AT		26	-4	42	3	25	4	7	-1	0	68	-1	32	3
PL		24	3	51	12	19	-8	3	-3	3	75	15	22	-11
PT		32	-2	55	4	10	-2	2	0	1	87	2	12	-2
RO		33	7	40	-1	16	3	6	-7	5	73	6	22	-4
SI		27	2	36	-6	26	6	9	-1	2	63	-4	35	5
SK		18	-3	45	2	23	-2	5	0	9	63	-1	28	-2
FI		11	1	44	2	36	-1	7	-1	2	55	3	43	-2
SE		18	-1	41	-6	22	1	18	6	1	59	-7	40	7
UK		26	-1	46	1	20	-2	4	0	4	72	0	24	-2

QB14.2 Could you please tell me to what extent you agree or disagree with each of the following statements?

You are concerned that your online personal information is not kept secure by public authorities (%)






























(IF 'USE THE INTERNET', CODE 1 TO 5 IN D62.1 OR D62.2 OR D62.3 OR D62.4)

		Totally agree		Tend to agree		Tend to disagree		Totally disagree		Don't know	Total 'Agree'		Total 'Disagree'	
		EB87.4	Diff. EB87.4 - EB82.2	EB87.4	Diff. EB87.4 - EB82.2	EB87.4	Diff. EB87.4 - EB82.2	EB87.4	Diff. EB87.4 - EB82.2	EB87.4	EB87.4	Diff. EB87.4 - EB82.2	EB87.4	Diff. EB87.4 - EB82.2
EU28		25	-2	40	0	23	1	9	1	3	65	-2	32	2
BE		17	-4	45	1	31	5	6	-1	1	62	-3	37	4
BG		31	0	42	8	17	1	7	-4	3	73	8	24	-3
CZ		15	-1	45	-1	31	3	4	-1	5	60	-2	35	2
DK		20	-1	34	-5	25	2	19	3	2	54	-6	44	5
DE		12	-9	34	-3	36	5	16	7	2	46	-12	52	12
EE		9	-4	26	-1	38	10	23	1	4	35	-5	61	11
IE		36	-2	36	-1	20	3	5	0	3	72	-3	25	3
EL		24	-11	45	1	23	10	7	2	1	69	-10	30	12
ES		53	-5	34	5	9	2	3	-1	1	87	0	12	1
FR		29	-4	39	1	19	1	9	0	4	68	-3	28	1
HR		26	1	46	-3	16	-1	9	5	3	72	-2	25	4
IT		26	-1	49	4	19	-3	4	-1	2	75	3	23	-4
CY		29	-9	40	9	19	3	9	0	3	69	0	28	3
LV		29	-1	32	0	20	-6	12	4	7	61	-1	32	-2
LT		29	3	39	-4	20	3	8	-1	4	68	-1	28	2
LU		31	7	38	-5	25	1	3	-3	3	69	2	28	-2
HU		19	-2	33	-1	27	3	19	-1	2	52	-3	46	2
MT		19	-6	51	10	22	4	5	-7	3	70	4	27	-3
NL		17	-1	38	-5	32	5	12	2	1	55	-6	44	7
AT		22	-4	40	4	26	1	10	-1	2	62	0	36	0
PL		23	3	48	9	20	-7	4	-1	5	71	12	24	-8
PT		32	1	54	2	10	-4	3	1	1	86	3	13	-3
RO		30	3	40	1	16	1	9	-3	5	70	4	25	-2
SI		25	2	35	-7	26	3	11	2	3	60	-5	37	5
SK		19	-6	43	7	25	-3	5	-1	8	62	1	30	-4
FI		4	-1	22	2	49	-1	22	1	3	26	1	71	0
SE		11	-2	27	-6	24	-1	37	9	1	38	-8	61	8
UK		26	0	41	-6	22	5	6	1	5	67	-6	28	6

QB14.3 Could you please tell me to what extent you agree or disagree with each of the following statements?

