



## **Special Eurobarometer 431**

# **DATA PROTECTION**

## **REPORT**

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This survey has been requested by the European Commission, Directorate-General for Justice and Consumers and co-ordinated by the Directorate-General for Communication.

[http://ec.europa.eu/public\\_opinion/index\\_en.htm](http://ec.europa.eu/public_opinion/index_en.htm)

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**Special Eurobarometer 431 / Wave EB83.1 – TNS opinion & social**

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## **Special Eurobarometer 431**

### **Data protection**

Conducted by TNS Opinion & Social at the request of  
Directorate-General for Justice and Consumers (DG JUST)

Survey co-ordinated by the Directorate-General for  
Communication (DG COMM "Strategy, Corporate  
Communication Actions and Eurobarometer" Unit)

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## INTRODUCTION

There has been significant technological advancement and progress since the mid-1990s when the EU first adopted a set of rules that defined how personal data should be protected. The way in which data is collected, processed and accessed no longer resembles the methods that were used around two decades ago. Furthermore, the 28 Member States have transposed the rules differently which has led to a divergence in how the rules were enforced. This EU-wide disparity has in turn become a costly administrative burden for businesses.

In addition, the debate how best to reconcile security and privacy continues, both in Europe and around the world, and looks unlikely to go away in a world where technology is changing rapidly, and where terrorism and organised crime remain serious concerns for many governments.

Since the previous edition of this report in 2010, the uptake of digital technology by citizens has continued at an extraordinary pace. The use of social media and a wide range of other online services is now widespread, and with that comes the inevitable need to share at least some degree of personal information with service providers.

The European Union has always upheld the right for individuals to have their personal data protected under Article 8 of the Charter of Fundamental Rights, and it introduced the Data Protection Directive in 1995 to further promote this objective. However, constant technological change and evolving usage patterns mean that the EU has continued to update its approach to personal data protection.

As such, the European Commission is engaged since 2012 in the process of reforming data protection across the EU. The completion of this reform is a policy priority for 2015. The objective of these reforms is to enhance individuals' rights and give them more control over their own data, as well as to simplify the regulatory environment for business.

The data protection reform is a key enabler of the Digital Single Market which the Commission has prioritised, to enable European citizens and businesses to benefit fully from the digital economy. This survey is designed to support the finalisation of the data protection reform by studying the views of EU citizens about issues surrounding data protection.

It first looks at the level of control respondents feel they have over the personal data they provide online, their concerns about any perceived lack of control and about the monitoring of their activities.

Secondly, the survey deals with the respondents' attitudes to providing personal information and issues such as online profiling

They were then asked about their awareness of their rights, and whether they know about their national public authority in charge of data protection. Finally, whether they would complain to this or another agency should their data ever be lost or stolen.

People's expectations are also evaluated in terms of whether they think they should have to give express permission for their data to be gathered and used. Respondents were asked whether they trust various authorities and bodies to protect their information, and what they would do and what they would expect to happen should their data be lost or stolen.

The survey then tackled the respondents' level of knowledge when it comes to the conditions of data collection, and whether they read the privacy statements provided by online services.

Finally, the level of awareness of privacy settings on social networking sites was discussed, with respondents asked how easy they find it to change the settings, or why they have not done so. A last section deals with the way in which Europeans use the Internet.

This survey was carried out by the TNS Opinion & Social network in the 28 Member States of the European Union between the 28<sup>th</sup> of February and 9<sup>th</sup> of March 2015. Some 27,980 respondents from different social and demographic groups were interviewed face-to-face at home in their mother tongue on behalf of the Directorate-General for Justice and Consumers. The methodology used is that of Eurobarometer surveys as carried out by the Directorate-General for Communication ("Strategy, Corporate Communication Actions and Eurobarometer" Unit)<sup>1</sup>. A technical note on the manner in which interviews were conducted by the Institutes within the TNS Opinion & Social network is appended as an annex to this report. Also included are the interview methods and confidence intervals<sup>2</sup>.

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<sup>1</sup> [http://ec.europa.eu/public\\_opinion/index\\_en.htm](http://ec.europa.eu/public_opinion/index_en.htm)

<sup>2</sup> The results tables are included in the annex. It should be noted that the total of the percentages in the tables of this report may exceed 100% when the respondent has the possibility of giving several answers to the question.

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

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

\*\*\* 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 people throughout Europe who have given their time to take part in this survey. Without their active participation, this study would not have been possible.*

## EXECUTIVE SUMMARY

### **1. Control over personal data**

- Only a minority (15%) feel they have complete control over the information they provide online; 31% think they have no control over it at all.
- Two-thirds of respondents (67%) are concerned about not having complete control over the information they provide online.
- A majority of respondents are concerned about the recording of their activities via payment cards and via mobile phones (55% in both cases).
- Half of Europeans have heard about revelations concerning mass data collection by governments. Awareness ranges from 76% in Germany to 22% in Bulgaria.

### **2. Disclosure of personal data**

- A large majority of people (71%) still say that providing personal information is an increasing part of modern life and accept that there is no alternative other than to provide it if they want to obtain products or services.
- Over half of respondents **disagree** with the statement, "providing personal information is not a big issue for you" (57%).
- People most commonly provide personal information online in order to make a payment or to have a purchase delivered.
- A majority of people are uncomfortable about Internet companies using information about their online activity to tailor advertisements.
- Two-thirds of respondents think it is important to be able to transfer personal information from an old service provider to a new one.

### **3. Rights and protections over personal data**

- Nine out of ten Europeans think that it is important for them to have the same rights and protection over their personal information, regardless of the country in which the public authority or private company offering the service is based.
- Over four out of ten respondents (45%) think the enforcement of rules on personal data protection should be handled at European level, while a slightly lower proportion (42%) think it should be dealt with at the national level.

**4. Management of personal data by other parties and perceived risks**

- 69% of people say they their explicit approval should be required in all cases before their data is collected and processed.
- More than six out of ten respondents say that they do not trust landline or mobile phone companies and internet service providers (62%) or online businesses (63%).
- Roughly seven out of ten people are concerned about their information being used for a different purpose from the one it was collected for.
- Almost all Europeans say they would want to be informed should their data ever be lost or stolen.
- Two-thirds of people think the public authority or private company handling the data should be the ones to inform them if it has been lost or stolen.
- A majority of people say they would be worried about data stored on their computer or on their mobile devices should those items ever be stolen.

**5. Data collection and privacy policies**

- Only two out of ten respondents are always informed about data collection and the way data are used
- Only a fifth of respondents fully read privacy statements (18%).

**6. Social network privacy settings**

- Over half of the people who use online social networks have tried to change their privacy settings.
- Three quarters of people who tried to change their privacy settings said the process was easy.
- People who have not changed their privacy settings are most likely to say they don't consider it necessary, or that they don't know how to do it.

**7. Risks and responsibilities related to personal information provided online**

- Half of the respondents say that becoming a victim of fraud is the most serious risk associated with their personal information, while four out of ten consider their online identity being used for fraudulent purposes as the main risk.
- When asked who they think should make sure the personal information they provide online is collected, stored and exchanged safely, respondents believe the responsibility is shared between online companies (67%) and individuals themselves (66%), but also public authorities (55%).

**8. Different uses of the Internet**

- Over half of Europeans who use the Internet use an online social network at least once a week. This proportion is similar for using messaging or chat sites.
- At EU level, more than four out of ten people use online banking every week, although usage varies substantially from country to country: 83% of people in Finland use online banking on a weekly basis, compared with only 8% of people in Greece.

## I. CONTROL OVER PERSONAL DATA

Following on from the issue of how comfortable or uncomfortable people feel about having to provide personal information online, the section focuses on the issue of how much control respondents believe they have over the data they provide. It also looks at how concerned or not respondents are about the level of control they have, and about the forms of data collection which concern them the most.

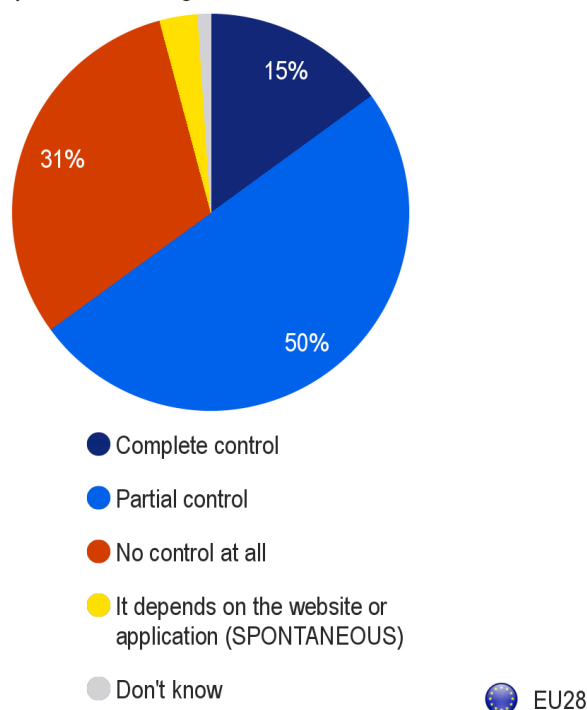
This section of the report also looks at the recent revelations about the collection of personal information by governments, assesses the level of awareness that respondents have about these issues and also their level of concern about them.

### 1.1. Perceived control over personal data

**- More than eight out of ten respondents feel that they do not have complete control over their personal data -**

Respondents who said previously that they provide personal information online were asked how much control they feel they have over the information they provide<sup>3</sup>. Just 15% of people in this group feel they have complete control, while half (50%) say they have partial control, and nearly a third (31%) feel that they have no control at all over their personal information online.

QB4. How much control do you feel you have over the information you provide online, e.g. the ability to correct, change or delete this information?



Base: Respondents who provide personal information online (n=19,430 in EU28)

<sup>3</sup> QB4 How much control do you feel you have over the information you provide online, e.g. the ability to correct, change or delete this information?

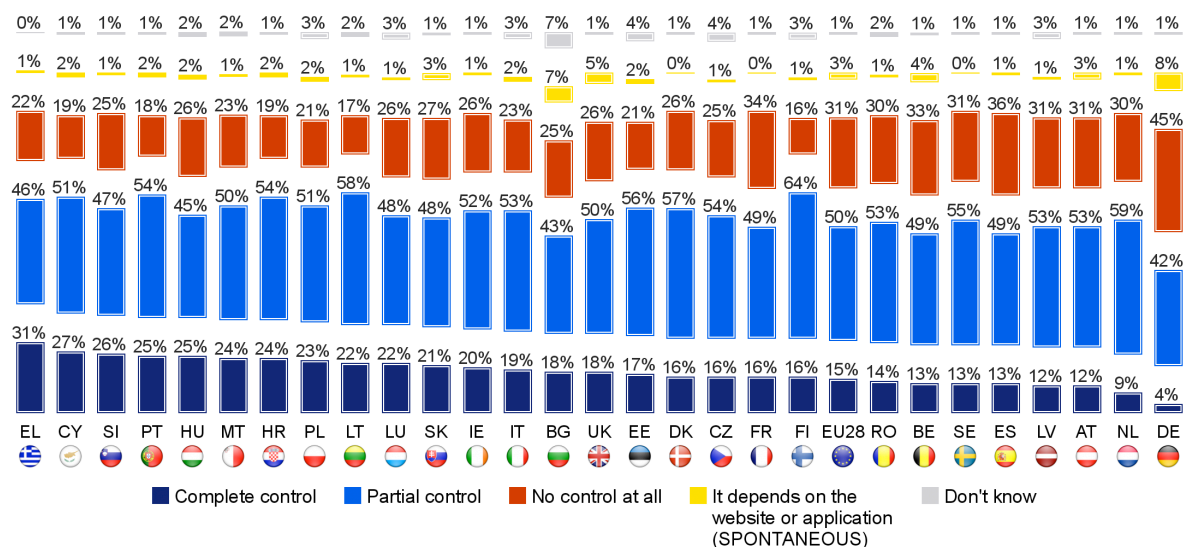


A similar question was asked in 2010, but only related to social networking sites<sup>4</sup>. While direct comparisons cannot be drawn, the previous results can be used as a guide in assessing the evolution of people's opinions on this matter. In the earlier survey, 26% of respondents said they had complete control, 52% said they had partial control, and 20% said they had no control at all.

At the individual country level, at least a quarter of respondents think they have complete control over the information they provide online in just five Member States: Greece (31%), Cyprus (27%), Slovenia (26%), Portugal (25%) and Hungary (25%). In contrast, less than a tenth of respondents feel this way in Germany (4%) and the Netherlands (9%).

In all countries but Germany, a relative majority of people feel that they only have partial control over their information, and in only seven countries do more people feel that they have complete control than feel that they have no control at all. In 18 countries, at least a quarter of respondents say they have no control, with Germany (45%), Spain (36%) and France (34%) having the highest proportions of people who feel this way.

QB4. How much control do you feel you have over the information you provide online, e.g. the ability to correct, change or delete this information?



Base: Respondents who provide personal information online (n=19,430 in EU28)

According to the socio-demographic data, young people are somewhat more likely to feel that they have control over their personal information. A fifth of 15-24 year-olds say they have complete control (20%), compared with 12% of people aged 55 and over. In contrast, 37% of people aged 55 and over feel that they have no control at all, as opposed to 22% of 15-24 year-olds.



<sup>4</sup> How much control do you feel you have over the information you have disclosed on social networking sites and/or sharing sites, e.g. the ability to change, delete or correct this information?

People with a higher level of education are more likely to feel in control of their personal online information. Indeed, 50% of respondents who left education aged 20 or over say they have partial control, compared with 41% of respondents who left school aged 15 or under. Additionally, 40% of people who left school aged 15 or under feel that they have no control at all over their personal information, compared with 32% of people who finished their education aged 20 or over.

Respondents who say that disclosing information is not a big issue for them are somewhat less likely than people who feel that it is a big issue to feel that they have no control over their personal information (26% vs. 34%).

People who do not trust national authorities (40% vs. 27%), financial authorities (39% vs. 26%) or online businesses (36% vs. 20%) to protect their data are also more likely to say that they have no control over their personal information.

**QB4 How much control do you feel you have over the information you provide online, e.g. the ability to correct, change or delete this information?**

|   | Complete control | Partial control | No control at all |
|---|------------------|-----------------|-------------------|
| EU28  | 15%              | 50%             | 31%               |
|  <b>Age</b>                  |                  |                 |                   |
| 15-24   | 20%              | 53%             | 22%               |
| 25-39   | 16%              | 50%             | 30%               |
| 40-54   | 13%              | 50%             | 33%               |
| 55 +  | 12%              | 46%             | 37%               |
|  <b>Education (End of)</b> |                  |                 |                   |
| 15-   | 16%              | 41%             | 40%               |
| 16-19   | 15%              | 49%             | 30%               |
| 20+   | 14%              | 50%             | 32%               |
| Still studying  | 17%              | 55%             | 23%               |
| <b>Providing personal information is not a big issue</b>  |                  |                 |                   |
| Agree   | 19%              | 50%             | 26%               |
| Disagree  | 12%              | 50%             | 34%               |
| <b>National public authorities to protect personal information</b>  |                  |                 |                   |
| Trust   | 16%              | 52%             | 27%               |
| Do not trust  | 12%              | 44%             | 40%               |
| <b>Financial authorities to protect personal information</b>  |                  |                 |                   |
| Trust   | 17%              | 52%             | 26%               |
| Do not trust  | 11%              | 46%             | 39%               |
| <b>Online businesses to protect personal information</b>  |                  |                 |                   |
| Trust   | 23%              | 52%             | 20%               |
| Do not trust  | 11%              | 49%             | 36%               |

Base: Respondents who provide personal information online (n=19,430 in EU28)

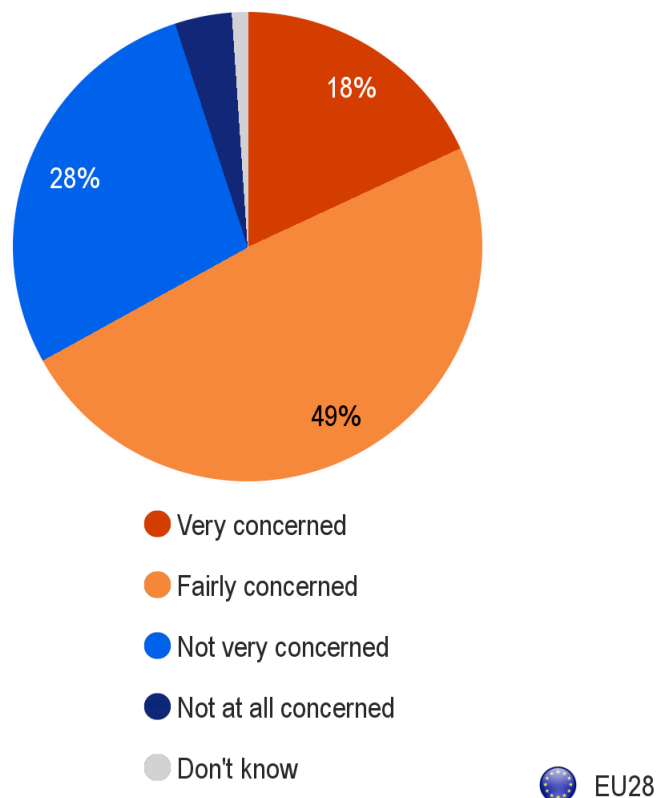
## 1.2. Concerns about not having complete control

### - Two-thirds of respondents are concerned about not having complete control over the information they provide online -

People who said in the previous section that they feel they do not have complete control over their personal information online were then asked how concerned they are about not having complete control<sup>5</sup>.

Two-thirds of the people in this group (67%) say they are concerned in total, with 18% saying they are very concerned and 49% fairly concerned. Conversely, around one-third (32%) say they are not concerned, with 28% claiming not to be very concerned and 4% not at all concerned.

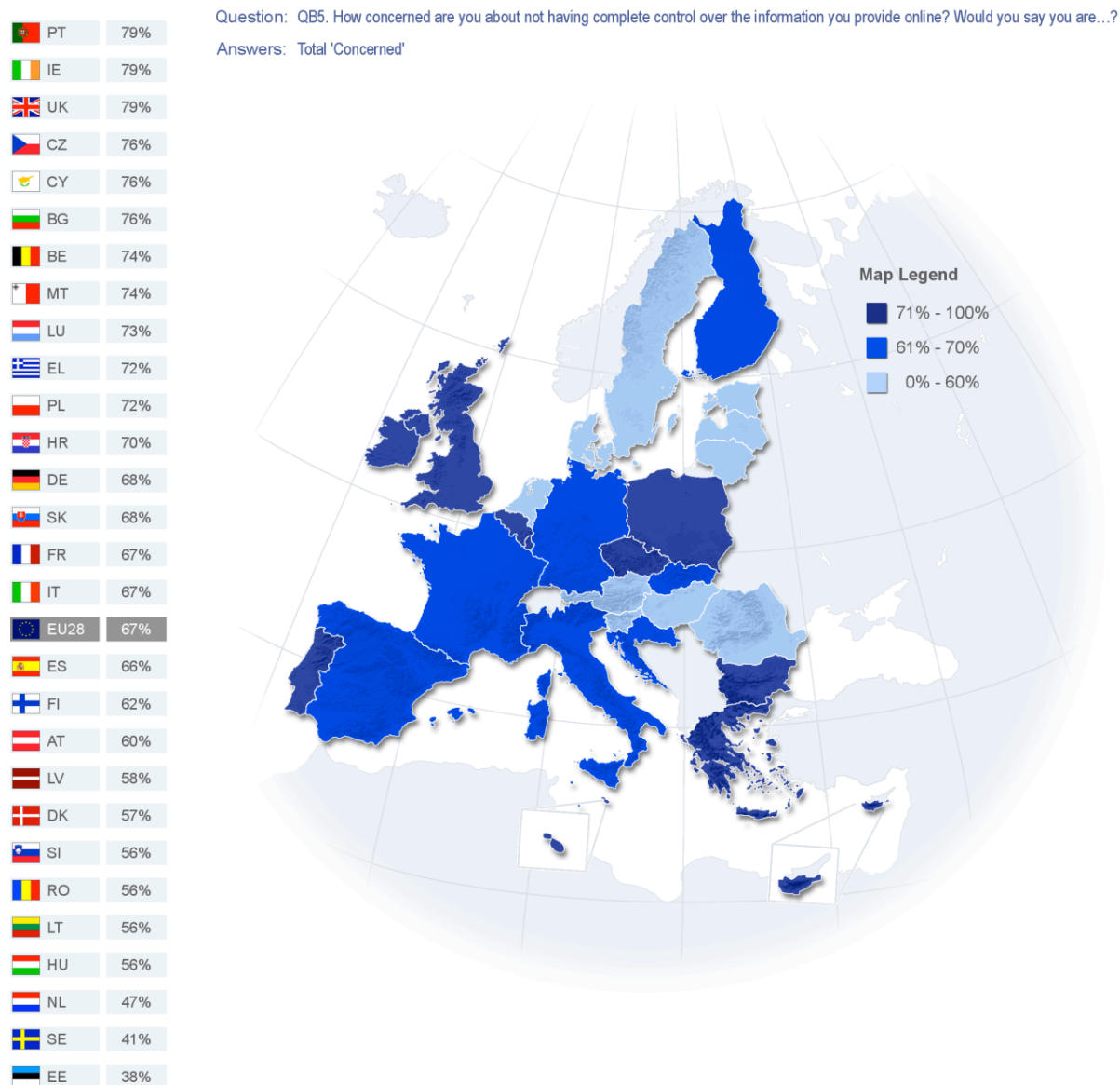
QB5. How concerned are you about not having complete control over the information you provide online? Would you say you are...?



Base: Respondents who feel like they do not have complete control over the information they provide online  
(n=16,244 in EU28)

<sup>5</sup> QB5 How concerned are you about not having complete control over the information you provide online? Would you say you are...?

The following map shows how concern about this issue is distributed geographically among the 28 EU Member States. In 12 countries, at least seven out of ten people express concern, and these are primarily situated in Western, Southern and parts of Eastern Europe. Specifically, the level of concern is greatest in Portugal, Ireland and the UK (all 79%). The lowest levels of concern can be observed in the Nordic and Balkan countries, as well as in parts of Eastern Europe. Overall, the lowest proportions can be seen in Estonia (38%), Sweden (41%) and the Netherlands (47%).



Base: Respondents who feel like they do not have complete control over the information they provide online  
(n=16,244 in EU28)

The socio-demographic data show that people aged 55 and over are somewhat more likely than those aged 15-24 to feel concerned about not having complete control over the information they provide online (72% vs. 64%).

Unsurprisingly, people who say that disclosing information is not a big issue for them are much less likely to feel concerned about not having complete control over the information they provide online (51% vs. 77% of people for whom disclosing information is a big issue).

Similarly, respondents who are concerned about their behaviour being recorded on the Internet are also much more likely to feel concerned about not having complete control over their information (84% vs. 45%).

Individuals who do not trust online businesses (72% vs. 56%) or telecoms companies (72% vs. 59%) to protect their personal data are similarly more likely to feel concerned about not having complete control over the information they provide online.

**QB5 How concerned are you about not having complete control over the information you provide online? Would you say you are...?**

|  | Total 'Concerned' | Total 'Not concerned' | Don't know |
|--|-------------------|-----------------------|------------|
| EU28   | 67%               | 32%                   | 1%         |
| <b>Age</b>   |                   |                       |            |
| 15-24  | 64%               | 36%                   | 0%         |
| 25-39  | 66%               | 33%                   | 1%         |
| 40-54  | 68%               | 31%                   | 1%         |
| 55 +   | 72%               | 28%                   | 0%         |
| <b>Providing personal information is not a big issue</b> |                   |                       |            |
| Agree  | 51%               | 48%                   | 1%         |
| Disagree   | 77%               | 22%                   | 1%         |
| <b>Behaviour recorded on Internet</b>                    |                   |                       |            |
| Concerned  | 84%               | 16%                   | 0%         |
| Not concerned  | 45%               | 54%                   | 1%         |
| <b>Online businesses to protect personal information</b> |                   |                       |            |
| Trust  | 56%               | 43%                   | 1%         |
| Do not trust   | 72%               | 28%                   | 0%         |

*Base: Respondents who feel like they do not have complete control over the information they provide online (n=16,244 in EU28)*

### 1.3. Concerns about the monitoring of everyday activities

#### ***- Respondents are most concerned about the recording of their activities via payment cards and via mobile phones -***

The discussion now moves onto the issue of the recording of people's everyday activities. Respondents were asked whether they are concerned about six specific approaches to recording people's activities<sup>6</sup>.

A majority of respondents (55%, +1 percentage point compared with 2010) say they are concerned about the recording of their behaviour **via payment cards**, with 22% very concerned about this, and 33% fairly concerned. Over a third (36%, -2pp) are not concerned.

A similar proportion of respondents (55%) say they are concerned about the recording of everyday activities **via mobile phone use or mobile applications** – up substantially on the 49% of people who expressed concern about this in 2010. Of the people expressing concern, 21% are very concerned, and 34% fairly concerned. Over a third of people (37%, -6pp) are not concerned.

Over four out of ten respondents (45%, +5pp) say they are concerned about the recording of everyday activities **on the Internet**, with 13% very concerned about this, and 32% fairly concerned. Over a third of respondents (36%, +1pp) are not concerned, of whom 25% are not very concerned and 11% are not at all concerned. Nearly a fifth of respondents (17%, -4pp) also say spontaneously that the question does not apply to them.

Nearly four out of ten people (39%, -1pp) are concerned about **the use of store or loyalty cards to record their activities**, with 13% very concerned about this issue, and 26% fairly concerned. Roughly half of the respondents (49%, +1pp) say they are not concerned by this and a tenth of the respondents (10%, +1pp) spontaneously answer that the question does not apply to them.

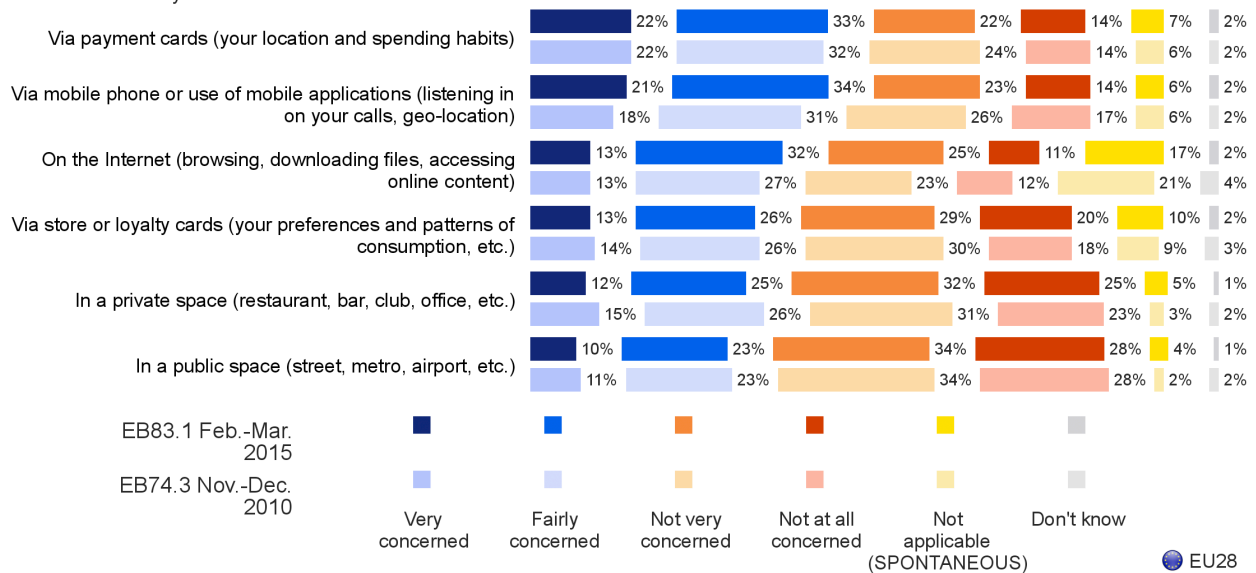
Over a third of respondents (37%, -4pp) express concern about the recording of their activities **in private spaces such as bars and restaurants**, with 12% of these people very concerned, and 25% fairly concerned. A majority of respondents (57%, +3pp) are not concerned about this, of whom 34% are not very concerned and 25% are not at all concerned.

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<sup>6</sup> QB12 Nowadays, many of our everyday activities are recorded in different ways, such as through cameras, payment cards, websites, etc. How concerned or not are you about that?

Lastly, one third of respondents (33%, -1pp) say they are concerned about the recording of their activities **in public spaces such as the street or in the metro**, with 10% very concerned about this issue, and 23% fairly concerned. Over six out of ten people (62%, no change) are not concerned about this, of whom 34% are not very concerned and 28% are not at all concerned.

QB12. Nowadays, many of our everyday activities are recorded in different ways, such as through cameras, payment cards, websites, etc. How concerned or not are you about that?

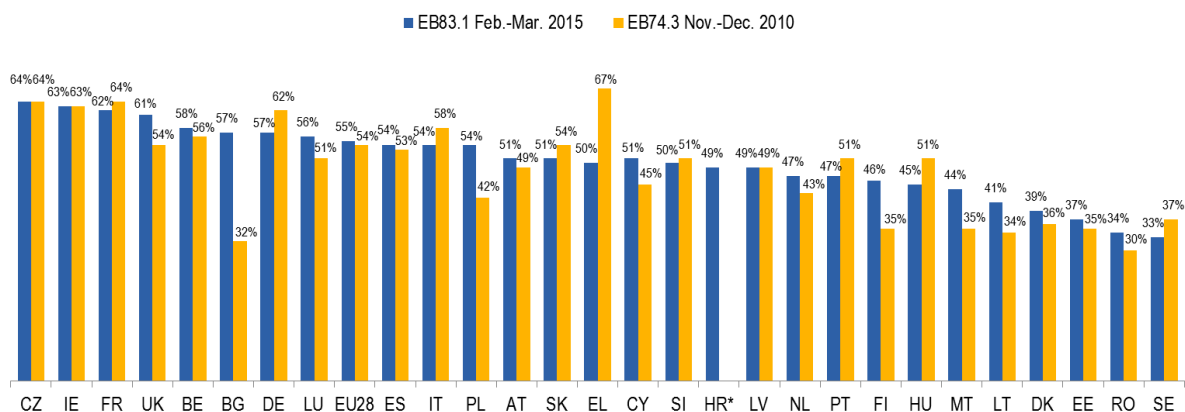


Base: All respondents (n=27,980 in EU28)

In 16 Member States, at least 50% of respondents say they are concerned about the recording of their activities **via payment cards**, with over six out of ten expressing concern in the Czech Republic (64%), Ireland (63%), France (62%), and the UK (61%). At the other end of the scale, only around a third of people are concerned about this issue in Sweden (33%) and Romania (34%).

Since 2010, there have been substantial increases in the level of concern about the recording of people's activities via payment cards in the following countries: Poland (54%, +12pp), Finland (46%, +11pp), Malta (44%, +9pp) and Lithuania (41%, +7pp). Meanwhile, substantial declines were also recorded in Greece (50%, -17pp) and Hungary (45%, -6pp).

QB12.5. Nowadays, many of our everyday activities are recorded in different ways (...).  
How concerned or not are you about that?  
Via payment cards (your location and spending habits) - Total 'Concerned'



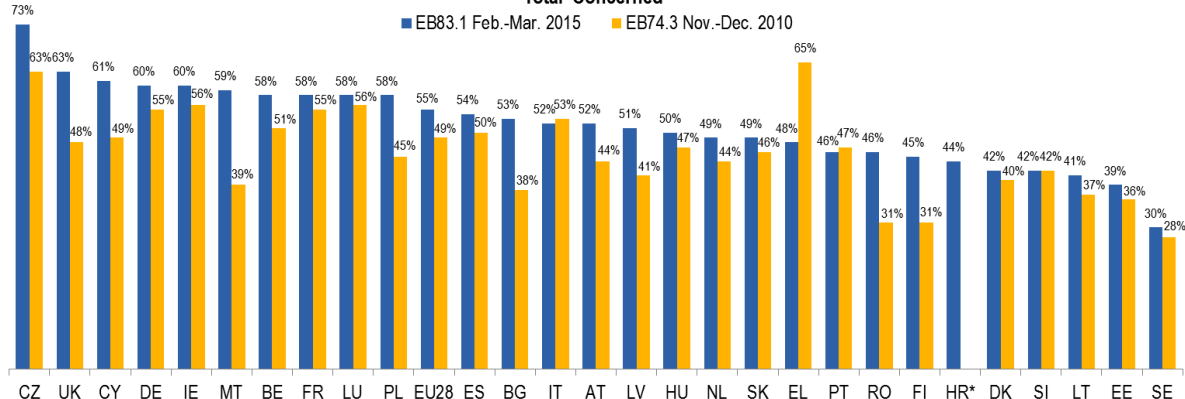
Base: All respondents (n=27,980 in EU28)

\* The question was not asked in this country during the preceding survey.

In 16 Member States, over half of the respondents say that they are concerned about the recording of everyday activities **via mobile phone use or mobile applications**. People in the Czech Republic (73%) are especially likely to express concern about this issue, followed by those in the UK (63%) and Cyprus (61%). Less than four out of ten people are concerned about this in Estonia (39%) and Sweden (30%).

Large increases since 2010 can be observed in several countries in the proportion of respondents who are concerned about the recording of everyday activities via mobile phone use or mobile applications, including Malta (59%, +20pp), the UK (63%, +15pp), Bulgaria (53%, +15pp), Romania (46%, +15pp), Finland (45%, +14pp), Poland (58%, +13pp) and Cyprus (61%, +12pp). Conversely, Greece (48%, -17pp) stands out as being the only country where respondents were less likely to voice concerns about this issue.

QB12.4. Nowadays, many of our everyday activities are recorded in different ways (...).  
How concerned or not are you about that?  
Via mobile phone or use of mobile applications (listening in on your calls, geo-location)  
Total 'Concerned'



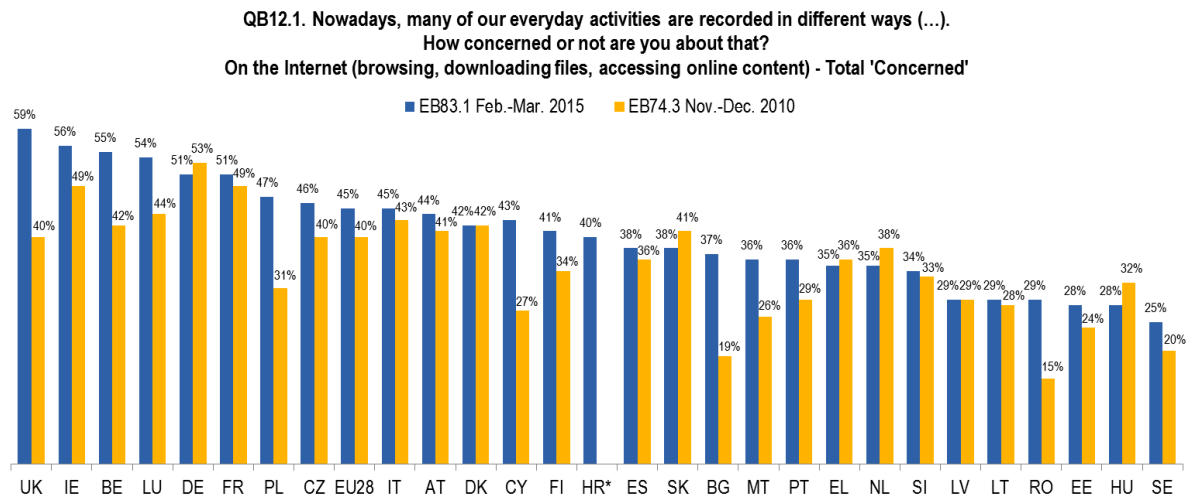
Base: All respondents (n=27,980 in EU28)

\* The question was not asked in this country during the preceding survey.



At least half of respondents in just five Member States say that they are concerned about the recording of everyday activities **on the Internet**, with people in the UK (59%), Ireland (56%) and Belgium (55%) the most likely to express concern about this issue. In contrast, only 25% of respondents in Sweden are concerned by this, as are 28% in both Estonia and Hungary.

The level of concern about the recording of everyday activities on the Internet has increased in most countries since 2010. The largest increases can be observed in the UK (59%, +19pp), Bulgaria (37%, +18pp), Poland (47%, +16pp), Cyprus (43%, +16pp), Romania (29%, +14pp) and Belgium (55%, +13pp).



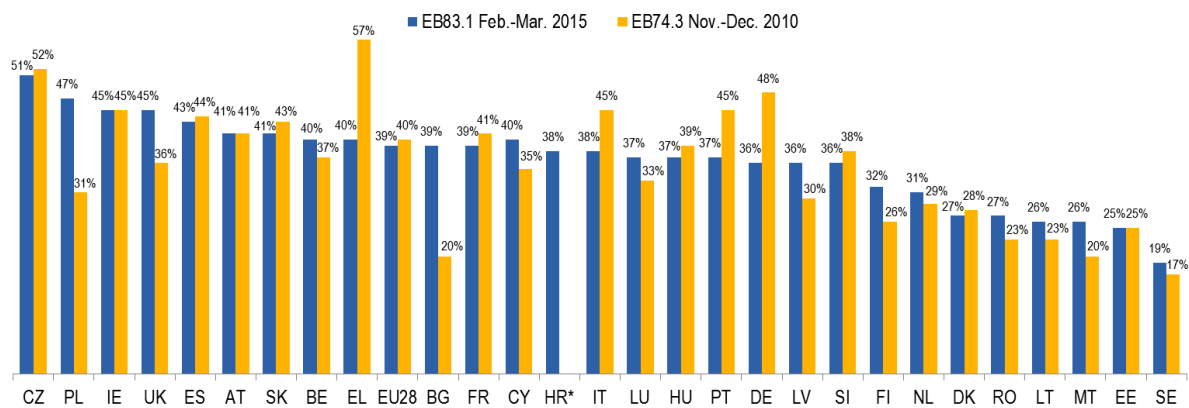
Base: All respondents (n=27,980 in EU28)

\* The question was not asked in this country during the preceding survey.

The Czech Republic (51%) is the only Member State in which at least half of the respondents say they are concerned about **the use of store or loyalty cards** to record their activities, although at least four out of ten people also express concern in nine countries. People in Sweden (19%) and Estonia (25%) are the least likely to be concerned about this issue.

In several countries, the proportion of respondents who express concern about the use of store or loyalty cards to record their activities has fallen substantially, especially in Greece (40%, -17pp), Germany (36%, -12pp), Portugal (37%, -8pp) and Italy (38%, -7pp). Yet there were marked increases in the level of concern in Bulgaria (39%, +19pp) and Poland (47%, +16pp).

QB12.6. Nowadays, many of our everyday activities are recorded in different ways (...).  
How concerned or not are you about that?  
Via store or loyalty cards (your preferences and patterns of consumption, etc.) - Total 'Concerned'



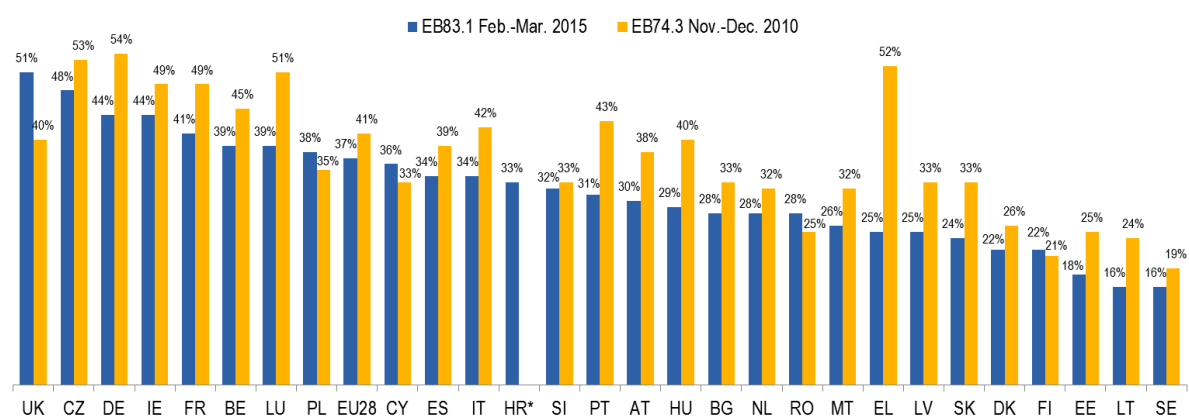
Base: All respondents (n=27,980 in EU28)

\* The question was not asked in this country during the preceding survey.

The UK (51%) is the only country in which over half of the respondents say they are concerned about the recording of their activities **in private spaces such as bars and restaurants**. At least four out of ten people are concerned about this in five Member States. At the other end of the scale, only 16% of respondents feel concerned about this issue in both Lithuania and Sweden.

The level of concern about this issue has increased substantially in the UK (51%, +11pp) since 2010, but in most other Member States people are now less concerned than they were before. There were substantial declines in the proportion of respondents expressing concern in Greece (25%, -27pp), Luxembourg (39%, -12pp), Portugal (31%, -12pp), Hungary (29%, -11pp) and Germany (44%, -10pp).

QB12.3. Nowadays, many of our everyday activities are recorded in different ways (...).  
How concerned or not are you about that?  
In a private space (restaurant, bar, club, office, etc.) - Total 'Concerned'

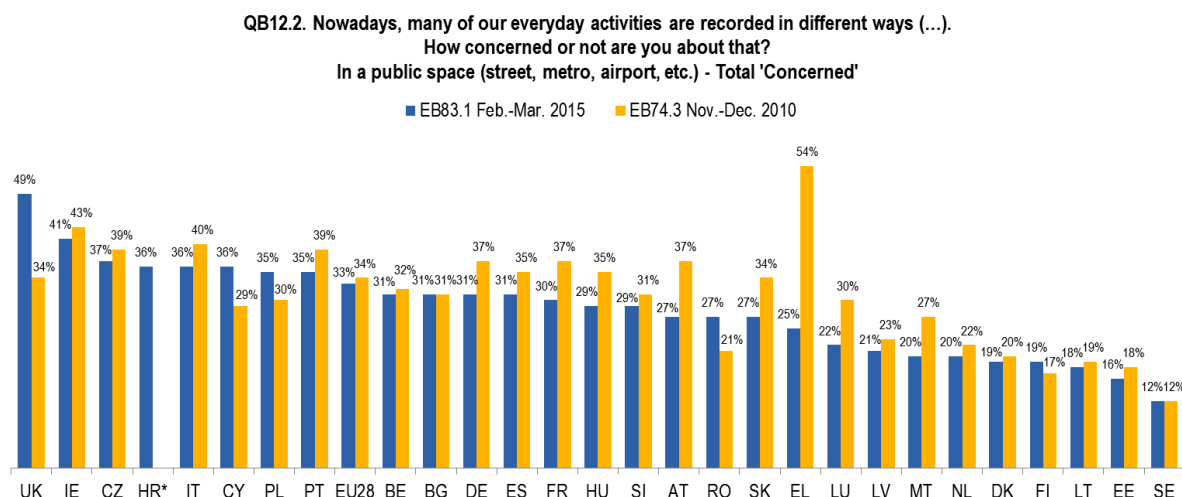


Base: All respondents (n=27,980 in EU28)

\* The question was not asked in this country during the preceding survey.

The UK (49%) and Ireland (41%) are the only countries where at least four out of ten respondents say they are concerned about the recording of their activities **in public spaces such as in the street or in the metro**. Only 12% of people in Sweden and 16% in Estonia are concerned about this.

As seen above for the previous element, the level of concern about this issue has increased substantially since 2010 in the UK (49%, +15pp), while declining very substantially in Greece (25%, -29pp). There were also noticeable declines in the level of concern about the recording of people's activities in public spaces in Austria (27%, -10pp), Luxembourg (22%, -8pp), France (30%, -7pp) and Malta (20%, -7pp).



Base: All respondents (n=27,980 in EU28)



\* The question was not asked in this country during the preceding survey.

Socio-demographic analysis shows that older respondents are the least likely to feel concerned about these issues. For example, 46% of people aged 55 or over say they are concerned about the recording of their everyday activities via mobile phone use or mobile applications, compared with 60-63% of younger respondents.

Individuals with a higher level of education are also more likely to feel concerned about these issues. For example, 59% of respondents who left education aged 20 or over are concerned about the recording of their behaviour via payment cards, versus 41% of people who left school aged 15 or lower.

Unsurprisingly, respondents who do not trust companies or institutions to protect their personal information are more likely to express concern about these issues. For example, 62% of people who do not trust online businesses to protect their information, are concerned about the recording of their behaviour via payment cards, compared to 47% of people who do trust these companies.

QB12. Nowadays, many of our everyday activities are recorded in different ways, such as through cameras, payment cards, websites, etc. How concerned or not are you about that?

|   | Total 'Concerned'   |   |   |   |  |  |
|---|---|---|---|---|--|--|
|   | Via mobile phone or use of mobile applications (listening in on your calls, geo-location) | Via payment cards (your location and spending habits) | On the Internet (browsing, downloading files, accessing online content) | Via store or loyalty cards (your preferences and patterns of consumption, etc.) | In a private space (restaurant, bar, club, office, etc.) | In a public space (street, metro, airport, etc.) |
| EU28  | 55%   | 55%   | 45%   | 39%   | 37%  | 33%  |
|  <b>Age</b>                |   |   |   |   |  |  |
| 15-24   | 63%   | 55%   | 50%   | 35%   | 38%  | 37%  |
| 25-39   | 61%   | 59%   | 54%   | 43%   | 40%  | 35%  |
| 40-54   | 60%   | 59%   | 53%   | 43%   | 41%  | 35%  |
| 55 +  | 46%   | 48%   | 33%   | 35%   | 33%  | 29%  |
|  <b>Education (End of)</b> |   |   |   |   |  |  |
| 15-   | 41%   | 41%   | 26%   | 29%   | 30%  | 28%  |
| 16-19   | 57%   | 57%   | 48%   | 41%   | 39%  | 34%  |
| 20+   | 61%   | 59%   | 54%   | 43%   | 41%  | 35%  |
| Still studying  | 61%   | 52%   | 49%   | 32%   | 37%  | 32%  |
| <b>National public authorities to protect personal information</b>  |   |   |   |   |  |  |
| Trust   | 54%   | 53%   | 45%   | 36%   | 35%  | 29%  |
| Do not trust  | 60%   | 61%   | 49%   | 47%   | 46%  | 42%  |
| <b>European institutions to protect personal information</b>  |   |   |   |   |  |  |
| Trust   | 54%   | 53%   | 45%   | 36%   | 34%  | 29%  |
| Do not trust  | 61%   | 61%   | 50%   | 46%   | 45%  | 40%  |
| <b>Financial authorities to protect personal information</b>  |   |   |   |   |  |  |
| Trust   | 53%   | 52%   | 45%   | 36%   | 35%  | 30%  |
| Do not trust  | 60%   | 60%   | 49%   | 44%   | 43%  | 38%  |
| <b>Online businesses to protect personal information</b>  |   |   |   |   |  |  |
| Trust   | 47%   | 47%   | 41%   | 33%   | 32%  | 29%  |
| Do not trust  | 64%   | 62%   | 54%   | 45%   | 44%  | 37%  |
| <b>Telecoms to protect personal information</b>   |   |   |   |   |  |  |
| Trust   | 47%   | 46%   | 41%   | 32%   | 33%  | 29%  |
| Do not trust  | 63%   | 61%   | 51%   | 44%   | 41%  | 36%  |

Base: All respondents (n=27,980 in EU28)

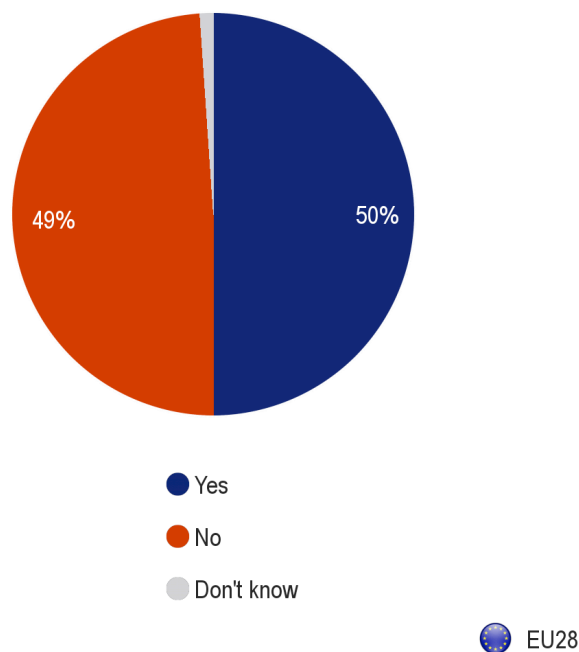
#### 1.4. Knowledge of collection of personal data by government agencies

**- Half of all Europeans have heard of recent revelations concerning mass data collection by governments for reasons of national security -**

This report comes in the context of recent revelations reported in the news about government agencies in some countries collecting their citizens' personal data on a large scale for the purpose of national security. All respondents were asked whether they had heard about these revelations<sup>7</sup>.

On this issue, the results are evenly split: half of the respondents (50%) say they have heard about this, while nearly half (49%) have not.

QB6. Have you ever heard of recent revelations about government agencies collecting personal data on a large scale for the purpose of national security?

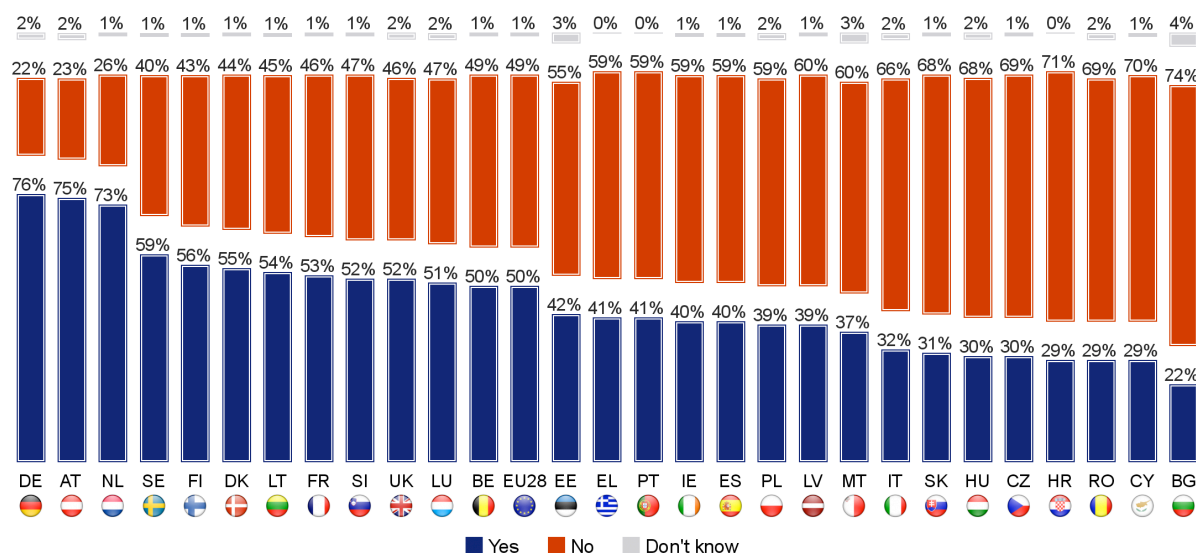


Base: All respondents (n=27,980 in EU28)

<sup>7</sup> QB6 Have you ever heard of recent revelations about government agencies collecting personal data on a large scale for the purpose of national security?

The country-level results show substantial variations between Member States in terms of public awareness of these issues. More than half of respondents have heard about the revelations in 12 countries, and in three of these countries, more than seven out of ten respondents claim to have heard about this issue: Germany (76%), Austria (75%) and the Netherlands (73%). Conversely, in the following four Member States, less than three out of ten people are aware of these issues: Bulgaria (22%), Cyprus (29%), Romania (29%) and Croatia (29%).

QB6. Have you ever heard of recent revelations about government agencies collecting personal data on a large scale for the purpose of national security?



Base: All respondents (n=27,980 in EU28)

Socio-demographic analysis shows that men are somewhat more likely than women (56% vs. 44%) to have heard about the recent revelations about government agencies collecting their personal data on a large scale for the purpose of national security.

Respondents in the 40-54 age group (55%) are the most likely to have heard about this, while those aged 55 and over (44%) are the least likely.

Individuals with a higher level of education are much more likely to know about this issue: 63% of people who left education aged 20 or over have heard about the revelations, as opposed to just 32% of respondents who left school aged 15 or younger.

Among the different professional groups, managers (71%) are the most likely, and house persons (35%) the least likely, to say they have heard about the data-collection revelations.

Interestingly, people who feel they have no control over their personal information are more likely to mention having heard about the revelation than people who feel that they have complete control over their personal data (62% vs. 49%).

Finally, respondents who know of their national authority in charge of rights' protection are much more likely to have heard about their data-collection revelations (70% vs. 38%).

**QB6 Have you ever heard of recent revelations about government agencies collecting personal data on a large scale for the purpose of national security?**

|   | Yes | No  | Don't know |
|---|-----|-----|------------|
| EU28  | 50% | 49% | 1%         |
| <b>Gender</b>                                   |     |     |            |
| Man   | 56% | 43% | 1%         |
| Woman   | 44% | 54% | 2%         |
| <b>Age</b>                                      |     |     |            |
| 15-24   | 48% | 51% | 1%         |
| 25-39   | 53% | 46% | 1%         |
| 40-54   | 55% | 43% | 2%         |
| 55 +  | 44% | 54% | 2%         |
| <b>Education (End of)</b>                       |     |     |            |
| 15-   | 32% | 66% | 2%         |
| 16-19   | 48% | 50% | 2%         |
| 20+   | 63% | 36% | 1%         |
| Still studying                                  | 53% | 46% | 1%         |
| <b>Socio-professional category</b>              |     |     |            |
| Self-employed                                   | 59% | 40% | 1%         |
| Managers  | 71% | 28% | 1%         |
| Other white collars                             | 53% | 45% | 2%         |
| Manual workers                                  | 48% | 51% | 1%         |
| House persons                                   | 35% | 63% | 2%         |
| Un-employed                                     | 45% | 53% | 2%         |
| Retired   | 41% | 57% | 2%         |
| Students  | 53% | 46% | 1%         |
| <b>Perceived level of information's control</b> |     |     |            |
| Complete  | 49% | 50% | 1%         |
| Partial   | 58% | 41% | 1%         |
| None  | 62% | 37% | 1%         |
| <b>Authority for the protection of rights</b>   |     |     |            |
| Has heard of...                                 | 70% | 29% | 1%         |
| Has never heard of...                           | 38% | 61% | 1%         |

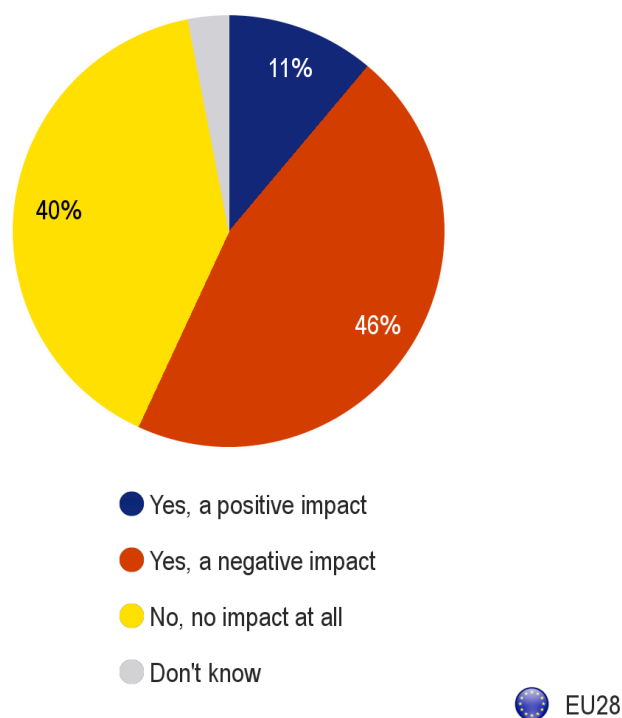
Base: All respondents (n=27,980 in EU28)

### 1.5. Impact of this knowledge

Respondents who said in the section above that they had heard about the revelations regarding personal data collection by governments were then asked whether those revelations had an impact on the trust they have in terms of how their online personal data is used<sup>8</sup>.

A majority of people (46%) say the revelations have had a negative impact on their level of trust, while four out of ten (40%) say the revelations have had no impact, and around a tenth (11%) say the impact has been positive.

QB7. Would you say these recent revelations have had an impact on the trust in how your online personal data is used?



*Base: Respondents who have heard of recent revelations of government agencies collecting personal data (n=13,888 in EU28)*

<sup>8</sup> QB7 Would you say these recent revelations have had an impact on the trust in how your online personal data is used?



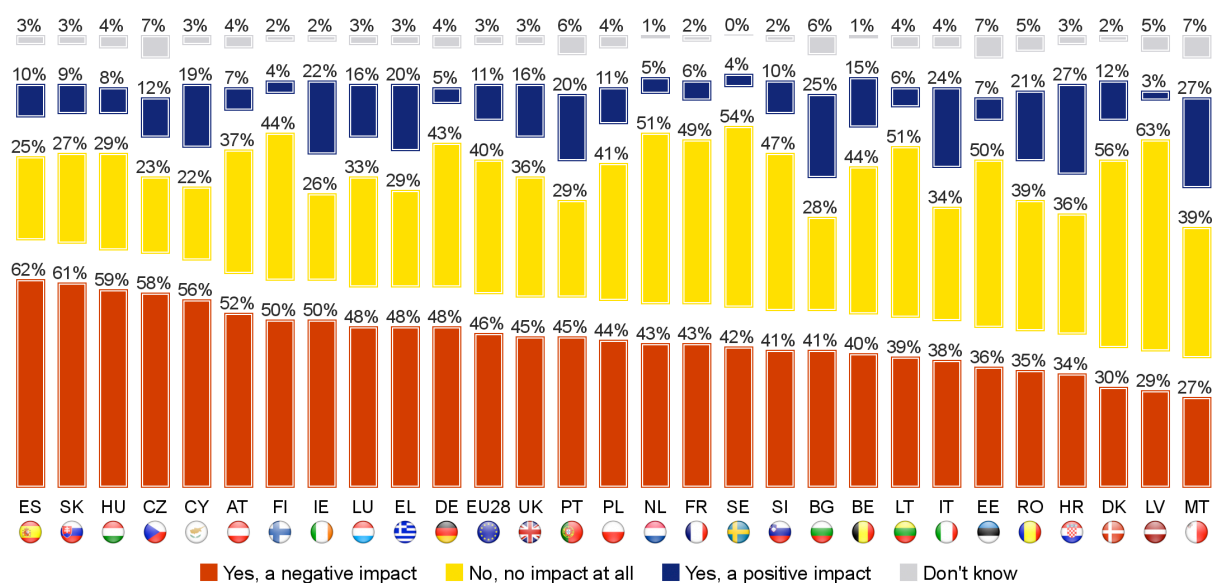
In 16 countries, a majority of respondents say that the revelations have had a negative impact on the trust they have about how personal data is used, while in the other 12 Member States, a majority say that they had no impact on them. In all Member States, the proportions of people who say these revelations had a positive impact are in the minority.

More than six out of ten respondents in Spain (62%) and Slovakia (61%) say the recent revelations about governments have had a negative impact on the trust they have as to how their personal data is used, whilst at least half of respondents say this in eight Member States. At the other end of the scale, less than three out of ten people take this view in Malta (27%) and Latvia (29%).

More than half of the respondents say the revelations had no impact on them in six countries, with the highest proportions observed in Latvia (63%) and Denmark (56%).

At least a fifth of respondents say the revelations had a positive impact on them in eight countries, with respondents in Croatia and Malta (both 27%) most likely to give this answer.

QB7. Would you say these recent revelations have had an impact on the trust in how your online personal data is used?



Base: Respondents who have heard of recent revelations of government agencies collecting personal data (n=13,888 in EU28)

The socio-demographic variations are relatively limited on this question, though there are still some noteworthy differences between some groups. Among the various professional groups, for example, 52% of unemployed people, but only 45% of managers, say the recent revelations had a negative impact on them.

Respondents who have difficulty paying their bills most of the time are also more likely than those who almost never have difficulty to say that the revelations had a negative impact (54% vs. 44%).

While 36% of respondents who say disclosing information is not a big issue for them say these recent revelations had a negative impact on them, this proportion rises to 53% among respondents for whom the disclosure of information is indeed a big issue. Similarly, people who are concerned about the recording of their behaviour on the Internet are much more likely to say the impact on them has been negative than those who are not concerned about this issue (58% vs. 32%).

**QB7 Would you say these recent revelations have had an impact on the trust in how your online personal data is used?**

|  | Yes, a negative impact | No, no impact at all | Yes, a positive impact |
|--|------------------------|----------------------|------------------------|
| EU28   | 46%                    | 40%                  | 11%                    |
| <b>Socio-professional category</b>                       |                        |                      |                        |
| Self-employed  | 49%                    | 36%                  | 14%                    |
| Managers   | 45%                    | 45%                  | 8%                     |
| Other white collars                                      | 48%                    | 39%                  | 11%                    |
| Manual workers   | 48%                    | 40%                  | 10%                    |
| House persons  | 46%                    | 37%                  | 12%                    |
| Un-employed  | 52%                    | 36%                  | 10%                    |
| Retired  | 42%                    | 41%                  | 10%                    |
| Students   | 45%                    | 41%                  | 11%                    |
| <b>Difficulties paying bills</b>                         |                        |                      |                        |
| Most of the time   | 54%                    | 32%                  | 13%                    |
| From time to time  | 49%                    | 35%                  | 13%                    |
| Almost never/ Never                                      | 44%                    | 43%                  | 10%                    |
| <b>Providing personal information is not a big issue</b> |                        |                      |                        |
| Agree  | 36%                    | 47%                  | 14%                    |
| Disagree   | 53%                    | 36%                  | 8%                     |
| <b>Behaviour recorded on Internet</b>                    |                        |                      |                        |
| Concerned  | 58%                    | 28%                  | 12%                    |
| Not concerned  | 32%                    | 57%                  | 9%                     |

*Base: Respondents who have heard of recent revelations of government agencies collecting personal data (n=13,888 in EU28)*

## II. DISCLOSURE OF PERSONAL DATA

Having initially looked at the activities which European Internet users engage in, this chapter now turns to the issue of disclosing personal information when using online services and applications. More specifically, it aims at evaluating the level of discomfort which respondents feel about having to do this.

### 2.1. Attitudes towards disclosing personal data

#### ***- Over seven out of ten respondents agree that providing personal information is an increasing part of modern life -***

The following section looks at the need to disclose personal information. All respondents were asked to what extent they agree with seven statements relating to private data issues<sup>9</sup>.

Over seven out of ten people (71%) agree that **providing personal information is an increasing part of modern life**, slightly down from 74% who said this in 2010. Roughly a fifth (21%, -1 percentage point) disagree.

Just under six out of ten people (58%, no change) agree that **there is no alternative other than to provide personal information if you want to obtain products or services**. Around three out of ten respondents (29%, -3pp) disagree with this.

A majority of people (56%) agree that **their national government asks them for more and more personal information** – down from the 64% of respondents who agreed with this statement in 2010. A third of people (33%, +4pp) disagree.

The proportion of people who agree that they **feel they have to provide personal information online** has increased substantially from 28% in 2010 to 43% now. In fact, more people now agree than disagree with this statement (43% vs. 39%), a reversal of the situation in 2010 when 49% of people disagreed and only 28% agreed.

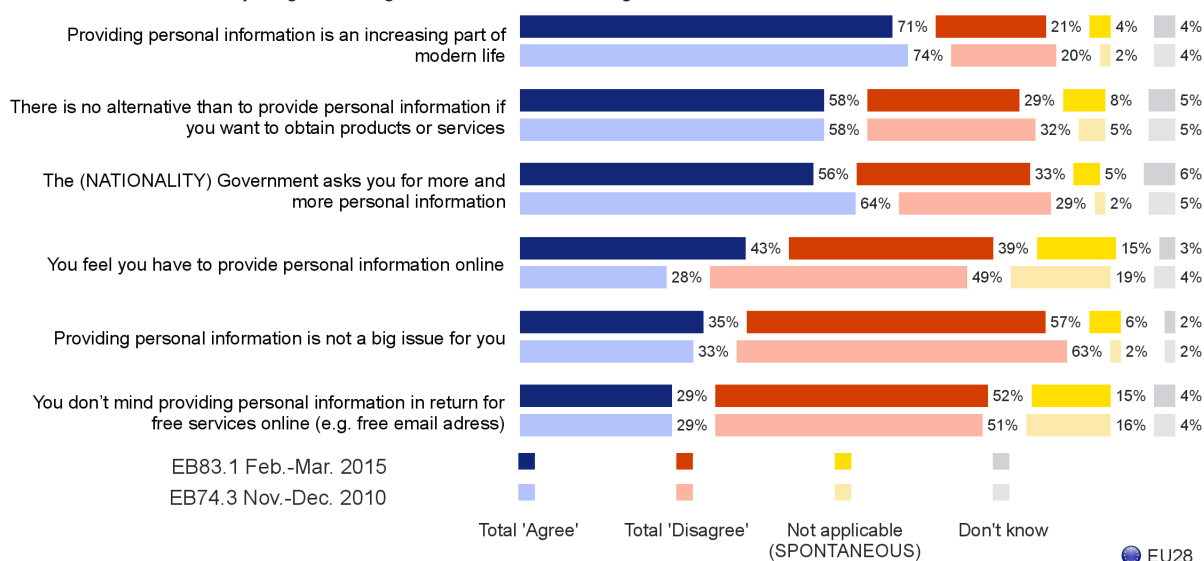
A majority of respondents (57%, -6pp) **disagree** that **providing personal information is not a big issue for them**. Only just over a third (35%, +2pp) agreed with this view.

A majority (52%, +1pp) also **disagree** with the view that they **don't mind providing personal information in return for free services online**. Less than a third (29%, no change) agree with this statement.

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<sup>9</sup> QB2 Please tell me whether you agree or disagree with each of the following statements.

QB2. Please tell me whether you agree or disagree with each of the following statements.

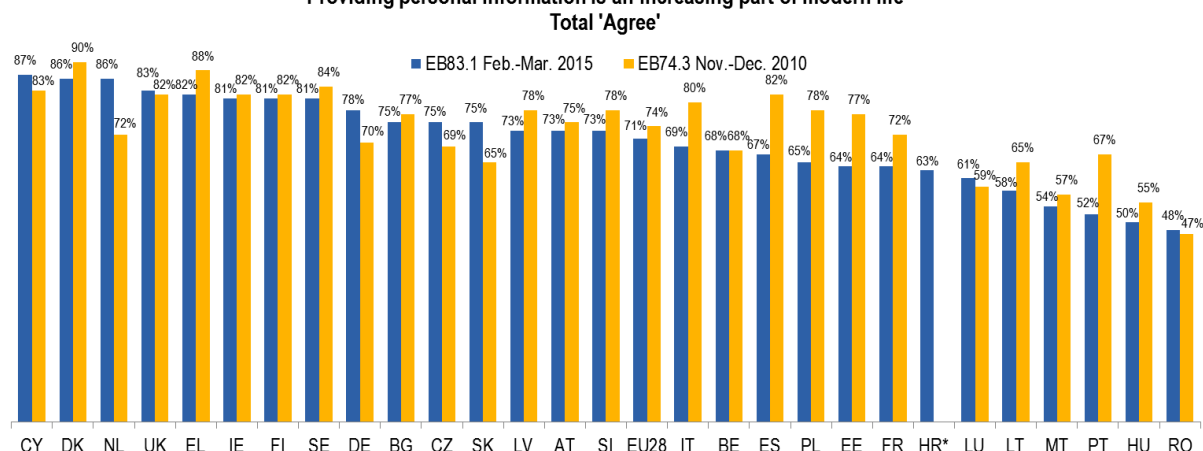


Base: All respondents (n=27,980 in EU28)

At least half of respondents in all but one Member State agree that **providing personal information is an increasing part of modern life**, and this proportion reaches 80% or more in eight countries, including Cyprus (87%), Denmark (86%) and the Netherlands (86%). Romania (48%) is the only country where less than half of people agree that providing personal information is an increasing part of modern life, though the level of agreement is also relatively low in Hungary (50%) and Portugal (52%).

The proportion of respondents who agree with this statement increased substantially in a few countries since 2010, in particular the Netherlands (86%, +14 percentage points), Slovakia (75%, +10pp), Germany (78%, +8pp) and the Czech Republic (75%, +6pp). However, the level of agreement declined in most Member States, with the biggest falls occurring in Portugal (52%, -15pp), Spain (67%, -13pp), Poland (65%, -13pp), Estonia (64%, -13pp), France (64%, -8pp) and Lithuania (58%, -7pp).

QB2.5. Please tell me whether you agree or disagree with each of the following statements.  
Providing personal information is an increasing part of modern life

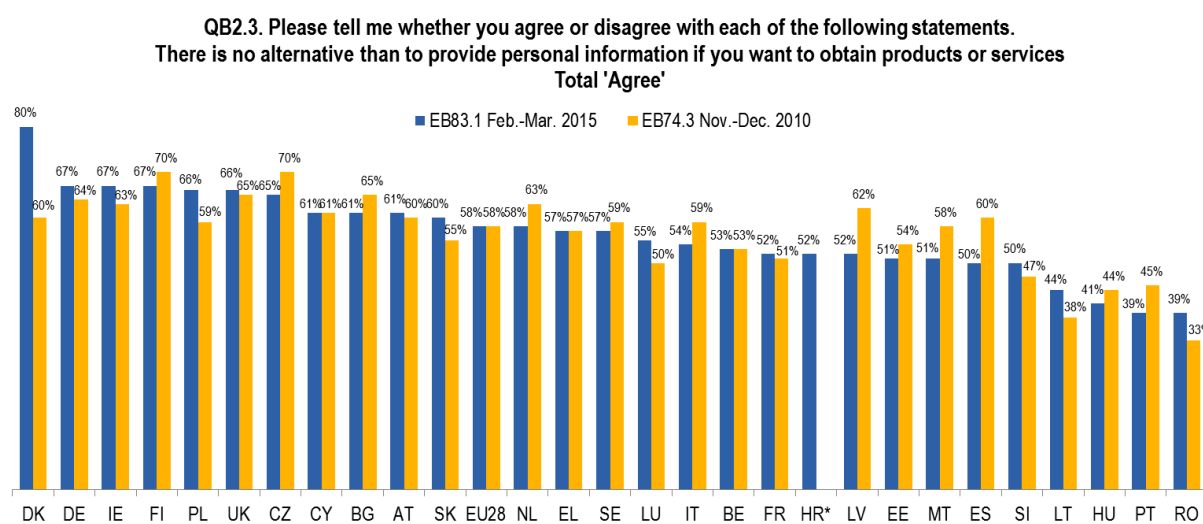


Base: All respondents (n=27,980 in EU28)

\* The question was not asked in this country during the preceding survey.

In all but four countries, over half of the respondents agree that **there is no alternative than to provide personal information if you want to obtain products or services**. Denmark (80%) stands out as having by far the highest proportion of people who agree with this statement. Germany, Ireland and Finland (all 67%) have the next highest level of agreement. At the other end of the scale, less than half of the respondents agree that there is no alternative than to provide personal information if you want to obtain products or services in Romania (39%), Portugal (41%), Hungary (44%) and Lithuania (45%).

Denmark (80%, +20pp) is the only country where the level of agreement with this statement increased substantially since 2010, though there were also noticeable increases in Lithuania (44%, +6pp) and Romania (39%, +6pp). Elsewhere there were sizeable declines in the proportion of respondents who agree that there is no alternative other than to provide personal information if you want to obtain products or services, such as in Latvia (52%, -10), Spain (50%, -10), Malta (51%, -7) and Portugal (39%, -6).

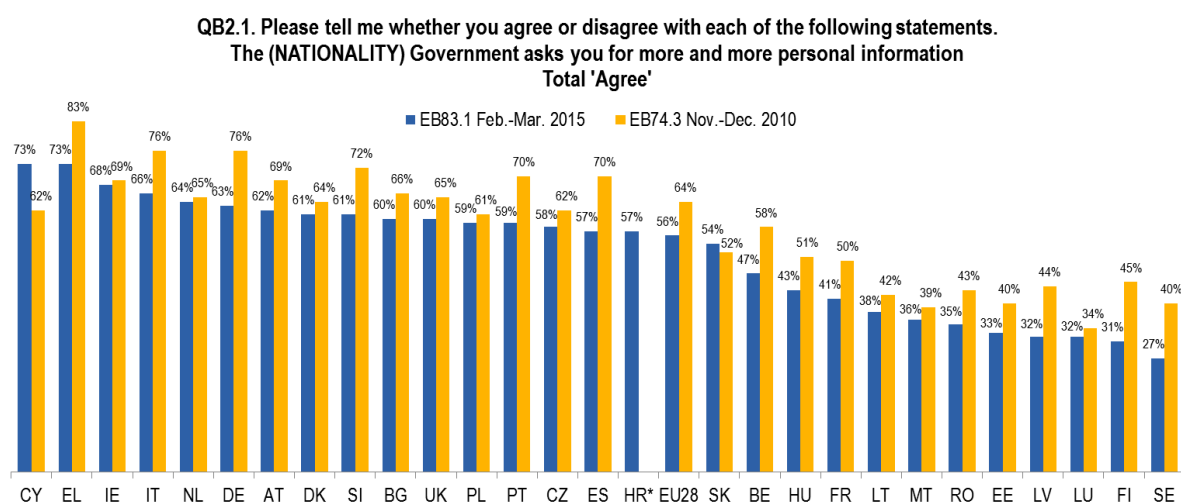


Base: All respondents (n=27,980 in EU28)

\* The question was not asked in this country during the preceding survey.

In 17 Member States, over 50% of people agree that their **national government asks them for more and more personal information**. More than seven out of ten people say this in Cyprus and Greece (both 73%), whereas only 27% of people in Sweden, and 31% in Finland, agree that this is the case.

In all but two countries, the level of agreement with this statement has declined since 2010. The two exceptions, where the level of agreement actually increased, are Cyprus (73%, +11pp) and Slovakia (54%, +2pp). Elsewhere, fewer respondents now agree that their national government asks them for more and more personal information than did so in 2010, with substantial declines occurring in many countries, most significantly in Finland (31%, -14pp), Spain (57%, -13pp), Germany (63%, -13pp) and Sweden (27%, -13pp).



Base: All respondents (n=27,980 in EU28)

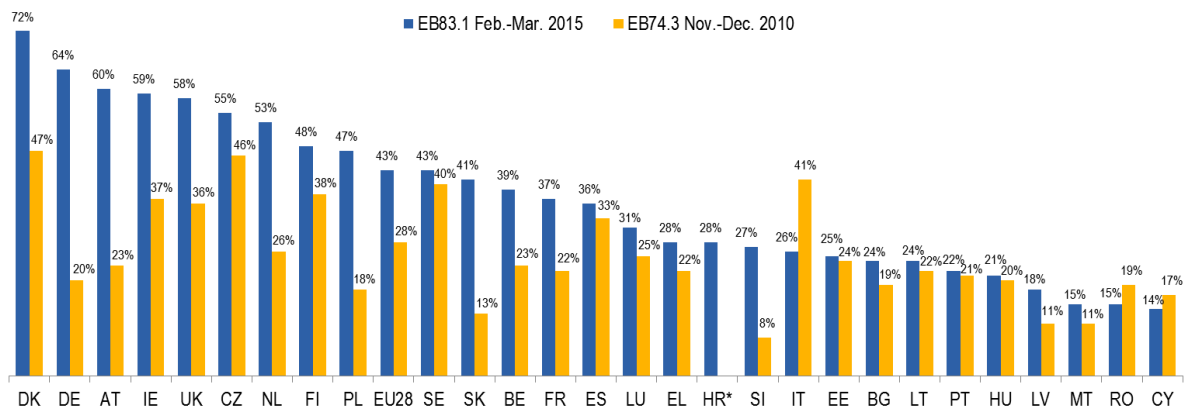
\* The question was not asked in this country during the preceding survey.

The proportion of people who **feel that they have to provide personal information online** ranges substantially, from 72% in Denmark and 64% in Germany, to just 14% in Cyprus and 15% in both Malta and Romania.

In almost all Member States, the proportion of respondents who feel that they have to provide personal information online has risen substantially since 2010, with very sizeable increases recorded in Germany (64%, +44pp), Austria (60%, +37pp), Poland (47%, +29pp), Slovakia (41%, +28pp), the Netherlands (53%, +27pp) and Denmark (72%, +25pp).

There are three exceptions where the proportion of respondents who agree with this statement has actually fallen since 2010: Italy (26%, -15pp), Romania (15%, -4pp) and Cyprus (14%, -3pp).

QB2.2. Please tell me whether you agree or disagree with each of the following statements.  
You feel you have to provide personal information online  
Total 'Agree'



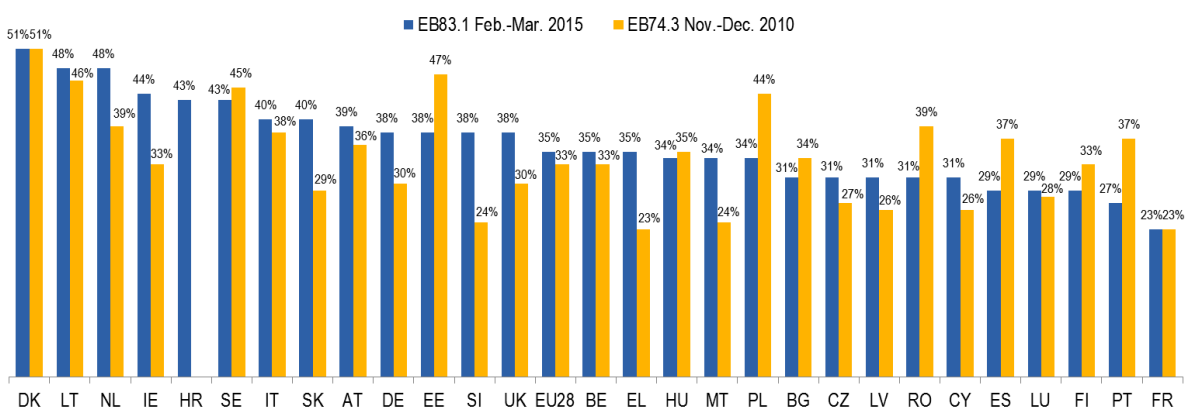
Base: All respondents (n=27,980 in EU28)

\* The question was not asked in this country during the preceding survey.

In 22 Member states, four in ten respondents or less agree that **providing personal information is not a big issue for them**. Countries with the lowest levels of agreement with this view include France (23%), Portugal (27%), as well as Spain, Luxembourg and Finland (all 29%). At the other end of the spectrum, Denmark (51%), followed by Lithuania and the Netherlands (both 48%), stand out with high levels of agreement.

The evolution in the level of agreement with this statement greatly varies from country to country. There were substantial increases in Slovenia (38%, +14pp), Greece (35%, +12pp), Ireland (44%, +11pp), Slovakia (40%, +11pp) and Malta (34%, +10pp). Meanwhile, there were noticeable declines in Poland (34%, -10pp), Portugal (27%, -10pp), Estonia (38%, -9pp), Romania (31%, -8pp) and Spain (29%, -8pp).

QB2.4. Please tell me whether you agree or disagree with each of the following statements.  
Providing personal information is not a big issue for you  
Total 'Agree'

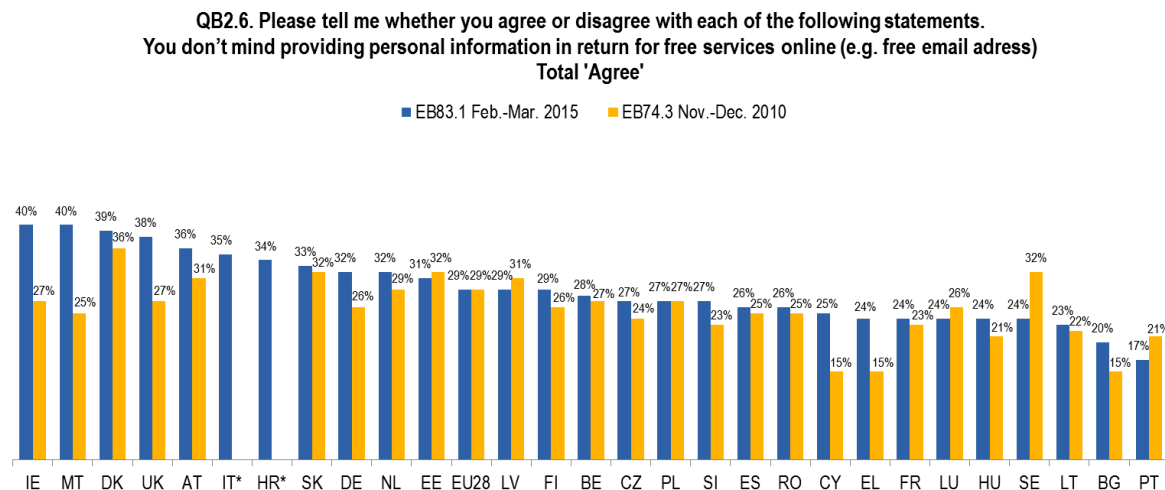


Base: All respondents (n=27,980 in EU28)

\* The question was not asked in this country during the preceding survey.

The proportion of people who agree that they **don't mind providing personal information in return for free services online** ranges from 40% in both Ireland and Malta, to 17% in Portugal and 20% in Bulgaria.

The level of agreement has increased substantially since 2010 in Malta (40%, +15pp), Ireland (40%, +13pp), the UK (38%, +11pp), Cyprus (25%, +10pp) and Greece (24%, +9pp). Sweden (24%, -8pp) stands out as having recorded by far the largest decline in the proportion of people who agree with that statement.



Base: All respondents (n=27,980 in EU28)

\* The question was not asked in this country during the preceding survey.

The **socio-demographic data** show that men are somewhat more likely than women to agree with the two following statements: they feel they have to provide personal information online (46% vs. 41%) and providing personal information is not a big issue for them (37% vs. 32%).

Younger respondents are more likely to agree with all six of these statements. For example, 47% of 15-24 year-olds agree that they don't mind providing personal information in return for free online services, compared with 17% of people aged 55 and above.

Individuals with a higher level of education are also more likely to agree with the statements. For example, 66% of respondents who finished their education aged 20 or above agree that there is no alternative other than to provide personal information if you want to obtain products or services, whereas only 39% of people who left school aged 15 or under agree with this.

People who trust national authorities (39% vs. 28%), European institutions (41% vs. 29%), online businesses (52% vs. 30%) and also telecoms companies (46% vs. 30%) to protect their information are more likely to say that providing personal information is not a big issue for them. The same is true in terms of trust in these entities for respondents who agree that providing personal information is a part of modern life, and who agree that they don't mind providing personal information in return for free services online.



QB2. Please tell me whether you agree or disagree with each of the following statements.

Total 'Agree'

|  | Providing personal information is an increasing part of modern life | There is no alternative than to provide personal information if you want to obtain products or services | The (NATIONALITY) Government asks you for more and more personal information | You feel you have to provide personal information online | Providing personal information is not a big issue for you | You don't mind providing personal information in return for free services online (e.g. free email address) |
|--|---|---|--|--|---|--|
| EU28   | 71%   | 58%   | 56%  | 43%  | 35%   | 29%  |
| <b>Gender</b>  |   |   |  |  |   |  |
| Man  | 72%   | 58%   | 57%  | 46%  | 37%   | 32%  |
| Woman  | 70%   | 58%   | 56%  | 41%  | 32%   | 28%  |
| <b>Age</b>   |   |   |  |  |   |  |
| 15-24  | 78%   | 69%   | 58%  | 56%  | 44%   | 47%  |
| 25-39  | 77%   | 67%   | 61%  | 56%  | 37%   | 38%  |
| 40-54  | 75%   | 62%   | 61%  | 50%  | 34%   | 31%  |
| 55 +   | 63%   | 44%   | 49%  | 26%  | 30%   | 17%  |
| <b>Education (End of)</b>  |   |   |  |  |   |  |
| 15-  | 57%   | 39%   | 51%  | 21%  | 29%   | 15%  |
| 16-19  | 71%   | 59%   | 59%  | 44%  | 36%   | 31%  |
| 20+  | 78%   | 66%   | 55%  | 53%  | 35%   | 33%  |
| Still studying   | 80%   | 68%   | 59%  | 57%  | 43%   | 46%  |
| <b>National public authorities to protect personal information</b> |   |   |  |  |   |  |
| Trust  | 75%   | 62%   | 54%  | 47%  | 39%   | 34%  |
| Do not trust   | 67%   | 52%   | 62%  | 39%  | 28%   | 22%  |
| <b>European institutions to protect personal information</b>       |   |   |  |  |   |  |
| Trust  | 76%   | 64%   | 56%  | 48%  | 41%   | 37%  |
| Do not trust   | 68%   | 53%   | 61%  | 41%  | 29%   | 23%  |
| <b>Financial authorities to protect personal information</b>       |   |   |  |  |   |  |
| Trust  | 75%   | 63%   | 55%  | 47%  | 40%   | 35%  |
| Do not trust   | 68%   | 53%   | 60%  | 39%  | 29%   | 23%  |
| <b>Online businesses to protect personal information</b>           |   |   |  |  |   |  |
| Trust  | 76%   | 67%   | 57%  | 52%  | 52%   | 49%  |
| Do not trust   | 74%   | 59%   | 59%  | 46%  | 30%   | 26%  |
| <b>Telecoms companies to protect personal information</b>          |   |   |  |  |   |  |
| Trust  | 74%   | 62%   | 54%  | 47%  | 46%   | 40%  |
| Do not trust   | 72%   | 58%   | 60%  | 44%  | 30%   | 26%  |

Base: All respondents (n=27,980 in EU28)

## 2.2. Reasons for disclosing personal data

### **- People most commonly provide personal information online in order to make a payment or to have a purchase delivered -**

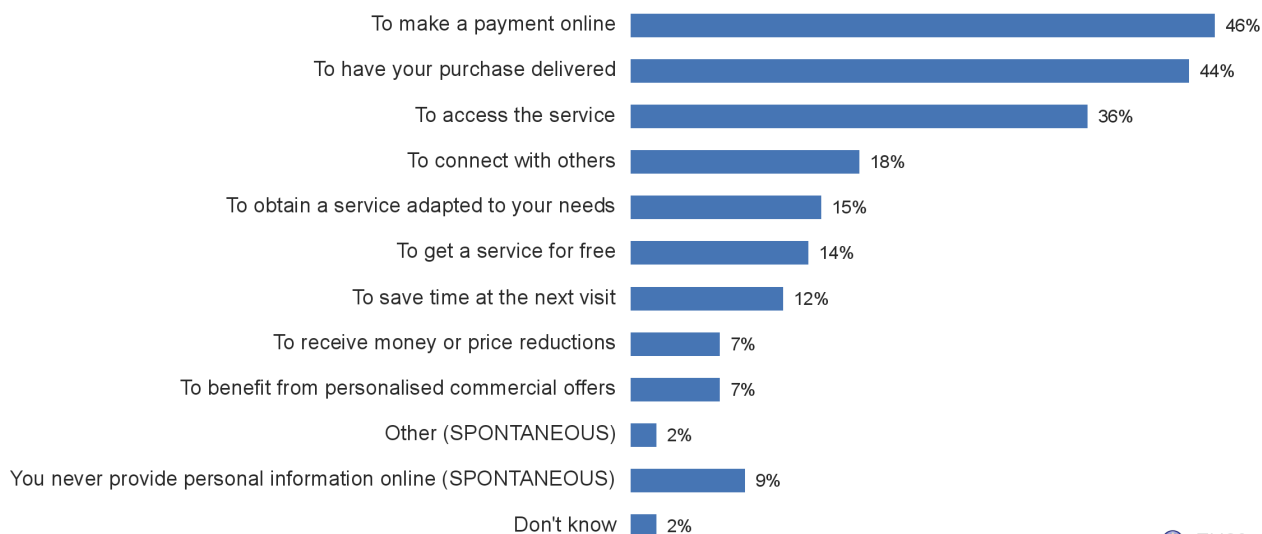
All respondents were then asked to give the main reasons why they provide personal information online when requested to do so. They were given a list of nine options and asked to choose a maximum of three<sup>10</sup>.

Over four out of ten people say they provide personal information to make a payment online (46%), or to have a purchase delivered (44%), while over a third say they do this in order to access a service (36%).

To a lesser extent, more than a tenth of respondents provide personal information to connect with others (18%), to obtain a service adapted to their needs (15%), to get a service for free (14%), or to save time at their next visit (12%).

Less than a tenth of people provide personal information to receive money or price reductions (7%), or to benefit from personalised commercial offers (7%).

QB3. When online (using online social networks or mobile applications, making online purchases, etc.), you are sometimes asked to provide personal information. What are the main reasons why you provide personal information online? (MAX. 3 ANSWERS)



EU28

Base: All respondents (n=27,980 in EU28)

<sup>10</sup> QB3 When online (using online social networks or mobile applications, making online purchases, etc.), you are sometimes asked to provide personal information. What are the main reasons why you provide personal information online? (MAX. 3 ANSWERS)

This question was asked in a similar way in 2010, but only to respondents who used online social networks. It is also worth noting that the two top answers in 2015 – to make a payment online, or to have a purchase delivered – were not available to respondents in 2010. So while direct comparisons are not possible in this instance, the 2010 results can still be used to show general trend patterns over the last five years.

Comparing the results only for respondents who use the Internet (in 2015) with those of respondents who used online social networks (in 2010), the following trends can be observed:

- The two top answers in 2015 – to make a payment online, or to have a purchase delivered – were not available to respondents in 2010.
- 39% of people now provide personal information to access a service, compared to 61% in 2010.
- 22% of respondents provide personal information to connect with others, compared to 52% in 2010.
- Otherwise, the changes are negligible: 13% (+1pp) provide personal information to save time, while 8% (+2pp) do it to receive money or price reductions, 8% (no change) do so to benefit from personalised commercial offers, and 16% (-2pp) do so to obtain a service adapted to their needs.

Turning now to the individual country results, and again using the answers from all European respondents, "making a payment online" is the top reason for providing personal information in 13 Member States. At least half of people give this answer in 12 countries, with the proportion who do so ranging from 79% in Finland and 72% in Denmark, to just 15% in both Bulgaria and Portugal.

In eight Member States, "to have a purchase delivered" is the top answer. At least 50% of people in seven countries give this as their reason for providing personal information. The highest proportions of people who say this can be observed in the Netherlands (63%), Denmark (57%) and Sweden (57%). Conversely, the lowest can be seen in Portugal (16%) and Finland (17%).






























In seven countries, "accessing a service" is the reason given by most respondents as to why they provide personal information. At least half of the respondents give this answer in three countries: Finland (54%), Italy (52%) and Bulgaria (50%). In contrast, only 26% of people in Germany and 28% in Slovakia do so.

For the remaining reasons available for providing personal information, the country results range as follows:

- "Connecting with others": from 30% in Romania to 10% in both Denmark and Sweden.
- "Obtaining a service adapted to your needs": from 25% in Italy to 4% in the UK.
- "Getting a service for free": from 29% in Austria to 3% in Sweden.

- "Saving time at the next visit": from 21% in Ireland to 7% in both Greece and Latvia.
- "Receiving money or price reductions": from 17% in Hungary to 2% in Luxembourg.
- "Benefitting from personalised commercial offers": from 14% in Italy to 2% in both Denmark and the Netherlands.

QB3. When online (using online social networks or mobile applications, making online purchases, etc.), you are sometimes asked to provide personal information. What are the main reasons why you provide personal information online? (MAX. 3 ANSWERS)

|   |      | To make a payment online | To have your purchase delivered | To access the service | To connect with others | To obtain a service adapted to your needs | To get a service for free | To save time at the next visit | To receive money or price reductions | To benefit from personalised commercial offers |
|---|------|--------------------------|---------------------------------|-----------------------|------------------------|---|---------------------------|--------------------------------|--------------------------------------|--|
|    | EU28 | 46%                      | 44%                             | 36%                   | 18%                    | 15%                                       | 14%                       | 12%                            | 7%                                   | 7%   |
|    | BE   | 51%                      | 46%                             | 35%                   | 19%                    | 12%                                       | 12%                       | 14%                            | 11%                                  | 11%  |
|    | BG   | 15%                      | 24%                             | 50%                   | 24%                    | 23%                                       | 16%                       | 11%                            | 7%                                   | 6%   |
|    | CZ   | 36%                      | 45%                             | 41%                   | 17%                    | 15%                                       | 14%                       | 14%                            | 11%                                  | 9%   |
|    | DK   | 72%                      | 57%                             | 35%                   | 10%                    | 18%                                       | 8%                        | 15%                            | 6%                                   | 2%   |
|   | DE   | 42%                      | 54%                             | 26%                   | 22%                    | 20%                                       | 21%                       | 10%                            | 8%                                   | 4%   |
|  | EE   | 68%                      | 37%                             | 44%                   | 20%                    | 11%                                       | 9%                        | 12%                            | 6%                                   | 3%   |
|  | IE   | 57%                      | 45%                             | 37%                   | 18%                    | 11%                                       | 11%                       | 21%                            | 8%                                   | 5%   |
|  | EL   | 21%                      | 30%                             | 40%                   | 29%                    | 22%                                       | 22%                       | 7%                             | 12%                                  | 12%  |
|  | ES   | 32%                      | 26%                             | 37%                   | 24%                    | 12%                                       | 19%                       | 9%                             | 3%                                   | 7%   |
|  | FR   | 60%                      | 55%                             | 34%                   | 11%                    | 14%                                       | 7%                        | 9%                             | 4%                                   | 9%   |
|  | HR   | 25%                      | 22%                             | 30%                   | 24%                    | 16%                                       | 19%                       | 14%                            | 8%                                   | 7%   |
|  | IT   | 32%                      | 24%                             | 52%                   | 18%                    | 25%                                       | 16%                       | 10%                            | 9%                                   | 14%  |
|  | CY   | 29%                      | 38%                             | 31%                   | 21%                    | 13%                                       | 12%                       | 13%                            | 6%                                   | 3%   |
|  | LV   | 62%                      | 40%                             | 40%                   | 16%                    | 16%                                       | 8%                        | 7%                             | 11%                                  | 5%   |
|  | LT   | 59%                      | 39%                             | 30%                   | 16%                    | 15%                                       | 8%                        | 12%                            | 6%                                   | 5%   |
|  | LU   | 57%                      | 55%                             | 36%                   | 20%                    | 20%                                       | 9%                        | 12%                            | 2%                                   | 4%   |
|  | HU   | 16%                      | 31%                             | 30%                   | 22%                    | 18%                                       | 14%                       | 12%                            | 17%                                  | 7%   |
|  | MT   | 43%                      | 48%                             | 33%                   | 24%                    | 17%                                       | 8%                        | 15%                            | 6%                                   | 9%   |
|  | NL   | 65%                      | 63%                             | 47%                   | 16%                    | 13%                                       | 7%                        | 16%                            | 8%                                   | 2%   |
|  | AT   | 43%                      | 47%                             | 33%                   | 27%                    | 15%                                       | 29%                       | 10%                            | 9%                                   | 7%   |
|  | PL   | 42%                      | 39%                             | 31%                   | 19%                    | 13%                                       | 12%                       | 10%                            | 8%                                   | 7%   |
|  | PT   | 15%                      | 16%                             | 37%                   | 23%                    | 15%                                       | 21%                       | 11%                            | 5%                                   | 7%   |
|  | RO   | 21%                      | 21%                             | 31%                   | 30%                    | 17%                                       | 15%                       | 10%                            | 8%                                   | 8%   |
|  | SI   | 35%                      | 36%                             | 35%                   | 25%                    | 19%                                       | 13%                       | 9%                             | 5%                                   | 6%   |
|  | SK   | 35%                      | 41%                             | 28%                   | 22%                    | 18%                                       | 12%                       | 14%                            | 12%                                  | 5%   |
|  | FI   | 79%                      | 17%                             | 54%                   | 13%                    | 18%                                       | 7%                        | 13%                            | 9%                                   | 11%  |
|  | SE   | 70%                      | 57%                             | 44%                   | 10%                    | 13%                                       | 3%                        | 18%                            | 3%                                   | 2%   |
|  | UK   | 64%                      | 55%                             | 34%                   | 13%                    | 4%  | 12%                       | 20%                            | 6%                                   | 4%   |

Highest percentage per country

Lowest percentage per country

Highest percentage per item

Lowest percentage per item

Base: All respondents (n=27,980 in EU28)

The socio-demographic data shows clear differences in terms of age: indeed, 15-24 year-old respondents are more likely to provide personal information in order to: "access a service" (38% vs. 31% of people aged 55 and over); "save time at their next visit" (16% vs. 8% of people aged 55 and over); and "to connect with others" (30% vs. 13% of people aged 55 and over). Unsurprisingly, people aged 55 and over are the most likely to say spontaneously that they never provide personal information online (17% vs. 3% of 15-24 year-olds).

While 61% of managers provide personal information to make a payment online, only 37% of house persons and 38% of unemployed people do so. Similarly, 57% of managers, but only 35% of unemployed people, provide personal information to have a purchase delivered.

**QB3 When online (using online social networks or mobile applications, making online purchases, etc.), you are sometimes asked to provide personal information. What are the main reasons why you provide personal information online? (MAX. 3 ANSWERS)**

|                                    | To make a payment online | To have your purchase delivered | To access the service | To connect with others | To save time at the next visit | You never provide personal information online (SPONTANEOUS) |
|------------------------------------|--------------------------|---------------------------------|-----------------------|------------------------|--------------------------------|---|
| EU28                               | 46%                      | 44%                             | 36%                   | 18%                    | 12%                            | 9%  |
| <b>Age</b>                         |                          |                                 |                       |                        |                                |   |
| 15-24                              | 43%                      | 40%                             | 38%                   | 30%                    | 16%                            | 3%  |
| 25-39                              | 49%                      | 46%                             | 38%                   | 19%                    | 14%                            | 5%  |
| 40-54                              | 48%                      | 46%                             | 36%                   | 16%                    | 11%                            | 9%  |
| 55 +                               | 42%                      | 39%                             | 31%                   | 13%                    | 8%                             | 17%   |
| <b>Socio-professional category</b> |                          |                                 |                       |                        |                                |   |
| Self-employed                      | 51%                      | 43%                             | 40%                   | 18%                    | 11%                            | 6%  |
| Managers                           | 61%                      | 57%                             | 39%                   | 14%                    | 13%                            | 3%  |
| Other white collars                | 50%                      | 48%                             | 37%                   | 14%                    | 15%                            | 6%  |
| Manual workers                     | 44%                      | 43%                             | 35%                   | 19%                    | 12%                            | 9%  |
| House persons                      | 37%                      | 38%                             | 28%                   | 20%                    | 8%                             | 15%   |
| Un-employed                        | 38%                      | 35%                             | 38%                   | 21%                    | 10%                            | 11%   |
| Retired                            | 39%                      | 39%                             | 29%                   | 13%                    | 7%                             | 19%   |
| Students                           | 42%                      | 39%                             | 40%                   | 33%                    | 17%                            | 2%  |

Base: All respondents (n=27,980 in EU28)

### 2.3. Attitudes towards online digital advertising (profiling)

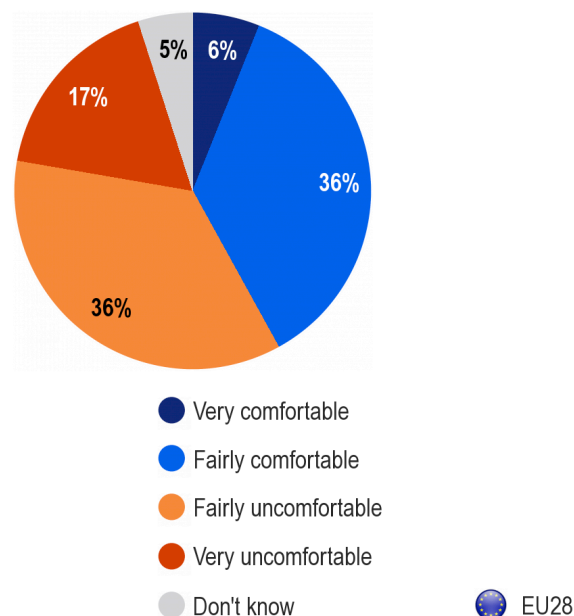
#### **- A majority of people are uncomfortable about Internet companies using their personal information to tailor advertisements -**

This section applies only to respondents who use the Internet, whether at home, at work or elsewhere.

Over four out of ten respondents (42%) in this group say they are comfortable with the fact that Internet companies use information about their online activity to tailor advertisements to their hobbies or interests<sup>11</sup>. Of these, 6% say they are very comfortable.

However, a majority of respondents (53%) say they are uncomfortable about this, with 17% saying they are very uncomfortable, and 36% saying they are fairly uncomfortable.