You avoid disclosing personal information online (%)






























(IF 'USE THE INTERNET', CODE 1 TO 5 IN D62.1 OR D62.2 OR D62.3 OR D62.4)

		Totally agree		Tend to agree		Tend to disagree		Totally disagree		Don't know	Total 'Agree'		Total 'Disagree'	
		EB87.4	Diff. EB87.4 - EB82.2	EB87.4	Diff. EB87.4 - EB82.2	EB87.4	Diff. EB87.4 - EB82.2	EB87.4	Diff. EB87.4 - EB82.2	EB87.4	EB87.4	Diff. EB87.4 - EB82.2	EB87.4	Diff. EB87.4 - EB82.2
EU28		51	-3	36	1	9	1	3	1	1	87	-2	12	2
BE		44	-6	42	3	13	4	1	0	0	86	-3	14	4
BG		53	-10	35	9	7	2	3	-1	2	88	-1	10	1
CZ		46	-5	39	2	12	3	2	0	1	85	-3	14	3
DK		37	2	35	-1	16	-3	11	2	1	72	1	27	-1
DE		50	-6	39	4	9	2	2	1	0	89	-2	11	3
EE		46	-2	39	3	10	2	3	-1	2	85	1	13	1
IE		50	-3	38	3	10	2	1	-1	1	88	0	11	1
EL		57	-9	33	5	8	4	2	0	0	90	-4	10	4
ES		64	-1	31	2	4	0	1	0	0	95	1	5	0
FR		67	-3	24	1	6	2	2	0	1	91	-2	8	2
HR		52	-1	37	-2	6	0	4	3	1	89	-3	10	3
IT		38	0	45	-2	13	1	3	1	1	83	-2	16	2
CY		72	3	21	-2	2	-3	4	2	1	93	1	6	-1
LV		51	1	30	-3	13	0	4	1	2	81	-2	17	1
LT		59	7	31	-4	7	0	2	-1	1	90	3	9	-1
LU		60	3	30	-6	8	5	0	-2	2	90	-3	8	3
HU		42	1	36	5	14	-2	7	-4	1	78	6	21	-6
MT		42	-23	50	22	5	2	2	0	1	92	-1	7	2
NL		35	-8	38	1	21	6	6	2	0	73	-7	27	8
AT		46	-7	34	-2	16	8	4	2	0	80	-9	20	10
PL		42	0	44	4	10	-3	2	-1	2	86	4	12	-4
PT		62	9	33	-6	3	-2	1	-1	1	95	3	4	-3
RO		50	-8	34	8	8	1	3	-2	5	84	0	11	-1
SI		58	4	32	-4	7	1	2	-1	1	90	0	9	0
SK		36	-6	41	0	13	3	3	-1	7	77	-6	16	2
FI		54	-1	34	-1	9	1	2	1	1	88	-2	11	2
SE		35	-5	37	-2	15	1	12	5	1	72	-7	27	6
UK		52	-2	37	0	7	1	2	1	2	89	-2	9	2






























QB14.4 Could you please tell me to what extent you agree or disagree with each of the following statements?

You believe the risk of becoming a victim of cybercrime is increasing (%)

(IF 'USE THE INTERNET', CODE 1 TO 5 IN D62.1 OR D62.2 OR D62.3 OR D62.4)

		Totally agree		Tend to agree		Tend to disagree		Totally disagree		Don't know	Total 'Agree'		Total 'Disagree'	
		EB87.4	Diff. EB87.4 - EB82.2	EB87.4	Diff. EB87.4 - EB82.2	EB87.4	Diff. EB87.4 - EB82.2	EB87.4	Diff. EB87.4 - EB82.2	EB87.4	EB87.4	Diff. EB87.4 - EB82.2	EB87.4	Diff. EB87.4 - EB82.2
EU28		45	2	41	-1	9	0	2	-1	3	86	1	11	-1
BE		35	-4	49	-1	13	5	2	1	1	84	-5	15	6
BG		48	0	39	6	6	-1	2	-3	5	87	6	8	-4
CZ		23	-5	49	6	21	-1	3	-1	4	72	1	24	-2
DK		55	4	34	-4	5	-1	3	0	3	89	0	8	-1
DE		52	7	38	-7	7	0	1	0	2	90	0	8	0
EE		29	1	47	2	14	2	4	-2	6	76	3	18	0
IE		52	0	37	2	6	-1	2	0	3	89	2	8	-1
EL		28	-13	46	4	20	7	4	2	2	74	-9	24	9
ES		60	6	33	-2	3	-3	0	-1	4	93	4	3	-4
FR		47	-5	38	1	8	3	2	0	5	85	-4	10	3
HR		44	0	43	-5	5	0	3	2	5	87	-5	8	2
IT		35	2	50	1	9	-3	3	-1	3	85	3	12	-4
CY		47	-4	33	1	12	2	6	1	2	80	-3	18	3
LV		34	5	39	-5	13	-4	6	1	8	73	0	19	-3
LT		39	2	42	-2	12	1	4	0	3	81	0	16	1
LU		53	-9	36	10	7	1	1	-1	3	89	1	8	0
HU		29	1	46	4	15	-1	8	-4	2	75	5	23	-5
MT		38	-12	46	11	11	5	1	-1	4	84	-1	12	4
NL		40	7	43	-3	13	-1	3	-1	1	83	4	16	-2
AT		40	-1	42	1	12	-1	4	1	2	82	0	16	0
PL		31	-1	51	9	11	-3	3	-1	4	82	8	14	-4
PT		30	-3	58	4	9	-1	1	0	2	88	1	10	-1
RO		35	-1	44	1	10	3	4	-3	7	79	0	14	0
SI		46	5	37	-6	11	1	4	0	2	83	-1	15	1
SK		27	-1	44	2	17	-2	4	-1	8	71	1	21	-3
FI		54	9	40	-9	4	1	1	0	1	94	0	5	1
SE		64	3	27	-4	4	-1	4	2	1	91	-1	8	1
UK		48	4	38	-7	6	0	2	0	6	86	-3	8	0






