QB16. As you may know, some online companies are able to provide free services, such as search engines, free e-mail accounts, etc., thanks to the income they receive from advertisers trying to reach users on their websites. How comfortable are you with the fact that those websites use information about your online activity to tailor advertisements or content to your hobbies and interests?

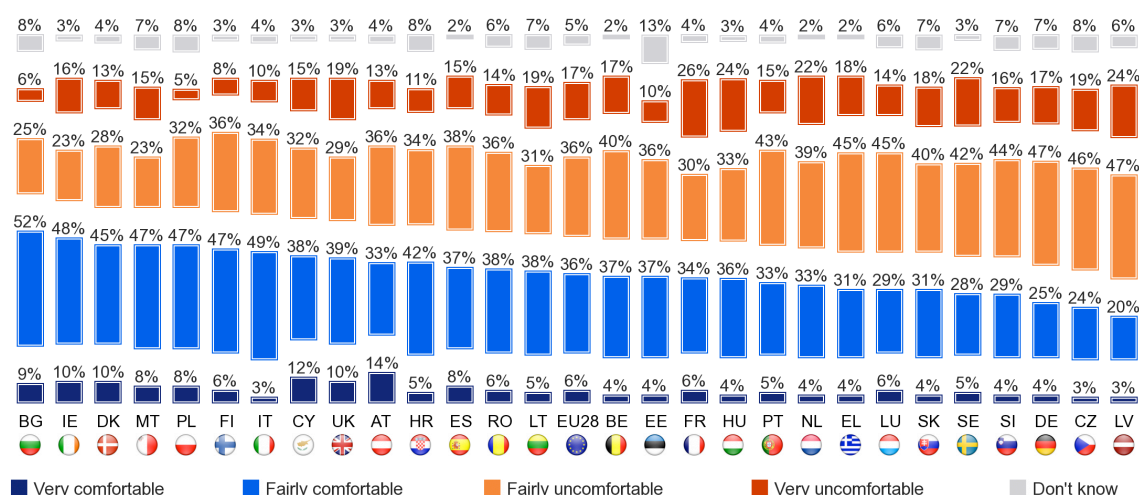


Base: Respondents who use the Internet (n=21,707 in EU28)

In eight Member States, at least half of people say they are comfortable with the fact that Internet companies use information about their online activity to tailor advertisements. People in Bulgaria (61%) and Ireland (58%) are the most likely to be comfortable with this practice, while people in Latvia (23%), the Czech Republic (27%) and Germany (29%) are the least comfortable with it.

<sup>11</sup> QB16 As you may know, some online companies are able to provide free services, such as search engines, free e-mail accounts, etc., thanks to the income they receive from advertisers trying to reach users on their websites. How comfortable are you with the fact that those websites use information about your online activity to tailor advertisements or content to your hobbies and interests?

QB16. As you may know, some online companies are able to provide free services, such as search engines, free e-mail accounts, etc., thanks to the income they receive from advertisers trying to reach users on their websites. How comfortable are you with the fact that those websites use information about your online activity to tailor advertisements or content to your hobbies and interests?



Base: Respondents who use the Internet (n=21,707 in EU28)

\* The question was not asked in this country during the preceding survey.

According to the socio-demographic data, men are slightly more likely than women (45% vs. 40%) to feel comfortable about Internet companies using information about their online activity to tailor advertisements.




Younger people are also more likely to be comfortable with this: 51% of 15-24 year-olds say they are comfortable, compared with only 32% of people aged 55 and over.

Among the occupational groups, retired people (32%) and house persons (36%) are noticeably less likely than people in other professions (43-45%) to be comfortable about this practice.

Individuals who feel they have complete control over their personal information are much more likely to be comfortable about this practice than people who feel they have no control over their personal information (61% vs. 35%). Similarly, individuals who are not concerned about their behaviour being recorded on the Internet are more likely to feel comfortable (54% vs. 36%).

Unsurprisingly, respondents who trust online businesses to protect their information are also more likely to feel comfortable with this (61% vs. 35%).

QB16 As you may know, some online companies are able to provide free services, such as search engines, free e-mail accounts, etc., thanks to the income they receive from advertisers trying to reach users on their websites. How comfortable are you with the fact that those websites use information about your online activity to tailor advertisements or content to your hobbies and interests?

|  | Total<br>'Comfortable' | Total<br>'Uncomfortable' | Don't know |
|--|------------------------|--------------------------|------------|
| EU28   | 42%                    | 53%                      | 5%         |
|  <b>Gender</b>                      |                        |                          |            |
| Man  | 45%                    | 51%                      | 4%         |
| Woman  | 40%                    | 55%                      | 5%         |
|  <b>Age</b>                         |                        |                          |            |
| 15-24  | 51%                    | 45%                      | 4%         |
| 25-39  | 47%                    | 49%                      | 4%         |
| 40-54  | 41%                    | 55%                      | 4%         |
| 55 +   | 32%                    | 62%                      | 6%         |
|  <b>Socio-professional category</b> |                        |                          |            |
| Self-employed  | 43%                    | 53%                      | 4%         |
| Managers   | 44%                    | 52%                      | 4%         |
| Other white collars  | 45%                    | 50%                      | 5%         |
| Manual workers   | 44%                    | 51%                      | 5%         |
| House persons  | 36%                    | 57%                      | 7%         |
| Un-employed  | 45%                    | 51%                      | 4%         |
| Retired  | 32%                    | 62%                      | 6%         |
| Students   | 50%                    | 46%                      | 4%         |
| <b>Perceived level of control over personal information</b>  |                        |                          |            |
| Complete   | 61%                    | 37%                      | 2%         |
| Partial  | 46%                    | 51%                      | 3%         |
| None   | 35%                    | 61%                      | 4%         |
| <b>Behaviour recorded on Internet</b>  |                        |                          |            |
| Concerned  | 35%                    | 62%                      | 3%         |
| Not concerned  | 54%                    | 41%                      | 5%         |

Base: Respondents who use the Internet (n=21,707 in EU28)



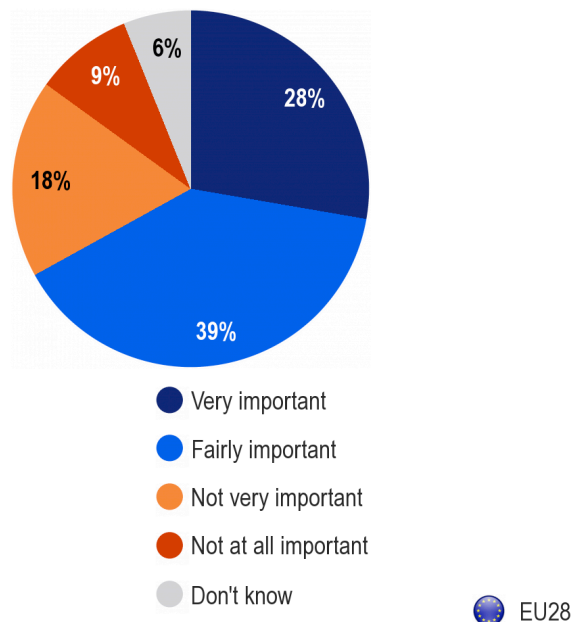
## 2.4. IMPORTANCE OF BEING ABLE TO TRANSFER PERSONAL DATA BETWEEN ONLINE SERVICE PROVIDERS

### - Two-thirds of people find it important to be able to transfer personal data to a new online service provider -

Two-thirds of respondents who use the Internet (67%) say it is important to them to be able to transfer personal information that was stored and collected by the old provider to the new one when they change online service providers<sup>12</sup>, with 28% saying this is very important, and 39% saying it is fairly important.

Conversely, roughly a quarter of people (27%) say it is not important to be able to transfer personal information to a new service provider.

QB20. When you decide to change online service providers (e.g. an online social network or a cloud service provider), how important or not is it for you to be able to transfer personal information that was stored and collected by the old provider to the new one?

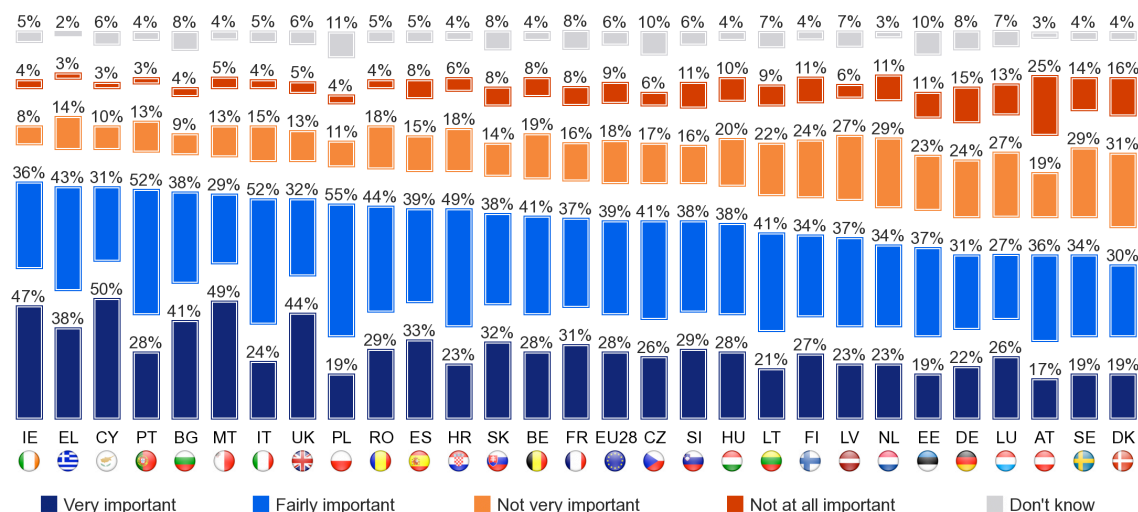


Base: Respondents who use the Internet (n=21,707 in EU28)

<sup>12</sup> QB20 When you decide to change online service providers (e.g. an online social network or a cloud service provider), how important or not is it for you to be able to transfer personal information that was stored and collected by the old provider to the new one?

In 13 countries, at least seven out of ten people feel that it is important to be able to transfer personal information to a new service provider. The proportion of people who take this view ranges from 83% in Ireland and 81% in both Cyprus and Greece, to 49% in Denmark, and 53% in Austria, Germany, Luxembourg and Sweden.

QB20. When you decide to change online service providers (e.g. an online social network or a cloud service provider), how important or not is it for you to be able to transfer personal information that was stored and collected by the old provider to the new one?



Base: Respondents who use the Internet (n=21,707 in EU28)

\* The question was not asked in this country during the preceding survey.

Socio-demographic analysis shows that younger respondents are somewhat more likely to feel that it is important to be able to transfer personal information to a new service provider: 71% of 15-24 year-olds think this is important, compared to 63% of people aged 55 and over.

While 81% of people who think they have complete control over their personal information say it is important to be able to transfer personal information to a new service provider, only 61% of people who feel they have no control take this view.

QB20 When you decide to change online service providers (e.g. an online social network or a cloud service provider), how important or not is it for you to be able to transfer personal information that was stored and collected by the old provider to the new one?

|   | Total 'Important' | Total 'Not important' | Don't know |
|---|-------------------|-----------------------|------------|
| EU28  | 67%               | 27%                   | 6%         |
| <b>Age</b>                                      |                   |                       |            |
| 15-24   | 71%               | 25%                   | 4%         |
| 25-39   | 70%               | 26%                   | 4%         |
| 40-54   | 66%               | 27%                   | 7%         |
| 55 +  | 63%               | 27%                   | 10%        |
| <b>Perceived level of information's control</b> |                   |                       |            |
| Complete  | 81%               | 17%                   | 2%         |
| Partial   | 71%               | 26%                   | 3%         |
| None  | 61%               | 32%                   | 7%         |

Base: Respondents who use the Internet (n=21,707 in EU28)

### III. RIGHTS AND PROTECTIONS OVER PERSONAL DATA

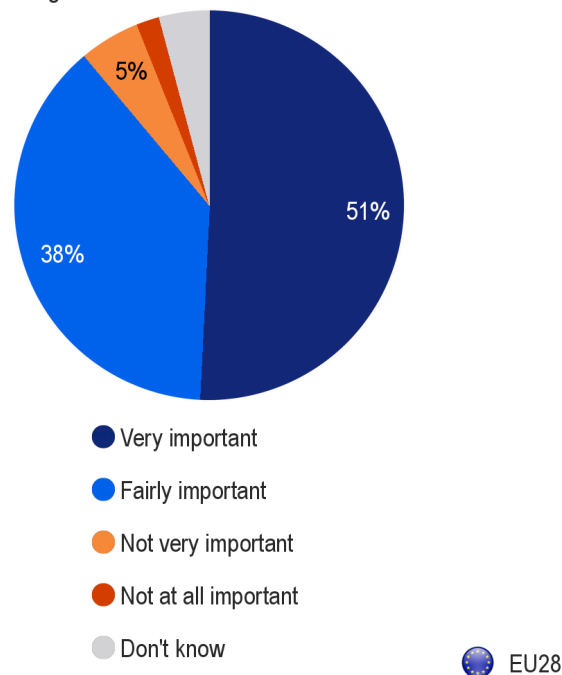
In the final section of the report, the discussion turns to the question of citizens' rights concerning the protection of personal data. The respondents were asked whether they should have the same rights regardless of where the authority or private company offering the service which has caused them problems is based. They were then asked which authorities should be in charge of protecting their personal data rights. Finally, the report gauges the level of awareness of national data protection authorities, and asks whether respondents would complain should their rights be infringed.

#### 3.1. Importance of having the same rights and protections across the EU

***- Europeans overwhelmingly believe they should always have the same rights and protections over their personal information regardless of the country in which the public authority or private company offering the service is established -***

Nearly nine out of ten Europeans (89%) mention it is important for them to have the same rights and protections over their personal information, regardless of the country in which the authority or private company offering the service is based<sup>13</sup>. Of these, 51% say it is very important, and 38% say it is fairly important. Only 6% say that this is not important.

QB23. How important or not is it for you to have the same rights and protections over your personal information regardless of the country in which the authority or private company offering the service is established?
















<sup>13</sup> QB23 How important or not is it for you to have the same rights and protections over your personal information regardless of the country in which the authority or private company offering the service is established?

Base: All respondents (n=27,980 in EU28)

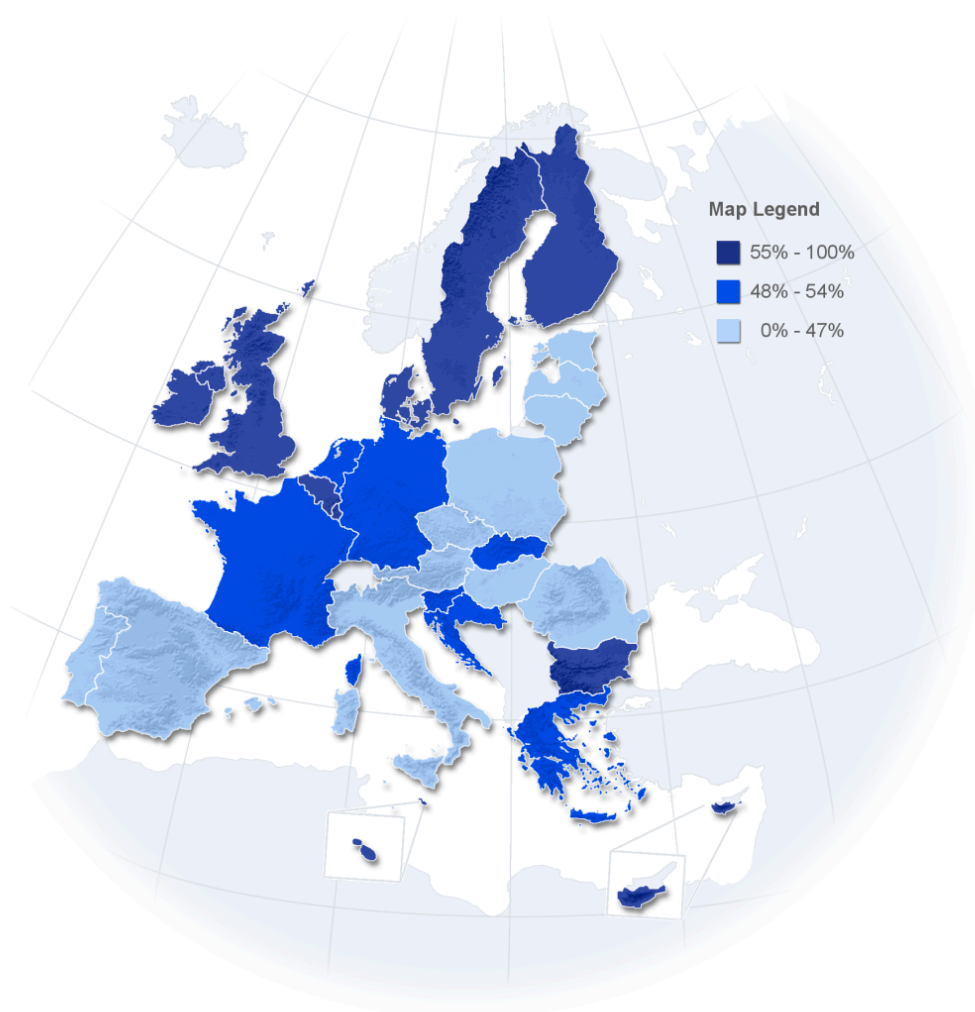
Respondents were asked a similar question in 2010, although the scope and wording were different (*"How important or not is it for you to have the same rights and protections over your personal information regardless of the EU country in which it is collected and processed?"*). For reference, 90% of people said this was important to them, while only 7% said it was unimportant.

The following map shows the extent to which respondents regard this issue as "very important" across Europe. In general, respondents in Northern and Western Europe appear most likely to say that it is important for them to have the same rights and protections over their personal information, regardless of the country in which the authority or private company offering the service is based. Specifically, people in Cyprus (72%), Malta (71%), the UK (70%) and Sweden (70%) are the most likely to take this view, while those in Latvia (29%) and Lithuania (31%) are the least likely to do so.

|  |     |
|--|-----|
|  CY     | 72% |
|  MT     | 71% |
|  UK     | 70% |
|  SE     | 70% |
|  IE    | 67% |
|  FI   | 64% |
|  LU   | 61% |
|  BG   | 60% |
|  DK   | 56% |
|  BE   | 55% |
|  EL   | 54% |
|  FR   | 54% |
|  SI   | 53% |
|  DE   | 53% |
|  NL   | 51% |
|  EU28 | 51% |
|  SK   | 51% |
|  HR   | 48% |
|  CZ   | 47% |
|  RO   | 47% |
|  ES   | 45% |
|  HU   | 43% |
|  AT   | 43% |
|  EE   | 41% |
|  PT   | 39% |
|  IT   | 38% |
|  PL   | 38% |
|  LT   | 31% |
|  LV   | 29% |

Question: QB23. How important or not is it for you to have the same rights and protections over your personal information regardless of the country in which the authority or private company offering the service is established?

Answers: Very important



*Base: All respondents (n=27,980 in EU28)*

Socio-demographic analysis shows that respondents who finished their education aged 20 or over are more likely to regard this issue as important than those who left school aged 15 or below (93% vs. 79%).

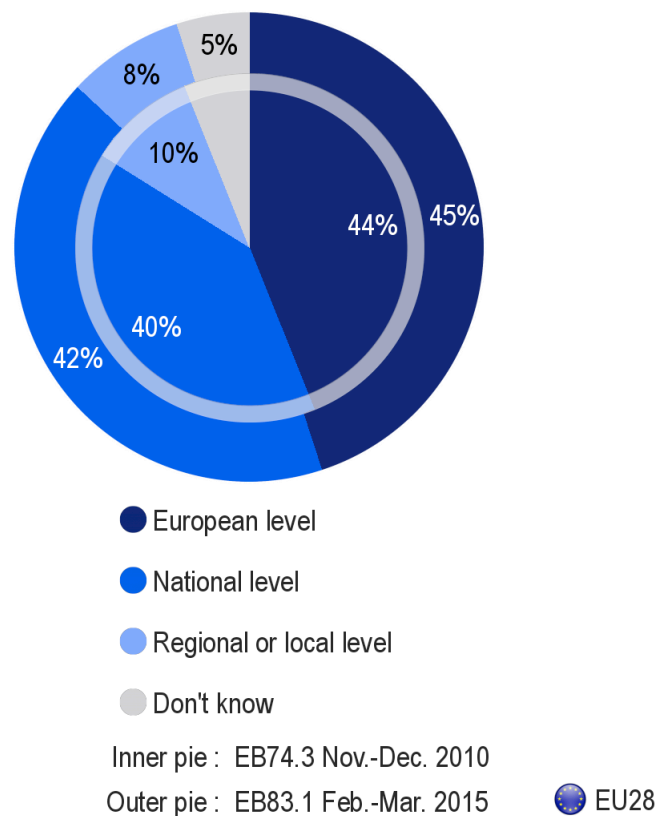
Additionally, while 94% of managers feel that this is important, only 82% of retired people and 86% of house persons say this.

### 3.2. WHERE THE RESPONSIBILITY FOR ENFORCING THE RULES OF DATA PROTECTION SHOULD LIE

**– A relative majority of respondents think that the enforcement of rules on personal data protection should be dealt with at EU level –**

Respondents were then asked about the level of government at which they think the enforcement of rules on personal data protection should be dealt with<sup>14</sup>. Over four out of ten respondents (45%, +1 percentage point compared with 2010) think this should be handled at European level, while slightly fewer people (42%, +2pp) think it should be dealt with at the national level. Just 8% (-2pp) of people say this should be dealt with at the regional or local level.

QB24. In your opinion, the enforcement of the rules on personal data protection should be dealt with at...?



Base: All respondents (n=27,980 in EU28)

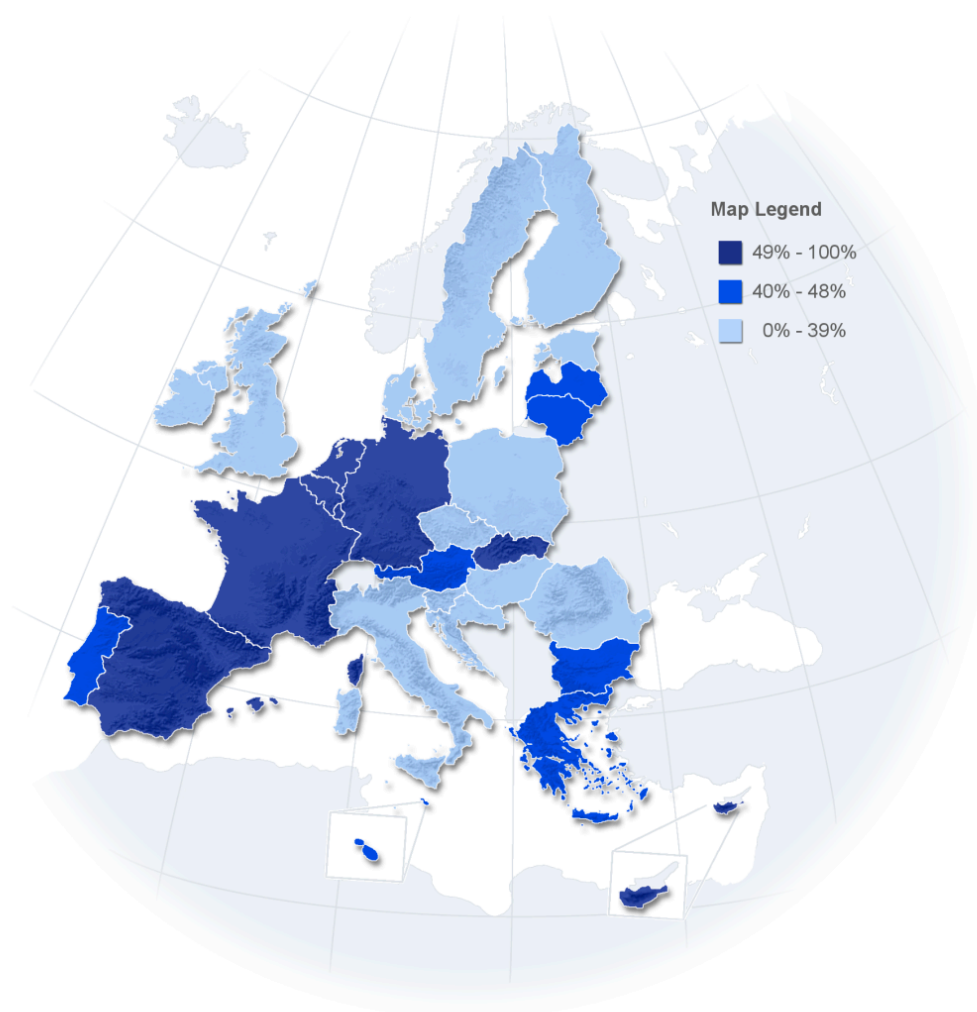
The map below shows where respondents are most likely to think that the enforcement of rules on personal data protection should be dealt with **by European institutions**. People are most likely to take this view in Central and Western Europe, led by those in Spain (65%), Luxembourg (65%), Belgium (63%) and France (62%). But in Northern and Eastern Europe, generally speaking, people are relatively unlikely to think that European institutions should be the ones to deal with this, with those in Hungary (26%), the UK (27%) and Croatia (29%) the least likely to do so.

<sup>14</sup> QB24 In your opinion, the enforcement of the rules on personal data protection should be dealt with at...?

|   |      |     |
|---|------|-----|
|    | ES   | 65% |
|    | LU   | 65% |
|    | BE   | 63% |
|    | FR   | 62% |
|    | NL   | 61% |
|    | CY   | 54% |
|    | DE   | 53% |
|    | SK   | 51% |
|    | LV   | 45% |
|    | EU28 | 45% |
|    | PT   | 44% |
|    | AT   | 43% |
|    | EL   | 43% |
|    | BG   | 43% |
|    | MT   | 42% |
|    | LT   | 40% |
|    | RO   | 39% |
|    | SI   | 38% |
|    | IT   | 37% |
|    | DK   | 37% |
|    | SE   | 37% |
|  | CZ   | 37% |
|  | FI   | 36% |
|  | EE   | 31% |
|  | IE   | 30% |
|  | PL   | 30% |
|  | HR   | 29% |
|  | UK   | 27% |
|  | HU   | 26% |

Question: QB24. In your opinion, the enforcement of the rules on personal data protection should be dealt with at...?

Answers: European level



Base: All respondents (n=27,980 in EU28)






























Since 2010, the proportion of people who think that European institutions should deal with these issues has increased in several countries, including Sweden (37%, +17pp), Slovenia (38%, +11pp), Denmark (37%, +10pp), Spain (65%, +10pp) and the UK (27%, +10pp). Conversely, the proportion of respondents who share this view declined in several other Member States, notably Hungary (26%, -19pp), Latvia (45%, -13pp), Poland (30%, -12pp) and Greece (43%, -11pp).

In 10 Member States, at least half of respondents think that the enforcement of rules on personal data protection should be dealt with by national institutions, with people in the UK (58%), Hungary (57%) and Sweden (56%) most likely to take this view, and those in Spain (22%) and France (27%) the least likely to do so.

Since 2010, there have been sizeable increases in the proportion of people who think these issues should be dealt with by national institutions in several Member States including Greece (50%, +12pp), Italy (48%, +12pp), Hungary (57%, +10pp) and Poland (51%, +10pp). At the same time, there were decreases in Slovenia (45%, -14pp), Sweden (56%, -10pp) and Denmark (52%, -8pp).

Relatively few respondents in all countries think that these issues should be dealt with by regional institutions, though at least 10% of people think they should in 11 Member States. Finally, the highest proportion of respondents who say this can be observed in Ireland (16%).

**QB24. In your opinion, the enforcement of the rules on personal data protection should be dealt with at...?**

|   |      | European level | Diff. EB83.1-EB74.3 | National level | Diff. EB83.1-EB74.3 | Regional or local level | Diff. EB83.1-EB74.3 | Don't know | Diff. EB83.1-EB74.3 |
|---|------|----------------|---------------------|----------------|---------------------|-------------------------|---------------------|------------|---------------------|
|    | EU28 | 45%            | <b>+1</b>           | 42%            | <b>+2</b>           | 8%                      | <b>-2</b>           | 5%         | <b>-1</b>           |
|    | BE   | 63%            | <b>+8</b>           | 30%            | <b>-1</b>           | 6%                      | <b>-7</b>           | 1%         | <b>=</b>            |
|    | BG   | 43%            | <b>-2</b>           | 45%            | <b>+2</b>           | 5%                      | <b>-1</b>           | 7%         | <b>+1</b>           |
|   | CZ   | 37%            | <b>-4</b>           | 47%            | <b>+2</b>           | 12%                     | <b>+1</b>           | 4%         | <b>+1</b>           |
|  | DK   | 37%            | <b>+10</b>          | 52%            | <b>-8</b>           | 7%                      | <b>-3</b>           | 4%         | <b>+1</b>           |
|  | DE   | 53%            | <b>-3</b>           | 39%            | <b>+5</b>           | 4%                      | <b>-3</b>           | 4%         | <b>+1</b>           |
|  | EE   | 31%            | <b>-3</b>           | 52%            | <b>=</b>            | 11%                     | <b>=</b>            | 6%         | <b>+3</b>           |
|  | IE   | 30%            | <b>+4</b>           | 50%            | <b>-2</b>           | 16%                     | <b>+1</b>           | 4%         | <b>-3</b>           |
|  | EL   | 43%            | <b>-11</b>          | 50%            | <b>+12</b>          | 6%                      | <b>=</b>            | 1%         | <b>-1</b>           |
|  | ES   | 65%            | <b>+10</b>          | 22%            | <b>-7</b>           | 6%                      | <b>-2</b>           | 7%         | <b>-1</b>           |
|  | FR   | 62%            | <b>+6</b>           | 27%            | <b>-3</b>           | 6%                      | <b>-3</b>           | 5%         | <b>=</b>            |
|  | HR   | 29%            | <b>NA*</b>          | 52%            | <b>NA*</b>          | 14%                     | <b>NA*</b>          | 5%         | <b>NA*</b>          |
|  | IT   | 37%            | <b>-4</b>           | 48%            | <b>+12</b>          | 9%                      | <b>-5</b>           | 6%         | <b>-3</b>           |
|  | CY   | 54%            | <b>=</b>            | 33%            | <b>=</b>            | 9%                      | <b>-2</b>           | 4%         | <b>+2</b>           |
|  | LV   | 45%            | <b>-13</b>          | 38%            | <b>+7</b>           | 12%                     | <b>+4</b>           | 5%         | <b>+2</b>           |
|  | LT   | 40%            | <b>-8</b>           | 44%            | <b>+8</b>           | 11%                     | <b>+1</b>           | 5%         | <b>-1</b>           |
|  | LU   | 65%            | <b>+8</b>           | 28%            | <b>-5</b>           | 4%                      | <b>-2</b>           | 3%         | <b>-1</b>           |
|  | HU   | 26%            | <b>-19</b>          | 57%            | <b>+10</b>          | 14%                     | <b>+7</b>           | 3%         | <b>+2</b>           |
|  | MT   | 42%            | <b>+5</b>           | 42%            | <b>-5</b>           | 11%                     | <b>+3</b>           | 5%         | <b>-3</b>           |
|  | NL   | 61%            | <b>+9</b>           | 34%            | <b>-7</b>           | 3%                      | <b>-2</b>           | 2%         | <b>=</b>            |
|  | AT   | 43%            | <b>+3</b>           | 42%            | <b>+2</b>           | 12%                     | <b>-5</b>           | 3%         | <b>=</b>            |
|  | PL   | 30%            | <b>-12</b>          | 51%            | <b>+10</b>          | 12%                     | <b>+4</b>           | 7%         | <b>-2</b>           |
|  | PT   | 44%            | <b>-2</b>           | 45%            | <b>+8</b>           | 4%                      | <b>-4</b>           | 7%         | <b>-2</b>           |
|  | RO   | 39%            | <b>-7</b>           | 40%            | <b>+9</b>           | 16%                     | <b>+5</b>           | 5%         | <b>-7</b>           |
|  | SI   | 38%            | <b>+11</b>          | 45%            | <b>-14</b>          | 6%                      | <b>-6</b>           | 11%        | <b>+9</b>           |
|  | SK   | 51%            | <b>-1</b>           | 35%            | <b>=</b>            | 9%                      | <b>=</b>            | 5%         | <b>+1</b>           |
|  | FI   | 36%            | <b>+3</b>           | 54%            | <b>+1</b>           | 8%                      | <b>-2</b>           | 2%         | <b>-2</b>           |
|  | SE   | 37%            | <b>+17</b>          | 56%            | <b>-10</b>          | 6%                      | <b>-6</b>           | 1%         | <b>-1</b>           |
|  | UK   | 27%            | <b>+10</b>          | 58%            | <b>-3</b>           | 9%                      | <b>-7</b>           | 6%         | <b>=</b>            |

Base: All respondents (n=27,980 in EU28)

\* NA = not asked. The question was not asked in this country during the preceding survey.



The socio-demographic data show that people aged 55 and over are less inclined to think that European institutions should deal with these issues than younger respondents (37% vs. 48-51%). Respondents who left education aged 20 or above are also more likely to say this than those who left school aged 15 or under (54% vs. 33%).

While 53% of managers and 50% of self-employed people believe that European institutions should deal with these issues, only 35% of retired people say this.

Unsurprisingly, people who trust European institutions to protect their personal information are more likely to say that European institutions should be the ones to deal with these issues (52% vs. 40%).

**QB24 In your opinion, the enforcement of the rules on personal data protection should be dealt with at...?**

|  | European level | National level | Regional or local level |
|--|----------------|----------------|-------------------------|
| EU28   | 45%            | 42%            | 8%                      |
| <b>Age</b>   |                |                |                         |
| 15-24  | 48%            | 41%            | 6%                      |
| 25-39  | 51%            | 40%            | 6%                      |
| 40-54  | 50%            | 41%            | 6%                      |
| 55 +   | 37%            | 44%            | 11%                     |
| <b>Education (End of)</b>                                    |                |                |                         |
| 15-  | 33%            | 43%            | 13%                     |
| 16-19  | 44%            | 43%            | 8%                      |
| 20+  | 54%            | 39%            | 5%                      |
| Still studying   | 51%            | 40%            | 6%                      |
| <b>Socio-professional category</b>                           |                |                |                         |
| Self-employed  | 50%            | 42%            | 6%                      |
| Managers   | 53%            | 40%            | 5%                      |
| Other white collars  | 46%            | 44%            | 6%                      |
| Manual workers   | 49%            | 40%            | 7%                      |
| House persons  | 42%            | 38%            | 11%                     |
| Un-employed  | 49%            | 39%            | 7%                      |
| Retired  | 35%            | 45%            | 12%                     |
| Students   | 51%            | 40%            | 6%                      |
| <b>European institutions to protect personal information</b> |                |                |                         |
| Trust  | 52%            | 39%            | 6%                      |
| Do not trust   | 40%            | 46%            | 10%                     |

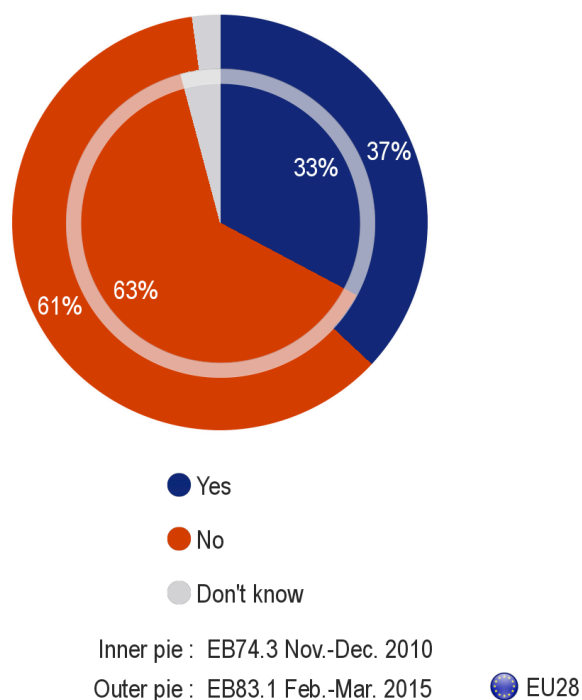
Base: All respondents (n=27,980 in EU28)

### 3.3. AWARENESS OF NATIONAL PUBLIC AUTHORITIES IN CHARGE OF SUPERVISING PERSONAL DATA PROTECTION

**- Over a third of respondents know about their national data protection authority -**

All respondents were asked whether they have heard about a public authority in their country responsible for protecting their rights regarding their personal data<sup>15</sup>. Over a third of respondents (37%, +4 percentage points compared with 2010) have heard about this type of public authority, while over six out of ten people (61%, -2pp) have not.

QB25. Have you heard about a public authority in (OUR COUNTRY) responsible for protecting your rights regarding your personal data?

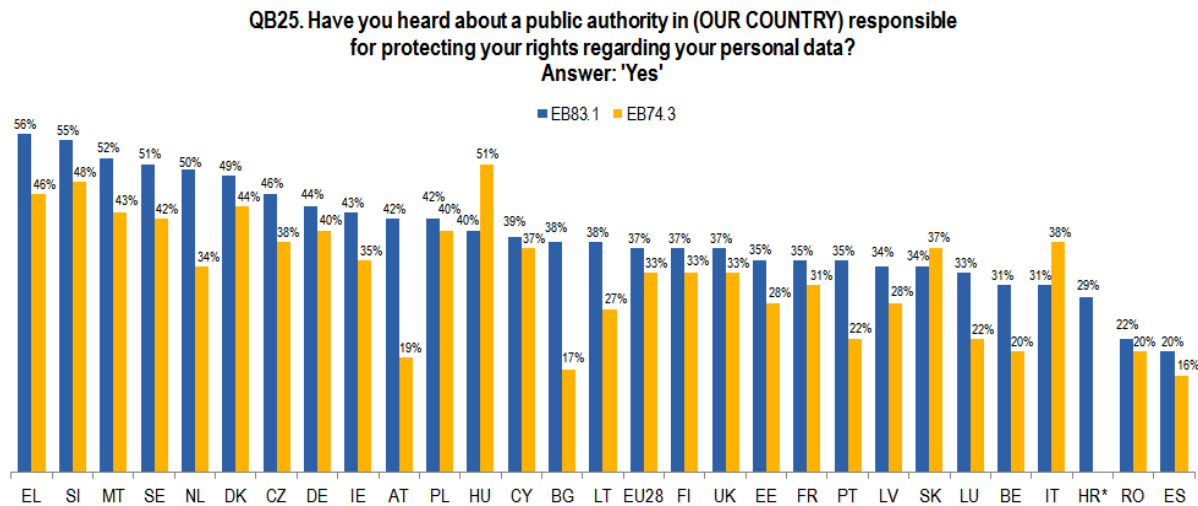


Base: All respondents (n=27,980 in EU28)

More than half of the respondents have heard about a public authority in their country responsible for protecting their rights regarding their personal data in five Member States: Greece (56%), Slovenia (55%), Malta (52%), Sweden (51%) and the Netherlands (50%). But at the other end of the scale, less than three out of ten have heard about such a national authority in Spain (20%), Romania (22%) and Croatia (29%).

<sup>15</sup> QB25 Have you heard about a public authority in (OUR COUNTRY) responsible for protecting your rights regarding your personal data?

The proportion of respondents who have heard about their national public authority has increased in most countries since 2010, with the largest increases occurring in Austria (42%, +23pp), Bulgaria (38%, +21pp) and the Netherlands (50%, +16pp). However, there were noticeable declines in two countries: Hungary (40%, -11pp) and Italy (31%, -7pp).



Base: All respondents (n=27,980 in EU28)

\* The question was not asked in this country during the preceding survey.





According to the socio-demographic data, men are somewhat more likely than women (41% vs. 33%) to have heard about a public authority in their country responsible for protecting their rights regarding their personal data.

In terms of age, 40-54 year-olds (43%) are the most likely to have heard about their national authority, while those aged 55 and above (31%) are the least likely to have done so.

Individuals with a higher level of education are also more likely to know about their public authority: 49% of people who finished their education aged 20 and above have heard of it, as opposed to 19% of respondents who left school aged 15 or below.

While 56% of managers have heard about their national public authority, only 24% of house persons and 28% of retired people know about it.

QB25 Have you heard about a public authority in (OUR COUNTRY) responsible for protecting your rights regarding your personal data?

|  | Yes | No  | Don't know |
|--|-----|-----|------------|
| EU28   | 37% | 61% | 2%         |
|  <b>Gender</b>                      |     |     |            |
| Man  | 41% | 57% | 2%         |
| Woman  | 33% | 65% | 2%         |
|  <b>Age</b>                         |     |     |            |
| 15-24  | 34% | 64% | 2%         |
| 25-39  | 40% | 58% | 2%         |
| 40-54  | 43% | 55% | 2%         |
| 55 +   | 31% | 66% | 3%         |
|  <b>Education (End of)</b>          |     |     |            |
| 15-  | 19% | 79% | 2%         |
| 16-19  | 35% | 63% | 2%         |
| 20+  | 49% | 49% | 2%         |
| Still studying   | 38% | 60% | 2%         |
|  <b>Socio-professional category</b> |     |     |            |
| Self-employed  | 47% | 52% | 1%         |
| Managers   | 56% | 42% | 2%         |
| Other white collars  | 45% | 53% | 2%         |
| Manual workers   | 34% | 64% | 2%         |
| House persons  | 24% | 73% | 3%         |
| Unemployed   | 31% | 67% | 2%         |
| Retired  | 28% | 69% | 3%         |
| Students   | 38% | 60% | 2%         |

Base: All respondents (n=27,980 in EU28)

### 3.4. Preferred institution for issuing complaints related to data protection

**- In case of a problem, large proportions of people would prefer to complain to the national data protection authority in their country or to the public authority or company handling their data -**

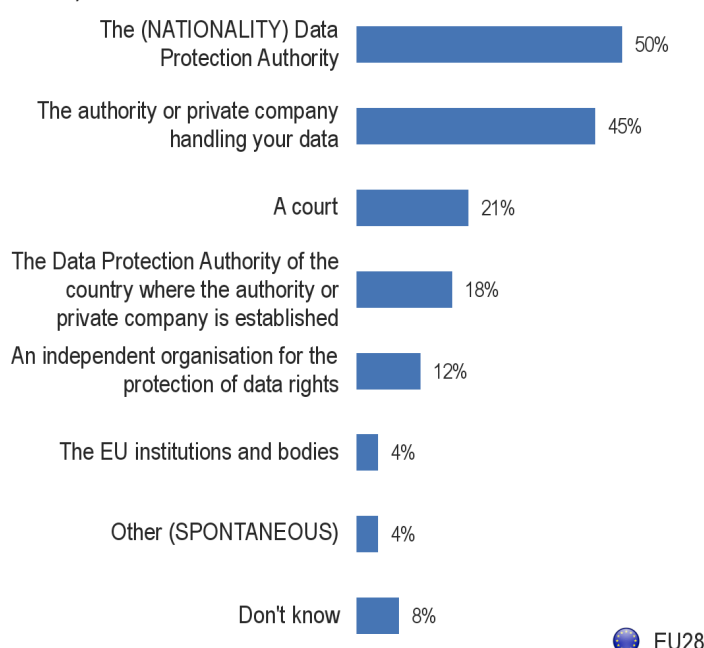
Lastly, all respondents were asked who they would prefer to send a complaint to if they experienced a problem concerning the protection of their private data<sup>16</sup>. They were given six likely options, and were allowed to give multiple answers.

Half of the respondents (50%) say that they would prefer to complain to their national data protection authority, while over four out of ten (45%) would complain to the authority or private company handling their data.

Around a fifth of respondents would prefer to complain to a court (21%) or to the data protection authority in the country where the authority or private company is based (18%).

Over a tenth of people (12%) would complain to an independent organisation, and just 4% would complain to an EU institution.

QB26. If you experienced a problem concerning the protection of your personal data, to whom would you prefer to send a complaint? (MULTIPLE ANSWERS POSSIBLE)



Base: All respondents (n=27,980 in EU28)

<sup>16</sup> QB26 If you experienced a problem concerning the protection of your personal data, to whom would you prefer to send a complaint? (MULTIPLE ANSWERS POSSIBLE)






























In 21 Member States, a majority of respondents say they would prefer to send a complaint to their national data protection authority if they experienced a problem concerning the protection of their private data. People in Finland (67%), Greece (63%) and the Netherlands (60%) are the most likely to say they would complain to their national authority, while those in Bulgaria (36%), Italy (37%) and Croatia (40%) are the least likely.

In the six following countries, the largest proportion of respondents say they would prefer to complain to the authority or private company handling their data: Sweden (77%), the Netherlands (67%), Denmark (64%), Austria (56%), Croatia (47%) and Bulgaria (41%), whereas only 23% of people in Portugal and 30% in Hungary would do so.

Italy (46%) is the only country in which a majority of respondents say they would prefer to complain to a court, followed by France (32%). Conversely, only 4% say they would do so in Ireland.

Over three out of ten respondents in Cyprus (35%) and Greece (33%) say that they would complain to the data protection authority in the country where the authority or private company is based, while the Netherlands (30%) and Belgium (28%) are the only countries where at least a quarter of people say they would complain to an independent organisation.

QB26. If you experienced a problem concerning the protection of your personal data, to whom would you prefer to send a complaint? (MULTIPLE ANSWERS POSSIBLE)

|   |      | The (NATIONALITY) Data Protection Authority | The authority or private company handling your data | A court | The Data Protection Authority of the country where the authority or private company is established | An independent organisation for the protection of data rights | The EU institutions and bodies | Other (SPONTANEOUS) | Don't know |
|---|------|---|---|---------|--|---|--------------------------------|---------------------|------------|
|    | EU28 | 50%   | 45%   | 21%     | 18%  | 12%   | 4%                             | 4%                  | 8%         |
|    | BE   | 51%   | 44%   | 20%     | 20%  | 28%   | 6%                             | 2%                  | 4%         |
|    | BG   | 36%   | 41%   | 23%     | 17%  | 11%   | 7%                             | 2%                  | 16%        |
|    | CZ   | 56%   | 38%   | 19%     | 25%  | 15%   | 7%                             | 4%                  | 6%         |
|    | DK   | 57%   | 64%   | 8%      | 22%  | 16%   | 4%                             | 3%                  | 4%         |
|    | DE   | 53%   | 51%   | 9%      | 23%  | 9%  | 2%                             | 3%                  | 7%         |
|    | EE   | 55%   | 53%   | 12%     | 15%  | 10%   | 2%                             | 2%                  | 9%         |
|    | IE   | 59%   | 42%   | 4%      | 18%  | 9%  | 2%                             | 2%                  | 9%         |
|    | EL   | 63%   | 47%   | 22%     | 33%  | 15%   | 4%                             | 10%                 | 3%         |
|    | ES   | 49%   | 42%   | 29%     | 18%  | 8%  | 5%                             | 6%                  | 8%         |
|    | FR   | 48%   | 41%   | 32%     | 11%  | 16%   | 7%                             | 5%                  | 6%         |
|   | HR   | 40%   | 47%   | 19%     | 22%  | 12%   | 5%                             | 4%                  | 7%         |
|  | IT   | 37%   | 32%   | 46%     | 20%  | 9%  | 4%                             | 2%                  | 8%         |
|  | CY   | 55%   | 49%   | 9%      | 35%  | 14%   | 6%                             | 6%                  | 6%         |
|  | LV   | 55%   | 41%   | 14%     | 17%  | 11%   | 4%                             | 3%                  | 6%         |
|  | LT   | 50%   | 47%   | 15%     | 14%  | 10%   | 5%                             | 2%                  | 9%         |
|  | LU   | 58%   | 55%   | 22%     | 22%  | 12%   | 9%                             | 7%                  | 4%         |
|  | HU   | 58%   | 30%   | 18%     | 12%  | 12%   | 4%                             | 5%                  | 6%         |
|  | MT   | 56%   | 44%   | 8%      | 19%  | 6%  | 4%                             | 4%                  | 12%        |
|  | NL   | 60%   | 67%   | 8%      | 22%  | 30%   | 6%                             | 3%                  | 2%         |
|  | AT   | 54%   | 56%   | 19%     | 25%  | 19%   | 5%                             | 7%                  | 7%         |
|  | PL   | 42%   | 36%   | 23%     | 19%  | 11%   | 3%                             | 4%                  | 10%        |
|  | PT   | 53%   | 23%   | 25%     | 15%  | 7%  | 5%                             | 8%                  | 15%        |
|  | RO   | 46%   | 43%   | 28%     | 17%  | 9%  | 6%                             | 2%                  | 8%         |
|  | SI   | 53%   | 51%   | 11%     | 24%  | 10%   | 6%                             | 8%                  | 10%        |
|  | SK   | 46%   | 37%   | 17%     | 21%  | 10%   | 4%                             | 8%                  | 10%        |
|  | FI   | 67%   | 63%   | 9%      | 19%  | 11%   | 2%                             | 2%                  | 3%         |
|  | SE   | 56%   | 77%   | 7%      | 17%  | 16%   | 2%                             | 3%                  | 1%         |
|  | UK   | 59%   | 50%   | 6%      | 12%  | 8%  | 3%                             | 1%                  | 9%         |

Highest percentage per country

Lowest percentage per country

Highest percentage per item

Lowest percentage per item

Base: All respondents (n=27,980 in EU28)

The socio-demographic data show that men are somewhat more likely than women (53% vs. 48%) to say that they would prefer to complain to their national data protection authority.

Additionally, 15-24 year-olds (52%) are the most likely to want to complain to the authority or company handling their data, while people aged 55 and above (38%) are the least likely to do so.

Respondents with a higher level of education are more likely to say they would complain to all the suggested authorities or companies, with the exception of the courts.

Managers (61%) are the most likely to say they would complain to their national data protection authority, while house persons (40%) are the least likely to do so.

QB26 If you experienced a problem concerning the protection of your personal data, to whom would you prefer to send a complaint?  
(MULTIPLE ANSWERS POSSIBLE)

|                                    | The (NATIONALITY) Data Protection Authority | The authority or private company handling your data | A court | The Data Protection Authority of the country where the authority or private company is established | An independent organisation for the protection of data rights | The EU institutions and bodies |
|------------------------------------|---|---|---------|--|---|--------------------------------|
| EU28                               | 50%   | 45%   | 21%     | 18%  | 12%   | 4%                             |
| <b>Gender</b>                      |   |   |         |  |   |                                |
| Man                                | 53%   | 44%   | 21%     | 19%  | 12%   | 5%                             |
| Woman                              | 48%   | 45%   | 21%     | 18%  | 11%   | 4%                             |
| <b>Age</b>                         |   |   |         |  |   |                                |
| 15-24                              | 46%   | 52%   | 22%     | 18%  | 11%   | 4%                             |
| 25-39                              | 53%   | 49%   | 20%     | 20%  | 13%   | 4%                             |
| 40-54                              | 54%   | 46%   | 22%     | 22%  | 12%   | 5%                             |
| 55 +                               | 47%   | 38%   | 22%     | 15%  | 11%   | 4%                             |
| <b>Education (End of)</b>          |   |   |         |  |   |                                |
| 15-                                | 38%   | 34%   | 26%     | 13%  | 8%  | 3%                             |
| 16-19                              | 51%   | 45%   | 21%     | 19%  | 11%   | 4%                             |
| 20+                                | 58%   | 49%   | 19%     | 21%  | 14%   | 5%                             |
| Still studying                     | 48%   | 53%   | 21%     | 19%  | 12%   | 4%                             |
| <b>Socio-professional category</b> |   |   |         |  |   |                                |
| Self-employed                      | 54%   | 48%   | 22%     | 25%  | 14%   | 5%                             |
| Managers                           | 61%   | 52%   | 15%     | 21%  | 12%   | 4%                             |
| Other white collars                | 53%   | 47%   | 20%     | 22%  | 12%   | 4%                             |
| Manual workers                     | 53%   | 47%   | 21%     | 19%  | 12%   | 4%                             |
| House persons                      | 40%   | 41%   | 27%     | 14%  | 7%  | 4%                             |
| Unemployed                         | 47%   | 42%   | 24%     | 18%  | 12%   | 5%                             |
| Retired                            | 46%   | 37%   | 22%     | 14%  | 11%   | 4%                             |
| Students                           | 48%   | 53%   | 21%     | 19%  | 12%   | 4%                             |

Base: All respondents (n=27,980 in EU28)



## IV. MANAGEMENT OF PERSONAL DATA BY OTHER PARTIES AND PERCEIVED RISKS

The sixth chapter of the report deals with the issue of the management of personal data by authorities or businesses. Respondents express their views about whether they feel their permission should be required before their personal data is collected and processed, and how much trust they have in various types of organisation to handle their data responsibly. This section also gauges the level of concern about the misuse of personal data, and about the possibility of personal data being lost or stolen.

### 4.1. Explicit consent before personal data is collected and processed

***- A substantial majority of respondents think the collection of their data should require their explicit approval -***

Respondents were asked if their explicit approval should be required before any kind of personal information is collected and processed<sup>17</sup>.

Nearly seven out of ten people (69%) say that their explicit approval should be required in all cases.

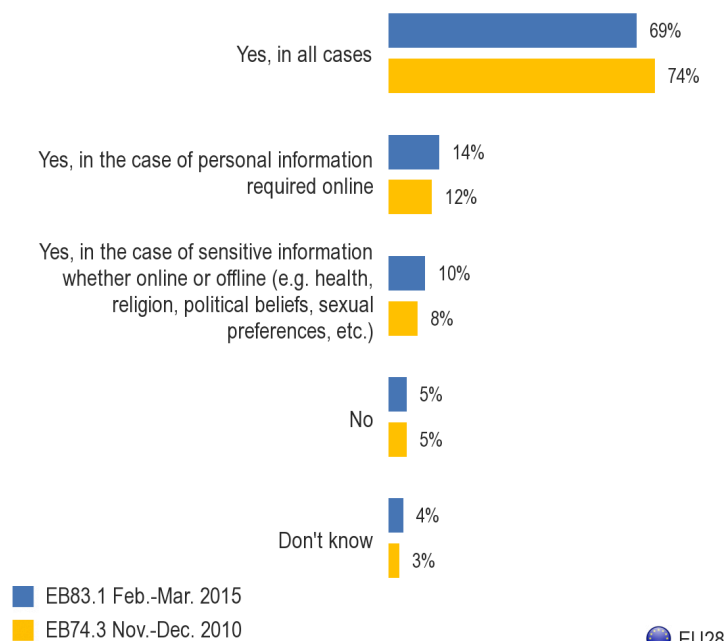
Less than one fifth (14%, +2 percentage points compared with 2010) think that their permission should be required in the case of personal information required online, while more than one in ten (10%, +2pp) say that their permission should be required in the case of sensitive information whether online or offline.

Just 5% of respondents (no change) do not think they should have to approve the collection of their personal data.

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<sup>17</sup> QB17. Should your explicit approval be required before any kind of personal information is collected and processed? (Multiple answers were possible only for answers 'Yes, in the case of personal information required online' and 'Yes, in the case of sensitive information whether online or offline'. Other answers were exclusive)

QB17. Should your explicit approval be required before any kind of personal information is collected and processed?



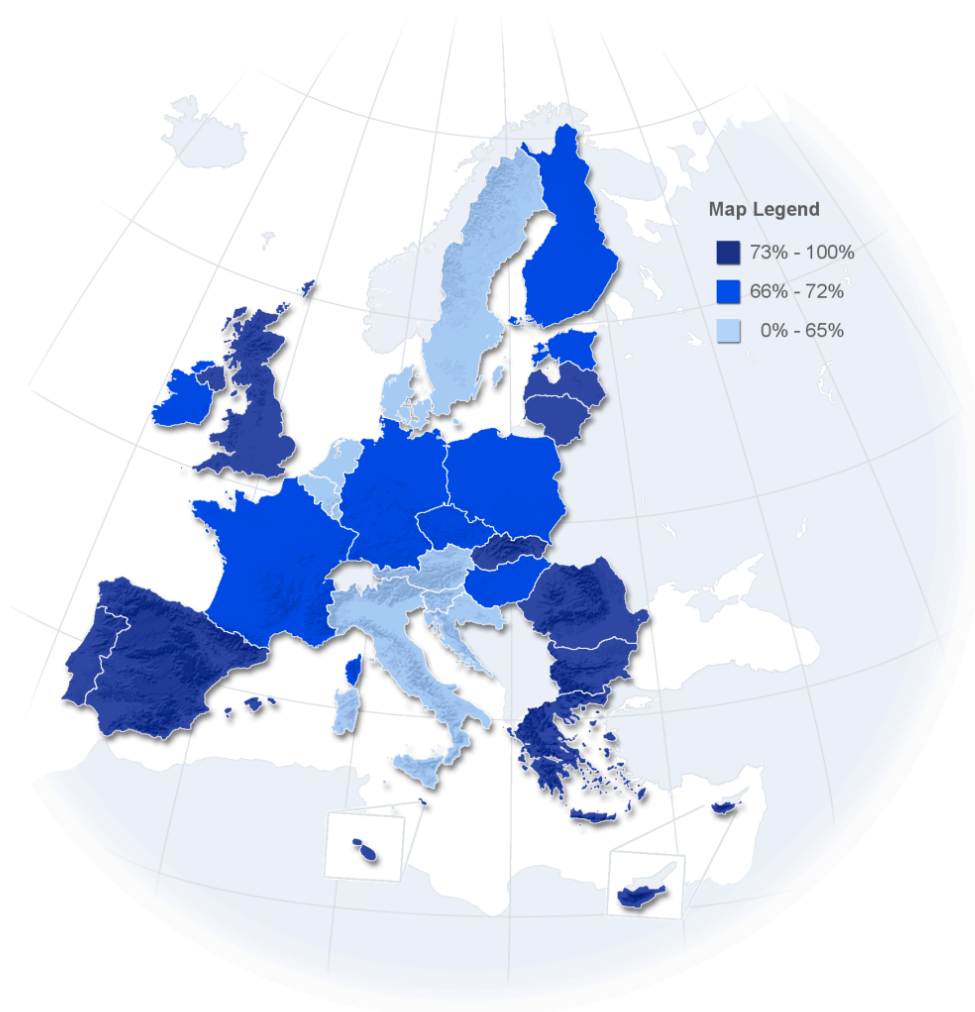
Base: All respondents (n=27,980 in EU28)

The following map shows where respondents feel most strongly about this issue, with over eight out of ten people saying that the collection of their data should require their explicit approval in all cases in Malta (83%), Romania (82%) and Spain (80%). At least seven out of ten respondents take this view in 14 countries. But at the other end of the scale, less than six out of ten respondents say that data collection should require their explicit approval in all cases in Austria (55%) and the Netherlands (57%).

|  |      |     |
|--|------|-----|
|  | MT   | 83% |
|  | RO   | 82% |
|  | ES   | 80% |
|  | CY   | 79% |
|  | LT   | 79% |
|  | PT   | 79% |
|  | EL   | 77% |
|  | BG   | 75% |
|  | LV   | 74% |
|  | SK   | 74% |
|  | UK   | 73% |
|  | EE   | 72% |
|  | CZ   | 71% |
|  | IE   | 70% |
|  | PL   | 69% |
|  | EU28 | 69% |
|  | HU   | 67% |
|  | DE   | 67% |
|  | FR   | 66% |
|  | FI   | 66% |
|  | SI   | 65% |
|  | HR   | 65% |
|  | IT   | 65% |
|  | BE   | 65% |
|  | LU   | 64% |
|  | DK   | 62% |
|  | SE   | 61% |
|  | NL   | 57% |
|  | AT   | 55% |

Question: QB17. Should your explicit approval be required before any kind of personal information is collected and processed? (MULTIPLE ANSWERS POSSIBLE)

Answers: Yes, in all cases



Base: All respondents (n=27,980 in EU28)






























Portugal (79%, +11 pp) and Romania (82%, +5pp) are the only Member States where there has been a substantial increase since 2010 in the proportion of respondents who think that the collection of their data should require their explicit approval in all cases. In most other countries, fewer respondents say this than did so in 2010, with substantial declines occurring in Slovenia (65%, -14pp), Bulgaria (75%, -12pp), Italy (65%, -10pp), Cyprus (79%, -9pp), Greece (77%, -9pp), France (66%, -9pp) and Luxembourg (64%, -9pp).

In five Member States, at least a fifth of respondents think their explicit permission should be required in the case of personal information online. The Netherlands and Sweden (both 25%) have the highest proportions of respondents who give this answer.

Since 2010, there has been an increase in almost all Member States in the proportion of people who think their explicit permission should be required in the case of personal information online. Ireland (22%, +7pp), Cyprus (11%, +7pp) and Bulgaria (12%, +7pp) recorded the largest increases.

Austria (22%) and Denmark (21%) are the only countries where more than a fifth of respondents believe that their explicit permission should be required in the case of sensitive information whether online or offline. There were sizable increases in the proportion of respondents taking this view compared with 2010, notably in Slovenia, (16%, +9pp), Austria (22%, +8pp) and Greece (11%, +7pp).

QB17 Should your explicit approval be required before any kind of personal information is collected and processed?

|   |      | Yes, in all cases |                      | Yes, in the case of personal information required online |                      | Yes, in the case of sensitive information whether online or offline (e.g. health, religion, political beliefs, sexual preferences, etc.) |                      | No     |                      | Don't know |                      |
|---|------|-------------------|----------------------|--|----------------------|--|----------------------|--------|----------------------|------------|----------------------|
|   |      | EB83.1            | Diff EB83.1 - EB74.3 | EB83.1   | Diff EB83.1 - EB74.3 | EB83.1   | Diff EB83.1 - EB74.3 | EB83.1 | Diff EB83.1 - EB74.3 | EB83.1     | Diff EB83.1 - EB74.3 |
|    | EU28 | 69%               | -5                   | 14%  | +2                   | 10%  | +2                   | 5%     | =                    | 4%         | +1                   |
|    | MT   | 83%               | -1                   | 6%   | =                    | 6%   | -1                   | 2%     | =                    | 4%         | +2                   |
|    | RO   | 82%               | +5                   | 7%   | =                    | 4%   | -1                   | 5%     | +3                   | 2%         | -7                   |
|    | ES   | 80%               | -1                   | 7%   | +1                   | 6%   | =                    | 2%     | -2                   | 6%         | +3                   |
|    | CY   | 79%               | -9                   | 11%  | +7                   | 6%   | =                    | 3%     | +2                   | 3%         | +2                   |
|    | LT   | 79%               | -3                   | 9%   | -1                   | 3%   | =                    | 5%     | +2                   | 4%         | +1                   |
|    | PT   | 79%               | +11                  | 6%   | -4                   | 5%   | =                    | 5%     | -7                   | 5%         | =                    |
|    | EL   | 77%               | -9                   | 11%  | +2                   | 11%  | +7                   | 1%     | +1                   | 2%         | +1                   |
|    | BG   | 75%               | -12                  | 12%  | +7                   | 9%   | +4                   | 2%     | =                    | 4%         | +2                   |
|    | LV   | 74%               | -1                   | 13%  | =                    | 4%   | -2                   | 5%     | =                    | 5%         | +3                   |
|    | SK   | 74%               | -1                   | 12%  | +1                   | 8%   | -3                   | 5%     | +1                   | 2%         | +1                   |
|   | UK   | 73%               | -5                   | 12%  | +1                   | 7%   | +1                   | 5%     | +1                   | 3%         | +1                   |
|  | EE   | 72%               | -6                   | 11%  | +3                   | 10%  | +2                   | 3%     | -4                   | 6%         | +5                   |
|  | CZ   | 71%               | -6                   | 13%  | +1                   | 13%  | +4                   | 3%     | +1                   | 2%         | +1                   |
|  | IE   | 70%               | -6                   | 22%  | +7                   | 4%   | -2                   | 4%     | +3                   | 2%         | -1                   |
|  | PL   | 69%               | -5                   | 12%  | +3                   | 9%   | +3                   | 7%     | +1                   | 5%         | -1                   |
|  | DE   | 67%               | -2                   | 16%  | -3                   | 14%  | +2                   | 4%     | =                    | 2%         | +1                   |
|  | HU   | 67%               | -6                   | 11%  | =                    | 8%   | -1                   | 12%    | +6                   | 3%         | +1                   |
|  | FR   | 66%               | -9                   | 14%  | +3                   | 11%  | +3                   | 7%     | +2                   | 5%         | +2                   |
|  | FI   | 66%               | =                    | 21%  | +1                   | 9%   | -3                   | 4%     | =                    | 2%         | +1                   |
|  | BE   | 65%               | -1                   | 16%  | +2                   | 12%  | +3                   | 8%     | -2                   | 1%         | =                    |
|  | HR   | 65%               |                      | 18%  |                      | 11%  |                      | 5%     |                      | 2%         |                      |
|  | IT   | 65%               | -10                  | 15%  | +5                   | 11%  | +4                   | 5%     | =                    | 5%         | +3                   |
|  | SI   | 65%               | -14                  | 15%  | +5                   | 16%  | +9                   | 7%     | +2                   | 3%         | +3                   |
|  | LU   | 64%               | -9                   | 16%  | +3                   | 9%   | +2                   | 9%     | +3                   | 5%         | +3                   |
|  | DK   | 62%               | -6                   | 16%  | +3                   | 21%  | +3                   | 3%     | =                    | 2%         | =                    |
|  | SE   | 61%               | +1                   | 25%  | +1                   | 17%  | =                    | 1%     | -4                   | 1%         | =                    |
|  | NL   | 57%               | -4                   | 25%  | +5                   | 17%  | +2                   | 5%     | +2                   | 1%         | =                    |
|  | AT   | 55%               | -6                   | 22%  | +2                   | 22%  | +8                   | 7%     | +3                   | 2%         | =                    |

Base: All respondents (n=27,980 in EU28)

\* NA = not asked. The question was not asked in this country during the preceding survey.

The socio-demographic variations are quite small on this question. However, it can be observed that older respondents are slightly more likely to say that their explicit approval should be given in all cases (71% for respondents aged 40 or over vs. 65% of those age 15-24). Younger respondents on the other hand are more likely to say that their approval should only be required in the case of personal information online (18% of those aged 15-39 compared to 8% of those aged 55 or over).

## 4.2. Trust in authorities and companies on protecting personal data

### *- The trust of Europeans in public and financial institutions to protect their personal data is significantly higher than for private corporations -*

All respondents were then asked how much trust they have in various authorities and private companies to protect their personal information<sup>18</sup>.

Nearly three quarters of people (74%, -4 compared with 2010) say they trust **health and medical institutions** to protect their personal information, with 24% of people totally trusting them, and 50% tending to trust them.

**National public authorities** are trusted to protect personal information by two-thirds of respondents (66%, -4pp), with 18% of people totally trusting them, and 48% tending to trust them. Conversely, nearly a third of respondents (31%, +3pp) say they don't trust national public authorities with their personal information.

A majority of respondents (56%, -6pp) trust **banks and financial institutions** to protect their personal information: of these, 15% totally trust them, and 41% tend to trust them. Around four out of ten people (41%, -6pp) say they don't trust banks and financial institutions to protect their personal information, with 25% tending not to trust them and 16% not trusting them at all.

Just over half of the respondents (51%, -4pp) say they trust the **European institutions** to protect their personal information: of these, 11% totally trust them, and 40% tend to trust them. Around four out of ten respondents (39%, +4pp) don't trust European institutions to do this, with 26% tending not to trust them and 13% not trusting them at all.

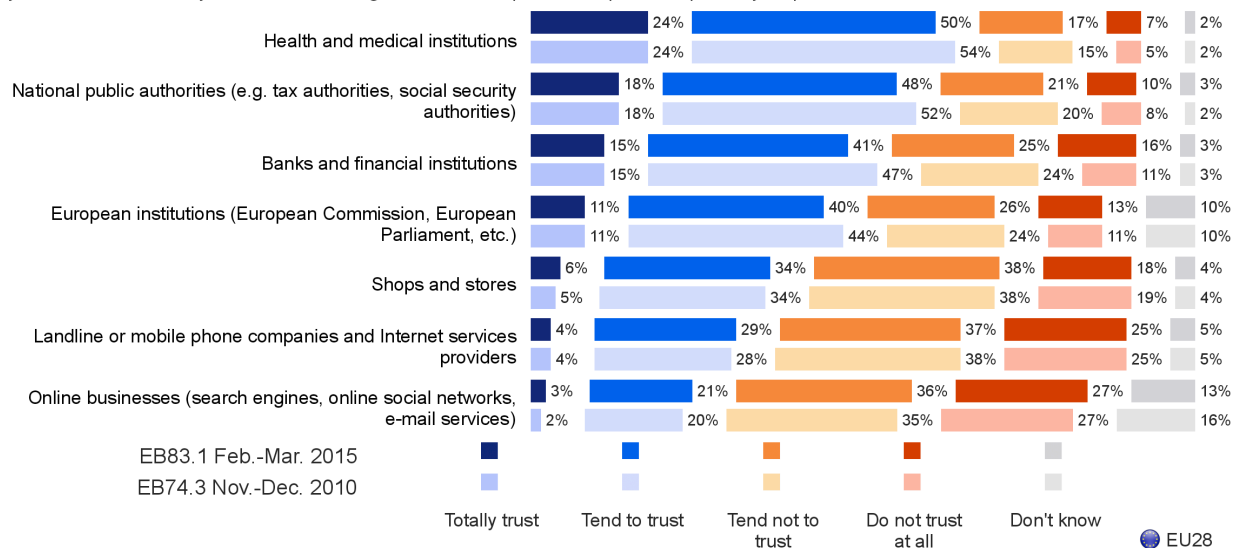
**Shops and stores** are trusted to protect personal information by four out of ten respondents (40%, +1pp), with just 6% totally trusting them. A majority of respondents (56%, -1pp) don't trust shops to protect their personal information, with 38% tending not to trust them and 19% not trusting them at all.

A considerable majority of respondents (62%, -1pp) do not trust **landline or mobile phone companies and Internet service providers** to protect their personal information, with 37% tending not to trust them and a quarter not trusting them at all. Only a third of the respondents (33%, +1pp) say they trust these companies: of these, only 4% totally trust them.

Almost two thirds of respondents (63%, +1pp) say that they do not trust **online businesses like search engines** to protect their personal information, with more than a quarter (27%) saying that they do not trust them at all. Less than a quarter of Europeans (24%, +2pp) say they trust them, including only 3% who totally trust them.

<sup>18</sup> QB18.1 Different authorities (government departments, local authorities, agencies) and private companies collect and store personal information about you. To what extent do you trust the following authorities and private companies to protect your personal information?

QB18. Different authorities (government departments, local authorities, agencies) and private companies collect and store personal information about you. To what extent do you trust the following authorities and private companies to protect your personal information?



Base: All respondents (n=27,980 in EU28)

A majority of people in all Member States trust **health and medical institutions** to protect their personal information, with the proportion who do so ranging from 90% in Finland and 89% in Denmark, to 58% in Romania and 61% in Poland. The proportion of respondents expressing trust in health and medical institutions to protect their personal information declined in most countries, and fell substantially in Hungary (68%, -15pp), Slovakia (72%, -12), Spain (74%, -11pp), and Cyprus (69%, -9pp).

A majority of people in all Member States also trust their **national public authorities** to protect their personal information. People in Finland (89%) and Sweden (88%) are the most likely to trust these authorities, while those in Greece (51%), Croatia (54%) and Romania (54%) are the least likely to do so. The level of trust in national public authorities to protect personal information increased in a few countries, notably the UK (69%, +6pp), Latvia (71%, +6pp) and Lithuania (68%, +5pp). However, it declined in most Member States, especially Hungary (61%, -22pp), Spain (49%, -20pp), Portugal (64%, -12pp) and Slovakia (70%, -12pp).

In 21 countries, at least half of the respondents trust **banks and financial institutions** to protect their personal information. People in the Nordic countries are again highly likely to have a high level of trust in these institutions, with 93% of people in Finland, 89% in Denmark, and 84% in Sweden expressing trust. In contrast, less than four out of ten people trust banks and financial institutions to protect their personal information in Spain (33%), Greece (34%), Italy (39%), and Romania (39%). Despite Greece's relatively low result, the level of trust shown in banks has in fact increased substantially (34%, +13pp) since 2010. But in numerous other Member States the level of trust in banks has declined substantially, such as in Cyprus (44%, -30pp), Spain (33%, -26pp), Hungary (47%, -20pp), Slovenia (64%, -15pp), Portugal (50%, -14pp), Italy (39%, -13pp) and Belgium (66%, -11pp).

Again in 21 countries a majority of people say they trust **European institutions** to protect their personal information. People in Luxembourg (70%), Belgium (67%), Finland (67%) and Denmark (67%) are the most likely to trust European institutions to do this, while those in Greece (41%), Spain (42%) and Cyprus (42%) are the least likely to trust them. The level of trust expressed in European institutions has increased since 2010 in the UK (44%, +6pp), Bulgaria (59%, +5pp) and Finland (67%, +5pp), but fell substantially in a number of other Member States, including Hungary (54%, -19pp), Spain (42%, -19pp), Slovakia (60%, -13pp), Italy (48%, -12pp) and Portugal (54%, -11pp).






























At least half of the respondents in only five Member States say they trust **shops and stores** to protect personal information, with people in Ireland (54%) and Denmark (52%) most likely to trust them. The level of trust in shops is lowest in France (29%), the Czech Republic (31%) and the Netherlands (31%). Since 2010 the trust placed in shops and stores to protect personal information has increased substantially in Greece (41%, +18pp), Romania (39%, +11pp), Bulgaria (38%, +10pp) and Malta (43%, +10pp), while also declining noticeably in Finland (52%, -11pp), Belgium (43%, -8pp) and Estonia (50%, -7pp).

In only four countries a majority of respondents say they trust **landline or mobile phone companies and Internet service providers** to protect their personal information: Lithuania (53%), Cyprus (52%), Ireland (51%) and Finland (50%). At the other end of the scale only 18% of people in Spain and 25% in France trust these companies to protect their personal data. The level of trust in these companies has increased substantially since 2010 in Greece (31%, +17pp), Germany (32%, +12pp), Austria (41%, +8pp) and Sweden (36%, +8pp), while declining in Estonia (51%, -14pp), the Czech Republic (27%, -10pp) and Spain (18%, -9pp).

Lastly, the level of trust shown in **online businesses like search engines** ranges from 39% in Ireland and 35% in both Denmark and Lithuania, to 16% in France and 18% in the Netherlands. However, the level of trust shown in these types of company increased in most Member States, especially in Cyprus (25%, +13pp), Ireland (39%, +10pp) and Luxembourg (27%, +10pp).



QB18. Different authorities (government departments, local authorities, agencies) and private companies collect and store personal information about you.  
To what extent do you trust the following authorities and private companies to protect your personal information?

|   |      | Health and medical institutions |                     | National public authorities (e.g. tax authorities, social security authorities) |                     | Banks and financial institutions |                     | European institutions (European Commission, European Parliament, etc.) |                     | Shops and stores         |                     | Landline or mobile phone companies and Internet services providers |                     | Online businesses (search engines, online social networks, e-mail services) |                     |
|---|------|---------------------------------|---------------------|---|---------------------|----------------------------------|---------------------|--|---------------------|--------------------------|---------------------|--|---------------------|---|---------------------|
|   |      | Total Trust <sup>†</sup>        | Diff. EB83.1-EB74.3 | Total Trust <sup>†</sup>  | Diff. EB83.1-EB74.3 | Total Trust <sup>†</sup>         | Diff. EB83.1-EB74.3 | Total Trust <sup>†</sup>   | Diff. EB83.1-EB74.3 | Total Trust <sup>†</sup> | Diff. EB83.1-EB74.3 | Total Trust <sup>†</sup>   | Diff. EB83.1-EB74.3 | Total Trust <sup>†</sup>  | Diff. EB83.1-EB74.3 |
|    | EU28 | 74%                             | -4                  | 66%   | -4                  | 56%                              | -6                  | 51%  | -4                  | 40%                      | +1                  | 33%  | +1                  | 24%   | +2                  |
|    | BE   | 85%                             | -6                  | 79%   | -1                  | 66%                              | -11                 | 67%  | -6                  | 43%                      | -8                  | 37%  | -1                  | 22%   | -1                  |
|    | BG   | 71%                             | -2                  | 72%   | -4                  | 65%                              | =                   | 59%  | +5                  | 38%                      | +10                 | 39%  | +4                  | 26%   | +6                  |
|    | CZ   | 75%                             | -4                  | 73%   | =                   | 69%                              | -1                  | 51%  | -5                  | 31%                      | -4                  | 27%  | -10                 | 22%   | -3                  |
|    | DK   | 89%                             | -4                  | 86%   | -6                  | 89%                              | -3                  | 67%  | -4                  | 52%                      | +5                  | 46%  | +2                  | 35%   | +3                  |
|    | DE   | 77%                             | -2                  | 71%   | =                   | 57%                              | +1                  | 47%  | -1                  | 39%                      | +5                  | 32%  | +12                 | 19%   | +3                  |
|    | EE   | 82%                             | -5                  | 85%   | +1                  | 84%                              | -2                  | 59%  | -3                  | 50%                      | -7                  | 51%  | -14                 | 28%   | -4                  |
|    | IE   | 73%                             | -7                  | 72%   | -2                  | 59%                              | +6                  | 57%  | +1                  | 54%                      | -2                  | 48%  | +7                  | 39%   | +10                 |
|    | EL   | 62%                             | +4                  | 51%   | -1                  | 34%                              | +13                 | 41%  | -5                  | 41%                      | +18                 | 31%  | +17                 | 20%   | +6                  |
|    | ES   | 74%                             | -11                 | 49%   | -20                 | 33%                              | -26                 | 42%  | -19                 | 46%                      | -1                  | 18%  | -9                  | 19%   | +1                  |
|    | FR   | 79%                             | -7                  | 73%   | -4                  | 60%                              | -2                  | 53%  | -1                  | 29%                      | -6                  | 25%  | -3                  | 16%   | =                   |
|    | HR   | 68%                             | NA*                 | 54%   | NA*                 | 46%                              | NA*                 | 54%  | NA*                 | 47%                      | NA*                 | 35%  | NA*                 | 31%   | NA*                 |
|    | IT   | 64%                             | -4                  | 56%   | -7                  | 39%                              | -13                 | 48%  | -12                 | 40%                      | +3                  | 26%  | -4                  | 28%   | +5                  |
|    | CY   | 69%                             | -9                  | 59%   | -5                  | 44%                              | -30                 | 42%  | -5                  | 45%                      | +2                  | 53%  | +3                  | 25%   | +13                 |
|    | LV   | 69%                             | -1                  | 71%   | +6                  | 73%                              | =                   | 49%  | -2                  | 40%                      | =                   | 47%  | -1                  | 27%   | -1                  |
|    | LT   | 73%                             | +2                  | 68%   | +5                  | 73%                              | =                   | 63%  | +3                  | 51%                      | +5                  | 53%  | +3                  | 35%   | +7                  |
|    | LU   | 85%                             | -5                  | 82%   | -6                  | 77%                              | -9                  | 70%  | -3                  | 38%                      | -1                  | 45%  | -4                  | 27%   | +10                 |
|   | HU   | 68%                             | -15                 | 61%   | -22                 | 47%                              | -20                 | 54%  | -19                 | 40%                      | +4                  | 47%  | -1                  | 28%   | +4                  |
|  | MT   | 87%                             | -2                  | 75%   | =                   | 85%                              | -1                  | 62%  | +4                  | 43%                      | +10                 | 48%  | -4                  | 27%   | +7                  |
|  | NL   | 81%                             | -2                  | 82%   | -2                  | 74%                              | -5                  | 63%  | -1                  | 31%                      | -2                  | 37%  | +7                  | 18%   | -2                  |
|  | AT   | 80%                             | +1                  | 78%   | -3                  | 71%                              | -4                  | 54%  | -7                  | 38%                      | +7                  | 41%  | +8                  | 29%   | +8                  |
|  | PL   | 61%                             | -2                  | 60%   | -1                  | 58%                              | -3                  | 55%  | +1                  | 35%                      | -1                  | 37%  | -5                  | 29%   | +4                  |
|  | PT   | 79%                             | =                   | 64%   | -12                 | 50%                              | -14                 | 54%  | -11                 | 46%                      | +6                  | 29%  | -3                  | 24%   | -2                  |
|  | RO   | 58%                             | -3                  | 54%   | -7                  | 39%                              | -4                  | 55%  | -3                  | 39%                      | +11                 | 41%  | +5                  | 24%   | +2                  |
|  | SI   | 75%                             | -7                  | 62%   | -9                  | 64%                              | -15                 | 60%  | =                   | 42%                      | -2                  | 40%  | +1                  | 28%   | +6                  |
|  | SK   | 72%                             | -12                 | 70%   | -12                 | 73%                              | -7                  | 60%  | -13                 | 41%                      | =                   | 43%  | -4                  | 31%   | -1                  |
|  | FI   | 90%                             | =                   | 89%   | +2                  | 93%                              | +2                  | 67%  | +5                  | 52%                      | -11                 | 50%  | -5                  | 32%   | -1                  |
|  | SE   | 88%                             | =                   | 88%   | +2                  | 84%                              | -4                  | 64%  | -2                  | 40%                      | -1                  | 36%  | +8                  | 23%   | -3                  |
|  | UK   | 81%                             | -2                  | 69%   | +6                  | 70%                              | -5                  | 44%  | +6                  | 46%                      | -2                  | 45%  | +2                  | 32%   | +2                  |

Base: All respondents (n=27,980 in EU28)

\* NA = not asked. The question was not asked in this country during the preceding survey.

Socio-demographic analysis shows that, in all cases, younger respondents are more likely to trust the various institutions and businesses to protect their personal information. For example, 63% of 15-24 year-olds trust banks and financial institutions to do this, compared with 52% of people aged 55 and over.

People with a higher level of education also display a higher level of trust in all seven cases. For example, 63% of respondents who finished their education aged 20 or over trust banks and financial institutions to protect their personal information, versus 43% of individuals who left school aged 15 or younger.

Respondents who say that disclosing information is not a big issue for them are more likely to trust the various institutions. For example, 60% of people in this group trust European institutions to protect their personal information, as opposed to 48% who say that disclosing information is a big issue for them.

QB18. Different authorities (government departments, local authorities, agencies) and private companies collect and store personal information about you. To what extent do you trust the following authorities and private companies to protect your personal information?

| Total 'Trust'  |                                 |   |                                  |  |                  |  |   |
|--|---------------------------------|---|----------------------------------|--|------------------|--|---|
|  | Health and medical institutions | National public authorities (e.g. tax authorities, social security authorities) | Banks and financial institutions | European institutions (European Commission, European Parliament, etc.) | Shops and stores | Landline or mobile phone companies and Internet services providers | Online businesses (search engines, online social networks, e-mail services) |
| EU28   | 74%                             | 66%   | 56%                              | 51%  | 40%              | 33%  | 24%   |
| <b>Age</b>   |                                 |   |                                  |  |                  |  |   |
| 15-24  | 79%                             | 70%   | 63%                              | 62%  | 48%              | 43%  | 37%   |
| 25-39  | 75%                             | 69%   | 59%                              | 56%  | 40%              | 34%  | 29%   |
| 40-54  | 73%                             | 66%   | 56%                              | 52%  | 37%              | 31%  | 25%   |
| 55 +   | 72%                             | 63%   | 52%                              | 41%  | 38%              | 30%  | 16%   |
| <b>Education (End of)</b>                                |                                 |   |                                  |  |                  |  |   |
| 15-  | 71%                             | 54%   | 43%                              | 35%  | 43%              | 28%  | 14%   |
| 16-19  | 73%                             | 66%   | 56%                              | 49%  | 40%              | 35%  | 27%   |
| 20+  | 77%                             | 73%   | 63%                              | 60%  | 35%              | 33%  | 24%   |
| Still studying   | 79%                             | 72%   | 62%                              | 65%  | 48%              | 42%  | 36%   |
| <b>Providing personal information is not a big issue</b> |                                 |   |                                  |  |                  |  |   |
| Agree  | 81%                             | 73%   | 64%                              | 60%  | 49%              | 44%  | 36%   |
| Disagree   | 72%                             | 64%   | 54%                              | 48%  | 35%              | 28%  | 18%   |

Base: All respondents (n=27,980 in EU28)

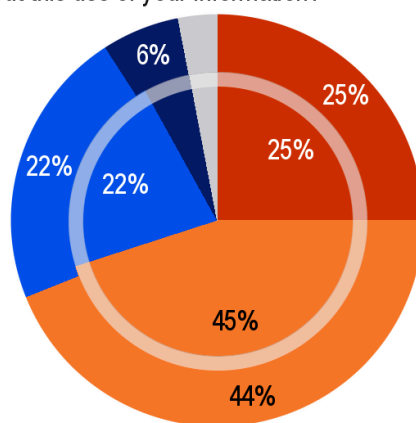
### 4.3. Concern about the misuse of personal data

**- Around seven out of ten people are concerned about their information being used for a different purpose from the one it was collected for-**

Respondents were asked next how concerned they are about authorities and private companies holding information about them and possibly using it for a different purpose than the one it was originally collected for<sup>19</sup>.

Over two-thirds of people (69%, -1 pp compared with 2010) are concerned about this, with 25% very concerned, and 44% fairly concerned. Nearly three out of ten people (28%, +1pp) say they are not concerned about this issue: of these 22% are not very concerned and 6% are not at all concerned.

QB19. Authorities and private companies holding information about you may sometimes use it for a different purpose than the one it was collected for, without informing you (e.g. for direct marketing, targeted online advertising, profiling). How concerned are you about this use of your information?



- Very concerned
- Fairly concerned
- Not very concerned
- Not at all concerned
- Don't know

Inner pie : EB74.3 Nov.-Dec. 2010

Outer pie : EB83.1 Feb.-Mar. 2015

EU28

Base: All respondents (n=27,980 in EU28)

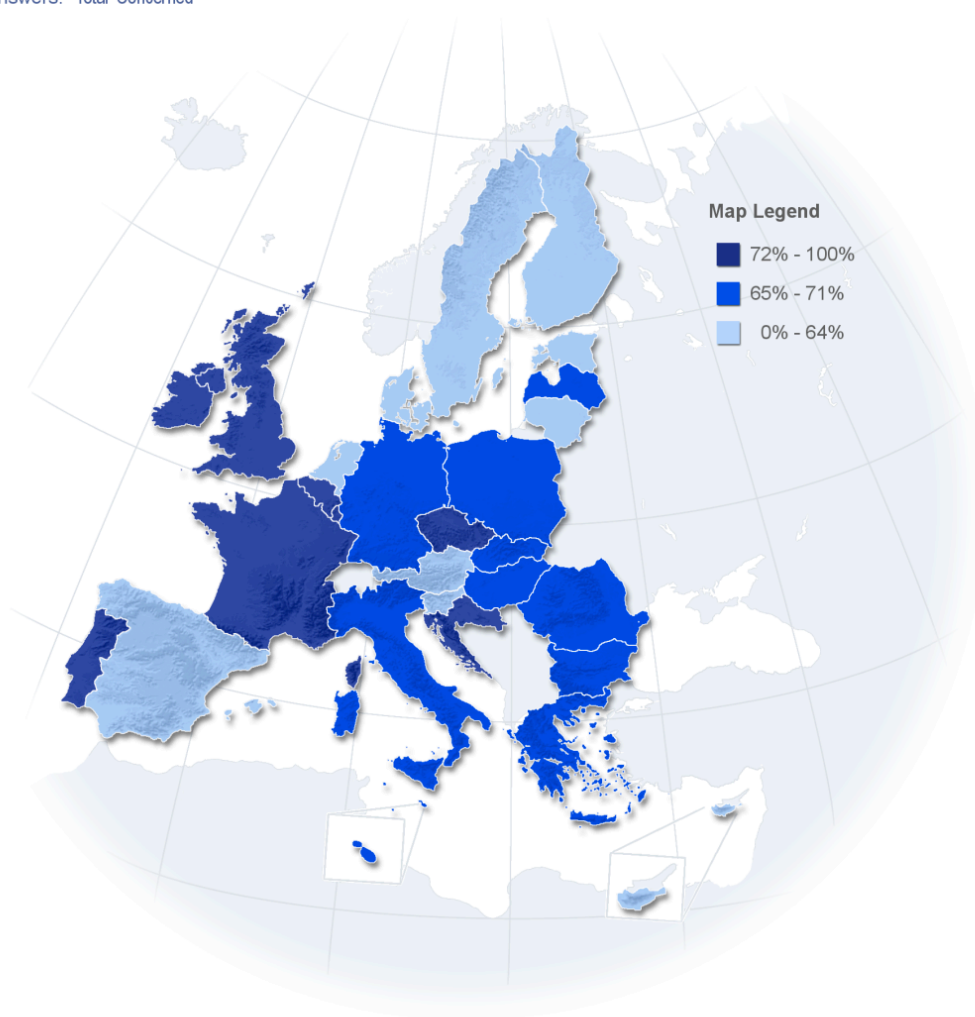
<sup>19</sup> QB19 Authorities and private companies holding information about you may sometimes use it for a different purpose than the one it was collected for, without informing you (e.g. for direct marketing, targeted online advertising, profiling). How concerned are you about this use of your information?

The following map shows that concern about this issue is particularly concentrated in Western Europe, with respondents in Ireland (83%) and the UK (80%) expressing the most concern about their information being used for a different purpose from the one it was collected for. Concern is generally lower among the Nordic and Balkan countries: only 44% of people in Sweden and 45% in Estonia say this concerns them.

|   |      |     |
|---|------|-----|
|    | IE   | 83% |
|    | UK   | 80% |
|    | CZ   | 77% |
|    | BE   | 75% |
|    | LU   | 74% |
|    | PT   | 73% |
|    | FR   | 72% |
|    | HR   | 72% |
|    | MT   | 71% |
|    | BG   | 71% |
|    | RO   | 71% |
|    | DE   | 70% |
|    | LV   | 70% |
|  | EU28 | 69% |
|  | SK   | 68% |
|  | PL   | 68% |
|  | IT   | 65% |
|  | EL   | 65% |
|  | HU   | 65% |
|  | ES   | 64% |
|  | CY   | 64% |
|  | NL   | 64% |
|  | DK   | 61% |
|  | AT   | 60% |
|  | FI   | 60% |
|  | SI   | 58% |
|  | LT   | 50% |
|  | EE   | 45% |
|  | SE   | 44% |

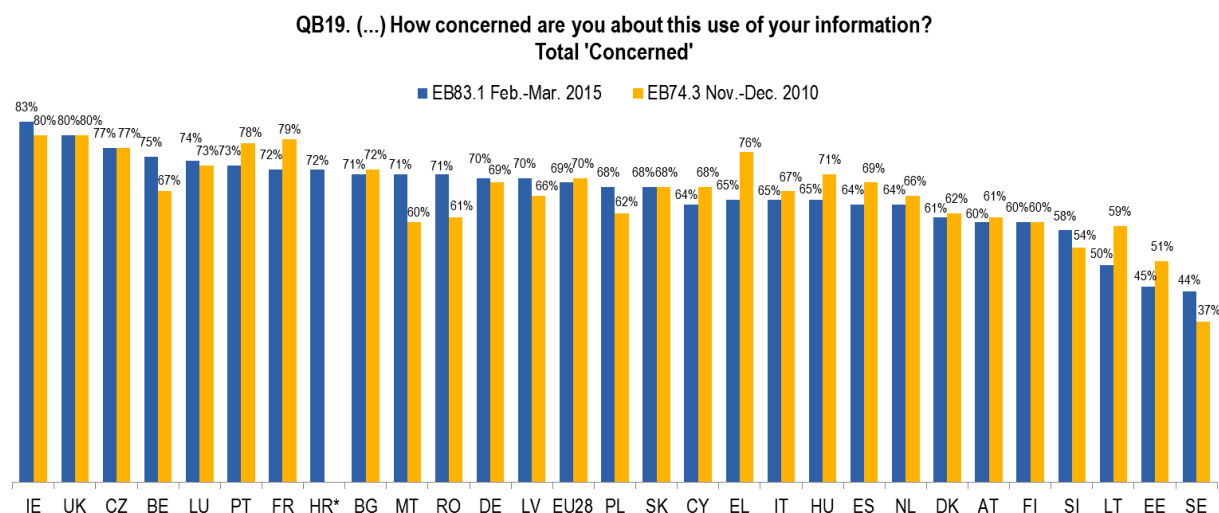
Question: QB19. Authorities and private companies holding information about you may sometimes use it for a different purpose than the one it was collected for, without informing you (e.g. for direct marketing, targeted online advertising, profiling). How concerned are you about this use of your information?

Answers: Total 'Concerned'



Base: All respondents (n=27,980 in EU28)

Since 2010, the level of concern about this issue has increased substantially in Malta (71%, +11pp) and Romania (71%, +10pp). Conversely, noticeable declines in the level of concern can be observed in several other countries, such as Greece (65%, -11pp), Lithuania (50%, -9pp), France (72%, -7pp), Estonia (45%, -6pp) and Hungary (65%, -6pp).



Base: All respondents (n=27,980 in EU28)


\* The question was not asked in this country during the preceding survey.

According to the socio-demographic data, people who finished their full-time education aged 16 or over are more likely than those who left aged 15 or under to express concern about their information being used for a different purpose from the one it was collected for (71-72% vs. 64%).

While 77% of people who say that the disclosure of information is a big issue for them also say they are concerned about their information being used for a different purpose from the one it was collected for, only 59% of respondents for whom the disclosure of information is not a big issue say this.

Unsurprisingly, over three quarters of people (77%) who do not trust online business to protect their information say they are concerned about their information being used for a different purpose from the one it was collected for, versus 57% of people who do trust online businesses to do this.

QB19 Authorities and private companies holding information about you may sometimes use it for a different purpose than the one it was collected for, without informing you (e.g. for direct marketing, targeted online advertising, profiling). How concerned are you about this use of your information?

|  | Total 'Concerned' | Total 'Not concerned' | Don't know |
|--|-------------------|-----------------------|------------|
| EU28   | 69%               | 28%                   | 3%         |
|  Education (End of) |                   |                       |            |
| 15-  | 64%               | 30%                   | 6%         |
| 16-19  | 72%               | 26%                   | 2%         |
| 20+  | 71%               | 27%                   | 2%         |
| Still studying   | 64%               | 34%                   | 2%         |
| Providing personal information is not a big issue  |                   |                       |            |
| Agree  | 59%               | 39%                   | 2%         |
| Disagree   | 77%               | 21%                   | 2%         |
| Perceived level of information's control   |                   |                       |            |
| Complete   | 66%               | 33%                   | 1%         |
| Partial  | 70%               | 29%                   | 1%         |
| None   | 76%               | 23%                   | 1%         |
| Online businesses to protect personal information  |                   |                       |            |
| Trust  | 57%               | 41%                   | 2%         |
| Do not trust   | 77%               | 22%                   | 1%         |

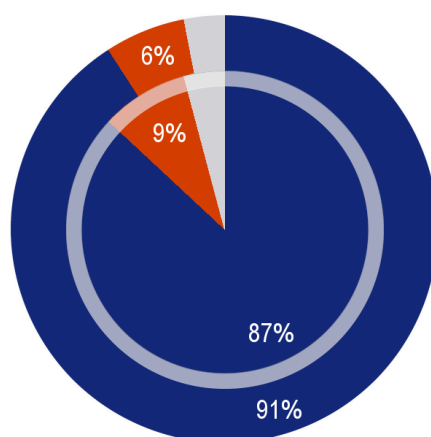
Base: All respondents (n=27,980 in EU28)

#### 4.4. Being informed when personal data is lost or stolen (data breaches)

**- Almost all Europeans say they would want to be informed, should their data be lost or stolen -**

Over nine out of ten Europeans (91%) – up 4pp from 87% in 2010 – say they would want to be informed if information about them was lost or stolen<sup>20</sup>. Only 6% (-3 pp) would not want to be informed.

QB21. Would you want to be informed if information that is held about you is lost or stolen?



● Yes  
● No  
● Don't know

Inner pie : EB74.3 Nov.-Dec. 2010

Outer pie : EB83.1 Feb.-Mar. 2015

EU28

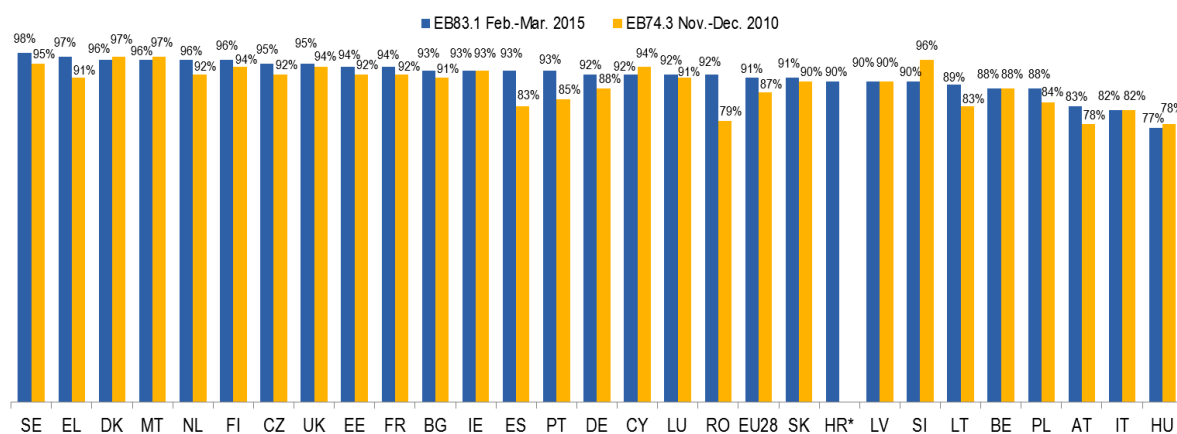
Base: All respondents (n=27,980 in EU28)

At least nine out of ten respondents in 22 Member States say they would want to be informed if information of theirs is lost or stolen. A very high proportion of respondents say this in Sweden (98%), Greece (97%), Malta, Denmark, the Netherlands and Finland (all 96%). On the other hand, lower proportions – though still quite high – say they would want to be informed in Hungary (77%) and Italy (82%).

The proportion of respondents who say they would want to be informed has increased since 2010 in Romania (92%, +13pp), Spain (93%, +10pp) and Portugal (93%, +8pp), while declining noticeably in Slovenia (90%, -6pp).

<sup>20</sup> QB21 Would you want to be informed if information that is held about you is lost or stolen?

QB21. Would you want to be informed if information that is held about you is lost or stolen?  
Answer: 'Yes'



Base: All respondents (n=27,980 in EU28)

\* The question was not asked in this country during the preceding survey.

The socio-demographic variations are very small on this question, with most respondents in all groups wishing to be informed should their personal data ever be lost or stolen.



#### 4.5. The responsibility to inform citizens affected by data breaches

**- A large majority of people think it is up to the authority or company handling the data to tell them if it has been lost or stolen -**

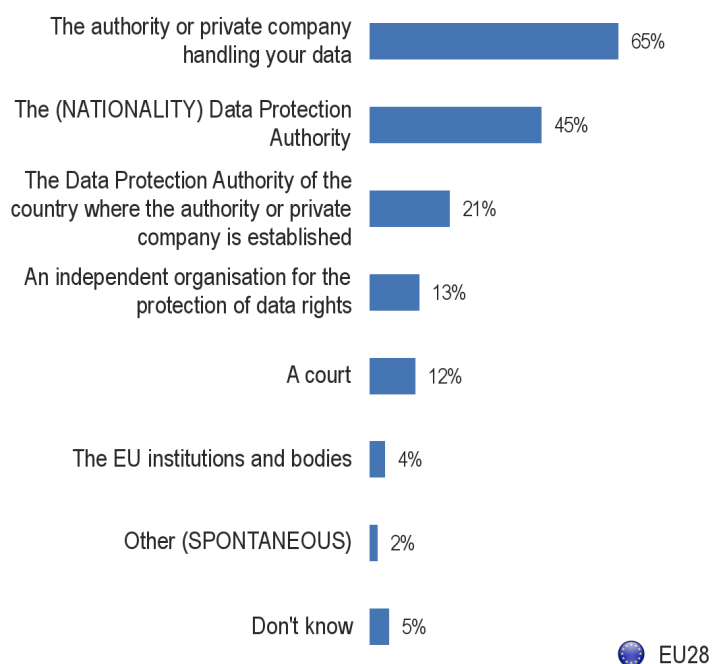
People who said they would want to be informed if their personal information was lost or stolen were then asked who should be the ones to inform them if this ever happened<sup>21</sup>. They were given six potential options, and multiple answers were permitted.

Roughly two-thirds of people (65%) say that the authority or private company handling the data should tell them if it has been lost or stolen, while just under half of the respondents (45%) think the national data protection authority of their country of residence ought to do this.

Over a fifth of respondents (21%) think that the data protection authority of the country where the authority or company is based should inform them. More than one in ten says that an independent organisation for the protection of data rights (13%) or a court (12%) should inform them if their personal information is lost or stolen.

Just 4% of people think this should be done by EU institutions and bodies.

QB22. Who do you think should inform you if information that is held about you is lost or stolen? (MULTIPLE ANSWERS POSSIBLE)



Base: Respondents who would want to be informed (n=25,449 in EU28)

<sup>21</sup> QB22 Who do you think should inform you if information that is held about you is lost or stolen? (MULTIPLE ANSWERS POSSIBLE)

In all but two Member States, a majority of people think that **the authority or company involved** should tell them if their information has been lost or stolen, and at least seven out of ten respondents take this view in eight countries. People in Sweden (91%) and Denmark (85%) are most likely to say this, while those in Portugal (36%) and Italy (51%) are the least likely to do so.






























The two exceptions are Portugal and the Czech Republic: here a majority of respondents (54% and 59%, respectively) think that **the national data protection agency** of their country of residence should inform them if their data has been lost or stolen. People in Sweden (31%) and Bulgaria (34%) are the least likely to agree with this.

People in Cyprus (34%) and Greece (31%) are the most likely to think that **the data protection authority of the country where the authority or company is based** should inform them. Respondents in Hungary (13%) are the least likely to say this.

A relatively high proportion of respondents in the Netherlands (29%) and Belgium (24%) think that **an independent organisation for the protection of data rights** should have to inform them, while Italy (39%) stands out as having by far the highest proportion of respondents who think this should be the job of the **courts**.

Luxembourg (9%) has the highest proportion of respondents who think that **EU institutions and bodies** should inform them if their data has been lost or stolen, although it remains at quite a low level compared to the other authorities.

QB22. Who do you think should inform you if information that is held about you is lost or stolen?  
(MULTIPLE ANSWERS POSSIBLE)

|  | The authority or private company handling your data | The (NATIONALITY) Data Protection Authority | The Data Protection Authority of the country where the authority or private company is established | An independent organisation for the protection of data rights | A court | The EU institutions and bodies | Other (SPONTANEOUS) | Don't know |
|--|---|---|--|---|---------|--------------------------------|---------------------|------------|
|  EU28 | 65%   | 45%   | 21%  | 13%   | 12%     | 4%                             | 2%                  | 5%         |
|  BE   | 70%   | 42%   | 23%  | 24%   | 9%      | 7%                             | 0%                  | 1%         |
|  BG   | 62%   | 34%   | 18%  | 9%  | 9%      | 5%                             | 1%                  | 8%         |
|  CZ   | 54%   | 59%   | 27%  | 15%   | 10%     | 8%                             | 2%                  | 4%         |
|  DK   | 85%   | 43%   | 26%  | 17%   | 4%      | 5%                             | 3%                  | 2%         |
|  DE   | 71%   | 43%   | 22%  | 11%   | 7%      | 3%                             | 2%                  | 2%         |
|  EE   | 75%   | 46%   | 19%  | 12%   | 6%      | 3%                             | 1%                  | 5%         |
|  IE   | 67%   | 49%   | 18%  | 11%   | 4%      | 4%                             | 1%                  | 6%         |
|  EL   | 59%   | 56%   | 31%  | 17%   | 12%     | 5%                             | 6%                  | 2%         |
|  ES   | 62%   | 49%   | 21%  | 8%  | 12%     | 5%                             | 3%                  | 5%         |
|  FR   | 68%   | 54%   | 18%  | 14%   | 12%     | 5%                             | 2%                  | 5%         |
|  HR   | 56%   | 40%   | 23%  | 12%   | 10%     | 5%                             | 2%                  | 9%         |
|  IT   | 51%   | 37%   | 20%  | 10%   | 39%     | 3%                             | 2%                  | 6%         |
|  CY  | 64%   | 46%   | 34%  | 11%   | 5%      | 7%                             | 4%                  | 4%         |
|  LV | 59%   | 50%   | 19%  | 12%   | 6%      | 5%                             | 1%                  | 5%         |
|  LT | 64%   | 49%   | 17%  | 10%   | 7%      | 4%                             | 2%                  | 4%         |
|  LU | 78%   | 55%   | 25%  | 12%   | 13%     | 9%                             | 5%                  | 0%         |
|  HU | 55%   | 54%   | 13%  | 13%   | 8%      | 2%                             | 2%                  | 3%         |
|  MT | 69%   | 51%   | 20%  | 9%  | 6%      | 4%                             | 1%                  | 3%         |
|  NL | 82%   | 45%   | 21%  | 29%   | 5%      | 7%                             | 2%                  | 1%         |
|  AT | 64%   | 53%   | 26%  | 17%   | 12%     | 5%                             | 5%                  | 5%         |
|  PL | 57%   | 35%   | 23%  | 14%   | 13%     | 5%                             | 2%                  | 9%         |
|  PT | 36%   | 54%   | 17%  | 8%  | 18%     | 6%                             | 6%                  | 14%        |
|  RO | 57%   | 47%   | 22%  | 12%   | 14%     | 4%                             | 1%                  | 6%         |
|  SI | 69%   | 48%   | 30%  | 11%   | 5%      | 6%                             | 5%                  | 8%         |
|  SK | 50%   | 49%   | 26%  | 11%   | 9%      | 5%                             | 7%                  | 6%         |
|  FI | 79%   | 50%   | 20%  | 13%   | 7%      | 4%                             | 1%                  | 2%         |
|  SE | 91%   | 31%   | 17%  | 14%   | 4%      | 2%                             | 1%                  | 1%         |
|  UK | 75%   | 46%   | 18%  | 11%   | 6%      | 4%                             | 2%                  | 4%         |

Highest percentage per country

Lowest percentage per country

Highest percentage per item

Lowest percentage per item




Base: Respondents who would want to be informed (n=25,449 in EU28)

The socio-demographic data show that respondents aged 55 or over are less likely than younger respondents to say that the authority or company involved should tell them if their information has been lost or stolen (59% vs. 68-69%). They are also less likely to think that the data protection authority of the country where the authority or company is based should inform them (17% vs. 20-24%).

Respondents who finished their education aged 20 or over are more likely than those who left school aged 20 or under to say that the authority or company involved ought to inform them (72% vs. 53%).

While 77% of managers think that the authority or company involved should inform them if their information has been lost or stolen, only 57% of retired people and 58% of house persons say this.

**QB22 Who do you think should inform you if information that is held about you is lost or stolen? (MULTIPLE ANSWERS POSSIBLE)**

|  | The authority or private company handling your data | The Data Protection Authority of the country where the authority or private company is established |
|--|---|--|
| EU28   | 65%   | 21%  |
|  <b>Age</b>                           |   |  |
| 15-24  | 68%   | 20%  |
| 25-39  | 69%   | 23%  |
| 40-54  | 68%   | 24%  |
| 55 +   | 59%   | 17%  |
|  <b>Education (End of)</b>          |   |  |
| 15-  | 53%   | 15%  |
| 16-19  | 64%   | 22%  |
| 20+  | 72%   | 23%  |
| Still studying   | 70%   | 22%  |
|  <b>Socio-professional category</b> |   |  |
| Self-employed  | 68%   | 25%  |
| Managers   | 77%   | 24%  |
| Other white collars  | 68%   | 22%  |
| Manual workers   | 67%   | 23%  |
| House persons  | 58%   | 17%  |
| Unemployed   | 63%   | 20%  |
| Retired  | 57%   | 17%  |
| Students   | 70%   | 22%  |

Base: Respondents who would want to be informed (n=25,449 in EU28)

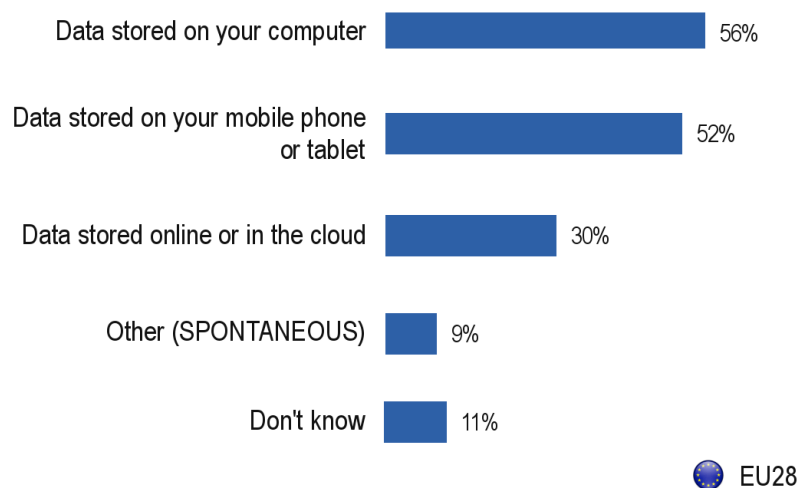
#### 4.6. Concerns about the loss or theft of different types of data

**- A majority of people would be most worried about data stored on their computer or on their mobile devices should they be stolen -**

Lastly in this section, all respondents were asked which data they would be most concerned about, if it was lost or stolen. Three options were offered and several answers were possible.

Over half of the respondents say they would be concerned about data stored on their computer (56%) or data stored on a mobile phone or tablet (52%). A smaller proportion (30%) say they would be concerned about data stored online or in the cloud.

QB27. Which data would you be most concerned about, if it was lost or stolen?  
(MULTIPLE ANSWERS POSSIBLE)
































Base: All respondents (n=27,980 in EU28)

In 16 countries, respondents are most likely to be concerned about the **data stored on their computers**, with over 50% of people saying they would be concerned about this in 17 Member States. People in the Netherlands (77%) and Denmark (69%) are the most likely to be concerned about this type of data, while those in Bulgaria (37%) and Croatia (38%) are the least likely.

In 15 countries, respondents are most concerned about **data stored on their mobile phone or tablet**, with over half of people in 14 Member States expressing concern about this. People in the Czech Republic (70%) and Greece (64%) are the most likely to be worried about this type of data, while those in Belgium, Denmark, Finland and Lithuania (all 42%) are the least likely to be.

In 15 countries, at least three out of ten respondents say they would be worried about **data stored online or in the cloud**. People in the Czech Republic (40%), Denmark (39%) and the UK (39%) express the most concern about this type of data.

QB27. Which data would you be most concerned about, if it was lost or stolen?  
(MULTIPLE ANSWERS POSSIBLE)

|   |      | Data stored on your computer | Data stored on your mobile phone or tablet | Data stored online or in the cloud | Other (SPONTANEOUS) | Don't know |
|---|------|------------------------------|--|------------------------------------|---------------------|------------|
|    | EU28 | 56%                          | 52%  | 30%                                | 9%                  | 11%        |
|    | BE   | 64%                          | 42%  | 32%                                | 5%                  | 6%         |
|    | BG   | 37%                          | 45%  | 19%                                | 14%                 | 22%        |
|    | CZ   | 61%                          | 70%  | 40%                                | 8%                  | 5%         |
|    | DK   | 69%                          | 42%  | 39%                                | 7%                  | 5%         |
|    | DE   | 65%                          | 52%  | 25%                                | 9%                  | 10%        |
|    | EE   | 59%                          | 53%  | 38%                                | 5%                  | 13%        |
|    | IE   | 52%                          | 61%  | 38%                                | 4%                  | 8%         |
|    | EL   | 50%                          | 64%  | 35%                                | 15%                 | 6%         |
|    | ES   | 50%                          | 63%  | 37%                                | 14%                 | 12%        |
|    | FR   | 64%                          | 43%  | 23%                                | 4%                  | 13%        |
|    | HR   | 38%                          | 48%  | 20%                                | 25%                 | 9%         |
|   | IT   | 54%                          | 57%  | 34%                                | 8%                  | 10%        |
|  | CY   | 48%                          | 61%  | 33%                                | 18%                 | 11%        |
|  | LV   | 57%                          | 53%  | 20%                                | 9%                  | 7%         |
|  | LT   | 42%                          | 42%  | 24%                                | 14%                 | 17%        |
|  | LU   | 62%                          | 57%  | 26%                                | 14%                 | 5%         |
|  | HU   | 40%                          | 52%  | 14%                                | 15%                 | 10%        |
|  | MT   | 49%                          | 53%  | 32%                                | 8%                  | 9%         |
|  | NL   | 77%                          | 47%  | 34%                                | 5%                  | 2%         |
|  | AT   | 51%                          | 50%  | 28%                                | 13%                 | 14%        |
|  | PL   | 45%                          | 45%  | 30%                                | 10%                 | 18%        |
|  | PT   | 40%                          | 44%  | 17%                                | 17%                 | 18%        |
|  | RO   | 39%                          | 54%  | 24%                                | 18%                 | 13%        |
|  | SI   | 54%                          | 46%  | 26%                                | 27%                 | 6%         |
|  | SK   | 55%                          | 55%  | 23%                                | 11%                 | 14%        |
|  | FI   | 59%                          | 42%  | 31%                                | 5%                  | 7%         |
|  | SE   | 66%                          | 50%  | 36%                                | 4%                  | 4%         |
|  | UK   | 56%                          | 50%  | 39%                                | 4%                  | 8%         |

|                                       |                                      |
|---------------------------------------|--------------------------------------|
| <b>Highest percentage per country</b> | <i>Lowest percentage per country</i> |
| <b>Highest percentage per item</b>    | <b>Lowest percentage per item</b>    |




Base: All respondents (n=27,980 in EU28)

Socio-demographic analysis shows that younger respondents are more likely to be concerned about all three types of data. For example, 64% of 15-24 year-olds, but only 39% of people aged 55 and above, say they would be concerned about data stored on their mobile phone or tablet.

Respondents with a higher level of education are also more likely to say they would be worried about losing all three kinds of data: for example, 69% of people who finished their education aged 20 or above would be worried about losing data stored on their computer, versus 28% of people who finished their education aged 15 or under.

While over seven out of ten managers (72%), employees (71%) and self-employed people (71%) would be worried about losing data stored on their computer, only 35% of retired people and 45% of house persons say they would be concerned about this.

**QB27 Which data would you be most concerned about, if it was lost or stolen?**  
(MULTIPLE ANSWERS POSSIBLE)

|  | Data stored on your computer | Data stored on your mobile phone or tablet | Data stored online or in the cloud |
|--|------------------------------|--|------------------------------------|
| EU28   | 56%                          | 52%  | 30%                                |
|  <b>Age</b>                           |                              |  |                                    |
| 15-24  | 62%                          | 64%  | 42%                                |
| 25-39  | 68%                          | 60%  | 40%                                |
| 40-54  | 65%                          | 56%  | 34%                                |
| 55 +   | 40%                          | 39%  | 16%                                |
|  <b>Education (End of)</b>          |                              |  |                                    |
| 15-  | 28%                          | 42%  | 13%                                |
| 16-19  | 57%                          | 55%  | 29%                                |
| 20+  | 69%                          | 51%  | 38%                                |
| Still studying   | 66%                          | 63%  | 44%                                |
|  <b>Socio-professional category</b> |                              |  |                                    |
| Self-employed  | 71%                          | 54%  | 42%                                |
| Managers   | 72%                          | 54%  | 42%                                |
| Other white collars  | 71%                          | 59%  | 37%                                |
| Manual workers   | 60%                          | 58%  | 31%                                |
| House persons  | 45%                          | 50%  | 20%                                |
| Unemployed   | 55%                          | 59%  | 33%                                |
| Retired  | 35%                          | 36%  | 14%                                |
| Students   | 66%                          | 63%  | 44%                                |

Base: All respondents (n=27,980 in EU28)

## V. DATA COLLECTION AND PRIVACY POLICIES

After examining the specific issue of social network privacy settings, the discussion now moves onto the matter of data collection and the privacy policies of online services, including whether people read the privacy statements provided by Internet services.

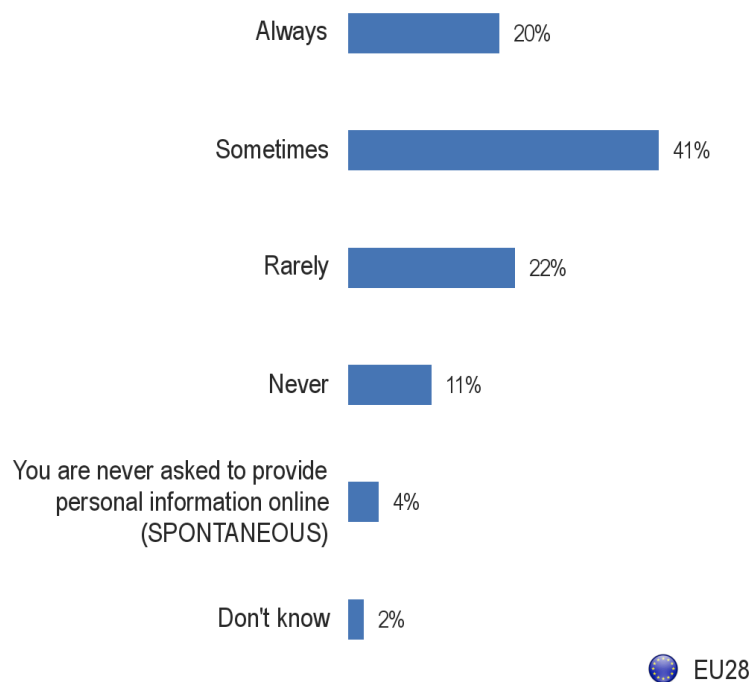
### 5.1. Knowledge of the conditions of data collection and use

***- Only one fifth of respondents say they are always informed about the conditions of data collection and its potential uses when they are asked to provide personal information online -***

Respondents who use the Internet were asked whether they are usually informed about the conditions of data collection and the further uses of their data when they are asked to provide personal information online<sup>22</sup>.

A fifth of respondents (20%) say that they are always informed about the conditions and further uses of data collection, while twice as many people (41%) say they are only sometimes informed. Over a fifth (22%) say they are rarely informed about these issues, and around a tenth (11%) say they are never informed.

QB13. When you are asked to provide personal information online, would you say that you are usually informed about the conditions of the data collection and the further uses of your data?



Base: Respondents who use the Internet (n=21,707 in EU28)

<sup>22</sup> QB13 When you are asked to provide personal information online, would you say that you are usually informed about the conditions of the data collection and the further uses of your data?



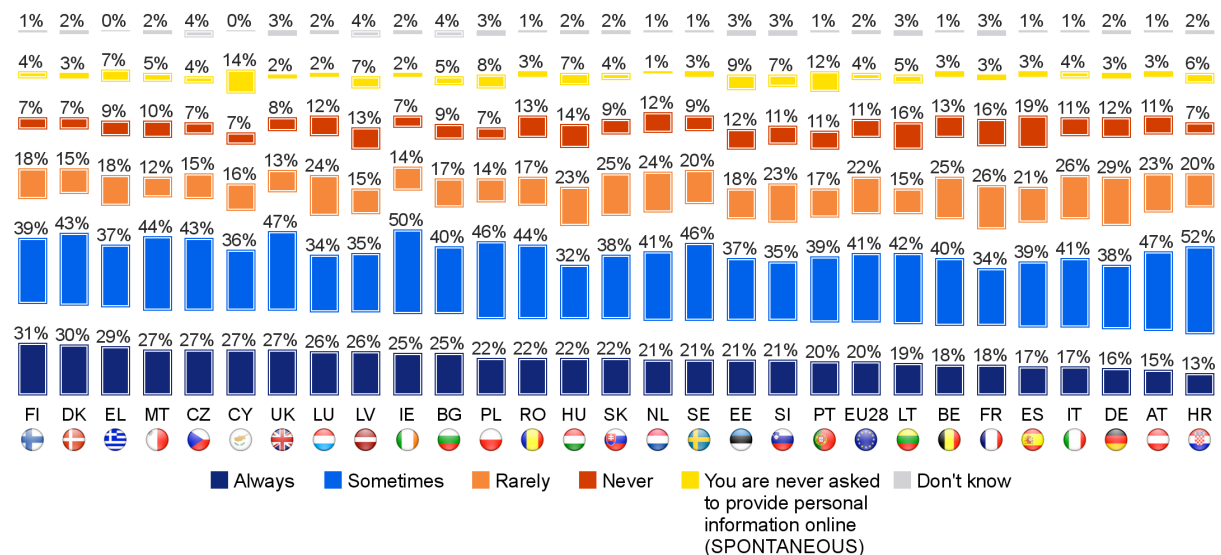
In 2010, Internet users were asked about how often they were informed about the conditions for data collection and the further use of the data they provide when they signed up to an online social network. This question produced similar findings to the current survey, where 54% said that they were always or sometimes informed about these aspects.

In all Member States, at least half of respondents say that they are either always or sometimes informed about the conditions of data collection and the uses of their data. The proportion of respondents who say they are always informed about these issues ranges from 31% in Finland and 30% in Denmark, to 13% in Croatia and 15% in Austria.

In all countries, at least a third of people say they are only sometimes informed, and over half of the respondents say this in Croatia (52%) and Ireland (50%).

More than four out of ten respondents say that they are rarely or never informed in just three Member States: France (42%), Germany (41%), and Spain (40%).

QB13. When you are asked to provide personal information online, would you say that you are usually informed about the conditions of the data collection and the further uses of your data?





Base: Respondents who use the Internet (n=21,707 in EU28)

Older respondents are less likely than younger respondents to feel that they are always informed (16% vs. 20-22%) about data collection and its uses, and also that they are sometimes informed (36% vs. 40-45%).

The socio-demographic data also shows that respondents who left education aged 20 or over are somewhat more likely to say they are always informed about data collection and its uses, while people who left school aged 15 or under are less likely to say this (23% vs. 14%).

Individuals who believe they have complete control over their personal information are more likely to think that they are always informed than respondents who feel they have no control at all (36% vs. 15%).

QB13 When you are asked to provide personal information online, would you say that you are usually informed about the conditions of the data collection and the further uses of your data?

|  | Always | Sometimes | Rarely | Never |
|--|--------|-----------|--------|-------|
| EU28   | 20%    | 41%       | 22%    | 11%   |
|  Age                |        |           |        |       |
| 15-24  | 20%    | 45%       | 23%    | 10%   |
| 25-39  | 22%    | 44%       | 21%    | 10%   |
| 40-54  | 22%    | 40%       | 22%    | 11%   |
| 55 +   | 16%    | 36%       | 21%    | 16%   |
|  Education (End of) |        |           |        |       |
| 15-  | 14%    | 35%       | 21%    | 19%   |
| 16-19  | 19%    | 40%       | 23%    | 12%   |
| 20+  | 23%    | 41%       | 21%    | 10%   |
| Still studying   | 21%    | 45%       | 22%    | 10%   |
| Perceived level of control over personal information   |        |           |        |       |
| Complete   | 36%    | 42%       | 14%    | 6%    |
| Partial  | 21%    | 49%       | 22%    | 7%    |
| None   | 15%    | 36%       | 28%    | 19%   |

Base: Respondents who use the Internet (n=21,707 in EU28)

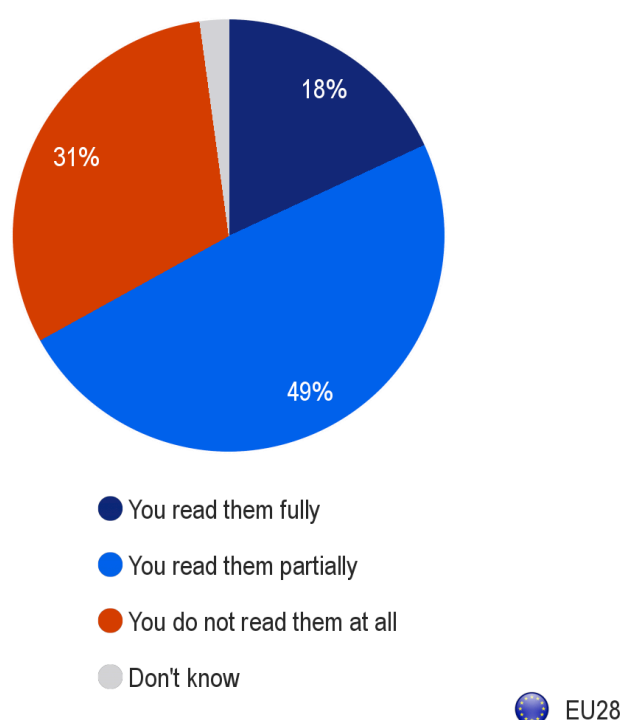
## 5.2. Attitudes towards privacy policies

### **- Only about one fifth of respondents say that they fully read privacy statements on the Internet-**

Respondents who use the Internet were then asked to think about privacy statements on the Internet, and then say which of three sentences best describes what they usually do<sup>23</sup>.

Under a fifth of respondents (18%) say they read the privacy statements fully, while roughly half (49%) say they read them partially. Nearly a third of respondents (31%) say they don't read them at all.

QB14. Thinking about privacy statements on the Internet, which of the following sentences best describes what you usually do?



Base: Respondents who use the Internet (n=21,707 in EU28)

<sup>23</sup> QB14 Thinking about privacy statements on the Internet, which of the following sentences best describes what you usually do?

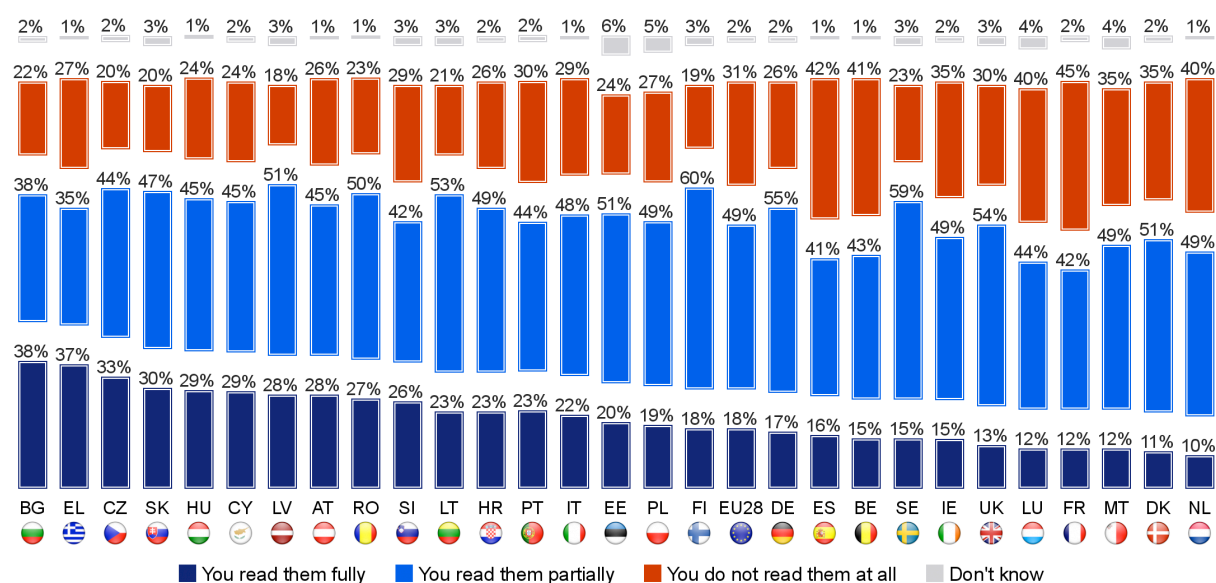
The choices of answer relative to this question have changed from the previous survey in 2010, which makes a strict comparison not possible. However, it is interesting to note that:

- 58% said they read the privacy statements, whether they understand them or not (versus 67% who say now that they read them fully or partially);
- 25% said they usually do not read them;
- 5% said they don't know where to find the privacy statements;
- And 7% said they ignore them.

In more than half of the countries, less than a quarter of respondents say that they fully read privacy statements, with the lowest proportions observed in the Netherlands (10%) and Denmark (11%). In four countries, at least three out of ten people say they read the statements in full: Bulgaria (38%), Finland (37%), the Czech Republic (33%) and Slovakia (30%).

Conversely, at least four out of ten respondents say that they never read privacy statements in six Member States, with the highest proportions observed in France (45%) and Spain (42%).

QB14. Thinking about privacy statements on the Internet, which of the following sentences best describes what you usually do?





Base: Respondents who use the Internet (n=21,707 in EU28)

Socio-demographic analysis shows that people aged 55 or over are somewhat more likely to read privacy statements in full (20% vs. 15% of 15-24 year-olds), while 15-24 year-olds are more likely to say they don't read them at all (38% vs. 27% of people aged 55 and over).

Individuals who finished their education aged 20 or over are more likely than those who left aged 15 or under to say they partially read the statements (52% vs. 37%), and are less likely to say they don't read the statements at all (30% vs. 39%).

While 40% of people who say they have no control at all over the personal information say they don't read privacy statements at all, only 22% of respondents who feel they have complete control say this. In contrast, 31% of people who feel they have complete control say they read the statements in full compared with 12% who believe they have no control at all.

**QB14 Thinking about privacy statements on the Internet, which of the following sentences best describes what you usually do?**

|   | You read them fully | You read them partially | You do not read them at all |
|---|---------------------|-------------------------|-----------------------------|
| EU28  | 18%                 | 49%                     | 31%                         |
|  <b>Age</b>                |                     |                         |                             |
| 15-24   | 15%                 | 46%                     | 38%                         |
| 25-39   | 17%                 | 51%                     | 31%                         |
| 40-54   | 19%                 | 49%                     | 31%                         |
| 55 +  | 20%                 | 47%                     | 27%                         |
|  <b>Education (End of)</b> |                     |                         |                             |
| 15-   | 19%                 | 37%                     | 39%                         |
| 16-19   | 20%                 | 48%                     | 29%                         |
| 20+   | 17%                 | 52%                     | 30%                         |
| Still studying  | 13%                 | 48%                     | 38%                         |
| <b>Perceived level of control over personal information</b>   |                     |                         |                             |
| Complete  | 31%                 | 46%                     | 22%                         |
| Partial   | 16%                 | 55%                     | 28%                         |
| None  | 12%                 | 47%                     | 40%                         |

*Base: Respondents who use the Internet (n=21,707 in EU28)*

### 5.3. Reasons for not reading privacy policies

#### - Most respondents who don't read privacy statements find them too long to read -

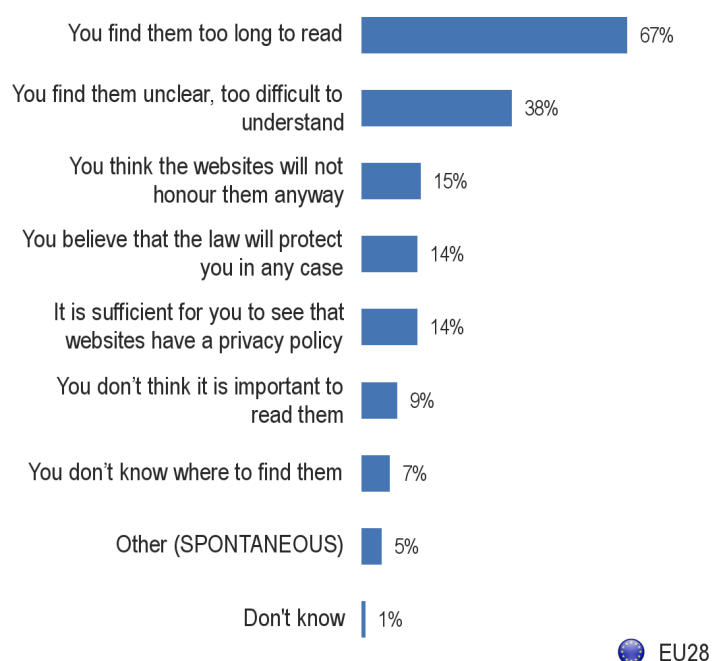
People who said that they do not fully read the privacy statements were asked to give their reasons for not doing so<sup>24</sup>.

Two-thirds of respondents (67%) say that they find the statements too long to read, while nearly four out of ten (38%) find them unclear or too difficult to understand.

Over a tenth of people say that they think the websites will not honour the statements anyway (15%), that they believe the law will protect them in any case (14%), or that it is sufficient for them to see that websites have a privacy policy (14%).

Less than a tenth of respondents say they don't think it is important to read the privacy statements (9%), or that they don't know where to find them (7%).

QB15. What are the reasons why you usually do not read or read only partially the privacy statements? (MULTIPLE ANSWERS POSSIBLE)



Base: Respondents who do not fully read privacy statements (n=17,356 in EU28)

In all Member States, most respondents say that they don't read the privacy statements because they are **too long**, with at least 50% of people giving this reason in all but five countries. People in the Netherlands (81%), Luxembourg (78%) and Malta (78%) are most likely to cite the privacy statements' length, while those in Croatia (44%) and Latvia (47%) are the least likely to do so.

<sup>24</sup> QB15 What are the reasons why you usually do not read or read only partially the privacy statements? (MULTIPLE ANSWERS POSSIBLE)

In eight countries, at least four out of ten people say that they find the privacy statements **unclear or too difficult to understand**. Luxembourg (52%) has the highest proportion of people who say this, followed by France (47%) and Spain (46%). In contrast, only a fifth of respondents give this reason in Cyprus and Portugal (both 20%).






























In four countries, more than a fifth of respondents say they don't read the privacy statements because **they don't think the websites will honour them anyway**: Slovakia (27%), the Czech Republic (23%), Bulgaria (22%), and Poland (21%).

In three countries, over a fifth of respondents say they don't read the statements because **they believe the law protect them in any case**: Austria (24%), Denmark (21%) and Germany (21%).

At least 20% of respondents in eight countries say that **it is sufficient for them to see that websites have a privacy policy**, with the highest proportions observed in Finland (25%), Slovenia and the Czech Republic (both 24%). However, Latvia (22%) and Slovenia (21%) are the only Member States in which over a fifth of respondents say that they don't think reading the statements is important.

The highest proportions of respondents who say **they don't know where to find the privacy statements** can be observed in Croatia and Ireland (both 15%).

QB15. What are the reasons why you usually do not read or read only partially the privacy statements?  
(MULTIPLE ANSWERS POSSIBLE)

|   |      | You find them too long to read | You find them unclear, too difficult to understand | You think the websites will not honour them anyway | You believe that the law will protect you in any case | It is sufficient for you to see that websites have a privacy policy | You don't think it is important to read them | You don't know where to find them | Other (SPONTANEOUS) | Don't know |
|---|------|--------------------------------|--|--|---|---|--|-----------------------------------|---------------------|------------|
|    | EU28 | 67%                            | 38%  | 15%  | 14%   | 14%   | 9%   | 7%                                | 5%                  | 1%         |
|    | BE   | 73%                            | 40%  | 14%  | 12%   | 10%   | 9%   | 8%                                | 4%                  | 1%         |
|    | BG   | 51%                            | 32%  | 22%  | 12%   | 19%   | 18%  | 6%                                | 2%                  | 3%         |
|    | CZ   | 59%                            | 32%  | 23%  | 13%   | 24%   | 11%  | 7%                                | 4%                  | 1%         |
|    | DK   | 75%                            | 38%  | 10%  | 21%   | 22%   | 9%   | 2%                                | 4%                  | 1%         |
|    | DE   | 70%                            | 43%  | 18%  | 21%   | 13%   | 10%  | 5%                                | 6%                  | 2%         |
|    | EE   | 55%                            | 39%  | 12%  | 14%   | 19%   | 14%  | 7%                                | 7%                  | 1%         |
|    | IE   | 66%                            | 32%  | 11%  | 13%   | 12%   | 6%   | 15%                               | 5%                  | 1%         |
|    | EL   | 55%                            | 28%  | 19%  | 9%  | 21%   | 19%  | 11%                               | 4%                  | 1%         |
|    | ES   | 63%                            | 46%  | 15%  | 11%   | 10%   | 8%   | 5%                                | 7%                  | 2%         |
|   | FR   | 77%                            | 47%  | 14%  | 7%  | 13%   | 4%   | 6%                                | 7%                  | 2%         |
|  | HR   | 44%                            | 27%  | 17%  | 19%   | 12%   | 18%  | 15%                               | 7%                  | 2%         |
|  | IT   | 60%                            | 40%  | 18%  | 15%   | 14%   | 12%  | 14%                               | 2%                  | 1%         |
|  | CY   | 57%                            | 20%  | 17%  | 10%   | 17%   | 16%  | 6%                                | 13%                 | 2%         |
|  | LV   | 47%                            | 23%  | 14%  | 13%   | 14%   | 22%  | 6%                                | 4%                  | 3%         |
|  | LT   | 49%                            | 28%  | 13%  | 13%   | 17%   | 18%  | 7%                                | 6%                  | 2%         |
|  | LU   | 78%                            | 52%  | 12%  | 6%  | 17%   | 3%   | 4%                                | 8%                  | 1%         |
|  | HU   | 50%                            | 27%  | 9%   | 18%   | 19%   | 17%  | 12%                               | 10%                 | 2%         |
|  | MT   | 78%                            | 30%  | 8%   | 5%  | 9%  | 8%   | 4%                                | 6%                  | 1%         |
|  | NL   | 81%                            | 40%  | 11%  | 17%   | 21%   | 10%  | 4%                                | 8%                  | 0%         |
|  | AT   | 67%                            | 43%  | 15%  | 24%   | 15%   | 19%  | 12%                               | 5%                  | 2%         |
|  | PL   | 48%                            | 27%  | 21%  | 13%   | 15%   | 14%  | 13%                               | 4%                  | 2%         |
|  | PT   | 49%                            | 20%  | 19%  | 14%   | 21%   | 14%  | 7%                                | 4%                  | 2%         |
|  | RO   | 50%                            | 32%  | 14%  | 12%   | 22%   | 17%  | 9%                                | 4%                  | 1%         |
|  | SI   | 53%                            | 23%  | 16%  | 14%   | 24%   | 21%  | 4%                                | 12%                 | 2%         |
|  | SK   | 59%                            | 28%  | 27%  | 15%   | 21%   | 8%   | 7%                                | 2%                  | 1%         |
|  | FI   | 62%                            | 37%  | 12%  | 17%   | 25%   | 9%   | 4%                                | 5%                  | 1%         |
|  | SE   | 74%                            | 42%  | 9%   | 15%   | 17%   | 7%   | 4%                                | 7%                  | 1%         |
|  | UK   | 77%                            | 32%  | 10%  | 12%   | 9%  | 5%   | 5%                                | 4%                  | 1%         |

Highest percentage per country

Lowest percentage per country

Highest percentage per item

Lowest percentage per item

Base: Respondents who do not fully read privacy statements (n=17,356 in EU28)



The socio-demographic data show that 15-24 year-olds are somewhat more likely than people aged 55 and above to say they find privacy statements too long to read (70% vs. 63%), whereas those aged 55 or over are slightly more inclined to say that they find them unclear or too difficult to understand (41% vs. 35% of 15-24 year-olds).

Individuals who finished their education aged 20 or over are more likely than those who left school at 15 or less to say they find privacy statements too long to read (69% vs. 60%), whereas people in the latter group are more likely to say that they find them unclear or too difficult to understand (43% vs. 37%).

While 44% of respondents who feel that they have no control at all over the personal information say they find privacy statements unclear or too difficult to understand, only 29% of respondents who say they have complete control over their information give this explanation.

Individuals who do not trust online businesses to protect their information are similarly more likely to say they find privacy statements unclear or too difficult to understand than those who do trust such companies (42% vs. 30%).

**QB15 What are the reasons why you usually do not read or read only partially the privacy statements? (MULTIPLE ANSWERS POSSIBLE)**

|  | You find them too long to read | You find them unclear, too difficult to understand |
|--|--------------------------------|--|
| EU28   | 67%                            | 38%  |
| <b>Age</b>   |                                |  |
| 15-24  | 70%                            | 35%  |
| 25-39  | 69%                            | 37%  |
| 40-54  | 66%                            | 40%  |
| 55 +   | 63%                            | 41%  |
| <b>Education (End of)</b>                                |                                |  |
| 15-  | 60%                            | 43%  |
| 16-19  | 66%                            | 41%  |
| 20+  | 69%                            | 37%  |
| Still studying   | 70%                            | 34%  |
| <b>Perceived level of control over information</b>       |                                |  |
| Complete   | 65%                            | 29%  |
| Partial  | 70%                            | 38%  |
| None   | 70%                            | 44%  |
| <b>Online businesses to protect personal information</b> |                                |  |
| Trust  | 63%                            | 30%  |
| Do not trust   | 69%                            | 42%  |

Base: Respondents who do not fully read privacy statements (n=17,356 in EU28)

## VI. SOCIAL NETWORK PRIVACY SETTINGS

The fourth chapter of the report moves the discussion on from personal data in general to the more specific issue of people's privacy when using online social networks. In particular, it looks at whether respondents who use such networks have changed their privacy settings. If so, it asks them how straightforward this was. If not, it asks why they have not tried to change these settings.

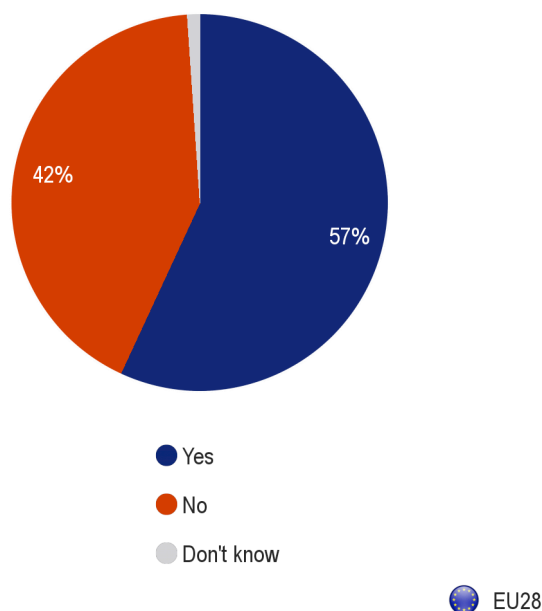
### 6.1. Changing the social network privacy settings

**- Just over four in ten of those who use online social networks have not tried to change their privacy settings -**

Respondents who use online social networks were then asked whether they have ever tried to change the privacy setting of their personal profile from the default settings on an online social network<sup>25</sup>. A majority of people in this group (57%) say they have tried to change their settings, although a sizeable proportion (42%) have not done so.

The wording of this question has changed slightly from the one asked to respondents in 2010, when "social networking site and/or sharing site" was replaced by "online social networks". Although the strict comparison is thus not possible, it is interesting to note that 51% of people had said they had tried to change these privacy settings in 2010.

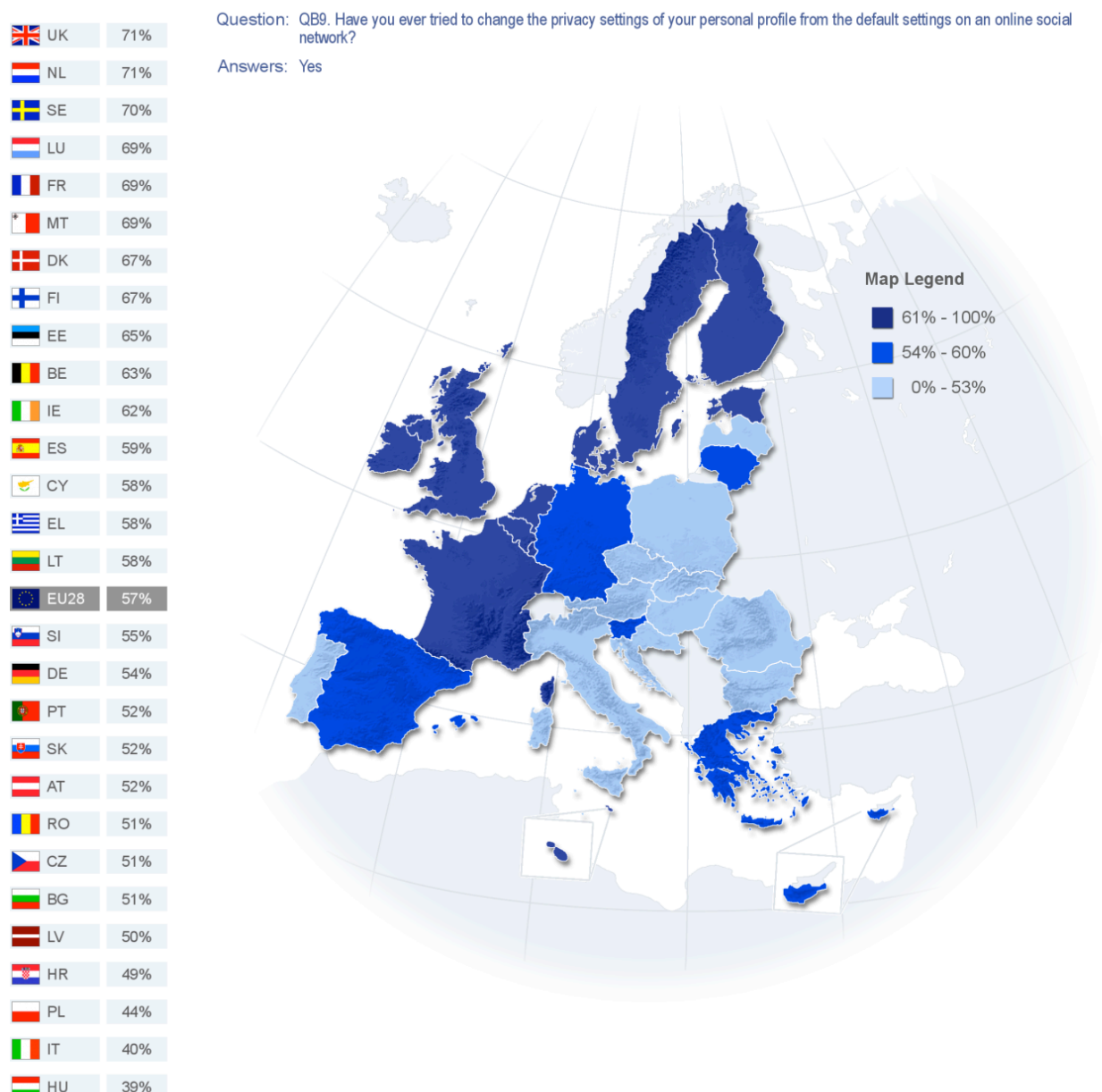
QB9. Have you ever tried to change the privacy settings of your personal profile from the default settings on an online social network?



Base: Respondents who use online social networks (n=15,339 in EU28)

At least half of the respondents in all but four Member States say that they have tried to change the privacy settings of their personal profile from the default settings on an online social network. As the following map demonstrates, the use of this facility is most common among users of social networks in Northern and Western Europe, and least common in Eastern and Southern Europe.

In detail, more than seven out of ten online social networks users have changed their privacy settings in the UK (71%), the Netherlands (71%) and Sweden (70%). Conversely, less than half of the respondents have tried to modify their privacy settings in Hungary (39%), Italy (40%), Poland (44%) and Croatia (49%).



Base: Respondents who use online social networks (n=15,339 in EU28)




<sup>25</sup> QB9 Have you ever tried to change the privacy settings of your personal profile from the default settings on an online social network?

Socio-demographic analysis shows that younger respondents are unsurprisingly more likely to have tried changing their privacy settings: 69% of 15-24 year-olds have done this, compared with only 36% of people aged 55 and over.

Individuals with a higher level of education are also more likely to have changed their privacy settings: 64% of people who finished their education aged 20 or over have done this, compared to 36% of respondents who left school aged 15 or under.

Among the different occupational groups, managers (68%) are the most likely to have tried to change their privacy settings, whereas retired people (33%) and house persons (47%) are the least likely to have done so.

**QB9 Have you ever tried to change the privacy settings of your personal profile from the default settings on an online social network?**

|  | Yes | No  | Don't know |
|--|-----|-----|------------|
| EU28   | 57% | 42% | 1%         |
|  <b>Age</b>                           |     |     |            |
| 15-24  | 69% | 30% | 1%         |
| 25-39  | 64% | 35% | 1%         |
| 40-54  | 51% | 47% | 2%         |
| 55 +   | 36% | 62% | 2%         |
|  <b>Education (End of)</b>          |     |     |            |
| 15-  | 36% | 62% | 2%         |
| 16-19  | 49% | 49% | 2%         |
| 20+  | 64% | 35% | 1%         |
| Still studying   | 72% | 28% | 0%         |
|  <b>Socio-professional category</b> |     |     |            |
| Self-employed  | 56% | 42% | 2%         |
| Managers   | 68% | 31% | 1%         |
| Other white collars  | 57% | 41% | 2%         |
| Manual workers   | 52% | 47% | 1%         |
| House persons  | 47% | 50% | 3%         |
| Unemployed   | 58% | 42% | 0%         |
| Retired  | 33% | 65% | 2%         |
| Students   | 72% | 28% | 0%         |

Base: Respondents who use online social networks (n=15,339 in EU28)

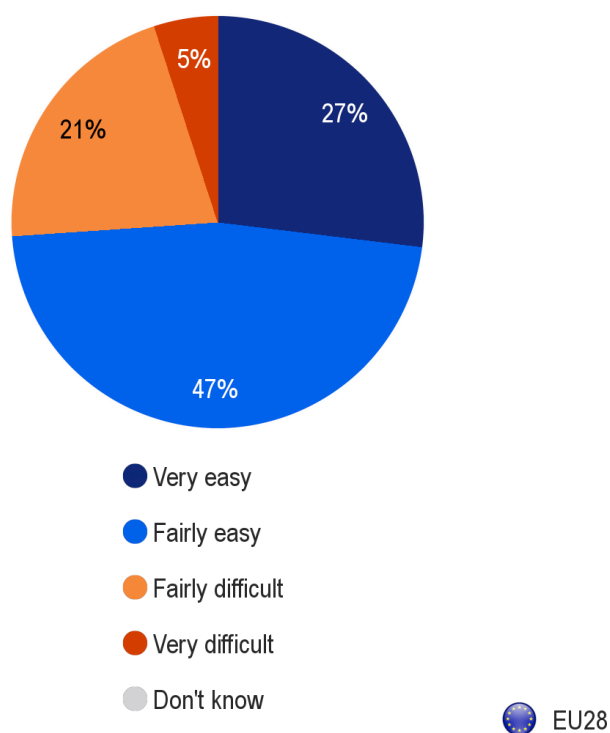
## 6.2. The ease of changing default settings

### - Most respondents who have tried to change their privacy settings say that the process was easy -

Respondents who said in the previous section that they use online social networks and that they have tried to change their privacy settings were then asked how easy or difficult they found this<sup>26</sup>. Around three quarters of people (74%) say that it was easy, with 27% describing the process as very easy, and 47% saying it was fairly easy. Roughly a quarter say that it was difficult, with 21% saying it was fairly difficult, and 5% very difficult.

As before, respondents in 2010 were asked about their experience of changing the privacy settings on "social networking or sharing sites", which prevents drawing direct comparisons. However, it is interesting to note that 82% of people asked this question in 2010 said that it was easy to change the privacy settings on these sites.

QB10a. How easy or difficult did you find it to change the privacy settings of your personal profile?

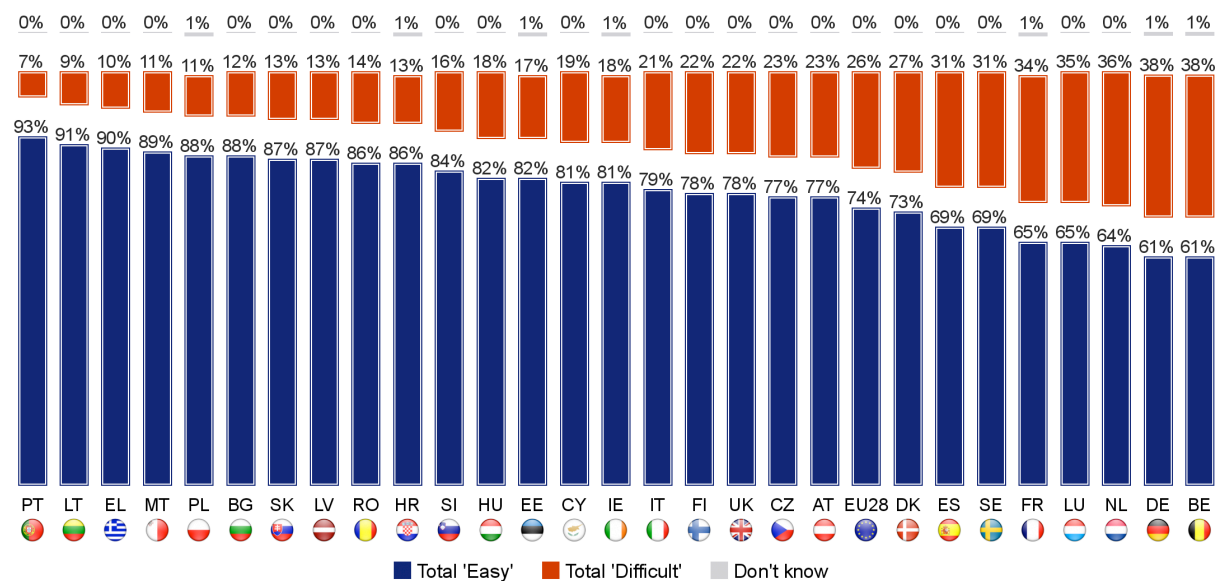


Base: Respondents who have tried to change their default privacy settings (n=8,760 in EU28)

The proportion of respondents who say it is easy to change the privacy settings on social networking sites ranges from 93% in Portugal and 91% in Lithuania, to 61% in both Belgium and Germany with at least three out of ten people in seven Member States say they found this difficult.

<sup>26</sup> QB10a How easy or difficult did you find it to change the privacy settings of your personal profile?

QB10a. How easy or difficult did you find it to change the privacy settings of your personal profile?



Base: Respondents who have tried to change their default privacy settings (n=8,760 in EU28)

Here again, the socio-demographic data show that younger respondents are more likely to find it easy to change the privacy settings on their personal profile: 83% of 15-24 year-olds say this is easy, versus 61% of people aged 55 and over.

Respondents who believe they have complete control over their personal information are more likely than those who believe they have no control at all to find it easy to change their privacy settings (86% vs. 60%).

People who are unconcerned about their behaviour being recorded on the Internet (80%) are also more likely to find this easy than individuals who are concerned about this issue (68%).

QB10a How easy or difficult did you find it to change the privacy settings of your personal profile?

|   | Total 'Easy' | Total 'Difficult' | Don't know |
|---|--------------|-------------------|------------|
| EU28  | 74%          | 26%               | 0%         |
| <b>Age</b>  |              |                   |            |
| 15-24   | 83%          | 17%               | 0%         |
| 25-39   | 72%          | 28%               | 0%         |
| 40-54   | 69%          | 31%               | 0%         |
| 55 +  | 61%          | 38%               | 1%         |
| <b>Perceived level of control over personal information</b> |              |                   |            |
| Complete  | 86%          | 14%               | 0%         |
| Partial   | 76%          | 24%               | 0%         |
| None  | 60%          | 39%               | 1%         |
| <b>Behaviour recorded on Internet</b>                       |              |                   |            |
| Concerned   | 68%          | 31%               | 1%         |
| Not concerned   | 80%          | 20%               | 0%         |

Base: Respondents who have tried to change their default privacy settings (n=8,760 in EU28)

### 6.3. Reasons for not changing the default settings

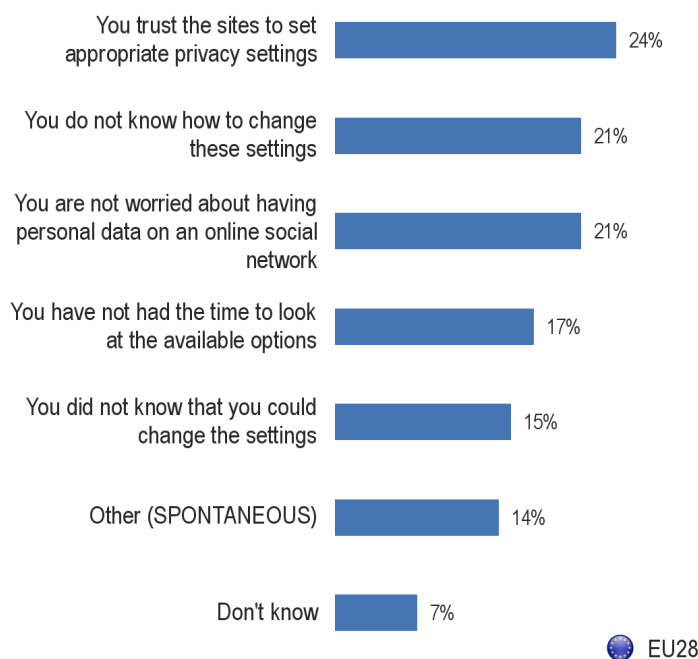
**- Out of those who have not changed their privacy settings, about a quarter have not done so because they trust sites to set the appropriate settings -**

Next, respondents who use social networks but have not tried to change their privacy settings were asked why they had not tried to do this. They were given five possible answers, and were allowed to select multiple options<sup>27</sup>.

Over a fifth of respondents in this group say that they trust the sites they use to set appropriate privacy settings (24%), that they don't know how to change the settings (21%), or that they are not worried about having personal data on an online social network (21%).

Less than a fifth of respondents say they haven't tried to change their privacy settings because they have not had time to look at the available options (17%), or because they did not know that you could change these settings (15%). Finally, 14% of respondents spontaneously give some other reason.

QB10b. Why have you not tried to change these privacy settings? (MULTIPLE ANSWERS POSSIBLE)



Base: Respondents who have not tried to change their default privacy settings (n=6,373 in EU28)

<sup>27</sup> QB10b Why have you not tried to change these privacy settings? (MULTIPLE ANSWERS POSSIBLE)

**Trusting the sites involved to set the appropriate privacy settings** is the top answer in 11 Member States. The proportion of respondents who give this explanation for not changing their privacy settings ranges from 37% in both Poland and Slovakia, to just 8% in Malta and 10% in Luxembourg.

**Not knowing how to change the privacy settings** is the top answer in four countries: Luxembourg (40%), Belgium (36%), Malta (34%), and Bulgaria (28%). Conversely, Cyprus (10%), Portugal (11%) and Slovenia (11%) have the lowest proportions of people who give this reason for not having changed their privacy settings.

**Not being worried about having personal data on an online social network** is the top answer in eight Member States. People in Austria (32%) and Slovenia (31%) are the most likely to give this reason, while those in Malta (6%) and the UK (10%) are the least likely to do so.






























In Latvia (27%), Romania (27%) and the UK (20%), **not having the time to look at the available options** is the top answer. In contrast, less than a tenth of respondents give this explanation for not changing their privacy settings in Finland and the Netherlands (both 8%).

Germany (24%) and the Czech Republic (21%) are the only Member States in which over a fifth of respondents say they **didn't know they could change their privacy settings** on social networking sites. Only 4% of respondents in Luxembourg and 7% in Slovenia give this as their reason.

In 10 Member States, over a fifth of respondents give some other reason for not changing their privacy settings, with people in Slovenia (32%) and Finland (26%) most likely to spontaneously say this.



QB10b. Why have you not tried to change these privacy settings?  
(MULTIPLE ANSWERS POSSIBLE)

|   |      | You trust the sites to set appropriate privacy settings | You do not know how to change these settings | You are not worried about having personal data on an online social network | You have not had the time to look at the available options | You did not know that you could change the settings | Other (SPONTANEOUS) | Don't know |
|---|------|---|--|--|--|---|---------------------|------------|
|    | EU28 | 24%   | 21%  | 21%  | 17%  | 15%   | 14%                 | 7%         |
|    | BE   | 24%   | 36%  | 24%  | 15%  | 13%   | 12%                 | 4%         |
|    | BG   | 17%   | 28%  | 19%  | 20%  | 18%   | 3%                  | 9%         |
|    | CZ   | 29%   | 24%  | 20%  | 22%  | 21%   | 5%                  | 1%         |
|    | DK   | 26%   | 15%  | 22%  | 17%  | 14%   | 25%                 | 4%         |
|    | DE   | 26%   | 24%  | 19%  | 12%  | 24%   | 17%                 | 6%         |
|    | EE   | 19%   | 13%  | 22%  | 10%  | 14%   | 21%                 | 11%        |
|    | IE   | 29%   | 23%  | 14%  | 19%  | 15%   | 11%                 | 7%         |
|    | EL   | 21%   | 17%  | 26%  | 22%  | 11%   | 23%                 | 1%         |
|    | ES   | 23%   | 16%  | 19%  | 16%  | 11%   | 14%                 | 11%        |
|    | FR   | 19%   | 15%  | 22%  | 18%  | 10%   | 23%                 | 11%        |
|    | HR   | 22%   | 23%  | 24%  | 20%  | 10%   | 15%                 | 4%         |
|   | IT   | 20%   | 26%  | 27%  | 18%  | 16%   | 9%                  | 4%         |
|  | CY   | 13%   | 9%   | 25%  | 19%  | 15%   | 23%                 | 3%         |
|  | LV   | 20%   | 21%  | 20%  | 27%  | 15%   | 10%                 | 3%         |
|  | LT   | 28%   | 15%  | 17%  | 16%  | 12%   | 13%                 | 11%        |
|  | LU   | 10%   | 40%  | 13%  | 23%  | 4%  | 15%                 | 15%        |
|  | HU   | 29%   | 23%  | 30%  | 20%  | 11%   | 12%                 | 5%         |
|  | MT   | 8%  | 34%  | 6%   | 12%  | 14%   | 18%                 | 12%        |
|  | NL   | 26%   | 21%  | 28%  | 8%   | 14%   | 24%                 | 3%         |
|  | AT   | 35%   | 34%  | 32%  | 24%  | 16%   | 9%                  | 2%         |
|  | PL   | 37%   | 17%  | 17%  | 19%  | 13%   | 7%                  | 7%         |
|  | PT   | 34%   | 11%  | 23%  | 20%  | 11%   | 9%                  | 9%         |
|  | RO   | 17%   | 16%  | 25%  | 27%  | 13%   | 6%                  | 8%         |
|  | SI   | 32%   | 11%  | 31%  | 12%  | 7%  | 32%                 | 4%         |
|  | SK   | 37%   | 23%  | 14%  | 19%  | 15%   | 4%                  | 6%         |
|  | FI   | 20%   | 18%  | 27%  | 8%   | 15%   | 26%                 | 3%         |
|  | SE   | 21%   | 23%  | 24%  | 14%  | 16%   | 21%                 | 5%         |
|  | UK   | 14%   | 19%  | 10%  | 20%  | 14%   | 22%                 | 10%        |

**Highest percentage per country**

*Lowest percentage per country*

Highest percentage per item

Lowest percentage per item

Base: Respondents who have not tried to change their default privacy settings (n=6,373 in EU28)

According to the socio-demographic data, men are somewhat more likely than women to say that they are not worried about having personal data on a social network (26% vs. 16%) or that they do not have time to look at the options (20% vs. 15%), whereas women are more likely to say that they did not know they could change the settings (18% vs. 12%) or that they did not know how to change the settings (24% vs. 18%).

Important differences can also be observed when looking at age: people aged 15-24 are the most likely to say that they are not worried about having personal data on a social network (29% vs. 17% of people aged 55 and over) or that they trust sites to set the appropriate privacy settings (28% vs. 17% of people aged 55 and over). However, people aged 55 and over are the most likely to say that they do not know how to change the settings (26% vs. 16% of 15-24 year-olds).

Respondents who finished their education aged 20 or over are more likely than those who left aged 15 or under to trust sites to set the appropriate privacy settings (26% vs. 18%), whereas people in the latter group are more likely to say that they did not know that you could change the settings (18% vs. 12%).

**QB10b Why have you not tried to change these privacy settings? (MULTIPLE ANSWERS POSSIBLE)**

|                           | You trust the sites to set appropriate privacy settings | You do not know how to change these settings | You are not worried about having personal data on an online social network | You have not had the time to look at the available options | You did not know that you could change the settings |
|---------------------------|---|--|--|--|---|
| EU28                      | 24%   | 21%  | 21%  | 17%  | 15%   |
| <b>Gender</b>             |   |  |  |  |   |
| Man                       | 24%   | 18%  | 26%  | 20%  | 12%   |
| Woman                     | 24%   | 24%  | 16%  | 15%  | 18%   |
| <b>Age</b>                |   |  |  |  |   |
| 15-24                     | 28%   | 16%  | 29%  | 18%  | 14%   |
| 25-39                     | 27%   | 19%  | 19%  | 20%  | 14%   |
| 40-54                     | 24%   | 22%  | 22%  | 17%  | 16%   |
| 55 +                      | 17%   | 26%  | 17%  | 14%  | 16%   |
| <b>Education (End of)</b> |   |  |  |  |   |
| 15-                       | 18%   | 22%  | 21%  | 16%  | 18%   |
| 16-19                     | 23%   | 22%  | 20%  | 16%  | 17%   |
| 20+                       | 26%   | 20%  | 20%  | 20%  | 12%   |
| Still studying            | 29%   | 17%  | 31%  | 17%  | 14%   |

Base: Respondents who have not tried to change their default privacy settings (n=6,373 in EU28)

## VII. RISKS AND RESPONSIBILITIES RELATED TO PERSONAL INFORMATION PROVIDED ONLINE

In this chapter of the report, respondents were asked to identify the most serious risks associated with providing personal information online, and also to consider who should ultimately be responsible for protecting the information they provide.

### 7.1. Risks to personal data

#### ***- Half of all European Internet users are worried about becoming a victim of fraud through the misuse of their personal information -***

Respondents who use the Internet were given a list of various potential risks associated with providing personal information online, and were asked to identify the most serious ones, with a maximum of three answers allowed<sup>28</sup>.

Half of the respondents (50%) say that becoming a victim of fraud is the most serious risk associated with their personal information, while four out of ten people (40%) say their online identity being used for fraudulent purposes is the main risk.

Around three out of ten people mention their information being used without their knowledge (32%) or their personal information being stolen (29%) as the most serious risks, while a quarter of respondents (25%) mention their information being shared with third parties without their consent.

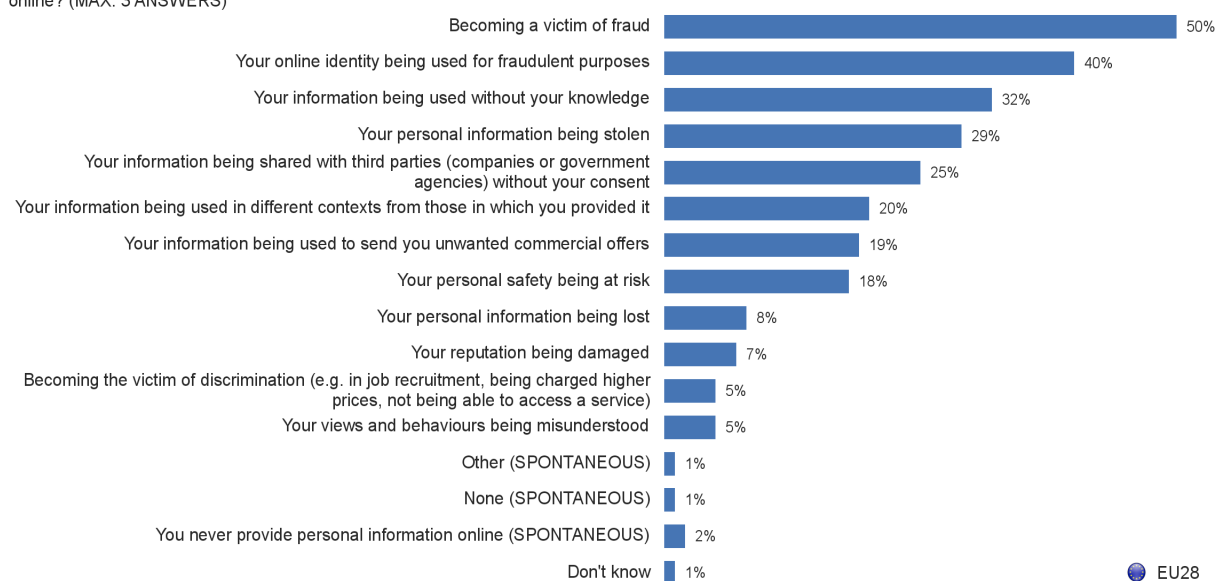
Around a fifth of people say the most serious risks for their personal information include their information being used to in different contexts from those in which they provided it (20%), the information being used to send unwanted commercial offers (19%), or their personal safety being at risk (18%).

Finally, less than a tenth of people mention their information being lost (8%), their reputation being damaged (7%), becoming a victim of discrimination (5%), or their views and behaviour being misunderstood (5%).

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<sup>28</sup> QB8 I will read out a list of potential risks for your personal information. According to you, what are the most serious risks of providing personal information online? (ROTATE – MAX. 3 ANSWERS)

QB8. I will read out a list of potential risks for your personal information. According to you, what are the most serious risks of providing personal information online? (MAX. 3 ANSWERS)



Base: Respondents who use the Internet (n=21,707 in EU28)

In all but five Member States, **becoming a victim of fraud** is considered to be the main risk for their personal information, with at least 50% of respondents in nine Member States seeing this as a risk. People in Sweden (62%) and the UK (61%) are the most likely to express concern about becoming a victim of fraud, while those in Hungary (33%) and Croatia (36%) are the least likely to do so.

Although one's **online identity being used for fraudulent purposes** is not the top answer in any country, it is mentioned by at least four out of ten respondents in eight Member States. Respondents in France (50%) and Denmark (47%) are the most likely to identify this as a serious risk for their personal information, while those in Hungary (16%) and Cyprus (25%) are the least likely to do so.

In Belgium (42%) **information being used without your knowledge** is seen as the most serious risk. This is also taken most seriously by people in Cyprus (43%) and Lithuania (42%). However, only 21% of respondents in Portugal and 25% in Denmark express concern about this potential risk for their information.

Respondents in Denmark (50%) and Croatia (37%) regard **their personal information being stolen** as the biggest risk, with a relatively high proportion of people in Finland (48%) and the UK (40%) also mentioning this. Relatively few people regard this as one of the main risks in the Netherlands (18%), Austria (20%) and Belgium (20%).

People in the Netherlands (46%) think that the most serious risk is **their information being shared with third parties without their consent**. Over three out of ten people also see this as a serious risk in Belgium (36%) and Germany (33%), though relatively few people do so in Portugal (12%) and Bulgaria (13%).

In most countries, relatively few respondents identify the remaining options as being among the most serious risks to their personal information. Hungary (32%) has the highest proportion of respondents who are worried about their information being used in different contexts from those in which they provided it; people in Belgium (31%) express the most concern about their information being used to send them unwanted commercial offers; and respondents in Cyprus and Spain (both 31%) are the most likely to regard risks to their personal safety as a significant problem. Nearly a quarter of people in Slovakia (24%) say their information being lost is the most serious risk to their personal information.

QB8. I will read out a list of potential risks for your personal information. According to you, what are the most serious risks of providing personal information online?  
(MAX. 3 ANSWERS)

|      | Becoming a victim of fraud | Your online identity being used for fraudulent purposes | Your information being used without your knowledge | Your personal information being stolen | Your information being shared with third parties (companies or government agencies) without your consent | Your information being used in different contexts from those in which you provided it | Your information being used to send you unwanted commercial offers | Your personal safety being at risk | Your personal information being lost | Your reputation being damaged | Becoming the victim of discrimination (e.g. in job recruitment, being charged higher prices, not being able to access a service) | Your views and behaviours being misunderstood |
|------|----------------------------|---|--|--|--|---|--|------------------------------------|--------------------------------------|-------------------------------|--|---|
| EU28 | 50%                        | 40%   | 32%  | 29%                                    | 25%  | 20%   | 19%  | 18%                                | 8%                                   | 7%                            | 5%   | 5%  |
| BE   | 35%                        | 36%   | 42%  | 20%                                    | 36%  | 22%   | 31%  | 16%                                | 5%                                   | 6%                            | 5%   | 5%  |
| BG   | 48%                        | 35%   | 29%  | 30%                                    | 13%  | 13%   | 17%  | 21%                                | 11%                                  | 9%                            | 3%   | 6%  |
| CZ   | 52%                        | 43%   | 35%  | 27%                                    | 22%  | 13%   | 24%  | 16%                                | 14%                                  | 7%                            | 4%   | 5%  |
| DK   | 45%                        | 47%   | 25%  | 50%                                    | 22%  | 29%   | 20%  | 17%                                | 5%                                   | 2%                            | 5%   | 5%  |
| DE   | 47%                        | 45%   | 31%  | 21%                                    | 33%  | 26%   | 20%  | 14%                                | 5%                                   | 8%                            | 9%   | 4%  |
| EE   | 49%                        | 33%   | 32%  | 24%                                    | 27%  | 8%  | 17%  | 24%                                | 6%                                   | 14%                           | 8%   | 6%  |
| IE   | 56%                        | 38%   | 27%  | 34%                                    | 22%  | 13%   | 10%  | 23%                                | 17%                                  | 10%                           | 5%   | 5%  |
| EL   | 50%                        | 31%   | 39%  | 33%                                    | 21%  | 24%   | 10%  | 26%                                | 11%                                  | 6%                            | 4%   | 9%  |
| ES   | 59%                        | 39%   | 29%  | 32%                                    | 15%  | 11%   | 11%  | 31%                                | 10%                                  | 11%                           | 3%   | 5%  |
| FR   | 53%                        | 50%   | 37%  | 33%                                    | 24%  | 19%   | 23%  | 16%                                | 2%                                   | 4%                            | 4%   | 4%  |
| HR   | 36%                        | 28%   | 28%  | 37%                                    | 13%  | 15%   | 13%  | 17%                                | 17%                                  | 13%                           | 7%   | 9%  |
| IT   | 46%                        | 33%   | 30%  | 22%                                    | 22%  | 29%   | 19%  | 21%                                | 9%                                   | 11%                           | 8%   | 7%  |
| CY   | 51%                        | 26%   | 43%  | 37%                                    | 14%  | 18%   | 11%  | 31%                                | 14%                                  | 3%                            | 3%   | 4%  |
| LV   | 47%                        | 32%   | 40%  | 24%                                    | 23%  | 17%   | 22%  | 18%                                | 10%                                  | 9%                            | 4%   | 2%  |
| LT   | 46%                        | 33%   | 42%  | 24%                                    | 19%  | 13%   | 16%  | 26%                                | 8%                                   | 12%                           | 4%   | 5%  |
| LU   | 45%                        | 41%   | 37%  | 23%                                    | 29%  | 22%   | 22%  | 22%                                | 2%                                   | 4%                            | 5%   | 7%  |
| HU   | 33%                        | 16%   | 35%  | 23%                                    | 22%  | 32%   | 23%  | 10%                                | 13%                                  | 6%                            | 8%   | 7%  |
| MT   | 46%                        | 38%   | 32%  | 32%                                    | 17%  | 15%   | 12%  | 21%                                | 11%                                  | 13%                           | 10%  | 6%  |
| NL   | 41%                        | 43%   | 41%  | 18%                                    | 46%  | 26%   | 30%  | 12%                                | 4%                                   | 5%                            | 6%   | 4%  |
| AT   | 45%                        | 39%   | 31%  | 20%                                    | 27%  | 25%   | 21%  | 12%                                | 12%                                  | 8%                            | 10%  | 6%  |
| PL   | 49%                        | 31%   | 36%  | 23%                                    | 25%  | 18%   | 21%  | 14%                                | 8%                                   | 7%                            | 5%   | 5%  |
| PT   | 59%                        | 35%   | 21%  | 31%                                    | 12%  | 14%   | 11%  | 22%                                | 11%                                  | 6%                            | 2%   | 1%  |
| RO   | 40%                        | 38%   | 28%  | 27%                                    | 15%  | 18%   | 11%  | 20%                                | 12%                                  | 12%                           | 5%   | 10%   |
| SI   | 37%                        | 35%   | 31%  | 28%                                    | 19%  | 20%   | 13%  | 24%                                | 9%                                   | 7%                            | 6%   | 5%  |
| SK   | 43%                        | 31%   | 26%  | 34%                                    | 17%  | 9%  | 13%  | 20%                                | 24%                                  | 13%                           | 3%   | 5%  |
| FI   | 49%                        | 26%   | 38%  | 48%                                    | 25%  | 25%   | 15%  | 26%                                | 6%                                   | 4%                            | 3%   | 3%  |
| SE   | 62%                        | 41%   | 28%  | 39%                                    | 25%  | 31%   | 24%  | 13%                                | 1%                                   | 2%                            | 4%   | 6%  |
| UK   | 61%                        | 43%   | 26%  | 40%                                    | 23%  | 9%  | 14%  | 19%                                | 12%                                  | 4%                            | 3%   | 3%  |

Highest percentage per country

Lowest percentage per country

Highest percentage per item



Lowest percentage per item

Base: Respondents who use the Internet (n=21,707 in EU28)

Socio-demographic analysis shows that 15-24 year-olds are the most likely to see risks to their personal safety as the main risk, (25% vs. 15% of people aged 55 and over), but they are the least likely to mention their information being shared with third parties (21% vs. 27% of people aged 55 and over) or their online identity being used for fraudulent purposes (34% vs. 42% of 40-54 year-olds).

Respondents who finished their education aged 20 or over are more likely than those who left aged 15 or below to mention their online identity being used for fraudulent purposes (43% vs. 36%), but they are the least likely to mention risks to their personal safety (16% vs. 21%).

QB8 I will read out a list of potential risks for your personal information. According to you, what are the most serious risks of providing personal information online? (ROTATE – MAX. 3 ANSWERS)

|   | Your online identity being used for fraudulent purposes | Your information being shared with third parties (companies or government agencies) without your consent | Your personal safety being at risk |
|---|---|--|------------------------------------|
| EU28  | 40%   | 25%  | 18%                                |
|  <b>Age</b>                  |   |  |                                    |
| 15-24   | 34%   | 21%  | 25%                                |
| 25-39   | 41%   | 26%  | 19%                                |
| 40-54   | 42%   | 24%  | 16%                                |
| 55 +  | 40%   | 27%  | 15%                                |
|  <b>Education (End of)</b> |   |  |                                    |
| 15-   | 36%   | 22%  | 21%                                |
| 16-19   | 40%   | 23%  | 18%                                |
| 20+   | 43%   | 28%  | 16%                                |
| Still studying  | 36%   | 23%  | 25%                                |

Base: Respondents who use the Internet (n=21,707 in EU28)

## **7.2. RESPONSIBILITY FOR ENSURING PERSONAL DATA IS SAFELY COLLECTED, STORED AND EXCHANGED**

***- A majority of people think that online companies, individuals and public authorities all have a responsibility in protecting their online personal data -***

Respondents who said previously that they provide information online were then asked whom they think should make sure the personal information they provide online is collected, stored and exchanged safely. They were asked who should be responsible first and second<sup>29</sup>.

Two-thirds of respondents (67%) think that online companies should be responsible, as they need to ensure they process information safely: of these, 33% say online companies should be responsible first, and 36% say they should be responsible second.

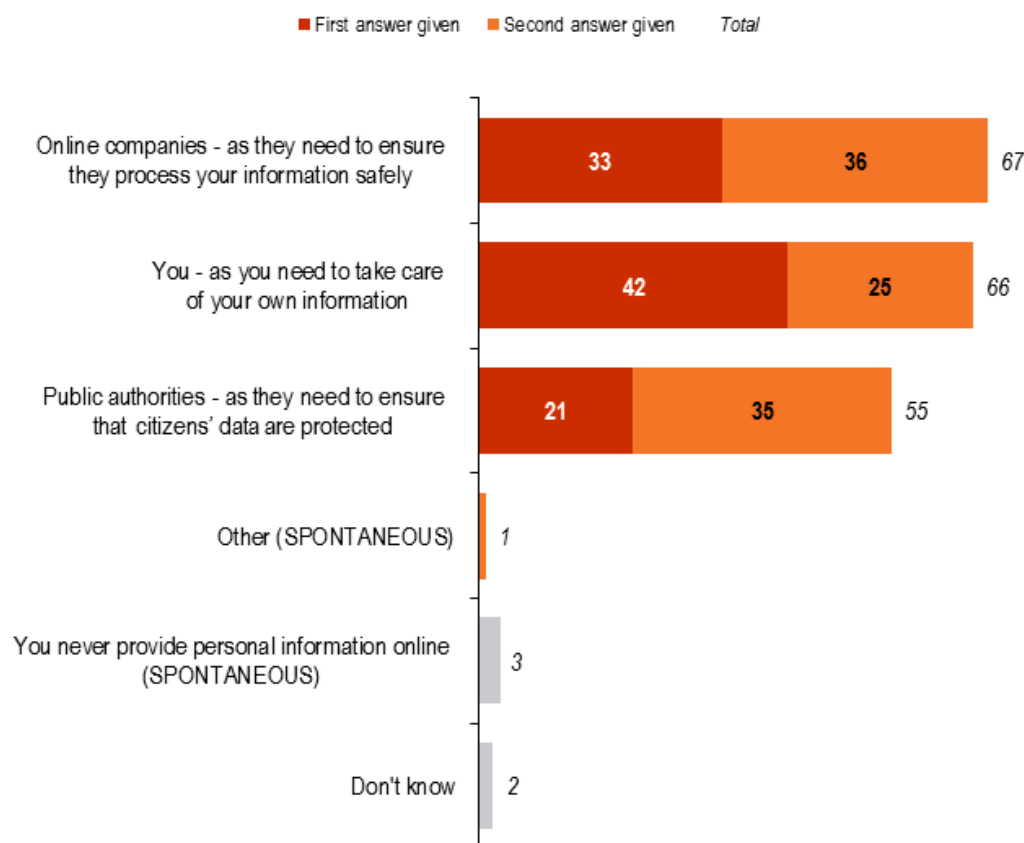
Two-thirds of people (66%) also think that they should be responsible for this themselves since people need to take care of their own information: of these, 42% think individuals should be responsible first, and 25% say they should be responsible second.

Over half of the respondents (55%) believe that public authorities should be responsible for this, since they need to ensure that citizens' data is protected: of these, 21% think that public authorities should be responsible first, while 35% say they should be responsible second.

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<sup>29</sup> QB11 - Who do you think should make sure the personal information you provide online is collected, stored and exchanged safely? Firstly? And secondly? (MAX. 2 ANSWERS)

**QB11T. Who do you think should make sure the personal information you provide online is collected, stored and exchanged safely? Firstly? And secondly? (MAX. 2 ANSWERS) - % EU28**



Base: Respondents who provide information online (n=20,749 in EU28)

In 2010, a similar question was asked, although it referred specifically to "social networking sites and/or sharing sites" and was thus asked only to respondents who used online social networks. Although a strict comparison is thus not possible, it is interesting to note that 75% of people said they should be responsible for this themselves; 74% said the social networking sites concerned should be responsible; and 45% said public authorities should be responsible for this.






























In 11 Member States, the largest proportion of respondents think that online companies should be responsible for making sure that personal information provided online is collected, stored and exchanged safely. At least 50% of people think online companies should be responsible in all but one country (Malta - 42%). Respondents in Finland (81%), as well as in Bulgaria, Lithuania and the UK (all 75%) are the most likely to mention online companies.

In 16 Member States, most people believe that they should be the ones to take care of their own information. Nonetheless, at least half of the respondents give this answer in all but one country (Italy - 45%). People in Luxembourg and Malta (both 81%) are the most likely to say that people should be responsible for their own information.



Spain (73%) is the only country in which most respondents think that public authorities should be responsible for making sure that personal information provided online is collected, stored and exchanged safely, although a relatively high proportion of people also say this in Italy (70%) and Malta (66%). At least 50% of people say this in 17 Member States, although only 39% of those in Poland and 40% in the UK do so.

**QB11T. Who do you think should make sure the personal information you provide online is collected, stored and exchanged safely? Firstly? And secondly? (MAX. 2 ANSWERS)**

|   |      | Online companies – as they need to ensure they process your information safely | You – as you need to take care of your information | Public authorities – as they need to ensure that citizens' data are protected | Other (SPONTA-NEOUS) | You never provide personal information online (SPONTA-NEOUS) | Don't know |
|---|------|--|--|---|----------------------|--|------------|
|    | EU28 | 67%  | 66%  | 55%   | 1%                   | 3%   | 2%         |
|    | BE   | 56%  | 73%  | 62%   | 1%                   | 3%   | 0%         |
|    | BG   | 75%  | 53%  | 55%   | 0%                   | 5%   | 3%         |
|    | CZ   | 65%  | 66%  | 58%   | 0%                   | 3%   | 2%         |
|    | DK   | 71%  | 56%  | 63%   | 0%                   | 2%   | 2%         |
|    | DE   | 65%  | 70%  | 52%   | 2%                   | 4%   | 1%         |
|  | EE   | 66%  | 75%  | 44%   | 1%                   | 5%   | 1%         |
|  | IE   | 72%  | 77%  | 43%   | 1%                   | 2%   | 1%         |
|  | EL   | 62%  | 68%  | 64%   | 0%                   | 3%   | 0%         |
|  | ES   | 69%  | 46%  | 73%   | 0%                   | 4%   | 1%         |
|  | FR   | 56%  | 77%  | 57%   | 0%                   | 1%   | 2%         |
|  | HR   | 67%  | 73%  | 45%   | 2%                   | 4%   | 2%         |
|  | IT   | 70%  | 45%  | 70%   | 0%                   | 5%   | 2%         |
|  | CY   | 53%  | 71%  | 56%   | 1%                   | 8%   | 2%         |
|  | LV   | 65%  | 64%  | 61%   | 1%                   | 2%   | 2%         |
|  | LT   | 75%  | 69%  | 49%   | 0%                   | 2%   | 1%         |
|  | LU   | 64%  | 81%  | 46%   | 1%                   | 2%   | 0%         |
|  | HU   | 66%  | 59%  | 46%   | 3%                   | 10%  | 2%         |
|  | MT   | 42%  | 81%  | 66%   | 1%                   | 2%   | 1%         |
|  | NL   | 63%  | 69%  | 63%   | 2%                   | 1%   | 0%         |
|  | AT   | 60%  | 74%  | 57%   | 0%                   | 2%   | 0%         |
|  | PL   | 74%  | 73%  | 39%   | 0%                   | 3%   | 3%         |
|  | PT   | 53%  | 75%  | 52%   | 1%                   | 8%   | 2%         |
|  | RO   | 75%  | 71%  | 45%   | 0%                   | 2%   | 1%         |
|  | SI   | 71%  | 72%  | 42%   | 1%                   | 5%   | 1%         |
|  | SK   | 62%  | 66%  | 58%   | 1%                   | 1%   | 3%         |
|  | FI   | 81%  | 70%  | 44%   | 0%                   | 1%   | 1%         |
|  | SE   | 72%  | 57%  | 57%   | 3%                   | 2%   | 0%         |
|  | UK   | 75%  | 71%  | 40%   | 2%                   | 2%   | 3%         |

| Highest percentage per country | Lowest percentage per country |
|--------------------------------|-------------------------------|
| Highest percentage per item    | Lowest percentage per item    |

Base: Respondents who provide information online (n=20,749 in EU28)

According to the socio-demographic data, 15-24 year-olds are the most likely, and people aged 55 or over the least likely, to say that people should be responsible for protecting their own personal information (75% vs. 61%). However, people aged 55 or over are the most likely to say that public authorities should be responsible for this (61% vs. 46% of 15-24 year-olds).

Individuals with a higher level of education are more inclined to say that individuals should be responsible for protecting their own personal information: 67% of respondents who finished their education aged 20 or over take this view, as opposed to 55% of people who left school aged 15 or below.

People who think they have complete control over their own information are more likely to feel that individuals should be responsible for protecting their own information than respondents who feel they have no control at all (74% vs. 63%). People who feel they have no control at all are more likely to say that public authorities should be responsible (60% vs. 49% of people who feel they have complete control).

**QB11T - Who do you think should make sure the personal information you provide online is collected, stored and exchanged safely? TOTAL (MAX. 2 ANSWERS)**

|   | You – as you need to take care of your own information | Online companies – as they need to ensure they process your information safely | Public authorities – as they need to ensure that citizens' data are protected |
|---|--|--|---|
| EU28  | 66%  | 67%  | 55%   |
| <b>Age</b>  |  |  |   |
| 15-24   | 75%  | 69%  | 46%   |
| 25-39   | 67%  | 69%  | 54%   |
| 40-54   | 62%  | 68%  | 57%   |
| 55 +  | 61%  | 61%  | 61%   |
| <b>Education (End of)</b>                                   |  |  |   |
| 15-   | 55%  | 64%  | 60%   |
| 16-19   | 65%  | 66%  | 55%   |
| 20+   | 67%  | 67%  | 57%   |
| Still studying  | 75%  | 70%  | 47%   |
| <b>Perceived level of control over personal information</b> |  |  |   |
| Complete  | 74%  | 71%  | 49%   |
| Partial   | 68%  | 70%  | 56%   |
| None  | 63%  | 68%  | 60%   |

Base: Respondents who provide information online (n=20,749 in EU28)

## VIII. DIFFERENT USES OF THE INTERNET

**- Over half of the respondents use online social networks at least once a week.  
Same for instant messaging / chat services -**

Respondents who use the Internet were given a list of seven online activities, and were asked how often they do each of them<sup>30</sup>.

Over half of Europeans in this group (57%) use an online social network at least once a week, with more than a third using it every day or almost every day (34%), while 14% do this two or three times a month or less. Nearly three out of ten people (29%) never use an online social network.

More than half of the respondents (53%) use instant messaging or chat websites at least once a week, with 14% of people using these services two or three times a month or less. Over three out of ten people (32%) never use instant messaging or chat websites.

Online banking is used by 43% of respondents at least once a week, and by 22% of respondents two or three times a month or less. Over a third of respondents (35%) never use online banking.

Roughly a quarter of respondents (27%) make or receive phone calls or video calls over the Internet at least once a week, with a quarter (25%) of people doing so two or three times a month or less. A majority of people (47%) never use the Internet to make or receive phone calls or video calls.

A quarter of respondents (25%) play online video games at least once a week, and 15% of people say they play these games two or three times a month or less. Nearly six out of ten people (59%) never do this.

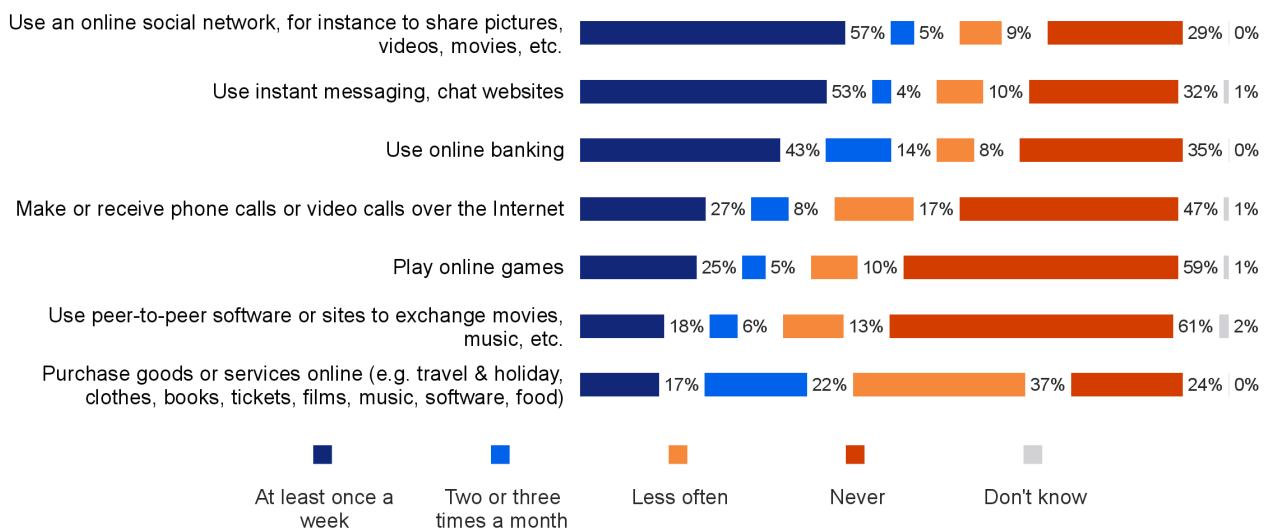
Under a fifth of people (17%) say they purchase goods or services online at least once a week, while 22% do so two or three times a month, and 37% do so less often than that. Only around a quarter of respondents (24%) never purchase goods or services online.

Finally, nearly a fifth of respondents (18%) use peer-to-peer software or sites to exchange music or movies at least once a week, where 19% of people do this two or three times a month or less. More than six out of ten people (61%) never do this.

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<sup>30</sup> QB1 Please tell me how often you do each of the following activities online. Use an online social network, for instance to share pictures, videos, movies, etc.; Purchase goods or services online (e.g. travel & holiday, clothes, books, tickets, films, music, software, food); Use instant messaging, chat websites; Use peer-to-peer software or sites to exchange movies, music, etc.; Make or receive phone calls or video calls over the Internet; Use online banking; Play online games. Every day/ almost every day, Two or three times a week, About once a week, Two or three times a month, Less often, Never, Don't know.

QB1. Please tell me how often you do each of the following activities online.



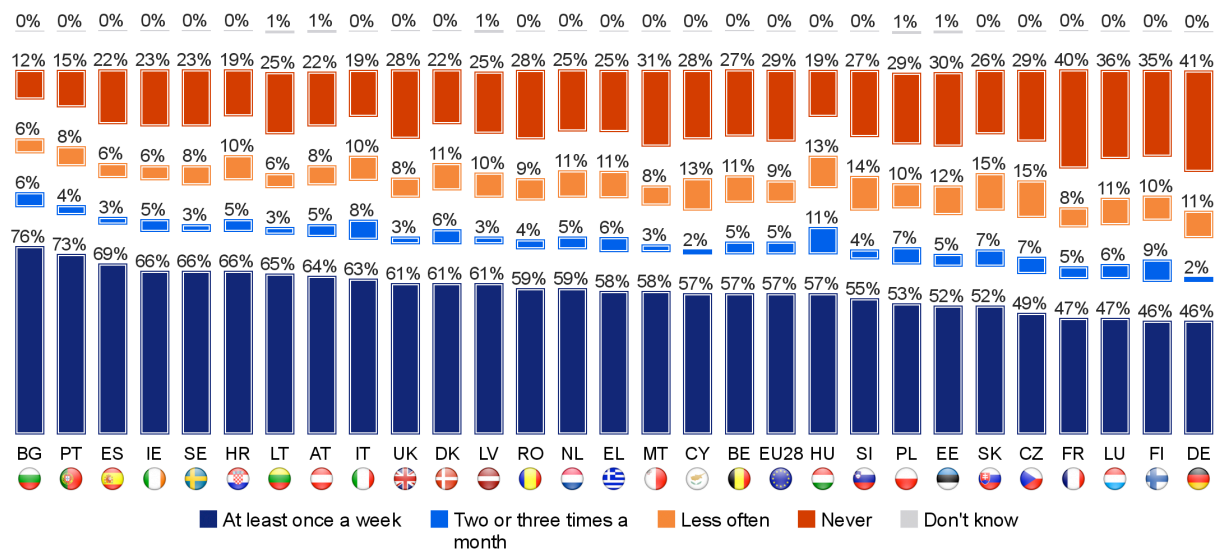
EU28

Base: Respondents who use the Internet (n=21,707 in EU28)

Over 50% of people in all but five Member States use an online social network at least once a week. Respondents in Bulgaria (76%), Portugal (73%), and Spain (69%) are the most likely to use them at least once a week. The five exceptions where less than half of the respondents use such services on a weekly basis are Finland (45%), Luxembourg (46%), Germany (46%), France (47%) and the Czech Republic (49%).

QB1.1. Please tell me how often you do each of the following activities online.

Use an online social network, for instance to share pictures, videos, movies, etc.

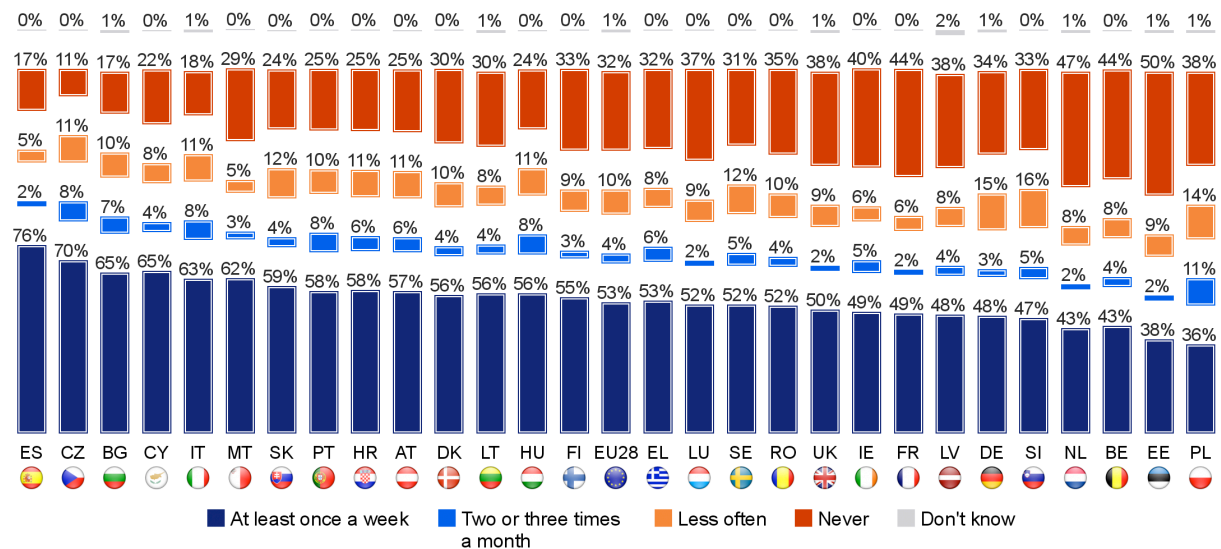


Base: Respondents who use the Internet (n=21,707 in EU28)

In 19 Member States, more than half of the respondents use instant messaging or chat websites at least once a week. Spain (76%), the Czech Republic (70%), Bulgaria (65%) and Cyprus (65%) have the highest proportions of people who do this, while Poland (36%) and Estonia (38%) have the lowest. In Estonia, half of the respondents (50%) say they never use instant messaging or chat websites.

QB1.3. Please tell me how often you do each of the following activities online.

Use instant messaging, chat websites

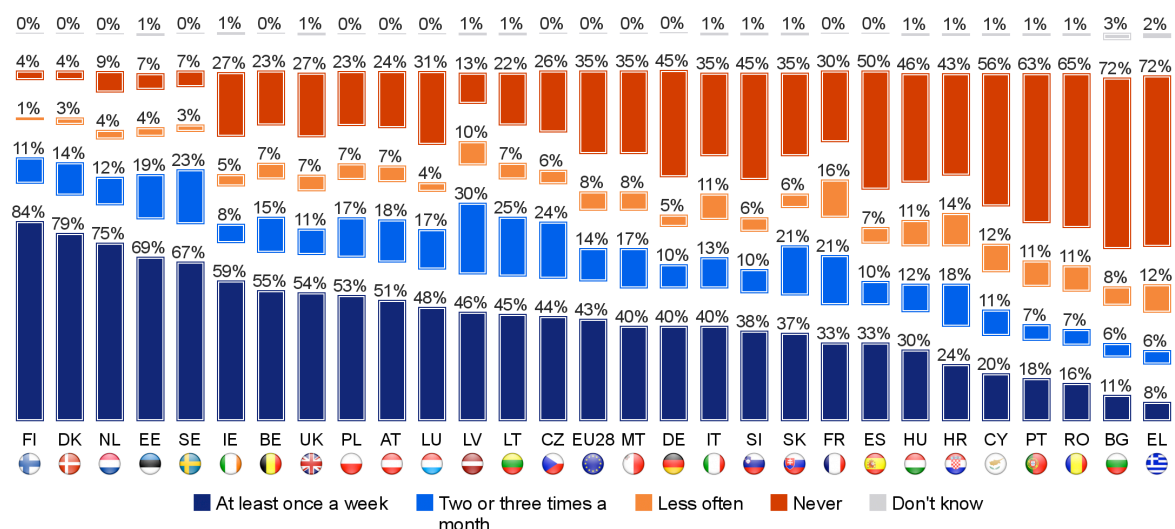


Base: Respondents who use the Internet (n=21,707 in EU28)

The proportion of respondents who use online banking at least once a week varies substantially from country to country. At least 50% of respondents use online banking at least once a week in 10 Member States, and over eight out of ten people do so in Finland (83%) and Denmark (79%). But at the other end of the scale, only around a tenth of respondents in Greece (8%) and Bulgaria (11%) use online banking on a weekly basis. In both countries, over seven out of ten people (72%) say they never use online banking, as do at least 50% of respondents in six Member States altogether.

QB1.6. Please tell me how often you do each of the following activities online.