QB14.5 Could you please tell me to what extent you agree or disagree with each of the following statements?
You are able to protect yourself sufficiently against cybercrime, e.g. by using antivirus software (%)
 (IF 'USE THE INTERNET', CODE 1 TO 5 IN D62.1 OR D62.2 OR D62.3 OR D62.4)

		Totally agree		Tend to agree		Tend to disagree		Totally disagree		Don't know	Total 'Agree'		Total 'Disagree'	
		EB87.4	Diff. EB87.4 - EB82.2	EB87.4	Diff. EB87.4 - EB82.2	EB87.4	Diff. EB87.4 - EB82.2	EB87.4	Diff. EB87.4 - EB82.2	EB87.4	EB87.4	Diff. EB87.4 - EB82.2	EB87.4	Diff. EB87.4 - EB82.2
EU28		27	-1	44	-2	18	2	7	0	4	71	-3	25	2
BE		18	-8	52	2	23	5	6	2	1	70	-6	29	7
BG		22	5	30	-2	24	3	17	-1	7	52	3	41	2
CZ		16	-6	47	-2	24	5	7	2	6	63	-8	31	7
DK		37	1	40	-1	14	-1	7	1	2	77	0	21	0
DE		33	2	45	-4	16	2	4	0	2	78	-2	20	2
EE		18	-11	48	7	20	6	8	2	6	66	-4	28	8
IE		34	-1	42	-1	14	-1	6	3	4	76	-2	20	2
EL		23	-5	44	1	21	0	11	4	1	67	-4	32	4
ES		26	3	38	4	20	-3	14	-1	2	64	7	34	-4
FR		28	-3	35	-5	22	5	12	2	3	63	-8	34	7
HR		23	-9	49	-4	16	7	10	7	2	72	-13	26	14
IT		20	2	49	-3	22	1	6	0	3	69	-1	28	1
CY		31	-13	37	3	20	5	9	4	3	68	-10	29	9
LV		23	-5	36	-3	19	-3	17	10	5	59	-8	36	7
LT		29	4	40	-4	20	2	7	-2	4	69	0	27	0
LU		22	0	48	1	21	1	6	-2	3	70	1	27	-1
HU		23	-3	41	4	22	1	11	-2	3	64	1	33	-1
MT		26	-18	50	13	16	5	3	-1	5	76	-5	19	4
NL		30	0	48	3	15	-2	6	-1	1	78	3	21	-3
AT		29	-10	43	2	19	6	7	1	2	72	-8	26	7
PL		14	-4	45	-2	28	8	6	1	7	59	-6	34	9
PT		22	-6	52	-2	17	3	5	3	4	74	-8	22	6
RO		27	-4	40	2	17	2	7	-1	9	67	-2	24	1
SI		30	1	41	-3	18	-1	9	4	2	71	-2	27	3
SK		20	-2	41	-8	22	5	6	0	11	61	-10	28	5
FI		29	-4	53	-1	13	4	3	2	2	82	-5	16	6
SE		24	-7	47	-4	15	4	10	4	4	71	-11	25	8
UK		35	-4	48	-2	9	2	3	1	5	83	-6	12	3

QB15 Have you changed your password to access your account(s) for any of the following online services during the last 12 months? (MULTIPLE ANSWERS POSSIBLE)

(%)






























(IF 'USE THE INTERNET'; CODE 1 TO 5 IN D62.1 OR D62.2 OR D62.3 OR D62.4)