Use online banking

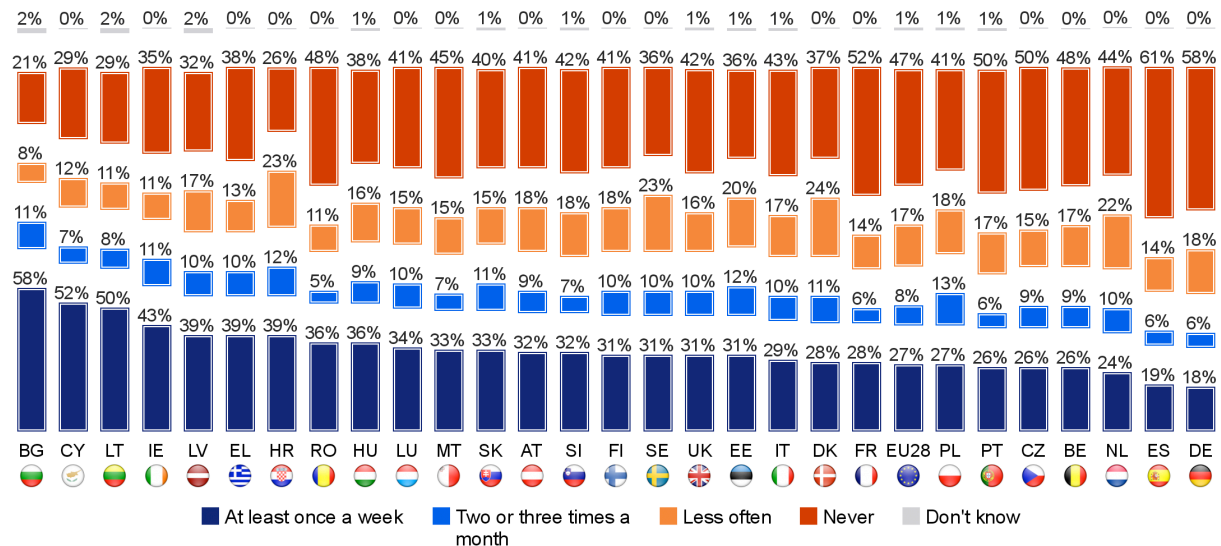


Base: Respondents who use the Internet (n=21,707 in EU28)

There are also large geographical differences regarding making or receiving phone calls or video calls over the Internet. Bulgaria (57%) and Cyprus (52%) are the only Member States where at least half of the respondents do so at least once a week, while over four out of ten people do this in Lithuania (49%) and Ireland (43%). But in nine countries less than three out of ten people do this on a weekly basis, with less than a fifth doing so in Germany (18%) and Spain (19%). Around six out of ten people in Spain (60%) and Germany (58%) never make or receive phone calls or video calls over the Internet.

QB1.5. Please tell me how often you do each of the following activities online.

Make or receive phone calls or video calls over the Internet

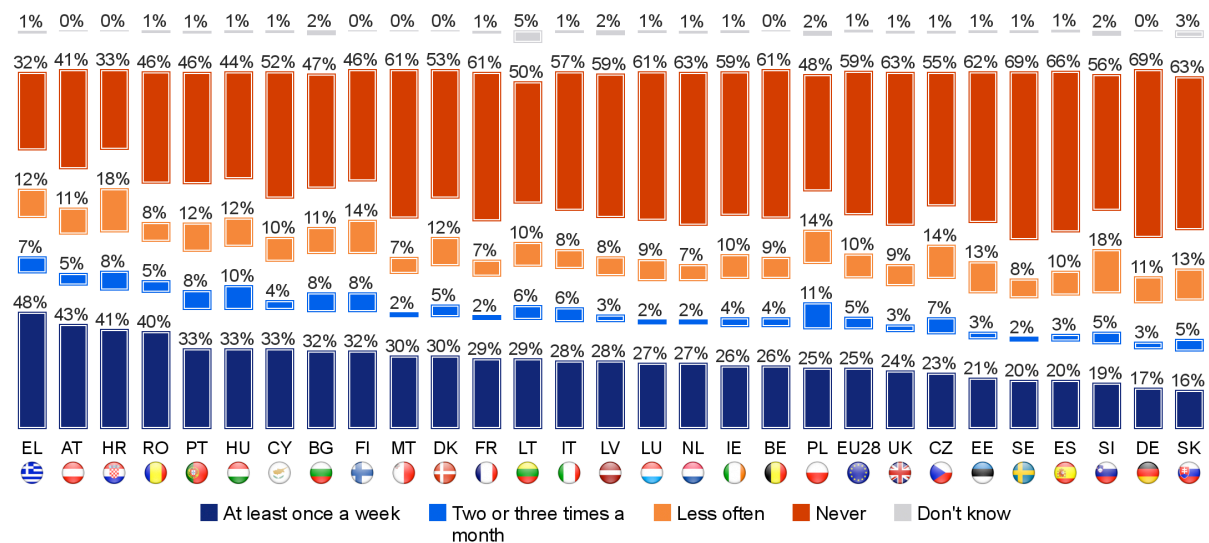


Base: Respondents who use the Internet (n=21,707 in EU28)

In the three following Member States, more than four out of ten respondents play online games at least once a week: Greece (48%), Austria (43%) and Croatia (41%). But at the other end of the scale, less than a fifth of people do this in Slovakia (16%), Germany (17%), Slovenia (19%) and Sweden (19%).

QB1.7. Please tell me how often you do each of the following activities online.

Play online games

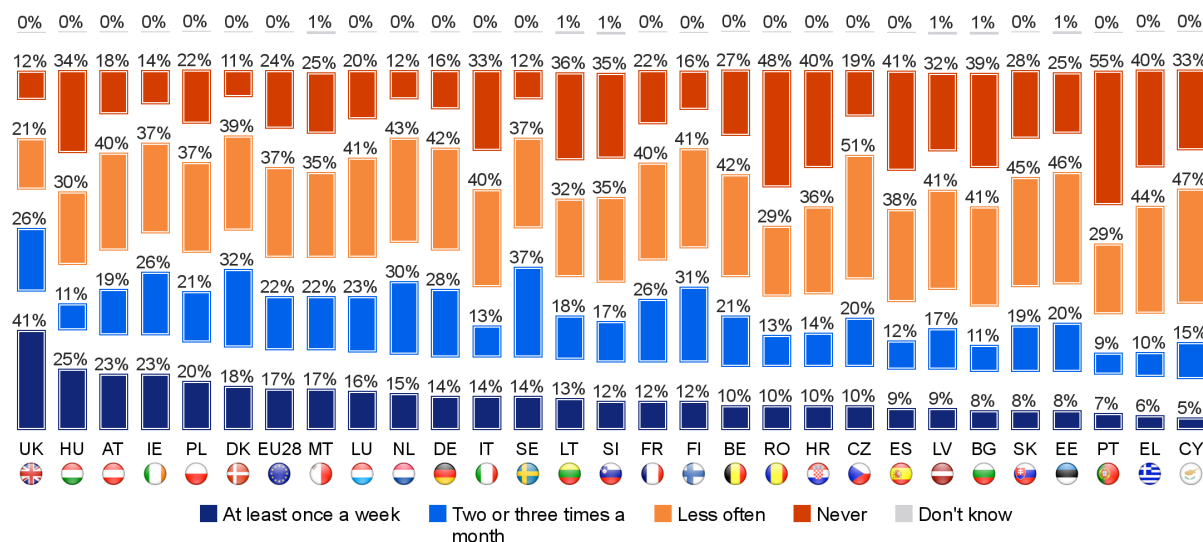


Base: Respondents who use the Internet (n=21,707 in EU28)

The UK stands out as having by far the highest proportion of respondents (41%) who purchase goods or services online at least once a week. Hungary (25%) has the second highest proportion, followed by Ireland (23%), Austria (22%) and Poland (20%). In the remaining 23 Member States, less than a fifth of people purchase goods or services online at least once a week, and less than a tenth do so in nine countries. Respondents in Greece (5%) and Cyprus (5%) are the least likely to do this on a weekly basis. Portugal (55%) is the only country where over half of the respondents never purchase goods or services online.

QB1.2. Please tell me how often you do each of the following activities online.

Purchase goods or services online (e.g. travel & holiday, clothes, books, tickets, films, music, software, food)



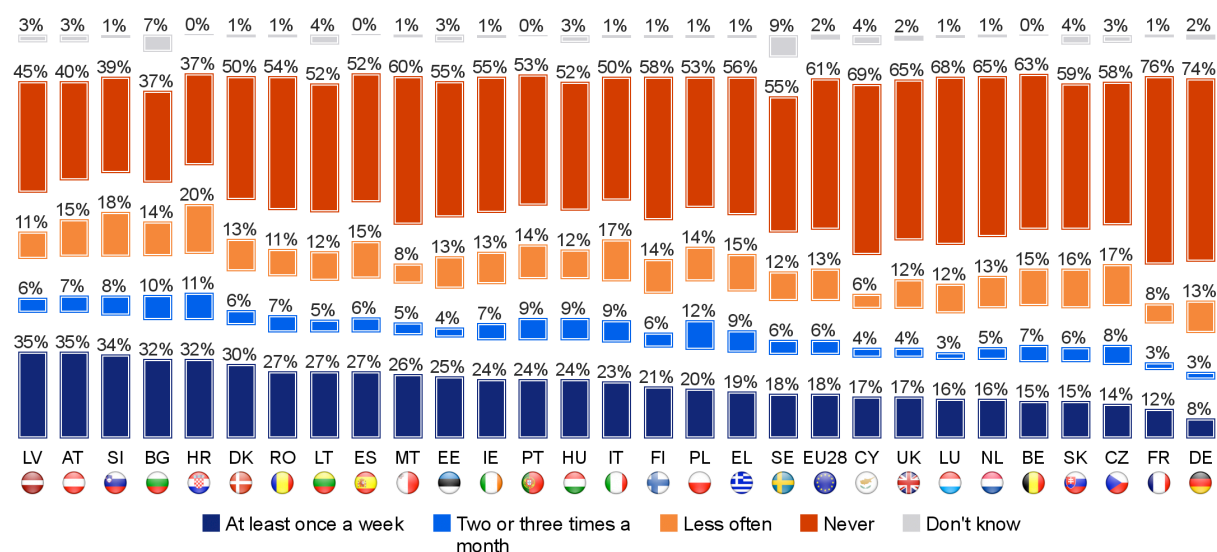
Base: Respondents who use the Internet (n=21,707 in EU28)

The proportion of respondents who use peer-to-peer software or sites to exchange music or movies at least once a week ranges from 35% in Slovenia, Austria and Latvia, to just 7% in Germany and 12% in France. In all but five Member States, more than half of the respondents say they never do this, the exceptions being Croatia (37%), Bulgaria (37%), Slovenia (39%), Austria (40%) and Latvia (45%).



QB1.4. Please tell me how often you do each of the following activities online.

Use peer-to-peer software or sites to exchange movies, music, etc.



Base: Respondents who use the Internet (n=21,707 in EU28)

Socio-demographic analysis shows that men are somewhat more likely than women to play online games (43% vs. 36%) and to use peer-to-peer software or sites to exchange music or movies (41% vs. 33%).

Unsurprisingly, young people are the most likely to do most of the online activities under discussion: for example, 63% of 15-24 year-olds play online games, as opposed to 22% of people aged 55 and over. However, 25-39 year-olds are the most likely to use online banking (74% vs. 55% of 15-24 year-olds) and to purchase goods or services online (83% vs. 64% of people aged 55 and over).

In all cases, people with a higher level of education are more likely to engage in the online activity. For example, 84% of people who finished their education aged 20 or above purchase goods or services online, as opposed to 51% of people who left school aged 15 or under.

Managers, other white collar workers and self-employed people are the most likely of the different professional groups to engage in most of the online activities. For example, between 54 and 60% of managers, other white collar workers and self-employed people use the Internet to make phone or video calls, compared with 39% of retired people and 40% of house persons.

Respondents who live in large towns are more likely to do the various activities: for example, 44% of people from large towns use peer-to-peer software or sites to exchange music or movies, as opposed to 33% of respondents from rural villages.



QB1 Please tell me how often you do each of the following activities online.

Total 'Does this online activity'

|                                    | Purchase goods or services online | Use an online social network, for instance to share pictures, videos, movies, etc. | Use instant messaging, chat websites | Use online banking | Make or receive phone calls or video calls over the Internet | Play online games | Use peer-to-peer software or sites to exchange movies, music, etc. |
|------------------------------------|-----------------------------------|--|--------------------------------------|--------------------|--|-------------------|--|
| EU28                               | 76%                               | 71%  | 67%                                  | 65%                | 52%  | 40%               | 37%  |
| <b>Gender</b>                      |                                   |  |                                      |                    |  |                   |  |
| Man                                | 78%                               | 70%  | 67%                                  | 67%                | 54%  | 43%               | 41%  |
| Woman                              | 75%                               | 72%  | 67%                                  | 63%                | 50%  | 36%               | 33%  |
| <b>Age</b>                         |                                   |  |                                      |                    |  |                   |  |
| 15-24                              | 79%                               | 93%  | 89%                                  | 55%                | 69%  | 63%               | 63%  |
| 25-39                              | 83%                               | 82%  | 78%                                  | 74%                | 59%  | 46%               | 48%  |
| 40-54                              | 77%                               | 66%  | 63%                                  | 67%                | 46%  | 34%               | 28%  |
| 55 +                               | 64%                               | 46%  | 43%                                  | 58%                | 38%  | 22%               | 15%  |
| <b>Education (End of)</b>          |                                   |  |                                      |                    |  |                   |  |
| 15-                                | 51%                               | 57%  | 53%                                  | 38%                | 30%  | 33%               | 21%  |
| 16-19                              | 73%                               | 68%  | 64%                                  | 62%                | 45%  | 38%               | 31%  |
| 20+                                | 84%                               | 69%  | 67%                                  | 79%                | 58%  | 35%               | 38%  |
| Still studying                     | 80%                               | 94%  | 91%                                  | 52%                | 73%  | 62%               | 65%  |
| <b>Socio-professional category</b> |                                   |  |                                      |                    |  |                   |  |
| Self-employed                      | 81%                               | 73%  | 69%                                  | 77%                | 59%  | 34%               | 40%  |
| Managers                           | 92%                               | 72%  | 70%                                  | 85%                | 60%  | 34%               | 40%  |
| Other white collars                | 86%                               | 75%  | 72%                                  | 78%                | 54%  | 43%               | 42%  |
| Manual workers                     | 74%                               | 71%  | 67%                                  | 63%                | 46%  | 40%               | 34%  |
| House persons                      | 62%                               | 67%  | 62%                                  | 50%                | 40%  | 37%               | 24%  |
| Unemployed                         | 64%                               | 75%  | 72%                                  | 52%                | 49%  | 46%               | 40%  |
| Retired                            | 61%                               | 42%  | 39%                                  | 53%                | 36%  | 22%               | 13%  |
| Students                           | 80%                               | 94%  | 91%                                  | 52%                | 73%  | 62%               | 65%  |
| <b>Subjective urbanisation</b>     |                                   |  |                                      |                    |  |                   |  |
| Rural village                      | 74%                               | 68%  | 64%                                  | 63%                | 47%  | 36%               | 33%  |
| Small/ mid size town               | 76%                               | 69%  | 67%                                  | 65%                | 51%  | 39%               | 36%  |
| Large town                         | 79%                               | 76%  | 72%                                  | 67%                | 60%  | 45%               | 44%  |

Base: Respondents who use the Internet (n=21,707 in EU28)

## CONCLUSIONS

It comes as no surprise to find that a high proportion of European citizens use online services such as social networks on a regular basis. However, the report shows clearly that the uptake of different digital services has taken place at considerably different rates across the EU. Over four-fifths of people in Finland, for example, use online banking services every week, while less than a tenth of people do so in Greece.

It is also important to recognize that most respondents accept, in the digital age, that data collection is a part of modern life – so long as it remains within appropriate boundaries. In this respect, seven in ten respondents think that their explicit approval should be required before any kind of personal information is collected and processed in all cases. This finding is especially striking against the backdrop of only 15% of respondents who feel they have complete control over the information they provide online.

The level of trust in online companies remains noticeably low: less than a quarter of Europeans trust online businesses like search engines to protect their personal data. This highlights the need for further reform of the data protection landscape in Europe, both to provide companies with clear standards which they need to meet, and to give members of the public confidence that their rights are in fact being protected. This is doubly important since around two thirds of respondents think it should be the job of the company or public authority handling their data to inform them should their data be lost or stolen.

The report also demonstrates that Europeans have widespread concerns about the consequences of their data being misused. More than two thirds of respondents who feel that they do not have complete control over their personal data say they are concerned about this lack of control. At the same time less than a fifth of respondents admit that they fully read privacy statements when they are asked to provide personal information online, mainly because they are too long or difficult to read.

More specifically, half of all respondents say that fraud is the main risk they become exposed to when they share private data online, and nearly as many are concerned about online identity theft. Such concerns again support the EU's drive to update and improve the data protection regime.

## **ANNEXES**

## TECHNICAL SPECIFICATIONS

## **SPECIAL EUROBAROMETER 431**

### **Data protection**

### **TECHNICAL SPECIFICATIONS**

Between the 28<sup>th</sup> of February and the 9<sup>th</sup> of March 2015, TNS opinion & social, a consortium created between TNS political & social, TNS UK and TNS opinion, carried out the wave 83.1 of the EUROBAROMETER survey, on request of the EUROPEAN COMMISSION, Directorate-General for Communication, "Strategy, Corporate Communication Actions and Eurobarometer" unit.

The Special Eurobarometer 431 is part of the wave 83.1 covers the population of the respective nationalities of the European Union Member States, resident in each of the Member States and aged 15 years and over.

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 II (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 below.

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<br>(at the 95% level of confidence) |     |     |     |      |      |  |      |      |      |      |                |
|---|-----|-----|-----|------|------|--|------|------|------|------|----------------|
| <i>various sample sizes are in rows</i>   |     |     |     |      |      | <i>various observed results are in columns</i> |      |      |      |      |                |
|   | 5%  | 10% | 15% | 20%  | 25%  | 30%  | 35%  | 40%  | 45%  | 50%  |                |
|   | 95% | 90% | 85% | 80%  | 75%  | 70%  | 65%  | 60%  | 55%  | 50%  |                |
| <b>N=50</b>   | 6,0 | 8,3 | 9,9 | 11,1 | 12,0 | 12,7   | 13,2 | 13,6 | 13,8 | 13,9 | <b>N=50</b>    |
| <b>N=500</b>  | 1,9 | 2,6 | 3,1 | 3,5  | 3,8  | 4,0  | 4,2  | 4,3  | 4,4  | 4,4  | <b>N=500</b>   |
| <b>N=1000</b>   | 1,4 | 1,9 | 2,2 | 2,5  | 2,7  | 2,8  | 3,0  | 3,0  | 3,1  | 3,1  | <b>N=1000</b>  |
| <b>N=1500</b>   | 1,1 | 1,5 | 1,8 | 2,0  | 2,2  | 2,3  | 2,4  | 2,5  | 2,5  | 2,5  | <b>N=1500</b>  |
| <b>N=2000</b>   | 1,0 | 1,3 | 1,6 | 1,8  | 1,9  | 2,0  | 2,1  | 2,1  | 2,2  | 2,2  | <b>N=2000</b>  |
| <b>N=3000</b>   | 0,8 | 1,1 | 1,3 | 1,4  | 1,5  | 1,6  | 1,7  | 1,8  | 1,8  | 1,8  | <b>N=3000</b>  |
| <b>N=4000</b>   | 0,7 | 0,9 | 1,1 | 1,2  | 1,3  | 1,4  | 1,5  | 1,5  | 1,5  | 1,5  | <b>N=4000</b>  |
| <b>N=5000</b>   | 0,6 | 0,8 | 1,0 | 1,1  | 1,2  | 1,3  | 1,3  | 1,4  | 1,4  | 1,4  | <b>N=5000</b>  |
| <b>N=6000</b>   | 0,6 | 0,8 | 0,9 | 1,0  | 1,1  | 1,2  | 1,2  | 1,2  | 1,3  | 1,3  | <b>N=6000</b>  |
| <b>N=7000</b>   | 0,5 | 0,7 | 0,8 | 0,9  | 1,0  | 1,1  | 1,1  | 1,1  | 1,2  | 1,2  | <b>N=7000</b>  |
| <b>N=7500</b>   | 0,5 | 0,7 | 0,8 | 0,9  | 1,0  | 1,0  | 1,1  | 1,1  | 1,1  | 1,1  | <b>N=7500</b>  |
| <b>N=8000</b>   | 0,5 | 0,7 | 0,8 | 0,9  | 0,9  | 1,0  | 1,0  | 1,1  | 1,1  | 1,1  | <b>N=8000</b>  |
| <b>N=9000</b>   | 0,5 | 0,6 | 0,7 | 0,8  | 0,9  | 0,9  | 1,0  | 1,0  | 1,0  | 1,0  | <b>N=9000</b>  |
| <b>N=10000</b>  | 0,4 | 0,6 | 0,7 | 0,8  | 0,8  | 0,9  | 0,9  | 1,0  | 1,0  | 1,0  | <b>N=10000</b> |
| <b>N=11000</b>  | 0,4 | 0,6 | 0,7 | 0,7  | 0,8  | 0,9  | 0,9  | 0,9  | 0,9  | 0,9  | <b>N=11000</b> |
| <b>N=12000</b>  | 0,4 | 0,5 | 0,6 | 0,7  | 0,8  | 0,8  | 0,9  | 0,9  | 0,9  | 0,9  | <b>N=12000</b> |
| <b>N=13000</b>  | 0,4 | 0,5 | 0,6 | 0,7  | 0,7  | 0,8  | 0,8  | 0,8  | 0,9  | 0,9  | <b>N=13000</b> |
| <b>N=14000</b>  | 0,4 | 0,5 | 0,6 | 0,7  | 0,7  | 0,8  | 0,8  | 0,8  | 0,8  | 0,8  | <b>N=14000</b> |
| <b>N=15000</b>  | 0,3 | 0,5 | 0,6 | 0,6  | 0,7  | 0,7  | 0,8  | 0,8  | 0,8  | 0,8  | <b>N=15000</b> |
|   | 5%  | 10% | 15% | 20%  | 25%  | 30%  | 35%  | 40%  | 45%  | 50%  |                |
|   | 95% | 90% | 85% | 80%  | 75%  | 70%  | 65%  | 60%  | 55%  | 50%  |                |

| ABBR.      | COUNTRIES      | INSTITUTES            | N°<br>INTERVIEWS | DATES<br>FIELDWORK |         | POPULATION<br>15+ | PROPORTION<br>EU28 |
|------------|----------------|-----------------------|------------------|--------------------|---------|-------------------|--------------------|
| BE         | Belgium        | TNS Dimarso           | 1.011            | 28/02/15           | 9/03/15 | 9.263.570         | 2,18%              |
| BG         | Bulgaria       | TNS BBSS              | 1.052            | 28/02/15           | 9/03/15 | 6.294.563         | 1,48%              |
| CZ         | Czech Rep.     | TNS Aisa              | 1.066            | 28/02/15           | 9/03/15 | 8.955.829         | 2,11%              |
| DK         | Denmark        | TNS Gallup DK         | 1.014            | 28/02/15           | 9/03/15 | 4.625.032         | 1,09%              |
| DE         | Germany        | TNS Infratest         | 1.594            | 28/02/15           | 9/03/15 | 71.283.580        | 16,79%             |
| EE         | Estonia        | TNS Emor              | 1.008            | 28/02/15           | 9/03/15 | 1.113.355         | 0,26%              |
| IE         | Ireland        | Behaviour & Attitudes | 1.005            | 28/02/15           | 9/03/15 | 3.586.829         | 0,84%              |
| EL         | Greece         | TNS ICAP              | 1.004            | 28/02/15           | 9/03/15 | 8.791.499         | 2,07%              |
| ES         | Spain          | TNS Spain             | 1.002            | 2/03/15            | 9/03/15 | 39.506.853        | 9,31%              |
| FR         | France         | TNS Sofres            | 1.025            | 28/02/15           | 9/03/15 | 51.668.700        | 12,17%             |
| HR         | Croatia        | HENDAL                | 1.087            | 28/02/15           | 9/03/15 | 3.625.601         | 0,85%              |
| IT         | Italy          | TNS Italia            | 1.035            | 28/02/15           | 9/03/15 | 51.336.889        | 12,09%             |
| CY         | Rep. Of Cyprus | CYMAR                 | 501              | 28/02/15           | 9/03/15 | 724.084           | 0,17%              |
| LV         | Latvia         | TNS Latvia            | 1.004            | 28/02/15           | 9/03/15 | 1.731.509         | 0,41%              |
| LT         | Lithuania      | TNS LT                | 1.001            | 28/02/15           | 9/03/15 | 2.535.329         | 0,60%              |
| LU         | Luxembourg     | TNS ILReS             | 511              | 28/02/15           | 9/03/15 | 445.806           | 0,11%              |
| HU         | Hungary        | TNS Hoffmann          | 1.046            | 28/02/15           | 9/03/15 | 8.477.933         | 2,00%              |
| MT         | Malta          | MISCO                 | 498              | 28/02/15           | 9/03/15 | 360.045           | 0,08%              |
| NL         | Netherlands    | TNS NIPO              | 1.008            | 28/02/15           | 9/03/15 | 13.901.653        | 3,27%              |
| AT         | Austria        | ipr Umfrageforschung  | 1.020            | 28/02/15           | 9/03/15 | 7.232.497         | 1,70%              |
| PL         | Poland         | TNS Polska            | 1.004            | 28/02/15           | 9/03/15 | 32.736.685        | 7,71%              |
| PT         | Portugal       | TNS Portugal          | 1.000            | 28/02/15           | 9/03/15 | 8.512.269         | 2,01%              |
| RO         | Romania        | TNS CSOP              | 1.043            | 28/02/15           | 9/03/15 | 16.880.465        | 3,98%              |
| SI         | Slovenia       | RM PLUS               | 1.025            | 28/02/15           | 9/03/15 | 1.760.726         | 0,41%              |
| SK         | Slovakia       | TNS Slovakia          | 1.028            | 28/02/15           | 9/03/15 | 4.580.260         | 1,08%              |
| FI         | Finland        | TNS Gallup Oy         | 1.016            | 28/02/15           | 9/03/15 | 4.511.446         | 1,06%              |
| SE         | Sweden         | TNS Sifo              | 1.044            | 28/02/15           | 9/03/15 | 7.944.034         | 1,87%              |
| UK         | United Kingdom | TNS UK                | 1.328            | 28/02/15           | 9/03/15 | 52.104.731        | 12,27%             |
| TOTAL EU28 |                |                       | 27.980           | 28/02/15           | 9/03/15 | 424.491.772       | 100%*              |

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

## QUESTIONNAIRE



*D62.1&2&3: "NO ANSWER" NOT ALLOWED*

**D62**

**Could you tell me if...?**

*(SHOW SCREEN – READ OUT – ONE ANSWER PER LINE)*

|   |  | Every day/<br>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 somewhere else (school, university, cyber-café, etc.) | 1                              | 2                         | 3                 | 4                          | 5          | 6     | 7                        |

*EB82.4 D62*

**ASK QB1 IF "USE THE INTERNET", CODE 1 TO 5 IN D62.1 OR D62.2 OR D62.3 – OTHERS GO TO QB2**

**For this question and throughout the survey, the term "online" refers to all activities on the Internet, such as web browsing, use of online social networks, online purchases, etc., whether using a computer, a smartphone, a tablet or other devices.**

**QB1**

**Please tell me how often you do each of the following activities online.**

*(SHOW SCREEN – READ OUT – ONE ANSWER PER LINE)*

|   |  | Every day/<br>Almost every day | Two or three times a week | About once a week | Two or three times a month | Less often | Never | DK |
|---|--|--------------------------------|---------------------------|-------------------|----------------------------|------------|-------|----|
| 1 | Use an online social network, for instance to share pictures, videos, movies, etc.                               | 1                              | 2                         | 3                 | 4                          | 5          | 6     | 7  |
| 2 | Purchase goods or services online (e.g. travel & holiday, clothes, books, tickets, films, music, software, food) | 1                              | 2                         | 3                 | 4                          | 5          | 6     | 7  |
| 3 | Use instant messaging, chat websites   | 1                              | 2                         | 3                 | 4                          | 5          | 6     | 7  |
| 4 | Use peer-to-peer software or sites to exchange movies, music, etc.   | 1                              | 2                         | 3                 | 4                          | 5          | 6     | 7  |
| 5 | Make or receive phone calls or video calls over the Internet   | 1                              | 2                         | 3                 | 4                          | 5          | 6     | 7  |
| 6 | Use online banking   | 1                              | 2                         | 3                 | 4                          | 5          | 6     | 7  |
| 7 | Play online games  | 1                              | 2                         | 3                 | 4                          | 5          | 6     | 7  |

*NEW*

**ASK ALL**

QB2: ROTATE ITEMS 1 TO 6

**QB2 Please tell me whether you agree or disagree with each of the following statements. (M)**

(SHOW SCREEN – READ OUT – ONE ANSWER PER LINE)

|   |  | Totally agree | Tend to agree | Tend to disagree | Totally disagree | Not applicable (SP.) | DK |
|---|--|---------------|---------------|------------------|------------------|----------------------|----|
| 1 | The (NATIONALITY) Government asks you for more and more personal information                                   | 1             | 2             | 3                | 4                | 5                    | 6  |
| 2 | You feel you have to provide personal information online (M)   | 1             | 2             | 3                | 4                | 5                    | 6  |
| 3 | There is no alternative than to provide personal information if you want to obtain products or services (M)    | 1             | 2             | 3                | 4                | 5                    | 6  |
| 4 | Providing personal information is not a big issue for you (M)  | 1             | 2             | 3                | 4                | 5                    | 6  |
| 5 | Providing personal information is an increasing part of modern life (M)  | 1             | 2             | 3                | 4                | 5                    | 6  |
| 6 | You don't mind providing personal information in return for free services online (e.g. free email address) (M) | 1             | 2             | 3                | 4                | 5                    | 6  |

EB74.3 QB3 TREND MODIFIED

**ASK QB3 TO QB5 IF "USE THE INTERNET", CODE 1 TO 5 IN D62.1 OR D62.2 OR D62.3 – OTHERS GO TO QB6**

QB3: ROTATE ANSWERS 1 TO 9

QB3: MAX. 3 ANSWERS

QB3: CODE 11 IS EXCLUSIVE

QB3: CODE 12 IS EXCLUSIVE

**QB3 When online (using online social networks or mobile applications, making online purchases, etc.), you are sometimes asked to provide personal information. What are the main reasons why you provide personal information online? (M)**

(SHOW SCREEN – READ OUT – MAX. 3 ANSWERS)

|   |     |
|---|-----|
| To access the service                                   | 1,  |
| To save time at the next visit                          | 2,  |
| To receive money or price reductions                    | 3,  |
| To benefit from personalised commercial offers          | 4,  |
| To get a service for free                               | 5,  |
| To obtain a service adapted to your needs               | 6,  |
| To connect with others                                  | 7,  |
| To make a payment online (N)                            | 8,  |
| To have your purchase delivered (N)                     | 9,  |
| Other (SP.)   | 10, |
| You never provide personal information online (SP.) (N) | 11  |
| DK  | 12  |

NEW (BASED ON EB74.3 QB5a)

**ASK QB4 AND QB5 IF "PROVIDE PERSONAL INFORMATION ONLINE",  
CODE 1 TO 10 IN QB3 – OTHERS GO TO QB6**

- QB4** How much control do you feel you have over the information you provide online, e.g. the ability to correct, change or delete this information? (M)  
(READ OUT – ONE ANSWER ONLY)

|  |   |
|--|---|
| Complete control                                   | 1 |
| Partial control                                    | 2 |
| No control at all                                  | 3 |
| It depends on the website or application (SP.) (N) | 4 |
| DK   | 5 |

NEW (BASED ON EB74.3 QB6a)

**ASK QB5 IF "FEELS THAT HAS PARTIAL OR NO CONTROL OVER THE  
INFORMATION PROVIDED ONLINE", CODE 2 TO 4 IN QB4 – OTHERS GO  
TO QB6**

- QB5** How concerned are you about not having complete control over the information you provide online? Would you say you are...?  
(READ OUT – ONE ANSWER ONLY)

|                      |   |
|----------------------|---|
| Very concerned       | 1 |
| Fairly concerned     | 2 |
| Not very concerned   | 3 |
| Not at all concerned | 4 |
| DK                   | 5 |

NEW

**ASK ALL**

- QB6** Have you ever heard of recent revelations about government agencies collecting personal data on a large scale for the purpose of national security?  
(ONE ANSWER ONLY)

|     |   |
|-----|---|
| Yes | 1 |
| No  | 2 |
| DK  | 3 |

NEW

**ASK QB7 IF "HAS HEARD OF RECENT REVELATIONS OF GOVERNMENT  
AGENCIES COLLECTING PERSONAL DATA", CODE 1 IN QB6 – OTHERS GO  
TO QB8**

- QB7** Would you say these recent revelations have had an impact on the trust in how your online personal data is used?  
(READ OUT – ONE ANSWER ONLY)

|                        |   |
|------------------------|---|
| Yes, a positive impact | 1 |
| Yes, a negative impact | 2 |
| No, no impact at all   | 3 |
| DK                     | 4 |

NEW

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

QB8: ROTATE ANSWERS 1 TO 12

QB8: MAX. 3 ANSWERS

QB8: CODE 14 IS EXCLUSIVE

QB8: CODE 15 IS EXCLUSIVE

QB8: CODE 16 IS EXCLUSIVE

**QB8 I will read out a list of potential risks for your personal information. According to you, what are the most serious risks of providing personal information online? (M)**  
(SHOW SCREEN – READ OUT – MAX. 3 ANSWERS)

|  |     |
|--|-----|
| Your information being used without your knowledge   | 1,  |
| Your information being shared with third parties (companies or government agencies) without your consent (M)                         | 2,  |
| Your information being used to send you unwanted commercial offers   | 3,  |
| Your views and behaviours being misunderstood  | 4,  |
| Your online identity being used for fraudulent purposes (M)  | 5,  |
| Your personal safety being at risk   | 6,  |
| Becoming a victim of fraud (M)   | 7,  |
| Becoming the victim of discrimination (e.g. in job recruitment, being charged higher prices, not being able to access a service) (M) | 8,  |
| Your reputation being damaged  | 9,  |
| Your information being used in different contexts from those in which you provided it (M)  | 10, |
| Your personal information being stolen (N)   | 11, |
| Your personal information being lost (N)   | 12, |
| Other (SP.)  | 13, |
| None (SP.)   | 14  |
| You never provide personal information online (SP.) (N)  | 15  |
| DK   | 16  |

NEW (BASED ON EB74.3 QB7a)

**ASK QB9 TO QB10b IF "USE ONLINE SOCIAL NETWORKS", CODE 1 TO 5 IN QB1.1 – OTHERS GO TO QB11a**

**A personal profile on an online social network usually includes information such as your age, interests, a photo and an "about me" section. Profile visibility, i.e. who can see your information and interact with you, can, in some cases, be personalised by managing the privacy settings offered by the site. (M)**

**QB9 Have you ever tried to change the privacy settings of your personal profile from the default settings on an online social network? (M)**  
(ONE ANSWER ONLY)

|     |   |
|-----|---|
| Yes | 1 |
| No  | 2 |
| DK  | 3 |

NEW (BASED ON EB74.3 QB10a)

**ASK QB10a IF "YES", CODE 1 IN QB9 – OTHERS GO TO QB10b**

**QB10a How easy or difficult did you find it to change the privacy settings of your personal profile?**

*(READ OUT – ONE ANSWER ONLY)*

|                  |   |
|------------------|---|
| Very easy        | 1 |
| Fairly easy      | 2 |
| Fairly difficult | 3 |
| Very difficult   | 4 |
| DK               | 5 |

*NEW (BASED ON EB74.3 QB11a)*

**ASK QB10b IF "NO", CODE 2 IN QB9 – OTHERS GO TO QB11a**

*QB10b: CODE 7 IS EXCLUSIVE*

**QB10b Why have you not tried to change these privacy settings? (M)**

*(SHOW SCREEN – READ OUT – MULTIPLE ANSWERS POSSIBLE)*

|  |    |
|--|----|
| You did not know that you could change the settings                            | 1, |
| You do not know how to change these settings (M)                               | 2, |
| You trust the sites to set appropriate privacy settings                        | 3, |
| You are not worried about having personal data on an online social network (M) | 4, |
| You have not had the time to look at the available options (M)                 | 5, |
| Other (SP.)  | 6, |
| DK   | 7  |

*NEW (BASED ON EB74.3 QB12a)*

**ASK QB11a AND QB11b IF CODE 1 TO 5 IN AT LEAST ONE ITEM IN QB1 – OTHERS GO TO QB12**

*QB11b: IF QB11a=5 DO NOT ASK QB11b*

*QB11b: IF QB11a=6 DO NOT ASK QB11b*

*QB11b: CODE 1 TO 3 GIVEN IN QB11a IS NOT ASKED IN QB11b*

**QB11a Who do you think should make sure the information you provide online is collected, stored and exchanged safely? Firstly? (M)**

**QB11b And secondly?**

*(SHOW SCREEN – READ OUT – ONE ANSWER PER COLUMN)*

|  | <b>QB11a</b>   | <b>QB11b</b>    |
|--|----------------|-----------------|
|  | <b>FIRSTLY</b> | <b>SECONDLY</b> |
| You – as you need to take care of your information                                 | 1              | 1               |
| Online companies – as they need to ensure they process your information safely (M) | 2              | 2               |
| Public authorities – as they need to ensure that citizens' data are protected (M)  | 3              | 3               |
| Other (SP.)  | 4              | 4               |
| You never provide personal information online (SP.) (N)                            | 5              | 5               |
| DK   | 6              | 6               |

*NEW (BASED ON EB74.3 QB9a&b)*

**ASK ALL**

**QB12** Nowadays, many of our everyday activities are recorded in different ways, such as through cameras, payment cards, websites, etc. How concerned or not are you about that? (M)

(SHOW SCREEN – READ OUT – ONE ANSWER PER LINE)

|   |   | Very<br>concerned | Fairly<br>concerned | Not<br>very<br>concerned | Not<br>at all<br>concerned | Not<br>applicable<br>(SP.) | DK |
|---|---|-------------------|---------------------|--------------------------|----------------------------|----------------------------|----|
| 1 | On the Internet (browsing, downloading files, accessing online content)                       | 1                 | 2                   | 3                        | 4                          | 5                          | 6  |
| 2 | In a public space (street, metro, airport, etc.)  | 1                 | 2                   | 3                        | 4                          | 5                          | 6  |
| 3 | In a private space (restaurant, bar, club, office, etc.)                                      | 1                 | 2                   | 3                        | 4                          | 5                          | 6  |
| 4 | Via mobile phone or use of mobile applications (listening in on your calls, geo-location) (M) | 1                 | 2                   | 3                        | 4                          | 5                          | 6  |
| 5 | Via payment cards (your location and spending habits) (M)                                     | 1                 | 2                   | 3                        | 4                          | 5                          | 6  |
| 6 | Via store or loyalty cards (your preferences and patterns of consumption, etc.) (M)           | 1                 | 2                   | 3                        | 4                          | 5                          | 6  |

EB74.3 QB13

**ASK QB13 TO QB16 IF "USE THE INTERNET", CODE 1 TO 5 IN D62.1 OR D62.2 OR D62.3 – OTHERS GO TO QB17**

**QB13** When you are asked to provide personal information online, would you say that you are usually informed about the conditions of the data collection and the further uses of your data? (M)

(READ OUT – ONE ANSWER ONLY)

|  |   |
|--|---|
| Always   | 1 |
| Sometimes  | 2 |
| Rarely   | 3 |
| Never  | 4 |
| You are never asked to provide personal information online (SP.) (M) | 5 |
| DK   | 6 |

NEW (BASED ON EB74.3 QB17)

**On the Internet, privacy statements explain how the personal information you provide will be used and who will have access to it. (M)**

**QB14** Thinking about privacy statements on the Internet, which of the following sentences best describes what you usually do? (M)

(SHOW SCREEN – READ OUT – ONE ANSWER ONLY)

|                                 |   |
|---------------------------------|---|
| You read them fully (M)         | 1 |
| You read them partially (M)     | 2 |
| You do not read them at all (M) | 3 |
| DK                              | 4 |

NEW (BASED ON EB74.3 QB18)

**ASK QB15 IF "DO NOT READ THEM OR ONLY PARTIALLY", CODE 2 OR 3 IN QB14 – OTHERS GO TO QB16**

*QB15: CODE 9 IS EXCLUSIVE*

**QB15 What are the reasons why you usually do not read or read only partially the privacy statements? (M)**

*(SHOW SCREEN – READ OUT – MULTIPLE ANSWERS POSSIBLE)*

|   |    |
|---|----|
| You think the websites will not honour them anyway                  | 1, |
| You believe that the law will protect you in any case               | 2, |
| You don't know where to find them (N)                               | 3, |
| You don't think it is important to read them (N)                    | 4, |
| You find them too long to read (N)                                  | 5, |
| You find them unclear, too difficult to understand (N)              | 6, |
| It is sufficient for you to see that websites have a privacy policy | 7, |
| Other (SP.) (N)   | 8, |
| DK  | 9  |

*NEW (BASED ON EB74.3 QB20)*

**ASK QB16 IF "USE THE INTERNET", CODE 1 TO 5 IN D62.1 OR D62.2 OR D62.3 – OTHERS GO TO QB17**

**QB16 As you may know, some online companies are able to provide free services, such as search engines, free e-mail accounts, etc., thanks to the income they receive from advertisers trying to reach users on their websites. How comfortable are you with the fact that those websites use information about your online activity to tailor advertisements or content to your hobbies and interests? (M)**

*(READ OUT – ONE ANSWER ONLY)*

|                      |   |
|----------------------|---|
| Very comfortable     | 1 |
| Fairly comfortable   | 2 |
| Fairly uncomfortable | 3 |
| Very uncomfortable   | 4 |
| DK                   | 5 |

*EB74.3 QB21*

**ASK ALL**

*QB17: CODE 4 IS EXCLUSIVE*

*QB17: CODE 5 IS EXCLUSIVE*

**QB17 Should your explicit approval be required before any kind of personal information is collected and processed? (M)**

*(SHOW SCREEN – READ OUT – MULTIPLE ANSWERS POSSIBLE)*

|  |    |
|--|----|
| Yes, in all cases  | 1, |
| Yes, in the case of personal information required online (M)   | 2, |
| Yes, in the case of sensitive information whether online or offline (e.g. health, religion, political beliefs, sexual preferences, etc.) (M) | 3, |
| No   | 4  |
| DK   | 5  |

*EB74.3 QB24*

- QB18** Different authorities (government departments, local authorities, agencies) and private companies collect and store personal information about you. To what extent do you trust the following authorities and private companies to protect your personal information? (M)

(SHOW SCREEN – READ OUT – ONE ANSWER PER LINE)

|   |   | Totally trust | Tend to trust | Tend not to trust | Do not trust at all | DK |
|---|---|---------------|---------------|-------------------|---------------------|----|
| 1 | National public authorities (e.g. tax authorities, social security authorities) | 1             | 2             | 3                 | 4                   | 5  |
| 2 | European institutions (European Commission, European Parliament, etc.)          | 1             | 2             | 3                 | 4                   | 5  |
| 3 | Banks and financial institutions  | 1             | 2             | 3                 | 4                   | 5  |
| 4 | Health and medical institutions   | 1             | 2             | 3                 | 4                   | 5  |
| 5 | Shops and stores (M)  | 1             | 2             | 3                 | 4                   | 5  |
| 6 | Online businesses (search engines, online social networks, e-mail services) (M) | 1             | 2             | 3                 | 4                   | 5  |
| 7 | Landline or mobile phone companies and Internet services providers (M)          | 1             | 2             | 3                 | 4                   | 5  |

EB74.3 QB25

- QB19** Authorities and private companies holding information about you may sometimes use it for a different purpose than the one it was collected for, without informing you (e.g. for direct marketing, targeted online advertising, profiling). How concerned are you about this use of your information? (M)

(READ OUT – ONE ANSWER ONLY)

|                      |   |
|----------------------|---|
| Very concerned       | 1 |
| Fairly concerned     | 2 |
| Not very concerned   | 3 |
| Not at all concerned | 4 |
| DK                   | 5 |

EB74.3 QB26



**ASK QB20 IF "USE THE INTERNET", CODE 1 TO 5 IN D62.1 OR D62.2 OR D62.3 – OTHERS GO TO QB21**

*INT: here we are referring to the possibility of having your personal data transferred from a provider to another one when you CHANGE providers. It DOES NOT refer to having the right to ask a provider to delete all your personal data from their servers, database, etc. if you decide to stop being a client.*

**QB20 When you decide to change online service providers (e.g. an online social network or a cloud service provider), how important or not is it for you to be able to transfer personal information that was stored and collected by the old provider to the new one? (M)**

*(READ OUT – ONE ANSWER ONLY)*

|                      |   |
|----------------------|---|
| Very important       | 1 |
| Fairly important     | 2 |
| Not very important   | 3 |
| Not at all important | 4 |
| DK                   | 5 |

*EB74.3 QB29*

**ASK ALL**

**QB21 Would you want to be informed if information that is held about you is lost or stolen? (M)**

*(ONE ANSWER ONLY)*

|     |   |
|-----|---|
| Yes | 1 |
| No  | 2 |
| DK  | 3 |

*EB74.3 QB31*

**ASK QB22 IF "WOULD WANT TO BE INFORMED", CODE 1 IN QB21 – OTHERS GO TO QB23**

*QB22: CODE 8 IS EXCLUSIVE*

**QB22 Who do you think should inform you if information that is held about you is lost or stolen?**

*(SHOW SCREEN – READ OUT – MULTIPLE ANSWERS POSSIBLE)*

|  |    |
|--|----|
| The authority or private company handling your data  | 1, |
| The (NATIONALITY) Data Protection Authority  | 2, |
| The Data Protection Authority of the country where the authority or private company is established | 3, |
| A court  | 4, |
| An independent organisation for the protection of data rights                                      | 5, |
| The EU institutions and bodies   | 6, |
| Other (SP.)  | 7, |
| DK   | 8  |

*NEW*

**ASK ALL**

- QB23** How important or not is it for you to have the same rights and protections over your personal information regardless of the country in which the authority or private company offering the service is established? (M)

(READ OUT – ONE ANSWER ONLY)

|                      |   |
|----------------------|---|
| Very important       | 1 |
| Fairly important     | 2 |
| Not very important   | 3 |
| Not at all important | 4 |
| DK                   | 5 |

NEW (BASED ON EB74.3 QB32)

- QB24** In your opinion, the enforcement of the rules on personal data protection should be dealt with at...?

(READ OUT – ONE ANSWER ONLY)

|                         |   |
|-------------------------|---|
| European level          | 1 |
| National level          | 2 |
| Regional or local level | 3 |
| DK                      | 4 |

EB74.3 QB37

- QB25** Have you heard about a public authority in (OUR COUNTRY) responsible for protecting your rights regarding your personal data?

(ONE ANSWER ONLY)

|     |   |
|-----|---|
| Yes | 1 |
| No  | 2 |
| DK  | 3 |

EB74.3 QB38

QB26: CODE 8 IS EXCLUSIVE

- QB26** If you experienced a problem concerning the protection of your personal data, to whom would you prefer to send a complaint?

(SHOW SCREEN – READ OUT – MULTIPLE ANSWERS POSSIBLE)

|  |    |
|--|----|
| The authority or private company handling your data  | 1, |
| The (NATIONALITY) Data Protection Authority  | 2, |
| The Data Protection Authority of the country where the authority or private company is established | 3, |
| A court  | 4, |
| An independent organisation for the protection of data rights                                      | 5, |
| The EU institutions and bodies   | 6, |
| Other (SP.)  | 7, |
| DK   | 8  |

NEW

QB27: RECORD THE ORDER OF THE ANSWERS

QB27: CODE 5 IS EXCLUSIVE

**QB27 Which data would you be most concerned about, if it was lost or stolen?**

(SHOW SCREEN – READ OUT – MULTIPLE ANSWERS POSSIBLE)

|  |    |
|--|----|
| Data stored on your mobile phone or tablet | 1, |
| Data stored online or in the cloud         | 2, |
| Data stored on your computer               | 3, |
| Other (SP.)                                | 4, |
| DK   | 5  |

NEW

## TABLES

QB1.1 Veuillez me dire à quelle fréquence vous réalisez chacune des activités en ligne suivantes.






























Utiliser un réseau social en ligne pour partager des photos, des vidéos, des films, etc.

QB1.1 Please tell me how often you do each of the following activities online.

Use an online social network, for instance to share pictures, videos, movies, etc.

QB1.1 Bitte sagen Sie mir, wie häufig Sie jeder der folgenden Aktivitäten im Internet nachgehen.






























Ein soziales Netzwerk im Internet nutzen, um z. B. Bilder, Videos, Filme etc. zu teilen

|   |       | Tous les jours<br>ou presque     | Deux ou trois<br>fois par<br>semaine | Environ une<br>fois par<br>semaine | Deux ou trois<br>fois par mois   | Moins souvent | Jamais     | NSP        |
|---|-------|----------------------------------|--------------------------------------|------------------------------------|----------------------------------|---------------|------------|------------|
|   |       | Every day\<br>Almost<br>everyday | Two or three<br>times a week         | About once a<br>week               | Two or three<br>times a<br>month | Less often    | Never      | DK         |
|   |       | Täglich/Fast<br>täglich          | 2- bis 3-mal in<br>der Woche         | Ungefähr<br>einmal die<br>Woche    | 2- oder 3-mal<br>pro Monat       | Seltener      | Niemals    | WN         |
|   |       | EB<br>83.1                       | EB<br>83.1                           | EB<br>83.1                         | EB<br>83.1                       | EB<br>83.1    | EB<br>83.1 | EB<br>83.1 |
|    | EU 28 | <b>34</b>                        | <b>14</b>                            | <b>8</b>                           | <b>5</b>                         | <b>9</b>      | <b>29</b>  | <b>0</b>   |
|    | BE    | <b>33</b>                        | <b>14</b>                            | <b>9</b>                           | <b>5</b>                         | <b>11</b>     | <b>27</b>  | <b>0</b>   |
|    | BG    | <b>36</b>                        | <b>26</b>                            | <b>14</b>                          | <b>6</b>                         | <b>6</b>      | <b>12</b>  | <b>0</b>   |
|    | CZ    | <b>23</b>                        | <b>15</b>                            | <b>11</b>                          | <b>7</b>                         | <b>15</b>     | <b>29</b>  | <b>0</b>   |
|    | DK    | <b>44</b>                        | <b>12</b>                            | <b>5</b>                           | <b>6</b>                         | <b>11</b>     | <b>22</b>  | <b>0</b>   |
|   | DE    | <b>29</b>                        | <b>13</b>                            | <b>4</b>                           | <b>2</b>                         | <b>11</b>     | <b>40</b>  | <b>0</b>   |
|  | EE    | <b>36</b>                        | <b>10</b>                            | <b>6</b>                           | <b>5</b>                         | <b>12</b>     | <b>30</b>  | <b>1</b>   |
|  | IE    | <b>45</b>                        | <b>15</b>                            | <b>6</b>                           | <b>5</b>                         | <b>6</b>      | <b>24</b>  | <b>0</b>   |
|  | EL    | <b>29</b>                        | <b>18</b>                            | <b>12</b>                          | <b>6</b>                         | <b>11</b>     | <b>25</b>  | <b>0</b>   |
|  | ES    | <b>44</b>                        | <b>19</b>                            | <b>6</b>                           | <b>3</b>                         | <b>6</b>      | <b>22</b>  | <b>0</b>   |
|  | FR    | <b>28</b>                        | <b>11</b>                            | <b>8</b>                           | <b>5</b>                         | <b>9</b>      | <b>40</b>  | <b>0</b>   |
|  | HR    | <b>39</b>                        | <b>16</b>                            | <b>11</b>                          | <b>5</b>                         | <b>10</b>     | <b>19</b>  | <b>0</b>   |
|  | IT    | <b>32</b>                        | <b>20</b>                            | <b>11</b>                          | <b>8</b>                         | <b>10</b>     | <b>19</b>  | <b>0</b>   |
|  | CY    | <b>34</b>                        | <b>14</b>                            | <b>9</b>                           | <b>2</b>                         | <b>13</b>     | <b>28</b>  | <b>0</b>   |
|  | LV    | <b>37</b>                        | <b>14</b>                            | <b>10</b>                          | <b>3</b>                         | <b>10</b>     | <b>25</b>  | <b>1</b>   |
|  | LT    | <b>43</b>                        | <b>14</b>                            | <b>7</b>                           | <b>3</b>                         | <b>6</b>      | <b>25</b>  | <b>1</b>   |
|  | LU    | <b>32</b>                        | <b>8</b>                             | <b>6</b>                           | <b>6</b>                         | <b>11</b>     | <b>36</b>  | <b>0</b>   |
|  | HU    | <b>29</b>                        | <b>16</b>                            | <b>12</b>                          | <b>12</b>                        | <b>13</b>     | <b>19</b>  | <b>0</b>   |
|  | MT    | <b>38</b>                        | <b>11</b>                            | <b>9</b>                           | <b>3</b>                         | <b>8</b>      | <b>31</b>  | <b>0</b>   |
|  | NL    | <b>39</b>                        | <b>12</b>                            | <b>9</b>                           | <b>5</b>                         | <b>11</b>     | <b>25</b>  | <b>0</b>   |
|  | AT    | <b>35</b>                        | <b>21</b>                            | <b>8</b>                           | <b>5</b>                         | <b>8</b>      | <b>22</b>  | <b>0</b>   |
|  | PL    | <b>22</b>                        | <b>19</b>                            | <b>12</b>                          | <b>7</b>                         | <b>10</b>     | <b>29</b>  | <b>1</b>   |
|  | PT    | <b>41</b>                        | <b>22</b>                            | <b>10</b>                          | <b>4</b>                         | <b>8</b>      | <b>15</b>  | <b>0</b>   |
|  | RO    | <b>37</b>                        | <b>13</b>                            | <b>8</b>                           | <b>4</b>                         | <b>9</b>      | <b>28</b>  | <b>0</b>   |
|  | SI    | <b>33</b>                        | <b>15</b>                            | <b>8</b>                           | <b>4</b>                         | <b>14</b>     | <b>27</b>  | <b>0</b>   |
|  | SK    | <b>30</b>                        | <b>14</b>                            | <b>8</b>                           | <b>7</b>                         | <b>15</b>     | <b>26</b>  | <b>0</b>   |
|  | FI    | <b>25</b>                        | <b>11</b>                            | <b>9</b>                           | <b>9</b>                         | <b>10</b>     | <b>35</b>  | <b>0</b>   |
|  | SE    | <b>51</b>                        | <b>10</b>                            | <b>5</b>                           | <b>3</b>                         | <b>8</b>      | <b>22</b>  | <b>0</b>   |
|  | UK    | <b>46</b>                        | <b>10</b>                            | <b>5</b>                           | <b>3</b>                         | <b>8</b>      | <b>28</b>  | <b>0</b>   |

QB1.1 Veuillez me dire à quelle fréquence vous réalisez chacune des activités en ligne suivantes.  
Utiliser un réseau social en ligne pour partager des photos, des vidéos, des films, etc.

QB1.1 Please tell me how often you do each of the following activities online.  
Use an online social network, for instance to share pictures, videos, movies, etc.

QB1.1 Bitte sagen Sie mir, wie häufig Sie jeder der folgenden Aktivitäten im Internet nachgehen.  
Ein soziales Netzwerk im Internet nutzen, um z. B. Bilder, Videos, Filme etc. zu teilen

|   |       | Total 'Fait cette activité en ligne' | Total 'Au moins une fois par semaine' | Total 'Moins d'une fois par semaine'     |
|---|-------|--------------------------------------|---------------------------------------|--|
|   |       | Total 'Does this activity online'    | Total 'At least once a week'          | Total 'Less than once a week'            |
|   |       | Gesamt 'Ist Online diese Aktivität'  | Gesamt 'Mindestens einmal pro Woche'  | Gesamt 'Weniger als einmal in der Woche' |
| %   |       | EB<br>83.1                           | EB<br>83.1                            | EB<br>83.1                               |
|    | EU 28 | <b>71</b>                            | <b>57</b>                             | <b>14</b>                                |
|    | BE    | <b>73</b>                            | <b>57</b>                             | <b>16</b>                                |
|    | BG    | <b>88</b>                            | <b>76</b>                             | <b>12</b>                                |
|    | CZ    | <b>70</b>                            | <b>49</b>                             | <b>21</b>                                |
|    | DK    | <b>78</b>                            | <b>61</b>                             | <b>17</b>                                |
|    | DE    | <b>60</b>                            | <b>46</b>                             | <b>13</b>                                |
|    | EE    | <b>69</b>                            | <b>52</b>                             | <b>17</b>                                |
|    | IE    | <b>76</b>                            | <b>66</b>                             | <b>11</b>                                |
|   | EL    | <b>75</b>                            | <b>58</b>                             | <b>17</b>                                |
|  | ES    | <b>78</b>                            | <b>68</b>                             | <b>9</b>                                 |
|  | FR    | <b>60</b>                            | <b>47</b>                             | <b>13</b>                                |
|  | HR    | <b>81</b>                            | <b>65</b>                             | <b>16</b>                                |
|  | IT    | <b>81</b>                            | <b>63</b>                             | <b>18</b>                                |
|  | CY    | <b>72</b>                            | <b>57</b>                             | <b>15</b>                                |
|  | LV    | <b>74</b>                            | <b>61</b>                             | <b>13</b>                                |
|  | LT    | <b>74</b>                            | <b>65</b>                             | <b>9</b>                                 |
|  | LU    | <b>64</b>                            | <b>46</b>                             | <b>17</b>                                |
|  | HU    | <b>81</b>                            | <b>57</b>                             | <b>24</b>                                |
|  | MT    | <b>69</b>                            | <b>57</b>                             | <b>11</b>                                |
|  | NL    | <b>75</b>                            | <b>60</b>                             | <b>16</b>                                |
|  | AT    | <b>77</b>                            | <b>64</b>                             | <b>13</b>                                |
|  | PL    | <b>70</b>                            | <b>54</b>                             | <b>17</b>                                |
|  | PT    | <b>85</b>                            | <b>73</b>                             | <b>12</b>                                |
|  | RO    | <b>71</b>                            | <b>59</b>                             | <b>13</b>                                |
|  | SI    | <b>73</b>                            | <b>55</b>                             | <b>17</b>                                |
|  | SK    | <b>74</b>                            | <b>52</b>                             | <b>22</b>                                |
|  | FI    | <b>65</b>                            | <b>46</b>                             | <b>20</b>                                |
|  | SE    | <b>77</b>                            | <b>66</b>                             | <b>11</b>                                |
|  | UK    | <b>72</b>                            | <b>61</b>                             | <b>11</b>                                |

QB1.2 Veuillez me dire à quelle fréquence vous réalisez chacune des activités en ligne suivantes.




























Acheter des produits ou services en ligne (par ex. voyages et vacances, vêtements, livres, billets d'entrée, films, musique, logiciels, aliments)

QB1.2 Please tell me how often you do each of the following activities online.

Purchase goods or services online (e.g. travel & holiday, clothes, books, tickets, films, music, software, food)

QB1.2 Bitte sagen Sie mir, wie häufig Sie jeder der folgenden Aktivitäten im Internet nachgehen.

Waren oder Dienstleistungen über das Internet kaufen (z. B. Reisen & Urlaub, Kleidung, Bücher, Tickets, Filme, Musik, Software, Lebensmittel)

|   |       | Tous les jours<br>ou presque     | Deux ou trois<br>fois par<br>semaine | Environ une<br>fois par<br>semaine | Deux ou trois<br>fois par mois   | Moins<br>souvent | Jamais     | NSP        |
|---|-------|----------------------------------|--------------------------------------|------------------------------------|----------------------------------|------------------|------------|------------|
|   |       | Every day\<br>Almost<br>everyday | Two or three<br>times a week         | About once a<br>week               | Two or three<br>times a<br>month | Less often       | Never      | DK         |
|   |       | Täglich/Fast<br>täglich          | 2- bis 3-mal<br>in der Woche         | Ungefähr<br>einmal die<br>Woche    | 2- oder 3-mal<br>pro Monat       | Seltener         | Niemals    | WN         |
| %   |       | EB<br>83.1                       | EB<br>83.1                           | EB<br>83.1                         | EB<br>83.1                       | EB<br>83.1       | EB<br>83.1 | EB<br>83.1 |
|    | EU 28 | <b>3</b>                         | <b>6</b>                             | <b>9</b>                           | <b>22</b>                        | <b>37</b>        | <b>24</b>  | <b>0</b>   |
|    | BE    | <b>2</b>                         | <b>3</b>                             | <b>6</b>                           | <b>21</b>                        | <b>42</b>        | <b>27</b>  | <b>0</b>   |
|    | BG    | <b>2</b>                         | <b>3</b>                             | <b>4</b>                           | <b>11</b>                        | <b>41</b>        | <b>39</b>  | <b>1</b>   |
|    | CZ    | <b>2</b>                         | <b>2</b>                             | <b>6</b>                           | <b>20</b>                        | <b>51</b>        | <b>20</b>  | <b>0</b>   |
|    | DK    | <b>3</b>                         | <b>3</b>                             | <b>11</b>                          | <b>32</b>                        | <b>39</b>        | <b>11</b>  | <b>0</b>   |
|    | DE    | <b>1</b>                         | <b>4</b>                             | <b>9</b>                           | <b>27</b>                        | <b>42</b>        | <b>16</b>  | <b>0</b>   |
|  | EE    | <b>1</b>                         | <b>2</b>                             | <b>5</b>                           | <b>20</b>                        | <b>46</b>        | <b>25</b>  | <b>0</b>   |
|  | IE    | <b>5</b>                         | <b>8</b>                             | <b>10</b>                          | <b>26</b>                        | <b>37</b>        | <b>14</b>  | <b>0</b>   |
|  | EL    | <b>1</b>                         | <b>2</b>                             | <b>2</b>                           | <b>10</b>                        | <b>44</b>        | <b>41</b>  | <b>0</b>   |
|  | ES    | <b>2</b>                         | <b>3</b>                             | <b>4</b>                           | <b>12</b>                        | <b>38</b>        | <b>41</b>  | <b>0</b>   |
|  | FR    | <b>1</b>                         | <b>4</b>                             | <b>7</b>                           | <b>26</b>                        | <b>40</b>        | <b>22</b>  | <b>0</b>   |
|  | HR    | <b>3</b>                         | <b>4</b>                             | <b>3</b>                           | <b>14</b>                        | <b>36</b>        | <b>40</b>  | <b>0</b>   |
|  | IT    | <b>3</b>                         | <b>5</b>                             | <b>6</b>                           | <b>13</b>                        | <b>40</b>        | <b>33</b>  | <b>0</b>   |
|  | CY    | <b>2</b>                         | <b>3</b>                             | <b>1</b>                           | <b>15</b>                        | <b>47</b>        | <b>33</b>  | <b>0</b>   |
|  | LV    | <b>1</b>                         | <b>3</b>                             | <b>5</b>                           | <b>17</b>                        | <b>41</b>        | <b>32</b>  | <b>1</b>   |
|  | LT    | <b>3</b>                         | <b>3</b>                             | <b>7</b>                           | <b>18</b>                        | <b>32</b>        | <b>36</b>  | <b>1</b>   |
|  | LU    | <b>1</b>                         | <b>5</b>                             | <b>9</b>                           | <b>23</b>                        | <b>41</b>        | <b>20</b>  | <b>0</b>   |
|  | HU    | <b>8</b>                         | <b>9</b>                             | <b>8</b>                           | <b>11</b>                        | <b>30</b>        | <b>35</b>  | <b>0</b>   |
|  | MT    | <b>4</b>                         | <b>4</b>                             | <b>9</b>                           | <b>22</b>                        | <b>35</b>        | <b>25</b>  | <b>1</b>   |
|  | NL    | <b>1</b>                         | <b>4</b>                             | <b>10</b>                          | <b>29</b>                        | <b>43</b>        | <b>12</b>  | <b>0</b>   |
|  | AT    | <b>8</b>                         | <b>7</b>                             | <b>7</b>                           | <b>19</b>                        | <b>40</b>        | <b>18</b>  | <b>0</b>   |
|  | PL    | <b>1</b>                         | <b>7</b>                             | <b>12</b>                          | <b>21</b>                        | <b>37</b>        | <b>22</b>  | <b>0</b>   |
|  | PT    | <b>2</b>                         | <b>2</b>                             | <b>4</b>                           | <b>9</b>                         | <b>29</b>        | <b>55</b>  | <b>0</b>   |
|  | RO    | <b>4</b>                         | <b>3</b>                             | <b>3</b>                           | <b>13</b>                        | <b>28</b>        | <b>48</b>  | <b>0</b>   |
|  | SI    | <b>4</b>                         | <b>3</b>                             | <b>5</b>                           | <b>17</b>                        | <b>35</b>        | <b>36</b>  | <b>1</b>   |
|  | SK    | <b>3</b>                         | <b>2</b>                             | <b>3</b>                           | <b>19</b>                        | <b>46</b>        | <b>28</b>  | <b>0</b>   |
|  | FI    | <b>1</b>                         | <b>3</b>                             | <b>8</b>                           | <b>31</b>                        | <b>41</b>        | <b>16</b>  | <b>0</b>   |
|  | SE    | <b>2</b>                         | <b>4</b>                             | <b>9</b>                           | <b>37</b>                        | <b>37</b>        | <b>12</b>  | <b>0</b>   |
|  | UK    | <b>6</b>                         | <b>14</b>                            | <b>21</b>                          | <b>26</b>                        | <b>21</b>        | <b>12</b>  | <b>0</b>   |

QB1.2 Veuillez me dire à quelle fréquence vous réalisez chacune des activités en ligne suivantes.






























Acheter des produits ou services en ligne (par ex. voyages et vacances, vêtements, livres, billets d'entrée, films, musique, logiciels, aliments)

QB1.2 Please tell me how often you do each of the following activities online.

Purchase goods or services online (e.g. travel & holiday, clothes, books, tickets, films, music, software, food)

QB1.2 Bitte sagen Sie mir, wie häufig Sie jeder der folgenden Aktivitäten im Internet nachgehen.

Waren oder Dienstleistungen über das Internet kaufen (z. B. Reisen & Urlaub, Kleidung, Bücher, Tickets, Filme, Musik, Software, Lebensmittel)

|   |       | Total 'Fait cette activité en ligne' | Total 'Au moins une fois par semaine' | Total 'Moins d'une fois par semaine'     |
|---|-------|--------------------------------------|---------------------------------------|--|
|   |       | Total 'Does this activity online'    | Total 'At least once a week'          | Total 'Less than once a week'            |
|   |       | Gesamt 'Ist Online diese Aktivität'  | Gesamt 'Mindestens einmal pro Woche'  | Gesamt 'Weniger als einmal in der Woche' |
| %   |       | EB<br>83.1                           | EB<br>83.1                            | EB<br>83.1                               |
|    | EU 28 | <b>76</b>                            | <b>17</b>                             | <b>59</b>                                |
|    | BE    | <b>73</b>                            | <b>11</b>                             | <b>63</b>                                |
|    | BG    | <b>60</b>                            | <b>8</b>                              | <b>52</b>                                |
|    | CZ    | <b>80</b>                            | <b>10</b>                             | <b>71</b>                                |
|    | DK    | <b>89</b>                            | <b>18</b>                             | <b>71</b>                                |
|    | DE    | <b>84</b>                            | <b>14</b>                             | <b>70</b>                                |
|   | EE    | <b>75</b>                            | <b>8</b>                              | <b>67</b>                                |
|  | IE    | <b>86</b>                            | <b>23</b>                             | <b>63</b>                                |
|  | EL    | <b>59</b>                            | <b>6</b>                              | <b>54</b>                                |
|  | ES    | <b>59</b>                            | <b>9</b>                              | <b>50</b>                                |
|  | FR    | <b>78</b>                            | <b>12</b>                             | <b>67</b>                                |
|  | HR    | <b>60</b>                            | <b>10</b>                             | <b>49</b>                                |
|  | IT    | <b>67</b>                            | <b>14</b>                             | <b>53</b>                                |
|  | CY    | <b>67</b>                            | <b>5</b>                              | <b>62</b>                                |
|  | LV    | <b>67</b>                            | <b>9</b>                              | <b>58</b>                                |
|  | LT    | <b>63</b>                            | <b>13</b>                             | <b>50</b>                                |
|  | LU    | <b>80</b>                            | <b>16</b>                             | <b>64</b>                                |
|  | HU    | <b>65</b>                            | <b>25</b>                             | <b>41</b>                                |
|  | MT    | <b>74</b>                            | <b>17</b>                             | <b>57</b>                                |
|  | NL    | <b>88</b>                            | <b>15</b>                             | <b>73</b>                                |
|  | AT    | <b>82</b>                            | <b>23</b>                             | <b>59</b>                                |
|  | PL    | <b>78</b>                            | <b>20</b>                             | <b>58</b>                                |
|  | PT    | <b>45</b>                            | <b>7</b>                              | <b>38</b>                                |
|  | RO    | <b>52</b>                            | <b>10</b>                             | <b>42</b>                                |
|  | SI    | <b>64</b>                            | <b>12</b>                             | <b>52</b>                                |
|  | SK    | <b>72</b>                            | <b>8</b>                              | <b>64</b>                                |
|  | FI    | <b>84</b>                            | <b>12</b>                             | <b>72</b>                                |
|  | SE    | <b>88</b>                            | <b>14</b>                             | <b>74</b>                                |
|  | UK    | <b>88</b>                            | <b>41</b>                             | <b>47</b>                                |



QB1.3 Veuillez me dire à quelle fréquence vous réalisez chacune des activités en ligne suivantes.






























Utiliser une messagerie instantanée, des sites de discussion ou chat

QB1.3 Please tell me how often you do each of the following activities online.

Use instant messaging, chat websites

QB1.3 Bitte sagen Sie mir, wie häufig Sie jeder der folgenden Aktivitäten im Internet nachgehen.

Sofortnachrichten (Instant Messaging), Chat-Webseiten nutzen

|   |       | Tous les jours ou presque<br>Every day\ Almost everyday<br>Täglich/Fast täglich | Deux ou trois fois par semaine<br>Two or three times a week<br>2- bis 3-mal in der Woche | Environ une fois par semaine<br>About once a week<br>Ungefähr einmal die Woche | Deux ou trois fois par mois<br>Two or three times a month<br>2- oder 3-mal pro Monat | Moins souvent<br>Less often<br>Seltener | Jamais<br>Never<br>Niemals | NSP<br>DK<br>WN |
|---|-------|---|--|--|--|---|----------------------------|-----------------|
| %   |       | EB 83.1   | EB 83.1  | EB 83.1  | EB 83.1  | EB 83.1                                 | EB 83.1                    | EB 83.1         |
|    | EU 28 | 34  | 12   | 7  | 4  | 10                                      | 32                         | 1               |
|    | BE    | 25  | 12   | 6  | 4  | 8                                       | 44                         | 0               |
|    | BG    | 26  | 23   | 16   | 7  | 10                                      | 17                         | 1               |
|    | CZ    | 36  | 21   | 13   | 8  | 11                                      | 11                         | 0               |
|   | DK    | 41  | 11   | 4  | 4  | 10                                      | 30                         | 0               |
|  | DE    | 30  | 13   | 5  | 3  | 15                                      | 34                         | 1               |
|  | EE    | 24  | 9  | 5  | 2  | 9                                       | 50                         | 1               |
|  | IE    | 29  | 13   | 7  | 5  | 6                                       | 40                         | 0               |
|  | EL    | 24  | 19   | 10   | 6  | 8                                       | 32                         | 0               |
|  | ES    | 61  | 10   | 5  | 2  | 5                                       | 17                         | 0               |
|  | FR    | 33  | 10   | 6  | 2  | 6                                       | 44                         | 0               |
|  | HR    | 35  | 12   | 11   | 6  | 11                                      | 25                         | 0               |
|  | IT    | 35  | 16   | 12   | 8  | 11                                      | 18                         | 1               |
|  | CY    | 44  | 16   | 6  | 4  | 9                                       | 22                         | 0               |
|  | LV    | 30  | 12   | 6  | 4  | 8                                       | 38                         | 2               |
|  | LT    | 29  | 15   | 12   | 4  | 8                                       | 30                         | 1               |
|  | LU    | 37  | 8  | 7  | 2  | 9                                       | 37                         | 0               |
|  | HU    | 28  | 15   | 13   | 8  | 11                                      | 24                         | 0               |
|  | MT    | 50  | 8  | 4  | 3  | 5                                       | 29                         | 0               |
|  | NL    | 34  | 5  | 4  | 2  | 8                                       | 47                         | 1               |
|  | AT    | 31  | 17   | 9  | 6  | 11                                      | 25                         | 0               |
|  | PL    | 12  | 11   | 13   | 11   | 14                                      | 38                         | 1               |
|  | PT    | 25  | 22   | 11   | 8  | 10                                      | 25                         | 0               |
|  | RO    | 29  | 14   | 9  | 4  | 10                                      | 35                         | 0               |
|  | SI    | 27  | 12   | 8  | 5  | 16                                      | 33                         | 0               |
|  | SK    | 30  | 18   | 11   | 4  | 12                                      | 24                         | 0               |
|  | FI    | 41  | 8  | 6  | 3  | 9                                       | 33                         | 0               |
|  | SE    | 35  | 12   | 5  | 5  | 12                                      | 31                         | 0               |
|  | UK    | 37  | 10   | 3  | 2  | 9                                       | 38                         | 1               |

QB1.3 Veuillez me dire à quelle fréquence vous réalisez chacune des activités en ligne suivantes.






























Utiliser une messagerie instantanée, des sites de discussion ou chat

QB1.3 Please tell me how often you do each of the following activities online.

Use instant messaging, chat websites

QB1.3 Bitte sagen Sie mir, wie häufig Sie jeder der folgenden Aktivitäten im Internet nachgehen.

Sofortnachrichten (Instant Messaging), Chat-Webseiten nutzen

|   |       | Total 'Fait cette activité en ligne' | Total 'Au moins une fois par semaine' | Total 'Moins d'une fois par semaine'     |
|---|-------|--------------------------------------|---------------------------------------|--|
|   |       | Total 'Does this activity online'    | Total 'At least once a week'          | Total 'Less than once a week'            |
|   |       | Gesamt 'Ist Online diese Aktivität'  | Gesamt 'Mindestens einmal pro Woche'  | Gesamt 'Weniger als einmal in der Woche' |
| %   |       | EB<br>83.1                           | EB<br>83.1                            | EB<br>83.1                               |
|    | EU 28 | <b>67</b>                            | <b>53</b>                             | <b>14</b>                                |
|    | BE    | <b>56</b>                            | <b>44</b>                             | <b>12</b>                                |
|    | BG    | <b>81</b>                            | <b>65</b>                             | <b>17</b>                                |
|    | CZ    | <b>89</b>                            | <b>70</b>                             | <b>18</b>                                |
|    | DK    | <b>69</b>                            | <b>55</b>                             | <b>14</b>                                |
|    | DE    | <b>66</b>                            | <b>48</b>                             | <b>18</b>                                |
|    | EE    | <b>49</b>                            | <b>38</b>                             | <b>11</b>                                |
|   | IE    | <b>60</b>                            | <b>49</b>                             | <b>11</b>                                |
|  | EL    | <b>68</b>                            | <b>53</b>                             | <b>15</b>                                |
|  | ES    | <b>82</b>                            | <b>75</b>                             | <b>7</b>                                 |
|  | FR    | <b>56</b>                            | <b>49</b>                             | <b>8</b>                                 |
|  | HR    | <b>75</b>                            | <b>57</b>                             | <b>17</b>                                |
|  | IT    | <b>81</b>                            | <b>63</b>                             | <b>19</b>                                |
|  | CY    | <b>78</b>                            | <b>65</b>                             | <b>13</b>                                |
|  | LV    | <b>60</b>                            | <b>48</b>                             | <b>12</b>                                |
|  | LT    | <b>68</b>                            | <b>56</b>                             | <b>13</b>                                |
|  | LU    | <b>63</b>                            | <b>52</b>                             | <b>11</b>                                |
|  | HU    | <b>75</b>                            | <b>56</b>                             | <b>19</b>                                |
|  | MT    | <b>71</b>                            | <b>63</b>                             | <b>8</b>                                 |
|  | NL    | <b>52</b>                            | <b>43</b>                             | <b>9</b>                                 |
|  | AT    | <b>75</b>                            | <b>58</b>                             | <b>17</b>                                |
|  | PL    | <b>61</b>                            | <b>36</b>                             | <b>25</b>                                |
|  | PT    | <b>75</b>                            | <b>57</b>                             | <b>17</b>                                |
|  | RO    | <b>65</b>                            | <b>51</b>                             | <b>14</b>                                |
|  | SI    | <b>67</b>                            | <b>46</b>                             | <b>21</b>                                |
|  | SK    | <b>76</b>                            | <b>60</b>                             | <b>16</b>                                |
|  | FI    | <b>67</b>                            | <b>55</b>                             | <b>12</b>                                |
|  | SE    | <b>69</b>                            | <b>52</b>                             | <b>17</b>                                |
|  | UK    | <b>61</b>                            | <b>50</b>                             | <b>11</b>                                |

QB1.4 Veuillez me dire à quelle fréquence vous réalisez chacune des activités en ligne suivantes.






























Utiliser des logiciels ou des sites de peer-to-peer (P2P) pour échanger des films, de la musique, etc.

QB1.4 Please tell me how often you do each of the following activities online.

Use peer-to-peer software or sites to exchange movies, music, etc.

QB1.4 Bitte sagen Sie mir, wie häufig Sie jeder der folgenden Aktivitäten im Internet nachgehen.

Peer-to-Peer-Software oder Webseiten nutzen, um Filme, Musik etc. auszutauschen

|   |       | Tous les jours<br>ou presque     | Deux ou trois<br>fois par<br>semaine | Environ une fois<br>par semaine | Deux ou trois<br>fois par mois | Moins<br>souvent | Jamais     | NSP        |
|---|-------|----------------------------------|--------------------------------------|---------------------------------|--------------------------------|------------------|------------|------------|
|   |       | Every day\<br>Almost<br>everyday | Two or three<br>times a week         | About once a<br>week            | Two or three<br>times a month  | Less often       | Never      | DK         |
|   |       | Täglich/Fast<br>täglich          | 2- bis 3-mal in<br>der Woche         | Ungefähr<br>einmal die<br>Woche | 2- oder 3-mal<br>pro Monat     | Seltener         | Niemals    | WN         |
|   |       | EB<br>83.1                       | EB<br>83.1                           | EB<br>83.1                      | EB<br>83.1                     | EB<br>83.1       | EB<br>83.1 | EB<br>83.1 |
| %   |       |                                  |                                      |                                 |                                |                  |            |            |
|    | EU 28 | 5                                | 6                                    | 7                               | 6                              | 13               | 61         | 2          |
|    | BE    | 4                                | 6                                    | 5                               | 7                              | 15               | 62         | 0          |
|    | BG    | 7                                | 12                                   | 13                              | 10                             | 14               | 37         | 7          |
|   | CZ    | 3                                | 5                                    | 6                               | 8                              | 17               | 58         | 2          |
|  | DK    | 18                               | 6                                    | 6                               | 6                              | 13               | 50         | 1          |
|  | DE    | 2                                | 2                                    | 3                               | 3                              | 13               | 74         | 2          |
|  | EE    | 9                                | 8                                    | 8                               | 4                              | 13               | 55         | 4          |
|  | IE    | 11                               | 7                                    | 6                               | 8                              | 13               | 55         | 1          |
|  | EL    | 4                                | 7                                    | 7                               | 9                              | 15               | 56         | 1          |
|  | ES    | 10                               | 9                                    | 8                               | 6                              | 15               | 52         | 0          |
|  | FR    | 4                                | 4                                    | 4                               | 4                              | 8                | 76         | 1          |
|  | HR    | 11                               | 9                                    | 12                              | 11                             | 20               | 37         | 0          |
|  | IT    | 3                                | 8                                    | 12                              | 9                              | 17               | 50         | 1          |
|  | CY    | 8                                | 5                                    | 4                               | 3                              | 6                | 69         | 4          |
|  | LV    | 16                               | 11                                   | 8                               | 6                              | 11               | 45         | 3          |
|  | LT    | 8                                | 11                                   | 8                               | 5                              | 12               | 52         | 4          |
|  | LU    | 7                                | 6                                    | 3                               | 3                              | 12               | 67         | 1          |
|  | HU    | 8                                | 7                                    | 9                               | 9                              | 12               | 52         | 3          |
|  | MT    | 10                               | 7                                    | 10                              | 5                              | 8                | 60         | 1          |
|  | NL    | 4                                | 7                                    | 5                               | 5                              | 13               | 65         | 1          |
|  | AT    | 11                               | 14                                   | 10                              | 7                              | 15               | 40         | 3          |
|  | PL    | 2                                | 6                                    | 12                              | 12                             | 14               | 53         | 1          |
|  | PT    | 6                                | 9                                    | 9                               | 9                              | 14               | 52         | 0          |
|  | RO    | 13                               | 6                                    | 8                               | 7                              | 11               | 54         | 1          |
|  | SI    | 14                               | 9                                    | 12                              | 8                              | 18               | 39         | 1          |
|  | SK    | 5                                | 5                                    | 5                               | 6                              | 16               | 59         | 4          |
|  | FI    | 10                               | 6                                    | 6                               | 6                              | 13               | 58         | 1          |
|  | SE    | 8                                | 5                                    | 6                               | 6                              | 13               | 55         | 9          |
|  | UK    | 6                                | 5                                    | 5                               | 4                              | 12               | 65         | 2          |

QB1.4 Veuillez me dire à quelle fréquence vous réalisez chacune des activités en ligne suivantes.






























Utiliser des logiciels ou des sites de peer-to-peer (P2P) pour échanger des films, de la musique, etc.

QB1.4 Please tell me how often you do each of the following activities online.

Use peer-to-peer software or sites to exchange movies, music, etc.

QB1.4 Bitte sagen Sie mir, wie häufig Sie jeder der folgenden Aktivitäten im Internet nachgehen.






























Peer-to-Peer-Software oder Webseiten nutzen, um Filme, Musik etc. auszutauschen

|   |       | Total 'Fait cette activité en ligne' | Total 'Au moins une fois par semaine' | Total 'Moins d'une fois par semaine'     |
|---|-------|--------------------------------------|---------------------------------------|--|
|   |       | Total 'Does this activity online'    | Total 'At least once a week'          | Total 'Less than once a week'            |
|   |       | Gesamt 'Ist Online diese Aktivität'  | Gesamt 'Mindestens einmal pro Woche'  | Gesamt 'Weniger als einmal in der Woche' |
| %   |       | EB<br>83.1                           | EB<br>83.1                            | EB<br>83.1                               |
|    | EU 28 | <b>37</b>                            | <b>18</b>                             | <b>19</b>                                |
|    | BE    | <b>37</b>                            | <b>15</b>                             | <b>22</b>                                |
|    | BG    | <b>56</b>                            | <b>32</b>                             | <b>24</b>                                |
|    | CZ    | <b>39</b>                            | <b>14</b>                             | <b>25</b>                                |
|    | DK    | <b>49</b>                            | <b>30</b>                             | <b>19</b>                                |
|    | DE    | <b>24</b>                            | <b>8</b>                              | <b>16</b>                                |
|    | EE    | <b>42</b>                            | <b>25</b>                             | <b>17</b>                                |
|   | IE    | <b>44</b>                            | <b>24</b>                             | <b>20</b>                                |
|  | EL    | <b>43</b>                            | <b>19</b>                             | <b>24</b>                                |
|  | ES    | <b>48</b>                            | <b>27</b>                             | <b>22</b>                                |
|  | FR    | <b>23</b>                            | <b>12</b>                             | <b>12</b>                                |
|  | HR    | <b>63</b>                            | <b>32</b>                             | <b>31</b>                                |
|  | IT    | <b>49</b>                            | <b>23</b>                             | <b>26</b>                                |
|  | CY    | <b>27</b>                            | <b>17</b>                             | <b>10</b>                                |
|  | LV    | <b>52</b>                            | <b>35</b>                             | <b>18</b>                                |
|  | LT    | <b>43</b>                            | <b>27</b>                             | <b>16</b>                                |
|  | LU    | <b>31</b>                            | <b>16</b>                             | <b>15</b>                                |
|  | HU    | <b>45</b>                            | <b>24</b>                             | <b>21</b>                                |
|  | MT    | <b>39</b>                            | <b>26</b>                             | <b>13</b>                                |
|  | NL    | <b>33</b>                            | <b>16</b>                             | <b>17</b>                                |
|  | AT    | <b>57</b>                            | <b>35</b>                             | <b>22</b>                                |
|  | PL    | <b>46</b>                            | <b>19</b>                             | <b>27</b>                                |
|  | PT    | <b>47</b>                            | <b>24</b>                             | <b>23</b>                                |
|  | RO    | <b>45</b>                            | <b>27</b>                             | <b>18</b>                                |
|  | SI    | <b>60</b>                            | <b>35</b>                             | <b>26</b>                                |
|  | SK    | <b>37</b>                            | <b>15</b>                             | <b>22</b>                                |
|  | FI    | <b>41</b>                            | <b>21</b>                             | <b>20</b>                                |
|  | SE    | <b>36</b>                            | <b>18</b>                             | <b>18</b>                                |
|  | UK    | <b>32</b>                            | <b>17</b>                             | <b>16</b>                                |

QB1.5 Veuillez me dire à quelle fréquence vous réalisez chacune des activités en ligne suivantes.  
Passer ou recevoir des appels téléphoniques ou vidéo par Internet

QB1.5 Please tell me how often you do each of the following activities online.  
Make or receive phone calls or video calls over the Internet






























QB1.5 Bitte sagen Sie mir, wie häufig Sie jeder der folgenden Aktivitäten im Internet nachgehen.  
Telefon- oder Videoanrufe über das Internet tätigen oder erhalten

|   |       | Tous les jours<br>ou presque<br><br>Every day\ Almost<br>everyday<br><br>Täglich/Fast<br>täglich | Deux ou trois<br>fois par<br>semaine<br><br>Two or three<br>times a week<br><br>2- bis 3-mal in<br>der Woche | Environ une<br>fois par<br>semaine<br><br>About once a<br>week<br><br>Ungefähr<br>einmal die<br>Woche | Deux ou trois<br>fois par mois<br><br>Two or three<br>times a month<br><br>2- oder 3-mal<br>pro Monat | Moins souvent<br><br>Less often<br><br>Seltener | Jamais<br><br>Never<br><br>Niemals | NSP<br><br>DK<br><br>WN |
|---|-------|--|--|---|---|---|------------------------------------|-------------------------|
| %   |       | EB<br>83.1   | EB<br>83.1   | EB<br>83.1  | EB<br>83.1  | EB<br>83.1                                      | EB<br>83.1                         | EB<br>83.1              |
|    | EU 28 | 10   | 8  | 9   | 8   | 17  | 47                                 | 1                       |
|    | BE    | 8  | 10   | 8   | 9   | 17  | 48                                 | 0                       |
|    | BG    | 21   | 21   | 15  | 11  | 8   | 22                                 | 2                       |
|    | CZ    | 9  | 7  | 9   | 9   | 15  | 51                                 | 0                       |
|    | DK    | 10   | 9  | 8   | 11  | 24  | 37                                 | 0                       |
|    | DE    | 8  | 5  | 5   | 5   | 18  | 58                                 | 0                       |
|   | EE    | 13   | 11   | 7   | 12  | 20  | 36                                 | 1                       |
|  | IE    | 16   | 14   | 13  | 11  | 12  | 35                                 | 0                       |
|  | EL    | 10   | 16   | 12  | 10  | 13  | 38                                 | 0                       |
|  | ES    | 7  | 6  | 6   | 6   | 15  | 60                                 | 0                       |
|  | FR    | 14   | 8  | 6   | 6   | 14  | 52                                 | 0                       |
|  | HR    | 17   | 8  | 14  | 11  | 23  | 26                                 | 0                       |
|  | IT    | 6  | 9  | 15  | 9   | 17  | 43                                 | 1                       |
|  | CY    | 20   | 19   | 13  | 7   | 12  | 29                                 | 0                       |
|  | LV    | 14   | 16   | 9   | 10  | 17  | 32                                 | 2                       |
|  | LT    | 17   | 19   | 13  | 8   | 11  | 29                                 | 2                       |
|  | LU    | 11   | 14   | 9   | 10  | 15  | 41                                 | 0                       |
|  | HU    | 12   | 11   | 12  | 9   | 16  | 38                                 | 1                       |
|  | MT    | 12   | 10   | 11  | 7   | 16  | 45                                 | 0                       |
|  | NL    | 9  | 7  | 8   | 10  | 22  | 44                                 | 0                       |
|  | AT    | 9  | 15   | 8   | 9   | 19  | 41                                 | 0                       |
|  | PL    | 4  | 11   | 13  | 13  | 18  | 41                                 | 1                       |
|  | PT    | 7  | 6  | 13  | 6   | 17  | 50                                 | 1                       |
|  | RO    | 15   | 12   | 10  | 5   | 10  | 48                                 | 0                       |
|  | SI    | 16   | 9  | 7   | 7   | 18  | 42                                 | 0                       |
|  | SK    | 8  | 12   | 12  | 11  | 15  | 40                                 | 1                       |
|  | FI    | 12   | 10   | 9   | 10  | 18  | 41                                 | 0                       |
|  | SE    | 13   | 12   | 6   | 10  | 23  | 36                                 | 0                       |
|  | UK    | 13   | 8  | 10  | 10  | 16  | 42                                 | 1                       |

QB1.5 Veuillez me dire à quelle fréquence vous réalisez chacune des activités en ligne suivantes.  
Passer ou recevoir des appels téléphoniques ou vidéo par Internet

QB1.5 Please tell me how often you do each of the following activities online.  
Make or receive phone calls or video calls over the Internet






























QB1.5 Bitte sagen Sie mir, wie häufig Sie jeder der folgenden Aktivitäten im Internet nachgehen.  
Telefon- oder Videoanrufe über das Internet tätigen oder erhalten

|   |       | Total 'Fait cette activité en ligne' | Total 'Au moins une fois par semaine' | Total 'Moins d'une fois par semaine'     |
|---|-------|--------------------------------------|---------------------------------------|--|
|   |       | Total 'Does this activity online'    | Total 'At least once a week'          | Total 'Less than once a week'            |
|   |       | Gesamt 'Ist Online diese Aktivität'  | Gesamt 'Mindestens einmal pro Woche'  | Gesamt 'Weniger als einmal in der Woche' |
| %   |       | EB<br>83.1                           | EB<br>83.1                            | EB<br>83.1                               |
|    | EU 28 | <b>52</b>                            | <b>27</b>                             | <b>25</b>                                |
|    | BE    | <b>52</b>                            | <b>26</b>                             | <b>26</b>                                |
|    | BG    | <b>77</b>                            | <b>58</b>                             | <b>19</b>                                |
|    | CZ    | <b>49</b>                            | <b>26</b>                             | <b>23</b>                                |
|    | DK    | <b>63</b>                            | <b>28</b>                             | <b>35</b>                                |
|    | DE    | <b>42</b>                            | <b>18</b>                             | <b>23</b>                                |
|    | EE    | <b>63</b>                            | <b>31</b>                             | <b>32</b>                                |
|    | IE    | <b>65</b>                            | <b>43</b>                             | <b>22</b>                                |
|   | EL    | <b>61</b>                            | <b>39</b>                             | <b>22</b>                                |
|  | ES    | <b>39</b>                            | <b>19</b>                             | <b>20</b>                                |
|  | FR    | <b>48</b>                            | <b>28</b>                             | <b>20</b>                                |
|  | HR    | <b>74</b>                            | <b>39</b>                             | <b>35</b>                                |
|  | IT    | <b>56</b>                            | <b>30</b>                             | <b>27</b>                                |
|  | CY    | <b>70</b>                            | <b>52</b>                             | <b>19</b>                                |
|  | LV    | <b>66</b>                            | <b>40</b>                             | <b>27</b>                                |
|  | LT    | <b>69</b>                            | <b>50</b>                             | <b>19</b>                                |
|  | LU    | <b>59</b>                            | <b>34</b>                             | <b>25</b>                                |
|  | HU    | <b>61</b>                            | <b>36</b>                             | <b>25</b>                                |
|  | MT    | <b>55</b>                            | <b>33</b>                             | <b>22</b>                                |
|  | NL    | <b>56</b>                            | <b>24</b>                             | <b>31</b>                                |
|  | AT    | <b>59</b>                            | <b>32</b>                             | <b>27</b>                                |
|  | PL    | <b>58</b>                            | <b>27</b>                             | <b>31</b>                                |
|  | PT    | <b>49</b>                            | <b>26</b>                             | <b>23</b>                                |
|  | RO    | <b>52</b>                            | <b>36</b>                             | <b>16</b>                                |
|  | SI    | <b>57</b>                            | <b>32</b>                             | <b>25</b>                                |
|  | SK    | <b>59</b>                            | <b>33</b>                             | <b>26</b>                                |
|  | FI    | <b>58</b>                            | <b>31</b>                             | <b>28</b>                                |
|  | SE    | <b>63</b>                            | <b>31</b>                             | <b>32</b>                                |
|  | UK    | <b>57</b>                            | <b>31</b>                             | <b>26</b>                                |

QB1.6 Veuillez me dire à quelle fréquence vous réalisez chacune des activités en ligne suivantes.  
Faire des opérations bancaires en ligne

QB1.6 Please tell me how often you do each of the following activities online.  
Use online banking






























QB1.6 Bitte sagen Sie mir, wie häufig Sie jeder der folgenden Aktivitäten im Internet nachgehen.  
Online-Banking nutzen

|   |       | Tous les jours<br>ou presque     | Deux ou trois<br>fois par<br>semaine | Environ une<br>fois par<br>semaine | Deux ou trois<br>fois par mois | Moins souvent | Jamais     | NSP        |
|---|-------|----------------------------------|--------------------------------------|------------------------------------|--------------------------------|---------------|------------|------------|
|   |       | Every day\<br>Almost<br>everyday | Two or three<br>times a week         | About once a<br>week               | Two or three<br>times a month  | Less often    | Never      | DK         |
|   |       | Täglich/Fast<br>täglich          | 2- bis 3-mal<br>in der Woche         | Ungefähr<br>einmal die<br>Woche    | 2- oder 3-mal<br>pro Monat     | Seltener      | Niemals    | WN         |
| %   |       | EB<br>83.1                       | EB<br>83.1                           | EB<br>83.1                         | EB<br>83.1                     | EB<br>83.1    | EB<br>83.1 | EB<br>83.1 |
|    | EU 28 | 10                               | 16                                   | 17                                 | 14                             | 8             | 35         | 0          |
|    | BE    | 8                                | 23                                   | 24                                 | 15                             | 7             | 23         | 0          |
|    | BG    | 1                                | 5                                    | 5                                  | 6                              | 8             | 72         | 3          |
|    | CZ    | 6                                | 15                                   | 23                                 | 23                             | 6             | 26         | 0          |
|    | DK    | 23                               | 34                                   | 23                                 | 13                             | 3             | 4          | 0          |
|    | DE    | 7                                | 15                                   | 18                                 | 10                             | 5             | 45         | 0          |
|   | EE    | 16                               | 28                                   | 25                                 | 19                             | 4             | 7          | 0          |
|  | IE    | 16                               | 25                                   | 19                                 | 8                              | 5             | 27         | 1          |
|  | EL    | 1                                | 3                                    | 4                                  | 6                              | 12            | 72         | 2          |
|  | ES    | 7                                | 12                                   | 13                                 | 9                              | 7             | 50         | 0          |
|  | FR    | 8                                | 13                                   | 13                                 | 21                             | 16            | 30         | 0          |
|  | HR    | 7                                | 8                                    | 9                                  | 18                             | 14            | 43         | 1          |
|  | IT    | 9                                | 16                                   | 15                                 | 13                             | 11            | 35         | 1          |
|  | CY    | 7                                | 8                                    | 5                                  | 11                             | 12            | 56         | 1          |
|  | LV    | 8                                | 19                                   | 19                                 | 30                             | 10            | 14         | 1          |
|  | LT    | 6                                | 15                                   | 23                                 | 25                             | 7             | 22         | 2          |
|  | LU    | 10                               | 16                                   | 22                                 | 17                             | 4             | 31         | 0          |
|  | HU    | 8                                | 8                                    | 14                                 | 12                             | 11            | 46         | 1          |
|  | MT    | 11                               | 10                                   | 19                                 | 17                             | 7             | 35         | 0          |
|  | NL    | 17                               | 30                                   | 28                                 | 12                             | 4             | 9          | 0          |
|  | AT    | 7                                | 21                                   | 23                                 | 18                             | 7             | 24         | 0          |
|  | PL    | 7                                | 21                                   | 26                                 | 17                             | 6             | 23         | 0          |
|  | PT    | 4                                | 6                                    | 8                                  | 7                              | 11            | 64         | 1          |
|  | RO    | 6                                | 5                                    | 5                                  | 7                              | 11            | 65         | 1          |
|  | SI    | 16                               | 10                                   | 12                                 | 10                             | 6             | 45         | 1          |
|  | SK    | 6                                | 10                                   | 20                                 | 21                             | 6             | 35         | 1          |
|  | FI    | 18                               | 34                                   | 31                                 | 11                             | 1             | 4          | 0          |
|  | SE    | 17                               | 28                                   | 22                                 | 23                             | 4             | 7          | 0          |
|  | UK    | 21                               | 17                                   | 16                                 | 11                             | 7             | 27         | 1          |

QB1.6 Veuillez me dire à quelle fréquence vous réalisez chacune des activités en ligne suivantes.  
Faire des opérations bancaires en ligne

QB1.6 Please tell me how often you do each of the following activities online.  
Use online banking

QB1.6 Bitte sagen Sie mir, wie häufig Sie jeder der folgenden Aktivitäten im Internet nachgehen.  
Online-Banking nutzen






























|   |       | Total 'Fait cette activité en ligne' | Total 'Au moins une fois par semaine' | Total 'Moins d'une fois par semaine'     |
|---|-------|--------------------------------------|---------------------------------------|--|
|   |       | Total 'Does this activity online'    | Total 'At least once a week'          | Total 'Less than once a week'            |
|   |       | Gesamt 'Ist Online diese Aktivität'  | Gesamt 'Mindestens einmal pro Woche'  | Gesamt 'Weniger als einmal in der Woche' |
| %   |       | EB<br>83.1                           | EB<br>83.1                            | EB<br>83.1                               |
|    | EU 28 | <b>65</b>                            | <b>43</b>                             | <b>22</b>                                |
|    | BE    | <b>77</b>                            | <b>55</b>                             | <b>22</b>                                |
|    | BG    | <b>25</b>                            | <b>11</b>                             | <b>13</b>                                |
|    | CZ    | <b>73</b>                            | <b>43</b>                             | <b>30</b>                                |
|    | DK    | <b>96</b>                            | <b>79</b>                             | <b>16</b>                                |
|    | DE    | <b>55</b>                            | <b>40</b>                             | <b>16</b>                                |
|    | EE    | <b>92</b>                            | <b>69</b>                             | <b>23</b>                                |
|    | IE    | <b>73</b>                            | <b>59</b>                             | <b>13</b>                                |
|   | EL    | <b>26</b>                            | <b>8</b>                              | <b>18</b>                                |
|  | ES    | <b>49</b>                            | <b>33</b>                             | <b>17</b>                                |
|  | FR    | <b>70</b>                            | <b>34</b>                             | <b>36</b>                                |
|  | HR    | <b>56</b>                            | <b>24</b>                             | <b>32</b>                                |
|  | IT    | <b>64</b>                            | <b>40</b>                             | <b>24</b>                                |
|  | CY    | <b>43</b>                            | <b>20</b>                             | <b>23</b>                                |
|  | LV    | <b>86</b>                            | <b>46</b>                             | <b>40</b>                                |
|  | LT    | <b>76</b>                            | <b>45</b>                             | <b>32</b>                                |
|  | LU    | <b>69</b>                            | <b>48</b>                             | <b>21</b>                                |
|  | HU    | <b>53</b>                            | <b>30</b>                             | <b>23</b>                                |
|  | MT    | <b>65</b>                            | <b>40</b>                             | <b>25</b>                                |
|  | NL    | <b>91</b>                            | <b>76</b>                             | <b>16</b>                                |
|  | AT    | <b>76</b>                            | <b>51</b>                             | <b>24</b>                                |
|  | PL    | <b>77</b>                            | <b>53</b>                             | <b>24</b>                                |
|  | PT    | <b>36</b>                            | <b>18</b>                             | <b>18</b>                                |
|  | RO    | <b>33</b>                            | <b>16</b>                             | <b>18</b>                                |
|  | SI    | <b>54</b>                            | <b>38</b>                             | <b>16</b>                                |
|  | SK    | <b>64</b>                            | <b>37</b>                             | <b>27</b>                                |
|  | FI    | <b>96</b>                            | <b>84</b>                             | <b>13</b>                                |
|  | SE    | <b>93</b>                            | <b>67</b>                             | <b>26</b>                                |
|  | UK    | <b>72</b>                            | <b>54</b>                             | <b>18</b>                                |



QB1.7 Veuillez me dire à quelle fréquence vous réalisez chacune des activités en ligne suivantes.  
Jouer à des jeux en ligne

QB1.7 Please tell me how often you do each of the following activities online.  
Play online games






























QB1.7 Bitte sagen Sie mir, wie häufig Sie jeder der folgenden Aktivitäten im Internet nachgehen.  
Online-Spiele spielen

|   |       | Tous les jours<br>ou presque     | Deux ou trois<br>fois par<br>semaine | Environ une<br>fois par<br>semaine | Deux ou trois<br>fois par mois | Moins souvent | Jamais     | NSP        |
|---|-------|----------------------------------|--------------------------------------|------------------------------------|--------------------------------|---------------|------------|------------|
|   |       | Every day/<br>Almost<br>everyday | Two or three<br>times a week         | About once a<br>week               | Two or three<br>times a month  | Less often    | Never      | DK         |
|   |       | Täglich/Fast<br>täglich          | 2- bis 3-mal in<br>der Woche         | Ungefähr<br>einmal die<br>Woche    | 2- oder 3-mal<br>pro Monat     | Seltener      | Niemals    | WN         |
| %   |       | EB<br>83.1                       | EB<br>83.1                           | EB<br>83.1                         | EB<br>83.1                     | EB<br>83.1    | EB<br>83.1 | EB<br>83.1 |
|    | EU 28 | 11                               | 8                                    | 6                                  | 5                              | 10            | 59         | 1          |
|    | BE    | 11                               | 10                                   | 5                                  | 4                              | 9             | 61         | 0          |
|    | BG    | 12                               | 10                                   | 10                                 | 8                              | 11            | 47         | 2          |
|    | CZ    | 7                                | 9                                    | 8                                  | 7                              | 14            | 55         | 1          |
|    | DK    | 16                               | 8                                    | 5                                  | 5                              | 12            | 53         | 0          |
|    | DE    | 8                                | 6                                    | 3                                  | 3                              | 10            | 69         | 0          |
|   | EE    | 9                                | 8                                    | 5                                  | 3                              | 13            | 62         | 1          |
|  | IE    | 8                                | 10                                   | 7                                  | 4                              | 10            | 59         | 1          |
|  | EL    | 16                               | 18                                   | 14                                 | 7                              | 12            | 32         | 1          |
|  | ES    | 9                                | 6                                    | 6                                  | 3                              | 10            | 66         | 1          |
|  | FR    | 17                               | 9                                    | 3                                  | 2                              | 7             | 61         | 0          |
|  | HR    | 20                               | 12                                   | 9                                  | 8                              | 18            | 33         | 0          |
|  | IT    | 8                                | 10                                   | 10                                 | 6                              | 8             | 57         | 1          |
|  | CY    | 21                               | 9                                    | 3                                  | 4                              | 10            | 52         | 1          |
|  | LV    | 12                               | 10                                   | 7                                  | 3                              | 8             | 58         | 2          |
|  | LT    | 13                               | 10                                   | 7                                  | 6                              | 10            | 50         | 5          |
|  | LU    | 12                               | 9                                    | 5                                  | 3                              | 9             | 61         | 1          |
|  | HU    | 11                               | 10                                   | 11                                 | 9                              | 12            | 44         | 1          |
|  | MT    | 14                               | 9                                    | 7                                  | 2                              | 7             | 61         | 0          |
|  | NL    | 16                               | 8                                    | 2                                  | 2                              | 7             | 63         | 1          |
|  | AT    | 15                               | 17                                   | 10                                 | 5                              | 11            | 41         | 0          |
|  | PL    | 6                                | 9                                    | 10                                 | 11                             | 14            | 48         | 2          |
|  | PT    | 10                               | 11                                   | 12                                 | 8                              | 12            | 47         | 1          |
|  | RO    | 20                               | 11                                   | 8                                  | 5                              | 8             | 46         | 1          |
|  | SI    | 10                               | 4                                    | 5                                  | 5                              | 18            | 56         | 2          |
|  | SK    | 4                                | 5                                    | 7                                  | 5                              | 13            | 63         | 3          |
|  | FI    | 12                               | 11                                   | 8                                  | 8                              | 14            | 46         | 0          |
|  | SE    | 10                               | 5                                    | 4                                  | 2                              | 9             | 69         | 1          |
|  | UK    | 12                               | 6                                    | 5                                  | 3                              | 9             | 63         | 1          |

QB1.7 Veuillez me dire à quelle fréquence vous réalisez chacune des activités en ligne suivantes.  
Jouer à des jeux en ligne

QB1.7 Please tell me how often you do each of the following activities online.  
Play online games






























QB1.7 Bitte sagen Sie mir, wie häufig Sie jeder der folgenden Aktivitäten im Internet nachgehen.  
Online-Spiele spielen

|   |       | Total 'Fait cette activité en ligne' | Total 'Au moins une fois par semaine' | Total 'Moins d'une fois par semaine'     |
|---|-------|--------------------------------------|---------------------------------------|--|
|   |       | Total 'Does this activity online'    | Total 'At least once a week'          | Total 'Less than once a week'            |
|   |       | Gesamt 'Ist Online diese Aktivität'  | Gesamt 'Mindestens einmal pro Woche'  | Gesamt 'Weniger als einmal in der Woche' |
| %   |       | EB<br>83.1                           | EB<br>83.1                            | EB<br>83.1                               |
|    | EU 28 | <b>40</b>                            | <b>25</b>                             | <b>14</b>                                |
|    | BE    | <b>39</b>                            | <b>26</b>                             | <b>13</b>                                |
|    | BG    | <b>51</b>                            | <b>32</b>                             | <b>19</b>                                |
|    | CZ    | <b>44</b>                            | <b>23</b>                             | <b>21</b>                                |
|    | DK    | <b>47</b>                            | <b>30</b>                             | <b>17</b>                                |
|    | DE    | <b>31</b>                            | <b>17</b>                             | <b>14</b>                                |
|    | EE    | <b>37</b>                            | <b>21</b>                             | <b>16</b>                                |
|    | IE    | <b>40</b>                            | <b>26</b>                             | <b>14</b>                                |
|   | EL    | <b>67</b>                            | <b>48</b>                             | <b>19</b>                                |
|  | ES    | <b>34</b>                            | <b>20</b>                             | <b>13</b>                                |
|  | FR    | <b>38</b>                            | <b>29</b>                             | <b>9</b>                                 |
|  | HR    | <b>66</b>                            | <b>41</b>                             | <b>25</b>                                |
|  | IT    | <b>42</b>                            | <b>28</b>                             | <b>14</b>                                |
|  | CY    | <b>47</b>                            | <b>33</b>                             | <b>14</b>                                |
|  | LV    | <b>39</b>                            | <b>28</b>                             | <b>11</b>                                |
|  | LT    | <b>45</b>                            | <b>30</b>                             | <b>15</b>                                |
|  | LU    | <b>39</b>                            | <b>27</b>                             | <b>12</b>                                |
|  | HU    | <b>55</b>                            | <b>33</b>                             | <b>22</b>                                |
|  | MT    | <b>39</b>                            | <b>30</b>                             | <b>10</b>                                |
|  | NL    | <b>36</b>                            | <b>27</b>                             | <b>9</b>                                 |
|  | AT    | <b>59</b>                            | <b>42</b>                             | <b>16</b>                                |
|  | PL    | <b>50</b>                            | <b>25</b>                             | <b>25</b>                                |
|  | PT    | <b>53</b>                            | <b>33</b>                             | <b>20</b>                                |
|  | RO    | <b>53</b>                            | <b>39</b>                             | <b>14</b>                                |
|  | SI    | <b>43</b>                            | <b>20</b>                             | <b>23</b>                                |
|  | SK    | <b>34</b>                            | <b>16</b>                             | <b>17</b>                                |
|  | FI    | <b>54</b>                            | <b>32</b>                             | <b>22</b>                                |
|  | SE    | <b>31</b>                            | <b>20</b>                             | <b>11</b>                                |
|  | UK    | <b>36</b>                            | <b>24</b>                             | <b>12</b>                                |

QB1.1 Veuillez me dire à quelle fréquence vous réalisez chacune des activités en ligne suivantes.  
Utiliser un réseau social en ligne pour partager des photos, des vidéos, des films, etc.

QB1.1 Please tell me how often you do each of the following activities online.  
Use an online social network, for instance to share pictures, videos, movies, etc.






























QB1.1 Bitte sagen Sie mir, wie häufig Sie jeder der folgenden Aktivitäten im Internet nachgehen.  
Ein soziales Netzwerk im Internet nutzen, um z. B. Bilder, Videos, Filme etc. zu teilen

|   |       | Tous les jours ou presque<br>Every day\ Almost everyday<br>Täglich/Fast täglich | Deux ou trois fois par semaine<br>Two or three times a week<br>2- bis 3-mal in der Woche | Environ une fois par semaine<br>About once a week<br>Ungefähr einmal die Woche | Deux ou trois fois par mois<br>Two or three times a month<br>2- oder 3-mal pro Monat | Moins souvent<br>Less often<br>Seltener | Jamais<br>Never<br>Niemals | N'utilise pas Internet<br>Do not use the Internet<br>N'utilise pas Internet | NSP<br>DK<br>WN |
|---|-------|---|--|--|--|---|----------------------------|---|-----------------|
| %   |       | EB 83.1   | EB 83.1  | EB 83.1  | EB 83.1  | EB 83.1                                 | EB 83.1                    | EB 83.1   | EB 83.1         |
|    | EU 28 | 27  | 11   | 6  | 4  | 7                                       | 23                         | 22  | 0               |
|    | BE    | 28  | 12   | 8  | 5  | 9                                       | 23                         | 16  | 0               |
|    | BG    | 22  | 16   | 8  | 3  | 4                                       | 7                          | 39  | 0               |
|    | CZ    | 17  | 12   | 9  | 5  | 11                                      | 23                         | 22  | 0               |
|    | DK    | 41  | 11   | 5  | 5  | 10                                      | 21                         | 6   | 0               |
|    | DE    | 24  | 10   | 4  | 2  | 9                                       | 33                         | 18  | 0               |
|   | EE    | 29  | 8  | 5  | 4  | 9                                       | 24                         | 20  | 0               |
|  | IE    | 38  | 12   | 5  | 4  | 5                                       | 20                         | 17  | 0               |
|  | EL    | 17  | 10   | 7  | 4  | 6                                       | 15                         | 41  | 0               |
|  | ES    | 32  | 14   | 5  | 2  | 4                                       | 16                         | 26  | 0               |
|  | FR    | 23  | 9  | 6  | 4  | 7                                       | 33                         | 18  | 0               |
|  | HR    | 27  | 11   | 8  | 4  | 7                                       | 14                         | 29  | 0               |
|  | IT    | 23  | 14   | 8  | 6  | 7                                       | 13                         | 29  | 0               |
|  | CY    | 23  | 10   | 6  | 2  | 9                                       | 19                         | 33  | 0               |
|  | LV    | 28  | 10   | 8  | 2  | 7                                       | 19                         | 24  | 1               |
|  | LT    | 30  | 10   | 5  | 2  | 4                                       | 17                         | 31  | 1               |
|  | LU    | 28  | 7  | 5  | 5  | 10                                      | 32                         | 13  | 0               |
|  | HU    | 19  | 10   | 8  | 8  | 8                                       | 12                         | 34  | 0               |
|  | MT    | 27  | 8  | 6  | 2  | 6                                       | 22                         | 28  | 0               |
|  | NL    | 38  | 12   | 9  | 5  | 11                                      | 24                         | 2   | 0               |
|  | AT    | 27  | 16   | 6  | 4  | 6                                       | 17                         | 24  | 0               |
|  | PL    | 16  | 14   | 9  | 5  | 7                                       | 21                         | 26  | 1               |
|  | PT    | 23  | 12   | 6  | 2  | 4                                       | 9                          | 43  | 0               |
|  | RO    | 20  | 7  | 4  | 2  | 5                                       | 15                         | 46  | 0               |
|  | SI    | 25  | 11   | 6  | 3  | 11                                      | 21                         | 23  | 0               |
|  | SK    | 22  | 10   | 6  | 5  | 11                                      | 19                         | 26  | 0               |
|  | FI    | 22  | 10   | 8  | 8  | 9                                       | 30                         | 13  | 0               |
|  | SE    | 48  | 10   | 5  | 3  | 8                                       | 21                         | 5   | 0               |
|  | UK    | 40  | 8  | 5  | 3  | 7                                       | 24                         | 13  | 0               |

QB1.1 Veuillez me dire à quelle fréquence vous réalisez chacune des activités en ligne suivantes.  
Utiliser un réseau social en ligne pour partager des photos, des vidéos, des films, etc.

QB1.1 Please tell me how often you do each of the following activities online.  
Use an online social network, for instance to share pictures, videos, movies, etc.

QB1.1 Bitte sagen Sie mir, wie häufig Sie jeder der folgenden Aktivitäten im Internet nachgehen.  
Ein soziales Netzwerk im Internet nutzen, um z. B. Bilder, Videos, Filme etc. zu teilen

|   |       | Total 'Souvent/ Parfois' | Total 'Fait cette activité en ligne' | Total 'Au moins une fois par semaine' | Total 'Moins d'une fois par semaine'     |
|---|-------|--------------------------|--------------------------------------|---------------------------------------|--|
|   |       | Total 'Often/ Sometimes' | Total 'Does this activity online'    | Total 'At least once a week'          | Total 'Less than once a week'            |
|   |       | Gesamt 'Oft/ manchmal'   | Gesamt 'Ist Online diese Aktivität'  | Gesamt 'Mindestens einmal pro Woche'  | Gesamt 'Weniger als einmal in der Woche' |
| %   |       | EB<br>83.1               | EB<br>83.1                           | EB<br>83.1                            | EB<br>83.1                               |
|    | EU 28 | <b>28</b>                | <b>55</b>                            | <b>44</b>                             | <b>11</b>                                |
|    | BE    | <b>33</b>                | <b>61</b>                            | <b>48</b>                             | <b>13</b>                                |
|    | BG    | <b>32</b>                | <b>54</b>                            | <b>46</b>                             | <b>7</b>                                 |
|    | CZ    | <b>37</b>                | <b>55</b>                            | <b>38</b>                             | <b>17</b>                                |
|    | DK    | <b>32</b>                | <b>73</b>                            | <b>58</b>                             | <b>16</b>                                |
|    | DE    | <b>25</b>                | <b>49</b>                            | <b>38</b>                             | <b>11</b>                                |
|    | EE    | <b>26</b>                | <b>56</b>                            | <b>42</b>                             | <b>13</b>                                |
|    | IE    | <b>26</b>                | <b>64</b>                            | <b>55</b>                             | <b>9</b>                                 |
|   | EL    | <b>27</b>                | <b>45</b>                            | <b>34</b>                             | <b>10</b>                                |
|  | ES    | <b>25</b>                | <b>58</b>                            | <b>51</b>                             | <b>7</b>                                 |
|  | FR    | <b>26</b>                | <b>49</b>                            | <b>38</b>                             | <b>11</b>                                |
|  | HR    | <b>30</b>                | <b>57</b>                            | <b>46</b>                             | <b>11</b>                                |
|  | IT    | <b>35</b>                | <b>58</b>                            | <b>45</b>                             | <b>13</b>                                |
|  | CY    | <b>26</b>                | <b>48</b>                            | <b>38</b>                             | <b>10</b>                                |
|  | LV    | <b>28</b>                | <b>56</b>                            | <b>47</b>                             | <b>10</b>                                |
|  | LT    | <b>21</b>                | <b>51</b>                            | <b>45</b>                             | <b>6</b>                                 |
|  | LU    | <b>27</b>                | <b>55</b>                            | <b>40</b>                             | <b>15</b>                                |
|  | HU    | <b>34</b>                | <b>53</b>                            | <b>38</b>                             | <b>16</b>                                |
|  | MT    | <b>22</b>                | <b>49</b>                            | <b>41</b>                             | <b>8</b>                                 |
|  | NL    | <b>35</b>                | <b>73</b>                            | <b>58</b>                             | <b>15</b>                                |
|  | AT    | <b>32</b>                | <b>58</b>                            | <b>48</b>                             | <b>10</b>                                |
|  | PL    | <b>35</b>                | <b>52</b>                            | <b>39</b>                             | <b>12</b>                                |
|  | PT    | <b>25</b>                | <b>48</b>                            | <b>41</b>                             | <b>7</b>                                 |
|  | RO    | <b>18</b>                | <b>39</b>                            | <b>32</b>                             | <b>7</b>                                 |
|  | SI    | <b>31</b>                | <b>56</b>                            | <b>43</b>                             | <b>13</b>                                |
|  | SK    | <b>32</b>                | <b>55</b>                            | <b>38</b>                             | <b>16</b>                                |
|  | FI    | <b>35</b>                | <b>57</b>                            | <b>40</b>                             | <b>17</b>                                |
|  | SE    | <b>25</b>                | <b>73</b>                            | <b>63</b>                             | <b>11</b>                                |
|  | UK    | <b>23</b>                | <b>63</b>                            | <b>53</b>                             | <b>10</b>                                |






























QB1.2 Veuillez me dire à quelle fréquence vous réalisez chacune des activités en ligne suivantes.  
Acheter des produits ou services en ligne (par ex. voyages et vacances, vêtements, livres, billets d'entrée, films, musique, logiciels, aliments)

QB1.2 Please tell me how often you do each of the following activities online.

Purchase goods or services online (e.g. travel & holiday, clothes, books, tickets, films, music, software, food)

QB1.2 Bitte sagen Sie mir, wie häufig Sie jeder der folgenden Aktivitäten im Internet nachgehen.

Waren oder Dienstleistungen über das Internet kaufen (z. B. Reisen & Urlaub, Kleidung, Bücher, Tickets, Filme, Musik, Software, Lebensmittel)

|   |       | Tous les jours ou presque  | Deux ou trois fois par semaine | Environ une fois par semaine | Deux ou trois fois par mois | Moins souvent | Jamais     | N'utilise pas Internet  | NSP        |
|---|-------|----------------------------|--------------------------------|------------------------------|-----------------------------|---------------|------------|-------------------------|------------|
|   |       | Every day\ Almost everyday | Two or three times a week      | About once a week            | Two or three times a month  | Less often    | Never      | Do not use the Internet | DK         |
|   |       | Täglich/Fast täglich       | 2- bis 3-mal in der Woche      | Ungefähr einmal die Woche    | 2- oder 3-mal pro Monat     | Seltener      | Niemals    | N'utilise pas Internet  | WN         |
|   |       | EB<br>83.1                 | EB<br>83.1                     | EB<br>83.1                   | EB<br>83.1                  | EB<br>83.1    | EB<br>83.1 | EB<br>83.1              | EB<br>83.1 |
| %   |       |                            |                                |                              |                             |               |            |                         |            |
|    | EU 28 | 2                          | 4                              | 7                            | 17                          | 29            | 18         | 22                      | 0          |
|    | BE    | 1                          | 3                              | 5                            | 17                          | 35            | 23         | 16                      | 0          |
|    | BG    | 1                          | 2                              | 2                            | 7                           | 25            | 24         | 39                      | 1          |
|    | CZ    | 2                          | 1                              | 4                            | 15                          | 39            | 15         | 22                      | 0          |
|   | DK    | 3                          | 3                              | 11                           | 30                          | 36            | 11         | 6                       | 0          |
|  | DE    | 1                          | 3                              | 7                            | 22                          | 35            | 13         | 18                      | 0          |
|  | EE    | 1                          | 1                              | 4                            | 16                          | 37            | 20         | 20                      | 0          |
|  | IE    | 4                          | 7                              | 8                            | 22                          | 31            | 12         | 17                      | 0          |
|  | EL    | 1                          | 1                              | 1                            | 6                           | 26            | 24         | 41                      | 0          |
|  | ES    | 1                          | 2                              | 3                            | 9                           | 28            | 31         | 26                      | 0          |
|  | FR    | 1                          | 3                              | 5                            | 22                          | 33            | 18         | 18                      | 0          |
|  | HR    | 2                          | 3                              | 2                            | 10                          | 25            | 29         | 29                      | 0          |
|  | IT    | 2                          | 3                              | 4                            | 9                           | 28            | 23         | 29                      | 0          |
|  | CY    | 1                          | 2                              | 0                            | 10                          | 31            | 22         | 33                      | 0          |
|  | LV    | 1                          | 2                              | 4                            | 13                          | 31            | 24         | 24                      | 1          |
|  | LT    | 2                          | 2                              | 5                            | 13                          | 22            | 25         | 31                      | 1          |
|  | LU    | 1                          | 4                              | 8                            | 20                          | 35            | 18         | 13                      | 0          |
|  | HU    | 5                          | 6                              | 5                            | 7                           | 20            | 23         | 34                      | 0          |
|  | MT    | 3                          | 3                              | 6                            | 16                          | 25            | 18         | 28                      | 1          |
|  | NL    | 1                          | 4                              | 10                           | 29                          | 42            | 12         | 2                       | 0          |
|  | AT    | 6                          | 6                              | 5                            | 14                          | 30            | 14         | 24                      | 0          |
|  | PL    | 1                          | 5                              | 9                            | 15                          | 28            | 16         | 26                      | 0          |
|  | PT    | 1                          | 1                              | 2                            | 5                           | 16            | 31         | 43                      | 0          |
|  | RO    | 2                          | 1                              | 2                            | 7                           | 16            | 26         | 46                      | 0          |
|  | SI    | 3                          | 2                              | 4                            | 13                          | 27            | 27         | 23                      | 0          |
|  | SK    | 2                          | 1                              | 3                            | 14                          | 34            | 21         | 26                      | 0          |
|  | FI    | 1                          | 2                              | 7                            | 27                          | 35            | 14         | 13                      | 0          |
|  | SE    | 2                          | 4                              | 8                            | 35                          | 35            | 12         | 5                       | 0          |
|  | UK    | 5                          | 13                             | 18                           | 23                          | 18            | 10         | 13                      | 0          |

QB1.2 Veuillez me dire à quelle fréquence vous réalisez chacune des activités en ligne suivantes.






























Acheter des produits ou services en ligne (par ex. voyages et vacances, vêtements, livres, billets d'entrée, films, musique, logiciels, aliments)

QB1.2 Please tell me how often you do each of the following activities online.

Purchase goods or services online (e.g. travel & holiday, clothes, books, tickets, films, music, software, food)

QB1.2 Bitte sagen Sie mir, wie häufig Sie jeder der folgenden Aktivitäten im Internet nachgehen.






























Waren oder Dienstleistungen über das Internet kaufen (z. B. Reisen & Urlaub, Kleidung, Bücher, Tickets, Filme, Musik, Software, Lebensmittel)

|   |       | Total 'Souvent/ Parfois' | Total 'Fait cette activité en ligne' | Total 'Au moins une fois par semaine' | Total 'Moins d'une fois par semaine'     |
|---|-------|--------------------------|--------------------------------------|---------------------------------------|--|
|   |       | Total 'Often/ Sometimes' | Total 'Does this activity online'    | Total 'At least once a week'          | Total 'Less than once a week'            |
|   |       | Gesamt 'Oft/ manchmal'   | Gesamt 'Ist Online diese Aktivität'  | Gesamt 'Mindestens einmal pro Woche'  | Gesamt 'Weniger als einmal in der Woche' |
| %   |       | EB<br>83.1               | EB<br>83.1                           | EB<br>83.1                            | EB<br>83.1                               |
|    | EU 28 | <b>57</b>                | <b>59</b>                            | <b>13</b>                             | <b>46</b>                                |
|    | BE    | <b>60</b>                | <b>62</b>                            | <b>9</b>                              | <b>53</b>                                |
|    | BG    | <b>36</b>                | <b>37</b>                            | <b>5</b>                              | <b>32</b>                                |
|    | CZ    | <b>61</b>                | <b>62</b>                            | <b>8</b>                              | <b>55</b>                                |
|    | DK    | <b>80</b>                | <b>83</b>                            | <b>17</b>                             | <b>67</b>                                |
|    | DE    | <b>67</b>                | <b>69</b>                            | <b>12</b>                             | <b>57</b>                                |
|    | EE    | <b>59</b>                | <b>60</b>                            | <b>6</b>                              | <b>54</b>                                |
|  | IE    | <b>68</b>                | <b>72</b>                            | <b>19</b>                             | <b>53</b>                                |
|  | EL    | <b>35</b>                | <b>35</b>                            | <b>3</b>                              | <b>32</b>                                |
|  | ES    | <b>42</b>                | <b>44</b>                            | <b>7</b>                              | <b>37</b>                                |
|  | FR    | <b>63</b>                | <b>64</b>                            | <b>10</b>                             | <b>54</b>                                |
|  | HR    | <b>40</b>                | <b>42</b>                            | <b>7</b>                              | <b>35</b>                                |
|  | IT    | <b>46</b>                | <b>48</b>                            | <b>10</b>                             | <b>38</b>                                |
|  | CY    | <b>44</b>                | <b>45</b>                            | <b>3</b>                              | <b>41</b>                                |
|  | LV    | <b>50</b>                | <b>51</b>                            | <b>7</b>                              | <b>44</b>                                |
|  | LT    | <b>41</b>                | <b>43</b>                            | <b>9</b>                              | <b>34</b>                                |
|  | LU    | <b>68</b>                | <b>69</b>                            | <b>14</b>                             | <b>55</b>                                |
|  | HU    | <b>37</b>                | <b>43</b>                            | <b>16</b>                             | <b>27</b>                                |
|  | MT    | <b>51</b>                | <b>53</b>                            | <b>12</b>                             | <b>41</b>                                |
|  | NL    | <b>85</b>                | <b>86</b>                            | <b>15</b>                             | <b>71</b>                                |
|  | AT    | <b>56</b>                | <b>62</b>                            | <b>17</b>                             | <b>45</b>                                |
|  | PL    | <b>56</b>                | <b>57</b>                            | <b>14</b>                             | <b>43</b>                                |
|  | PT    | <b>25</b>                | <b>25</b>                            | <b>4</b>                              | <b>21</b>                                |
|  | RO    | <b>26</b>                | <b>28</b>                            | <b>5</b>                              | <b>23</b>                                |
|  | SI    | <b>46</b>                | <b>49</b>                            | <b>9</b>                              | <b>40</b>                                |
|  | SK    | <b>51</b>                | <b>53</b>                            | <b>6</b>                              | <b>48</b>                                |
|  | FI    | <b>71</b>                | <b>73</b>                            | <b>10</b>                             | <b>62</b>                                |
|  | SE    | <b>82</b>                | <b>83</b>                            | <b>13</b>                             | <b>70</b>                                |
|  | UK    | <b>72</b>                | <b>77</b>                            | <b>36</b>                             | <b>41</b>                                |

QB1.3 Veuillez me dire à quelle fréquence vous réalisez chacune des activités en ligne suivantes.  
Utiliser une messagerie instantanée, des sites de discussion ou chat

QB1.3 Please tell me how often you do each of the following activities online.  
Use instant messaging, chat websites






























QB1.3 Bitte sagen Sie mir, wie häufig Sie jeder der folgenden Aktivitäten im Internet nachgehen.  
Sofortnachrichten (Instant Messaging), Chat-Webseiten nutzen

|   |       | Tous les jours ou presque  | Deux ou trois fois par semaine | Environ une fois par semaine | Deux ou trois fois par mois | Moins souvent | Jamais    | N'utilise pas Internet  | NSP      |
|---|-------|----------------------------|--------------------------------|------------------------------|-----------------------------|---------------|-----------|-------------------------|----------|
|   |       | Every day\ Almost everyday | Two or three times a week      | About once a week            | Two or three times a month  | Less often    | Never     | Do not use the Internet | DK       |
|   |       | Täglich/Fast täglich       | 2- bis 3-mal in der Woche      | Ungefähr einmal die Woche    | 2- oder 3-mal pro Monat     | Seltener      | Niemals   | N'utilise pas Internet  | WN       |
| %   |       | EB 83.1                    | EB 83.1                        | EB 83.1                      | EB 83.1                     | EB 83.1       | EB 83.1   | EB 83.1                 | EB 83.1  |
|    | EU 28 | <b>26</b>                  | <b>10</b>                      | <b>5</b>                     | <b>3</b>                    | <b>8</b>      | <b>25</b> | <b>22</b>               | <b>0</b> |
|    | BE    | <b>21</b>                  | <b>10</b>                      | <b>5</b>                     | <b>3</b>                    | <b>7</b>      | <b>37</b> | <b>16</b>               | <b>0</b> |
|    | BG    | <b>16</b>                  | <b>14</b>                      | <b>10</b>                    | <b>4</b>                    | <b>6</b>      | <b>11</b> | <b>39</b>               | <b>1</b> |
|    | CZ    | <b>28</b>                  | <b>17</b>                      | <b>10</b>                    | <b>6</b>                    | <b>8</b>      | <b>9</b>  | <b>22</b>               | <b>0</b> |
|  | DK    | <b>38</b>                  | <b>10</b>                      | <b>4</b>                     | <b>4</b>                    | <b>9</b>      | <b>28</b> | <b>6</b>                | <b>0</b> |
|  | DE    | <b>24</b>                  | <b>11</b>                      | <b>4</b>                     | <b>2</b>                    | <b>12</b>     | <b>28</b> | <b>18</b>               | <b>0</b> |
|  | EE    | <b>19</b>                  | <b>7</b>                       | <b>4</b>                     | <b>2</b>                    | <b>7</b>      | <b>40</b> | <b>20</b>               | <b>1</b> |
|  | IE    | <b>24</b>                  | <b>11</b>                      | <b>6</b>                     | <b>4</b>                    | <b>5</b>      | <b>33</b> | <b>17</b>               | <b>0</b> |
|  | EL    | <b>14</b>                  | <b>11</b>                      | <b>6</b>                     | <b>4</b>                    | <b>5</b>      | <b>19</b> | <b>41</b>               | <b>0</b> |
|  | ES    | <b>45</b>                  | <b>7</b>                       | <b>3</b>                     | <b>2</b>                    | <b>4</b>      | <b>13</b> | <b>26</b>               | <b>0</b> |
|  | FR    | <b>27</b>                  | <b>8</b>                       | <b>5</b>                     | <b>1</b>                    | <b>5</b>      | <b>35</b> | <b>18</b>               | <b>0</b> |
|  | HR    | <b>25</b>                  | <b>8</b>                       | <b>8</b>                     | <b>5</b>                    | <b>8</b>      | <b>18</b> | <b>29</b>               | <b>0</b> |
|  | IT    | <b>25</b>                  | <b>11</b>                      | <b>8</b>                     | <b>5</b>                    | <b>8</b>      | <b>13</b> | <b>29</b>               | <b>0</b> |
|  | CY    | <b>29</b>                  | <b>11</b>                      | <b>4</b>                     | <b>3</b>                    | <b>6</b>      | <b>15</b> | <b>33</b>               | <b>0</b> |
|  | LV    | <b>23</b>                  | <b>9</b>                       | <b>5</b>                     | <b>3</b>                    | <b>6</b>      | <b>28</b> | <b>24</b>               | <b>2</b> |
|  | LT    | <b>20</b>                  | <b>11</b>                      | <b>8</b>                     | <b>3</b>                    | <b>6</b>      | <b>21</b> | <b>31</b>               | <b>1</b> |
|  | LU    | <b>32</b>                  | <b>7</b>                       | <b>6</b>                     | <b>2</b>                    | <b>8</b>      | <b>32</b> | <b>13</b>               | <b>0</b> |
|  | HU    | <b>18</b>                  | <b>10</b>                      | <b>9</b>                     | <b>5</b>                    | <b>8</b>      | <b>16</b> | <b>34</b>               | <b>0</b> |
|  | MT    | <b>36</b>                  | <b>6</b>                       | <b>3</b>                     | <b>2</b>                    | <b>3</b>      | <b>21</b> | <b>28</b>               | <b>0</b> |
|  | NL    | <b>33</b>                  | <b>5</b>                       | <b>4</b>                     | <b>1</b>                    | <b>8</b>      | <b>46</b> | <b>2</b>                | <b>1</b> |
|  | AT    | <b>23</b>                  | <b>13</b>                      | <b>7</b>                     | <b>5</b>                    | <b>8</b>      | <b>19</b> | <b>24</b>               | <b>0</b> |
|  | PL    | <b>9</b>                   | <b>8</b>                       | <b>9</b>                     | <b>8</b>                    | <b>10</b>     | <b>28</b> | <b>26</b>               | <b>1</b> |
|  | PT    | <b>14</b>                  | <b>12</b>                      | <b>6</b>                     | <b>4</b>                    | <b>6</b>      | <b>14</b> | <b>43</b>               | <b>0</b> |
|  | RO    | <b>16</b>                  | <b>8</b>                       | <b>5</b>                     | <b>2</b>                    | <b>5</b>      | <b>19</b> | <b>46</b>               | <b>0</b> |
|  | SI    | <b>20</b>                  | <b>9</b>                       | <b>6</b>                     | <b>4</b>                    | <b>12</b>     | <b>25</b> | <b>23</b>               | <b>0</b> |
|  | SK    | <b>23</b>                  | <b>14</b>                      | <b>8</b>                     | <b>3</b>                    | <b>9</b>      | <b>18</b> | <b>26</b>               | <b>0</b> |
|  | FI    | <b>36</b>                  | <b>7</b>                       | <b>5</b>                     | <b>3</b>                    | <b>7</b>      | <b>29</b> | <b>13</b>               | <b>0</b> |
|  | SE    | <b>33</b>                  | <b>11</b>                      | <b>5</b>                     | <b>5</b>                    | <b>11</b>     | <b>29</b> | <b>5</b>                | <b>0</b> |
|  | UK    | <b>32</b>                  | <b>9</b>                       | <b>3</b>                     | <b>2</b>                    | <b>7</b>      | <b>33</b> | <b>13</b>               | <b>1</b> |

QB1.4 Veuillez me dire à quelle fréquence vous réalisez chacune des activités en ligne suivantes.  
Utiliser des logiciels ou des sites de peer-to-peer (P2P) pour échanger des films, de la musique, etc.

QB1.4 Please tell me how often you do each of the following activities online.  
Use peer-to-peer software or sites to exchange movies, music, etc.

QB1.4 Bitte sagen Sie mir, wie häufig Sie jeder der folgenden Aktivitäten im Internet nachgehen.  
Peer-to-Peer-Software oder Webseiten nutzen, um Filme, Musik etc. auszutauschen






























|   |       | Tous les jours ou presque  | Deux ou trois fois par semaine | Environ une fois par semaine | Deux ou trois fois par mois | Moins souvent | Jamais  | N'utilise pas Internet  | NSP     |
|---|-------|----------------------------|--------------------------------|------------------------------|-----------------------------|---------------|---------|-------------------------|---------|
|   |       | Every day\ Almost everyday | Two or three times a week      | About once a week            | Two or three times a month  | Less often    | Never   | Do not use the Internet | DK      |
|   |       | Täglich/Fast täglich       | 2- bis 3-mal in der Woche      | Ungefähr einmal die Woche    | 2- oder 3-mal pro Monat     | Seltener      | Niemals | N'utilise pas Internet  | WN      |
| %   |       | EB 83.1                    | EB 83.1                        | EB 83.1                      | EB 83.1                     | EB 83.1       | EB 83.1 | EB 83.1                 | EB 83.1 |
|    | EU 28 | 4                          | 4                              | 5                            | 5                           | 10            | 48      | 22                      | 1       |
|    | BE    | 3                          | 5                              | 5                            | 6                           | 13            | 53      | 16                      | 0       |
|    | BG    | 4                          | 7                              | 8                            | 6                           | 8             | 23      | 39                      | 4       |
|    | CZ    | 2                          | 4                              | 5                            | 6                           | 13            | 45      | 22                      | 2       |
|   | DK    | 17                         | 6                              | 5                            | 6                           | 12            | 47      | 6                       | 1       |
|  | DE    | 2                          | 2                              | 3                            | 2                           | 11            | 61      | 18                      | 1       |
|  | EE    | 7                          | 7                              | 6                            | 4                           | 10            | 44      | 20                      | 3       |
|  | IE    | 9                          | 6                              | 5                            | 6                           | 11            | 46      | 17                      | 1       |
|  | EL    | 3                          | 4                              | 4                            | 5                           | 9             | 33      | 41                      | 1       |
|  | ES    | 7                          | 7                              | 6                            | 5                           | 11            | 38      | 26                      | 0       |
|  | FR    | 3                          | 3                              | 3                            | 3                           | 7             | 62      | 18                      | 1       |
|  | HR    | 8                          | 6                              | 8                            | 8                           | 14            | 26      | 29                      | 0       |
|  | IT    | 2                          | 6                              | 9                            | 6                           | 12            | 36      | 29                      | 1       |
|  | CY    | 5                          | 3                              | 3                            | 2                           | 4             | 46      | 33                      | 3       |
|  | LV    | 12                         | 8                              | 6                            | 5                           | 8             | 34      | 24                      | 2       |
|  | LT    | 6                          | 7                              | 6                            | 3                           | 8             | 36      | 31                      | 3       |
|  | LU    | 6                          | 5                              | 3                            | 2                           | 11            | 58      | 13                      | 1       |
|  | HU    | 5                          | 5                              | 6                            | 6                           | 8             | 34      | 34                      | 2       |
|  | MT    | 7                          | 5                              | 7                            | 3                           | 6             | 43      | 28                      | 1       |
|  | NL    | 4                          | 6                              | 5                            | 5                           | 12            | 64      | 2                       | 1       |
|  | AT    | 8                          | 10                             | 8                            | 5                           | 12            | 30      | 24                      | 2       |
|  | PL    | 1                          | 4                              | 9                            | 9                           | 11            | 39      | 26                      | 1       |
|  | PT    | 4                          | 5                              | 5                            | 5                           | 8             | 30      | 43                      | 0       |
|  | RO    | 7                          | 3                              | 4                            | 4                           | 6             | 29      | 46                      | 0       |
|  | SI    | 11                         | 7                              | 9                            | 6                           | 14            | 30      | 23                      | 1       |
|  | SK    | 3                          | 3                              | 4                            | 5                           | 12            | 44      | 26                      | 3       |
|  | FI    | 9                          | 5                              | 5                            | 5                           | 12            | 50      | 13                      | 1       |
|  | SE    | 7                          | 5                              | 5                            | 5                           | 12            | 52      | 5                       | 8       |
|  | UK    | 5                          | 4                              | 5                            | 3                           | 10            | 57      | 13                      | 2       |



QB1.3 Veuillez me dire à quelle fréquence vous réalisez chacune des activités en ligne suivantes.  
Utiliser une messagerie instantanée, des sites de discussion ou chat

QB1.3 Please tell me how often you do each of the following activities online.  
Use instant messaging, chat websites






























QB1.3 Bitte sagen Sie mir, wie häufig Sie jeder der folgenden Aktivitäten im Internet nachgehen.  
Sofortnachrichten (Instant Messaging), Chat-Webseiten nutzen

|   |       | Total 'Souvent/ Parfois' | Total 'Fait cette activité en ligne' | Total 'Au moins une fois par semaine' | Total 'Moins d'une fois par semaine'     |
|---|-------|--------------------------|--------------------------------------|---------------------------------------|--|
|   |       | Total 'Often/ Sometimes' | Total 'Does this activity online'    | Total 'At least once a week'          | Total 'Less than once a week'            |
|   |       | Gesamt 'Oft/ manchmal'   | Gesamt 'Ist Online diese Aktivität'  | Gesamt 'Mindestens einmal pro Woche'  | Gesamt 'Weniger als einmal in der Woche' |
|   |       | EB<br>83.1               | EB<br>83.1                           | EB<br>83.1                            | EB<br>83.1                               |
|    | EU 28 | <b>26</b>                | <b>52</b>                            | <b>41</b>                             | <b>11</b>                                |
|    | BE    | <b>26</b>                | <b>47</b>                            | <b>37</b>                             | <b>10</b>                                |
|    | BG    | <b>34</b>                | <b>50</b>                            | <b>40</b>                             | <b>10</b>                                |
|    | CZ    | <b>41</b>                | <b>69</b>                            | <b>54</b>                             | <b>14</b>                                |
|    | DK    | <b>27</b>                | <b>65</b>                            | <b>52</b>                             | <b>13</b>                                |
|    | DE    | <b>29</b>                | <b>54</b>                            | <b>39</b>                             | <b>14</b>                                |
|    | EE    | <b>20</b>                | <b>40</b>                            | <b>31</b>                             | <b>9</b>                                 |
|    | IE    | <b>26</b>                | <b>50</b>                            | <b>41</b>                             | <b>9</b>                                 |
|   | EL    | <b>26</b>                | <b>40</b>                            | <b>32</b>                             | <b>9</b>                                 |
|  | ES    | <b>16</b>                | <b>61</b>                            | <b>56</b>                             | <b>5</b>                                 |
|  | FR    | <b>19</b>                | <b>46</b>                            | <b>40</b>                             | <b>6</b>                                 |
|  | HR    | <b>28</b>                | <b>53</b>                            | <b>41</b>                             | <b>12</b>                                |
|  | IT    | <b>33</b>                | <b>58</b>                            | <b>45</b>                             | <b>13</b>                                |
|  | CY    | <b>23</b>                | <b>52</b>                            | <b>44</b>                             | <b>9</b>                                 |
|  | LV    | <b>23</b>                | <b>45</b>                            | <b>37</b>                             | <b>9</b>                                 |
|  | LT    | <b>27</b>                | <b>47</b>                            | <b>39</b>                             | <b>9</b>                                 |
|  | LU    | <b>22</b>                | <b>54</b>                            | <b>45</b>                             | <b>10</b>                                |
|  | HU    | <b>31</b>                | <b>49</b>                            | <b>37</b>                             | <b>13</b>                                |
|  | MT    | <b>15</b>                | <b>51</b>                            | <b>45</b>                             | <b>6</b>                                 |
|  | NL    | <b>18</b>                | <b>51</b>                            | <b>42</b>                             | <b>9</b>                                 |
|  | AT    | <b>33</b>                | <b>57</b>                            | <b>43</b>                             | <b>13</b>                                |
|  | PL    | <b>36</b>                | <b>45</b>                            | <b>26</b>                             | <b>19</b>                                |
|  | PT    | <b>28</b>                | <b>42</b>                            | <b>33</b>                             | <b>10</b>                                |
|  | RO    | <b>20</b>                | <b>35</b>                            | <b>28</b>                             | <b>7</b>                                 |
|  | SI    | <b>31</b>                | <b>51</b>                            | <b>36</b>                             | <b>16</b>                                |
|  | SK    | <b>34</b>                | <b>56</b>                            | <b>44</b>                             | <b>12</b>                                |
|  | FI    | <b>22</b>                | <b>58</b>                            | <b>48</b>                             | <b>10</b>                                |
|  | SE    | <b>32</b>                | <b>65</b>                            | <b>49</b>                             | <b>16</b>                                |
|  | UK    | <b>22</b>                | <b>54</b>                            | <b>44</b>                             | <b>10</b>                                |

QB1.5 Veuillez me dire à quelle fréquence vous réalisez chacune des activités en ligne suivantes.  
Passer ou recevoir des appels téléphoniques ou vidéo par Internet

QB1.5 Please tell me how often you do each of the following activities online.  
Make or receive phone calls or video calls over the Internet






























QB1.5 Bitte sagen Sie mir, wie häufig Sie jeder der folgenden Aktivitäten im Internet nachgehen.  
Telefon- oder Videoanrufe über das Internet tätigen oder erhalten

|   |       | Tous les jours ou presque  | Deux ou trois fois par semaine | Environ une fois par semaine | Deux ou trois fois par mois | Moins souvent | Jamais    | N'utilise pas Internet  | NSP      |
|---|-------|----------------------------|--------------------------------|------------------------------|-----------------------------|---------------|-----------|-------------------------|----------|
|   |       | Every day\ Almost everyday | Two or three times a week      | About once a week            | Two or three times a month  | Less often    | Never     | Do not use the Internet | DK       |
|   |       | Täglich/Fast täglich       | 2- bis 3-mal in der Woche      | Ungefähr einmal die Woche    | 2- oder 3-mal pro Monat     | Seltener      | Niemals   | N'utilise pas Internet  | WN       |
| %   |       | EB 83.1                    | EB 83.1                        | EB 83.1                      | EB 83.1                     | EB 83.1       | EB 83.1   | EB 83.1                 | EB 83.1  |
|    | EU 28 | <b>8</b>                   | <b>7</b>                       | <b>7</b>                     | <b>6</b>                    | <b>13</b>     | <b>37</b> | <b>22</b>               | <b>0</b> |
|    | BE    | <b>7</b>                   | <b>8</b>                       | <b>7</b>                     | <b>8</b>                    | <b>14</b>     | <b>40</b> | <b>16</b>               | <b>0</b> |
|    | BG    | <b>13</b>                  | <b>13</b>                      | <b>9</b>                     | <b>7</b>                    | <b>5</b>      | <b>13</b> | <b>39</b>               | <b>1</b> |
|    | CZ    | <b>7</b>                   | <b>5</b>                       | <b>7</b>                     | <b>7</b>                    | <b>12</b>     | <b>39</b> | <b>22</b>               | <b>0</b> |
|   | DK    | <b>10</b>                  | <b>9</b>                       | <b>8</b>                     | <b>10</b>                   | <b>23</b>     | <b>34</b> | <b>6</b>                | <b>0</b> |
|  | DE    | <b>7</b>                   | <b>4</b>                       | <b>4</b>                     | <b>4</b>                    | <b>15</b>     | <b>47</b> | <b>18</b>               | <b>0</b> |
|  | EE    | <b>11</b>                  | <b>9</b>                       | <b>6</b>                     | <b>10</b>                   | <b>16</b>     | <b>29</b> | <b>20</b>               | <b>1</b> |
|  | IE    | <b>13</b>                  | <b>11</b>                      | <b>11</b>                    | <b>9</b>                    | <b>10</b>     | <b>29</b> | <b>17</b>               | <b>0</b> |
|  | EL    | <b>6</b>                   | <b>9</b>                       | <b>7</b>                     | <b>6</b>                    | <b>8</b>      | <b>23</b> | <b>41</b>               | <b>0</b> |
|  | ES    | <b>5</b>                   | <b>5</b>                       | <b>4</b>                     | <b>4</b>                    | <b>11</b>     | <b>45</b> | <b>26</b>               | <b>0</b> |
|  | FR    | <b>11</b>                  | <b>6</b>                       | <b>5</b>                     | <b>5</b>                    | <b>12</b>     | <b>42</b> | <b>18</b>               | <b>0</b> |
|  | HR    | <b>12</b>                  | <b>5</b>                       | <b>10</b>                    | <b>8</b>                    | <b>16</b>     | <b>19</b> | <b>29</b>               | <b>0</b> |
|  | IT    | <b>4</b>                   | <b>6</b>                       | <b>11</b>                    | <b>7</b>                    | <b>12</b>     | <b>30</b> | <b>29</b>               | <b>1</b> |
|  | CY    | <b>13</b>                  | <b>13</b>                      | <b>9</b>                     | <b>4</b>                    | <b>8</b>      | <b>20</b> | <b>33</b>               | <b>0</b> |
|  | LV    | <b>11</b>                  | <b>12</b>                      | <b>7</b>                     | <b>8</b>                    | <b>13</b>     | <b>24</b> | <b>24</b>               | <b>1</b> |
|  | LT    | <b>12</b>                  | <b>13</b>                      | <b>9</b>                     | <b>6</b>                    | <b>7</b>      | <b>20</b> | <b>31</b>               | <b>2</b> |
|  | LU    | <b>10</b>                  | <b>12</b>                      | <b>8</b>                     | <b>8</b>                    | <b>13</b>     | <b>35</b> | <b>13</b>               | <b>0</b> |
|  | HU    | <b>8</b>                   | <b>7</b>                       | <b>8</b>                     | <b>6</b>                    | <b>10</b>     | <b>25</b> | <b>34</b>               | <b>1</b> |
|  | MT    | <b>9</b>                   | <b>7</b>                       | <b>8</b>                     | <b>5</b>                    | <b>11</b>     | <b>32</b> | <b>28</b>               | <b>0</b> |
|  | NL    | <b>9</b>                   | <b>7</b>                       | <b>8</b>                     | <b>9</b>                    | <b>21</b>     | <b>43</b> | <b>2</b>                | <b>0</b> |
|  | AT    | <b>7</b>                   | <b>12</b>                      | <b>6</b>                     | <b>7</b>                    | <b>14</b>     | <b>31</b> | <b>24</b>               | <b>0</b> |
|  | PL    | <b>3</b>                   | <b>8</b>                       | <b>9</b>                     | <b>10</b>                   | <b>13</b>     | <b>30</b> | <b>26</b>               | <b>1</b> |
|  | PT    | <b>4</b>                   | <b>3</b>                       | <b>7</b>                     | <b>4</b>                    | <b>10</b>     | <b>28</b> | <b>43</b>               | <b>0</b> |
|  | RO    | <b>8</b>                   | <b>6</b>                       | <b>5</b>                     | <b>3</b>                    | <b>6</b>      | <b>26</b> | <b>46</b>               | <b>0</b> |
|  | SI    | <b>12</b>                  | <b>7</b>                       | <b>6</b>                     | <b>5</b>                    | <b>14</b>     | <b>33</b> | <b>23</b>               | <b>0</b> |
|  | SK    | <b>6</b>                   | <b>9</b>                       | <b>9</b>                     | <b>8</b>                    | <b>11</b>     | <b>30</b> | <b>26</b>               | <b>1</b> |
|  | FI    | <b>11</b>                  | <b>9</b>                       | <b>7</b>                     | <b>8</b>                    | <b>16</b>     | <b>36</b> | <b>13</b>               | <b>0</b> |
|  | SE    | <b>12</b>                  | <b>11</b>                      | <b>6</b>                     | <b>9</b>                    | <b>21</b>     | <b>34</b> | <b>5</b>                | <b>0</b> |
|  | UK    | <b>11</b>                  | <b>7</b>                       | <b>8</b>                     | <b>9</b>                    | <b>14</b>     | <b>37</b> | <b>13</b>               | <b>1</b> |

QB1.5 Veuillez me dire à quelle fréquence vous réalisez chacune des activités en ligne suivantes.  
Passer ou recevoir des appels téléphoniques ou vidéo par Internet

QB1.5 Please tell me how often you do each of the following activities online.  
Make or receive phone calls or video calls over the Internet






























QB1.5 Bitte sagen Sie mir, wie häufig Sie jeder der folgenden Aktivitäten im Internet nachgehen.  
Telefon- oder Videoanrufe über das Internet tätigen oder erhalten

|   |       | Total 'Souvent/ Parfois' | Total 'Fait cette activité en ligne' | Total 'Au moins une fois par semaine' | Total 'Moins d'une fois par semaine'     |
|---|-------|--------------------------|--------------------------------------|---------------------------------------|--|
|   |       | Total 'Often/ Sometimes' | Total 'Does this activity online'    | Total 'At least once a week'          | Total 'Less than once a week'            |
|   |       | Gesamt 'Oft/ manchmal'   | Gesamt 'Ist Online diese Aktivität'  | Gesamt 'Mindestens einmal pro Woche'  | Gesamt 'Weniger als einmal in der Woche' |
| %   |       | EB<br>83.1               | EB<br>83.1                           | EB<br>83.1                            | EB<br>83.1                               |
|    | EU 28 | <b>33</b>                | <b>40</b>                            | <b>21</b>                             | <b>19</b>                                |
|    | BE    | <b>38</b>                | <b>44</b>                            | <b>22</b>                             | <b>22</b>                                |
|    | BG    | <b>34</b>                | <b>47</b>                            | <b>35</b>                             | <b>11</b>                                |
|    | CZ    | <b>31</b>                | <b>38</b>                            | <b>20</b>                             | <b>18</b>                                |
|    | DK    | <b>50</b>                | <b>59</b>                            | <b>26</b>                             | <b>33</b>                                |
|    | DE    | <b>27</b>                | <b>34</b>                            | <b>15</b>                             | <b>19</b>                                |
|    | EE    | <b>40</b>                | <b>51</b>                            | <b>25</b>                             | <b>26</b>                                |
|    | IE    | <b>41</b>                | <b>54</b>                            | <b>35</b>                             | <b>19</b>                                |
|   | EL    | <b>30</b>                | <b>36</b>                            | <b>23</b>                             | <b>13</b>                                |
|  | ES    | <b>24</b>                | <b>29</b>                            | <b>14</b>                             | <b>15</b>                                |
|  | FR    | <b>28</b>                | <b>39</b>                            | <b>23</b>                             | <b>17</b>                                |
|  | HR    | <b>40</b>                | <b>52</b>                            | <b>28</b>                             | <b>25</b>                                |
|  | IT    | <b>36</b>                | <b>40</b>                            | <b>21</b>                             | <b>19</b>                                |
|  | CY    | <b>34</b>                | <b>47</b>                            | <b>35</b>                             | <b>12</b>                                |
|  | LV    | <b>39</b>                | <b>50</b>                            | <b>30</b>                             | <b>20</b>                                |
|  | LT    | <b>35</b>                | <b>48</b>                            | <b>34</b>                             | <b>13</b>                                |
|  | LU    | <b>42</b>                | <b>51</b>                            | <b>30</b>                             | <b>22</b>                                |
|  | HU    | <b>32</b>                | <b>40</b>                            | <b>23</b>                             | <b>17</b>                                |
|  | MT    | <b>31</b>                | <b>40</b>                            | <b>24</b>                             | <b>16</b>                                |
|  | NL    | <b>46</b>                | <b>54</b>                            | <b>24</b>                             | <b>31</b>                                |
|  | AT    | <b>38</b>                | <b>45</b>                            | <b>24</b>                             | <b>21</b>                                |
|  | PL    | <b>40</b>                | <b>43</b>                            | <b>20</b>                             | <b>23</b>                                |
|  | PT    | <b>24</b>                | <b>28</b>                            | <b>15</b>                             | <b>13</b>                                |
|  | RO    | <b>20</b>                | <b>28</b>                            | <b>20</b>                             | <b>8</b>                                 |
|  | SI    | <b>32</b>                | <b>44</b>                            | <b>25</b>                             | <b>19</b>                                |
|  | SK    | <b>37</b>                | <b>43</b>                            | <b>24</b>                             | <b>19</b>                                |
|  | FI    | <b>40</b>                | <b>51</b>                            | <b>27</b>                             | <b>24</b>                                |
|  | SE    | <b>48</b>                | <b>60</b>                            | <b>30</b>                             | <b>31</b>                                |
|  | UK    | <b>38</b>                | <b>49</b>                            | <b>27</b>                             | <b>22</b>                                |

QB1.6 Veuillez me dire à quelle fréquence vous réalisez chacune des activités en ligne suivantes.  
Faire des opérations bancaires en ligne

QB1.6 Please tell me how often you do each of the following activities online.  
Use online banking






























QB1.6 Bitte sagen Sie mir, wie häufig Sie jeder der folgenden Aktivitäten im Internet nachgehen.  
Online-Banking nutzen

|   |       | Tous les jours<br>ou presque  | Deux ou<br>trois fois par<br>semaine | Environ une<br>fois par<br>semaine | Deux ou trois<br>fois par mois   | Moins<br>souvent | Jamais     | N'utilise pas<br>Internet  | NSP        |
|---|-------|-------------------------------|--------------------------------------|------------------------------------|----------------------------------|------------------|------------|----------------------------|------------|
|   |       | Every day\ Almost<br>everyday | Two or three<br>times a<br>week      | About once a<br>week               | Two or three<br>times a<br>month | Less often       | Never      | Do not use<br>the Internet | DK         |
|   |       | Täglich/Fast<br>täglich       | 2- bis 3-mal<br>in der<br>Woche      | Ungefähr<br>einmal die<br>Woche    | 2- oder 3-<br>mal pro<br>Monat   | Seltener         | Niemals    | N'utilise pas<br>Internet  | WN         |
| %   |       | EB<br>83.1                    | EB<br>83.1                           | EB<br>83.1                         | EB<br>83.1                       | EB<br>83.1       | EB<br>83.1 | EB<br>83.1                 | EB<br>83.1 |
|    | EU 28 | <b>8</b>                      | <b>13</b>                            | <b>13</b>                          | <b>11</b>                        | <b>6</b>         | <b>27</b>  | <b>22</b>                  | <b>0</b>   |
|    | BE    | <b>6</b>                      | <b>19</b>                            | <b>20</b>                          | <b>12</b>                        | <b>6</b>         | <b>20</b>  | <b>16</b>                  | <b>0</b>   |
|    | BG    | <b>1</b>                      | <b>3</b>                             | <b>3</b>                           | <b>4</b>                         | <b>5</b>         | <b>44</b>  | <b>39</b>                  | <b>2</b>   |
|    | CZ    | <b>5</b>                      | <b>11</b>                            | <b>18</b>                          | <b>18</b>                        | <b>5</b>         | <b>20</b>  | <b>22</b>                  | <b>0</b>   |
|    | DK    | <b>21</b>                     | <b>32</b>                            | <b>21</b>                          | <b>13</b>                        | <b>3</b>         | <b>4</b>   | <b>6</b>                   | <b>0</b>   |
|   | DE    | <b>5</b>                      | <b>12</b>                            | <b>15</b>                          | <b>8</b>                         | <b>4</b>         | <b>37</b>  | <b>18</b>                  | <b>0</b>   |
|  | EE    | <b>13</b>                     | <b>23</b>                            | <b>20</b>                          | <b>16</b>                        | <b>3</b>         | <b>6</b>   | <b>20</b>                  | <b>0</b>   |
|  | IE    | <b>13</b>                     | <b>21</b>                            | <b>16</b>                          | <b>7</b>                         | <b>4</b>         | <b>22</b>  | <b>17</b>                  | <b>0</b>   |
|  | EL    | <b>1</b>                      | <b>2</b>                             | <b>2</b>                           | <b>4</b>                         | <b>7</b>         | <b>43</b>  | <b>41</b>                  | <b>1</b>   |
|  | ES    | <b>5</b>                      | <b>9</b>                             | <b>10</b>                          | <b>7</b>                         | <b>5</b>         | <b>37</b>  | <b>26</b>                  | <b>0</b>   |
|  | FR    | <b>6</b>                      | <b>10</b>                            | <b>11</b>                          | <b>17</b>                        | <b>13</b>        | <b>24</b>  | <b>18</b>                  | <b>0</b>   |
|  | HR    | <b>5</b>                      | <b>6</b>                             | <b>7</b>                           | <b>13</b>                        | <b>10</b>        | <b>30</b>  | <b>29</b>                  | <b>1</b>   |
|  | IT    | <b>7</b>                      | <b>12</b>                            | <b>10</b>                          | <b>9</b>                         | <b>8</b>         | <b>25</b>  | <b>29</b>                  | <b>0</b>   |
|  | CY    | <b>5</b>                      | <b>5</b>                             | <b>3</b>                           | <b>7</b>                         | <b>8</b>         | <b>38</b>  | <b>33</b>                  | <b>1</b>   |
|  | LV    | <b>6</b>                      | <b>14</b>                            | <b>14</b>                          | <b>23</b>                        | <b>7</b>         | <b>10</b>  | <b>24</b>                  | <b>1</b>   |
|  | LT    | <b>4</b>                      | <b>11</b>                            | <b>16</b>                          | <b>17</b>                        | <b>5</b>         | <b>15</b>  | <b>31</b>                  | <b>1</b>   |
|  | LU    | <b>8</b>                      | <b>14</b>                            | <b>19</b>                          | <b>15</b>                        | <b>3</b>         | <b>27</b>  | <b>13</b>                  | <b>0</b>   |
|  | HU    | <b>5</b>                      | <b>5</b>                             | <b>9</b>                           | <b>8</b>                         | <b>7</b>         | <b>30</b>  | <b>34</b>                  | <b>0</b>   |
|  | MT    | <b>8</b>                      | <b>7</b>                             | <b>14</b>                          | <b>13</b>                        | <b>5</b>         | <b>25</b>  | <b>28</b>                  | <b>0</b>   |
|  | NL    | <b>17</b>                     | <b>30</b>                            | <b>27</b>                          | <b>12</b>                        | <b>4</b>         | <b>8</b>   | <b>2</b>                   | <b>0</b>   |
|  | AT    | <b>6</b>                      | <b>16</b>                            | <b>17</b>                          | <b>13</b>                        | <b>5</b>         | <b>18</b>  | <b>24</b>                  | <b>0</b>   |
|  | PL    | <b>5</b>                      | <b>15</b>                            | <b>19</b>                          | <b>13</b>                        | <b>5</b>         | <b>17</b>  | <b>26</b>                  | <b>0</b>   |
|  | PT    | <b>2</b>                      | <b>4</b>                             | <b>5</b>                           | <b>4</b>                         | <b>6</b>         | <b>36</b>  | <b>43</b>                  | <b>0</b>   |
|  | RO    | <b>3</b>                      | <b>3</b>                             | <b>3</b>                           | <b>4</b>                         | <b>6</b>         | <b>36</b>  | <b>46</b>                  | <b>1</b>   |
|  | SI    | <b>12</b>                     | <b>8</b>                             | <b>10</b>                          | <b>8</b>                         | <b>5</b>         | <b>34</b>  | <b>23</b>                  | <b>1</b>   |
|  | SK    | <b>5</b>                      | <b>8</b>                             | <b>15</b>                          | <b>15</b>                        | <b>5</b>         | <b>26</b>  | <b>26</b>                  | <b>1</b>   |
|  | FI    | <b>16</b>                     | <b>30</b>                            | <b>27</b>                          | <b>10</b>                        | <b>1</b>         | <b>3</b>   | <b>13</b>                  | <b>0</b>   |
|  | SE    | <b>16</b>                     | <b>26</b>                            | <b>20</b>                          | <b>22</b>                        | <b>3</b>         | <b>7</b>   | <b>5</b>                   | <b>0</b>   |
|  | UK    | <b>18</b>                     | <b>14</b>                            | <b>14</b>                          | <b>10</b>                        | <b>6</b>         | <b>24</b>  | <b>13</b>                  | <b>1</b>   |

QB1.6 Veuillez me dire à quelle fréquence vous réalisez chacune des activités en ligne suivantes.  
Faire des opérations bancaires en ligne

QB1.6 Please tell me how often you do each of the following activities online.  
Use online banking




























QB1.6 Bitte sagen Sie mir, wie häufig Sie jeder der folgenden Aktivitäten im Internet nachgehen.  
Online-Banking nutzen

|   |       | Total 'Souvent/ Parfois' | Total 'Fait cette activité en ligne' | Total 'Au moins une fois par semaine' | Total 'Moins d'une fois par semaine'     |
|---|-------|--------------------------|--------------------------------------|---------------------------------------|--|
|   |       | Total 'Often/ Sometimes' | Total 'Does this activity online'    | Total 'At least once a week'          | Total 'Less than once a week'            |
|   |       | Gesamt 'Oft/ manchmal'   | Gesamt 'Ist Online diese Aktivität'  | Gesamt 'Mindestens einmal pro Woche'  | Gesamt 'Weniger als einmal in der Woche' |
| %   |       | EB<br>83.1               | EB<br>83.1                           | EB<br>83.1                            | EB<br>83.1                               |
|    | EU 28 | <b>42</b>                | <b>50</b>                            | <b>34</b>                             | <b>17</b>                                |
|    | BE    | <b>58</b>                | <b>65</b>                            | <b>46</b>                             | <b>18</b>                                |
|    | BG    | <b>14</b>                | <b>15</b>                            | <b>7</b>                              | <b>8</b>                                 |
|    | CZ    | <b>52</b>                | <b>57</b>                            | <b>34</b>                             | <b>23</b>                                |
|    | DK    | <b>68</b>                | <b>90</b>                            | <b>74</b>                             | <b>15</b>                                |
|    | DE    | <b>40</b>                | <b>45</b>                            | <b>32</b>                             | <b>13</b>                                |
|    | EE    | <b>61</b>                | <b>74</b>                            | <b>55</b>                             | <b>19</b>                                |
|   | IE    | <b>48</b>                | <b>61</b>                            | <b>49</b>                             | <b>11</b>                                |
|  | EL    | <b>15</b>                | <b>16</b>                            | <b>5</b>                              | <b>11</b>                                |
|  | ES    | <b>31</b>                | <b>36</b>                            | <b>24</b>                             | <b>12</b>                                |
|  | FR    | <b>51</b>                | <b>57</b>                            | <b>27</b>                             | <b>30</b>                                |
|  | HR    | <b>34</b>                | <b>40</b>                            | <b>17</b>                             | <b>22</b>                                |
|  | IT    | <b>39</b>                | <b>46</b>                            | <b>29</b>                             | <b>17</b>                                |
|  | CY    | <b>24</b>                | <b>29</b>                            | <b>13</b>                             | <b>15</b>                                |
|  | LV    | <b>59</b>                | <b>65</b>                            | <b>35</b>                             | <b>30</b>                                |
|  | LT    | <b>48</b>                | <b>53</b>                            | <b>31</b>                             | <b>22</b>                                |
|  | LU    | <b>51</b>                | <b>60</b>                            | <b>42</b>                             | <b>18</b>                                |
|  | HU    | <b>30</b>                | <b>35</b>                            | <b>20</b>                             | <b>15</b>                                |
|  | MT    | <b>39</b>                | <b>47</b>                            | <b>29</b>                             | <b>18</b>                                |
|  | NL    | <b>72</b>                | <b>89</b>                            | <b>74</b>                             | <b>15</b>                                |
|  | AT    | <b>52</b>                | <b>57</b>                            | <b>39</b>                             | <b>18</b>                                |
|  | PL    | <b>52</b>                | <b>57</b>                            | <b>39</b>                             | <b>17</b>                                |
|  | PT    | <b>18</b>                | <b>20</b>                            | <b>10</b>                             | <b>10</b>                                |
|  | RO    | <b>15</b>                | <b>18</b>                            | <b>9</b>                              | <b>10</b>                                |
|  | SI    | <b>30</b>                | <b>42</b>                            | <b>29</b>                             | <b>12</b>                                |
|  | SK    | <b>42</b>                | <b>47</b>                            | <b>27</b>                             | <b>20</b>                                |
|  | FI    | <b>68</b>                | <b>84</b>                            | <b>73</b>                             | <b>11</b>                                |
|  | SE    | <b>72</b>                | <b>88</b>                            | <b>63</b>                             | <b>25</b>                                |
|  | UK    | <b>44</b>                | <b>62</b>                            | <b>47</b>                             | <b>16</b>                                |

QB1.7 Veuillez me dire à quelle fréquence vous réalisez chacune des activités en ligne suivantes.  
Jouer à des jeux en ligne

QB1.7 Please tell me how often you do each of the following activities online.  
Play online games






























QB1.7 Bitte sagen Sie mir, wie häufig Sie jeder der folgenden Aktivitäten im Internet nachgehen.  
Online-Spiele spielen

|   |       | Tous les jours<br>ou presque     | Deux ou<br>trois fois par<br>semaine | Environ une<br>fois par<br>semaine | Deux ou<br>trois fois par<br>mois | Moins<br>souvent | Jamais     | N'utilise<br>pas<br>Internet  | NSP        |
|---|-------|----------------------------------|--------------------------------------|------------------------------------|-----------------------------------|------------------|------------|-------------------------------|------------|
|   |       | Every day\<br>Almost<br>everyday | Two or three<br>times a<br>week      | About once<br>a week               | Two or three<br>times a<br>month  | Less often       | Never      | Do not use<br>the<br>Internet | DK         |
|   |       | Täglich/Fast<br>täglich          | 2- bis 3-mal<br>in der<br>Woche      | Ungefähr<br>einmal die<br>Woche    | 2- oder 3-<br>mal pro<br>Monat    | Seltener         | Niemals    | N'utilise<br>pas<br>Internet  | WN         |
| %   |       | EB<br>83.1                       | EB<br>83.1                           | EB<br>83.1                         | EB<br>83.1                        | EB<br>83.1       | EB<br>83.1 | EB<br>83.1                    | EB<br>83.1 |
|    | EU 28 | 9                                | 6                                    | 5                                  | 4                                 | 8                | 46         | 22                            | 1          |
|    | BE    | 9                                | 8                                    | 4                                  | 3                                 | 8                | 52         | 16                            | 0          |
|    | BG    | 7                                | 6                                    | 6                                  | 5                                 | 7                | 29         | 39                            | 1          |
|    | CZ    | 5                                | 7                                    | 6                                  | 6                                 | 11               | 43         | 22                            | 1          |
|    | DK    | 15                               | 8                                    | 5                                  | 5                                 | 11               | 49         | 6                             | 0          |
|    | DE    | 7                                | 5                                    | 2                                  | 3                                 | 9                | 57         | 18                            | 0          |
|  | EE    | 7                                | 6                                    | 4                                  | 3                                 | 10               | 50         | 20                            | 1          |
|  | IE    | 7                                | 8                                    | 6                                  | 3                                 | 9                | 49         | 17                            | 1          |
|  | EL    | 9                                | 11                                   | 8                                  | 4                                 | 7                | 19         | 41                            | 1          |
|  | ES    | 7                                | 5                                    | 4                                  | 2                                 | 8                | 49         | 26                            | 0          |
|  | FR    | 14                               | 7                                    | 2                                  | 2                                 | 5                | 50         | 18                            | 0          |
|  | HR    | 14                               | 9                                    | 7                                  | 5                                 | 12               | 24         | 29                            | 0          |
|  | IT    | 6                                | 7                                    | 7                                  | 4                                 | 6                | 41         | 29                            | 1          |
|  | CY    | 14                               | 6                                    | 2                                  | 3                                 | 7                | 35         | 33                            | 0          |
|  | LV    | 9                                | 7                                    | 5                                  | 2                                 | 6                | 44         | 24                            | 2          |
|  | LT    | 9                                | 7                                    | 5                                  | 4                                 | 7                | 35         | 31                            | 4          |
|  | LU    | 11                               | 8                                    | 4                                  | 2                                 | 8                | 53         | 13                            | 0          |
|  | HU    | 7                                | 7                                    | 7                                  | 6                                 | 8                | 29         | 34                            | 1          |
|  | MT    | 10                               | 6                                    | 5                                  | 2                                 | 5                | 44         | 28                            | 0          |
|  | NL    | 16                               | 8                                    | 2                                  | 2                                 | 7                | 62         | 2                             | 1          |
|  | AT    | 11                               | 13                                   | 8                                  | 4                                 | 8                | 31         | 24                            | 0          |
|  | PL    | 5                                | 6                                    | 8                                  | 8                                 | 10               | 36         | 26                            | 1          |
|  | PT    | 6                                | 6                                    | 7                                  | 4                                 | 7                | 27         | 43                            | 0          |
|  | RO    | 11                               | 6                                    | 5                                  | 3                                 | 5                | 25         | 46                            | 1          |
|  | SI    | 8                                | 3                                    | 4                                  | 4                                 | 14               | 43         | 23                            | 1          |
|  | SK    | 3                                | 4                                    | 5                                  | 4                                 | 9                | 47         | 26                            | 3          |
|  | FI    | 11                               | 10                                   | 7                                  | 7                                 | 12               | 40         | 13                            | 0          |
|  | SE    | 10                               | 5                                    | 4                                  | 2                                 | 8                | 65         | 5                             | 1          |
|  | UK    | 11                               | 6                                    | 4                                  | 3                                 | 8                | 55         | 13                            | 1          |

QB1.7 Veuillez me dire à quelle fréquence vous réalisez chacune des activités en ligne suivantes.  
Jouer à des jeux en ligne

QB1.7 Please tell me how often you do each of the following activities online.  
Play online games

QB1.7 Bitte sagen Sie mir, wie häufig Sie jeder der folgenden Aktivitäten im Internet nachgehen.  
Online-Spiele spielen

|   |       | Total 'Souvent/ Parfois' | Total 'Fait cette activité en ligne' | Total 'Au moins une fois par semaine' | Total 'Moins d'une fois par semaine'     |
|---|-------|--------------------------|--------------------------------------|---------------------------------------|--|
|   |       | Total 'Often/ Sometimes' | Total 'Does this activity online'    | Total 'At least once a week'          | Total 'Less than once a week'            |
|   |       | Gesamt 'Oft/ manchmal'   | Gesamt 'Ist Online diese Aktivität'  | Gesamt 'Mindestens einmal pro Woche'  | Gesamt 'Weniger als einmal in der Woche' |
| %   |       | EB<br>83.1               | EB<br>83.1                           | EB<br>83.1                            | EB<br>83.1                               |
|    | EU 28 | <b>22</b>                | <b>31</b>                            | <b>20</b>                             | <b>11</b>                                |
|    | BE    | <b>23</b>                | <b>33</b>                            | <b>22</b>                             | <b>11</b>                                |
|    | BG    | <b>24</b>                | <b>31</b>                            | <b>19</b>                             | <b>12</b>                                |
|    | CZ    | <b>29</b>                | <b>34</b>                            | <b>18</b>                             | <b>16</b>                                |
|    | DK    | <b>29</b>                | <b>44</b>                            | <b>28</b>                             | <b>16</b>                                |
|    | DE    | <b>19</b>                | <b>25</b>                            | <b>14</b>                             | <b>11</b>                                |
|    | EE    | <b>23</b>                | <b>30</b>                            | <b>17</b>                             | <b>13</b>                                |
|    | IE    | <b>26</b>                | <b>33</b>                            | <b>21</b>                             | <b>12</b>                                |
|   | EL    | <b>30</b>                | <b>39</b>                            | <b>28</b>                             | <b>11</b>                                |
|  | ES    | <b>18</b>                | <b>25</b>                            | <b>15</b>                             | <b>10</b>                                |
|  | FR    | <b>17</b>                | <b>31</b>                            | <b>24</b>                             | <b>7</b>                                 |
|  | HR    | <b>33</b>                | <b>47</b>                            | <b>29</b>                             | <b>18</b>                                |
|  | IT    | <b>24</b>                | <b>30</b>                            | <b>20</b>                             | <b>10</b>                                |
|  | CY    | <b>18</b>                | <b>32</b>                            | <b>22</b>                             | <b>9</b>                                 |
|  | LV    | <b>21</b>                | <b>30</b>                            | <b>22</b>                             | <b>8</b>                                 |
|  | LT    | <b>22</b>                | <b>31</b>                            | <b>20</b>                             | <b>11</b>                                |
|  | LU    | <b>23</b>                | <b>33</b>                            | <b>23</b>                             | <b>10</b>                                |
|  | HU    | <b>29</b>                | <b>36</b>                            | <b>21</b>                             | <b>14</b>                                |
|  | MT    | <b>18</b>                | <b>28</b>                            | <b>21</b>                             | <b>7</b>                                 |
|  | NL    | <b>19</b>                | <b>35</b>                            | <b>26</b>                             | <b>9</b>                                 |
|  | AT    | <b>33</b>                | <b>44</b>                            | <b>32</b>                             | <b>12</b>                                |
|  | PL    | <b>32</b>                | <b>37</b>                            | <b>19</b>                             | <b>18</b>                                |
|  | PT    | <b>24</b>                | <b>30</b>                            | <b>19</b>                             | <b>11</b>                                |
|  | RO    | <b>18</b>                | <b>29</b>                            | <b>21</b>                             | <b>7</b>                                 |
|  | SI    | <b>25</b>                | <b>33</b>                            | <b>15</b>                             | <b>18</b>                                |
|  | SK    | <b>22</b>                | <b>25</b>                            | <b>12</b>                             | <b>13</b>                                |
|  | FI    | <b>36</b>                | <b>47</b>                            | <b>28</b>                             | <b>19</b>                                |
|  | SE    | <b>20</b>                | <b>29</b>                            | <b>19</b>                             | <b>10</b>                                |
|  | UK    | <b>20</b>                | <b>31</b>                            | <b>21</b>                             | <b>10</b>                                |

QB2.1 Pourriez-vous me dire dans quelle mesure vous êtes d'accord ou pas avec chacune des propositions suivantes. (ROTATION)






























Le Gouvernement (NATIONALITE) vous demande de plus en plus d'informations personnelles

QB2.1 Please tell me whether you agree or disagree with each of the following statements. (ROTATE)

The (NATIONALITY) Government asks you for more and more personal information

QB2.1 Bitte sagen Sie mir für jede der folgenden Aussagen, ob Sie dieser zustimmen oder nicht zustimmen. (ROTIEREN)

Der (NATIONALE) Staat verlangt von Ihnen immer mehr persönliche Informationen

|   |       | Tout à fait d'accord    |               | Plutôt d'accord |               | Plutôt pas d'accord  |               | Pas du tout d'accord      |               | Pas applicable (SPONTANE)    |               | NSP     |               | Total 'D'accord'   |               | Total 'Pas d'accord'     |               |
|---|-------|-------------------------|---------------|-----------------|---------------|----------------------|---------------|---------------------------|---------------|------------------------------|---------------|---------|---------------|--------------------|---------------|--------------------------|---------------|
|   |       | Totally agree           |               | Tend to agree   |               | Tend to disagree     |               | Totally disagree          |               | Not applicable (SPONTANEOUS) |               | DK      |               | Total 'Agree'      |               | Total 'Disagree'         |               |
|   |       | Stimme voll und ganz zu |               | Stimme eher zu  |               | Stimme eher nicht zu |               | Stimme überhaupt nicht zu |               | Trifft nicht zu (SPONTAN)    |               | WN      |               | Gesamt 'Stimme zu' |               | Gesamt 'Stimme nicht zu' |               |
|   |       | EB 83.1                 | Diff. EB 74.3 | EB 83.1         | Diff. EB 74.3 | EB 83.1              | Diff. EB 74.3 | EB 83.1                   | Diff. EB 74.3 | EB 83.1                      | Diff. EB 74.3 | EB 83.1 | Diff. EB 74.3 | EB 83.1            | Diff. EB 74.3 | EB 83.1                  | Diff. EB 74.3 |
| %   |       | EB 83.1                 | Diff. EB 74.3 | EB 83.1         | Diff. EB 74.3 | EB 83.1              | Diff. EB 74.3 | EB 83.1                   | Diff. EB 74.3 | EB 83.1                      | Diff. EB 74.3 | EB 83.1 | Diff. EB 74.3 | EB 83.1            | Diff. EB 74.3 | EB 83.1                  | Diff. EB 74.3 |
|    | EU 28 | 22                      | -4            | 34              | -4            | 21                   | 1             | 12                        | 3             | 5                            | 3             | 6       | 1             | 56                 | -8            | 33                       | 4             |
|    | BE    | 13                      | -2            | 34              | -9            | 30                   | 2             | 12                        | 3             | 6                            | 3             | 5       | 3             | 47                 | -11           | 42                       | 5             |
|    | BG    | 25                      | 2             | 35              | -8            | 13                   | -1            | 15                        | 4             | 2                            | 1             | 10      | 2             | 60                 | -6            | 28                       | 3             |
|    | CZ    | 19                      | -3            | 39              | -1            | 24                   | -2            | 9                         | 2             | 6                            | 5             | 3       | -1            | 58                 | -4            | 33                       | 0             |
|    | DK    | 28                      | -5            | 33              | 2             | 20                   | -4            | 10                        | 2             | 3                            | 2             | 6       | 3             | 61                 | -3            | 30                       | -2            |
|   | DE    | 28                      | -10           | 35              | -3            | 22                   | 6             | 9                         | 3             | 2                            | 2             | 4       | 2             | 63                 | -13           | 31                       | 9             |
|  | EE    | 10                      | -4            | 23              | -3            | 21                   | -7            | 27                        | 3             | 11                           | 5             | 8       | 6             | 33                 | -7            | 48                       | -4            |
|  | IE    | 34                      | 6             | 34              | -7            | 14                   | -1            | 7                         | 0             | 4                            | 1             | 7       | 1             | 68                 | -1            | 21                       | -1            |
|  | EL    | 28                      | -7            | 45              | -3            | 13                   | 4             | 7                         | 2             | 3                            | 1             | 4       | 3             | 73                 | -10           | 20                       | 6             |
|  | ES    | 24                      | -5            | 33              | -8            | 13                   | -2            | 13                        | 5             | 7                            | 5             | 10      | 5             | 57                 | -13           | 26                       | 3             |
|  | FR    | 15                      | -6            | 26              | -3            | 28                   | 0             | 18                        | 3             | 5                            | 3             | 8       | 3             | 41                 | -9            | 46                       | 3             |
|  | HR    | 22                      |               | 35              |               | 19                   |               | 13                        |               | 3                            |               | 8       |               | 57                 |               | 32                       |               |
|  | IT    | 25                      | -5            | 41              | -5            | 18                   | 6             | 9                         | 4             | 5                            | 2             | 2       | -2            | 66                 | -10           | 27                       | 10            |
|  | CY    | 46                      | 16            | 27              | -5            | 11                   | -12           | 10                        | -1            | 2                            | 2             | 4       | 0             | 73                 | 11            | 21                       | -13           |
|  | LV    | 13                      | -3            | 19              | -9            | 29                   | -4            | 28                        | 10            | 5                            | 3             | 6       | 3             | 32                 | -12           | 57                       | 6             |
|  | LT    | 12                      | -1            | 26              | -3            | 24                   | -2            | 23                        | 5             | 7                            | -1            | 8       | 2             | 38                 | -4            | 47                       | 3             |
|  | LU    | 6                       | -5            | 26              | 3             | 26                   | -9            | 25                        | 3             | 8                            | 5             | 9       | 3             | 32                 | -2            | 51                       | -6            |
|  | HU    | 16                      | -1            | 27              | -7            | 19                   | -7            | 25                        | 11            | 8                            | 1             | 5       | 3             | 43                 | -8            | 44                       | 4             |
|  | MT    | 5                       | -8            | 31              | 5             | 30                   | -1            | 23                        | 3             | 4                            | 4             | 7       | -3            | 36                 | -3            | 53                       | 2             |
|  | NL    | 28                      | -2            | 36              | 1             | 21                   | -4            | 10                        | 3             | 2                            | 1             | 3       | 1             | 64                 | -1            | 31                       | -1            |
|  | AT    | 22                      | -1            | 40              | -6            | 21                   | 1             | 8                         | 3             | 5                            | 1             | 4       | 2             | 62                 | -7            | 29                       | 4             |
|  | PL    | 19                      | -4            | 40              | 2             | 25                   | 3             | 7                         | 2             | 5                            | 2             | 4       | -5            | 59                 | -2            | 32                       | 5             |
|  | PT    | 18                      | 1             | 41              | -12           | 18                   | 2             | 11                        | 4             | 6                            | 2             | 6       | 3             | 59                 | -11           | 29                       | 6             |
|  | RO    | 12                      | 0             | 23              | -8            | 19                   | 3             | 26                        | 9             | 8                            | 5             | 12      | -9            | 35                 | -8            | 45                       | 12            |
|  | SI    | 33                      | -2            | 28              | -9            | 18                   | 1             | 11                        | 4             | 4                            | 2             | 6       | 4             | 61                 | -11           | 29                       | 5             |
|  | SK    | 20                      | 6             | 34              | -4            | 25                   | -5            | 10                        | 2             | 5                            | 1             | 6       | 0             | 54                 | 2             | 35                       | -3            |
|  | FI    | 7                       | -8            | 24              | -6            | 27                   | -6            | 30                        | 16            | 4                            | -4            | 8       | 8             | 31                 | -14           | 57                       | 10            |
|  | SE    | 8                       | -4            | 19              | -9            | 19                   | -5            | 38                        | 10            | 5                            | 2             | 11      | 6             | 27                 | -13           | 57                       | 5             |
|  | UK    | 25                      | -5            | 35              | 0             | 24                   | 3             | 8                         | -1            | 3                            | 2             | 5       | 1             | 60                 | -5            | 32                       | 2             |



QB2.2 Pourriez-vous me dire dans quelle mesure vous êtes d'accord ou pas avec chacune des propositions suivantes. (ROTATION)






























Vous vous sentez obligé(e) de fournir des informations personnelles en ligne

QB2.2 Please tell me whether you agree or disagree with each of the following statements. (ROTATE)

You feel you have to provide personal information online

QB2.2 Bitte sagen Sie mir für jede der folgenden Aussagen, ob Sie dieser zustimmen oder nicht zustimmen. (ROTIEREN)

Sie haben das Gefühl, dass Sie im Internet persönliche Informationen angeben müssen

|   |       | Tout à fait d'accord    |               | Plutôt d'accord |               | Plutôt pas d'accord  |               | Pas du tout d'accord      |               | Pas applicable (SPONTANE)    |               | NSP     |               | Total 'D'accord'   |               | Total 'Pas d'accord'     |               |
|---|-------|-------------------------|---------------|-----------------|---------------|----------------------|---------------|---------------------------|---------------|------------------------------|---------------|---------|---------------|--------------------|---------------|--------------------------|---------------|
|   |       | Totally agree           |               | Tend to agree   |               | Tend to disagree     |               | Totally disagree          |               | Not applicable (SPONTANEOUS) |               | DK      |               | Total 'Agree'      |               | Total 'Disagree'         |               |
|   |       | Stimme voll und ganz zu |               | Stimme eher zu  |               | Stimme eher nicht zu |               | Stimme überhaupt nicht zu |               | Trifft nicht zu (SPONTAN)    |               | WN      |               | Gesamt 'Stimme zu' |               | Gesamt 'Stimme nicht zu' |               |
|   |       | EB 83.1                 | Diff. EB 74.3 | EB 83.1         | Diff. EB 74.3 | EB 83.1              | Diff. EB 74.3 | EB 83.1                   | Diff. EB 74.3 | EB 83.1                      | Diff. EB 74.3 | EB 83.1 | Diff. EB 74.3 | EB 83.1            | Diff. EB 74.3 | EB 83.1                  | Diff. EB 74.3 |
| %   |       |                         |               |                 |               |                      |               |                           |               |                              |               |         |               |                    |               |                          |               |
|    | EU 28 | 15                      | 8             | 28              | 7             | 18                   | -2            | 21                        | -8            | 15                           | -4            | 3       | -1            | 43                 | 15            | 39                       | -10           |
|    | BE    | 10                      | 6             | 29              | 10            | 23                   | -4            | 26                        | -7            | 11                           | -5            | 1       | 0             | 39                 | 16            | 49                       | -11           |
|    | BG    | 7                       | 0             | 17              | 5             | 16                   | 4             | 30                        | 10            | 24                           | -16           | 6       | -3            | 24                 | 5             | 46                       | 14            |
|    | CZ    | 18                      | 5             | 37              | 4             | 17                   | -5            | 9                         | 0             | 15                           | 0             | 4       | -4            | 55                 | 9             | 26                       | -5            |
|   | DK    | 34                      | 15            | 38              | 10            | 11                   | -12           | 9                         | -12           | 6                            | 0             | 2       | -1            | 72                 | 25            | 20                       | -24           |
|  | DE    | 28                      | 23            | 36              | 21            | 12                   | -9            | 7                         | -40           | 12                           | 1             | 5       | 4             | 64                 | 44            | 19                       | -49           |
|  | EE    | 7                       | 0             | 18              | 1             | 19                   | -3            | 35                        | 5             | 17                           | -4            | 4       | 1             | 25                 | 1             | 54                       | 2             |
|  | IE    | 23                      | 13            | 36              | 9             | 13                   | -4            | 13                        | -3            | 11                           | -12           | 4       | -3            | 59                 | 22            | 26                       | -7            |
|  | EL    | 8                       | 4             | 20              | 2             | 16                   | 0             | 29                        | 3             | 24                           | -10           | 3       | 1             | 28                 | 6             | 45                       | 3             |
|  | ES    | 13                      | 3             | 23              | 0             | 14                   | -2            | 24                        | 2             | 22                           | -4            | 4       | 1             | 36                 | 3             | 38                       | 0             |
|  | FR    | 15                      | 8             | 22              | 7             | 17                   | -3            | 30                        | -8            | 14                           | -4            | 2       | 0             | 37                 | 15            | 47                       | -11           |
|  | HR    | 8                       |               | 20              |               | 24                   |               | 32                        |               | 11                           |               | 5       |               | 28                 |               | 56                       |               |
|  | IT    | 3                       | -7            | 23              | -8            | 31                   | 12            | 29                        | 12            | 13                           | -1            | 1       | -8            | 26                 | -15           | 60                       | 24            |
|  | CY    | 4                       | -2            | 10              | -1            | 13                   | 1             | 45                        | 20            | 25                           | -14           | 3       | -4            | 14                 | -3            | 58                       | 21            |
|  | LV    | 5                       | 2             | 13              | 5             | 28                   | 2             | 33                        | -10           | 16                           | -3            | 5       | 4             | 18                 | 7             | 61                       | -8            |
|  | LT    | 6                       | 1             | 18              | 1             | 21                   | 2             | 25                        | -1            | 24                           | 0             | 6       | -3            | 24                 | 2             | 46                       | 1             |
|  | LU    | 6                       | -1            | 25              | 7             | 22                   | 2             | 32                        | -2            | 12                           | -5            | 3       | -1            | 31                 | 6             | 54                       | 0             |
|  | HU    | 4                       | 0             | 17              | 1             | 18                   | -2            | 37                        | 0             | 16                           | -1            | 8       | 2             | 21                 | 1             | 55                       | -2            |
|  | MT    | 3                       | 1             | 12              | 3             | 20                   | -4            | 40                        | 10            | 21                           | -9            | 4       | -1            | 15                 | 4             | 60                       | 6             |
|  | NL    | 23                      | 16            | 30              | 11            | 19                   | -7            | 23                        | -21           | 3                            | -1            | 2       | 2             | 53                 | 27            | 42                       | -28           |
|  | AT    | 21                      | 17            | 39              | 20            | 12                   | -13           | 8                         | -20           | 15                           | -7            | 5       | 3             | 60                 | 37            | 20                       | -33           |
|  | PL    | 12                      | 9             | 35              | 20            | 22                   | -4            | 10                        | -11           | 19                           | -13           | 2       | -1            | 47                 | 29            | 32                       | -15           |
|  | PT    | 3                       | 0             | 19              | 1             | 20                   | 3             | 27                        | 6             | 28                           | -11           | 3       | 1             | 22                 | 1             | 47                       | 9             |
|  | RO    | 5                       | 0             | 10              | -4            | 15                   | 2             | 36                        | 16            | 25                           | -3            | 9       | -11           | 15                 | -4            | 51                       | 18            |
|  | SI    | 9                       | 8             | 18              | 11            | 22                   | 1             | 30                        | -16           | 14                           | -6            | 7       | 2             | 27                 | 19            | 52                       | -15           |
|  | SK    | 11                      | 10            | 30              | 18            | 24                   | -6            | 20                        | -26           | 13                           | 2             | 2       | 2             | 41                 | 28            | 44                       | -32           |
|  | FI    | 17                      | 7             | 31              | 3             | 20                   | -5            | 20                        | -5            | 9                            | -3            | 3       | 3             | 48                 | 10            | 40                       | -10           |
|  | SE    | 14                      | 3             | 29              | 0             | 16                   | -3            | 33                        | 0             | 7                            | -1            | 1       | 1             | 43                 | 3             | 49                       | -3            |
|  | UK    | 20                      | 10            | 38              | 12            | 18                   | -3            | 12                        | -11           | 10                           | -8            | 2       | 0             | 58                 | 22            | 30                       | -14           |

QB2.3 Pourriez-vous me dire dans quelle mesure vous êtes d'accord ou pas avec chacune des propositions suivantes. (ROTATION)






























Il n'existe pas d'autre choix que de fournir des informations personnelles si l'on veut obtenir des produits ou des services

QB2.3 Please tell me whether you agree or disagree with each of the following statements. (ROTATE)

There is no alternative than to provide personal information if you want to obtain products or services

QB2.3 Bitte sagen Sie mir für jede der folgenden Aussagen, ob Sie dieser zustimmen oder nicht zustimmen. (ROTIEREN)

Wenn Sie Produkte oder Dienstleistungen beziehen möchten, gibt es keine andere Alternative als persönliche Informationen anzugeben

|   |       | Tout à fait d'accord    |               | Plutôt d'accord |               | Plutôt pas d'accord  |               | Pas du tout d'accord      |               | Pas applicable (SPONTANE)    |               | NSP       |               | Total 'D'accord'   |               | Total 'Pas d'accord'     |               |
|---|-------|-------------------------|---------------|-----------------|---------------|----------------------|---------------|---------------------------|---------------|------------------------------|---------------|-----------|---------------|--------------------|---------------|--------------------------|---------------|
|   |       | Totally agree           |               | Tend to agree   |               | Tend to disagree     |               | Totally disagree          |               | Not applicable (SPONTANEOUS) |               | DK        |               | Total 'Agree'      |               | Total 'Disagree'         |               |
|   |       | Stimme voll und ganz zu |               | Stimme eher zu  |               | Stimme eher nicht zu |               | Stimme überhaupt nicht zu |               | Trifft nicht zu (SPONTAN)    |               | WN        |               | Gesamt 'Stimme zu' |               | Gesamt 'Stimme nicht zu' |               |
| %   |       | EB 83.1                 | Diff. EB 74.3 | EB 83.1         | Diff. EB 74.3 | EB 83.1              | Diff. EB 74.3 | EB 83.1                   | Diff. EB 74.3 | EB 83.1                      | Diff. EB 74.3 | EB 83.1   | Diff. EB 74.3 | EB 83.1            | Diff. EB 74.3 | EB 83.1                  | Diff. EB 74.3 |
|    | EU 28 | <b>22</b>               | 4             | <b>36</b>       | -4            | <b>16</b>            | -3            | <b>13</b>                 | 0             | <b>8</b>                     | 3             | <b>5</b>  | 0             | <b>58</b>          | 0             | <b>29</b>                | -3            |
|    | BE    | <b>13</b>               | 0             | <b>40</b>       | 0             | <b>22</b>            | -4            | <b>14</b>                 | 0             | <b>8</b>                     | 3             | <b>3</b>  | 1             | <b>53</b>          | 0             | <b>36</b>                | -4            |
|   | BG    | <b>24</b>               | -1            | <b>37</b>       | -3            | <b>14</b>            | 3             | <b>15</b>                 | 4             | <b>4</b>                     | -1            | <b>6</b>  | -2            | <b>61</b>          | -4            | <b>29</b>                | 7             |
|  | CZ    | <b>22</b>               | 2             | <b>43</b>       | -7            | <b>17</b>            | -4            | <b>10</b>                 | 4             | <b>6</b>                     | 5             | <b>2</b>  | 0             | <b>65</b>          | -5            | <b>27</b>                | 0             |
|  | DK    | <b>49</b>               | 17            | <b>31</b>       | 3             | <b>8</b>             | -10           | <b>4</b>                  | -10           | <b>6</b>                     | 1             | <b>2</b>  | -1            | <b>80</b>          | 20            | <b>12</b>                | -20           |
|  | DE    | <b>30</b>               | 9             | <b>37</b>       | -6            | <b>13</b>            | -5            | <b>8</b>                  | -5            | <b>9</b>                     | 7             | <b>3</b>  | 0             | <b>67</b>          | 3             | <b>21</b>                | -10           |
|  | EE    | <b>16</b>               | -3            | <b>35</b>       | 0             | <b>14</b>            | -2            | <b>13</b>                 | 0             | <b>17</b>                    | 4             | <b>5</b>  | 1             | <b>51</b>          | -3            | <b>27</b>                | -2            |
|  | IE    | <b>24</b>               | 7             | <b>43</b>       | -3            | <b>10</b>            | -4            | <b>9</b>                  | 1             | <b>7</b>                     | 1             | <b>7</b>  | -2            | <b>67</b>          | 4             | <b>19</b>                | -3            |
|  | EL    | <b>22</b>               | 6             | <b>35</b>       | -6            | <b>15</b>            | -3            | <b>17</b>                 | 0             | <b>6</b>                     | 1             | <b>5</b>  | 2             | <b>57</b>          | 0             | <b>32</b>                | -3            |
|  | ES    | <b>22</b>               | 3             | <b>28</b>       | -13           | <b>13</b>            | -5            | <b>18</b>                 | 6             | <b>11</b>                    | 5             | <b>8</b>  | 4             | <b>50</b>          | -10           | <b>31</b>                | 1             |
|  | FR    | <b>20</b>               | 1             | <b>32</b>       | 0             | <b>18</b>            | -1            | <b>17</b>                 | -5            | <b>7</b>                     | 2             | <b>6</b>  | 3             | <b>52</b>          | 1             | <b>35</b>                | -6            |
|  | HR    | <b>16</b>               |               | <b>36</b>       |               | <b>18</b>            |               | <b>18</b>                 |               | <b>5</b>                     |               | <b>7</b>  |               | <b>52</b>          |               | <b>36</b>                |               |
|  | IT    | <b>14</b>               | 2             | <b>40</b>       | -7            | <b>24</b>            | 4             | <b>15</b>                 | 3             | <b>6</b>                     | 2             | <b>1</b>  | -4            | <b>54</b>          | -5            | <b>39</b>                | 7             |
|  | CY    | <b>30</b>               | 0             | <b>31</b>       | 0             | <b>13</b>            | -6            | <b>16</b>                 | 4             | <b>3</b>                     | 1             | <b>7</b>  | 1             | <b>61</b>          | 0             | <b>29</b>                | -2            |
|  | LV    | <b>19</b>               | -4            | <b>33</b>       | -6            | <b>15</b>            | 0             | <b>16</b>                 | 7             | <b>10</b>                    | -2            | <b>7</b>  | 5             | <b>52</b>          | -10           | <b>31</b>                | 7             |
|  | LT    | <b>14</b>               | 1             | <b>30</b>       | 5             | <b>17</b>            | -6            | <b>18</b>                 | 0             | <b>14</b>                    | 1             | <b>7</b>  | -1            | <b>44</b>          | 6             | <b>35</b>                | -6            |
|  | LU    | <b>14</b>               | -2            | <b>41</b>       | 7             | <b>16</b>            | -3            | <b>14</b>                 | -5            | <b>10</b>                    | 3             | <b>5</b>  | 0             | <b>55</b>          | 5             | <b>30</b>                | -8            |
|  | HU    | <b>15</b>               | 2             | <b>26</b>       | -5            | <b>14</b>            | -1            | <b>18</b>                 | 5             | <b>17</b>                    | -1            | <b>10</b> | 0             | <b>41</b>          | -3            | <b>32</b>                | 4             |
|  | MT    | <b>12</b>               | -3            | <b>39</b>       | -4            | <b>18</b>            | 2             | <b>18</b>                 | 3             | <b>9</b>                     | 6             | <b>4</b>  | -4            | <b>51</b>          | -7            | <b>36</b>                | 5             |
|  | NL    | <b>27</b>               | 2             | <b>31</b>       | -7            | <b>18</b>            | -1            | <b>14</b>                 | -1            | <b>3</b>                     | 2             | <b>7</b>  | 5             | <b>58</b>          | -5            | <b>32</b>                | -2            |
|  | AT    | <b>29</b>               | 10            | <b>32</b>       | -9            | <b>15</b>            | -2            | <b>11</b>                 | -1            | <b>8</b>                     | 0             | <b>5</b>  | 2             | <b>61</b>          | 1             | <b>26</b>                | -3            |
|  | PL    | <b>20</b>               | 2             | <b>46</b>       | 5             | <b>16</b>            | -2            | <b>7</b>                  | 0             | <b>8</b>                     | -1            | <b>3</b>  | -4            | <b>66</b>          | 7             | <b>23</b>                | -2            |
|  | PT    | <b>8</b>                | 3             | <b>31</b>       | -9            | <b>21</b>            | -4            | <b>26</b>                 | 12            | <b>8</b>                     | -1            | <b>6</b>  | -1            | <b>39</b>          | -6            | <b>47</b>                | 8             |
|  | RO    | <b>15</b>               | 7             | <b>24</b>       | -1            | <b>15</b>            | -4            | <b>24</b>                 | 7             | <b>10</b>                    | 5             | <b>12</b> | -14           | <b>39</b>          | 6             | <b>39</b>                | 3             |
|  | SI    | <b>24</b>               | 9             | <b>26</b>       | -6            | <b>14</b>            | -6            | <b>19</b>                 | -3            | <b>9</b>                     | 0             | <b>8</b>  | 6             | <b>50</b>          | 3             | <b>33</b>                | -9            |
|  | SK    | <b>19</b>               | 6             | <b>41</b>       | -1            | <b>17</b>            | -7            | <b>11</b>                 | -1            | <b>9</b>                     | 3             | <b>3</b>  | 0             | <b>60</b>          | 5             | <b>28</b>                | -8            |
|  | FI    | <b>28</b>               | 2             | <b>39</b>       | -5            | <b>14</b>            | -1            | <b>9</b>                  | -1            | <b>7</b>                     | 2             | <b>3</b>  | 3             | <b>67</b>          | -3            | <b>23</b>                | -2            |
|  | SE    | <b>24</b>               | -6            | <b>33</b>       | 4             | <b>17</b>            | -1            | <b>18</b>                 | 2             | <b>5</b>                     | 1             | <b>3</b>  | 0             | <b>57</b>          | -2            | <b>35</b>                | 1             |
|  | UK    | <b>26</b>               | 6             | <b>40</b>       | -5            | <b>16</b>            | -2            | <b>9</b>                  | -2            | <b>5</b>                     | 2             | <b>4</b>  | 1             | <b>66</b>          | 1             | <b>25</b>                | -4            |

QB2.4 Pourriez-vous me dire dans quelle mesure vous êtes d'accord ou pas avec chacune des propositions suivantes. (ROTATION)






























Fournir des informations personnelles n'est pas un problème pour vous

QB2.4 Please tell me whether you agree or disagree with each of the following statements. (ROTATE)

Providing personal information is not a big issue for you

QB2.4 Bitte sagen Sie mir für jede der folgenden Aussagen, ob Sie dieser zustimmen oder nicht zustimmen. (ROTIEREN)