		E-mail		Online social networks		Online banking		Shopping websites		Public services websites	
		EB87.4	Diff. EB87.4 - EB82.2	EB87.4	Diff. EB87.4 - EB82.2	EB87.4	Diff. EB87.4 - EB82.2	EB87.4	Diff. EB87.4 - EB82.2	EB87.4	Diff. EB87.4 - EB82.2
EU28		41	-4	29	0	29	4	17	0	9	1
BE		43	-6	32	-4	20	0	14	1	5	0
BG		30	8	29	1	10	6	7	1	2	-1
CZ		30	-8	20	0	31	2	9	0	3	1
DK		39	-1	29	-3	23	0	15	1	11	-3
DE		46	-8	28	-1	31	5	23	1	6	0
EE		42	-9	33	4	60	5	11	1	8	0
IE		50	0	38	3	30	3	22	1	11	1
EL		27	-6	34	0	18	11	11	3	6	3
ES		33	-6	22	-6	21	6	9	-1	4	0
FR		45	6	34	8	31	4	21	2	13	5
HR		21	-15	22	-15	8	-1	4	-4	1	-3
IT		37	-3	23	-1	20	1	7	0	4	-2
CY		38	5	36	3	18	7	9	-1	9	5
LV		34	-6	25	-7	68	5	11	-3	9	1
LT		36	0	31	7	57	5	10	2	9	4
LU		56	3	33	0	39	8	22	-4	10	3
HU		26	-7	21	-1	14	5	5	2	7	3
MT		47	1	34	-2	20	1	24	-5	13	1
NL		44	-4	29	0	49	5	16	2	21	1
AT		41	-10	25	-5	40	11	14	1	5	0
PL		24	-6	23	0	30	8	12	5	5	2
PT		34	-7	28	-14	15	2	5	-5	6	-2
RO		31	4	28	-9	7	1	5	-4	3	-1
SI		39	2	27	4	18	2	10	1	6	1
SK		26	-14	21	-6	19	0	6	1	3	-1
FI		55	-4	39	5	35	1	23	-1	16	4
SE		49	2	34	4	27	0	22	-1	14	0
UK		58	-3	40	1	38	0	31	-8	16	0

QB15 Have you changed your password to access your account(s) for any of the following online services during the last 12 months? (MULTIPLE ANSWERS POSSIBLE)

(%)

(IF 'USE THE INTERNET'; CODE 1 TO 5 IN D62.1 OR D62.2 OR D62.3 OR D62.4)

		Online games		Other (SPONTANEOUS)		None (SPONTANEOUS)		Don't know	Total 'Has changed password'	
		EB87.4	Diff. EB87.4 - EB82.2	EB87.4	Diff. EB87.4 - EB82.2	EB87.4	Diff. EB87.4 - EB82.2	EB87.4	EB87.4	Diff. EB87.4 - EB82.2
EU28		7	0	6	3	37	0	2	62	1
BE		5	-1	21	20	20	-18	1	79	18
BG		4	-1	3	2	53	-3	4	44	3
CZ		4	0	10	6	33	-4	2	65	4
DK		7	-1	7	2	40	1	1	59	-2
DE		6	-1	2	-2	37	5	2	60	-6
EE		7	2	1	-2	23	1	1	76	-1
IE		7	-2	8	5	27	-9	2	71	8
EL		6	0	3	2	49	-1	0	51	1
ES		3	0	2	1	55	5	0	45	-4
FR		8	2	6	4	32	-9	1	67	9
HR		5	-2	13	7	48	10	2	50	-11
IT		5	-1	13	10	34	-4	2	64	3
CY		5	-1	6	1	38	-6	2	60	5
LV		7	1	3	1	21	1	1	77	-2
LT		8	5	9	5	19	-10	2	79	10
LU		7	-1	7	3	24	-3	2	74	2
HU		5	1	4	1	57	4	1	42	-4
MT		9	2	10	8	33	-3	2	64	2
NL		5	-1	4	-2	25	2	1	74	-2
AT		8	-1	3	0	30	-3	1	68	1
PL		5	2	8	6	42	-5	4	54	5
PT		4	-5	4	2	53	14	1	46	-14
RO		5	-4	9	6	47	3	2	51	-2
SI		3	1	6	-4	43	1	1	56	-1
SK		3	-1	11	4	41	9	6	53	-10
FI		11	1	2	-1	26	4	1	73	-4
SE		7	1	3	-1	32	2	0	67	-2
UK		14	-1	2	0	27	0	2	71	-2