Die Angabe persönlicher Informationen stellt für Sie kein großes Problem dar

|   |       | Tout à fait d'accord    |               | Plutôt d'accord |               | Plutôt pas d'accord  |               | Pas du tout d'accord      |               | Pas applicable (SPONTANE)    |               | NSP     |               | Total 'D'accord'   |               | Total 'Pas d'accord'     |               |
|---|-------|-------------------------|---------------|-----------------|---------------|----------------------|---------------|---------------------------|---------------|------------------------------|---------------|---------|---------------|--------------------|---------------|--------------------------|---------------|
|   |       | Totally agree           |               | Tend to agree   |               | Tend to disagree     |               | Totally disagree          |               | Not applicable (SPONTANEOUS) |               | DK      |               | Total 'Agree'      |               | Total 'Disagree'         |               |
|   |       | Stimme voll und ganz zu |               | Stimme eher zu  |               | Stimme eher nicht zu |               | Stimme überhaupt nicht zu |               | Trifft nicht zu (SPONTAN)    |               | WN      |               | Gesamt 'Stimme zu' |               | Gesamt 'Stimme nicht zu' |               |
|   |       | EB 83.1                 | Diff. EB 74.3 | EB 83.1         | Diff. EB 74.3 | EB 83.1              | Diff. EB 74.3 | EB 83.1                   | Diff. EB 74.3 | EB 83.1                      | Diff. EB 74.3 | EB 83.1 | Diff. EB 74.3 | EB 83.1            | Diff. EB 74.3 | EB 83.1                  | Diff. EB 74.3 |
| %   |       |                         |               |                 |               |                      |               |                           |               |                              |               |         |               |                    |               |                          |               |
|    | EU 28 | 10                      | 2             | 25              | 0             | 28                   | -5            | 29                        | -1            | 6                            | 4             | 2       | 0             | 35                 | 2             | 57                       | -6            |
|    | BE    | 8                       | 3             | 27              | -1            | 30                   | -8            | 30                        | 4             | 5                            | 3             | 0       | -1            | 35                 | 2             | 60                       | -4            |
|    | BG    | 11                      | 5             | 20              | -8            | 23                   | -9            | 39                        | 11            | 3                            | 2             | 4       | -1            | 31                 | -3            | 62                       | 2             |
|    | CZ    | 9                       | 5             | 22              | -1            | 34                   | -10           | 31                        | 4             | 3                            | 2             | 1       | 0             | 31                 | 4             | 65                       | -6            |
|   | DK    | 21                      | 0             | 30              | 0             | 21                   | -6            | 23                        | 5             | 4                            | 2             | 1       | -1            | 51                 | 0             | 44                       | -1            |
|  | DE    | 10                      | 2             | 28              | 6             | 29                   | -4            | 27                        | -8            | 5                            | 4             | 1       | 0             | 38                 | 8             | 56                       | -12           |
|  | EE    | 12                      | -3            | 26              | -6            | 24                   | -6            | 22                        | 5             | 11                           | 6             | 5       | 4             | 38                 | -9            | 46                       | -1            |
|  | IE    | 13                      | 8             | 31              | 3             | 21                   | -6            | 28                        | -4            | 5                            | 1             | 2       | -2            | 44                 | 11            | 49                       | -10           |
|  | EL    | 9                       | 3             | 26              | 9             | 22                   | -11           | 37                        | -5            | 4                            | 2             | 2       | 2             | 35                 | 12            | 59                       | -16           |
|  | ES    | 9                       | 0             | 20              | -8            | 20                   | -13           | 36                        | 10            | 9                            | 7             | 6       | 4             | 29                 | -8            | 56                       | -3            |
|  | FR    | 8                       | 0             | 15              | 0             | 30                   | 0             | 39                        | -5            | 6                            | 5             | 2       | 0             | 23                 | 0             | 69                       | -5            |
|  | HR    | 14                      |               | 29              |               | 26                   |               | 22                        |               | 5                            |               | 4       |               | 43                 |               | 48                       |               |
|  | IT    | 9                       | 0             | 31              | 2             | 31                   | -4            | 23                        | 0             | 5                            | 3             | 1       | -1            | 40                 | 2             | 54                       | -4            |
|  | CY    | 12                      | 0             | 19              | 5             | 17                   | -13           | 48                        | 5             | 3                            | 3             | 1       | 0             | 31                 | 5             | 65                       | -8            |
|  | LV    | 11                      | 4             | 20              | 1             | 27                   | -10           | 34                        | 0             | 4                            | 2             | 4       | 3             | 31                 | 5             | 61                       | -10           |
|  | LT    | 15                      | 2             | 33              | 0             | 24                   | -3            | 17                        | 1             | 7                            | 0             | 4       | 0             | 48                 | 2             | 41                       | -2            |
|  | LU    | 9                       | 3             | 20              | -2            | 25                   | -5            | 35                        | -1            | 8                            | 3             | 3       | 2             | 29                 | 1             | 60                       | -6            |
|  | HU    | 12                      | 2             | 22              | -3            | 21                   | -12           | 33                        | 6             | 8                            | 4             | 4       | 3             | 34                 | -1            | 54                       | -6            |
|  | MT    | 8                       | 3             | 26              | 7             | 26                   | -13           | 34                        | 2             | 4                            | 3             | 2       | -2            | 34                 | 10            | 60                       | -11           |
|  | NL    | 13                      | 4             | 35              | 5             | 24                   | -13           | 25                        | 1             | 2                            | 2             | 1       | 1             | 48                 | 9             | 49                       | -12           |
|  | AT    | 9                       | 3             | 30              | 0             | 31                   | 1             | 21                        | -6            | 7                            | 1             | 2       | 1             | 39                 | 3             | 52                       | -5            |
|  | PL    | 6                       | -3            | 28              | -7            | 35                   | 3             | 23                        | 7             | 6                            | 3             | 2       | -3            | 34                 | -10           | 58                       | 10            |
|  | PT    | 4                       | -1            | 23              | -9            | 27                   | -8            | 36                        | 14            | 7                            | 3             | 3       | 1             | 27                 | -10           | 63                       | 6             |
|  | RO    | 11                      | 2             | 20              | -10           | 22                   | -2            | 32                        | 12            | 7                            | 5             | 8       | -7            | 31                 | -8            | 54                       | 10            |
|  | SI    | 13                      | 8             | 25              | 6             | 22                   | -7            | 31                        | -12           | 6                            | 3             | 3       | 2             | 38                 | 14            | 53                       | -19           |
|  | SK    | 8                       | 5             | 32              | 6             | 31                   | -11           | 23                        | -3            | 4                            | 2             | 2       | 1             | 40                 | 11            | 54                       | -14           |
|  | FI    | 9                       | 2             | 20              | -6            | 27                   | -7            | 37                        | 7             | 5                            | 2             | 2       | 2             | 29                 | -4            | 64                       | 0             |
|  | SE    | 14                      | 0             | 29              | -2            | 28                   | -6            | 24                        | 5             | 4                            | 2             | 1       | 1             | 43                 | -2            | 52                       | -1            |
|  | UK    | 11                      | 4             | 27              | 4             | 30                   | -2            | 26                        | -9            | 4                            | 3             | 2       | 0             | 38                 | 8             | 56                       | -11           |

QB2.5 Pourriez-vous me dire dans quelle mesure vous êtes d'accord ou pas avec chacune des propositions suivantes. (ROTATION)




























Fournir des informations personnelles est une part de plus en plus importante de la vie moderne

QB2.5 Please tell me whether you agree or disagree with each of the following statements. (ROTATE)

Providing personal information is an increasing part of modern life

QB2.5 Bitte sagen Sie mir für jede der folgenden Aussagen, ob Sie dieser zustimmen oder nicht zustimmen. (ROTIEREN)

Die Angabe persönlicher Informationen ist immer mehr Teil des modernen Lebens

|   |       | Tout à fait d'accord    |               | Plutôt d'accord |               | Plutôt pas d'accord  |               | Pas du tout d'accord      |               | Pas applicable (SPONTANE)    |               | NSP     |               | Total 'D'accord'   |               | Total 'Pas d'accord'     |               |
|---|-------|-------------------------|---------------|-----------------|---------------|----------------------|---------------|---------------------------|---------------|------------------------------|---------------|---------|---------------|--------------------|---------------|--------------------------|---------------|
|   |       | Totally agree           |               | Tend to agree   |               | Tend to disagree     |               | Totally disagree          |               | Not applicable (SPONTANEOUS) |               | DK      |               | Total 'Agree'      |               | Total 'Disagree'         |               |
|   |       | Stimme voll und ganz zu |               | Stimme eher zu  |               | Stimme eher nicht zu |               | Stimme überhaupt nicht zu |               | Trifft nicht zu (SPONTAN)    |               | WN      |               | Gesamt 'Stimme zu' |               | Gesamt 'Stimme nicht zu' |               |
|   |       | EB 83.1                 | Diff. EB 74.3 | EB 83.1         | Diff. EB 74.3 | EB 83.1              | Diff. EB 74.3 | EB 83.1                   | Diff. EB 74.3 | EB 83.1                      | Diff. EB 74.3 | EB 83.1 | Diff. EB 74.3 | EB 83.1            | Diff. EB 74.3 | EB 83.1                  | Diff. EB 74.3 |
|    | EU 28 | 29                      | 3             | 42              | -6            | 13                   | 1             | 8                         | 0             | 4                            | 2             | 4       | 0             | 71                 | -3            | 21                       | 1             |
|    | BE    | 18                      | 0             | 50              | 0             | 17                   | -4            | 10                        | 2             | 4                            | 2             | 1       | 0             | 68                 | 0             | 27                       | -2            |
|    | BG    | 36                      | 12            | 39              | -14           | 9                    | 1             | 8                         | 3             | 2                            | 1             | 6       | -3            | 75                 | -2            | 17                       | 4             |
|    | CZ    | 25                      | 6             | 50              | 0             | 13                   | -8            | 6                         | -1            | 4                            | 3             | 2       | 0             | 75                 | 6             | 19                       | -9            |
|   | DK    | 51                      | -2            | 35              | -2            | 5                    | -1            | 4                         | 3             | 3                            | 2             | 2       | 0             | 86                 | -4            | 9                        | 2             |
|  | DE    | 34                      | 10            | 44              | -2            | 11                   | -5            | 6                         | -5            | 3                            | 2             | 2       | 0             | 78                 | 8             | 17                       | -10           |
|  | EE    | 24                      | -7            | 40              | -6            | 10                   | 1             | 9                         | 3             | 10                           | 4             | 7       | 5             | 64                 | -13           | 19                       | 4             |
|  | IE    | 34                      | 12            | 47              | -13           | 7                    | 1             | 5                         | 0             | 4                            | 2             | 3       | -2            | 81                 | -1            | 12                       | 1             |
|  | EL    | 34                      | 1             | 48              | -7            | 6                    | 1             | 6                         | 1             | 3                            | 2             | 3       | 2             | 82                 | -6            | 12                       | 2             |
|  | ES    | 33                      | 3             | 34              | -18           | 11                   | 3             | 8                         | 2             | 7                            | 5             | 7       | 5             | 67                 | -15           | 19                       | 5             |
|  | FR    | 23                      | -3            | 41              | -5            | 11                   | -1            | 15                        | 3             | 5                            | 4             | 5       | 2             | 64                 | -8            | 26                       | 2             |
|  | HR    | 20                      |               | 43              |               | 18                   |               | 11                        |               | 3                            |               | 5       |               | 63                 |               | 29                       |               |
|  | IT    | 25                      | -3            | 44              | -8            | 18                   | 9             | 8                         | 2             | 4                            | 2             | 1       | -2            | 69                 | -11           | 26                       | 11            |
|  | CY    | 51                      | 13            | 36              | -9            | 4                    | -5            | 5                         | 1             | 1                            | 1             | 3       | -1            | 87                 | 4             | 9                        | -4            |
|  | LV    | 31                      | -1            | 42              | -4            | 12                   | 1             | 6                         | 1             | 3                            | 0             | 6       | 3             | 73                 | -5            | 18                       | 2             |
|  | LT    | 18                      | -3            | 40              | -4            | 18                   | 4             | 11                        | 4             | 6                            | -1            | 7       | 0             | 58                 | -7            | 29                       | 8             |
|  | LU    | 18                      | 0             | 43              | 2             | 15                   | -4            | 13                        | -2            | 6                            | 1             | 5       | 3             | 61                 | 2             | 28                       | -6            |
|  | HU    | 18                      | 2             | 32              | -7            | 17                   | -6            | 20                        | 5             | 7                            | 3             | 6       | 3             | 50                 | -5            | 37                       | -1            |
|  | MT    | 15                      | 3             | 39              | -6            | 17                   | 1             | 21                        | 1             | 4                            | 4             | 4       | -3            | 54                 | -3            | 38                       | 2             |
|  | NL    | 44                      | 18            | 42              | -4            | 7                    | -11           | 5                         | -4            | 1                            | 1             | 1       | 0             | 86                 | 14            | 12                       | -15           |
|  | AT    | 29                      | 9             | 44              | -11           | 12                   | 0             | 8                         | 0             | 4                            | 0             | 3       | 2             | 73                 | -2            | 20                       | 0             |
|  | PL    | 18                      | -10           | 47              | -3            | 19                   | 10            | 6                         | 4             | 5                            | 1             | 5       | -2            | 65                 | -13           | 25                       | 14            |
|  | PT    | 13                      | 3             | 39              | -18           | 20                   | 4             | 16                        | 10            | 6                            | 2             | 6       | -1            | 52                 | -15           | 36                       | 14            |
|  | RO    | 19                      | 7             | 29              | -6            | 15                   | -1            | 17                        | 8             | 7                            | 6             | 13      | -14           | 48                 | 1             | 32                       | 7             |
|  | SI    | 41                      | 7             | 32              | -12           | 12                   | 1             | 6                         | -1            | 5                            | 3             | 4       | 2             | 73                 | -5            | 18                       | 0             |
|  | SK    | 26                      | 10            | 49              | 0             | 11                   | -10           | 7                         | -3            | 4                            | 2             | 3       | 1             | 75                 | 10            | 18                       | -13           |
|  | FI    | 38                      | 6             | 43              | -7            | 7                    | -4            | 5                         | 2             | 4                            | 0             | 3       | 3             | 81                 | -1            | 12                       | -2            |
|  | SE    | 53                      | -2            | 28              | -1            | 9                    | 1             | 5                         | 0             | 3                            | 1             | 2       | 1             | 81                 | -3            | 14                       | 1             |
|  | UK    | 38                      | 8             | 45              | -7            | 8                    | -1            | 3                         | -3            | 4                            | 3             | 2       | 0             | 83                 | 1             | 11                       | -4            |

QB2.6 Pourriez-vous me dire dans quelle mesure vous êtes d'accord ou pas avec chacune des propositions suivantes. (ROTATION)






























Fournir des informations personnelles en échange de services gratuits en ligne ne vous dérange pas (p. ex. adresse électronique gratuite)

QB2.6 Please tell me whether you agree or disagree with each of the following statements. (ROTATE)

You don't mind providing personal information in return for free services online (e.g. free email address)

QB2.6 Bitte sagen Sie mir für jede der folgenden Aussagen, ob Sie dieser zustimmen oder nicht zustimmen. (ROTIEREN)






























Sie haben nichts dagegen, persönliche Informationen anzugeben, wenn Sie dafür kostenlose Online-Dienste nutzen können (z. B. eine kostenlose E-Mail-Adresse)

|   | % | Tout à fait d'accord    |               | Plutôt d'accord |               | Plutôt pas d'accord  |               | Pas du tout d'accord      |               | Pas applicable (SPONTANE)    |               | NSP     |               | Total 'D'accord'   |               | Total 'Pas d'accord'     |               |
|---|---|-------------------------|---------------|-----------------|---------------|----------------------|---------------|---------------------------|---------------|------------------------------|---------------|---------|---------------|--------------------|---------------|--------------------------|---------------|
|   |   | Totally agree           |               | Tend to agree   |               | Tend to disagree     |               | Totally disagree          |               | Not applicable (SPONTANEOUS) |               | DK      |               | Total 'Agree'      |               | Total 'Disagree'         |               |
|   |   | Stimme voll und ganz zu |               | Stimme eher zu  |               | Stimme eher nicht zu |               | Stimme überhaupt nicht zu |               | Trifft nicht zu (SPONTAN)    |               | WN      |               | Gesamt 'Stimme zu' |               | Gesamt 'Stimme nicht zu' |               |
|   |   | EB 83.1                 | Diff. EB 74.3 | EB 83.1         | Diff. EB 74.3 | EB 83.1              | Diff. EB 74.3 | EB 83.1                   | Diff. EB 74.3 | EB 83.1                      | Diff. EB 74.3 | EB 83.1 | Diff. EB 74.3 | EB 83.1            | Diff. EB 74.3 | EB 83.1                  | Diff. EB 74.3 |
|  EU 28 |   | 7                       | -1            | 22              | 1             | 24                   | 1             | 28                        | 0             | 15                           | -1            | 4       | 0             | 29                 | 0             | 52                       | 1             |
|  BE   |   | 5                       | 0             | 23              | 1             | 28                   | -2            | 32                        | 2             | 11                           | -1            | 1       | 0             | 28                 | 1             | 60                       | 0             |
|  BG  |   | 5                       | 1             | 15              | 4             | 18                   | 4             | 31                        | 9             | 24                           | -15           | 7       | -3            | 20                 | 5             | 49                       | 13            |
|  CZ  |   | 7                       | 3             | 20              | 0             | 29                   | -6            | 28                        | 4             | 13                           | -1            | 3       | 0             | 27                 | 3             | 57                       | -2            |
|  DK  |   | 16                      | 2             | 23              | 1             | 24                   | -2            | 28                        | -1            | 7                            | 0             | 2       | 0             | 39                 | 3             | 52                       | -3            |
|  DE  |   | 7                       | 1             | 25              | 5             | 23                   | -1            | 26                        | -12           | 16                           | 6             | 3       | 1             | 32                 | 6             | 49                       | -13           |
|  EE  |   | 9                       | -1            | 22              | 0             | 23                   | 2             | 23                        | 1             | 18                           | -3            | 5       | 1             | 31                 | -1            | 46                       | 3             |
|  IE  |   | 11                      | 7             | 29              | 6             | 18                   | -1            | 28                        | -1            | 10                           | -7            | 4       | -4            | 40                 | 13            | 46                       | -2            |
|  EL  |   | 4                       | 1             | 20              | 8             | 15                   | -7            | 36                        | 3             | 21                           | -7            | 4       | 2             | 24                 | 9             | 51                       | -4            |
|  ES  |   | 8                       | 3             | 18              | -2            | 17                   | -8            | 32                        | 4             | 20                           | 0             | 5       | 3             | 26                 | 1             | 49                       | -4            |
|  FR  |   | 9                       | 3             | 15              | -2            | 21                   | -1            | 36                        | -4            | 15                           | 3             | 4       | 1             | 24                 | 1             | 57                       | -5            |
|  HR  |   | 9                       |               | 25              |               | 20                   |               | 29                        |               | 12                           |               | 5       |               | 34                 |               | 49                       |               |
|  IT  |   | 6                       | -20           | 29              | -1            | 28                   | 13            | 25                        | 10            | 10                           | 0             | 2       | -2            | 35                 | -21           | 53                       | 23            |
|  CY  |   | 9                       | 3             | 16              | 7             | 10                   | -5            | 32                        | 2             | 28                           | -5            | 5       | -2            | 25                 | 10            | 42                       | -3            |
|  LV  |   | 8                       | -1            | 21              | -1            | 21                   | -3            | 27                        | 4             | 15                           | -4            | 8       | 5             | 29                 | -2            | 48                       | 1             |
|  LT  |   | 6                       | 1             | 17              | 0             | 21                   | 0             | 22                        | 3             | 25                           | -4            | 9       | 0             | 23                 | 1             | 43                       | 3             |
|  LU  |   | 4                       | -3            | 20              | 1             | 20                   | -2            | 36                        | 5             | 16                           | -2            | 4       | 1             | 24                 | -2            | 56                       | 3             |
|  HU  |   | 8                       | 3             | 16              | 0             | 18                   | -8            | 34                        | 4             | 17                           | -1            | 7       | 2             | 24                 | 3             | 52                       | -4            |
|  MT  |   | 10                      | 5             | 30              | 10            | 17                   | -5            | 20                        | 1             | 19                           | -9            | 4       | -2            | 40                 | 15            | 37                       | -4            |
|  NL  |   | 9                       | 2             | 23              | 1             | 24                   | -8            | 36                        | 2             | 7                            | 3             | 1       | 0             | 32                 | 3             | 60                       | -6            |
|  AT  |   | 10                      | 3             | 26              | 2             | 25                   | 3             | 19                        | -6            | 17                           | -3            | 3       | 1             | 36                 | 5             | 44                       | -3            |
|  PL  |   | 5                       | -1            | 22              | 1             | 31                   | 7             | 24                        | 7             | 14                           | -13           | 4       | -1            | 27                 | 0             | 55                       | 14            |
|  PT  |   | 2                       | -1            | 15              | -3            | 22                   | 1             | 34                        | 14            | 23                           | -11           | 4       | 0             | 17                 | -4            | 56                       | 15            |
|  RO  |   | 8                       | 1             | 18              | 0             | 16                   | -1            | 28                        | 10            | 21                           | 2             | 9       | -12           | 26                 | 1             | 44                       | 9             |
|  SI  |   | 9                       | 3             | 18              | 1             | 19                   | -3            | 33                        | -1            | 13                           | -4            | 8       | 4             | 27                 | 4             | 52                       | -4            |
|  SK  |   | 8                       | 3             | 25              | -2            | 24                   | -6            | 25                        | 2             | 15                           | 2             | 3       | 1             | 33                 | 1             | 49                       | -4            |
|  FI  |   | 9                       | 4             | 20              | -1            | 26                   | -2            | 31                        | -4            | 10                           | -1            | 4       | 4             | 29                 | 3             | 57                       | -6            |
|  SE  |   | 7                       | -3            | 17              | -5            | 29                   | 3             | 37                        | 4             | 8                            | 0             | 2       | 1             | 24                 | -8            | 66                       | 7             |
|  UK  |   | 9                       | 3             | 29              | 8             | 27                   | 1             | 23                        | -6            | 10                           | -6            | 2       | 0             | 38                 | 11            | 50                       | -5            |

QB3 Lorsque vous êtes sur Internet (réseaux sociaux en ligne, applications mobiles, achats en ligne, etc.), vous devez parfois fournir des informations personnelles. Quelles sont les principales raisons pour lesquelles vous fournissez ces informations personnelles en ligne ? (ROTATION – MAX. 3 REPONSES)

QB3 When online (using online social networks or mobile applications, making online purchases, etc.), you are sometimes asked to provide personal information. What are the main reasons why you provide personal information online? (ROTATE – MAX. 3 ANSWERS)






























QB3 Im Internet (z. B. bei der Nutzung von sozialen Netzwerken, mobilen Anwendungen oder beim Online-Shopping) werden Sie manchmal aufgefordert, persönliche Informationen anzugeben. Was sind die Hauptgründe dafür, dass Sie persönliche Informationen im Internet angeben? (ROTIEREN - MAX. 3 NENNUNGEN)

|   |       | Pour accéder au service       | Pour gagner du temps à la visite suivante | Pour recevoir de l'argent ou des réductions de prix | Pour bénéficier d'offres commerciales personnalisées  | Pour obtenir un service gratuitement       | Pour obtenir un service adapté à vos besoins                                  |
|---|-------|-------------------------------|---|---|---|--|---|
|   |       | To access the service         | To save time at the next visit            | To receive money or price reductions                | To benefit from personalised commercial offers        | To get a service for free                  | To obtain a service adapted to your needs                                     |
|   |       | Um auf den Dienst zuzugreifen | Um beim nächsten Besuch Zeit zu sparen    | Um Geld oder Preisnachlässe zu erhalten             | Um von personalisierten Werbeangeboten zu profitieren | Um einen Dienst kostenlos nutzen zu können | Um eine Dienstleistung zu erhalten, die auf Ihre Anforderungen abgestimmt ist |
| %   |       | EB<br>83.1                    | EB<br>83.1                                | EB<br>83.1  | EB<br>83.1  | EB<br>83.1                                 | EB<br>83.1  |
|  | EU 28 | <b>36</b>                     | <b>12</b>                                 | <b>7</b>  | <b>7</b>  | <b>14</b>                                  | <b>15</b>   |
|  | BE    | <b>35</b>                     | <b>14</b>                                 | <b>11</b>   | <b>11</b>   | <b>12</b>                                  | <b>12</b>   |
|  | BG    | <b>50</b>                     | <b>11</b>                                 | <b>7</b>  | <b>6</b>  | <b>16</b>                                  | <b>23</b>   |
|  | CZ    | <b>41</b>                     | <b>14</b>                                 | <b>11</b>   | <b>9</b>  | <b>14</b>                                  | <b>15</b>   |
|  | DK    | <b>35</b>                     | <b>15</b>                                 | <b>6</b>  | <b>2</b>  | <b>8</b>                                   | <b>18</b>   |
|  | DE    | <b>26</b>                     | <b>10</b>                                 | <b>8</b>  | <b>4</b>  | <b>21</b>                                  | <b>20</b>   |
|  | EE    | <b>44</b>                     | <b>12</b>                                 | <b>6</b>  | <b>3</b>  | <b>9</b>                                   | <b>11</b>   |
|  | IE    | <b>37</b>                     | <b>21</b>                                 | <b>8</b>  | <b>5</b>  | <b>11</b>                                  | <b>11</b>   |
|  | EL    | <b>40</b>                     | <b>7</b>                                  | <b>12</b>   | <b>12</b>   | <b>22</b>                                  | <b>22</b>   |
|  | ES    | <b>37</b>                     | <b>9</b>                                  | <b>3</b>  | <b>7</b>  | <b>19</b>                                  | <b>12</b>   |
|  | FR    | <b>34</b>                     | <b>9</b>                                  | <b>4</b>  | <b>9</b>  | <b>7</b>                                   | <b>14</b>   |
|  | HR    | <b>30</b>                     | <b>14</b>                                 | <b>8</b>  | <b>7</b>  | <b>19</b>                                  | <b>16</b>   |
|  | IT    | <b>52</b>                     | <b>10</b>                                 | <b>9</b>  | <b>14</b>   | <b>16</b>                                  | <b>25</b>   |
|  | CY    | <b>31</b>                     | <b>13</b>                                 | <b>6</b>  | <b>3</b>  | <b>12</b>                                  | <b>13</b>   |
|  | LV    | <b>40</b>                     | <b>7</b>                                  | <b>11</b>   | <b>5</b>  | <b>8</b>                                   | <b>16</b>   |
|  | LT    | <b>30</b>                     | <b>12</b>                                 | <b>6</b>  | <b>5</b>  | <b>8</b>                                   | <b>15</b>   |
|  | LU    | <b>36</b>                     | <b>12</b>                                 | <b>2</b>  | <b>4</b>  | <b>9</b>                                   | <b>20</b>   |
|  | HU    | <b>30</b>                     | <b>12</b>                                 | <b>17</b>   | <b>7</b>  | <b>14</b>                                  | <b>18</b>   |
|  | MT    | <b>33</b>                     | <b>15</b>                                 | <b>6</b>  | <b>9</b>  | <b>8</b>                                   | <b>17</b>   |
|  | NL    | <b>47</b>                     | <b>16</b>                                 | <b>8</b>  | <b>2</b>  | <b>7</b>                                   | <b>13</b>   |
|  | AT    | <b>33</b>                     | <b>10</b>                                 | <b>9</b>  | <b>7</b>  | <b>29</b>                                  | <b>15</b>   |
|  | PL    | <b>31</b>                     | <b>10</b>                                 | <b>8</b>  | <b>7</b>  | <b>12</b>                                  | <b>13</b>   |
|  | PT    | <b>37</b>                     | <b>11</b>                                 | <b>5</b>  | <b>7</b>  | <b>21</b>                                  | <b>15</b>   |
|  | RO    | <b>31</b>                     | <b>10</b>                                 | <b>8</b>  | <b>8</b>  | <b>15</b>                                  | <b>17</b>   |
|  | SI    | <b>35</b>                     | <b>9</b>                                  | <b>5</b>  | <b>6</b>  | <b>13</b>                                  | <b>19</b>   |
|  | SK    | <b>28</b>                     | <b>14</b>                                 | <b>12</b>   | <b>5</b>  | <b>12</b>                                  | <b>18</b>   |
|  | FI    | <b>54</b>                     | <b>13</b>                                 | <b>9</b>  | <b>11</b>   | <b>7</b>                                   | <b>18</b>   |
|  | SE    | <b>44</b>                     | <b>18</b>                                 | <b>3</b>  | <b>2</b>  | <b>3</b>                                   | <b>13</b>   |
|  | UK    | <b>34</b>                     | <b>20</b>                                 | <b>6</b>  | <b>4</b>  | <b>12</b>                                  | <b>4</b>  |

QB3 Lorsque vous êtes sur Internet (réseaux sociaux en ligne, applications mobiles, achats en ligne, etc.), vous devez parfois fournir des informations personnelles. Quelles sont les principales raisons pour lesquelles vous fournissez ces informations personnelles en ligne ? (ROTATION – MAX. 3 REPONSES)

QB3 When online (using online social networks or mobile applications, making online purchases, etc.), you are sometimes asked to provide personal information. What are the main reasons why you provide personal information online? (ROTATE – MAX. 3 ANSWERS)






























QB3 Im Internet (z. B. bei der Nutzung von sozialen Netzwerken, mobilen Anwendungen oder beim Online-Shopping) werden Sie manchmal aufgefordert, persönliche Informationen anzugeben. Was sind die Hauptgründe dafür, dass Sie persönliche Informationen im Internet angeben? (ROTIEREN – MAX. 3 NENNUNGEN)

|   |       | Pour entrer en contact avec d'autres personnes | Pour faire un paiement en ligne   | Pour vous faire livrer un achat              | Autre (SPONTANE)    | Vous ne fournissez jamais d'informations personnelles en ligne (SPONTANE) | NSP      |
|---|-------|--|-----------------------------------|--|---------------------|---|----------|
|   |       | To connect with others                         | To make a payment online          | To have your purchase delivered              | Other (SPONTANEOUS) | You never provide personal information online (SPONTANEOUS)               | DK       |
|   |       | Um mit anderen in Kontakt zu treten            | Um online eine Zahlung zu tätigen | Um sich Ihre gekaufte Ware liefern zu lassen | Andere (SPONTAN)    | Sie geben im Internet niemals persönliche Informationen an (SPONTAN)      | WN       |
| %   |       | EB 83.1  | EB 83.1                           | EB 83.1                                      | EB 83.1             | EB 83.1   | EB 83.1  |
|  | EU 28 | <b>18</b>                                      | <b>46</b>                         | <b>44</b>                                    | <b>2</b>            | <b>9</b>  | <b>2</b> |
|  | BE    | <b>19</b>                                      | <b>51</b>                         | <b>46</b>                                    | <b>1</b>            | <b>8</b>  | <b>0</b> |
|  | BG    | <b>24</b>                                      | <b>15</b>                         | <b>24</b>                                    | <b>1</b>            | <b>11</b>   | <b>4</b> |
|  | CZ    | <b>17</b>                                      | <b>36</b>                         | <b>45</b>                                    | <b>2</b>            | <b>6</b>  | <b>2</b> |
|  | DK    | <b>10</b>                                      | <b>72</b>                         | <b>57</b>                                    | <b>2</b>            | <b>5</b>  | <b>1</b> |
|  | DE    | <b>22</b>                                      | <b>42</b>                         | <b>54</b>                                    | <b>2</b>            | <b>11</b>   | <b>1</b> |
|  | EE    | <b>20</b>                                      | <b>68</b>                         | <b>37</b>                                    | <b>1</b>            | <b>9</b>  | <b>2</b> |
|  | IE    | <b>18</b>                                      | <b>57</b>                         | <b>45</b>                                    | <b>1</b>            | <b>4</b>  | <b>3</b> |
|  | EL    | <b>29</b>                                      | <b>21</b>                         | <b>30</b>                                    | <b>5</b>            | <b>14</b>   | <b>0</b> |
|  | ES    | <b>24</b>                                      | <b>32</b>                         | <b>26</b>                                    | <b>3</b>            | <b>14</b>   | <b>2</b> |
|  | FR    | <b>11</b>                                      | <b>60</b>                         | <b>55</b>                                    | <b>3</b>            | <b>6</b>  | <b>2</b> |
|  | HR    | <b>24</b>                                      | <b>25</b>                         | <b>22</b>                                    | <b>4</b>            | <b>10</b>   | <b>3</b> |
|  | IT    | <b>18</b>                                      | <b>32</b>                         | <b>24</b>                                    | <b>2</b>            | <b>7</b>  | <b>1</b> |
|  | CY    | <b>21</b>                                      | <b>29</b>                         | <b>38</b>                                    | <b>6</b>            | <b>19</b>   | <b>1</b> |
|  | LV    | <b>16</b>                                      | <b>62</b>                         | <b>40</b>                                    | <b>2</b>            | <b>8</b>  | <b>2</b> |
|  | LT    | <b>16</b>                                      | <b>59</b>                         | <b>39</b>                                    | <b>5</b>            | <b>8</b>  | <b>3</b> |
|  | LU    | <b>20</b>                                      | <b>57</b>                         | <b>55</b>                                    | <b>4</b>            | <b>4</b>  | <b>2</b> |
|  | HU    | <b>22</b>                                      | <b>16</b>                         | <b>31</b>                                    | <b>3</b>            | <b>17</b>   | <b>1</b> |
|  | MT    | <b>24</b>                                      | <b>43</b>                         | <b>48</b>                                    | <b>1</b>            | <b>6</b>  | <b>5</b> |
|  | NL    | <b>16</b>                                      | <b>65</b>                         | <b>63</b>                                    | <b>2</b>            | <b>4</b>  | <b>1</b> |
|  | AT    | <b>27</b>                                      | <b>43</b>                         | <b>47</b>                                    | <b>4</b>            | <b>8</b>  | <b>1</b> |
|  | PL    | <b>19</b>                                      | <b>42</b>                         | <b>39</b>                                    | <b>2</b>            | <b>10</b>   | <b>4</b> |
|  | PT    | <b>23</b>                                      | <b>15</b>                         | <b>16</b>                                    | <b>3</b>            | <b>24</b>   | <b>1</b> |
|  | RO    | <b>30</b>                                      | <b>21</b>                         | <b>21</b>                                    | <b>5</b>            | <b>10</b>   | <b>3</b> |
|  | SI    | <b>25</b>                                      | <b>35</b>                         | <b>36</b>                                    | <b>11</b>           | <b>11</b>   | <b>1</b> |
|  | SK    | <b>22</b>                                      | <b>35</b>                         | <b>41</b>                                    | <b>3</b>            | <b>7</b>  | <b>3</b> |
|  | FI    | <b>13</b>                                      | <b>79</b>                         | <b>17</b>                                    | <b>3</b>            | <b>4</b>  | <b>1</b> |
|  | SE    | <b>10</b>                                      | <b>70</b>                         | <b>57</b>                                    | <b>2</b>            | <b>8</b>  | <b>1</b> |
|  | UK    | <b>13</b>                                      | <b>64</b>                         | <b>55</b>                                    | <b>2</b>            | <b>5</b>  | <b>3</b> |

QB4 Quel degré de contrôle estimez-vous avoir sur les informations que vous fournissez en ligne, par ex. la possibilité de corriger, modifier ou effacer ces informations ?

QB4 How much control do you feel you have over the information you provide online, e.g. the ability to correct, change or delete this information?

QB4 Was glauben Sie, wie viel Kontrolle haben Sie über die Informationen, die Sie im Internet angeben? Gemeint ist damit z. B. die Fähigkeit, diese Informationen zu korrigieren, zu ändern oder zu löschen.






























|   |       | Un contrôle total      | Un contrôle partiel | Aucun contrôle            | Cela dépend du site ou de l'application (SPONTANE)     | NSP        |
|---|-------|------------------------|---------------------|---------------------------|--|------------|
|   |       | Complete control       | Partial control     | No control at all         | It depends on the website or application (SPONTANEOUS) | DK         |
|   |       | Vollständige Kontrolle | Teilweise Kontrolle | Überhaupt keine Kontrolle | Das hängt von der Webseite oder Anwendung ab (SPONTAN) | WN         |
| %   |       | EB<br>83.1             | EB<br>83.1          | EB<br>83.1                | EB<br>83.1   | EB<br>83.1 |
|    | EU 28 | <b>15</b>              | <b>50</b>           | <b>31</b>                 | <b>3</b>   | <b>1</b>   |
|    | BE    | <b>13</b>              | <b>49</b>           | <b>33</b>                 | <b>4</b>   | <b>1</b>   |
|    | BG    | <b>18</b>              | <b>43</b>           | <b>25</b>                 | <b>7</b>   | <b>7</b>   |
|    | CZ    | <b>16</b>              | <b>54</b>           | <b>25</b>                 | <b>1</b>   | <b>4</b>   |
|   | DK    | <b>16</b>              | <b>57</b>           | <b>26</b>                 | <b>0</b>   | <b>1</b>   |
|  | DE    | <b>4</b>               | <b>42</b>           | <b>45</b>                 | <b>8</b>   | <b>1</b>   |
|  | EE    | <b>17</b>              | <b>56</b>           | <b>21</b>                 | <b>2</b>   | <b>4</b>   |
|  | IE    | <b>20</b>              | <b>52</b>           | <b>26</b>                 | <b>1</b>   | <b>1</b>   |
|  | EL    | <b>31</b>              | <b>46</b>           | <b>22</b>                 | <b>1</b>   | <b>0</b>   |
|  | ES    | <b>13</b>              | <b>49</b>           | <b>36</b>                 | <b>1</b>   | <b>1</b>   |
|  | FR    | <b>16</b>              | <b>49</b>           | <b>34</b>                 | <b>0</b>   | <b>1</b>   |
|  | HR    | <b>24</b>              | <b>54</b>           | <b>19</b>                 | <b>2</b>   | <b>1</b>   |
|  | IT    | <b>19</b>              | <b>53</b>           | <b>23</b>                 | <b>2</b>   | <b>3</b>   |
|  | CY    | <b>27</b>              | <b>51</b>           | <b>19</b>                 | <b>2</b>   | <b>1</b>   |
|  | LV    | <b>12</b>              | <b>53</b>           | <b>31</b>                 | <b>1</b>   | <b>3</b>   |
|  | LT    | <b>22</b>              | <b>58</b>           | <b>17</b>                 | <b>1</b>   | <b>2</b>   |
|  | LU    | <b>22</b>              | <b>48</b>           | <b>26</b>                 | <b>1</b>   | <b>3</b>   |
|  | HU    | <b>25</b>              | <b>45</b>           | <b>26</b>                 | <b>2</b>   | <b>2</b>   |
|  | MT    | <b>24</b>              | <b>50</b>           | <b>23</b>                 | <b>1</b>   | <b>2</b>   |
|  | NL    | <b>9</b>               | <b>59</b>           | <b>30</b>                 | <b>1</b>   | <b>1</b>   |
|  | AT    | <b>12</b>              | <b>53</b>           | <b>31</b>                 | <b>3</b>   | <b>1</b>   |
|  | PL    | <b>23</b>              | <b>51</b>           | <b>21</b>                 | <b>2</b>   | <b>3</b>   |
|  | PT    | <b>25</b>              | <b>54</b>           | <b>18</b>                 | <b>2</b>   | <b>1</b>   |
|  | RO    | <b>14</b>              | <b>53</b>           | <b>30</b>                 | <b>1</b>   | <b>2</b>   |
|  | SI    | <b>26</b>              | <b>47</b>           | <b>25</b>                 | <b>1</b>   | <b>1</b>   |
|  | SK    | <b>21</b>              | <b>48</b>           | <b>27</b>                 | <b>3</b>   | <b>1</b>   |
|  | FI    | <b>16</b>              | <b>64</b>           | <b>16</b>                 | <b>1</b>   | <b>3</b>   |
|  | SE    | <b>13</b>              | <b>55</b>           | <b>31</b>                 | <b>0</b>   | <b>1</b>   |
|  | UK    | <b>18</b>              | <b>50</b>           | <b>26</b>                 | <b>5</b>   | <b>1</b>   |



QB5 Dans quelle mesure êtes-vous préoccupé(e) de ne pas avoir un contrôle total sur les informations que vous fournissez en ligne ? Diriez-vous que vous êtes ... ?

QB5 How concerned are you about not having complete control over the information you provide online? Would you say you are...?






























QB5 Wie besorgt sind Sie, dass Sie keine vollständige Kontrolle über die Informationen haben, die Sie im Internet angeben? Würden Sie sagen, Sie sind ...?

|   |       | Très préoccupé(e) | Plutôt préoccupé(e) | Plutôt pas préoccupé(e) | Pas du tout préoccupé(e) | NSP      | Total 'Préoccupé(e)' | Total 'Pas préoccupé(e)' |
|---|-------|-------------------|---------------------|-------------------------|--------------------------|----------|----------------------|--------------------------|
|   |       | Very concerned    | Fairly concerned    | Not very concerned      | Not at all concerned     | DK       | Total 'Concerned'    | Total 'Not concerned'    |
|   |       | Sehr besorgt      | Ziemlich besorgt    | Nicht sehr besorgt      | Überhaupt nicht besorgt  | WN       | Gesamt 'Besorgt'     | Gesamt 'Nicht besorgt'   |
| %   |       | EB 83.1           | EB 83.1             | EB 83.1                 | EB 83.1                  | EB 83.1  | EB 83.1              | EB 83.1                  |
|    | EU 28 | <b>18</b>         | <b>49</b>           | <b>28</b>               | <b>4</b>                 | <b>1</b> | <b>67</b>            | <b>32</b>                |
|    | BE    | <b>18</b>         | <b>56</b>           | <b>22</b>               | <b>4</b>                 | <b>0</b> | <b>74</b>            | <b>26</b>                |
|    | BG    | <b>17</b>         | <b>59</b>           | <b>17</b>               | <b>6</b>                 | <b>1</b> | <b>76</b>            | <b>23</b>                |
|    | CZ    | <b>26</b>         | <b>50</b>           | <b>21</b>               | <b>2</b>                 | <b>1</b> | <b>76</b>            | <b>23</b>                |
|    | DK    | <b>14</b>         | <b>43</b>           | <b>39</b>               | <b>4</b>                 | <b>0</b> | <b>57</b>            | <b>43</b>                |
|    | DE    | <b>19</b>         | <b>49</b>           | <b>30</b>               | <b>1</b>                 | <b>1</b> | <b>68</b>            | <b>31</b>                |
|    | EE    | <b>5</b>          | <b>33</b>           | <b>53</b>               | <b>7</b>                 | <b>2</b> | <b>38</b>            | <b>60</b>                |
|    | IE    | <b>28</b>         | <b>51</b>           | <b>18</b>               | <b>3</b>                 | <b>0</b> | <b>79</b>            | <b>21</b>                |
|   | EL    | <b>25</b>         | <b>47</b>           | <b>24</b>               | <b>4</b>                 | <b>0</b> | <b>72</b>            | <b>28</b>                |
|  | ES    | <b>22</b>         | <b>44</b>           | <b>29</b>               | <b>5</b>                 | <b>0</b> | <b>66</b>            | <b>34</b>                |
|  | FR    | <b>14</b>         | <b>53</b>           | <b>25</b>               | <b>8</b>                 | <b>0</b> | <b>67</b>            | <b>33</b>                |
|  | HR    | <b>14</b>         | <b>56</b>           | <b>23</b>               | <b>6</b>                 | <b>1</b> | <b>70</b>            | <b>29</b>                |
|  | IT    | <b>12</b>         | <b>55</b>           | <b>30</b>               | <b>2</b>                 | <b>1</b> | <b>67</b>            | <b>32</b>                |
|  | CY    | <b>39</b>         | <b>37</b>           | <b>19</b>               | <b>4</b>                 | <b>1</b> | <b>76</b>            | <b>23</b>                |
|  | LV    | <b>13</b>         | <b>45</b>           | <b>36</b>               | <b>5</b>                 | <b>1</b> | <b>58</b>            | <b>41</b>                |
|  | LT    | <b>10</b>         | <b>46</b>           | <b>37</b>               | <b>7</b>                 | <b>0</b> | <b>56</b>            | <b>44</b>                |
|  | LU    | <b>17</b>         | <b>56</b>           | <b>22</b>               | <b>4</b>                 | <b>1</b> | <b>73</b>            | <b>26</b>                |
|  | HU    | <b>12</b>         | <b>44</b>           | <b>32</b>               | <b>10</b>                | <b>2</b> | <b>56</b>            | <b>42</b>                |
|  | MT    | <b>16</b>         | <b>58</b>           | <b>18</b>               | <b>7</b>                 | <b>1</b> | <b>74</b>            | <b>25</b>                |
|  | NL    | <b>8</b>          | <b>39</b>           | <b>45</b>               | <b>8</b>                 | <b>0</b> | <b>47</b>            | <b>53</b>                |
|  | AT    | <b>13</b>         | <b>47</b>           | <b>33</b>               | <b>6</b>                 | <b>1</b> | <b>60</b>            | <b>39</b>                |
|  | PL    | <b>14</b>         | <b>58</b>           | <b>23</b>               | <b>2</b>                 | <b>3</b> | <b>72</b>            | <b>25</b>                |
|  | PT    | <b>22</b>         | <b>57</b>           | <b>19</b>               | <b>2</b>                 | <b>0</b> | <b>79</b>            | <b>21</b>                |
|  | RO    | <b>13</b>         | <b>43</b>           | <b>36</b>               | <b>8</b>                 | <b>0</b> | <b>56</b>            | <b>44</b>                |
|  | SI    | <b>15</b>         | <b>41</b>           | <b>40</b>               | <b>4</b>                 | <b>0</b> | <b>56</b>            | <b>44</b>                |
|  | SK    | <b>13</b>         | <b>55</b>           | <b>29</b>               | <b>2</b>                 | <b>1</b> | <b>68</b>            | <b>31</b>                |
|  | FI    | <b>8</b>          | <b>54</b>           | <b>33</b>               | <b>5</b>                 | <b>0</b> | <b>62</b>            | <b>38</b>                |
|  | SE    | <b>7</b>          | <b>34</b>           | <b>54</b>               | <b>5</b>                 | <b>0</b> | <b>41</b>            | <b>59</b>                |
|  | UK    | <b>29</b>         | <b>50</b>           | <b>20</b>               | <b>1</b>                 | <b>0</b> | <b>79</b>            | <b>21</b>                |

QB6 Avez-vous déjà entendu parler de révélations récentes sur des agences gouvernementales qui collectent des informations personnelles à grande échelle pour des raisons de sécurité nationale ?

QB6 Have you ever heard of recent revelations about government agencies collecting personal data on a large scale for the purpose of national security?






























QB6 Haben Sie schon einmal von den jüngsten Enthüllungen gehört, wonach Regierungsbehörden aus Gründen der nationalen Sicherheit im großen Stil persönliche Daten sammeln?

|   |       | Oui        | Non        | NSP        |
|---|-------|------------|------------|------------|
|   |       | Yes        | No         | DK         |
|   |       | Ja         | Nein       | WN         |
| %   |       | EB<br>83.1 | EB<br>83.1 | EB<br>83.1 |
|    | EU 28 | <b>50</b>  | <b>49</b>  | <b>1</b>   |
|    | BE    | <b>50</b>  | <b>49</b>  | <b>1</b>   |
|    | BG    | <b>22</b>  | <b>74</b>  | <b>4</b>   |
|    | CZ    | <b>30</b>  | <b>69</b>  | <b>1</b>   |
|    | DK    | <b>55</b>  | <b>44</b>  | <b>1</b>   |
|    | DE    | <b>76</b>  | <b>22</b>  | <b>2</b>   |
|    | EE    | <b>42</b>  | <b>55</b>  | <b>3</b>   |
|    | IE    | <b>40</b>  | <b>59</b>  | <b>1</b>   |
|    | EL    | <b>41</b>  | <b>59</b>  | <b>0</b>   |
|   | ES    | <b>40</b>  | <b>59</b>  | <b>1</b>   |
|  | FR    | <b>53</b>  | <b>46</b>  | <b>1</b>   |
|  | HR    | <b>29</b>  | <b>71</b>  | <b>0</b>   |
|  | IT    | <b>32</b>  | <b>66</b>  | <b>2</b>   |
|  | CY    | <b>29</b>  | <b>70</b>  | <b>1</b>   |
|  | LV    | <b>39</b>  | <b>60</b>  | <b>1</b>   |
|  | LT    | <b>54</b>  | <b>45</b>  | <b>1</b>   |
|  | LU    | <b>51</b>  | <b>47</b>  | <b>2</b>   |
|  | HU    | <b>30</b>  | <b>68</b>  | <b>2</b>   |
|  | MT    | <b>37</b>  | <b>60</b>  | <b>3</b>   |
|  | NL    | <b>73</b>  | <b>26</b>  | <b>1</b>   |
|  | AT    | <b>75</b>  | <b>23</b>  | <b>2</b>   |
|  | PL    | <b>39</b>  | <b>59</b>  | <b>2</b>   |
|  | PT    | <b>41</b>  | <b>59</b>  | <b>0</b>   |
|  | RO    | <b>29</b>  | <b>69</b>  | <b>2</b>   |
|  | SI    | <b>52</b>  | <b>47</b>  | <b>1</b>   |
|  | SK    | <b>31</b>  | <b>68</b>  | <b>1</b>   |
|  | FI    | <b>56</b>  | <b>43</b>  | <b>1</b>   |
|  | SE    | <b>59</b>  | <b>40</b>  | <b>1</b>   |
|  | UK    | <b>52</b>  | <b>46</b>  | <b>2</b>   |

QB7 Diriez-vous que ces révélations ont eu un impact sur votre confiance relative à l'utilisation de vos données personnelles en ligne ?

QB7 Would you say these recent revelations have had an impact on the trust in how your online personal data is used?






























QB7 Würden Sie sagen, dass diese jüngsten Enthüllungen etwas an Ihrem Vertrauen geändert haben, wie Ihre persönlichen Online-Daten genutzt werden?

|   |       | Oui, un impact positif<br><br>Yes, a positive impact<br><br>Ja, eine positive Veränderung | Oui, un impact négatif<br><br>Yes, a negative impact<br><br>Ja, eine negative Veränderung | Non, aucun impact<br><br>No, no impact at all<br><br>Nein, überhaupt keine Veränderung | NSP<br><br>DK<br><br>WN | Total 'Oui'<br><br>Total 'Yes'<br><br>Gesamt 'Ja' |
|---|-------|---|---|--|-------------------------|---|
| %   |       | EB<br>83.1  | EB<br>83.1  | EB<br>83.1   | EB<br>83.1              | EB<br>83.1  |
|    | EU 28 | <b>11</b>   | <b>46</b>   | <b>40</b>  | <b>3</b>                | <b>57</b>   |
|    | BE    | <b>15</b>   | <b>40</b>   | <b>44</b>  | <b>1</b>                | <b>55</b>   |
|    | BG    | <b>25</b>   | <b>41</b>   | <b>28</b>  | <b>6</b>                | <b>66</b>   |
|    | CZ    | <b>12</b>   | <b>58</b>   | <b>23</b>  | <b>7</b>                | <b>70</b>   |
|    | DK    | <b>12</b>   | <b>30</b>   | <b>56</b>  | <b>2</b>                | <b>42</b>   |
|    | DE    | <b>5</b>  | <b>48</b>   | <b>43</b>  | <b>4</b>                | <b>53</b>   |
|    | EE    | <b>7</b>  | <b>36</b>   | <b>50</b>  | <b>7</b>                | <b>43</b>   |
|   | IE    | <b>22</b>   | <b>50</b>   | <b>26</b>  | <b>2</b>                | <b>72</b>   |
|  | EL    | <b>20</b>   | <b>48</b>   | <b>29</b>  | <b>3</b>                | <b>68</b>   |
|  | ES    | <b>10</b>   | <b>62</b>   | <b>25</b>  | <b>3</b>                | <b>72</b>   |
|  | FR    | <b>6</b>  | <b>43</b>   | <b>49</b>  | <b>2</b>                | <b>49</b>   |
|  | HR    | <b>27</b>   | <b>34</b>   | <b>36</b>  | <b>3</b>                | <b>61</b>   |
|  | IT    | <b>24</b>   | <b>38</b>   | <b>34</b>  | <b>4</b>                | <b>62</b>   |
|  | CY    | <b>19</b>   | <b>56</b>   | <b>22</b>  | <b>3</b>                | <b>75</b>   |
|  | LV    | <b>3</b>  | <b>29</b>   | <b>63</b>  | <b>5</b>                | <b>32</b>   |
|  | LT    | <b>6</b>  | <b>39</b>   | <b>51</b>  | <b>4</b>                | <b>45</b>   |
|  | LU    | <b>16</b>   | <b>48</b>   | <b>33</b>  | <b>3</b>                | <b>64</b>   |
|  | HU    | <b>8</b>  | <b>59</b>   | <b>29</b>  | <b>4</b>                | <b>67</b>   |
|  | MT    | <b>27</b>   | <b>27</b>   | <b>39</b>  | <b>7</b>                | <b>54</b>   |
|  | NL    | <b>5</b>  | <b>43</b>   | <b>51</b>  | <b>1</b>                | <b>48</b>   |
|  | AT    | <b>7</b>  | <b>52</b>   | <b>37</b>  | <b>4</b>                | <b>59</b>   |
|  | PL    | <b>11</b>   | <b>44</b>   | <b>41</b>  | <b>4</b>                | <b>55</b>   |
|  | PT    | <b>20</b>   | <b>45</b>   | <b>29</b>  | <b>6</b>                | <b>65</b>   |
|  | RO    | <b>21</b>   | <b>35</b>   | <b>39</b>  | <b>5</b>                | <b>56</b>   |
|  | SI    | <b>10</b>   | <b>41</b>   | <b>47</b>  | <b>2</b>                | <b>51</b>   |
|  | SK    | <b>9</b>  | <b>61</b>   | <b>27</b>  | <b>3</b>                | <b>70</b>   |
|  | FI    | <b>4</b>  | <b>50</b>   | <b>44</b>  | <b>2</b>                | <b>54</b>   |
|  | SE    | <b>4</b>  | <b>42</b>   | <b>54</b>  | <b>0</b>                | <b>46</b>   |
|  | UK    | <b>16</b>   | <b>45</b>   | <b>36</b>  | <b>3</b>                | <b>61</b>   |

QB8 Je vais à présent vous lire une liste de risques potentiels pour vos informations personnelles. D'après vous, quels sont les principaux risques liés au fait de fournir des informations personnelles en ligne ? (ROTATION – MAX. 3 REPONSES)

QB8 I will read out a list of potential risks for your personal information. According to you, what are the most serious risks of providing personal information online? (ROTATE – MAX. 3 ANSWERS)






























QB8 Ich werde Ihnen jetzt eine Liste mit möglichen Gefahren für Ihre persönlichen Informationen vorlesen. Bitte sagen Sie mir, was Ihrer Meinung nach die größten Gefahren bei der Angabe von persönlichen Informationen im Internet sind. (ROTIEREN – MAX. 3 NENNUNGEN)

|   |       | Le risque que vos informations soient utilisées à votre insu | Le risque que vos informations soient communiquées à des tiers (entreprises ou organismes publics) sans votre accord | Le risque que vos informations soient utilisées pour vous envoyer des offres commerciales non sollicitées | Le risque que vos opinions et vos comportements soient mal compris | Le risque d'une utilisation frauduleuse de votre identité en ligne |
|---|-------|--|--|---|--|--|
|   |       | Your information being used without your knowledge           | Your information being shared with third parties (companies or government agencies) without your consent             | Your information being used to send you unwanted commercial offers  | Your views and behaviours being misunderstood                      | Your online identity being used for fraudulent purposes            |
|   |       | Dass Ihre Informationen ohne Ihr Wissen verwendet werden     | Dass Ihre Informationen ohne Ihre Zustimmung an Dritte (Unternehmen oder Regierungsbehörden) weitergegeben werden    | Dass Ihre Informationen verwendet werden, um Ihnen unerwünschte Werbeangebote zuzuschicken                | Dass Ihre Ansichten und Verhaltensweisen falsch verstanden werden  | Dass Ihre Online-Identität zu Betrugszwecken genutzt wird          |
| %   |       | EB<br>83.1   | EB<br>83.1   | EB<br>83.1  | EB<br>83.1   | EB<br>83.1   |
|  | EU 28 | <b>32</b>  | <b>25</b>  | <b>19</b>   | <b>5</b>   | <b>40</b>  |
|  | BE    | <b>42</b>  | <b>36</b>  | <b>31</b>   | <b>5</b>   | <b>36</b>  |
|  | BG    | <b>29</b>  | <b>13</b>  | <b>17</b>   | <b>6</b>   | <b>35</b>  |
|  | CZ    | <b>35</b>  | <b>22</b>  | <b>24</b>   | <b>5</b>   | <b>43</b>  |
|  | DK    | <b>25</b>  | <b>22</b>  | <b>20</b>   | <b>5</b>   | <b>47</b>  |
|  | DE    | <b>31</b>  | <b>33</b>  | <b>20</b>   | <b>4</b>   | <b>45</b>  |
|  | EE    | <b>32</b>  | <b>27</b>  | <b>17</b>   | <b>6</b>   | <b>33</b>  |
|  | IE    | <b>27</b>  | <b>22</b>  | <b>10</b>   | <b>5</b>   | <b>38</b>  |
|  | EL    | <b>39</b>  | <b>21</b>  | <b>10</b>   | <b>9</b>   | <b>31</b>  |
|  | ES    | <b>29</b>  | <b>15</b>  | <b>11</b>   | <b>5</b>   | <b>39</b>  |
|  | FR    | <b>37</b>  | <b>24</b>  | <b>23</b>   | <b>4</b>   | <b>50</b>  |
|  | HR    | <b>28</b>  | <b>13</b>  | <b>13</b>   | <b>9</b>   | <b>28</b>  |
|  | IT    | <b>30</b>  | <b>22</b>  | <b>19</b>   | <b>7</b>   | <b>33</b>  |
|  | CY    | <b>43</b>  | <b>14</b>  | <b>11</b>   | <b>4</b>   | <b>26</b>  |
|  | LV    | <b>40</b>  | <b>23</b>  | <b>22</b>   | <b>2</b>   | <b>32</b>  |
|  | LT    | <b>42</b>  | <b>19</b>  | <b>16</b>   | <b>5</b>   | <b>33</b>  |
|  | LU    | <b>37</b>  | <b>29</b>  | <b>22</b>   | <b>7</b>   | <b>41</b>  |
|  | HU    | <b>35</b>  | <b>22</b>  | <b>23</b>   | <b>7</b>   | <b>16</b>  |
|  | MT    | <b>32</b>  | <b>17</b>  | <b>12</b>   | <b>6</b>   | <b>38</b>  |
|  | NL    | <b>41</b>  | <b>46</b>  | <b>30</b>   | <b>4</b>   | <b>43</b>  |
|  | AT    | <b>31</b>  | <b>27</b>  | <b>21</b>   | <b>6</b>   | <b>39</b>  |
|  | PL    | <b>36</b>  | <b>25</b>  | <b>21</b>   | <b>5</b>   | <b>31</b>  |
|  | PT    | <b>21</b>  | <b>12</b>  | <b>11</b>   | <b>1</b>   | <b>35</b>  |
|  | RO    | <b>28</b>  | <b>15</b>  | <b>11</b>   | <b>10</b>  | <b>38</b>  |
|  | SI    | <b>31</b>  | <b>19</b>  | <b>13</b>   | <b>5</b>   | <b>35</b>  |
|  | SK    | <b>26</b>  | <b>17</b>  | <b>13</b>   | <b>5</b>   | <b>31</b>  |
|  | FI    | <b>38</b>  | <b>25</b>  | <b>15</b>   | <b>3</b>   | <b>26</b>  |
|  | SE    | <b>28</b>  | <b>25</b>  | <b>24</b>   | <b>6</b>   | <b>41</b>  |
|  | UK    | <b>26</b>  | <b>23</b>  | <b>14</b>   | <b>3</b>   | <b>43</b>  |

QB8 Je vais à présent vous lire une liste de risques potentiels pour vos informations personnelles. D'après vous, quels sont les principaux risques liés au fait de fournir des informations personnelles en ligne ? (ROTATION – MAX. 3 REPONSES)

QB8 I will read out a list of potential risks for your personal information. According to you, what are the most serious risks of providing personal information online? (ROTATE – MAX. 3 ANSWERS)






























QB8 Ich werde Ihnen jetzt eine Liste mit möglichen Gefahren für Ihre persönlichen Informationen vorlesen. Bitte sagen Sie mir, was Ihrer Meinung nach die größten Gefahren bei der Angabe von persönlichen Informationen im Internet sind. (ROTIEREN – MAX. 3 NENNUNGEN)

|   |       | Un risque pour votre sécurité personnelle      | Le risque d'être victime d'une fraude | Le risque d'être la victime de discrimination (p. ex. dans le cadre d'un recrutement, devoir payer plus cher, se voir refuser l'accès à un service)                                   | Le risque que votre réputation soit ternie | Le risque que vos informations soient utilisées dans un contexte différent de celui dans lequel vous les avez fournies |
|---|-------|--|---------------------------------------|---|--|--|
|   |       | Your personal safety being at risk             | Becoming a victim of fraud            | Becoming the victim of discrimination (e.g. in job recruitment, being charged higher prices, not being able to access a service)  | Your reputation being damaged              | Your information being used in different contexts from those in which you provided it                                  |
|   |       | Dass Ihre persönliche Sicherheit in Gefahr ist | Opfer von Betrug zu werden            | Opfer von Diskriminierung zu werden (z. B. bei einer Stellenbewerbung, dass Ihnen höhere Preise berechnet werden, dass Sie nicht die Möglichkeit haben, auf einen Dienst zuzugreifen) | Dass Ihr Ruf geschädigt wird               | Dass Ihre Informationen in einem anderen Zusammenhang als in dem genutzt werden, für den Sie diese angegeben haben     |
| %   |       | EB<br>83.1                                     | EB<br>83.1                            | EB<br>83.1  | EB<br>83.1                                 | EB<br>83.1   |
|    | EU 28 | <b>18</b>                                      | <b>50</b>                             | <b>5</b>  | <b>7</b>                                   | <b>20</b>  |
|   | BE    | <b>16</b>                                      | <b>35</b>                             | <b>5</b>  | <b>6</b>                                   | <b>22</b>  |
|  | BG    | <b>21</b>                                      | <b>48</b>                             | <b>3</b>  | <b>9</b>                                   | <b>13</b>  |
|  | CZ    | <b>16</b>                                      | <b>52</b>                             | <b>4</b>  | <b>7</b>                                   | <b>13</b>  |
|  | DK    | <b>17</b>                                      | <b>45</b>                             | <b>5</b>  | <b>2</b>                                   | <b>29</b>  |
|  | DE    | <b>14</b>                                      | <b>47</b>                             | <b>9</b>  | <b>8</b>                                   | <b>26</b>  |
|  | EE    | <b>24</b>                                      | <b>49</b>                             | <b>8</b>  | <b>14</b>                                  | <b>8</b>   |
|  | IE    | <b>23</b>                                      | <b>56</b>                             | <b>5</b>  | <b>10</b>                                  | <b>13</b>  |
|  | EL    | <b>26</b>                                      | <b>50</b>                             | <b>4</b>  | <b>6</b>                                   | <b>24</b>  |
|  | ES    | <b>31</b>                                      | <b>59</b>                             | <b>3</b>  | <b>11</b>                                  | <b>11</b>  |
|  | FR    | <b>16</b>                                      | <b>53</b>                             | <b>4</b>  | <b>4</b>                                   | <b>19</b>  |
|  | HR    | <b>17</b>                                      | <b>36</b>                             | <b>7</b>  | <b>13</b>                                  | <b>15</b>  |
|  | IT    | <b>21</b>                                      | <b>46</b>                             | <b>8</b>  | <b>11</b>                                  | <b>29</b>  |
|  | CY    | <b>31</b>                                      | <b>51</b>                             | <b>3</b>  | <b>3</b>                                   | <b>18</b>  |
|  | LV    | <b>18</b>                                      | <b>47</b>                             | <b>4</b>  | <b>9</b>                                   | <b>17</b>  |
|  | LT    | <b>26</b>                                      | <b>46</b>                             | <b>4</b>  | <b>12</b>                                  | <b>13</b>  |
|  | LU    | <b>22</b>                                      | <b>45</b>                             | <b>5</b>  | <b>4</b>                                   | <b>22</b>  |
|  | HU    | <b>10</b>                                      | <b>33</b>                             | <b>8</b>  | <b>6</b>                                   | <b>32</b>  |
|  | MT    | <b>21</b>                                      | <b>46</b>                             | <b>10</b>   | <b>13</b>                                  | <b>15</b>  |
|  | NL    | <b>12</b>                                      | <b>41</b>                             | <b>6</b>  | <b>5</b>                                   | <b>26</b>  |
|  | AT    | <b>12</b>                                      | <b>45</b>                             | <b>10</b>   | <b>8</b>                                   | <b>25</b>  |
|  | PL    | <b>14</b>                                      | <b>49</b>                             | <b>5</b>  | <b>7</b>                                   | <b>18</b>  |
|  | PT    | <b>22</b>                                      | <b>59</b>                             | <b>2</b>  | <b>6</b>                                   | <b>14</b>  |
|  | RO    | <b>20</b>                                      | <b>40</b>                             | <b>5</b>  | <b>12</b>                                  | <b>18</b>  |
|  | SI    | <b>24</b>                                      | <b>37</b>                             | <b>6</b>  | <b>7</b>                                   | <b>20</b>  |
|  | SK    | <b>20</b>                                      | <b>43</b>                             | <b>3</b>  | <b>13</b>                                  | <b>9</b>   |
|  | FI    | <b>26</b>                                      | <b>49</b>                             | <b>3</b>  | <b>4</b>                                   | <b>25</b>  |
|  | SE    | <b>13</b>                                      | <b>62</b>                             | <b>4</b>  | <b>2</b>                                   | <b>31</b>  |
|  | UK    | <b>19</b>                                      | <b>61</b>                             | <b>3</b>  | <b>4</b>                                   | <b>9</b>   |

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|   |       | Le risque que vos informations personnelles soient volées | Le risque que vos informations personnelles soient perdues | Autre (SPONTANE)    | Aucun (SPONTANE)       | Vous ne fournissez jamais d'informations personnelles en ligne (SPONTANE) | NSP      |
|---|-------|---|--|---------------------|------------------------|---|----------|
|   |       | Your personal information being stolen                    | Your personal information being lost                       | Other (SPONTANEOUS) | None (SPONTANEOUS)     | You never provide personal information online (SPONTANEOUS)               | DK       |
|   |       | Dass Ihre persönlichen Informationen gestohlen werden     | Dass Ihre persönlichen Informationen verloren gehen        | Andere (SPONTAN)    | Nichts davon (SPONTAN) | Sie geben im Internet niemals persönliche Informationen an (SPONTAN)      | WN       |
| %   |       | EB 83.1   | EB 83.1  | EB 83.1             | EB 83.1                | EB 83.1   | EB 83.1  |
|   | EU 28 | <b>29</b>   | <b>8</b>   | <b>1</b>            | <b>1</b>               | <b>2</b>  | <b>1</b> |
|  | BE    | <b>20</b>   | <b>5</b>   | <b>0</b>            | <b>0</b>               | <b>2</b>  | <b>0</b> |
|  | BG    | <b>30</b>   | <b>11</b>  | <b>0</b>            | <b>0</b>               | <b>4</b>  | <b>1</b> |
|  | CZ    | <b>27</b>   | <b>14</b>  | <b>1</b>            | <b>0</b>               | <b>2</b>  | <b>0</b> |
|  | DK    | <b>50</b>   | <b>5</b>   | <b>1</b>            | <b>0</b>               | <b>2</b>  | <b>1</b> |
|  | DE    | <b>21</b>   | <b>5</b>   | <b>1</b>            | <b>1</b>               | <b>2</b>  | <b>0</b> |
|  | EE    | <b>24</b>   | <b>6</b>   | <b>0</b>            | <b>1</b>               | <b>5</b>  | <b>1</b> |
|  | IE    | <b>34</b>   | <b>17</b>  | <b>0</b>            | <b>0</b>               | <b>1</b>  | <b>1</b> |
|  | EL    | <b>33</b>   | <b>11</b>  | <b>0</b>            | <b>1</b>               | <b>5</b>  | <b>0</b> |
|  | ES    | <b>32</b>   | <b>10</b>  | <b>1</b>            | <b>0</b>               | <b>5</b>  | <b>1</b> |
|  | FR    | <b>33</b>   | <b>2</b>   | <b>1</b>            | <b>0</b>               | <b>2</b>  | <b>1</b> |
|  | HR    | <b>37</b>   | <b>17</b>  | <b>1</b>            | <b>0</b>               | <b>4</b>  | <b>1</b> |
|  | IT    | <b>22</b>   | <b>9</b>   | <b>0</b>            | <b>0</b>               | <b>2</b>  | <b>1</b> |
|  | CY    | <b>37</b>   | <b>14</b>  | <b>0</b>            | <b>1</b>               | <b>7</b>  | <b>0</b> |
|  | LV    | <b>24</b>   | <b>10</b>  | <b>0</b>            | <b>1</b>               | <b>3</b>  | <b>2</b> |
|  | LT    | <b>24</b>   | <b>8</b>   | <b>1</b>            | <b>0</b>               | <b>3</b>  | <b>2</b> |
|  | LU    | <b>23</b>   | <b>2</b>   | <b>2</b>            | <b>1</b>               | <b>2</b>  | <b>2</b> |
|  | HU    | <b>23</b>   | <b>13</b>  | <b>2</b>            | <b>0</b>               | <b>7</b>  | <b>1</b> |
|  | MT    | <b>32</b>   | <b>11</b>  | <b>2</b>            | <b>0</b>               | <b>2</b>  | <b>2</b> |
|  | NL    | <b>18</b>   | <b>4</b>   | <b>1</b>            | <b>0</b>               | <b>1</b>  | <b>0</b> |
|  | AT    | <b>20</b>   | <b>12</b>  | <b>1</b>            | <b>1</b>               | <b>2</b>  | <b>1</b> |
|  | PL    | <b>23</b>   | <b>8</b>   | <b>1</b>            | <b>0</b>               | <b>3</b>  | <b>1</b> |
|  | PT    | <b>31</b>   | <b>11</b>  | <b>1</b>            | <b>1</b>               | <b>8</b>  | <b>1</b> |
|  | RO    | <b>27</b>   | <b>12</b>  | <b>1</b>            | <b>0</b>               | <b>3</b>  | <b>1</b> |
|  | SI    | <b>28</b>   | <b>9</b>   | <b>4</b>            | <b>1</b>               | <b>5</b>  | <b>0</b> |
|  | SK    | <b>34</b>   | <b>24</b>  | <b>1</b>            | <b>1</b>               | <b>3</b>  | <b>1</b> |
|  | FI    | <b>48</b>   | <b>6</b>   | <b>0</b>            | <b>0</b>               | <b>1</b>  | <b>0</b> |
|  | SE    | <b>39</b>   | <b>1</b>   | <b>0</b>            | <b>0</b>               | <b>2</b>  | <b>0</b> |
|  | UK    | <b>40</b>   | <b>12</b>  | <b>0</b>            | <b>1</b>               | <b>2</b>  | <b>1</b> |

QB9 Avez-vous déjà essayé de modifier les paramètres de confidentialité par défaut de votre profil personnel sur un réseau social en ligne ?

QB9 Have you ever tried to change the privacy settings of your personal profile from the default settings on an online social network?






























QB9 Haben Sie jemals versucht, die standardmäßigen Datenschutzeinstellungen Ihres persönlichen Profils in einem sozialen Netzwerk im Internet zu ändern?

|   |       | Oui        | Non        | NSP        |
|---|-------|------------|------------|------------|
|   |       | Yes        | No         | DK         |
|   |       | Ja         | Nein       | WN         |
| %   |       | EB<br>83.1 | EB<br>83.1 | EB<br>83.1 |
|    | EU 28 | <b>57</b>  | <b>42</b>  | <b>1</b>   |
|    | BE    | <b>63</b>  | <b>36</b>  | <b>1</b>   |
|    | BG    | <b>51</b>  | <b>47</b>  | <b>2</b>   |
|    | CZ    | <b>51</b>  | <b>49</b>  | <b>0</b>   |
|    | DK    | <b>67</b>  | <b>33</b>  | <b>0</b>   |
|    | DE    | <b>54</b>  | <b>42</b>  | <b>4</b>   |
|    | EE    | <b>65</b>  | <b>33</b>  | <b>2</b>   |
|    | IE    | <b>62</b>  | <b>37</b>  | <b>1</b>   |
|   | EL    | <b>58</b>  | <b>42</b>  | <b>0</b>   |
|  | ES    | <b>59</b>  | <b>41</b>  | <b>0</b>   |
|  | FR    | <b>69</b>  | <b>31</b>  | <b>0</b>   |
|  | HR    | <b>49</b>  | <b>49</b>  | <b>2</b>   |
|  | IT    | <b>40</b>  | <b>59</b>  | <b>1</b>   |
|  | CY    | <b>58</b>  | <b>42</b>  | <b>0</b>   |
|  | LV    | <b>50</b>  | <b>49</b>  | <b>1</b>   |
|  | LT    | <b>58</b>  | <b>41</b>  | <b>1</b>   |
|  | LU    | <b>69</b>  | <b>30</b>  | <b>1</b>   |
|  | HU    | <b>39</b>  | <b>60</b>  | <b>1</b>   |
|  | MT    | <b>69</b>  | <b>31</b>  | <b>0</b>   |
|  | NL    | <b>71</b>  | <b>28</b>  | <b>1</b>   |
|  | AT    | <b>52</b>  | <b>48</b>  | <b>0</b>   |
|  | PL    | <b>44</b>  | <b>54</b>  | <b>2</b>   |
|  | PT    | <b>52</b>  | <b>48</b>  | <b>0</b>   |
|  | RO    | <b>51</b>  | <b>48</b>  | <b>1</b>   |
|  | SI    | <b>55</b>  | <b>44</b>  | <b>1</b>   |
|  | SK    | <b>52</b>  | <b>47</b>  | <b>1</b>   |
|  | FI    | <b>67</b>  | <b>32</b>  | <b>1</b>   |
|  | SE    | <b>70</b>  | <b>30</b>  | <b>0</b>   |
|  | UK    | <b>71</b>  | <b>28</b>  | <b>1</b>   |

QB10a Dans quelle mesure vous a-t-il paru facile ou difficile de modifier les paramètres de confidentialité de votre profil personnel ?

QB10a How easy or difficult did you find it to change the privacy settings of your personal profile?

QB10a Wie einfach oder schwierig war es Ihrer Ansicht nach, die Datenschutzeinstellungen Ihres persönlichen Profils zu ändern?






























|   |       | Très facile  | Plutôt facile    | Plutôt difficile   | Très difficile | NSP        | Total 'Facile'   | Total 'Difficile'  |
|---|-------|--------------|------------------|--------------------|----------------|------------|------------------|--------------------|
|   |       | Very easy    | Fairly easy      | Fairly difficult   | Very difficult | DK         | Total 'Easy'     | Total 'Difficult'  |
|   |       | Sehr einfach | Ziemlich einfach | Ziemlich schwierig | Sehr schwierig | WN         | Gesamt 'Einfach' | Gesamt 'Schwierig' |
|   |       | EB<br>83.1   | EB<br>83.1       | EB<br>83.1         | EB<br>83.1     | EB<br>83.1 | EB<br>83.1       | EB<br>83.1         |
|    | EU 28 | <b>27</b>    | <b>47</b>        | <b>21</b>          | <b>5</b>       | <b>0</b>   | <b>74</b>        | <b>26</b>          |
|    | BE    | <b>15</b>    | <b>46</b>        | <b>33</b>          | <b>5</b>       | <b>1</b>   | <b>61</b>        | <b>38</b>          |
|    | BG    | <b>40</b>    | <b>48</b>        | <b>8</b>           | <b>4</b>       | <b>0</b>   | <b>88</b>        | <b>12</b>          |
|    | CZ    | <b>29</b>    | <b>48</b>        | <b>20</b>          | <b>3</b>       | <b>0</b>   | <b>77</b>        | <b>23</b>          |
|    | DK    | <b>27</b>    | <b>46</b>        | <b>22</b>          | <b>5</b>       | <b>0</b>   | <b>73</b>        | <b>27</b>          |
|    | DE    | <b>17</b>    | <b>44</b>        | <b>33</b>          | <b>5</b>       | <b>1</b>   | <b>61</b>        | <b>38</b>          |
|    | EE    | <b>26</b>    | <b>56</b>        | <b>15</b>          | <b>2</b>       | <b>1</b>   | <b>82</b>        | <b>17</b>          |
|    | IE    | <b>33</b>    | <b>48</b>        | <b>14</b>          | <b>4</b>       | <b>1</b>   | <b>81</b>        | <b>18</b>          |
|    | EL    | <b>40</b>    | <b>50</b>        | <b>9</b>           | <b>1</b>       | <b>0</b>   | <b>90</b>        | <b>10</b>          |
|   | ES    | <b>25</b>    | <b>44</b>        | <b>23</b>          | <b>8</b>       | <b>0</b>   | <b>69</b>        | <b>31</b>          |
|  | FR    | <b>23</b>    | <b>42</b>        | <b>29</b>          | <b>5</b>       | <b>1</b>   | <b>65</b>        | <b>34</b>          |
|  | HR    | <b>33</b>    | <b>53</b>        | <b>10</b>          | <b>3</b>       | <b>1</b>   | <b>86</b>        | <b>13</b>          |
|  | IT    | <b>22</b>    | <b>57</b>        | <b>17</b>          | <b>4</b>       | <b>0</b>   | <b>79</b>        | <b>21</b>          |
|  | CY    | <b>37</b>    | <b>44</b>        | <b>17</b>          | <b>2</b>       | <b>0</b>   | <b>81</b>        | <b>19</b>          |
|  | LV    | <b>36</b>    | <b>51</b>        | <b>13</b>          | <b>0</b>       | <b>0</b>   | <b>87</b>        | <b>13</b>          |
|  | LT    | <b>34</b>    | <b>57</b>        | <b>7</b>           | <b>2</b>       | <b>0</b>   | <b>91</b>        | <b>9</b>           |
|  | LU    | <b>18</b>    | <b>47</b>        | <b>28</b>          | <b>7</b>       | <b>0</b>   | <b>65</b>        | <b>35</b>          |
|  | HU    | <b>30</b>    | <b>52</b>        | <b>16</b>          | <b>2</b>       | <b>0</b>   | <b>82</b>        | <b>18</b>          |
|  | MT    | <b>44</b>    | <b>45</b>        | <b>10</b>          | <b>1</b>       | <b>0</b>   | <b>89</b>        | <b>11</b>          |
|  | NL    | <b>19</b>    | <b>45</b>        | <b>28</b>          | <b>8</b>       | <b>0</b>   | <b>64</b>        | <b>36</b>          |
|  | AT    | <b>28</b>    | <b>49</b>        | <b>18</b>          | <b>5</b>       | <b>0</b>   | <b>77</b>        | <b>23</b>          |
|  | PL    | <b>34</b>    | <b>54</b>        | <b>9</b>           | <b>2</b>       | <b>1</b>   | <b>88</b>        | <b>11</b>          |
|  | PT    | <b>45</b>    | <b>48</b>        | <b>7</b>           | <b>0</b>       | <b>0</b>   | <b>93</b>        | <b>7</b>           |
|  | RO    | <b>31</b>    | <b>55</b>        | <b>13</b>          | <b>1</b>       | <b>0</b>   | <b>86</b>        | <b>14</b>          |
|  | SI    | <b>37</b>    | <b>47</b>        | <b>14</b>          | <b>2</b>       | <b>0</b>   | <b>84</b>        | <b>16</b>          |
|  | SK    | <b>25</b>    | <b>62</b>        | <b>10</b>          | <b>3</b>       | <b>0</b>   | <b>87</b>        | <b>13</b>          |
|  | FI    | <b>29</b>    | <b>49</b>        | <b>19</b>          | <b>3</b>       | <b>0</b>   | <b>78</b>        | <b>22</b>          |
|  | SE    | <b>17</b>    | <b>52</b>        | <b>26</b>          | <b>5</b>       | <b>0</b>   | <b>69</b>        | <b>31</b>          |
|  | UK    | <b>37</b>    | <b>41</b>        | <b>16</b>          | <b>6</b>       | <b>0</b>   | <b>78</b>        | <b>22</b>          |



QB10b Pourquoi n'avez-vous pas essayé de modifier ces paramètres de confidentialité ? (PLUSIEURS REPONSES POSSIBLES)

QB10b Why have you not tried to change these privacy settings? (MULTIPLE ANSWERS POSSIBLE)






























QB10b Warum haben Sie nicht versucht, diese Datenschutzeinstellungen zu ändern? (MEHRFACHNENNUNGEN MÖGLICH)

|   |       | Vous ne saviez pas que vous pouviez modifier ces paramètres   | Vous ne savez pas comment modifier ces paramètres    | Vous faites confiance aux sites pour définir des paramètres de confidentialité appropriés | La présence de vos données personnelles sur des réseaux sociaux en ligne ne vous inquiète pas                           | Vous n'avez pas eu le temps d'examiner les options disponibles                       | Autre (SPONTANÉE)   | NSP     |
|---|-------|---|--|---|---|--|---------------------|---------|
|   |       | You did not know that you could change the settings           | You do not know how to change these settings         | You trust the sites to set appropriate privacy settings                                   | You are not worried about having personal data on an online social network  | You have not had the time to look at the available options                           | Other (SPONTANEOUS) | DK      |
|   |       | Sie wussten nicht, dass Sie diese Einstellungen ändern können | Sie wissen nicht, wie man diese Einstellungen ändert | Sie vertrauen darauf, dass die Seiten geeignete Datenschutzeinstellungen vornehmen        | Sie machen sich keine Sorgen darüber, dass Sie persönliche Daten in einem sozialen Netzwerk im Internet angegeben haben | Sie hatten nicht die Zeit, sich mit den verfügbaren Einstelloptionen zu beschäftigen | Andere (SPONTAN)    | WN      |
| %   |       | EB 83.1   | EB 83.1  | EB 83.1   | EB 83.1   | EB 83.1  | EB 83.1             | EB 83.1 |
|   | EU 28 | 15  | 21   | 24  | 21  | 17   | 14                  | 7       |
|  | BE    | 13  | 36   | 24  | 24  | 15   | 12                  | 4       |
|  | BG    | 18  | 28   | 17  | 19  | 20   | 3                   | 9       |
|  | CZ    | 21  | 24   | 29  | 20  | 22   | 5                   | 1       |
|  | DK    | 14  | 15   | 26  | 22  | 17   | 25                  | 4       |
|  | DE    | 24  | 24   | 26  | 19  | 12   | 17                  | 6       |
|  | EE    | 14  | 13   | 19  | 22  | 10   | 21                  | 11      |
|  | IE    | 15  | 23   | 29  | 14  | 19   | 11                  | 7       |
|  | EL    | 11  | 17   | 21  | 26  | 22   | 23                  | 1       |
|  | ES    | 11  | 16   | 23  | 19  | 16   | 14                  | 11      |
|  | FR    | 10  | 15   | 19  | 22  | 18   | 23                  | 11      |
|  | HR    | 10  | 23   | 22  | 24  | 20   | 15                  | 4       |
|  | IT    | 16  | 26   | 20  | 27  | 18   | 9                   | 4       |
|  | CY    | 15  | 9  | 13  | 25  | 19   | 23                  | 3       |
|  | LV    | 15  | 21   | 20  | 20  | 27   | 10                  | 3       |
|  | LT    | 12  | 15   | 28  | 17  | 16   | 13                  | 11      |
|  | LU    | 4   | 40   | 10  | 13  | 23   | 15                  | 15      |
|  | HU    | 11  | 23   | 29  | 30  | 20   | 12                  | 5       |
|  | MT    | 14  | 34   | 8   | 6   | 12   | 18                  | 12      |
|  | NL    | 14  | 21   | 26  | 28  | 8  | 24                  | 3       |
|  | AT    | 16  | 34   | 35  | 32  | 24   | 9                   | 2       |
|  | PL    | 13  | 17   | 37  | 17  | 19   | 7                   | 7       |
|  | PT    | 11  | 11   | 34  | 23  | 20   | 9                   | 9       |
|  | RO    | 13  | 16   | 17  | 25  | 27   | 6                   | 8       |
|  | SI    | 7   | 11   | 32  | 31  | 12   | 32                  | 4       |
|  | SK    | 15  | 23   | 37  | 14  | 19   | 4                   | 6       |
|  | FI    | 15  | 18   | 20  | 27  | 8  | 26                  | 3       |
|  | SE    | 16  | 23   | 21  | 24  | 14   | 21                  | 5       |
|  | UK    | 14  | 19   | 14  | 10  | 20   | 22                  | 10      |

QB11a A votre avis, qui devrait s'assurer que vos informations personnelles fournies en ligne sont recueillies, conservées et échangées en toute sécurité ? En premier ?

QB11a Who do you think should make sure the personal information you provide online is collected, stored and exchanged safely? Firstly?






























QB11a Wer sollte Ihrer Ansicht nach dafür sorgen, dass die von Ihnen im Internet angegebenen Informationen auf sichere Art und Weise erfasst, gespeichert und weitergegeben werden? Erstens?

|   |       | Vous – chacun doit être prudent avec ses propres informations       | Les entreprises en ligne – elles doivent garantir qu'ils traitent vos informations en toute sécurité  | Les pouvoirs publics – ils doivent veiller à ce que les données des citoyens soient protégées | Autre (SPONTANE)    | Vous ne fournissez jamais d'informations personnelles en ligne (SPONTANE) | NSP      |
|---|-------|---|---|---|---------------------|---|----------|
|   |       | You – as you need to take care of your own information              | Online companies – as they need to ensure they process your information safely                        | Public authorities – as they need to ensure that citizens' data are protected                 | Other (SPONTANEOUS) | You never provide personal information online (SPONTANEOUS)               | DK       |
|   |       | Sie selbst - da Sie auf Ihre Informationen selbst Acht geben müssen | Internet-Unternehmen – da diese sicherstellen müssen, dass sie mit Ihren Informationen sicher umgehen | Behörden – da diese sicherstellen müssen, dass die Daten der Bürger geschützt sind            | Andere (SPONTAN)    | Sie geben im Internet niemals persönliche Informationen an (SPONTAN)      | WN       |
| %   |       | EB 83.1   | EB 83.1   | EB 83.1   | EB 83.1             | EB 83.1   | EB 83.1  |
|  | EU 28 | <b>42</b>   | <b>33</b>   | <b>21</b>   | <b>0</b>            | <b>2</b>  | <b>2</b> |
|  | BE    | <b>48</b>   | <b>22</b>   | <b>28</b>   | <b>0</b>            | <b>2</b>  | <b>0</b> |
|  | BG    | <b>32</b>   | <b>42</b>   | <b>20</b>   | <b>0</b>            | <b>3</b>  | <b>3</b> |
|  | CZ    | <b>42</b>   | <b>34</b>   | <b>20</b>   | <b>0</b>            | <b>2</b>  | <b>2</b> |
|  | DK    | <b>25</b>   | <b>39</b>   | <b>32</b>   | <b>0</b>            | <b>2</b>  | <b>2</b> |
|  | DE    | <b>47</b>   | <b>30</b>   | <b>19</b>   | <b>1</b>            | <b>2</b>  | <b>1</b> |
|  | EE    | <b>49</b>   | <b>27</b>   | <b>19</b>   | <b>0</b>            | <b>4</b>  | <b>1</b> |
|  | IE    | <b>51</b>   | <b>35</b>   | <b>12</b>   | <b>0</b>            | <b>1</b>  | <b>1</b> |
|  | EL    | <b>49</b>   | <b>20</b>   | <b>28</b>   | <b>0</b>            | <b>3</b>  | <b>0</b> |
|  | ES    | <b>29</b>   | <b>34</b>   | <b>33</b>   | <b>0</b>            | <b>3</b>  | <b>1</b> |
|  | FR    | <b>52</b>   | <b>25</b>   | <b>20</b>   | <b>0</b>            | <b>1</b>  | <b>2</b> |
|  | HR    | <b>49</b>   | <b>31</b>   | <b>13</b>   | <b>1</b>            | <b>4</b>  | <b>2</b> |
|  | IT    | <b>27</b>   | <b>38</b>   | <b>30</b>   | <b>0</b>            | <b>3</b>  | <b>2</b> |
|  | CY    | <b>48</b>   | <b>26</b>   | <b>19</b>   | <b>0</b>            | <b>5</b>  | <b>2</b> |
|  | LV    | <b>37</b>   | <b>30</b>   | <b>29</b>   | <b>0</b>            | <b>2</b>  | <b>2</b> |
|  | LT    | <b>41</b>   | <b>35</b>   | <b>21</b>   | <b>0</b>            | <b>2</b>  | <b>1</b> |
|  | LU    | <b>60</b>   | <b>21</b>   | <b>16</b>   | <b>1</b>            | <b>2</b>  | <b>0</b> |
|  | HU    | <b>34</b>   | <b>35</b>   | <b>21</b>   | <b>0</b>            | <b>8</b>  | <b>2</b> |
|  | MT    | <b>63</b>   | <b>15</b>   | <b>19</b>   | <b>0</b>            | <b>2</b>  | <b>1</b> |
|  | NL    | <b>43</b>   | <b>27</b>   | <b>29</b>   | <b>0</b>            | <b>1</b>  | <b>0</b> |
|  | AT    | <b>51</b>   | <b>27</b>   | <b>20</b>   | <b>0</b>            | <b>2</b>  | <b>0</b> |
|  | PL    | <b>47</b>   | <b>36</b>   | <b>11</b>   | <b>0</b>            | <b>3</b>  | <b>3</b> |
|  | PT    | <b>60</b>   | <b>19</b>   | <b>12</b>   | <b>0</b>            | <b>7</b>  | <b>2</b> |
|  | RO    | <b>46</b>   | <b>40</b>   | <b>12</b>   | <b>0</b>            | <b>1</b>  | <b>1</b> |
|  | SI    | <b>51</b>   | <b>28</b>   | <b>16</b>   | <b>0</b>            | <b>4</b>  | <b>1</b> |
|  | SK    | <b>43</b>   | <b>34</b>   | <b>19</b>   | <b>0</b>            | <b>1</b>  | <b>3</b> |
|  | FI    | <b>40</b>   | <b>46</b>   | <b>13</b>   | <b>0</b>            | <b>1</b>  | <b>0</b> |
|  | SE    | <b>25</b>   | <b>46</b>   | <b>26</b>   | <b>0</b>            | <b>2</b>  | <b>1</b> |
|  | UK    | <b>45</b>   | <b>36</b>   | <b>13</b>   | <b>1</b>            | <b>2</b>  | <b>3</b> |

QB11b Et en deuxième ?

QB11b And secondly?






























QB11b Und was wäre das Zweitbeste?

|   |       | Vous – chacun doit être prudent avec ses propres informations       | Les entreprises en ligne – elles doivent garantir qu'ils traitent vos informations en toute sécurité  | Les pouvoirs publics – ils doivent veiller à ce que les données des citoyens soient protégées | Autre (SPONTANE)    | Vous ne fournissez jamais d'informations personnelles en ligne (SPONTANE) | NSP      |
|---|-------|---|---|---|---------------------|---|----------|
|   |       | You – as you need to take care of your own information              | Online companies – as they need to ensure they process your information safely                        | Public authorities – as they need to ensure that citizens' data are protected                 | Other (SPONTANEOUS) | You never provide personal information online (SPONTANEOUS)               | DK       |
|   |       | Sie selbst - da Sie auf Ihre Informationen selbst Acht geben müssen | Internet-Unternehmen – da diese sicherstellen müssen, dass sie mit Ihren Informationen sicher umgehen | Behörden – da diese sicherstellen müssen, dass die Daten der Bürger geschützt sind            | Andere (SPONTAN)    | Sie geben im Internet niemals persönliche Informationen an (SPONTAN)      | WN       |
| %   |       | EB 83.1   | EB 83.1   | EB 83.1   | EB 83.1             | EB 83.1   | EB 83.1  |
|  | EU 28 | <b>25</b>   | <b>36</b>   | <b>35</b>   | <b>1</b>            | <b>1</b>  | <b>2</b> |
|  | BE    | <b>26</b>   | <b>35</b>   | <b>35</b>   | <b>1</b>            | <b>2</b>  | <b>1</b> |
|  | BG    | <b>23</b>   | <b>34</b>   | <b>38</b>   | <b>0</b>            | <b>2</b>  | <b>3</b> |
|  | CZ    | <b>25</b>   | <b>32</b>   | <b>39</b>   | <b>0</b>            | <b>1</b>  | <b>3</b> |
|  | DK    | <b>33</b>   | <b>34</b>   | <b>31</b>   | <b>0</b>            | <b>0</b>  | <b>2</b> |
|  | DE    | <b>24</b>   | <b>37</b>   | <b>34</b>   | <b>1</b>            | <b>2</b>  | <b>2</b> |
|  | EE    | <b>26</b>   | <b>41</b>   | <b>27</b>   | <b>0</b>            | <b>1</b>  | <b>5</b> |
|  | IE    | <b>28</b>   | <b>38</b>   | <b>31</b>   | <b>1</b>            | <b>0</b>  | <b>2</b> |
|  | EL    | <b>20</b>   | <b>43</b>   | <b>37</b>   | <b>0</b>            | <b>0</b>  | <b>0</b> |
|  | ES    | <b>20</b>   | <b>35</b>   | <b>41</b>   | <b>1</b>            | <b>1</b>  | <b>2</b> |
|  | FR    | <b>26</b>   | <b>32</b>   | <b>39</b>   | <b>0</b>            | <b>0</b>  | <b>3</b> |
|  | HR    | <b>25</b>   | <b>38</b>   | <b>34</b>   | <b>1</b>            | <b>0</b>  | <b>2</b> |
|  | IT    | <b>19</b>   | <b>33</b>   | <b>43</b>   | <b>1</b>            | <b>1</b>  | <b>3</b> |
|  | CY    | <b>25</b>   | <b>29</b>   | <b>39</b>   | <b>1</b>            | <b>3</b>  | <b>3</b> |
|  | LV    | <b>28</b>   | <b>36</b>   | <b>33</b>   | <b>0</b>            | <b>0</b>  | <b>3</b> |
|  | LT    | <b>28</b>   | <b>41</b>   | <b>29</b>   | <b>0</b>            | <b>0</b>  | <b>2</b> |
|  | LU    | <b>22</b>   | <b>44</b>   | <b>30</b>   | <b>1</b>            | <b>0</b>  | <b>3</b> |
|  | HU    | <b>28</b>   | <b>34</b>   | <b>31</b>   | <b>3</b>            | <b>2</b>  | <b>2</b> |
|  | MT    | <b>19</b>   | <b>28</b>   | <b>49</b>   | <b>1</b>            | <b>0</b>  | <b>3</b> |
|  | NL    | <b>27</b>   | <b>36</b>   | <b>34</b>   | <b>2</b>            | <b>0</b>  | <b>1</b> |
|  | AT    | <b>23</b>   | <b>34</b>   | <b>38</b>   | <b>0</b>            | <b>1</b>  | <b>4</b> |
|  | PL    | <b>27</b>   | <b>40</b>   | <b>29</b>   | <b>0</b>            | <b>1</b>  | <b>3</b> |
|  | PT    | <b>17</b>   | <b>37</b>   | <b>43</b>   | <b>1</b>            | <b>1</b>  | <b>1</b> |
|  | RO    | <b>26</b>   | <b>36</b>   | <b>34</b>   | <b>0</b>            | <b>1</b>  | <b>3</b> |
|  | SI    | <b>22</b>   | <b>46</b>   | <b>28</b>   | <b>1</b>            | <b>1</b>  | <b>2</b> |
|  | SK    | <b>24</b>   | <b>30</b>   | <b>41</b>   | <b>0</b>            | <b>0</b>  | <b>5</b> |
|  | FI    | <b>31</b>   | <b>36</b>   | <b>32</b>   | <b>0</b>            | <b>0</b>  | <b>1</b> |
|  | SE    | <b>33</b>   | <b>26</b>   | <b>32</b>   | <b>3</b>            | <b>0</b>  | <b>6</b> |
|  | UK    | <b>27</b>   | <b>41</b>   | <b>28</b>   | <b>2</b>            | <b>0</b>  | <b>2</b> |

QB11T - A votre avis, qui devrait s'assurer que vos informations personnelles fournies en ligne sont recueillies, conservées et échangées en toute sécurité ? TOTAL (MAX. 2 REPONSES)

QB11T - Who do you think should make sure the personal information you provide online is collected, stored and exchanged safely? TOTAL (MAX. 2 ANSWERS)

QB11T - Wer sollte Ihrer Ansicht nach dafür sorgen, dass die von Ihnen im Internet angegebenen Informationen auf sichere Art und Weise erfasst, gespeichert und weitergegeben werden? GESAMT (MAX. 2 NENNUNGEN)

|   |       | Vous – chacun doit être prudent avec ses propres informations       | Les entreprises en ligne – elles doivent garantir qu'ils traitent vos informations en toute sécurité  | Les pouvoirs publics – ils doivent veiller à ce que les données des citoyens soient protégées | Autre (SPONTANE)    | Vous ne fournissez jamais d'informations personnelles en ligne (SPONTANE) | NSP        |
|---|-------|---|---|---|---------------------|---|------------|
|   |       | You – as you need to take care of your own information              | Online companies – as they need to ensure they process your information safely                        | Public authorities – as they need to ensure that citizens' data are protected                 | Other (SPONTANEOUS) | You never provide personal information online (SPONTANEOUS)               | DK         |
|   |       | Sie selbst - da Sie auf Ihre Informationen selbst Acht geben müssen | Internet-Unternehmen – da diese sicherstellen müssen, dass sie mit Ihren Informationen sicher umgehen | Behörden – da diese sicherstellen müssen, dass die Daten der Bürger geschützt sind            | Andere (SPONTAN)    | Sie geben im Internet niemals persönliche Informationen an (SPONTAN)      | WN         |
| %   |       | EB<br>83.1  | EB<br>83.1  | EB<br>83.1  | EB<br>83.1          | EB<br>83.1  | EB<br>83.1 |
|  | EU 28 | <b>66</b>   | <b>67</b>   | <b>55</b>   | <b>1</b>            | <b>3</b>  | <b>2</b>   |
|  | BE    | <b>73</b>   | <b>56</b>   | <b>62</b>   | <b>1</b>            | <b>3</b>  | <b>0</b>   |
|  | BG    | <b>53</b>   | <b>75</b>   | <b>55</b>   | <b>0</b>            | <b>5</b>  | <b>3</b>   |
|  | CZ    | <b>66</b>   | <b>65</b>   | <b>58</b>   | <b>0</b>            | <b>3</b>  | <b>2</b>   |
|  | DK    | <b>56</b>   | <b>71</b>   | <b>63</b>   | <b>0</b>            | <b>2</b>  | <b>2</b>   |
|  | DE    | <b>70</b>   | <b>65</b>   | <b>52</b>   | <b>2</b>            | <b>4</b>  | <b>1</b>   |
|  | EE    | <b>75</b>   | <b>66</b>   | <b>44</b>   | <b>1</b>            | <b>5</b>  | <b>1</b>   |
|  | IE    | <b>77</b>   | <b>72</b>   | <b>43</b>   | <b>1</b>            | <b>2</b>  | <b>1</b>   |
|  | EL    | <b>68</b>   | <b>62</b>   | <b>64</b>   | <b>0</b>            | <b>3</b>  | <b>0</b>   |
|  | ES    | <b>48</b>   | <b>69</b>   | <b>73</b>   | <b>0</b>            | <b>4</b>  | <b>1</b>   |
|  | FR    | <b>77</b>   | <b>56</b>   | <b>57</b>   | <b>0</b>            | <b>1</b>  | <b>2</b>   |
|  | HR    | <b>73</b>   | <b>67</b>   | <b>45</b>   | <b>2</b>            | <b>4</b>  | <b>2</b>   |
|  | IT    | <b>45</b>   | <b>70</b>   | <b>70</b>   | <b>0</b>            | <b>5</b>  | <b>2</b>   |
|  | CY    | <b>71</b>   | <b>53</b>   | <b>56</b>   | <b>1</b>            | <b>8</b>  | <b>2</b>   |
|  | LV    | <b>64</b>   | <b>65</b>   | <b>61</b>   | <b>1</b>            | <b>2</b>  | <b>2</b>   |
|  | LT    | <b>69</b>   | <b>75</b>   | <b>49</b>   | <b>0</b>            | <b>2</b>  | <b>1</b>   |
|  | LU    | <b>81</b>   | <b>64</b>   | <b>46</b>   | <b>1</b>            | <b>2</b>  | <b>0</b>   |
|  | HU    | <b>59</b>   | <b>66</b>   | <b>48</b>   | <b>3</b>            | <b>10</b>   | <b>2</b>   |
|  | MT    | <b>81</b>   | <b>42</b>   | <b>66</b>   | <b>1</b>            | <b>2</b>  | <b>1</b>   |
|  | NL    | <b>69</b>   | <b>63</b>   | <b>63</b>   | <b>2</b>            | <b>1</b>  | <b>0</b>   |
|  | AT    | <b>74</b>   | <b>60</b>   | <b>57</b>   | <b>0</b>            | <b>2</b>  | <b>0</b>   |
|  | PL    | <b>73</b>   | <b>74</b>   | <b>39</b>   | <b>0</b>            | <b>3</b>  | <b>3</b>   |
|  | PT    | <b>75</b>   | <b>53</b>   | <b>52</b>   | <b>1</b>            | <b>8</b>  | <b>2</b>   |
|  | RO    | <b>71</b>   | <b>75</b>   | <b>45</b>   | <b>0</b>            | <b>2</b>  | <b>1</b>   |
|  | SI    | <b>72</b>   | <b>71</b>   | <b>42</b>   | <b>1</b>            | <b>5</b>  | <b>1</b>   |
|  | SK    | <b>66</b>   | <b>62</b>   | <b>58</b>   | <b>1</b>            | <b>1</b>  | <b>3</b>   |
|  | FI    | <b>70</b>   | <b>81</b>   | <b>44</b>   | <b>0</b>            | <b>1</b>  | <b>1</b>   |
|  | SE    | <b>57</b>   | <b>72</b>   | <b>57</b>   | <b>3</b>            | <b>2</b>  | <b>0</b>   |
|  | UK    | <b>71</b>   | <b>75</b>   | <b>40</b>   | <b>2</b>            | <b>2</b>  | <b>3</b>   |

QB12.1 De nos jours, différents moyens comme des caméras, des cartes de paiement, des sites Internet, etc. enregistrent de nombreux actes de la vie quotidienne. Dans quelle mesure vous sentez-vous préoccupé(e) ou pas par cela ?






























Sur Internet (navigation, téléchargement de fichiers, accès au contenu en ligne)

QB12.1 Nowadays, many of our everyday activities are recorded in different ways, such as through cameras, payment cards, websites, etc. How concerned or not are you about that?

On the Internet (browsing, downloading files, accessing online content)

QB12.1 Heutzutage werden viele unserer täglichen Aktivitäten auf unterschiedliche Art und Weise aufgezeichnet bzw. erfasst, z. B. mit Kameras, über Zahlungskarten, auf Webseiten etc. Wie beunruhigt oder nicht sind Sie darüber, dass Ihre Aktivitäten ...?

Im Internet (beim Surfen, Herunterladen von Dateien, Zugriff auf Online-Inhalte) erfasst werden

|   |       | Très préoccupé(e) |                     | Plutôt préoccupé(e) |                     | Plutôt pas préoccupé (e) |                     | Pas du tout préoccupé(e) |                     |
|---|-------|-------------------|---------------------|---------------------|---------------------|--------------------------|---------------------|--------------------------|---------------------|
|   |       | Very concerned    |                     | Fairly concerned    |                     | Not very concerned       |                     | Not at all concerned     |                     |
|   |       | Sehr beunruhigt   |                     | Ziemlich beunruhigt |                     | Nicht sehr beunruhigt    |                     | Gar nicht beunruhigt     |                     |
|   |       | EB<br>83.1        | Diff.<br>EB<br>74.3 | EB<br>83.1          | Diff.<br>EB<br>74.3 | EB<br>83.1               | Diff.<br>EB<br>74.3 | EB<br>83.1               | Diff.<br>EB<br>74.3 |
|    | EU 28 | <b>13</b>         | 0                   | <b>32</b>           | 5                   | <b>25</b>                | 2                   | <b>11</b>                | -1                  |
|    | BE    | <b>14</b>         | 4                   | <b>41</b>           | 9                   | <b>22</b>                | -6                  | <b>10</b>                | -1                  |
|    | BG    | <b>9</b>          | 5                   | <b>28</b>           | 13                  | <b>16</b>                | 2                   | <b>11</b>                | 2                   |
|   | CZ    | <b>15</b>         | 4                   | <b>31</b>           | 2                   | <b>25</b>                | -3                  | <b>11</b>                | 1                   |
|  | DK    | <b>11</b>         | 2                   | <b>31</b>           | -2                  | <b>32</b>                | -4                  | <b>17</b>                | 3                   |
|  | DE    | <b>17</b>         | -5                  | <b>34</b>           | 3                   | <b>27</b>                | 3                   | <b>6</b>                 | -1                  |
|  | EE    | <b>6</b>          | 1                   | <b>22</b>           | 3                   | <b>35</b>                | 1                   | <b>14</b>                | 0                   |
|  | IE    | <b>24</b>         | 4                   | <b>32</b>           | 3                   | <b>18</b>                | 0                   | <b>11</b>                | 4                   |
|  | EL    | <b>11</b>         | 1                   | <b>24</b>           | -2                  | <b>19</b>                | 1                   | <b>11</b>                | 6                   |
|  | ES    | <b>12</b>         | 3                   | <b>26</b>           | -1                  | <b>22</b>                | 3                   | <b>17</b>                | -1                  |
|  | FR    | <b>15</b>         | -4                  | <b>36</b>           | 6                   | <b>20</b>                | 2                   | <b>14</b>                | 1                   |
|  | HR    | <b>11</b>         |                     | <b>29</b>           |                     | <b>21</b>                |                     | <b>18</b>                |                     |
|  | IT    | <b>8</b>          | -4                  | <b>37</b>           | 6                   | <b>24</b>                | 3                   | <b>10</b>                | -1                  |
|  | CY    | <b>20</b>         | 7                   | <b>23</b>           | 9                   | <b>16</b>                | 3                   | <b>12</b>                | 1                   |
|  | LV    | <b>8</b>          | 0                   | <b>21</b>           | 0                   | <b>31</b>                | -1                  | <b>16</b>                | 2                   |
|  | LT    | <b>7</b>          | -1                  | <b>22</b>           | 2                   | <b>26</b>                | 5                   | <b>14</b>                | -2                  |
|  | LU    | <b>16</b>         | 1                   | <b>38</b>           | 9                   | <b>22</b>                | 0                   | <b>11</b>                | -3                  |
|  | HU    | <b>10</b>         | 0                   | <b>18</b>           | -4                  | <b>21</b>                | -2                  | <b>22</b>                | 9                   |
|  | MT    | <b>9</b>          | 0                   | <b>27</b>           | 10                  | <b>20</b>                | 1                   | <b>14</b>                | -4                  |
|  | NL    | <b>6</b>          | -2                  | <b>29</b>           | -1                  | <b>48</b>                | 8                   | <b>14</b>                | -3                  |
|  | AT    | <b>13</b>         | -1                  | <b>31</b>           | 4                   | <b>23</b>                | -4                  | <b>10</b>                | 4                   |
|  | PL    | <b>12</b>         | 5                   | <b>35</b>           | 11                  | <b>26</b>                | 4                   | <b>5</b>                 | -1                  |
|  | PT    | <b>10</b>         | 4                   | <b>26</b>           | 3                   | <b>20</b>                | 6                   | <b>11</b>                | 4                   |
|  | RO    | <b>12</b>         | 8                   | <b>17</b>           | 6                   | <b>19</b>                | 1                   | <b>17</b>                | 1                   |
|  | SI    | <b>14</b>         | 5                   | <b>20</b>           | -4                  | <b>31</b>                | 3                   | <b>17</b>                | 1                   |
|  | SK    | <b>7</b>          | -1                  | <b>31</b>           | -2                  | <b>26</b>                | -3                  | <b>10</b>                | -1                  |
|  | FI    | <b>7</b>          | 1                   | <b>34</b>           | 6                   | <b>36</b>                | 1                   | <b>11</b>                | -1                  |
|  | SE    | <b>5</b>          | 1                   | <b>20</b>           | 4                   | <b>50</b>                | 1                   | <b>18</b>                | -4                  |
|  | UK    | <b>23</b>         | 10                  | <b>36</b>           | 9                   | <b>24</b>                | -3                  | <b>7</b>                 | -7                  |

QB12.1 De nos jours, différents moyens comme des caméras, des cartes de paiement, des sites Internet, etc. enregistrent de nombreux actes de la vie quotidienne. Dans quelle mesure vous sentez-vous préoccupé(e) ou pas par cela ?






























Sur Internet (navigation, téléchargement de fichiers, accès au contenu en ligne)

QB12.1 Nowadays, many of our everyday activities are recorded in different ways, such as through cameras, payment cards, websites, etc. How concerned or not are you about that?

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QB12.1 Heutzutage werden viele unserer täglichen Aktivitäten auf unterschiedliche Art und Weise aufgezeichnet bzw. erfasst, z. B. mit Kameras, über Zahlungskarten, auf Webseiten etc. Wie beunruhigt oder nicht sind Sie darüber, dass Ihre Aktivitäten ...?

Im Internet (beim Surfen, Herunterladen von Dateien, Zugriff auf Online-Inhalte) erfasst werden

|   | % | Pas applicable<br>(SPONTANE)    |                     | NSP        |                     | Total 'Préoccupé(e)' |                     | Total 'Pas préoccupé(e)' |                     |
|---|---|---------------------------------|---------------------|------------|---------------------|----------------------|---------------------|--------------------------|---------------------|
|   |   | Not applicable<br>(SPONTANEOUS) |                     | DK         |                     | Total 'Concerned'    |                     | Total 'Not concerned'    |                     |
|   |   | Trifft nicht zu (SPONTAN)       |                     | WN         |                     | Gesamt 'Besorgt'     |                     | Gesamt 'Nicht besorgt'   |                     |
|   |   | EB<br>83.1                      | Diff.<br>EB<br>74.3 | EB<br>83.1 | Diff.<br>EB<br>74.3 | EB<br>83.1           | Diff.<br>EB<br>74.3 | EB<br>83.1               | Diff.<br>EB<br>74.3 |
|  EU 28 |   | <b>17</b>                       | -4                  | <b>2</b>   | -2                  | <b>45</b>            | 5                   | <b>36</b>                | 1                   |
|  BE    |   | <b>12</b>                       | -6                  | <b>1</b>   | 0                   | <b>55</b>            | 13                  | <b>32</b>                | -7                  |
|  BG   |   | <b>32</b>                       | -12                 | <b>4</b>   | -10                 | <b>37</b>            | 18                  | <b>27</b>                | 4                   |
|  CZ  |   | <b>15</b>                       | -1                  | <b>3</b>   | -3                  | <b>46</b>            | 6                   | <b>36</b>                | -2                  |
|  DK  |   | <b>8</b>                        | 1                   | <b>1</b>   | 0                   | <b>42</b>            | 0                   | <b>49</b>                | -1                  |
|  DE  |   | <b>13</b>                       | -1                  | <b>3</b>   | 1                   | <b>51</b>            | -2                  | <b>33</b>                | 2                   |
|  EE  |   | <b>20</b>                       | -4                  | <b>3</b>   | -1                  | <b>28</b>            | 4                   | <b>49</b>                | 1                   |
|  IE  |   | <b>13</b>                       | -9                  | <b>2</b>   | -2                  | <b>56</b>            | 7                   | <b>29</b>                | 4                   |
|  EL  |   | <b>31</b>                       | -6                  | <b>4</b>   | 0                   | <b>35</b>            | -1                  | <b>30</b>                | 7                   |
|  ES  |   | <b>22</b>                       | -2                  | <b>1</b>   | -2                  | <b>38</b>            | 2                   | <b>39</b>                | 2                   |
|  FR  |   | <b>15</b>                       | -3                  | <b>0</b>   | -2                  | <b>51</b>            | 2                   | <b>34</b>                | 3                   |
|  HR  |   | <b>17</b>                       |                     | <b>4</b>   |                     | <b>40</b>            |                     | <b>39</b>                |                     |
|  IT  |   | <b>20</b>                       | 1                   | <b>1</b>   | -5                  | <b>45</b>            | 2                   | <b>34</b>                | 2                   |
|  CY  |   | <b>28</b>                       | -17                 | <b>1</b>   | -3                  | <b>43</b>            | 16                  | <b>28</b>                | 4                   |
|  LV  |   | <b>19</b>                       | -3                  | <b>5</b>   | 2                   | <b>29</b>            | 0                   | <b>47</b>                | 1                   |
|  LT  |   | <b>26</b>                       | 2                   | <b>5</b>   | -6                  | <b>29</b>            | 1                   | <b>40</b>                | 3                   |
|  LU  |   | <b>13</b>                       | -4                  | <b>0</b>   | -3                  | <b>54</b>            | 10                  | <b>33</b>                | -3                  |
|  HU  |   | <b>21</b>                       | -1                  | <b>8</b>   | -2                  | <b>28</b>            | -4                  | <b>43</b>                | 7                   |
|  MT  |   | <b>28</b>                       | -6                  | <b>2</b>   | -1                  | <b>36</b>            | 10                  | <b>34</b>                | -3                  |
|  NL  |   | <b>3</b>                        | -1                  | <b>0</b>   | -1                  | <b>35</b>            | -3                  | <b>62</b>                | 5                   |
|  AT  |   | <b>19</b>                       | -3                  | <b>4</b>   | 0                   | <b>44</b>            | 3                   | <b>33</b>                | 0                   |
|  PL  |   | <b>20</b>                       | -19                 | <b>2</b>   | 0                   | <b>47</b>            | 16                  | <b>31</b>                | 3                   |
|  PT  |   | <b>32</b>                       | -14                 | <b>1</b>   | -3                  | <b>36</b>            | 7                   | <b>31</b>                | 10                  |
|  RO  |   | <b>27</b>                       | -7                  | <b>8</b>   | -9                  | <b>29</b>            | 14                  | <b>36</b>                | 2                   |
|  SI  |   | <b>14</b>                       | -6                  | <b>4</b>   | 1                   | <b>34</b>            | 1                   | <b>48</b>                | 4                   |
|  SK  |   | <b>24</b>                       | 6                   | <b>2</b>   | 1                   | <b>38</b>            | -3                  | <b>36</b>                | -4                  |
|  FI  |   | <b>11</b>                       | -4                  | <b>1</b>   | -3                  | <b>41</b>            | 7                   | <b>47</b>                | 0                   |
|  SE  |   | <b>7</b>                        | -2                  | <b>0</b>   | 0                   | <b>25</b>            | 5                   | <b>68</b>                | -3                  |
|  UK  |   | <b>9</b>                        | -9                  | <b>1</b>   | 0                   | <b>59</b>            | 19                  | <b>31</b>                | -10                 |

QB12.2 De nos jours, différents moyens comme des caméras, des cartes de paiement, des sites Internet, etc. enregistrent de nombreux actes de la vie quotidienne. Dans quelle mesure vous sentez-vous préoccupé(e) ou pas par cela ?






























Dans un lieu public (rue, métro, aéroport, etc.)

QB12.2 Nowadays, many of our everyday activities are recorded in different ways, such as through cameras, payment cards, websites, etc. How concerned or not are you about that?

In a public space (street, metro, airport, etc.)

QB12.2 Heutzutage werden viele unserer täglichen Aktivitäten auf unterschiedliche Art und Weise aufgezeichnet bzw. erfasst, z. B. mit Kameras, über Zahlungskarten, auf Webseiten etc. Wie beunruhigt oder nicht sind Sie darüber, dass Ihre Aktivitäten ...?

Im öffentlichen Raum (auf der Straße, in der U-Bahn, am Flughafen etc.) erfasst werden

|   | % | Très préoccupé(e) |                     | Plutôt préoccupé(e) |                     | Plutôt pas préoccupé(e) |                     | Pas du tout préoccupé(e) |                     |
|---|---|-------------------|---------------------|---------------------|---------------------|-------------------------|---------------------|--------------------------|---------------------|
|   |   | Very concerned    |                     | Fairly concerned    |                     | Not very concerned      |                     | Not at all concerned     |                     |
|   |   | Sehr beunruhigt   |                     | Ziemlich beunruhigt |                     | Nicht sehr beunruhigt   |                     | Gar nicht beunruhigt     |                     |
|   |   | EB<br>83.1        | Diff.<br>EB<br>74.3 | EB<br>83.1          | Diff.<br>EB<br>74.3 | EB<br>83.1              | Diff.<br>EB<br>74.3 | EB<br>83.1               | Diff.<br>EB<br>74.3 |
|  EU 28 |   | <b>10</b>         | -1                  | <b>23</b>           | 0                   | <b>34</b>               | 0                   | <b>28</b>                | 0                   |
|  BE    |   | <b>9</b>          | 1                   | <b>22</b>           | -2                  | <b>31</b>               | -4                  | <b>34</b>                | 3                   |
|  BG    |   | <b>8</b>          | 1                   | <b>23</b>           | -1                  | <b>31</b>               | -2                  | <b>30</b>                | 0                   |
|  CZ    |   | <b>12</b>         | 0                   | <b>25</b>           | -2                  | <b>34</b>               | -4                  | <b>26</b>                | 4                   |
|  DK   |   | <b>4</b>          | -2                  | <b>15</b>           | 1                   | <b>30</b>               | -3                  | <b>47</b>                | 2                   |
|  DE  |   | <b>10</b>         | -5                  | <b>21</b>           | -1                  | <b>37</b>               | -2                  | <b>29</b>                | 6                   |
|  EE  |   | <b>4</b>          | -1                  | <b>12</b>           | -1                  | <b>36</b>               | -2                  | <b>35</b>                | -3                  |
|  IE  |   | <b>15</b>         | -2                  | <b>26</b>           | 0                   | <b>30</b>               | -5                  | <b>20</b>                | 1                   |
|  EL  |   | <b>8</b>          | -8                  | <b>17</b>           | -21                 | <b>32</b>               | 4                   | <b>36</b>                | 20                  |
|  ES  |   | <b>10</b>         | 1                   | <b>21</b>           | -5                  | <b>29</b>               | -2                  | <b>33</b>                | 2                   |
|  FR  |   | <b>9</b>          | -6                  | <b>21</b>           | -1                  | <b>29</b>               | 2                   | <b>35</b>                | 2                   |
|  HR  |   | <b>9</b>          |                     | <b>27</b>           |                     | <b>32</b>               |                     | <b>24</b>                |                     |
|  IT  |   | <b>11</b>         | 0                   | <b>25</b>           | -4                  | <b>38</b>               | 5                   | <b>21</b>                | 1                   |
|  CY  |   | <b>15</b>         | 3                   | <b>21</b>           | 4                   | <b>21</b>               | -5                  | <b>40</b>                | -5                  |
|  LV  |   | <b>5</b>          | -2                  | <b>16</b>           | 0                   | <b>35</b>               | -8                  | <b>37</b>                | 5                   |
|  LT  |   | <b>4</b>          | 0                   | <b>14</b>           | -1                  | <b>31</b>               | 0                   | <b>42</b>                | 2                   |
|  LU  |   | <b>7</b>          | -5                  | <b>15</b>           | -3                  | <b>37</b>               | 8                   | <b>36</b>                | -3                  |
|  HU  |   | <b>10</b>         | -3                  | <b>19</b>           | -3                  | <b>22</b>               | -11                 | <b>38</b>                | 11                  |
|  MT  |   | <b>4</b>          | -7                  | <b>16</b>           | 0                   | <b>29</b>               | 5                   | <b>46</b>                | -1                  |
|  NL  |   | <b>5</b>          | -2                  | <b>15</b>           | 0                   | <b>45</b>               | -1                  | <b>34</b>                | 3                   |
|  AT  |   | <b>10</b>         | 0                   | <b>17</b>           | -10                 | <b>37</b>               | -7                  | <b>30</b>                | 15                  |
|  PL  |   | <b>8</b>          | 1                   | <b>27</b>           | 4                   | <b>43</b>               | 5                   | <b>12</b>                | -10                 |
|  PT  |   | <b>8</b>          | 2                   | <b>27</b>           | -6                  | <b>28</b>               | -6                  | <b>28</b>                | 9                   |
|  RO  |   | <b>10</b>         | 5                   | <b>17</b>           | 1                   | <b>25</b>               | -4                  | <b>35</b>                | -3                  |
|  SI  |   | <b>11</b>         | 1                   | <b>18</b>           | -3                  | <b>38</b>               | 0                   | <b>26</b>                | -1                  |
|  SK  |   | <b>6</b>          | 1                   | <b>21</b>           | -8                  | <b>41</b>               | -3                  | <b>22</b>                | 2                   |
|  FI  |   | <b>3</b>          | -1                  | <b>16</b>           | 3                   | <b>45</b>               | 3                   | <b>33</b>                | -4                  |
|  SE  |   | <b>3</b>          | 0                   | <b>9</b>            | 0                   | <b>36</b>               | 0                   | <b>51</b>                | 0                   |
|  UK  |   | <b>20</b>         | 9                   | <b>29</b>           | 6                   | <b>31</b>               | -2                  | <b>16</b>                | -16                 |

QB12.2 De nos jours, différents moyens comme des caméras, des cartes de paiement, des sites Internet, etc. enregistrent de nombreux actes de la vie quotidienne. Dans quelle mesure vous sentez-vous préoccupé(e) ou pas par cela ?






























Dans un lieu public (rue, métro, aéroport, etc.)

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Im öffentlichen Raum (auf der Straße, in der U-Bahn, am Flughafen etc.) erfasst werden

|   | % | Pas applicable<br>(SPONTANE)    |                     | NSP        |                     | Total 'Préoccupé(e)' |                     | Total 'Pas préoccupé(e)' |                     |
|---|---|---------------------------------|---------------------|------------|---------------------|----------------------|---------------------|--------------------------|---------------------|
|   |   | Not applicable<br>(SPONTANEOUS) |                     | DK         |                     | Total 'Concerned'    |                     | Total 'Not concerned'    |                     |
|   |   | Trifft nicht zu (SPONTAN)       |                     | WN         |                     | Gesamt 'Besorgt'     |                     | Gesamt 'Nicht besorgt'   |                     |
|   |   | EB<br>83.1                      | Diff.<br>EB<br>74.3 | EB<br>83.1 | Diff.<br>EB<br>74.3 | EB<br>83.1           | Diff.<br>EB<br>74.3 | EB<br>83.1               | Diff.<br>EB<br>74.3 |
|  EU 28 |   | <b>4</b>                        | <b>2</b>            | <b>1</b>   | <b>-1</b>           | <b>33</b>            | <b>-1</b>           | <b>62</b>                | <b>0</b>            |
|  BE    |   | <b>3</b>                        | <b>1</b>            | <b>1</b>   | <b>1</b>            | <b>31</b>            | <b>-1</b>           | <b>65</b>                | <b>-1</b>           |
|  BG    |   | <b>4</b>                        | <b>2</b>            | <b>4</b>   | <b>0</b>            | <b>31</b>            | <b>0</b>            | <b>61</b>                | <b>-2</b>           |
|  CZ    |   | <b>2</b>                        | <b>1</b>            | <b>1</b>   | <b>1</b>            | <b>37</b>            | <b>-2</b>           | <b>60</b>                | <b>0</b>            |
|  DK   |   | <b>3</b>                        | <b>2</b>            | <b>1</b>   | <b>0</b>            | <b>19</b>            | <b>-1</b>           | <b>77</b>                | <b>-1</b>           |
|  DE  |   | <b>2</b>                        | <b>1</b>            | <b>1</b>   | <b>1</b>            | <b>31</b>            | <b>-6</b>           | <b>66</b>                | <b>4</b>            |
|  EE  |   | <b>9</b>                        | <b>4</b>            | <b>4</b>   | <b>3</b>            | <b>16</b>            | <b>-2</b>           | <b>71</b>                | <b>-5</b>           |
|  IE  |   | <b>7</b>                        | <b>6</b>            | <b>2</b>   | <b>0</b>            | <b>41</b>            | <b>-2</b>           | <b>50</b>                | <b>-4</b>           |
|  EL  |   | <b>5</b>                        | <b>3</b>            | <b>2</b>   | <b>2</b>            | <b>25</b>            | <b>-29</b>          | <b>68</b>                | <b>24</b>           |
|  ES  |   | <b>6</b>                        | <b>4</b>            | <b>1</b>   | <b>0</b>            | <b>31</b>            | <b>-4</b>           | <b>62</b>                | <b>0</b>            |
|  FR  |   | <b>5</b>                        | <b>3</b>            | <b>1</b>   | <b>0</b>            | <b>30</b>            | <b>-7</b>           | <b>64</b>                | <b>4</b>            |
|  HR  |   | <b>5</b>                        |                     | <b>3</b>   |                     | <b>36</b>            |                     | <b>56</b>                |                     |
|  IT  |   | <b>5</b>                        | <b>1</b>            | <b>0</b>   | <b>-3</b>           | <b>36</b>            | <b>-4</b>           | <b>59</b>                | <b>6</b>            |
|  CY  |   | <b>3</b>                        | <b>3</b>            | <b>0</b>   | <b>0</b>            | <b>36</b>            | <b>7</b>            | <b>61</b>                | <b>-10</b>          |
|  LV  |   | <b>4</b>                        | <b>2</b>            | <b>3</b>   | <b>3</b>            | <b>21</b>            | <b>-2</b>           | <b>72</b>                | <b>-3</b>           |
|  LT  |   | <b>6</b>                        | <b>0</b>            | <b>3</b>   | <b>-1</b>           | <b>18</b>            | <b>-1</b>           | <b>73</b>                | <b>2</b>            |
|  LU  |   | <b>4</b>                        | <b>2</b>            | <b>1</b>   | <b>1</b>            | <b>22</b>            | <b>-8</b>           | <b>73</b>                | <b>5</b>            |
|  HU  |   | <b>7</b>                        | <b>3</b>            | <b>4</b>   | <b>3</b>            | <b>29</b>            | <b>-6</b>           | <b>60</b>                | <b>0</b>            |
|  MT  |   | <b>3</b>                        | <b>2</b>            | <b>2</b>   | <b>1</b>            | <b>20</b>            | <b>-7</b>           | <b>75</b>                | <b>4</b>            |
|  NL  |   | <b>1</b>                        | <b>0</b>            | <b>0</b>   | <b>0</b>            | <b>20</b>            | <b>-2</b>           | <b>79</b>                | <b>2</b>            |
|  AT  |   | <b>4</b>                        | <b>1</b>            | <b>2</b>   | <b>1</b>            | <b>27</b>            | <b>-10</b>          | <b>67</b>                | <b>8</b>            |
|  PL  |   | <b>8</b>                        | <b>1</b>            | <b>2</b>   | <b>-1</b>           | <b>35</b>            | <b>5</b>            | <b>55</b>                | <b>-5</b>           |
|  PT  |   | <b>8</b>                        | <b>2</b>            | <b>1</b>   | <b>-1</b>           | <b>35</b>            | <b>-4</b>           | <b>56</b>                | <b>3</b>            |
|  RO  |   | <b>7</b>                        | <b>4</b>            | <b>6</b>   | <b>-3</b>           | <b>27</b>            | <b>6</b>            | <b>60</b>                | <b>-7</b>           |
|  SI  |   | <b>6</b>                        | <b>2</b>            | <b>1</b>   | <b>1</b>            | <b>29</b>            | <b>-2</b>           | <b>64</b>                | <b>-1</b>           |
|  SK  |   | <b>9</b>                        | <b>7</b>            | <b>1</b>   | <b>1</b>            | <b>27</b>            | <b>-7</b>           | <b>63</b>                | <b>-1</b>           |
|  FI  |   | <b>2</b>                        | <b>0</b>            | <b>1</b>   | <b>-1</b>           | <b>19</b>            | <b>2</b>            | <b>78</b>                | <b>-1</b>           |
|  SE  |   | <b>1</b>                        | <b>0</b>            | <b>0</b>   | <b>0</b>            | <b>12</b>            | <b>0</b>            | <b>87</b>                | <b>0</b>            |
|  UK  |   | <b>3</b>                        | <b>2</b>            | <b>1</b>   | <b>1</b>            | <b>49</b>            | <b>15</b>           | <b>47</b>                | <b>-18</b>          |



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|   | % | Très préoccupé(e) |                     | Plutôt préoccupé(e) |                     | Plutôt pas préoccupé(e) |                     | Pas du tout préoccupé(e) |                     |
|---|---|-------------------|---------------------|---------------------|---------------------|-------------------------|---------------------|--------------------------|---------------------|
|   |   | Very concerned    |                     | Fairly concerned    |                     | Not very concerned      |                     | Not at all concerned     |                     |
|   |   | Sehr beunruhigt   |                     | Ziemlich beunruhigt |                     | Nicht sehr beunruhigt   |                     | Gar nicht beunruhigt     |                     |
|   |   | EB<br>83.1        | Diff.<br>EB<br>74.3 | EB<br>83.1          | Diff.<br>EB<br>74.3 | EB<br>83.1              | Diff.<br>EB<br>74.3 | EB<br>83.1               | Diff.<br>EB<br>74.3 |
|  EU 28 |   | <b>12</b>         | -3                  | <b>25</b>           | -1                  | <b>32</b>               | 1                   | <b>25</b>                | 2                   |
|  BE    |   | <b>11</b>         | -1                  | <b>28</b>           | -5                  | <b>32</b>               | 0                   | <b>25</b>                | 3                   |
|  BG    |   | <b>8</b>          | 1                   | <b>20</b>           | -6                  | <b>30</b>               | 0                   | <b>31</b>                | 4                   |
|  CZ    |   | <b>17</b>         | -4                  | <b>31</b>           | -1                  | <b>30</b>               | -1                  | <b>18</b>                | 3                   |
|  DK   |   | <b>6</b>          | -2                  | <b>16</b>           | -2                  | <b>31</b>               | -5                  | <b>43</b>                | 7                   |
|  DE  |   | <b>17</b>         | -10                 | <b>27</b>           | 0                   | <b>30</b>               | 1                   | <b>21</b>                | 5                   |
|  EE  |   | <b>4</b>          | -3                  | <b>14</b>           | -4                  | <b>36</b>               | 3                   | <b>31</b>                | -3                  |
|  IE  |   | <b>16</b>         | -5                  | <b>28</b>           | 0                   | <b>28</b>               | -4                  | <b>19</b>                | 3                   |
|  EL  |   | <b>8</b>          | -13                 | <b>17</b>           | -14                 | <b>31</b>               | 1                   | <b>36</b>                | 19                  |
|  ES  |   | <b>12</b>         | 2                   | <b>22</b>           | -7                  | <b>28</b>               | -1                  | <b>31</b>                | 1                   |
|  FR  |   | <b>13</b>         | -7                  | <b>28</b>           | -1                  | <b>25</b>               | 2                   | <b>28</b>                | 3                   |
|  HR  |   | <b>10</b>         |                     | <b>23</b>           |                     | <b>33</b>               |                     | <b>26</b>                |                     |
|  IT  |   | <b>8</b>          | -4                  | <b>26</b>           | -4                  | <b>40</b>               | 7                   | <b>22</b>                | 3                   |
|  CY  |   | <b>14</b>         | 0                   | <b>22</b>           | 3                   | <b>23</b>               | -2                  | <b>38</b>                | -4                  |
|  LV  |   | <b>6</b>          | -5                  | <b>19</b>           | -3                  | <b>31</b>               | -7                  | <b>34</b>                | 8                   |
|  LT  |   | <b>3</b>          | -3                  | <b>13</b>           | -5                  | <b>32</b>               | 3                   | <b>40</b>                | 4                   |
|  LU  |   | <b>13</b>         | -10                 | <b>26</b>           | -2                  | <b>30</b>               | 8                   | <b>25</b>                | 0                   |
|  HU  |   | <b>12</b>         | -4                  | <b>17</b>           | -7                  | <b>21</b>               | -9                  | <b>37</b>                | 12                  |
|  MT  |   | <b>5</b>          | -7                  | <b>21</b>           | 1                   | <b>26</b>               | 0                   | <b>43</b>                | 3                   |
|  NL  |   | <b>8</b>          | -3                  | <b>20</b>           | -1                  | <b>42</b>               | -1                  | <b>28</b>                | 4                   |
|  AT  |   | <b>13</b>         | 0                   | <b>17</b>           | -8                  | <b>33</b>               | -9                  | <b>30</b>                | 14                  |
|  PL  |   | <b>9</b>          | -1                  | <b>29</b>           | 4                   | <b>41</b>               | 6                   | <b>12</b>                | -6                  |
|  PT  |   | <b>8</b>          | 2                   | <b>23</b>           | -14                 | <b>30</b>               | -3                  | <b>30</b>                | 14                  |
|  RO  |   | <b>9</b>          | 2                   | <b>19</b>           | 1                   | <b>24</b>               | -2                  | <b>33</b>                | -1                  |
|  SI  |   | <b>13</b>         | 0                   | <b>19</b>           | -1                  | <b>34</b>               | -2                  | <b>27</b>                | 1                   |
|  SK  |   | <b>5</b>          | -1                  | <b>19</b>           | -8                  | <b>40</b>               | -4                  | <b>25</b>                | 5                   |
|  FI  |   | <b>3</b>          | -2                  | <b>19</b>           | 3                   | <b>42</b>               | 0                   | <b>32</b>                | 1                   |
|  SE  |   | <b>4</b>          | 0                   | <b>12</b>           | -3                  | <b>39</b>               | 1                   | <b>43</b>                | 1                   |
|  UK  |   | <b>19</b>         | 3                   | <b>32</b>           | 8                   | <b>31</b>               | -2                  | <b>14</b>                | -12                 |

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Im privaten Raum (Restaurant, Bar, Club, Büro etc.) erfasst wird

|   |   | Pas applicable<br>(SPONTANE)    |                     | NSP        |                     | Total 'Préoccupé(e)' |                     | Total 'Pas préoccupé(e)' |                     |
|---|---|---------------------------------|---------------------|------------|---------------------|----------------------|---------------------|--------------------------|---------------------|
|   |   | Not applicable<br>(SPONTANEOUS) |                     | DK         |                     | Total 'Concerned'    |                     | Total 'Not concerned'    |                     |
|   |   | Trifft nicht zu (SPONTAN)       |                     | WN         |                     | Gesamt 'Besorgt'     |                     | Gesamt 'Nicht besorgt'   |                     |
|   | % | EB<br>83.1                      | Diff.<br>EB<br>74.3 | EB<br>83.1 | Diff.<br>EB<br>74.3 | EB<br>83.1           | Diff.<br>EB<br>74.3 | EB<br>83.1               | Diff.<br>EB<br>74.3 |
|  EU 28 |   | <b>5</b>                        | 2                   | <b>1</b>   | -1                  | <b>37</b>            | -4                  | <b>57</b>                | 3                   |
|  BE    |   | <b>3</b>                        | 2                   | <b>1</b>   | 1                   | <b>39</b>            | -6                  | <b>57</b>                | 3                   |
|  BG    |   | <b>7</b>                        | 1                   | <b>4</b>   | 0                   | <b>28</b>            | -5                  | <b>61</b>                | 4                   |
|  CZ    |   | <b>3</b>                        | 2                   | <b>1</b>   | 1                   | <b>48</b>            | -5                  | <b>48</b>                | 2                   |
|  DK   |   | <b>3</b>                        | 2                   | <b>1</b>   | 0                   | <b>22</b>            | -4                  | <b>74</b>                | 2                   |
|  DE  |   | <b>4</b>                        | 3                   | <b>1</b>   | 1                   | <b>44</b>            | -10                 | <b>51</b>                | 6                   |
|  EE  |   | <b>11</b>                       | 4                   | <b>4</b>   | 3                   | <b>18</b>            | -7                  | <b>67</b>                | 0                   |
|  IE  |   | <b>7</b>                        | 6                   | <b>2</b>   | 0                   | <b>44</b>            | -5                  | <b>47</b>                | -1                  |
|  EL  |   | <b>6</b>                        | 5                   | <b>2</b>   | 2                   | <b>25</b>            | -27                 | <b>67</b>                | 20                  |
|  ES  |   | <b>6</b>                        | 5                   | <b>1</b>   | 0                   | <b>34</b>            | -5                  | <b>59</b>                | 0                   |
|  FR  |   | <b>5</b>                        | 3                   | <b>1</b>   | 0                   | <b>41</b>            | -8                  | <b>53</b>                | 5                   |
|  HR  |   | <b>5</b>                        |                     | <b>3</b>   |                     | <b>33</b>            |                     | <b>59</b>                |                     |
|  IT  |   | <b>4</b>                        | 0                   | <b>0</b>   | -2                  | <b>34</b>            | -8                  | <b>62</b>                | 10                  |
|  CY  |   | <b>3</b>                        | 3                   | <b>0</b>   | 0                   | <b>36</b>            | 3                   | <b>61</b>                | -6                  |
|  LV  |   | <b>7</b>                        | 4                   | <b>3</b>   | 3                   | <b>25</b>            | -8                  | <b>65</b>                | 1                   |
|  LT  |   | <b>8</b>                        | 1                   | <b>4</b>   | 0                   | <b>16</b>            | -8                  | <b>72</b>                | 7                   |
|  LU  |   | <b>5</b>                        | 3                   | <b>1</b>   | 1                   | <b>39</b>            | -12                 | <b>55</b>                | 8                   |
|  HU  |   | <b>9</b>                        | 5                   | <b>4</b>   | 3                   | <b>29</b>            | -11                 | <b>58</b>                | 3                   |
|  MT  |   | <b>3</b>                        | 2                   | <b>2</b>   | 1                   | <b>26</b>            | -6                  | <b>69</b>                | 3                   |
|  NL  |   | <b>2</b>                        | 1                   | <b>0</b>   | 0                   | <b>28</b>            | -4                  | <b>70</b>                | 3                   |
|  AT  |   | <b>5</b>                        | 2                   | <b>2</b>   | 1                   | <b>30</b>            | -8                  | <b>63</b>                | 5                   |
|  PL  |   | <b>8</b>                        | 0                   | <b>1</b>   | -3                  | <b>38</b>            | 3                   | <b>53</b>                | 0                   |
|  PT  |   | <b>8</b>                        | 2                   | <b>1</b>   | -1                  | <b>31</b>            | -12                 | <b>60</b>                | 11                  |
|  RO  |   | <b>9</b>                        | 4                   | <b>6</b>   | -4                  | <b>28</b>            | 3                   | <b>57</b>                | -3                  |
|  SI  |   | <b>6</b>                        | 2                   | <b>1</b>   | 0                   | <b>32</b>            | -1                  | <b>61</b>                | -1                  |
|  SK  |   | <b>10</b>                       | 7                   | <b>1</b>   | 1                   | <b>24</b>            | -9                  | <b>65</b>                | 1                   |
|  FI  |   | <b>3</b>                        | -1                  | <b>1</b>   | -1                  | <b>22</b>            | 1                   | <b>74</b>                | 1                   |
|  SE  |   | <b>1</b>                        | 0                   | <b>1</b>   | 1                   | <b>16</b>            | -3                  | <b>82</b>                | 2                   |
|  UK  |   | <b>3</b>                        | 3                   | <b>1</b>   | 0                   | <b>51</b>            | 11                  | <b>45</b>                | -14                 |

QB12.4 De nos jours, différents moyens comme des caméras, des cartes de paiement, des sites Internet, etc. enregistrent de nombreux actes de la vie quotidienne. Dans quelle mesure vous sentez-vous préoccupé(e) ou pas par cela ?






























Via téléphone portable ou des applications mobiles (écoute de vos appels, géo-localisation)

QB12.4 Nowadays, many of our everyday activities are recorded in different ways, such as through cameras, payment cards, websites, etc. How concerned or not are you about that?

Via mobile phone or use of mobile applications (listening in on your calls, geo-location)

QB12.4 Heutzutage werden viele unserer täglichen Aktivitäten auf unterschiedliche Art und Weise aufgezeichnet bzw. erfasst, z. B. mit Kameras, über Zahlungskarten, auf Webseiten etc. Wie beunruhigt oder nicht sind Sie darüber, dass Ihre Aktivitäten ...?

Über das Mobiltelefon oder durch die Nutzung mobiler Anwendungen (Abhören Ihrer Telefongespräche, geografische Ortung) erfasst werden

|   |       | Très préoccupé(e) |                     | Plutôt préoccupé(e) |                     | Plutôt pas préoccupé(e) |                     | Pas du tout préoccupé(e) |                     |
|---|-------|-------------------|---------------------|---------------------|---------------------|-------------------------|---------------------|--------------------------|---------------------|
|   |       | Very concerned    |                     | Fairly concerned    |                     | Not very concerned      |                     | Not at all concerned     |                     |
|   |       | Sehr beunruhigt   |                     | Ziemlich beunruhigt |                     | Nicht sehr beunruhigt   |                     | Gar nicht beunruhigt     |                     |
| %   |       | EB<br>83.1        | Diff.<br>EB<br>74.3 | EB<br>83.1          | Diff.<br>EB<br>74.3 | EB<br>83.1              | Diff.<br>EB<br>74.3 | EB<br>83.1               | Diff.<br>EB<br>74.3 |
|    | EU 28 | <b>21</b>         | 3                   | <b>34</b>           | 3                   | <b>23</b>               | -3                  | <b>14</b>                | -3                  |
|    | BE    | <b>19</b>         | 5                   | <b>39</b>           | 2                   | <b>22</b>               | -6                  | <b>15</b>                | -2                  |
|    | BG    | <b>19</b>         | 8                   | <b>34</b>           | 7                   | <b>20</b>               | 0                   | <b>17</b>                | -1                  |
|    | CZ    | <b>38</b>         | 9                   | <b>35</b>           | 1                   | <b>15</b>               | -10                 | <b>8</b>                 | -2                  |
|   | DK    | <b>15</b>         | 2                   | <b>27</b>           | 0                   | <b>27</b>               | -5                  | <b>26</b>                | 1                   |
|  | DE    | <b>24</b>         | -3                  | <b>36</b>           | 8                   | <b>23</b>               | -3                  | <b>12</b>                | -2                  |
|  | EE    | <b>13</b>         | 1                   | <b>26</b>           | 2                   | <b>29</b>               | -2                  | <b>21</b>                | -4                  |
|  | IE    | <b>29</b>         | 6                   | <b>31</b>           | -2                  | <b>18</b>               | -8                  | <b>13</b>                | 2                   |
|  | EL    | <b>16</b>         | -9                  | <b>32</b>           | -8                  | <b>23</b>               | 3                   | <b>20</b>                | 10                  |
|  | ES    | <b>22</b>         | 5                   | <b>32</b>           | -1                  | <b>18</b>               | -6                  | <b>17</b>                | -4                  |
|  | FR    | <b>24</b>         | 1                   | <b>34</b>           | 2                   | <b>17</b>               | -2                  | <b>17</b>                | 0                   |
|  | HR    | <b>13</b>         |                     | <b>31</b>           |                     | <b>25</b>               |                     | <b>21</b>                |                     |
|  | IT    | <b>15</b>         | -3                  | <b>37</b>           | 2                   | <b>29</b>               | 3                   | <b>12</b>                | -2                  |
|  | CY    | <b>30</b>         | 5                   | <b>31</b>           | 7                   | <b>14</b>               | -4                  | <b>21</b>                | -2                  |
|  | LV    | <b>18</b>         | 3                   | <b>33</b>           | 7                   | <b>24</b>               | -11                 | <b>19</b>                | 0                   |
|  | LT    | <b>12</b>         | 2                   | <b>29</b>           | 2                   | <b>25</b>               | 0                   | <b>22</b>                | -5                  |
|  | LU    | <b>23</b>         | -3                  | <b>35</b>           | 5                   | <b>21</b>               | 3                   | <b>14</b>                | -5                  |
|  | HU    | <b>25</b>         | 6                   | <b>25</b>           | -3                  | <b>18</b>               | -9                  | <b>21</b>                | 2                   |
|  | MT    | <b>26</b>         | 12                  | <b>33</b>           | 8                   | <b>18</b>               | -1                  | <b>17</b>                | -10                 |
|  | NL    | <b>15</b>         | 1                   | <b>34</b>           | 4                   | <b>34</b>               | -1                  | <b>15</b>                | -2                  |
|  | AT    | <b>16</b>         | 3                   | <b>36</b>           | 5                   | <b>24</b>               | -16                 | <b>16</b>                | 7                   |
|  | PL    | <b>16</b>         | 3                   | <b>42</b>           | 10                  | <b>25</b>               | -3                  | <b>8</b>                 | -4                  |
|  | PT    | <b>14</b>         | 5                   | <b>32</b>           | -6                  | <b>25</b>               | -1                  | <b>18</b>                | 6                   |
|  | RO    | <b>20</b>         | 11                  | <b>26</b>           | 4                   | <b>18</b>               | -1                  | <b>23</b>                | 1                   |
|  | SI    | <b>19</b>         | 5                   | <b>23</b>           | -5                  | <b>28</b>               | -3                  | <b>21</b>                | 0                   |
|  | SK    | <b>13</b>         | 3                   | <b>36</b>           | 0                   | <b>25</b>               | -11                 | <b>15</b>                | 3                   |
|  | FI    | <b>10</b>         | 2                   | <b>35</b>           | 12                  | <b>34</b>               | -6                  | <b>18</b>                | -6                  |
|  | SE    | <b>6</b>          | -2                  | <b>24</b>           | 4                   | <b>39</b>               | 1                   | <b>28</b>                | -3                  |
|  | UK    | <b>30</b>         | 11                  | <b>33</b>           | 4                   | <b>22</b>               | -5                  | <b>8</b>                 | -11                 |

QB12.4 De nos jours, différents moyens comme des caméras, des cartes de paiement, des sites Internet, etc. enregistrent de nombreux actes de la vie quotidienne. Dans quelle mesure vous sentez-vous préoccupé(e) ou pas par cela ?






























Via téléphone portable ou des applications mobiles (écoute de vos appels, géo-localisation)

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Via mobile phone or use of mobile applications (listening in on your calls, geo-location)

QB12.4 Heutzutage werden viele unserer täglichen Aktivitäten auf unterschiedliche Art und Weise aufgezeichnet bzw. erfasst, z. B. mit Kameras, über Zahlungskarten, auf Webseiten etc. Wie beunruhigt oder nicht sind Sie darüber, dass Ihre Aktivitäten ...?

Über das Mobiltelefon oder durch die Nutzung mobiler Anwendungen (Abhören Ihrer Telefongespräche, geografische Ortung) erfasst werden

| %   |       | Pas applicable<br>(SPONTANE)    |                     | NSP        |                     | Total 'Préoccupé(e)' |                     | Total 'Pas préoccupé(e)' |                     |
|---|-------|---------------------------------|---------------------|------------|---------------------|----------------------|---------------------|--------------------------|---------------------|
|   |       | Not applicable<br>(SPONTANEOUS) |                     | DK         |                     | Total 'Concerned'    |                     | Total 'Not concerned'    |                     |
|   |       | Trifft nicht zu (SPONTAN)       |                     | WN         |                     | Gesamt 'Besorgt'     |                     | Gesamt 'Nicht besorgt'   |                     |
|   |       | EB<br>83.1                      | Diff.<br>EB<br>74.3 | EB<br>83.1 | Diff.<br>EB<br>74.3 | EB<br>83.1           | Diff.<br>EB<br>74.3 | EB<br>83.1               | Diff.<br>EB<br>74.3 |
|    | EU 28 | <b>6</b>                        | <i>0</i>            | <b>2</b>   | <i>0</i>            | <b>55</b>            | <i>6</i>            | <b>37</b>                | <i>-6</i>           |
|    | BE    | <b>5</b>                        | <i>1</i>            | <b>0</b>   | <i>0</i>            | <b>58</b>            | <i>7</i>            | <b>37</b>                | <i>-8</i>           |
|    | BG    | <b>7</b>                        | <i>-4</i>           | <b>3</b>   | <i>-10</i>          | <b>53</b>            | <i>15</i>           | <b>37</b>                | <i>-1</i>           |
|   | CZ    | <b>3</b>                        | <i>2</i>            | <b>1</b>   | <i>0</i>            | <b>73</b>            | <i>10</i>           | <b>23</b>                | <i>-12</i>          |
|  | DK    | <b>4</b>                        | <i>2</i>            | <b>1</b>   | <i>0</i>            | <b>42</b>            | <i>2</i>            | <b>53</b>                | <i>-4</i>           |
|  | DE    | <b>4</b>                        | <i>0</i>            | <b>1</b>   | <i>0</i>            | <b>60</b>            | <i>5</i>            | <b>35</b>                | <i>-5</i>           |
|  | EE    | <b>8</b>                        | <i>1</i>            | <b>3</b>   | <i>2</i>            | <b>39</b>            | <i>3</i>            | <b>50</b>                | <i>-6</i>           |
|  | IE    | <b>8</b>                        | <i>4</i>            | <b>1</b>   | <i>-2</i>           | <b>60</b>            | <i>4</i>            | <b>31</b>                | <i>-6</i>           |
|  | EL    | <b>7</b>                        | <i>3</i>            | <b>2</b>   | <i>1</i>            | <b>48</b>            | <i>-17</i>          | <b>43</b>                | <i>13</i>           |
|  | ES    | <b>9</b>                        | <i>5</i>            | <b>2</b>   | <i>1</i>            | <b>54</b>            | <i>4</i>            | <b>35</b>                | <i>-10</i>          |
|  | FR    | <b>8</b>                        | <i>0</i>            | <b>0</b>   | <i>-1</i>           | <b>58</b>            | <i>3</i>            | <b>34</b>                | <i>-2</i>           |
|  | HR    | <b>7</b>                        |                     | <b>3</b>   |                     | <b>44</b>            |                     | <b>46</b>                |                     |
|  | IT    | <b>6</b>                        | <i>2</i>            | <b>1</b>   | <i>-2</i>           | <b>52</b>            | <i>-1</i>           | <b>41</b>                | <i>1</i>            |
|  | CY    | <b>4</b>                        | <i>-3</i>           | <b>0</b>   | <i>-3</i>           | <b>61</b>            | <i>12</i>           | <b>35</b>                | <i>-6</i>           |
|  | LV    | <b>4</b>                        | <i>0</i>            | <b>2</b>   | <i>1</i>            | <b>51</b>            | <i>10</i>           | <b>43</b>                | <i>-11</i>          |
|  | LT    | <b>8</b>                        | <i>1</i>            | <b>4</b>   | <i>0</i>            | <b>41</b>            | <i>4</i>            | <b>47</b>                | <i>-5</i>           |
|  | LU    | <b>6</b>                        | <i>1</i>            | <b>1</b>   | <i>-1</i>           | <b>58</b>            | <i>2</i>            | <b>35</b>                | <i>-2</i>           |
|  | HU    | <b>7</b>                        | <i>2</i>            | <b>4</b>   | <i>2</i>            | <b>50</b>            | <i>3</i>            | <b>39</b>                | <i>-7</i>           |
|  | MT    | <b>4</b>                        | <i>-6</i>           | <b>2</b>   | <i>-3</i>           | <b>59</b>            | <i>20</i>           | <b>35</b>                | <i>-11</i>          |
|  | NL    | <b>2</b>                        | <i>-1</i>           | <b>0</b>   | <i>-1</i>           | <b>49</b>            | <i>5</i>            | <b>49</b>                | <i>-3</i>           |
|  | AT    | <b>6</b>                        | <i>1</i>            | <b>2</b>   | <i>0</i>            | <b>52</b>            | <i>8</i>            | <b>40</b>                | <i>-9</i>           |
|  | PL    | <b>7</b>                        | <i>-4</i>           | <b>2</b>   | <i>-2</i>           | <b>58</b>            | <i>13</i>           | <b>33</b>                | <i>-7</i>           |
|  | PT    | <b>10</b>                       | <i>-2</i>           | <b>1</b>   | <i>-2</i>           | <b>46</b>            | <i>-1</i>           | <b>43</b>                | <i>5</i>            |
|  | RO    | <b>8</b>                        | <i>-6</i>           | <b>5</b>   | <i>-9</i>           | <b>46</b>            | <i>15</i>           | <b>41</b>                | <i>0</i>            |
|  | SI    | <b>7</b>                        | <i>2</i>            | <b>2</b>   | <i>1</i>            | <b>42</b>            | <i>0</i>            | <b>49</b>                | <i>-3</i>           |
|  | SK    | <b>9</b>                        | <i>4</i>            | <b>2</b>   | <i>1</i>            | <b>49</b>            | <i>3</i>            | <b>40</b>                | <i>-8</i>           |
|  | FI    | <b>2</b>                        | <i>-1</i>           | <b>1</b>   | <i>-1</i>           | <b>45</b>            | <i>14</i>           | <b>52</b>                | <i>-12</i>          |
|  | SE    | <b>3</b>                        | <i>0</i>            | <b>0</b>   | <i>0</i>            | <b>30</b>            | <i>2</i>            | <b>67</b>                | <i>-2</i>           |
|  | UK    | <b>6</b>                        | <i>1</i>            | <b>1</b>   | <i>0</i>            | <b>63</b>            | <i>15</i>           | <b>30</b>                | <i>-16</i>          |

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Via des cartes de paiement (localisation et identification de vos habitudes de dépenses)

QB12.5 Nowadays, many of our everyday activities are recorded in different ways, such as through cameras, payment cards, websites, etc. How concerned or not are you about that?

Via payment cards (your location and spending habits)

QB12.5 Heutzutage werden viele unserer täglichen Aktivitäten auf unterschiedliche Art und Weise aufgezeichnet bzw. erfasst, z. B. mit Kameras, über Zahlungskarten, auf Webseiten etc. Wie beunruhigt oder nicht sind Sie darüber, dass Ihre Aktivitäten ...?

Über Zahlungskarten (Standort und Ausgabeverhalten) erfasst werden

|   |       | Très préoccupé(e) |                     | Plutôt préoccupé(e) |                     | Plutôt pas préoccupé(e) |                     | Pas du tout préoccupé(e) |                     |
|---|-------|-------------------|---------------------|---------------------|---------------------|-------------------------|---------------------|--------------------------|---------------------|
|   |       | Very concerned    |                     | Fairly concerned    |                     | Not very concerned      |                     | Not at all concerned     |                     |
|   |       | Sehr beunruhigt   |                     | Ziemlich beunruhigt |                     | Nicht sehr beunruhigt   |                     | Gar nicht beunruhigt     |                     |
| %   |       | EB<br>83.1        | Diff.<br>EB<br>74.3 | EB<br>83.1          | Diff.<br>EB<br>74.3 | EB<br>83.1              | Diff.<br>EB<br>74.3 | EB<br>83.1               | Diff.<br>EB<br>74.3 |
|    | EU 28 | <b>22</b>         | 0                   | <b>33</b>           | 1                   | <b>22</b>               | -2                  | <b>14</b>                | 0                   |
|    | BE    | <b>21</b>         | 2                   | <b>37</b>           | 0                   | <b>24</b>               | -3                  | <b>15</b>                | 0                   |
|    | BG    | <b>22</b>         | 10                  | <b>35</b>           | 15                  | <b>15</b>               | 3                   | <b>12</b>                | 2                   |
|    | CZ    | <b>33</b>         | 3                   | <b>31</b>           | -3                  | <b>18</b>               | -4                  | <b>9</b>                 | 0                   |
|   | DK    | <b>13</b>         | 3                   | <b>26</b>           | 0                   | <b>31</b>               | -3                  | <b>26</b>                | 0                   |
|  | DE    | <b>23</b>         | -9                  | <b>34</b>           | 4                   | <b>23</b>               | -3                  | <b>13</b>                | 4                   |
|  | EE    | <b>10</b>         | -3                  | <b>27</b>           | 5                   | <b>30</b>               | -6                  | <b>24</b>                | 1                   |
|  | IE    | <b>29</b>         | -4                  | <b>34</b>           | 4                   | <b>17</b>               | -3                  | <b>10</b>                | 1                   |
|  | EL    | <b>20</b>         | -11                 | <b>30</b>           | -6                  | <b>15</b>               | 1                   | <b>18</b>                | 12                  |
|  | ES    | <b>24</b>         | 7                   | <b>30</b>           | -6                  | <b>15</b>               | -5                  | <b>18</b>                | -3                  |
|  | FR    | <b>27</b>         | -3                  | <b>35</b>           | 1                   | <b>17</b>               | 0                   | <b>16</b>                | 1                   |
|  | HR    | <b>17</b>         |                     | <b>32</b>           |                     | <b>24</b>               |                     | <b>19</b>                |                     |
|  | IT    | <b>19</b>         | -1                  | <b>35</b>           | -3                  | <b>26</b>               | 5                   | <b>13</b>                | 1                   |
|  | CY    | <b>27</b>         | 4                   | <b>24</b>           | 2                   | <b>14</b>               | -2                  | <b>17</b>                | -1                  |
|  | LV    | <b>17</b>         | -5                  | <b>32</b>           | 5                   | <b>25</b>               | -5                  | <b>18</b>                | 2                   |
|  | LT    | <b>12</b>         | 1                   | <b>29</b>           | 6                   | <b>24</b>               | -3                  | <b>24</b>                | -1                  |
|  | LU    | <b>21</b>         | -2                  | <b>35</b>           | 7                   | <b>24</b>               | 2                   | <b>14</b>                | -7                  |
|  | HU    | <b>20</b>         | 0                   | <b>25</b>           | -6                  | <b>16</b>               | -6                  | <b>21</b>                | 5                   |
|  | MT    | <b>15</b>         | 2                   | <b>29</b>           | 7                   | <b>23</b>               | 1                   | <b>20</b>                | -13                 |
|  | NL    | <b>14</b>         | 0                   | <b>33</b>           | 4                   | <b>38</b>               | 1                   | <b>14</b>                | -3                  |
|  | AT    | <b>17</b>         | 3                   | <b>34</b>           | -1                  | <b>26</b>               | -12                 | <b>15</b>                | 7                   |
|  | PL    | <b>16</b>         | 4                   | <b>38</b>           | 8                   | <b>24</b>               | -1                  | <b>8</b>                 | -1                  |
|  | PT    | <b>19</b>         | 7                   | <b>28</b>           | -11                 | <b>26</b>               | 0                   | <b>16</b>                | 5                   |
|  | RO    | <b>15</b>         | 5                   | <b>19</b>           | -1                  | <b>19</b>               | 0                   | <b>23</b>                | 6                   |
|  | SI    | <b>24</b>         | 6                   | <b>26</b>           | -7                  | <b>26</b>               | 1                   | <b>17</b>                | -1                  |
|  | SK    | <b>18</b>         | 3                   | <b>33</b>           | -6                  | <b>23</b>               | -6                  | <b>11</b>                | 2                   |
|  | FI    | <b>11</b>         | 2                   | <b>35</b>           | 9                   | <b>34</b>               | -5                  | <b>18</b>                | -3                  |
|  | SE    | <b>8</b>          | -2                  | <b>25</b>           | -2                  | <b>39</b>               | 3                   | <b>27</b>                | 1                   |
|  | UK    | <b>28</b>         | 3                   | <b>33</b>           | 4                   | <b>24</b>               | -4                  | <b>9</b>                 | -5                  |

QB12.5 De nos jours, différents moyens comme des caméras, des cartes de paiement, des sites Internet, etc. enregistrent de nombreux actes de la vie quotidienne. Dans quelle mesure vous sentez-vous préoccupé(e) ou pas par cela ?






























Via des cartes de paiement (localisation et identification de vos habitudes de dépenses)

QB12.5 Nowadays, many of our everyday activities are recorded in different ways, such as through cameras, payment cards, websites, etc. How concerned or not are you about that?

Via payment cards (your location and spending habits)

QB12.5 Heutzutage werden viele unserer täglichen Aktivitäten auf unterschiedliche Art und Weise aufgezeichnet bzw. erfasst, z. B. mit Kameras, über Zahlungskarten, auf Webseiten etc. Wie beunruhigt oder nicht sind Sie darüber, dass Ihre Aktivitäten ...?

Über Zahlungskarten (Standort und Ausgabeverhalten) erfasst werden

|   | % | Pas applicable<br>(SPONTANE)    |                     | NSP        |                     | Total 'Préoccupé(e)' |                     | Total 'Pas préoccupé(e)' |                     |
|---|---|---------------------------------|---------------------|------------|---------------------|----------------------|---------------------|--------------------------|---------------------|
|   |   | Not applicable<br>(SPONTANEOUS) |                     | DK         |                     | Total 'Concerned'    |                     | Total 'Not concerned'    |                     |
|   |   | Trifft nicht zu (SPONTAN)       |                     | WN         |                     | Gesamt 'Besorgt'     |                     | Gesamt 'Nicht besorgt'   |                     |
|   |   | EB<br>83.1                      | Diff.<br>EB<br>74.3 | EB<br>83.1 | Diff.<br>EB<br>74.3 | EB<br>83.1           | Diff.<br>EB<br>74.3 | EB<br>83.1               | Diff.<br>EB<br>74.3 |
|  EU 28 |   | <b>7</b>                        | <i>1</i>            | <b>2</b>   | <i>0</i>            | <b>55</b>            | <i>1</i>            | <b>36</b>                | <i>-2</i>           |
|  BE    |   | <b>3</b>                        | <i>1</i>            | <b>0</b>   | <i>0</i>            | <b>58</b>            | <i>2</i>            | <b>39</b>                | <i>-3</i>           |
|  BG    |   | <b>12</b>                       | <i>-19</i>          | <b>4</b>   | <i>-11</i>          | <b>57</b>            | <i>25</i>           | <b>27</b>                | <i>5</i>            |
|  CZ    |   | <b>8</b>                        | <i>4</i>            | <b>1</b>   | <i>0</i>            | <b>64</b>            | <i>0</i>            | <b>27</b>                | <i>-4</i>           |
|  DK   |   | <b>3</b>                        | <i>0</i>            | <b>1</b>   | <i>0</i>            | <b>39</b>            | <i>3</i>            | <b>57</b>                | <i>-3</i>           |
|  DE  |   | <b>6</b>                        | <i>4</i>            | <b>1</b>   | <i>0</i>            | <b>57</b>            | <i>-5</i>           | <b>36</b>                | <i>1</i>            |
|  EE  |   | <b>6</b>                        | <i>1</i>            | <b>3</b>   | <i>2</i>            | <b>37</b>            | <i>2</i>            | <b>54</b>                | <i>-5</i>           |
|  IE  |   | <b>8</b>                        | <i>2</i>            | <b>2</b>   | <i>0</i>            | <b>63</b>            | <i>0</i>            | <b>27</b>                | <i>-2</i>           |
|  EL  |   | <b>14</b>                       | <i>1</i>            | <b>3</b>   | <i>3</i>            | <b>50</b>            | <i>-17</i>          | <b>33</b>                | <i>13</i>           |
|  ES  |   | <b>12</b>                       | <i>7</i>            | <b>1</b>   | <i>0</i>            | <b>54</b>            | <i>1</i>            | <b>33</b>                | <i>-8</i>           |
|  FR  |   | <b>5</b>                        | <i>2</i>            | <b>0</b>   | <i>-1</i>           | <b>62</b>            | <i>-2</i>           | <b>33</b>                | <i>1</i>            |
|  HR  |   | <b>5</b>                        |                     | <b>3</b>   |                     | <b>49</b>            |                     | <b>43</b>                |                     |
|  IT  |   | <b>7</b>                        | <i>1</i>            | <b>0</b>   | <i>-3</i>           | <b>54</b>            | <i>-4</i>           | <b>39</b>                | <i>6</i>            |
|  CY  |   | <b>18</b>                       | <i>-2</i>           | <b>0</b>   | <i>-1</i>           | <b>51</b>            | <i>6</i>            | <b>31</b>                | <i>-3</i>           |
|  LV  |   | <b>6</b>                        | <i>2</i>            | <b>2</b>   | <i>1</i>            | <b>49</b>            | <i>0</i>            | <b>43</b>                | <i>-3</i>           |
|  LT  |   | <b>7</b>                        | <i>-3</i>           | <b>4</b>   | <i>0</i>            | <b>41</b>            | <i>7</i>            | <b>48</b>                | <i>-4</i>           |
|  LU  |   | <b>5</b>                        | <i>0</i>            | <b>1</b>   | <i>0</i>            | <b>56</b>            | <i>5</i>            | <b>38</b>                | <i>-5</i>           |
|  HU  |   | <b>13</b>                       | <i>4</i>            | <b>5</b>   | <i>3</i>            | <b>45</b>            | <i>-6</i>           | <b>37</b>                | <i>-1</i>           |
|  MT  |   | <b>10</b>                       | <i>2</i>            | <b>3</b>   | <i>1</i>            | <b>44</b>            | <i>9</i>            | <b>43</b>                | <i>-12</i>          |
|  NL  |   | <b>1</b>                        | <i>-1</i>           | <b>0</b>   | <i>-1</i>           | <b>47</b>            | <i>4</i>            | <b>52</b>                | <i>-2</i>           |
|  AT  |   | <b>6</b>                        | <i>2</i>            | <b>2</b>   | <i>1</i>            | <b>51</b>            | <i>2</i>            | <b>41</b>                | <i>-5</i>           |
|  PL  |   | <b>12</b>                       | <i>-9</i>           | <b>2</b>   | <i>-1</i>           | <b>54</b>            | <i>12</i>           | <b>32</b>                | <i>-2</i>           |
|  PT  |   | <b>10</b>                       | <i>0</i>            | <b>1</b>   | <i>-1</i>           | <b>47</b>            | <i>-4</i>           | <b>42</b>                | <i>5</i>            |
|  RO  |   | <b>17</b>                       | <i>-1</i>           | <b>7</b>   | <i>-9</i>           | <b>34</b>            | <i>4</i>            | <b>42</b>                | <i>6</i>            |
|  SI  |   | <b>6</b>                        | <i>1</i>            | <b>1</b>   | <i>0</i>            | <b>50</b>            | <i>-1</i>           | <b>43</b>                | <i>0</i>            |
|  SK  |   | <b>13</b>                       | <i>6</i>            | <b>2</b>   | <i>1</i>            | <b>51</b>            | <i>-3</i>           | <b>34</b>                | <i>-4</i>           |
|  FI  |   | <b>2</b>                        | <i>-1</i>           | <b>0</b>   | <i>-2</i>           | <b>46</b>            | <i>11</i>           | <b>52</b>                | <i>-8</i>           |
|  SE  |   | <b>1</b>                        | <i>0</i>            | <b>0</b>   | <i>0</i>            | <b>33</b>            | <i>-4</i>           | <b>66</b>                | <i>4</i>            |
|  UK  |   | <b>4</b>                        | <i>1</i>            | <b>2</b>   | <i>1</i>            | <b>61</b>            | <i>7</i>            | <b>33</b>                | <i>-9</i>           |

QB12.6 De nos jours, différents moyens comme des caméras, des cartes de paiement, des sites Internet, etc. enregistrent de nombreux actes de la vie quotidienne. Dans quelle mesure vous sentez-vous préoccupé(e) ou pas par cela ?






























Via les cartes de magasin ou de fidélité (vos préférences et habitudes de consommation)

QB12.6 Nowadays, many of our everyday activities are recorded in different ways, such as through cameras, payment cards, websites, etc. How concerned or not are you about that?

Via store or loyalty cards (your preferences and patterns of consumption, etc.)

QB12.6 Heutzutage werden viele unserer täglichen Aktivitäten auf unterschiedliche Art und Weise aufgezeichnet bzw. erfasst, z. B. mit Kameras, über Zahlungskarten, auf Webseiten etc. Wie beunruhigt oder nicht sind Sie darüber, dass Ihre Aktivitäten ...?

Über Kunden- oder Treuekarten (Ihre Vorlieben und Muster im Konsumverhalten etc.) erfasst werden

|   |       | Très préoccupé(e) |                     | Plutôt préoccupé(e) |                     | Plutôt pas préoccupé(e) |                     | Pas du tout préoccupé(e) |                     |
|---|-------|-------------------|---------------------|---------------------|---------------------|-------------------------|---------------------|--------------------------|---------------------|
|   |       | Very concerned    |                     | Fairly concerned    |                     | Not very concerned      |                     | Not at all concerned     |                     |
|   |       | Sehr beunruhigt   |                     | Ziemlich beunruhigt |                     | Nicht sehr beunruhigt   |                     | Gar nicht beunruhigt     |                     |
|   |       | EB<br>83.1        | Diff.<br>EB<br>74.3 | EB<br>83.1          | Diff.<br>EB<br>74.3 | EB<br>83.1              | Diff.<br>EB<br>74.3 | EB<br>83.1               | Diff.<br>EB<br>74.3 |
|    | EU 28 | <b>13</b>         | -1                  | <b>26</b>           | 0                   | <b>29</b>               | -1                  | <b>20</b>                | 2                   |
|    | BE    | <b>11</b>         | 1                   | <b>29</b>           | 2                   | <b>36</b>               | -4                  | <b>20</b>                | -1                  |
|    | BG    | <b>12</b>         | 7                   | <b>27</b>           | 12                  | <b>22</b>               | 9                   | <b>21</b>                | 8                   |
|    | CZ    | <b>21</b>         | 2                   | <b>30</b>           | -3                  | <b>25</b>               | -2                  | <b>16</b>                | 5                   |
|   | DK    | <b>7</b>          | 0                   | <b>20</b>           | -1                  | <b>35</b>               | -5                  | <b>32</b>                | 4                   |
|  | DE    | <b>14</b>         | -7                  | <b>22</b>           | -5                  | <b>26</b>               | -4                  | <b>19</b>                | 5                   |
|  | EE    | <b>7</b>          | -1                  | <b>18</b>           | 1                   | <b>39</b>               | -2                  | <b>27</b>                | 0                   |
|  | IE    | <b>19</b>         | -1                  | <b>26</b>           | 1                   | <b>26</b>               | -3                  | <b>18</b>                | 3                   |
|  | EL    | <b>12</b>         | -13                 | <b>28</b>           | -4                  | <b>24</b>               | 3                   | <b>21</b>                | 14                  |
|  | ES    | <b>16</b>         | 4                   | <b>27</b>           | -5                  | <b>19</b>               | -7                  | <b>24</b>                | 1                   |
|  | FR    | <b>13</b>         | -3                  | <b>26</b>           | 1                   | <b>28</b>               | -1                  | <b>27</b>                | 2                   |
|  | HR    | <b>12</b>         |                     | <b>26</b>           |                     | <b>31</b>               |                     | <b>23</b>                |                     |
|  | IT    | <b>9</b>          | -4                  | <b>29</b>           | -3                  | <b>38</b>               | 8                   | <b>18</b>                | 1                   |
|  | CY    | <b>16</b>         | 1                   | <b>24</b>           | 4                   | <b>20</b>               | 1                   | <b>25</b>                | -4                  |
|  | LV    | <b>11</b>         | 1                   | <b>25</b>           | 5                   | <b>33</b>               | -4                  | <b>25</b>                | 5                   |
|  | LT    | <b>6</b>          | 1                   | <b>20</b>           | 2                   | <b>32</b>               | 0                   | <b>33</b>                | 1                   |
|  | LU    | <b>10</b>         | -3                  | <b>27</b>           | 7                   | <b>30</b>               | 2                   | <b>26</b>                | -4                  |
|  | HU    | <b>16</b>         | 2                   | <b>21</b>           | -4                  | <b>20</b>               | -12                 | <b>26</b>                | 9                   |
|  | MT    | <b>9</b>          | 1                   | <b>17</b>           | 5                   | <b>26</b>               | 3                   | <b>33</b>                | -7                  |
|  | NL    | <b>9</b>          | 1                   | <b>22</b>           | 1                   | <b>43</b>               | -4                  | <b>23</b>                | 3                   |
|  | AT    | <b>12</b>         | 2                   | <b>29</b>           | -2                  | <b>33</b>               | -9                  | <b>18</b>                | 7                   |
|  | PL    | <b>11</b>         | 3                   | <b>36</b>           | 13                  | <b>28</b>               | -1                  | <b>9</b>                 | -2                  |
|  | PT    | <b>8</b>          | 0                   | <b>29</b>           | -8                  | <b>30</b>               | 2                   | <b>22</b>                | 11                  |
|  | RO    | <b>12</b>         | 5                   | <b>15</b>           | -1                  | <b>20</b>               | 1                   | <b>26</b>                | 9                   |
|  | SI    | <b>16</b>         | 3                   | <b>20</b>           | -5                  | <b>32</b>               | -1                  | <b>23</b>                | 0                   |
|  | SK    | <b>11</b>         | 1                   | <b>30</b>           | -3                  | <b>30</b>               | -6                  | <b>16</b>                | 4                   |
|  | FI    | <b>7</b>          | 2                   | <b>25</b>           | 4                   | <b>40</b>               | -3                  | <b>26</b>                | -1                  |
|  | SE    | <b>3</b>          | -1                  | <b>16</b>           | 3                   | <b>43</b>               | 1                   | <b>35</b>                | -1                  |
|  | UK    | <b>19</b>         | 5                   | <b>26</b>           | 4                   | <b>29</b>               | -3                  | <b>16</b>                | -6                  |

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Via les cartes de magasin ou de fidélité (vos préférences et habitudes de consommation)

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Über Kunden- oder Treuekarten (Ihre Vorlieben und Muster im Konsumverhalten etc.) erfasst werden






























|   |       | Pas applicable (SPONTANE)    |                     | NSP        |                     | Total 'Préoccupé(e)' |                     | Total 'Pas préoccupé(e)' |                     |
|---|-------|------------------------------|---------------------|------------|---------------------|----------------------|---------------------|--------------------------|---------------------|
|   |       | Not applicable (SPONTANEOUS) |                     | DK         |                     | Total 'Concerned'    |                     | Total 'Not concerned'    |                     |
|   |       | Trifft nicht zu (SPONTAN)    |                     | WN         |                     | Gesamt 'Besorgt'     |                     | Gesamt 'Nicht besorgt'   |                     |
|   |       | EB<br>83.1                   | Diff.<br>EB<br>74.3 | EB<br>83.1 | Diff.<br>EB<br>74.3 | EB<br>83.1           | Diff.<br>EB<br>74.3 | EB<br>83.1               | Diff.<br>EB<br>74.3 |
|    | EU 28 | <b>10</b>                    | <i>1</i>            | <b>2</b>   | <i>-1</i>           | <b>39</b>            | <i>-1</i>           | <b>49</b>                | <i>1</i>            |
|    | BE    | <b>4</b>                     | <i>2</i>            | <b>0</b>   | <i>0</i>            | <b>40</b>            | <i>3</i>            | <b>56</b>                | <i>-5</i>           |
|    | BG    | <b>13</b>                    | <i>-30</i>          | <b>5</b>   | <i>-6</i>           | <b>39</b>            | <i>19</i>           | <b>43</b>                | <i>17</i>           |
|    | CZ    | <b>7</b>                     | <i>0</i>            | <b>1</b>   | <i>-2</i>           | <b>51</b>            | <i>-1</i>           | <b>41</b>                | <i>3</i>            |
|   | DK    | <b>4</b>                     | <i>1</i>            | <b>2</b>   | <i>1</i>            | <b>27</b>            | <i>-1</i>           | <b>67</b>                | <i>-1</i>           |
|  | DE    | <b>18</b>                    | <i>11</i>           | <b>1</b>   | <i>0</i>            | <b>36</b>            | <i>-12</i>          | <b>45</b>                | <i>1</i>            |
|  | EE    | <b>6</b>                     | <i>1</i>            | <b>3</b>   | <i>1</i>            | <b>25</b>            | <i>0</i>            | <b>66</b>                | <i>-2</i>           |
|  | IE    | <b>9</b>                     | <i>1</i>            | <b>2</b>   | <i>-1</i>           | <b>45</b>            | <i>0</i>            | <b>44</b>                | <i>0</i>            |
|  | EL    | <b>12</b>                    | <i>-2</i>           | <b>3</b>   | <i>2</i>            | <b>40</b>            | <i>-17</i>          | <b>45</b>                | <i>17</i>           |
|  | ES    | <b>13</b>                    | <i>7</i>            | <b>1</b>   | <i>0</i>            | <b>43</b>            | <i>-1</i>           | <b>43</b>                | <i>-6</i>           |
|  | FR    | <b>6</b>                     | <i>2</i>            | <b>0</b>   | <i>-1</i>           | <b>39</b>            | <i>-2</i>           | <b>55</b>                | <i>1</i>            |
|  | HR    | <b>5</b>                     |                     | <b>3</b>   |                     | <b>38</b>            |                     | <b>54</b>                |                     |
|  | IT    | <b>5</b>                     | <i>0</i>            | <b>1</b>   | <i>-2</i>           | <b>38</b>            | <i>-7</i>           | <b>56</b>                | <i>9</i>            |
|  | CY    | <b>15</b>                    | <i>0</i>            | <b>0</b>   | <i>-2</i>           | <b>40</b>            | <i>5</i>            | <b>45</b>                | <i>-3</i>           |
|  | LV    | <b>4</b>                     | <i>-7</i>           | <b>2</b>   | <i>0</i>            | <b>36</b>            | <i>6</i>            | <b>58</b>                | <i>1</i>            |
|  | LT    | <b>6</b>                     | <i>-2</i>           | <b>3</b>   | <i>-2</i>           | <b>26</b>            | <i>3</i>            | <b>65</b>                | <i>1</i>            |
|  | LU    | <b>6</b>                     | <i>-1</i>           | <b>1</b>   | <i>-1</i>           | <b>37</b>            | <i>4</i>            | <b>56</b>                | <i>-2</i>           |
|  | HU    | <b>13</b>                    | <i>2</i>            | <b>4</b>   | <i>3</i>            | <b>37</b>            | <i>-2</i>           | <b>46</b>                | <i>-3</i>           |
|  | MT    | <b>11</b>                    | <i>-2</i>           | <b>4</b>   | <i>0</i>            | <b>26</b>            | <i>6</i>            | <b>59</b>                | <i>-4</i>           |
|  | NL    | <b>3</b>                     | <i>0</i>            | <b>0</b>   | <i>-1</i>           | <b>31</b>            | <i>2</i>            | <b>66</b>                | <i>-1</i>           |
|  | AT    | <b>7</b>                     | <i>3</i>            | <b>1</b>   | <i>-1</i>           | <b>41</b>            | <i>0</i>            | <b>51</b>                | <i>-2</i>           |
|  | PL    | <b>13</b>                    | <i>-11</i>          | <b>3</b>   | <i>-2</i>           | <b>47</b>            | <i>16</i>           | <b>37</b>                | <i>-3</i>           |
|  | PT    | <b>10</b>                    | <i>-4</i>           | <b>1</b>   | <i>-1</i>           | <b>37</b>            | <i>-8</i>           | <b>52</b>                | <i>13</i>           |
|  | RO    | <b>18</b>                    | <i>-4</i>           | <b>9</b>   | <i>-10</i>          | <b>27</b>            | <i>4</i>            | <b>46</b>                | <i>10</i>           |
|  | SI    | <b>6</b>                     | <i>0</i>            | <b>3</b>   | <i>3</i>            | <b>36</b>            | <i>-2</i>           | <b>55</b>                | <i>-1</i>           |
|  | SK    | <b>11</b>                    | <i>3</i>            | <b>2</b>   | <i>1</i>            | <b>41</b>            | <i>-2</i>           | <b>46</b>                | <i>-2</i>           |
|  | FI    | <b>2</b>                     | <i>0</i>            | <b>0</b>   | <i>-2</i>           | <b>32</b>            | <i>6</i>            | <b>66</b>                | <i>-4</i>           |
|  | SE    | <b>2</b>                     | <i>-2</i>           | <b>1</b>   | <i>0</i>            | <b>19</b>            | <i>2</i>            | <b>78</b>                | <i>0</i>            |
|  | UK    | <b>9</b>                     | <i>0</i>            | <b>1</b>   | <i>0</i>            | <b>45</b>            | <i>9</i>            | <b>45</b>                | <i>-9</i>           |



QB13 Lorsqu'il vous est demandé de fournir des informations personnelles en ligne, diriez-vous que vous êtes généralement informé(e) des conditions de la collecte de données et des autres utilisations possibles de vos données ?

QB13 When you are asked to provide personal information online, would you say that you are usually informed about the conditions of the data collection and the further uses of your data?






























QB13 Wenn Sie aufgefordert werden, im Internet persönliche Informationen anzugeben, würden Sie sagen, dass Sie in der Regel über die Bedingungen der Datenerfassung und die weitere Verwendung Ihrer Daten informiert sind?

|   |       | Toujours   | Parfois    | Rarement    | Jamais     | On ne vous<br>demande jamais<br>de fournir des<br>infos<br>You are never<br>asked to provide<br>personal<br>infos<br>Sie werden nie<br>aufgefordert, im<br>Internet | NSP        |
|---|-------|------------|------------|-------------|------------|---|------------|
|   |       | Always     | Sometimes  | Rarely      | Never      |   | DK         |
|   |       | Immer      | Manchmal   | Selten oder | Niemals    |   | WN         |
| %   |       | EB<br>83.1 | EB<br>83.1 | EB<br>83.1  | EB<br>83.1 | EB<br>83.1  | EB<br>83.1 |
|    | EU 28 | <b>20</b>  | <b>41</b>  | <b>22</b>   | <b>11</b>  | <b>4</b>  | <b>2</b>   |
|    | BE    | <b>18</b>  | <b>40</b>  | <b>25</b>   | <b>13</b>  | <b>3</b>  | <b>1</b>   |
|    | BG    | <b>25</b>  | <b>40</b>  | <b>17</b>   | <b>9</b>   | <b>5</b>  | <b>4</b>   |
|    | CZ    | <b>27</b>  | <b>43</b>  | <b>15</b>   | <b>7</b>   | <b>4</b>  | <b>4</b>   |
|    | DK    | <b>30</b>  | <b>43</b>  | <b>15</b>   | <b>7</b>   | <b>3</b>  | <b>2</b>   |
|    | DE    | <b>16</b>  | <b>38</b>  | <b>29</b>   | <b>12</b>  | <b>3</b>  | <b>2</b>   |
|    | EE    | <b>21</b>  | <b>37</b>  | <b>18</b>   | <b>12</b>  | <b>9</b>  | <b>3</b>   |
|    | IE    | <b>25</b>  | <b>50</b>  | <b>14</b>   | <b>7</b>   | <b>2</b>  | <b>2</b>   |
|    | EL    | <b>29</b>  | <b>37</b>  | <b>18</b>   | <b>9</b>   | <b>7</b>  | <b>0</b>   |
|   | ES    | <b>17</b>  | <b>39</b>  | <b>21</b>   | <b>19</b>  | <b>3</b>  | <b>1</b>   |
|  | FR    | <b>18</b>  | <b>34</b>  | <b>26</b>   | <b>16</b>  | <b>3</b>  | <b>3</b>   |
|  | HR    | <b>13</b>  | <b>52</b>  | <b>20</b>   | <b>7</b>   | <b>6</b>  | <b>2</b>   |
|  | IT    | <b>17</b>  | <b>41</b>  | <b>26</b>   | <b>11</b>  | <b>4</b>  | <b>1</b>   |
|  | CY    | <b>27</b>  | <b>36</b>  | <b>16</b>   | <b>7</b>   | <b>14</b>   | <b>0</b>   |
|  | LV    | <b>26</b>  | <b>35</b>  | <b>15</b>   | <b>13</b>  | <b>7</b>  | <b>4</b>   |
|  | LT    | <b>19</b>  | <b>42</b>  | <b>15</b>   | <b>16</b>  | <b>5</b>  | <b>3</b>   |
|  | LU    | <b>26</b>  | <b>34</b>  | <b>24</b>   | <b>12</b>  | <b>2</b>  | <b>2</b>   |
|  | HU    | <b>22</b>  | <b>32</b>  | <b>23</b>   | <b>14</b>  | <b>7</b>  | <b>2</b>   |
|  | MT    | <b>27</b>  | <b>44</b>  | <b>12</b>   | <b>10</b>  | <b>5</b>  | <b>2</b>   |
|  | NL    | <b>21</b>  | <b>41</b>  | <b>24</b>   | <b>12</b>  | <b>1</b>  | <b>1</b>   |
|  | AT    | <b>15</b>  | <b>47</b>  | <b>23</b>   | <b>11</b>  | <b>3</b>  | <b>1</b>   |
|  | PL    | <b>22</b>  | <b>46</b>  | <b>14</b>   | <b>7</b>   | <b>8</b>  | <b>3</b>   |
|  | PT    | <b>20</b>  | <b>39</b>  | <b>17</b>   | <b>11</b>  | <b>12</b>   | <b>1</b>   |
|  | RO    | <b>22</b>  | <b>44</b>  | <b>17</b>   | <b>13</b>  | <b>3</b>  | <b>1</b>   |
|  | SI    | <b>21</b>  | <b>35</b>  | <b>23</b>   | <b>11</b>  | <b>7</b>  | <b>3</b>   |
|  | SK    | <b>22</b>  | <b>38</b>  | <b>25</b>   | <b>9</b>   | <b>4</b>  | <b>2</b>   |
|  | FI    | <b>31</b>  | <b>39</b>  | <b>18</b>   | <b>7</b>   | <b>4</b>  | <b>1</b>   |
|  | SE    | <b>21</b>  | <b>46</b>  | <b>20</b>   | <b>9</b>   | <b>3</b>  | <b>1</b>   |
|  | UK    | <b>27</b>  | <b>47</b>  | <b>13</b>   | <b>8</b>   | <b>2</b>  | <b>3</b>   |

QB14 En ce qui concerne les déclarations de confidentialité sur Internet, quelle affirmation parmi les suivantes correspond le mieux à ce que vous faites habituellement ?

QB14 Thinking about privacy statements on the Internet, which of the following sentences best describes what you usually do?






























QB14 Wenn Sie an Datenschutzerklärungen im Internet denken, welcher der folgenden Sätze beschreibt am besten, was Sie in der Regel tun?

|   |       | Vous les lisez en entier<br>You read them fully<br>Sie lesen diese vollständig | Vous les lisez, mais pas en entier<br>You read them partially<br>Sie lesen diese teilweise | Vous ne les lisez pas du tout<br>You do not read them at all<br>Sie lesen diese überhaupt nicht | NSP<br>DK<br>WN | Total 'Les lit en entier ou partiellement'<br>Total 'Read them fully or partially'<br>Gesamt 'Liest diese vollständig oder teilweise' | Total 'Ne les lit pas ou pas en entier'<br>Total 'Do not read them or only partially'<br>Gesamt 'Lesen nicht em oder nur teilweise' |
|---|-------|--|--|---|-----------------|---|---|
| %   |       | EB<br>83.1   | EB<br>83.1   | EB<br>83.1  | EB<br>83.1      | EB<br>83.1  | EB<br>83.1  |
|    | EU 28 | <b>18</b>  | <b>49</b>  | <b>31</b>   | <b>2</b>        | <b>67</b>   | <b>80</b>   |
|    | BE    | <b>15</b>  | <b>43</b>  | <b>41</b>   | <b>1</b>        | <b>58</b>   | <b>83</b>   |
|    | BG    | <b>38</b>  | <b>38</b>  | <b>22</b>   | <b>2</b>        | <b>76</b>   | <b>59</b>   |
|    | CZ    | <b>33</b>  | <b>44</b>  | <b>20</b>   | <b>2</b>        | <b>77</b>   | <b>64</b>   |
|    | DK    | <b>11</b>  | <b>51</b>  | <b>35</b>   | <b>2</b>        | <b>63</b>   | <b>87</b>   |
|    | DE    | <b>17</b>  | <b>55</b>  | <b>26</b>   | <b>2</b>        | <b>72</b>   | <b>81</b>   |
|    | EE    | <b>20</b>  | <b>51</b>  | <b>24</b>   | <b>6</b>        | <b>71</b>   | <b>74</b>   |
|    | IE    | <b>15</b>  | <b>49</b>  | <b>35</b>   | <b>2</b>        | <b>64</b>   | <b>83</b>   |
|   | EL    | <b>37</b>  | <b>35</b>  | <b>27</b>   | <b>1</b>        | <b>72</b>   | <b>62</b>   |
|  | ES    | <b>16</b>  | <b>41</b>  | <b>42</b>   | <b>1</b>        | <b>56</b>   | <b>83</b>   |
|  | FR    | <b>12</b>  | <b>42</b>  | <b>45</b>   | <b>2</b>        | <b>54</b>   | <b>86</b>   |
|  | HR    | <b>23</b>  | <b>49</b>  | <b>26</b>   | <b>2</b>        | <b>72</b>   | <b>75</b>   |
|  | IT    | <b>22</b>  | <b>48</b>  | <b>29</b>   | <b>1</b>        | <b>70</b>   | <b>77</b>   |
|  | CY    | <b>29</b>  | <b>45</b>  | <b>24</b>   | <b>2</b>        | <b>74</b>   | <b>69</b>   |
|  | LV    | <b>28</b>  | <b>51</b>  | <b>18</b>   | <b>3</b>        | <b>79</b>   | <b>69</b>   |
|  | LT    | <b>23</b>  | <b>53</b>  | <b>21</b>   | <b>3</b>        | <b>76</b>   | <b>73</b>   |
|  | LU    | <b>12</b>  | <b>44</b>  | <b>40</b>   | <b>4</b>        | <b>57</b>   | <b>84</b>   |
|  | HU    | <b>29</b>  | <b>45</b>  | <b>24</b>   | <b>1</b>        | <b>74</b>   | <b>70</b>   |
|  | MT    | <b>12</b>  | <b>49</b>  | <b>35</b>   | <b>4</b>        | <b>61</b>   | <b>84</b>   |
|  | NL    | <b>10</b>  | <b>49</b>  | <b>40</b>   | <b>1</b>        | <b>59</b>   | <b>89</b>   |
|  | AT    | <b>28</b>  | <b>45</b>  | <b>26</b>   | <b>1</b>        | <b>73</b>   | <b>71</b>   |
|  | PL    | <b>19</b>  | <b>49</b>  | <b>27</b>   | <b>5</b>        | <b>69</b>   | <b>76</b>   |
|  | PT    | <b>23</b>  | <b>44</b>  | <b>30</b>   | <b>2</b>        | <b>67</b>   | <b>74</b>   |
|  | RO    | <b>27</b>  | <b>50</b>  | <b>23</b>   | <b>1</b>        | <b>76</b>   | <b>73</b>   |
|  | SI    | <b>26</b>  | <b>42</b>  | <b>29</b>   | <b>3</b>        | <b>68</b>   | <b>71</b>   |
|  | SK    | <b>30</b>  | <b>47</b>  | <b>20</b>   | <b>3</b>        | <b>77</b>   | <b>68</b>   |
|  | FI    | <b>18</b>  | <b>60</b>  | <b>19</b>   | <b>3</b>        | <b>78</b>   | <b>78</b>   |
|  | SE    | <b>15</b>  | <b>59</b>  | <b>23</b>   | <b>3</b>        | <b>74</b>   | <b>82</b>   |
|  | UK    | <b>13</b>  | <b>54</b>  | <b>30</b>   | <b>3</b>        | <b>68</b>   | <b>84</b>   |

QB15 Pour quelles raisons ne lisez-vous habituellement pas ou pas en entier les déclarations de confidentialité ?  
(PLUSIEURS REPONSES POSSIBLES)

QB15 What are the reasons why you usually do not read or read only partially the privacy statements? (MULTIPLE ANSWERS POSSIBLE)






























QB15 Was sind die Gründe dafür, dass Sie die Datenschutzerklärungen in der Regel nicht oder nur teilweise lesen?  
(MEHRFACHNENNUNGEN MÖGLICH)

|   |       | Vous pensez que les sites Internet ne les respecteront de toute façon pas<br>You think the websites will not honour them anyway<br>Sie denken, dass die Webseiten diese ohnehin nicht respektieren | Vous pensez que la loi vous protège en toute circonstance<br>You believe that the law will protect you in any case<br>Sie sind der Ansicht, dass Sie in jedem Fall durch das Gesetz geschützt sind | Vous ne savez pas où les trouver<br>You don't know where to find them<br>Sie wissen nicht, wo Sie diese finden | Vous ne pensez pas qu'il est important de les lire<br>You don't think it is important to read them<br>Sie halten es nicht für wichtig, diese zu lesen |
|---|-------|--|--|--|---|
| %   |       | EB<br>83.1   | EB<br>83.1   | EB<br>83.1   | EB<br>83.1  |
|    | EU 28 | <b>15</b>  | <b>14</b>  | <b>7</b>   | <b>9</b>  |
|    | BE    | <b>14</b>  | <b>12</b>  | <b>8</b>   | <b>9</b>  |
|    | BG    | <b>22</b>  | <b>12</b>  | <b>6</b>   | <b>18</b>   |
|    | CZ    | <b>23</b>  | <b>13</b>  | <b>7</b>   | <b>11</b>   |
|    | DK    | <b>10</b>  | <b>21</b>  | <b>2</b>   | <b>9</b>  |
|    | DE    | <b>18</b>  | <b>21</b>  | <b>5</b>   | <b>10</b>   |
|   | EE    | <b>12</b>  | <b>14</b>  | <b>7</b>   | <b>14</b>   |
|  | IE    | <b>11</b>  | <b>13</b>  | <b>15</b>  | <b>6</b>  |
|  | EL    | <b>19</b>  | <b>9</b>   | <b>11</b>  | <b>19</b>   |
|  | ES    | <b>15</b>  | <b>11</b>  | <b>5</b>   | <b>8</b>  |
|  | FR    | <b>14</b>  | <b>7</b>   | <b>6</b>   | <b>4</b>  |
|  | HR    | <b>17</b>  | <b>19</b>  | <b>15</b>  | <b>18</b>   |
|  | IT    | <b>18</b>  | <b>15</b>  | <b>14</b>  | <b>12</b>   |
|  | CY    | <b>17</b>  | <b>10</b>  | <b>7</b>   | <b>16</b>   |
|  | LV    | <b>14</b>  | <b>13</b>  | <b>6</b>   | <b>22</b>   |
|  | LT    | <b>13</b>  | <b>13</b>  | <b>7</b>   | <b>18</b>   |
|  | LU    | <b>12</b>  | <b>6</b>   | <b>4</b>   | <b>3</b>  |
|  | HU    | <b>9</b>   | <b>18</b>  | <b>12</b>  | <b>17</b>   |
|  | MT    | <b>8</b>   | <b>5</b>   | <b>4</b>   | <b>8</b>  |
|  | NL    | <b>11</b>  | <b>17</b>  | <b>4</b>   | <b>10</b>   |
|  | AT    | <b>15</b>  | <b>24</b>  | <b>12</b>  | <b>19</b>   |
|  | PL    | <b>21</b>  | <b>13</b>  | <b>13</b>  | <b>14</b>   |
|  | PT    | <b>19</b>  | <b>14</b>  | <b>7</b>   | <b>14</b>   |
|  | RO    | <b>14</b>  | <b>12</b>  | <b>9</b>   | <b>17</b>   |
|  | SI    | <b>16</b>  | <b>14</b>  | <b>4</b>   | <b>21</b>   |
|  | SK    | <b>27</b>  | <b>15</b>  | <b>7</b>   | <b>8</b>  |
|  | FI    | <b>12</b>  | <b>17</b>  | <b>4</b>   | <b>9</b>  |
|  | SE    | <b>9</b>   | <b>15</b>  | <b>4</b>   | <b>7</b>  |
|  | UK    | <b>10</b>  | <b>12</b>  | <b>5</b>   | <b>5</b>  |

QB15 Pour quelles raisons ne lisez-vous habituellement pas ou pas en entier les déclarations de confidentialité ?  
(PLUSIEURS REPONSES POSSIBLES)

QB15 What are the reasons why you usually do not read or read only partially the privacy statements? (MULTIPLE ANSWERS POSSIBLE)






























QB15 Was sind die Gründe dafür, dass Sie die Datenschutzerklärungen in der Regel nicht oder nur teilweise lesen?  
(MEHRFACHNENNUNGEN MÖGLICH)

|   |       | Elles sont trop longues                   | Elles ne sont pas claires, trop difficiles à comprendre | Cela vous suffit de savoir que les sites disposent d'une politique de confidentialité | Autre (SPONTANE)    | NSP        |
|---|-------|---|---|---|---------------------|------------|
|   |       | You find them too long to read            | You find them unclear, too difficult to understand      | It is sufficient for you to see that websites have a privacy policy                   | Other (SPONTANEOUS) | DK         |
|   |       | Sie finden diese zu lang, um sie zu lesen | Sie finden diese unklar bzw. zu schwer zu verstehen     | Es reicht Ihnen, zu sehen, dass Webseiten Datenschutrichtlinien haben                 | Sonstiges (SPONTAN) | WN         |
| %   |       | EB<br>83.1                                | EB<br>83.1  | EB<br>83.1  | EB<br>83.1          | EB<br>83.1 |
|    | EU 28 | <b>67</b>                                 | <b>38</b>   | <b>14</b>   | <b>5</b>            | <b>1</b>   |
|    | BE    | <b>73</b>                                 | <b>40</b>   | <b>10</b>   | <b>4</b>            | <b>1</b>   |
|    | BG    | <b>51</b>                                 | <b>32</b>   | <b>19</b>   | <b>2</b>            | <b>3</b>   |
|   | CZ    | <b>59</b>                                 | <b>32</b>   | <b>24</b>   | <b>4</b>            | <b>1</b>   |
|  | DK    | <b>75</b>                                 | <b>38</b>   | <b>22</b>   | <b>4</b>            | <b>1</b>   |
|  | DE    | <b>70</b>                                 | <b>43</b>   | <b>13</b>   | <b>6</b>            | <b>2</b>   |
|  | EE    | <b>55</b>                                 | <b>39</b>   | <b>19</b>   | <b>7</b>            | <b>1</b>   |
|  | IE    | <b>66</b>                                 | <b>32</b>   | <b>12</b>   | <b>5</b>            | <b>1</b>   |
|  | EL    | <b>55</b>                                 | <b>28</b>   | <b>21</b>   | <b>4</b>            | <b>1</b>   |
|  | ES    | <b>63</b>                                 | <b>46</b>   | <b>10</b>   | <b>7</b>            | <b>2</b>   |
|  | FR    | <b>77</b>                                 | <b>47</b>   | <b>13</b>   | <b>7</b>            | <b>2</b>   |
|  | HR    | <b>44</b>                                 | <b>27</b>   | <b>12</b>   | <b>7</b>            | <b>2</b>   |
|  | IT    | <b>60</b>                                 | <b>40</b>   | <b>14</b>   | <b>2</b>            | <b>1</b>   |
|  | CY    | <b>57</b>                                 | <b>20</b>   | <b>17</b>   | <b>13</b>           | <b>2</b>   |
|  | LV    | <b>47</b>                                 | <b>23</b>   | <b>14</b>   | <b>4</b>            | <b>3</b>   |
|  | LT    | <b>49</b>                                 | <b>28</b>   | <b>17</b>   | <b>6</b>            | <b>2</b>   |
|  | LU    | <b>78</b>                                 | <b>52</b>   | <b>17</b>   | <b>8</b>            | <b>1</b>   |
|  | HU    | <b>50</b>                                 | <b>27</b>   | <b>19</b>   | <b>10</b>           | <b>2</b>   |
|  | MT    | <b>78</b>                                 | <b>30</b>   | <b>9</b>  | <b>6</b>            | <b>1</b>   |
|  | NL    | <b>81</b>                                 | <b>40</b>   | <b>21</b>   | <b>8</b>            | <b>0</b>   |
|  | AT    | <b>67</b>                                 | <b>43</b>   | <b>15</b>   | <b>5</b>            | <b>2</b>   |
|  | PL    | <b>48</b>                                 | <b>27</b>   | <b>15</b>   | <b>4</b>            | <b>2</b>   |
|  | PT    | <b>49</b>                                 | <b>20</b>   | <b>21</b>   | <b>4</b>            | <b>2</b>   |
|  | RO    | <b>50</b>                                 | <b>32</b>   | <b>22</b>   | <b>4</b>            | <b>1</b>   |
|  | SI    | <b>53</b>                                 | <b>23</b>   | <b>24</b>   | <b>12</b>           | <b>2</b>   |
|  | SK    | <b>59</b>                                 | <b>28</b>   | <b>21</b>   | <b>2</b>            | <b>1</b>   |
|  | FI    | <b>62</b>                                 | <b>37</b>   | <b>25</b>   | <b>5</b>            | <b>1</b>   |
|  | SE    | <b>74</b>                                 | <b>42</b>   | <b>17</b>   | <b>7</b>            | <b>1</b>   |
|  | UK    | <b>77</b>                                 | <b>32</b>   | <b>9</b>  | <b>4</b>            | <b>1</b>   |

QB16 Comme vous le savez peut-être, certaines entreprises sur Internet ont la possibilité de fournir des services gratuits, comme des moteurs de recherche ou des comptes e-mails, etc., grâce aux revenus que leur apportent les publicités qui essaient d'atteindre les utilisateurs sur leurs sites web. Dans quelle mesure êtes-vous à l'aise avec l'idée que ces sites Internet utilisent des informations sur votre activité en ligne pour adapter les publicités ou le contenu à vos loisirs et centres d'intérêt ?

QB16 As you may know, some online companies are able to provide free services, such as search engines, free e-mail accounts, etc., thanks to the income they receive from advertisers trying to reach users on their websites. How comfortable are you with the fact that those websites use information about your online activity to tailor advertisements or content to your hobbies and interests?






























QB16 Wie Sie vielleicht wissen, sind einige Internetfirmen in der Lage, kostenlose Dienste anzubieten, wie z. B. Suchmaschinen, kostenlose E-Mail-Konten etc. Dies ist dank der Einnahmen möglich, die sie von Werbetreibenden erhalten, die versuchen, die Nutzer auf den Webseiten dieser Firmen zu erreichen. Wie wohl fühlen Sie sich mit der Tatsache, dass diese Webseiten Informationen über Ihre Online-Aktivitäten nutzen, um Werbeanzeigen oder Inhalte gezielt auf Ihre Hobbys und Interessen auszurichten?

|   |       | Très à l'aise    |         | Plutôt à l'aise    |         | Plutôt mal à l'aise  |         | Très mal à l'aise  |         | NSP  |         | Total 'A l'aise'    |         | Total 'Mal à l'aise'  |         |
|---|-------|------------------|---------|--------------------|---------|----------------------|---------|--------------------|---------|------|---------|---------------------|---------|-----------------------|---------|
|   |       | Very comfortable |         | Fairly comfortable |         | Fairly uncomfortable |         | Very uncomfortable |         | DK   |         | Total 'Comfortable' |         | Total 'Uncomfortable' |         |
|   |       | Sehr wohl        |         | Ziemlich wohl      |         | Ziemlich unwohl      |         | Sehr unwohl        |         | WN   |         | Gesamt 'Wohl'       |         | Gesamt 'Unwohl'       |         |
|   |       | EB               | Diff.   | EB                 | Diff.   | EB                   | Diff.   | EB                 | Diff.   | EB   | Diff.   | EB                  | Diff.   | EB                    | Diff.   |
|   |       | 83.1             | EB 74.3 | 83.1               | EB 74.3 | 83.1                 | EB 74.3 | 83.1               | EB 74.3 | 83.1 | EB 74.3 | 83.1                | EB 74.3 | 83.1                  | EB 74.3 |
|    | EU 28 | 6                | 0       | 36                 | 3       | 36                   | 0       | 17                 | -1      | 5    | -2      | 42                  | 3       | 53                    | -1      |
|    | BE    | 4                | 0       | 37                 | -5      | 40                   | 4       | 17                 | 2       | 2    | -1      | 41                  | -5      | 57                    | 6       |
|    | BG    | 9                | 5       | 52                 | 3       | 25                   | -1      | 6                  | 2       | 8    | -9      | 61                  | 8       | 31                    | 1       |
|   | CZ    | 3                | 1       | 24                 | 7       | 46                   | -5      | 19                 | -2      | 8    | -1      | 27                  | 8       | 65                    | -7      |
|  | DK    | 10               | 1       | 45                 | 7       | 28                   | -1      | 13                 | -6      | 4    | -1      | 55                  | 8       | 41                    | -7      |
|  | DE    | 4                | 1       | 25                 | 6       | 47                   | 2       | 17                 | -7      | 7    | -2      | 29                  | 7       | 64                    | -5      |
|  | EE    | 4                | -3      | 37                 | 5       | 36                   | -2      | 10                 | -2      | 13   | 2       | 41                  | 2       | 46                    | -4      |
|  | IE    | 10               | 3       | 48                 | 4       | 23                   | -2      | 16                 | 1       | 3    | -6      | 58                  | 7       | 39                    | -1      |
|  | EL    | 4                | 2       | 31                 | 6       | 45                   | -3      | 18                 | -2      | 2    | -3      | 35                  | 8       | 63                    | -5      |
|  | ES    | 8                | 2       | 37                 | 1       | 38                   | -2      | 15                 | 1       | 2    | -2      | 45                  | 3       | 53                    | -1      |
|  | FR    | 6                | -1      | 34                 | 5       | 30                   | -8      | 26                 | 4       | 4    | 0       | 40                  | 4       | 56                    | -4      |
|  | HR    | 5                |         | 42                 |         | 34                   |         | 11                 |         | 8    |         | 47                  |         | 45                    |         |
|  | IT    | 3                | -3      | 49                 | 5       | 34                   | 5       | 10                 | -4      | 4    | -3      | 52                  | 2       | 44                    | 1       |
|  | CY    | 12               | -4      | 38                 | 8       | 32                   | 0       | 15                 | 0       | 3    | -4      | 50                  | 4       | 47                    | 0       |
|  | LV    | 3                | 0       | 20                 | 0       | 47                   | 3       | 24                 | 1       | 6    | -4      | 23                  | 0       | 71                    | 4       |
|  | LT    | 5                | 2       | 38                 | 9       | 31                   | 3       | 19                 | -3      | 7    | -11     | 43                  | 11      | 50                    | 0       |
|  | LU    | 6                | 2       | 29                 | -4      | 45                   | 12      | 14                 | -11     | 6    | 1       | 35                  | -2      | 59                    | 1       |
|  | HU    | 4                | 0       | 36                 | 1       | 33                   | -4      | 24                 | 6       | 3    | -3      | 40                  | 1       | 57                    | 2       |
|  | MT    | 8                | 3       | 47                 | 13      | 23                   | -6      | 15                 | -1      | 7    | -9      | 55                  | 16      | 38                    | -7      |
|  | NL    | 4                | 1       | 33                 | 1       | 39                   | 6       | 22                 | -5      | 2    | -3      | 37                  | 2       | 61                    | 1       |
|  | AT    | 14               | 11      | 33                 | 4       | 36                   | -13     | 13                 | 1       | 4    | -3      | 47                  | 15      | 49                    | -12     |
|  | PL    | 8                | -7      | 47                 | 5       | 32                   | 5       | 5                  | -2      | 8    | -1      | 55                  | -2      | 37                    | 3       |
|  | PT    | 5                | -2      | 33                 | -13     | 43                   | 8       | 15                 | 6       | 4    | 1       | 38                  | -15     | 58                    | 14      |
|  | RO    | 6                | 1       | 38                 | 6       | 36                   | 8       | 14                 | 2       | 6    | -17     | 44                  | 7       | 50                    | 10      |
|  | SI    | 4                | 1       | 29                 | 4       | 44                   | -2      | 16                 | 1       | 7    | -4      | 33                  | 5       | 60                    | -1      |
|  | SK    | 4                | 1       | 31                 | -1      | 40                   | -6      | 18                 | 5       | 7    | 1       | 35                  | 0       | 58                    | -1      |
|  | FI    | 6                | -1      | 47                 | 3       | 36                   | 2       | 8                  | -2      | 3    | -2      | 53                  | 2       | 44                    | 0       |
|  | SE    | 5                | 0       | 28                 | -4      | 42                   | 10      | 22                 | -1      | 3    | -5      | 33                  | -4      | 64                    | 9       |
|  | UK    | 10               | 4       | 39                 | -4      | 29                   | 0       | 19                 | 3       | 3    | -3      | 49                  | 0       | 48                    | 3       |

QB17 Votre accord explicite devrait-il être requis avant qu'une quelconque information personnelle à votre sujet ne soit recueillie et traitée ? (PLUSIEURS REPONSES POSSIBLES)

QB17 Should your explicit approval be required before any kind of personal information is collected and processed? (MULTIPLE ANSWERS POSSIBLE)

QB17 Sollte Ihre ausdrückliche Zustimmung eingeholt werden müssen, bevor irgendwelche persönlichen Informationen erfasst und bearbeitet werden? (MEHRFACHNENNUNGEN MÖGLICH)

|   |       | Oui, dans tous les cas |               | Oui, dans le cas d'informations personnelles demandées sur Internet |               | Oui, dans le cas d'informations sensibles que ce soit en ligne ou pas (par ex. santé, religion, convictions politiques, orientation sexuelle, etc.)             |               | Non       |               | NSP      |               | Total 'Oui' |               |
|---|-------|------------------------|---------------|---|---------------|---|---------------|-----------|---------------|----------|---------------|-------------|---------------|
|   |       | Yes, in all cases      |               | Yes, in the case of personal information required online            |               | Yes, in the case of sensitive information whether online or offline (e.g. health, religion, political beliefs, sexual preferences, etc.)                        |               | No        |               | DK       |               | Total 'Yes' |               |
|   |       | Ja, in jedem Fall      |               | Ja, wenn im Internet persönliche Informationen verlangt werden      |               | Ja, wenn es sich um sensible Informationen handelt, ganz gleich, ob online oder offline (Gesundheit, Religion, politische Überzeugung, sexuelle Vorlieben etc.) |               | Nein      |               | WN       |               | Gesamt 'Ja' |               |
| %   |       | EB 83.1                | Diff. EB 74.3 | EB 83.1   | Diff. EB 74.3 | EB 83.1   | Diff. EB 74.3 | EB 83.1   | Diff. EB 74.3 | EB 83.1  | Diff. EB 74.3 | EB 83.1     | Diff. EB 74.3 |
|    | EU 28 | <b>69</b>              | -5            | <b>14</b>   | 2             | <b>10</b>   | 2             | <b>5</b>  | 0             | <b>4</b> | 1             | <b>92</b>   | -1            |
|    | BE    | <b>65</b>              | -1            | <b>16</b>   | 2             | <b>12</b>   | 3             | <b>8</b>  | -2            | <b>1</b> | 0             | <b>91</b>   | 2             |
|   | BG    | <b>75</b>              | -12           | <b>12</b>   | 7             | <b>9</b>  | 4             | <b>2</b>  | 0             | <b>4</b> | 2             | <b>94</b>   | -2            |
|  | CZ    | <b>71</b>              | -6            | <b>13</b>   | 1             | <b>13</b>   | 4             | <b>3</b>  | 1             | <b>2</b> | 1             | <b>95</b>   | -2            |
|  | DK    | <b>62</b>              | -6            | <b>16</b>   | 3             | <b>21</b>   | 3             | <b>3</b>  | 0             | <b>2</b> | 0             | <b>95</b>   | 0             |
|  | DE    | <b>67</b>              | -2            | <b>16</b>   | -3            | <b>14</b>   | 2             | <b>4</b>  | 0             | <b>2</b> | 1             | <b>94</b>   | -1            |
|  | EE    | <b>72</b>              | -6            | <b>11</b>   | 3             | <b>10</b>   | 2             | <b>3</b>  | -4            | <b>6</b> | 5             | <b>90</b>   | -2            |
|  | IE    | <b>70</b>              | -6            | <b>22</b>   | 7             | <b>4</b>  | -2            | <b>4</b>  | 3             | <b>2</b> | -1            | <b>94</b>   | -2            |
|  | EL    | <b>77</b>              | -9            | <b>11</b>   | 2             | <b>11</b>   | 7             | <b>1</b>  | 1             | <b>2</b> | 1             | <b>97</b>   | -1            |
|  | ES    | <b>80</b>              | -1            | <b>7</b>  | 1             | <b>6</b>  | 0             | <b>2</b>  | -2            | <b>6</b> | 3             | <b>92</b>   | 0             |
|  | FR    | <b>66</b>              | -9            | <b>14</b>   | 3             | <b>11</b>   | 3             | <b>7</b>  | 2             | <b>5</b> | 2             | <b>89</b>   | -3            |
|  | HR    | <b>65</b>              |               | <b>18</b>   |               | <b>11</b>   |               | <b>5</b>  |               | <b>2</b> |               | <b>93</b>   |               |
|  | IT    | <b>65</b>              | -10           | <b>15</b>   | 5             | <b>11</b>   | 4             | <b>5</b>  | 0             | <b>5</b> | 3             | <b>89</b>   | -4            |
|  | CY    | <b>79</b>              | -9            | <b>11</b>   | 7             | <b>6</b>  | 0             | <b>3</b>  | 2             | <b>3</b> | 2             | <b>94</b>   | -4            |
|  | LV    | <b>74</b>              | -1            | <b>13</b>   | 0             | <b>4</b>  | -2            | <b>5</b>  | 0             | <b>5</b> | 3             | <b>89</b>   | -4            |
|  | LT    | <b>79</b>              | -3            | <b>9</b>  | -1            | <b>3</b>  | 0             | <b>5</b>  | 2             | <b>4</b> | 1             | <b>91</b>   | -3            |
|  | LU    | <b>64</b>              | -9            | <b>16</b>   | 3             | <b>9</b>  | 2             | <b>9</b>  | 3             | <b>5</b> | 3             | <b>86</b>   | -6            |
|  | HU    | <b>67</b>              | -6            | <b>11</b>   | 0             | <b>8</b>  | -1            | <b>12</b> | 6             | <b>3</b> | 1             | <b>86</b>   | -6            |
|  | MT    | <b>83</b>              | -1            | <b>6</b>  | 0             | <b>6</b>  | -1            | <b>2</b>  | 0             | <b>4</b> | 2             | <b>95</b>   | -1            |
|  | NL    | <b>57</b>              | -4            | <b>25</b>   | 5             | <b>17</b>   | 2             | <b>5</b>  | 2             | <b>1</b> | 0             | <b>94</b>   | -1            |
|  | AT    | <b>55</b>              | -6            | <b>22</b>   | 2             | <b>22</b>   | 8             | <b>7</b>  | 3             | <b>2</b> | 0             | <b>90</b>   | -3            |
|  | PL    | <b>69</b>              | -5            | <b>12</b>   | 3             | <b>9</b>  | 3             | <b>7</b>  | 1             | <b>5</b> | -1            | <b>88</b>   | 0             |
|  | PT    | <b>79</b>              | 11            | <b>6</b>  | -4            | <b>5</b>  | 0             | <b>5</b>  | -7            | <b>5</b> | 0             | <b>89</b>   | 6             |
|  | RO    | <b>82</b>              | 5             | <b>7</b>  | 0             | <b>4</b>  | -1            | <b>5</b>  | 3             | <b>2</b> | -7            | <b>93</b>   | 4             |
|  | SI    | <b>65</b>              | -14           | <b>15</b>   | 5             | <b>16</b>   | 9             | <b>7</b>  | 2             | <b>3</b> | 3             | <b>90</b>   | -4            |
|  | SK    | <b>74</b>              | -1            | <b>12</b>   | 1             | <b>8</b>  | -3            | <b>5</b>  | 1             | <b>2</b> | 1             | <b>93</b>   | -3            |
|  | FI    | <b>66</b>              | 0             | <b>21</b>   | 1             | <b>9</b>  | -3            | <b>4</b>  | 0             | <b>2</b> | 1             | <b>95</b>   | 0             |
|  | SE    | <b>61</b>              | 1             | <b>25</b>   | 1             | <b>17</b>   | 0             | <b>1</b>  | -4            | <b>1</b> | 0             | <b>97</b>   | 3             |
|  | UK    | <b>73</b>              | -5            | <b>12</b>   | 1             | <b>7</b>  | 1             | <b>5</b>  | 1             | <b>3</b> | 1             | <b>92</b>   | -2            |

QB18.1 Différentes autorités (services gouvernementaux, autorités locales, agences) et entreprises privées recueillent et conservent des informations personnelles sur vous. Dans quelle mesure faites-vous confiance aux autorités et entreprises privées suivantes pour protéger vos informations personnelles ?




























Les autorités publiques nationales (p. ex. les autorités fiscales ou la sécurité sociale)

QB18.1 Different authorities (government departments, local authorities, agencies) and private companies collect and store personal information about you. To what extent do you trust the following authorities and private companies to protect your personal information?

National public authorities (e.g. tax authorities, social security authorities)

QB18.1 Verschiedene Behörden (Ministerien, Kommunalbehörden, Ämter) und Privatunternehmen erfassen und speichern persönliche Informationen über Sie. Inwieweit vertrauen Sie den folgenden Behörden und Privatunternehmen, Ihre persönlichen Informationen zu schützen?

Nationale Behörden (z.B. Finanzämter, Sozialversicherungsträger)

|   |       | Tout à fait confiance |               | Plutôt confiance |               | Plutôt pas confiance |               | Pas du tout confiance          |               | NSP     |               | Total 'Confiance' |               | Total 'Pas confiance'   |               |
|---|-------|-----------------------|---------------|------------------|---------------|----------------------|---------------|--------------------------------|---------------|---------|---------------|-------------------|---------------|-------------------------|---------------|
|   |       | Totally trust         |               | Tend to trust    |               | Tend not to trust    |               | Do not trust at all            |               | DK      |               | Total 'Trust'     |               | Total 'No trust'        |               |
|   |       | Sehr zuversichtlich   |               | Eher vertrauen   |               | Eher nicht vertrauen |               | Überhaupt nicht zuversichtlich |               | WN      |               | Gesamt 'Vertraue' |               | Gesamt 'Vertraue nicht' |               |
|   |       | EB 83.1               | Diff. EB 74.3 | EB 83.1          | Diff. EB 74.3 | EB 83.1              | Diff. EB 74.3 | EB 83.1                        | Diff. EB 74.3 | EB 83.1 | Diff. EB 74.3 | EB 83.1           | Diff. EB 74.3 | EB 83.1                 | Diff. EB 74.3 |
| %   |       |                       |               |                  |               |                      |               |                                |               |         |               |                   |               |                         |               |
|    | EU 28 | 18                    | 0             | 48               | -4            | 21                   | 1             | 10                             | 2             | 3       | 1             | 66                | -4            | 31                      | 3             |
|    | BE    | 19                    | -3            | 60               | 2             | 14                   | 0             | 6                              | 1             | 1       | 0             | 79                | -1            | 20                      | 1             |
|    | BG    | 27                    | 3             | 45               | -7            | 15                   | -1            | 9                              | 5             | 4       | 0             | 72                | -4            | 24                      | 4             |
|   | CZ    | 17                    | 3             | 56               | -3            | 20                   | -1            | 5                              | 0             | 2       | 1             | 73                | 0             | 25                      | -1            |
|  | DK    | 49                    | -8            | 37               | 2             | 9                    | 4             | 4                              | 2             | 1       | 0             | 86                | -6            | 13                      | 6             |
|  | DE    | 21                    | 2             | 50               | -2            | 21                   | 0             | 6                              | -1            | 2       | 1             | 71                | 0             | 27                      | -1            |
|  | EE    | 25                    | 0             | 60               | 1             | 8                    | -2            | 3                              | -1            | 4       | 2             | 85                | 1             | 11                      | -3            |
|  | IE    | 20                    | 3             | 52               | -5            | 14                   | 0             | 10                             | 3             | 4       | -1            | 72                | -2            | 24                      | 3             |
|  | EL    | 9                     | 5             | 42               | -6            | 31                   | -3            | 17                             | 3             | 1       | 1             | 51                | -1            | 48                      | 0             |
|  | ES    | 16                    | -6            | 33               | -14           | 28                   | 6             | 19                             | 11            | 4       | 3             | 49                | -20           | 47                      | 17            |
|  | FR    | 25                    | 1             | 48               | -5            | 15                   | 2             | 8                              | -1            | 4       | 3             | 73                | -4            | 23                      | 1             |
|  | HR    | 13                    |               | 41               |               | 31                   |               | 12                             |               | 3       |               | 54                |               | 43                      |               |
|  | IT    | 6                     | -4            | 50               | -3            | 30                   | 6             | 11                             | 1             | 3       | 0             | 56                | -7            | 41                      | 7             |
|  | CY    | 14                    | -8            | 45               | 3             | 17                   | 1             | 21                             | 8             | 3       | -4            | 59                | -5            | 38                      | 9             |
|  | LV    | 21                    | 5             | 50               | 1             | 17                   | -7            | 7                              | -3            | 5       | 4             | 71                | 6             | 24                      | -10           |
|  | LT    | 12                    | -1            | 56               | 6             | 22                   | -4            | 5                              | -2            | 5       | 1             | 68                | 5             | 27                      | -6            |
|  | LU    | 24                    | -8            | 58               | 2             | 10                   | 2             | 4                              | 2             | 4       | 2             | 82                | -6            | 14                      | 4             |
|  | HU    | 22                    | -5            | 39               | -17           | 20                   | 8             | 17                             | 12            | 2       | 2             | 61                | -22           | 37                      | 20            |
|  | MT    | 29                    | 6             | 46               | -6            | 14                   | -3            | 5                              | 0             | 6       | 3             | 75                | 0             | 19                      | -3            |
|  | NL    | 35                    | -1            | 47               | -1            | 11                   | 1             | 6                              | 1             | 1       | 0             | 82                | -2            | 17                      | 2             |
|  | AT    | 28                    | 2             | 50               | -5            | 15                   | 0             | 6                              | 4             | 1       | -1            | 78                | -3            | 21                      | 4             |
|  | PL    | 10                    | 0             | 50               | -1            | 26                   | -1            | 9                              | 2             | 5       | 0             | 60                | -1            | 35                      | 1             |
|  | PT    | 12                    | 0             | 52               | -12           | 24                   | 8             | 9                              | 4             | 3       | 0             | 64                | -12           | 33                      | 12            |
|  | RO    | 10                    | -4            | 44               | -3            | 25                   | 5             | 16                             | 6             | 5       | -4            | 54                | -7            | 41                      | 11            |
|  | SI    | 16                    | -3            | 46               | -6            | 27                   | 6             | 9                              | 3             | 2       | 0             | 62                | -9            | 36                      | 9             |
|  | SK    | 13                    | -4            | 57               | -8            | 21                   | 8             | 7                              | 4             | 2       | 0             | 70                | -12           | 28                      | 12            |
|  | FI    | 44                    | 8             | 45               | -6            | 8                    | -1            | 2                              | -1            | 1       | 0             | 89                | 2             | 10                      | -2            |
|  | SE    | 44                    | 2             | 44               | 0             | 8                    | -1            | 3                              | -1            | 1       | 0             | 88                | 2             | 11                      | -2            |
|  | UK    | 16                    | 4             | 53               | 2             | 17                   | -4            | 11                             | -3            | 3       | 1             | 69                | 6             | 28                      | -7            |

QB18.2 Différentes autorités (services gouvernementaux, autorités locales, agences) et entreprises privées recueillent et conservent des informations personnelles sur vous. Dans quelle mesure faites-vous confiance aux autorités et entreprises privées suivantes pour protéger vos informations personnelles ?






























Des institutions européennes (la Commission européenne, le Parlement européen, etc.)

QB18.2 Different authorities (government departments, local authorities, agencies) and private companies collect and store personal information about you. To what extent do you trust the following authorities and private companies to protect your personal information?

European institutions (European Commission, European Parliament, etc.)

QB18.2 Verschiedene Behörden (Ministerien, Kommunalbehörden, Ämter) und Privatunternehmen erfassen und speichern persönliche Informationen über Sie. Inwieweit vertrauen Sie den folgenden Behörden und Privatunternehmen, Ihre persönlichen Informationen zu schützen?

Europäische Institutionen (Europäische Kommission, Europäisches Parlament etc.)

|   | % | Tout à fait confiance |               | Plutôt confiance |               | Plutôt pas confiance |               | Pas du tout confiance          |               | NSP     |               | Total 'Confiance' |               | Total 'Pas confiance'   |               |
|---|---|-----------------------|---------------|------------------|---------------|----------------------|---------------|--------------------------------|---------------|---------|---------------|-------------------|---------------|-------------------------|---------------|
|   |   | Totally trust         |               | Tend to trust    |               | Tend not to trust    |               | Do not trust at all            |               | DK      |               | Total 'Trust'     |               | Total 'No trust'        |               |
|   |   | Sehr zuversichtlich   |               | Eher vertrauen   |               | Eher nicht vertrauen |               | Überhaupt nicht zuversichtlich |               | WN      |               | Gesamt 'Vertraue' |               | Gesamt 'Vertraue nicht' |               |
|   |   | EB 83.1               | Diff. EB 74.3 | EB 83.1          | Diff. EB 74.3 | EB 83.1              | Diff. EB 74.3 | EB 83.1                        | Diff. EB 74.3 | EB 83.1 | Diff. EB 74.3 | EB 83.1           | Diff. EB 74.3 | EB 83.1                 | Diff. EB 74.3 |
|  EU 28 |   | 11                    | 0             | 40               | -4            | 26                   | 2             | 13                             | 2             | 10      | 0             | 51                | -4            | 39                      | 4             |
|  BE    |   | 13                    | -3            | 54               | -3            | 20                   | 0             | 10                             | 5             | 3       | 1             | 67                | -6            | 30                      | 5             |
|  BG    |   | 20                    | 7             | 39               | -2            | 12                   | -5            | 9                              | 2             | 20      | -2            | 59                | 5             | 21                      | -3            |
|  CZ    |   | 10                    | 3             | 41               | -8            | 27                   | -1            | 10                             | 1             | 12      | 5             | 51                | -5            | 37                      | 0             |
|  DK   |   | 25                    | -5            | 42               | 1             | 13                   | -4            | 7                              | 2             | 13      | 6             | 67                | -4            | 20                      | -2            |
|  DE  |   | 9                     | 0             | 38               | -1            | 34                   | 1             | 12                             | 0             | 7       | 0             | 47                | -1            | 46                      | 1             |
|  EE  |   | 11                    | -4            | 48               | 1             | 11                   | -5            | 3                              | -2            | 27      | 10            | 59                | -3            | 14                      | -7            |
|  IE  |   | 13                    | 4             | 44               | -3            | 20                   | 4             | 12                             | 5             | 11      | -10           | 57                | 1             | 32                      | 9             |
|  EL  |   | 6                     | 2             | 35               | -7            | 34                   | 0             | 23                             | 5             | 2       | 0             | 41                | -5            | 57                      | 5             |
|  ES  |   | 12                    | -3            | 30               | -16           | 30                   | 7             | 18                             | 10            | 10      | 2             | 42                | -19           | 48                      | 17            |
|  FR  |   | 14                    | 2             | 39               | -3            | 22                   | 2             | 12                             | -2            | 13      | 1             | 53                | -1            | 34                      | 0             |
|  HR  |   | 12                    |               | 42               |               | 27                   |               | 13                             |               | 6       |               | 54                |               | 40                      |               |
|  IT  |   | 7                     | -4            | 41               | -8            | 31                   | 6             | 12                             | 3             | 9       | 3             | 48                | -12           | 43                      | 9             |
|  CY  |   | 9                     | 1             | 33               | -6            | 19                   | -3            | 27                             | 15            | 12      | -7            | 42                | -5            | 46                      | 12            |
|  LV  |   | 11                    | 2             | 38               | -4            | 18                   | -5            | 9                              | 1             | 24      | 6             | 49                | -2            | 27                      | -4            |
|  LT  |   | 10                    | -3            | 53               | 6             | 16                   | -2            | 4                              | -2            | 17      | 1             | 63                | 3             | 20                      | -4            |
|  LU  |   | 13                    | -7            | 57               | 4             | 15                   | -1            | 5                              | 0             | 10      | 4             | 70                | -3            | 20                      | -1            |
|  HU  |   | 16                    | -4            | 38               | -15           | 20                   | 6             | 15                             | 10            | 11      | 3             | 54                | -19           | 35                      | 16            |
|  MT  |   | 17                    | 0             | 45               | 4             | 16                   | 1             | 8                              | 1             | 14      | -6            | 62                | 4             | 24                      | 2             |
|  NL  |   | 20                    | 1             | 43               | -2            | 18                   | -2            | 8                              | -1            | 11      | 4             | 63                | -1            | 26                      | -3            |
|  AT  |   | 16                    | -1            | 38               | -6            | 28                   | 3             | 12                             | 5             | 6       | -1            | 54                | -7            | 40                      | 8             |
|  PL  |   | 8                     | 0             | 47               | 1             | 24                   | 2             | 7                              | 2             | 14      | -5            | 55                | 1             | 31                      | 4             |
|  PT  |   | 8                     | 0             | 46               | -11           | 28                   | 11            | 11                             | 5             | 7       | -5            | 54                | -11           | 39                      | 16            |
|  RO  |   | 10                    | -1            | 45               | -2            | 21                   | 4             | 16                             | 8             | 8       | -9            | 55                | -3            | 37                      | 12            |
|  SI  |   | 13                    | 1             | 47               | -1            | 25                   | 0             | 10                             | 2             | 5       | -2            | 60                | 0             | 35                      | 2             |
|  SK  |   | 10                    | -3            | 50               | -10           | 24                   | 7             | 7                              | 4             | 9       | 2             | 60                | -13           | 31                      | 11            |
|  FI  |   | 23                    | 7             | 44               | -2            | 17                   | -6            | 5                              | -4            | 11      | 5             | 67                | 5             | 22                      | -10           |
|  SE  |   | 16                    | -5            | 48               | 3             | 19                   | 1             | 7                              | -2            | 10      | 3             | 64                | -2            | 26                      | -1            |
|  UK  |   | 7                     | 3             | 37               | 3             | 24                   | -3            | 18                             | -4            | 14      | 1             | 44                | 6             | 42                      | -7            |



QB18.3 Différentes autorités (services gouvernementaux, autorités locales, agences) et entreprises privées recueillent et conservent des informations personnelles sur vous. Dans quelle mesure faites-vous confiance aux autorités et entreprises privées suivantes pour protéger vos informations personnelles ?






























Des banques et des institutions financières

QB18.3 Different authorities (government departments, local authorities, agencies) and private companies collect and store personal information about you. To what extent do you trust the following authorities and private companies to protect your personal information?

Banks and financial institutions

QB18.3 Verschiedene Behörden (Ministerien, Kommunalbehörden, Ämter) und Privatunternehmen erfassen und speichern persönliche Informationen über Sie. Inwieweit vertrauen Sie den folgenden Behörden und Privatunternehmen, Ihre persönlichen Informationen zu schützen?

Banken und Finanzinstitutionen

|   |       | Tout à fait confiance |               | Plutôt confiance |               | Plutôt pas confiance |               | Pas du tout confiance          |               | NSP     |               | Total 'Confiance' |               | Total 'Pas confiance'   |               |
|---|-------|-----------------------|---------------|------------------|---------------|----------------------|---------------|--------------------------------|---------------|---------|---------------|-------------------|---------------|-------------------------|---------------|
|   |       | Totally trust         |               | Tend to trust    |               | Tend not to trust    |               | Do not trust at all            |               | DK      |               | Total 'Trust'     |               | Total 'No trust'        |               |
|   |       | Sehr zuversichtlich   |               | Eher vertrauen   |               | Eher nicht vertrauen |               | Überhaupt nicht zuversichtlich |               | WN      |               | Gesamt 'Vertraue' |               | Gesamt 'Vertraue nicht' |               |
|   |       | EB 83.1               | Diff. EB 74.3 | EB 83.1          | Diff. EB 74.3 | EB 83.1              | Diff. EB 74.3 | EB 83.1                        | Diff. EB 74.3 | EB 83.1 | Diff. EB 74.3 | EB 83.1           | Diff. EB 74.3 | EB 83.1                 | Diff. EB 74.3 |
| %   |       |                       |               |                  |               |                      |               |                                |               |         |               |                   |               |                         |               |
|    | EU 28 | 15                    | 0             | 41               | -6            | 25                   | 1             | 16                             | 5             | 3       | 0             | 56                | -6            | 41                      | 6             |
|    | BE    | 14                    | -4            | 52               | -7            | 23                   | 6             | 9                              | 3             | 2       | 2             | 66                | -11           | 32                      | 9             |
|    | BG    | 22                    | 3             | 43               | -3            | 19                   | -3            | 10                             | 3             | 6       | 0             | 65                | 0             | 29                      | 0             |
|   | CZ    | 19                    | 6             | 50               | -7            | 22                   | -1            | 7                              | 1             | 2       | 1             | 69                | -1            | 29                      | 0             |
|  | DK    | 52                    | -7            | 37               | 4             | 7                    | 2             | 3                              | 1             | 1       | 0             | 89                | -3            | 10                      | 3             |
|  | DE    | 14                    | 3             | 43               | -2            | 29                   | -2            | 13                             | 1             | 1       | 0             | 57                | 1             | 42                      | -1            |
|  | EE    | 26                    | -3            | 58               | 1             | 10                   | 1             | 3                              | 0             | 3       | 1             | 84                | -2            | 13                      | 1             |
|  | IE    | 14                    | 7             | 45               | -1            | 22                   | -5            | 15                             | -1            | 4       | 0             | 59                | 6             | 37                      | -6            |
|  | EL    | 6                     | 5             | 28               | 8             | 31                   | -15           | 35                             | 3             | 0       | -1            | 34                | 13            | 66                      | -12           |
|  | ES    | 10                    | -6            | 23               | -20           | 29                   | 3             | 35                             | 21            | 3       | 2             | 33                | -26           | 64                      | 24            |
|  | FR    | 15                    | 0             | 45               | -2            | 23                   | 2             | 13                             | -2            | 4       | 2             | 60                | -2            | 36                      | 0             |
|  | HR    | 9                     |               | 37               |               | 34                   |               | 16                             |               | 4       |               | 46                |               | 50                      |               |
|  | IT    | 7                     | -1            | 32               | -12           | 32                   | 0             | 25                             | 12            | 4       | 1             | 39                | -13           | 57                      | 12            |
|  | CY    | 12                    | -14           | 32               | -16           | 20                   | 6             | 34                             | 25            | 2       | -1            | 44                | -30           | 54                      | 31            |
|  | LV    | 25                    | 6             | 48               | -6            | 14                   | -4            | 8                              | 2             | 5       | 2             | 73                | 0             | 22                      | -2            |
|  | LT    | 15                    | -3            | 58               | 3             | 20                   | 2             | 4                              | -1            | 3       | -1            | 73                | 0             | 24                      | 1             |
|  | LU    | 24                    | -13           | 53               | 4             | 16                   | 6             | 4                              | 1             | 3       | 2             | 77                | -9            | 20                      | 7             |
|  | HU    | 14                    | -6            | 33               | -14           | 30                   | 9             | 20                             | 11            | 3       | 0             | 47                | -20           | 50                      | 20            |
|  | MT    | 39                    | 5             | 46               | -6            | 8                    | -1            | 3                              | 0             | 4       | 2             | 85                | -1            | 11                      | -1            |
|  | NL    | 27                    | -3            | 47               | -2            | 17                   | 4             | 8                              | 1             | 1       | 0             | 74                | -5            | 25                      | 5             |
|  | AT    | 24                    | -1            | 47               | -3            | 19                   | 1             | 9                              | 4             | 1       | -1            | 71                | -4            | 28                      | 5             |
|  | PL    | 10                    | 0             | 48               | -3            | 28                   | 2             | 10                             | 3             | 4       | -2            | 58                | -3            | 38                      | 5             |
|  | PT    | 6                     | -1            | 44               | -13           | 29                   | 3             | 19                             | 12            | 2       | -1            | 50                | -14           | 48                      | 15            |
|  | RO    | 9                     | 0             | 30               | -4            | 29                   | -3            | 27                             | 13            | 5       | -6            | 39                | -4            | 56                      | 10            |
|  | SI    | 16                    | -5            | 48               | -10           | 25                   | 10            | 10                             | 5             | 1       | 0             | 64                | -15           | 35                      | 15            |
|  | SK    | 18                    | -2            | 55               | -5            | 19                   | 3             | 6                              | 3             | 2       | 1             | 73                | -7            | 25                      | 6             |
|  | FI    | 53                    | 7             | 40               | -5            | 5                    | -2            | 1                              | -1            | 1       | 1             | 93                | 2             | 6                       | -3            |
|  | SE    | 39                    | -3            | 45               | -1            | 11                   | 3             | 4                              | 0             | 1       | 1             | 84                | -4            | 15                      | 3             |
|  | UK    | 19                    | 0             | 51               | -5            | 17                   | 2             | 11                             | 3             | 2       | 0             | 70                | -5            | 28                      | 5             |

QB18.4 Différentes autorités (services gouvernementaux, autorités locales, agences) et entreprises privées recueillent et conservent des informations personnelles sur vous. Dans quelle mesure faites-vous confiance aux autorités et entreprises privées suivantes pour protéger vos informations personnelles ?






























Des institutions médicales et de santé

QB18.4 Different authorities (government departments, local authorities, agencies) and private companies collect and store personal information about you. To what extent do you trust the following authorities and private companies to protect your personal information?

Health and medical institutions

QB18.4 Verschiedene Behörden (Ministerien, Kommunalbehörden, Ämter) und Privatunternehmen erfassen und speichern persönliche Informationen über Sie. Inwieweit vertrauen Sie den folgenden Behörden und Privatunternehmen, Ihre persönlichen Informationen zu schützen?

Medizinische Einrichtungen und Einrichtungen des Gesundheitswesens

|   |       | Tout à fait confiance |               | Plutôt confiance |               | Plutôt pas confiance |               | Pas du tout confiance          |               | NSP     |               | Total 'Confiance' |               | Total 'Pas confiance'   |               |
|---|-------|-----------------------|---------------|------------------|---------------|----------------------|---------------|--------------------------------|---------------|---------|---------------|-------------------|---------------|-------------------------|---------------|
|   |       | Totally trust         |               | Tend to trust    |               | Tend not to trust    |               | Do not trust at all            |               | DK      |               | Total 'Trust'     |               | Total 'No trust'        |               |
|   |       | Sehr zuversichtlich   |               | Eher vertrauen   |               | Eher nicht vertrauen |               | Überhaupt nicht zuversichtlich |               | WN      |               | Gesamt 'Vertraue' |               | Gesamt 'Vertraue nicht' |               |
|   |       | EB 83.1               | Diff. EB 74.3 | EB 83.1          | Diff. EB 74.3 | EB 83.1              | Diff. EB 74.3 | EB 83.1                        | Diff. EB 74.3 | EB 83.1 | Diff. EB 74.3 | EB 83.1           | Diff. EB 74.3 | EB 83.1                 | Diff. EB 74.3 |
| %   |       |                       |               |                  |               |                      |               |                                |               |         |               |                   |               |                         |               |
|    | EU 28 | 24                    | 0             | 50               | -4            | 17                   | 2             | 7                              | 2             | 2       | 0             | 74                | -4            | 24                      | 4             |
|    | BE    | 27                    | -2            | 58               | -4            | 10                   | 3             | 4                              | 2             | 1       | 1             | 85                | -6            | 14                      | 5             |
|    | BG    | 29                    | 5             | 42               | -7            | 15                   | -2            | 9                              | 4             | 5       | 0             | 71                | -2            | 24                      | 2             |
|   | CZ    | 24                    | 3             | 51               | -7            | 18                   | 1             | 6                              | 2             | 1       | 1             | 75                | -4            | 24                      | 3             |
|  | DK    | 50                    | -7            | 39               | 3             | 7                    | 2             | 3                              | 2             | 1       | 0             | 89                | -4            | 10                      | 4             |
|  | DE    | 24                    | -1            | 53               | -1            | 16                   | -1            | 5                              | 2             | 2       | 1             | 77                | -2            | 21                      | 1             |
|  | EE    | 24                    | -4            | 58               | -1            | 11                   | 2             | 3                              | 0             | 4       | 3             | 82                | -5            | 14                      | 2             |
|  | IE    | 21                    | 4             | 52               | -11           | 16                   | 4             | 7                              | 3             | 4       | 0             | 73                | -7            | 23                      | 7             |
|  | EL    | 17                    | 6             | 45               | -2            | 24                   | -3            | 13                             | -2            | 1       | 1             | 62                | 4             | 37                      | -5            |
|  | ES    | 33                    | -1            | 41               | -10           | 15                   | 5             | 8                              | 4             | 3       | 2             | 74                | -11           | 23                      | 9             |
|  | FR    | 28                    | -1            | 51               | -6            | 10                   | 2             | 7                              | 2             | 4       | 3             | 79                | -7            | 17                      | 4             |
|  | HR    | 18                    |               | 50               |               | 20                   |               | 10                             |               | 2       |               | 68                |               | 30                      |               |
|  | IT    | 12                    | -1            | 52               | -3            | 25                   | 4             | 8                              | -1            | 3       | 1             | 64                | -4            | 33                      | 3             |
|  | CY    | 23                    | -11           | 46               | 2             | 15                   | 3             | 15                             | 6             | 1       | 0             | 69                | -9            | 30                      | 9             |
|  | LV    | 21                    | 4             | 48               | -5            | 20                   | -1            | 8                              | 1             | 3       | 1             | 69                | -1            | 28                      | 0             |
|  | LT    | 14                    | -4            | 59               | 6             | 21                   | 0             | 4                              | -1            | 2       | -1            | 73                | 2             | 25                      | -1            |
|  | LU    | 29                    | -8            | 56               | 3             | 10                   | 3             | 3                              | 1             | 2       | 1             | 85                | -5            | 13                      | 4             |
|  | HU    | 26                    | -4            | 42               | -11           | 18                   | 6             | 12                             | 7             | 2       | 2             | 68                | -15           | 30                      | 13            |
|  | MT    | 40                    | 4             | 47               | -6            | 7                    | 0             | 3                              | 1             | 3       | 1             | 87                | -2            | 10                      | 1             |
|  | NL    | 34                    | 3             | 47               | -5            | 13                   | 2             | 5                              | 0             | 1       | 0             | 81                | -2            | 18                      | 2             |
|  | AT    | 27                    | -2            | 53               | 3             | 14                   | -2            | 5                              | 2             | 1       | -1            | 80                | 1             | 19                      | 0             |
|  | PL    | 9                     | -1            | 52               | -1            | 28                   | 4             | 8                              | 1             | 3       | -3            | 61                | -2            | 36                      | 5             |
|  | PT    | 20                    | 5             | 59               | -5            | 15                   | 0             | 5                              | 1             | 1       | -1            | 79                | 0             | 20                      | 1             |
|  | RO    | 12                    | -2            | 46               | -1            | 25                   | 2             | 15                             | 7             | 2       | -6            | 58                | -3            | 40                      | 9             |
|  | SI    | 22                    | -3            | 53               | -4            | 19                   | 6             | 5                              | 1             | 1       | 0             | 75                | -7            | 24                      | 7             |
|  | SK    | 16                    | -5            | 56               | -7            | 19                   | 6             | 7                              | 5             | 2       | 1             | 72                | -12           | 26                      | 11            |
|  | FI    | 48                    | 7             | 42               | -7            | 8                    | 1             | 1                              | -1            | 1       | 0             | 90                | 0             | 9                       | 0             |
|  | SE    | 42                    | -5            | 46               | 5             | 9                    | 0             | 2                              | -1            | 1       | 1             | 88                | 0             | 11                      | -1            |
|  | UK    | 27                    | 0             | 54               | -2            | 12                   | 2             | 5                              | 0             | 2       | 0             | 81                | -2            | 17                      | 2             |

QB18.5 Différentes autorités (services gouvernementaux, autorités locales, agences) et entreprises privées recueillent et conservent des informations personnelles sur vous. Dans quelle mesure faites-vous confiance aux autorités et entreprises privées suivantes pour protéger vos informations personnelles ?






























Des magasins et boutiques

QB18.5 Different authorities (government departments, local authorities, agencies) and private companies collect and store personal information about you. To what extent do you trust the following authorities and private companies to protect your personal information?

Shops and stores

QB18.5 Verschiedene Behörden (Ministerien, Kommunalbehörden, Ämter) und Privatunternehmen erfassen und speichern persönliche Informationen über Sie. Inwieweit vertrauen Sie den folgenden Behörden und Privatunternehmen, Ihre persönlichen Informationen zu schützen?

Geschäfte und Kaufhäuser

|   |       | Tout à fait confiance |               | Plutôt confiance |               | Plutôt pas confiance |               | Pas du tout confiance          |               | NSP       |               | Total 'Confiance' |               | Total 'Pas confiance'   |               |
|---|-------|-----------------------|---------------|------------------|---------------|----------------------|---------------|--------------------------------|---------------|-----------|---------------|-------------------|---------------|-------------------------|---------------|
|   |       | Totally trust         |               | Tend to trust    |               | Tend not to trust    |               | Do not trust at all            |               | DK        |               | Total 'Trust'     |               | Total 'No trust'        |               |
|   |       | Sehr zuversichtlich   |               | Eher vertrauen   |               | Eher nicht vertrauen |               | Überhaupt nicht zuversichtlich |               | WN        |               | Gesamt 'Vertraue' |               | Gesamt 'Vertraue nicht' |               |
|   |       | EB 83.1               | Diff. EB 74.3 | EB 83.1          | Diff. EB 74.3 | EB 83.1              | Diff. EB 74.3 | EB 83.1                        | Diff. EB 74.3 | EB 83.1   | Diff. EB 74.3 | EB 83.1           | Diff. EB 74.3 | EB 83.1                 | Diff. EB 74.3 |
| %   |       |                       |               |                  |               |                      |               |                                |               |           |               |                   |               |                         |               |
|    | EU 28 | <b>6</b>              | <i>1</i>      | <b>34</b>        | <i>0</i>      | <b>38</b>            | <i>0</i>      | <b>18</b>                      | <i>-1</i>     | <b>4</b>  | <i>0</i>      | <b>40</b>         | <i>1</i>      | <b>56</b>               | <i>-1</i>     |
|    | BE    | <b>6</b>              | <i>0</i>      | <b>37</b>        | <i>-8</i>     | <b>40</b>            | <i>3</i>      | <b>16</b>                      | <i>5</i>      | <b>1</b>  | <i>0</i>      | <b>43</b>         | <i>-8</i>     | <b>56</b>               | <i>8</i>      |
|    | BG    | <b>11</b>             | <i>7</i>      | <b>27</b>        | <i>3</i>      | <b>25</b>            | <i>-13</i>    | <b>24</b>                      | <i>-2</i>     | <b>13</b> | <i>5</i>      | <b>38</b>         | <i>10</i>     | <b>49</b>               | <i>-15</i>    |
|   | CZ    | <b>4</b>              | <i>1</i>      | <b>27</b>        | <i>-5</i>     | <b>45</b>            | <i>5</i>      | <b>20</b>                      | <i>-3</i>     | <b>4</b>  | <i>2</i>      | <b>31</b>         | <i>-4</i>     | <b>65</b>               | <i>2</i>      |
|  | DK    | <b>13</b>             | <i>7</i>      | <b>39</b>        | <i>-2</i>     | <b>31</b>            | <i>-8</i>     | <b>12</b>                      | <i>1</i>      | <b>5</b>  | <i>2</i>      | <b>52</b>         | <i>5</i>      | <b>43</b>               | <i>-7</i>     |
|  | DE    | <b>8</b>              | <i>4</i>      | <b>31</b>        | <i>1</i>      | <b>40</b>            | <i>-3</i>     | <b>19</b>                      | <i>-2</i>     | <b>2</b>  | <i>0</i>      | <b>39</b>         | <i>5</i>      | <b>59</b>               | <i>-5</i>     |
|  | EE    | <b>8</b>              | <i>0</i>      | <b>42</b>        | <i>-7</i>     | <b>33</b>            | <i>1</i>      | <b>8</b>                       | <i>0</i>      | <b>9</b>  | <i>6</i>      | <b>50</b>         | <i>-7</i>     | <b>41</b>               | <i>1</i>      |
|  | IE    | <b>8</b>              | <i>4</i>      | <b>46</b>        | <i>-6</i>     | <b>29</b>            | <i>1</i>      | <b>13</b>                      | <i>2</i>      | <b>4</b>  | <i>-1</i>     | <b>54</b>         | <i>-2</i>     | <b>42</b>               | <i>3</i>      |
|  | EL    | <b>5</b>              | <i>4</i>      | <b>36</b>        | <i>14</i>     | <b>35</b>            | <i>-14</i>    | <b>23</b>                      | <i>-3</i>     | <b>1</b>  | <i>-1</i>     | <b>41</b>         | <i>18</i>     | <b>58</b>               | <i>-17</i>    |
|  | ES    | <b>9</b>              | <i>2</i>      | <b>37</b>        | <i>-3</i>     | <b>31</b>            | <i>-3</i>     | <b>18</b>                      | <i>2</i>      | <b>5</b>  | <i>2</i>      | <b>46</b>         | <i>-1</i>     | <b>49</b>               | <i>-1</i>     |
|  | FR    | <b>4</b>              | <i>-1</i>     | <b>25</b>        | <i>-5</i>     | <b>40</b>            | <i>4</i>      | <b>26</b>                      | <i>0</i>      | <b>5</b>  | <i>2</i>      | <b>29</b>         | <i>-6</i>     | <b>66</b>               | <i>4</i>      |
|  | HR    | <b>8</b>              |               | <b>39</b>        |               | <b>34</b>            |               | <b>15</b>                      |               | <b>4</b>  |               | <b>47</b>         |               | <b>49</b>               |               |
|  | IT    | <b>2</b>              | <i>-4</i>     | <b>38</b>        | <i>7</i>      | <b>40</b>            | <i>-1</i>     | <b>16</b>                      | <i>-2</i>     | <b>4</b>  | <i>0</i>      | <b>40</b>         | <i>3</i>      | <b>56</b>               | <i>-3</i>     |
|  | CY    | <b>6</b>              | <i>-1</i>     | <b>39</b>        | <i>3</i>      | <b>27</b>            | <i>-8</i>     | <b>21</b>                      | <i>3</i>      | <b>7</b>  | <i>3</i>      | <b>45</b>         | <i>2</i>      | <b>48</b>               | <i>-5</i>     |
|  | LV    | <b>6</b>              | <i>1</i>      | <b>34</b>        | <i>-1</i>     | <b>39</b>            | <i>2</i>      | <b>15</b>                      | <i>-4</i>     | <b>6</b>  | <i>2</i>      | <b>40</b>         | <i>0</i>      | <b>54</b>               | <i>-2</i>     |
|  | LT    | <b>5</b>              | <i>-2</i>     | <b>46</b>        | <i>7</i>      | <b>35</b>            | <i>-1</i>     | <b>10</b>                      | <i>-3</i>     | <b>4</b>  | <i>-1</i>     | <b>51</b>         | <i>5</i>      | <b>45</b>               | <i>-4</i>     |
|  | LU    | <b>3</b>              | <i>-2</i>     | <b>35</b>        | <i>1</i>      | <b>41</b>            | <i>2</i>      | <b>13</b>                      | <i>-5</i>     | <b>8</b>  | <i>4</i>      | <b>38</b>         | <i>-1</i>     | <b>54</b>               | <i>-3</i>     |
|  | HU    | <b>9</b>              | <i>3</i>      | <b>31</b>        | <i>1</i>      | <b>34</b>            | <i>-8</i>     | <b>20</b>                      | <i>2</i>      | <b>6</b>  | <i>2</i>      | <b>40</b>         | <i>4</i>      | <b>54</b>               | <i>-6</i>     |
|  | MT    | <b>7</b>              | <i>3</i>      | <b>36</b>        | <i>7</i>      | <b>32</b>            | <i>-7</i>     | <b>17</b>                      | <i>1</i>      | <b>8</b>  | <i>-4</i>     | <b>43</b>         | <i>10</i>     | <b>49</b>               | <i>-6</i>     |
|  | NL    | <b>4</b>              | <i>1</i>      | <b>27</b>        | <i>-3</i>     | <b>46</b>            | <i>-1</i>     | <b>19</b>                      | <i>1</i>      | <b>4</b>  | <i>2</i>      | <b>31</b>         | <i>-2</i>     | <b>65</b>               | <i>0</i>      |
|  | AT    | <b>8</b>              | <i>2</i>      | <b>30</b>        | <i>5</i>      | <b>41</b>            | <i>-9</i>     | <b>19</b>                      | <i>3</i>      | <b>2</b>  | <i>-1</i>     | <b>38</b>         | <i>7</i>      | <b>60</b>               | <i>-6</i>     |
|  | PL    | <b>3</b>              | <i>0</i>      | <b>32</b>        | <i>-1</i>     | <b>39</b>            | <i>0</i>      | <b>17</b>                      | <i>3</i>      | <b>9</b>  | <i>-2</i>     | <b>35</b>         | <i>-1</i>     | <b>56</b>               | <i>3</i>      |
|  | PT    | <b>4</b>              | <i>1</i>      | <b>42</b>        | <i>5</i>      | <b>35</b>            | <i>-3</i>     | <b>16</b>                      | <i>3</i>      | <b>3</b>  | <i>-6</i>     | <b>46</b>         | <i>6</i>      | <b>51</b>               | <i>0</i>      |
|  | RO    | <b>7</b>              | <i>3</i>      | <b>32</b>        | <i>8</i>      | <b>34</b>            | <i>0</i>      | <b>21</b>                      | <i>-2</i>     | <b>6</b>  | <i>-9</i>     | <b>39</b>         | <i>11</i>     | <b>55</b>               | <i>-2</i>     |
|  | SI    | <b>4</b>              | <i>-1</i>     | <b>38</b>        | <i>-1</i>     | <b>37</b>            | <i>-5</i>     | <b>17</b>                      | <i>4</i>      | <b>4</b>  | <i>3</i>      | <b>42</b>         | <i>-2</i>     | <b>54</b>               | <i>-1</i>     |
|  | SK    | <b>5</b>              | <i>-1</i>     | <b>36</b>        | <i>1</i>      | <b>38</b>            | <i>-3</i>     | <b>16</b>                      | <i>2</i>      | <b>5</b>  | <i>1</i>      | <b>41</b>         | <i>0</i>      | <b>54</b>               | <i>-1</i>     |
|  | FI    | <b>10</b>             | <i>1</i>      | <b>42</b>        | <i>-12</i>    | <b>37</b>            | <i>7</i>      | <b>8</b>                       | <i>2</i>      | <b>3</b>  | <i>2</i>      | <b>52</b>         | <i>-11</i>    | <b>45</b>               | <i>9</i>      |
|  | SE    | <b>4</b>              | <i>-3</i>     | <b>36</b>        | <i>2</i>      | <b>40</b>            | <i>1</i>      | <b>18</b>                      | <i>0</i>      | <b>2</b>  | <i>0</i>      | <b>40</b>         | <i>-1</i>     | <b>58</b>               | <i>1</i>      |
|  | UK    | <b>4</b>              | <i>0</i>      | <b>42</b>        | <i>-2</i>     | <b>37</b>            | <i>6</i>      | <b>13</b>                      | <i>-3</i>     | <b>4</b>  | <i>-1</i>     | <b>46</b>         | <i>-2</i>     | <b>50</b>               | <i>3</i>      |

QB18.6 Différentes autorités (services gouvernementaux, autorités locales, agences) et entreprises privées recueillent et conservent des informations personnelles sur vous. Dans quelle mesure faites-vous confiance aux autorités et entreprises privées suivantes pour protéger vos informations personnelles ?





























Des entreprises en ligne (moteurs de recherche, réseaux sociaux en ligne, services d'email)

QB18.6 Different authorities (government departments, local authorities, agencies) and private companies collect and store personal information about you. To what extent do you trust the following authorities and private companies to protect your personal information?

Online businesses (search engines, online social networks, e-mail services)

QB18.6 Verschiedene Behörden (Ministerien, Kommunalbehörden, Ämter) und Privatunternehmen erfassen und speichern persönliche Informationen über Sie. Inwieweit vertrauen Sie den folgenden Behörden und Privatunternehmen, Ihre persönlichen Informationen zu schützen?

Internet-Unternehmen (Suchmaschinen, soziale Netzwerke im Internet, E-Mail-Dienste)

|   |       | Tout à fait confiance |               | Plutôt confiance |               | Plutôt pas confiance |               | Pas du tout confiance          |               | NSP     |               | Total 'Confiance' |               | Total 'Pas confiance'   |               |
|---|-------|-----------------------|---------------|------------------|---------------|----------------------|---------------|--------------------------------|---------------|---------|---------------|-------------------|---------------|-------------------------|---------------|
|   |       | Totally trust         |               | Tend to trust    |               | Tend not to trust    |               | Do not trust at all            |               | DK      |               | Total 'Trust'     |               | Total 'No trust'        |               |
|   |       | Sehr zuversichtlich   |               | Eher vertrauen   |               | Eher nicht vertrauen |               | Überhaupt nicht zuversichtlich |               | WN      |               | Gesamt 'Vertraue' |               | Gesamt 'Vertraue nicht' |               |
|   |       | EB 83.1               | Diff. EB 74.3 | EB 83.1          | Diff. EB 74.3 | EB 83.1              | Diff. EB 74.3 | EB 83.1                        | Diff. EB 74.3 | EB 83.1 | Diff. EB 74.3 | EB 83.1           | Diff. EB 74.3 | EB 83.1                 | Diff. EB 74.3 |
| %   |       |                       |               |                  |               |                      |               |                                |               |         |               |                   |               |                         |               |
|    | EU 28 | 3                     | 1             | 21               | 1             | 36                   | 1             | 27                             | 0             | 13      | -3            | 24                | 2             | 63                      | 1             |
|    | BE    | 2                     | 1             | 20               | -2            | 43                   | 0             | 28                             | 3             | 7       | -2            | 22                | -1            | 71                      | 3             |
|    | BG    | 6                     | 4             | 20               | 2             | 23                   | -1            | 24                             | 3             | 27      | -8            | 26                | 6             | 47                      | 2             |
|   | CZ    | 2                     | 0             | 20               | -3            | 40                   | 3             | 23                             | -3            | 15      | 3             | 22                | -3            | 63                      | 0             |
|  | DK    | 5                     | 2             | 30               | 1             | 37                   | -7            | 20                             | 3             | 8       | 1             | 35                | 3             | 57                      | -4            |
|  | DE    | 2                     | 0             | 17               | 3             | 38                   | -4            | 32                             | 0             | 11      | 1             | 19                | 3             | 70                      | -4            |
|  | EE    | 3                     | 0             | 25               | -4            | 38                   | 5             | 12                             | -1            | 22      | 0             | 28                | -4            | 50                      | 4             |
|  | IE    | 5                     | 4             | 34               | 6             | 29                   | 0             | 22                             | 6             | 10      | -16           | 39                | 10            | 51                      | 6             |
|  | EL    | 2                     | 1             | 18               | 5             | 37                   | -4            | 32                             | -4            | 11      | 2             | 20                | 6             | 69                      | -8            |
|  | ES    | 2                     | 1             | 17               | 0             | 31                   | 1             | 35                             | 3             | 15      | -5            | 19                | 1             | 66                      | 4             |
|  | FR    | 2                     | 0             | 14               | 0             | 39                   | 3             | 33                             | -1            | 12      | -2            | 16                | 0             | 72                      | 2             |
|  | HR    | 4                     |               | 27               |               | 34                   |               | 21                             |               | 14      |               | 31                |               | 55                      |               |
|  | IT    | 3                     | -2            | 25               | 7             | 36                   | 1             | 23                             | -6            | 13      | 0             | 28                | 5             | 59                      | -5            |
|  | CY    | 3                     | 1             | 22               | 12            | 24                   | -2            | 31                             | 3             | 20      | -14           | 25                | 13            | 55                      | 1             |
|  | LV    | 3                     | 0             | 24               | -1            | 38                   | 3             | 13                             | -5            | 22      | 3             | 27                | -1            | 51                      | -2            |
|  | LT    | 3                     | 0             | 32               | 7             | 29                   | 0             | 12                             | -1            | 24      | -6            | 35                | 7             | 41                      | -1            |
|  | LU    | 2                     | 0             | 25               | 10            | 38                   | 1             | 20                             | -11           | 15      | 0             | 27                | 10            | 58                      | -10           |
|  | HU    | 6                     | 3             | 22               | 1             | 27                   | -4            | 29                             | 5             | 16      | -5            | 28                | 4             | 56                      | 1             |
|  | MT    | 3                     | 0             | 24               | 7             | 32                   | 4             | 19                             | -2            | 22      | -9            | 27                | 7             | 51                      | 2             |
|  | NL    | 2                     | 0             | 16               | -2            | 48                   | 1             | 30                             | 2             | 4       | -1            | 18                | -2            | 78                      | 3             |
|  | AT    | 7                     | 3             | 22               | 5             | 32                   | -9            | 31                             | 5             | 8       | -4            | 29                | 8             | 63                      | -4            |
|  | PL    | 2                     | 1             | 27               | 3             | 36                   | 4             | 18                             | 2             | 17      | -10           | 29                | 4             | 54                      | 6             |
|  | PT    | 1                     | -1            | 23               | -1            | 30                   | -1            | 31                             | 5             | 15      | -2            | 24                | -2            | 61                      | 4             |
|  | RO    | 3                     | -1            | 21               | 3             | 30                   | 4             | 28                             | 11            | 18      | -17           | 24                | 2             | 58                      | 15            |
|  | SI    | 3                     | 2             | 25               | 4             | 37                   | 1             | 24                             | -4            | 11      | -3            | 28                | 6             | 61                      | -3            |
|  | SK    | 3                     | 2             | 28               | -3            | 34                   | -3            | 22                             | 1             | 13      | 3             | 31                | -1            | 56                      | -2            |
|  | FI    | 5                     | 1             | 27               | -2            | 43                   | 5             | 14                             | -2            | 11      | -2            | 32                | -1            | 57                      | 3             |
|  | SE    | 1                     | -1            | 22               | -2            | 40                   | -1            | 30                             | 4             | 7       | 0             | 23                | -3            | 70                      | 3             |
|  | UK    | 2                     | 0             | 30               | 2             | 37                   | 4             | 20                             | -1            | 11      | -5            | 32                | 2             | 57                      | 3             |

QB18.7 Différentes autorités (services gouvernementaux, autorités locales, agences) et entreprises privées recueillent et conservent des informations personnelles sur vous. Dans quelle mesure faites-vous confiance aux autorités et entreprises privées suivantes pour protéger vos informations personnelles ?






























Des compagnies de téléphonie fixe ou mobile et des fournisseurs de services Internet

QB18.7 Different authorities (government departments, local authorities, agencies) and private companies collect and store personal information about you. To what extent do you trust the following authorities and private companies to protect your personal information?

Landline or mobile phone companies and Internet services providers

QB18.7 Verschiedene Behörden (Ministerien, Kommunalbehörden, Ämter) und Privatunternehmen erfassen und speichern persönliche Informationen über Sie. Inwieweit vertrauen Sie den folgenden Behörden und Privatunternehmen, Ihre persönlichen Informationen zu schützen?


























Festnetzanbieter oder Mobilfunkunternehmen und Anbieter von Internetdiensten

|   | % | Tout à fait confiance |               | Plutôt confiance |               | Plutôt pas confiance |               | Pas du tout confiance          |               | NSP     |               | Total 'Confiance' |               | Total 'Pas confiance'   |               |
|---|---|-----------------------|---------------|------------------|---------------|----------------------|---------------|--------------------------------|---------------|---------|---------------|-------------------|---------------|-------------------------|---------------|
|   |   | Totally trust         |               | Tend to trust    |               | Tend not to trust    |               | Do not trust at all            |               | DK      |               | Total 'Trust'     |               | Total 'No trust'        |               |
|   |   | Sehr zuversichtlich   |               | Eher vertrauen   |               | Eher nicht vertrauen |               | Überhaupt nicht zuversichtlich |               | WN      |               | Gesamt 'Vertraue' |               | Gesamt 'Vertraue nicht' |               |
|   |   | EB 83.1               | Diff. EB 74.3 | EB 83.1          | Diff. EB 74.3 | EB 83.1              | Diff. EB 74.3 | EB 83.1                        | Diff. EB 74.3 | EB 83.1 | Diff. EB 74.3 | EB 83.1           | Diff. EB 74.3 | EB 83.1                 | Diff. EB 74.3 |
|  EU 28 |   | 4                     | 0             | 29               | 1             | 37                   | -1            | 25                             | 0             | 5       | 0             | 33                | 1             | 62                      | -1            |
|  BE    |   | 4                     | 1             | 33               | -2            | 39                   | -1            | 22                             | 2             | 2       | 0             | 37                | -1            | 61                      | 1             |
|  BG    |   | 11                    | 7             | 28               | -3            | 27                   | -6            | 26                             | 9             | 8       | -7            | 39                | 4             | 53                      | 3             |
|  CZ   |   | 3                     | 0             | 24               | -10           | 42                   | 1             | 28                             | 8             | 3       | 1             | 27                | -10           | 70                      | 9             |
|  DK  |   | 12                    | 4             | 34               | -2            | 33                   | -4            | 18                             | 1             | 3       | 1             | 46                | 2             | 51                      | -3            |
|  DE  |   | 6                     | 4             | 26               | 8             | 43                   | -2            | 21                             | -12           | 4       | 2             | 32                | 12            | 64                      | -14           |
|  EE  |   | 8                     | -2            | 43               | -12           | 31                   | 7             | 8                              | 1             | 10      | 6             | 51                | -14           | 39                      | 8             |
|  IE  |   | 6                     | 3             | 42               | 4             | 28                   | -3            | 19                             | 5             | 5       | -9            | 48                | 7             | 47                      | 2             |
|  EL  |   | 4                     | 3             | 27               | 14            | 40                   | -9            | 26                             | -10           | 3       | 2             | 31                | 17            | 66                      | -19           |
|  ES  |   | 3                     | 0             | 15               | -9            | 29                   | -4            | 47                             | 10            | 6       | 3             | 18                | -9            | 76                      | 6             |
|  FR  |   | 3                     | -1            | 22               | -2            | 37                   | 1             | 31                             | 0             | 7       | 2             | 25                | -3            | 68                      | 1             |
|  HR  |   | 6                     |               | 29               |               | 38                   |               | 23                             |               | 4       |               | 35                |               | 61                      |               |
|  IT  |   | 2                     | -1            | 24               | -3            | 43                   | 0             | 26                             | 3             | 5       | 1             | 26                | -4            | 69                      | 3             |
|  CY  |   | 12                    | 4             | 41               | -1            | 22                   | -5            | 19                             | 2             | 6       | 0             | 53                | 3             | 41                      | -3            |
|  LV  |   | 8                     | 2             | 39               | -3            | 34                   | 1             | 13                             | 0             | 6       | 0             | 47                | -1            | 47                      | 1             |
|  LT  |   | 6                     | -2            | 47               | 5             | 30                   | -4            | 10                             | -1            | 7       | 2             | 53                | 3             | 40                      | -5            |
|  LU  |   | 4                     | -3            | 41               | -1            | 34                   | 4             | 15                             | -2            | 6       | 2             | 45                | -4            | 49                      | 2             |
|  HU  |   | 11                    | 4             | 36               | -5            | 28                   | -3            | 21                             | 4             | 4       | 0             | 47                | -1            | 49                      | 1             |
|  MT  |   | 7                     | -3            | 41               | -1            | 28                   | 1             | 16                             | 4             | 8       | -1            | 48                | -4            | 44                      | 5             |
|  NL  |   | 6                     | 3             | 31               | 4             | 41                   | 3             | 19                             | -11           | 3       | 1             | 37                | 7             | 60                      | -8            |
|  AT  |   | 8                     | 4             | 33               | 4             | 33                   | -12           | 21                             | 2             | 5       | 2             | 41                | 8             | 54                      | -10           |
|  PL  |   | 4                     | 0             | 33               | -5            | 38                   | 3             | 18                             | 6             | 7       | -4            | 37                | -5            | 56                      | 9             |
|  PT  |   | 1                     | -1            | 28               | -2            | 37                   | -1            | 29                             | 7             | 5       | -3            | 29                | -3            | 66                      | 6             |
|  RO  |   | 7                     | 0             | 34               | 5             | 32                   | 0             | 21                             | 6             | 6       | -11           | 41                | 5             | 53                      | 6             |
|  SI  |   | 4                     | 1             | 36               | 0             | 35                   | -3            | 20                             | 1             | 5       | 1             | 40                | 1             | 55                      | -2            |
|  SK  |   | 6                     | 0             | 37               | -4            | 35                   | -2            | 18                             | 5             | 4       | 1             | 43                | -4            | 53                      | 3             |
|  FI  |   | 9                     | 2             | 41               | -7            | 36                   | 3             | 10                             | 0             | 4       | 2             | 50                | -5            | 46                      | 3             |
|  SE  |   | 4                     | 1             | 32               | 7             | 38                   | 1             | 22                             | -11           | 4       | 2             | 36                | 8             | 60                      | -10           |
|  UK  |   | 4                     | 0             | 41               | 2             | 33                   | 1             | 18                             | -2            | 4       | -1            | 45                | 2             | 51                      | -1            |

QB19 Les autorités ou entreprises privées qui détiennent des informations à votre sujet peuvent parfois s'en servir pour un autre usage que celui pour lequel elles les ont recueillies initialement, et ce, sans vous en informer (p. ex. à des fins de marketing direct, de publicité en ligne ciblée ou de profilage). Dans quelle mesure vous sentez-vous préoccupé(e) par cette utilisation de vos informations ?

QB19 Authorities and private companies holding information about you may sometimes use it for a different purpose than the one it was collected for, without informing you (e.g. for direct marketing, targeted online advertising, profiling). How concerned are you about this use of your information?






























QB19 Behörden und Privatunternehmen, die Informationen über Sie haben, können diese manchmal für einen anderen Zweck als für den nutzen, für den diese Informationen erfasst wurden, ohne Sie darüber zu informieren (z. B. für Direktmarketing, gezielte Online-Werbung, Erstellung von Benutzerprofilen). Wie beunruhigt sind Sie bezüglich dieser Nutzung Ihrer Informationen?

|   |       | Très préoccupé(e) |               | Plutôt préoccupé(e) |               | Plutôt pas préoccupé(e) |               | Pas du tout préoccupé(e) |               | NSP     |               | Total 'Préoccupé(e)' |               | Total 'Pas préoccupé(e)' |               |
|---|-------|-------------------|---------------|---------------------|---------------|-------------------------|---------------|--------------------------|---------------|---------|---------------|----------------------|---------------|--------------------------|---------------|
|   |       | Very concerned    |               | Fairly concerned    |               | Not very concerned      |               | Not at all concerned     |               | DK      |               | Total 'Concerned'    |               | Total 'Not concerned'    |               |
|   |       | Sehr beunruhigt   |               | Ziemlich beunruhigt |               | Nicht sehr beunruhigt   |               | Gar nicht beunruhigt     |               | WN      |               | Gesamt 'Besorgt'     |               | Gesamt 'Nicht besorgt'   |               |
|   |       | EB 83.1           | Diff. EB 74.3 | EB 83.1             | Diff. EB 74.3 | EB 83.1                 | Diff. EB 74.3 | EB 83.1                  | Diff. EB 74.3 | EB 83.1 | Diff. EB 74.3 | EB 83.1              | Diff. EB 74.3 | EB 83.1                  | Diff. EB 74.3 |
| %   |       |                   |               |                     |               |                         |               |                          |               |         |               |                      |               |                          |               |
|    | EU 28 | 25                | 0             | 44                  | -1            | 22                      | 0             | 6                        | 1             | 3       | 0             | 69                   | -1            | 28                       | 1             |
|    | BE    | 27                | 8             | 48                  | 0             | 20                      | -9            | 4                        | 1             | 1       | 0             | 75                   | 8             | 24                       | -8            |
|    | BG    | 24                | 0             | 47                  | -1            | 15                      | -3            | 7                        | 2             | 7       | 2             | 71                   | -1            | 22                       | -1            |
|    | CZ    | 36                | 4             | 41                  | -4            | 17                      | -1            | 3                        | 0             | 3       | 1             | 77                   | 0             | 20                       | -1            |
|    | DK    | 21                | -4            | 40                  | 3             | 31                      | 1             | 6                        | 0             | 2       | 0             | 61                   | -1            | 37                       | 1             |
|  | DE    | 24                | -2            | 46                  | 3             | 24                      | 0             | 4                        | -1            | 2       | 0             | 70                   | 1             | 28                       | -1            |
|  | EE    | 10                | -4            | 35                  | -2            | 40                      | 3             | 7                        | -2            | 8       | 5             | 45                   | -6            | 47                       | 1             |
|  | IE    | 40                | 2             | 43                  | 1             | 11                      | -2            | 4                        | 0             | 2       | -1            | 83                   | 3             | 15                       | -2            |
|  | EL    | 22                | -1            | 43                  | -10           | 27                      | 8             | 7                        | 3             | 1       | 0             | 65                   | -11           | 34                       | 11            |
|  | ES    | 25                | 1             | 39                  | -6            | 23                      | 3             | 10                       | 2             | 3       | 0             | 64                   | -5            | 33                       | 5             |
|  | FR    | 30                | -4            | 42                  | -3            | 18                      | 5             | 7                        | 1             | 3       | 1             | 72                   | -7            | 25                       | 6             |
|  | HR    | 21                |               | 51                  |               | 21                      |               | 5                        |               | 2       |               | 72                   |               | 26                       |               |
|  | IT    | 14                | -2            | 51                  | 0             | 28                      | 5             | 4                        | -2            | 3       | -1            | 65                   | -2            | 32                       | 3             |
|  | CY    | 29                | -12           | 35                  | 8             | 20                      | -1            | 13                       | 4             | 3       | 1             | 64                   | -4            | 33                       | 3             |
|  | LV    | 31                | 0             | 39                  | 4             | 22                      | -6            | 5                        | 1             | 3       | 1             | 70                   | 4             | 27                       | -5            |
|  | LT    | 12                | -5            | 38                  | -4            | 34                      | 6             | 13                       | 7             | 3       | -4            | 50                   | -9            | 47                       | 13            |
|  | LU    | 26                | -3            | 48                  | 4             | 15                      | -4            | 5                        | 1             | 6       | 2             | 74                   | 1             | 20                       | -3            |
|  | HU    | 26                | 1             | 39                  | -7            | 25                      | 2             | 9                        | 4             | 1       | 0             | 65                   | -6            | 34                       | 6             |
|  | MT    | 27                | 0             | 44                  | 11            | 19                      | -6            | 6                        | -4            | 4       | -1            | 71                   | 11            | 25                       | -10           |
|  | NL    | 19                | -1            | 45                  | -1            | 31                      | 2             | 4                        | 0             | 1       | 0             | 64                   | -2            | 35                       | 2             |
|  | AT    | 19                | 6             | 41                  | -7            | 28                      | -4            | 8                        | 3             | 4       | 2             | 60                   | -1            | 36                       | -1            |
|  | PL    | 17                | 0             | 51                  | 6             | 21                      | -7            | 5                        | 0             | 6       | 1             | 68                   | 6             | 26                       | -7            |
|  | PT    | 24                | 4             | 49                  | -9            | 20                      | 2             | 5                        | 3             | 2       | 0             | 73                   | -5            | 25                       | 5             |
|  | RO    | 25                | 5             | 46                  | 5             | 19                      | -1            | 7                        | -2            | 3       | -7            | 71                   | 10            | 26                       | -3            |
|  | SI    | 18                | 0             | 40                  | 4             | 34                      | -2            | 7                        | -2            | 1       | 0             | 58                   | 4             | 41                       | -4            |
|  | SK    | 19                | 3             | 49                  | -3            | 26                      | 0             | 4                        | 0             | 2       | 0             | 68                   | 0             | 30                       | 0             |
|  | FI    | 15                | 4             | 45                  | -4            | 33                      | 1             | 5                        | -2            | 2       | 1             | 60                   | 0             | 38                       | -1            |
|  | SE    | 10                | 1             | 34                  | 6             | 47                      | -2            | 8                        | -4            | 1       | -1            | 44                   | 7             | 55                       | -6            |
|  | UK    | 41                | 2             | 39                  | -2            | 14                      | -1            | 3                        | 0             | 3       | 1             | 80                   | 0             | 17                       | -1            |

QB20 Quand vous décidez de changer de fournisseurs de service en ligne (par ex. un réseau social en ligne ou un cloud) dans quelle mesure est-il important ou pas pour vous de pouvoir transférer les informations personnelles recueillies et conservées par l'ancien fournisseur vers le nouveau fournisseur ?

QB20 When you decide to change online service providers (e.g. an online social network or a cloud service provider), how important or not is it for you to be able to transfer personal information that was stored and collected by the old provider to the new one?






























QB20 Wenn Sie sich entscheiden, den Anbieter eines Internetdienstes zu wechseln (z. B. ein soziales Netzwerk im Internet oder einen Cloud-Anbieter), wie wichtig oder nicht ist es Ihnen da, dass Sie die persönlichen Informationen, die vom alten Anbieter erfasst und gespeichert wurden, auf den neuen Anbieter übertragen können?

|   |       | Très important |               | Plutôt important |               | Pas très important |               | Pas du tout important   |               | NSP       |               | Total 'Important' |               | Total 'Pas important'  |               |
|---|-------|----------------|---------------|------------------|---------------|--------------------|---------------|-------------------------|---------------|-----------|---------------|-------------------|---------------|------------------------|---------------|
|   |       | Very important |               | Fairly important |               | Not very important |               | Not at all important    |               | DK        |               | Total 'Important' |               | Total 'Not important'  |               |
|   |       | Sehr wichtig   |               | Ziemlich wichtig |               | Nicht so wichtig   |               | Überhaupt nicht wichtig |               | WN        |               | Gesamt 'Wichtig'  |               | Gesamt 'Nicht wichtig' |               |
|   |       | EB 83.1        | Diff. EB 74.3 | EB 83.1          | Diff. EB 74.3 | EB 83.1            | Diff. EB 74.3 | EB 83.1                 | Diff. EB 74.3 | EB 83.1   | Diff. EB 74.3 | EB 83.1           | Diff. EB 74.3 | EB 83.1                | Diff. EB 74.3 |
| %   |       |                |               |                  |               |                    |               |                         |               |           |               |                   |               |                        |               |
|    | EU 28 | <b>28</b>      | -3            | <b>39</b>        | -1            | <b>18</b>          | 2             | <b>9</b>                | 1             | <b>6</b>  | 1             | <b>67</b>         | -4            | <b>27</b>              | 3             |
|    | BE    | <b>28</b>      | -2            | <b>41</b>        | -4            | <b>19</b>          | 3             | <b>8</b>                | 2             | <b>4</b>  | 1             | <b>69</b>         | -6            | <b>27</b>              | 5             |
|    | BG    | <b>41</b>      | 0             | <b>38</b>        | 1             | <b>9</b>           | 1             | <b>4</b>                | 1             | <b>8</b>  | -3            | <b>79</b>         | 1             | <b>13</b>              | 2             |
|    | CZ    | <b>26</b>      | -13           | <b>41</b>        | -2            | <b>17</b>          | 6             | <b>6</b>                | 3             | <b>10</b> | 6             | <b>67</b>         | -15           | <b>23</b>              | 9             |
|    | DK    | <b>19</b>      | -7            | <b>30</b>        | 0             | <b>31</b>          | 2             | <b>16</b>               | 5             | <b>4</b>  | 0             | <b>49</b>         | -7            | <b>47</b>              | 7             |
|    | DE    | <b>22</b>      | -4            | <b>31</b>        | 4             | <b>24</b>          | -1            | <b>15</b>               | -2            | <b>8</b>  | 3             | <b>53</b>         | 0             | <b>39</b>              | -3            |
|   | EE    | <b>19</b>      | -8            | <b>37</b>        | 0             | <b>23</b>          | 3             | <b>11</b>               | 3             | <b>10</b> | 2             | <b>56</b>         | -8            | <b>34</b>              | 6             |
|  | IE    | <b>47</b>      | -5            | <b>36</b>        | 2             | <b>8</b>           | 0             | <b>4</b>                | 3             | <b>5</b>  | 0             | <b>83</b>         | -3            | <b>12</b>              | 3             |
|  | EL    | <b>38</b>      | -13           | <b>43</b>        | 3             | <b>14</b>          | 8             | <b>3</b>                | 2             | <b>2</b>  | 0             | <b>81</b>         | -10           | <b>17</b>              | 10            |
|  | ES    | <b>33</b>      | 6             | <b>39</b>        | -11           | <b>15</b>          | 2             | <b>8</b>                | 3             | <b>5</b>  | 0             | <b>72</b>         | -5            | <b>23</b>              | 5             |
|  | FR    | <b>31</b>      | 1             | <b>37</b>        | -7            | <b>16</b>          | 1             | <b>8</b>                | 1             | <b>8</b>  | 4             | <b>68</b>         | -6            | <b>24</b>              | 2             |
|  | HR    | <b>23</b>      |               | <b>49</b>        |               | <b>18</b>          |               | <b>6</b>                |               | <b>4</b>  |               | <b>72</b>         |               | <b>24</b>              |               |
|  | IT    | <b>24</b>      | -6            | <b>52</b>        | 4             | <b>15</b>          | 6             | <b>4</b>                | -2            | <b>5</b>  | -2            | <b>76</b>         | -2            | <b>19</b>              | 4             |
|  | CY    | <b>50</b>      | -22           | <b>31</b>        | 13            | <b>10</b>          | 4             | <b>3</b>                | 0             | <b>6</b>  | 5             | <b>81</b>         | -9            | <b>13</b>              | 4             |
|  | LV    | <b>23</b>      | -7            | <b>37</b>        | -7            | <b>27</b>          | 10            | <b>6</b>                | 2             | <b>7</b>  | 2             | <b>60</b>         | -14           | <b>33</b>              | 12            |
|  | LT    | <b>21</b>      | -5            | <b>41</b>        | -3            | <b>22</b>          | 8             | <b>9</b>                | 4             | <b>7</b>  | -4            | <b>62</b>         | -8            | <b>31</b>              | 12            |
|  | LU    | <b>26</b>      | -9            | <b>27</b>        | -4            | <b>27</b>          | 12            | <b>13</b>               | -1            | <b>7</b>  | 2             | <b>53</b>         | -13           | <b>40</b>              | 11            |
|  | HU    | <b>28</b>      | -7            | <b>38</b>        | -8            | <b>20</b>          | 8             | <b>10</b>               | 6             | <b>4</b>  | 1             | <b>66</b>         | -15           | <b>30</b>              | 14            |
|  | MT    | <b>49</b>      | 0             | <b>29</b>        | -4            | <b>13</b>          | 2             | <b>5</b>                | 1             | <b>4</b>  | 1             | <b>78</b>         | -4            | <b>18</b>              | 3             |
|  | NL    | <b>23</b>      | 0             | <b>34</b>        | -4            | <b>29</b>          | 5             | <b>11</b>               | -1            | <b>3</b>  | 0             | <b>57</b>         | -4            | <b>40</b>              | 4             |
|  | AT    | <b>17</b>      | -12           | <b>36</b>        | -7            | <b>19</b>          | 4             | <b>25</b>               | 17            | <b>3</b>  | -2            | <b>53</b>         | -19           | <b>44</b>              | 21            |
|  | PL    | <b>19</b>      | -11           | <b>55</b>        | 5             | <b>11</b>          | 0             | <b>4</b>                | 1             | <b>11</b> | 5             | <b>74</b>         | -6            | <b>15</b>              | 1             |
|  | PT    | <b>28</b>      | -2            | <b>52</b>        | -7            | <b>13</b>          | 4             | <b>3</b>                | 3             | <b>4</b>  | 2             | <b>80</b>         | -9            | <b>16</b>              | 7             |
|  | RO    | <b>29</b>      | 0             | <b>44</b>        | 3             | <b>18</b>          | 8             | <b>4</b>                | -1            | <b>5</b>  | -10           | <b>73</b>         | 3             | <b>22</b>              | 7             |
|  | SI    | <b>29</b>      | -6            | <b>38</b>        | 2             | <b>16</b>          | 1             | <b>11</b>               | 3             | <b>6</b>  | 0             | <b>67</b>         | -4            | <b>27</b>              | 4             |
|  | SK    | <b>32</b>      | 3             | <b>38</b>        | -13           | <b>14</b>          | 2             | <b>8</b>                | 5             | <b>8</b>  | 3             | <b>70</b>         | -10           | <b>22</b>              | 7             |
|  | FI    | <b>27</b>      | -5            | <b>34</b>        | -8            | <b>24</b>          | 10            | <b>11</b>               | 3             | <b>4</b>  | 0             | <b>61</b>         | -13           | <b>35</b>              | 13            |
|  | SE    | <b>19</b>      | -4            | <b>34</b>        | 1             | <b>29</b>          | 5             | <b>14</b>               | -2            | <b>4</b>  | 0             | <b>53</b>         | -3            | <b>43</b>              | 3             |
|  | UK    | <b>44</b>      | 1             | <b>32</b>        | -2            | <b>13</b>          | -1            | <b>5</b>                | 1             | <b>6</b>  | 1             | <b>76</b>         | -1            | <b>18</b>              | 0             |

QB21 Souhaiteriez-vous être informé(e) en cas de perte ou de vol de vos informations personnelles ?

QB21 Would you want to be informed if information that is held about you is lost or stolen?

QB21 Würden Sie informiert werden wollen, wenn über Sie vorhandene Informationen verloren gehen oder gestohlen werden?






























|   |       | Oui        |                     | Non        |                     | NSP        |                     |
|---|-------|------------|---------------------|------------|---------------------|------------|---------------------|
|   |       | Yes        |                     | No         |                     | DK         |                     |
|   |       | Ja         |                     | Nein       |                     | WN         |                     |
| %   |       | EB<br>83.1 | Diff.<br>EB<br>74.3 | EB<br>83.1 | Diff.<br>EB<br>74.3 | EB<br>83.1 | Diff.<br>EB<br>74.3 |
|    | EU 28 | <b>91</b>  | 4                   | <b>6</b>   | -3                  | <b>3</b>   | -1                  |
|    | BE    | <b>88</b>  | 0                   | <b>11</b>  | 0                   | <b>1</b>   | 0                   |
|    | BG    | <b>93</b>  | 2                   | <b>3</b>   | 0                   | <b>4</b>   | -2                  |
|    | CZ    | <b>95</b>  | 3                   | <b>4</b>   | -2                  | <b>1</b>   | -1                  |
|    | DK    | <b>96</b>  | -1                  | <b>3</b>   | 1                   | <b>1</b>   | 0                   |
|    | DE    | <b>92</b>  | 4                   | <b>5</b>   | -3                  | <b>3</b>   | -1                  |
|    | EE    | <b>94</b>  | 2                   | <b>2</b>   | -5                  | <b>4</b>   | 3                   |
|    | IE    | <b>93</b>  | 0                   | <b>6</b>   | 3                   | <b>1</b>   | -3                  |
|    | EL    | <b>97</b>  | 6                   | <b>3</b>   | -3                  | <b>0</b>   | -3                  |
|   | ES    | <b>93</b>  | 10                  | <b>4</b>   | -7                  | <b>3</b>   | -3                  |
|  | FR    | <b>94</b>  | 2                   | <b>3</b>   | -3                  | <b>3</b>   | 1                   |
|  | HR    | <b>90</b>  |                     | <b>9</b>   |                     | <b>1</b>   |                     |
|  | IT    | <b>82</b>  | 0                   | <b>14</b>  | 1                   | <b>4</b>   | -1                  |
|  | CY    | <b>92</b>  | -2                  | <b>6</b>   | 2                   | <b>2</b>   | 0                   |
|  | LV    | <b>90</b>  | 0                   | <b>8</b>   | 1                   | <b>2</b>   | -1                  |
|  | LT    | <b>89</b>  | 6                   | <b>8</b>   | -2                  | <b>3</b>   | -4                  |
|  | LU    | <b>92</b>  | 1                   | <b>5</b>   | -2                  | <b>3</b>   | 1                   |
|  | HU    | <b>77</b>  | -1                  | <b>20</b>  | 2                   | <b>3</b>   | -1                  |
|  | MT    | <b>96</b>  | -1                  | <b>3</b>   | 2                   | <b>1</b>   | -1                  |
|  | NL    | <b>96</b>  | 4                   | <b>3</b>   | -3                  | <b>1</b>   | -1                  |
|  | AT    | <b>83</b>  | 5                   | <b>14</b>  | -3                  | <b>3</b>   | -2                  |
|  | PL    | <b>88</b>  | 4                   | <b>10</b>  | -2                  | <b>2</b>   | -2                  |
|  | PT    | <b>93</b>  | 8                   | <b>5</b>   | -6                  | <b>2</b>   | -2                  |
|  | RO    | <b>92</b>  | 13                  | <b>6</b>   | -6                  | <b>2</b>   | -7                  |
|  | SI    | <b>90</b>  | -6                  | <b>8</b>   | 5                   | <b>2</b>   | 1                   |
|  | SK    | <b>91</b>  | 1                   | <b>6</b>   | -2                  | <b>3</b>   | 1                   |
|  | FI    | <b>96</b>  | 2                   | <b>3</b>   | -2                  | <b>1</b>   | 0                   |
|  | SE    | <b>98</b>  | 3                   | <b>2</b>   | -2                  | <b>0</b>   | -1                  |
|  | UK    | <b>95</b>  | 1                   | <b>3</b>   | -2                  | <b>2</b>   | 1                   |



QB22 Qui, selon vous, devrait vous informer en cas de perte ou de vol de vos informations personnelles ? (PLUSIEURS REPONSES POSSIBLES)

QB22 Who do you think should inform you if information that is held about you is lost or stolen? (MULTIPLE ANSWERS POSSIBLE)






























QB22 Wer sollte Sie Ihrer Meinung nach informieren, wenn über Sie vorhandene Informationen verloren gehen oder gestohlen werden? (MEHRFACHNENNUNGEN MÖGLICH)

|   |       | L'autorité ou entreprise privée qui gère vos données<br><br>The authority or private company handling your data<br><br>Die Behörde oder das Privatunternehmen, das Ihre Daten verwaltet | L'autorité (NATIONALITE) de protection des données<br><br>The (NATIONALITY) Data Protection Authority<br><br>Die (NATIONALITÄT) Datenschutzbehörde | L'agence de protection des données du pays où l'autorité ou entreprise privée est implantée<br><br>The Data Protection Authority of the country where the authority or private company is established<br><br>Die Datenschutzbehörde des Landes, in dem die Behörde oder das Privatunternehmen ansässig ist | Un tribunal<br><br>A court<br><br>Ein Gericht |
|---|-------|---|--|--|---|
| %   |       | EB<br>83.1  | EB<br>83.1   | EB<br>83.1   | EB<br>83.1                                    |
|    | EU 28 | <b>65</b>   | <b>45</b>  | <b>21</b>  | <b>12</b>                                     |
|    | BE    | <b>70</b>   | <b>42</b>  | <b>23</b>  | <b>9</b>                                      |
|    | BG    | <b>62</b>   | <b>34</b>  | <b>18</b>  | <b>9</b>                                      |
|   | CZ    | <b>54</b>   | <b>59</b>  | <b>27</b>  | <b>10</b>                                     |
|  | DK    | <b>85</b>   | <b>43</b>  | <b>26</b>  | <b>4</b>                                      |
|  | DE    | <b>71</b>   | <b>43</b>  | <b>22</b>  | <b>7</b>                                      |
|  | EE    | <b>75</b>   | <b>46</b>  | <b>19</b>  | <b>6</b>                                      |
|  | IE    | <b>67</b>   | <b>49</b>  | <b>18</b>  | <b>4</b>                                      |
|  | EL    | <b>59</b>   | <b>56</b>  | <b>31</b>  | <b>12</b>                                     |
|  | ES    | <b>62</b>   | <b>49</b>  | <b>21</b>  | <b>12</b>                                     |
|  | FR    | <b>68</b>   | <b>54</b>  | <b>18</b>  | <b>12</b>                                     |
|  | HR    | <b>56</b>   | <b>40</b>  | <b>23</b>  | <b>10</b>                                     |
|  | IT    | <b>51</b>   | <b>37</b>  | <b>20</b>  | <b>39</b>                                     |
|  | CY    | <b>64</b>   | <b>46</b>  | <b>34</b>  | <b>5</b>                                      |
|  | LV    | <b>59</b>   | <b>50</b>  | <b>19</b>  | <b>6</b>                                      |
|  | LT    | <b>64</b>   | <b>49</b>  | <b>17</b>  | <b>7</b>                                      |
|  | LU    | <b>78</b>   | <b>55</b>  | <b>25</b>  | <b>13</b>                                     |
|  | HU    | <b>55</b>   | <b>54</b>  | <b>13</b>  | <b>8</b>                                      |
|  | MT    | <b>69</b>   | <b>51</b>  | <b>20</b>  | <b>6</b>                                      |
|  | NL    | <b>82</b>   | <b>45</b>  | <b>21</b>  | <b>5</b>                                      |
|  | AT    | <b>64</b>   | <b>53</b>  | <b>26</b>  | <b>12</b>                                     |
|  | PL    | <b>57</b>   | <b>35</b>  | <b>23</b>  | <b>13</b>                                     |
|  | PT    | <b>36</b>   | <b>54</b>  | <b>17</b>  | <b>18</b>                                     |
|  | RO    | <b>57</b>   | <b>47</b>  | <b>22</b>  | <b>14</b>                                     |
|  | SI    | <b>69</b>   | <b>48</b>  | <b>30</b>  | <b>5</b>                                      |
|  | SK    | <b>50</b>   | <b>49</b>  | <b>26</b>  | <b>9</b>                                      |
|  | FI    | <b>79</b>   | <b>50</b>  | <b>20</b>  | <b>7</b>                                      |
|  | SE    | <b>91</b>   | <b>31</b>  | <b>17</b>  | <b>4</b>                                      |
|  | UK    | <b>75</b>   | <b>46</b>  | <b>18</b>  | <b>6</b>                                      |

QB22 Qui, selon vous, devrait vous informer en cas de perte ou de vol de vos informations personnelles ? (PLUSIEURS REPONSES POSSIBLES)

QB22 Who do you think should inform you if information that is held about you is lost or stolen? (MULTIPLE ANSWERS POSSIBLE)



























QB22 Wer sollte Sie Ihrer Meinung nach informieren, wenn über Sie vorhandene Informationen verloren gehen oder gestohlen werden? (MEHRFACHNENNUNGEN MÖGLICH)

|   |       | Une association indépendante de défense de la protection des données<br><br>An independent organisation for the protection of data rights<br><br>Eine unabhängige Organisation zur Wahrung von Datenschutzrechten | Les institutions et instances de l'UE<br><br>The EU institutions and bodies<br><br>Die Institutionen und Organe der EU | Autre (SPONTANE)<br><br>Other (SPONTANEOUS)<br><br>Sonstiges (SPONTAN) | NSP<br><br>DK<br><br>WN |
|---|-------|---|--|--|-------------------------|
| %   |       | EB<br>83.1  | EB<br>83.1   | EB<br>83.1   | EB<br>83.1              |
|    | EU 28 | <b>13</b>   | <b>4</b>   | <b>2</b>   | <b>5</b>                |
|    | BE    | <b>24</b>   | <b>7</b>   | <b>0</b>   | <b>1</b>                |
|    | BG    | <b>9</b>  | <b>5</b>   | <b>1</b>   | <b>8</b>                |
|    | CZ    | <b>15</b>   | <b>8</b>   | <b>2</b>   | <b>4</b>                |
|    | DK    | <b>17</b>   | <b>5</b>   | <b>3</b>   | <b>2</b>                |
|   | DE    | <b>11</b>   | <b>3</b>   | <b>2</b>   | <b>2</b>                |
|  | EE    | <b>12</b>   | <b>3</b>   | <b>1</b>   | <b>5</b>                |
|  | IE    | <b>11</b>   | <b>4</b>   | <b>1</b>   | <b>6</b>                |
|  | EL    | <b>17</b>   | <b>5</b>   | <b>6</b>   | <b>2</b>                |
|  | ES    | <b>8</b>  | <b>5</b>   | <b>3</b>   | <b>5</b>                |
|  | FR    | <b>14</b>   | <b>5</b>   | <b>2</b>   | <b>5</b>                |
|  | HR    | <b>12</b>   | <b>5</b>   | <b>2</b>   | <b>9</b>                |
|  | IT    | <b>10</b>   | <b>3</b>   | <b>2</b>   | <b>6</b>                |
|  | CY    | <b>11</b>   | <b>7</b>   | <b>4</b>   | <b>4</b>                |
|  | LV    | <b>12</b>   | <b>5</b>   | <b>1</b>   | <b>5</b>                |
|  | LT    | <b>10</b>   | <b>4</b>   | <b>2</b>   | <b>4</b>                |
|  | LU    | <b>12</b>   | <b>9</b>   | <b>5</b>   | <b>0</b>                |
|  | HU    | <b>13</b>   | <b>2</b>   | <b>2</b>   | <b>3</b>                |
|  | MT    | <b>9</b>  | <b>4</b>   | <b>1</b>   | <b>3</b>                |
|  | NL    | <b>29</b>   | <b>7</b>   | <b>2</b>   | <b>1</b>                |
|  | AT    | <b>17</b>   | <b>5</b>   | <b>5</b>   | <b>5</b>                |
|  | PL    | <b>14</b>   | <b>5</b>   | <b>2</b>   | <b>9</b>                |
|  | PT    | <b>8</b>  | <b>6</b>   | <b>6</b>   | <b>14</b>               |
|  | RO    | <b>12</b>   | <b>4</b>   | <b>1</b>   | <b>6</b>                |
|  | SI    | <b>11</b>   | <b>6</b>   | <b>5</b>   | <b>8</b>                |
|  | SK    | <b>11</b>   | <b>5</b>   | <b>7</b>   | <b>6</b>                |
|  | FI    | <b>13</b>   | <b>4</b>   | <b>1</b>   | <b>2</b>                |
|  | SE    | <b>14</b>   | <b>2</b>   | <b>1</b>   | <b>1</b>                |
|  | UK    | <b>11</b>   | <b>4</b>   | <b>2</b>   | <b>4</b>                |

QB23 Dans quelle mesure est-il important ou pas pour vous de jouir de droits et de protections identiques pour vos informations personnelles, quel que soit le pays d'origine de l'autorité ou entreprise privée qui fournit le service ?

QB23 How important or not is it for you to have the same rights and protections over your personal information regardless of the country in which the authority or private company offering the service is established?






























QB23 Wie wichtig oder nicht wichtig ist es für Sie, dieselben Rechte und den gleichen Schutz in Bezug auf Ihre persönlichen Informationen zu genießen, unabhängig davon, in welchem Land die Behörde oder das Unternehmen, das den Dienst anbietet, ansässig ist?

|   |       | Très important | Plutôt important | Pas très important | Pas du tout important   | NSP     | Total 'Important' | Total 'Pas important'  |
|---|-------|----------------|------------------|--------------------|-------------------------|---------|-------------------|------------------------|
|   |       | Very important | Fairly important | Not very important | Not at all important    | DK      | Total 'Important' | Total 'Not important'  |
|   |       | Sehr wichtig   | Ziemlich wichtig | Nicht so wichtig   | Überhaupt nicht wichtig | WN      | Gesamt 'Wichtig'  | Gesamt 'Nicht wichtig' |
|   |       | EB 83.1        | EB 83.1          | EB 83.1            | EB 83.1                 | EB 83.1 | EB 83.1           | EB 83.1                |
| %   |       |                |                  |                    |                         |         |                   |                        |
|    | EU 28 | 51             | 38               | 5                  | 2                       | 4       | 89                | 7                      |
|    | BE    | 55             | 36               | 5                  | 2                       | 2       | 91                | 7                      |
|    | BG    | 60             | 30               | 3                  | 1                       | 6       | 90                | 4                      |
|    | CZ    | 47             | 39               | 7                  | 3                       | 4       | 86                | 10                     |
|    | DK    | 56             | 33               | 6                  | 1                       | 4       | 89                | 7                      |
|    | DE    | 53             | 37               | 5                  | 1                       | 4       | 90                | 6                      |
|   | EE    | 41             | 41               | 8                  | 2                       | 8       | 82                | 10                     |
|  | IE    | 67             | 27               | 2                  | 1                       | 3       | 94                | 3                      |
|  | EL    | 54             | 38               | 5                  | 2                       | 1       | 92                | 7                      |
|  | ES    | 45             | 40               | 4                  | 4                       | 7       | 85                | 8                      |
|  | FR    | 54             | 36               | 3                  | 2                       | 5       | 90                | 5                      |
|  | HR    | 48             | 39               | 7                  | 3                       | 3       | 87                | 10                     |
|  | IT    | 38             | 49               | 7                  | 2                       | 4       | 87                | 9                      |
|  | CY    | 72             | 21               | 3                  | 2                       | 2       | 93                | 5                      |
|  | LV    | 29             | 42               | 16                 | 5                       | 8       | 71                | 21                     |
|  | LT    | 31             | 50               | 8                  | 4                       | 7       | 81                | 12                     |
|  | LU    | 61             | 26               | 6                  | 1                       | 6       | 87                | 7                      |
|  | HU    | 43             | 37               | 12                 | 6                       | 2       | 80                | 18                     |
|  | MT    | 71             | 22               | 2                  | 2                       | 3       | 93                | 4                      |
|  | NL    | 51             | 39               | 7                  | 1                       | 2       | 90                | 8                      |
|  | AT    | 43             | 39               | 11                 | 4                       | 3       | 82                | 15                     |
|  | PL    | 38             | 50               | 6                  | 1                       | 5       | 88                | 7                      |
|  | PT    | 39             | 46               | 7                  | 1                       | 7       | 85                | 8                      |
|  | RO    | 47             | 39               | 7                  | 4                       | 3       | 86                | 11                     |
|  | SI    | 53             | 28               | 8                  | 4                       | 7       | 81                | 12                     |
|  | SK    | 51             | 39               | 4                  | 2                       | 4       | 90                | 6                      |
|  | FI    | 64             | 30               | 3                  | 0                       | 3       | 94                | 3                      |
|  | SE    | 70             | 24               | 4                  | 1                       | 1       | 94                | 5                      |
|  | UK    | 70             | 24               | 2                  | 1                       | 3       | 94                | 3                      |

QB24 A votre avis, l'application des règles sur la protection des données personnelles devrait-elle être mise en œuvre ... ?

QB24 In your opinion, the enforcement of the rules on personal data protection should be dealt with at...?






























QB24 Auf welcher Ebene sollte Ihrer Meinung nach die Durchsetzung der Bestimmungen zum Schutz persönlicher Daten stattfinden?

|   |       | Au niveau européen     |                     | Au niveau national   |                     | Au niveau régional ou local       |                     | NSP        |                     |
|---|-------|------------------------|---------------------|----------------------|---------------------|-----------------------------------|---------------------|------------|---------------------|
|   |       | European level         |                     | National level       |                     | Regional or local level           |                     | DK         |                     |
|   |       | Auf europäischer Ebene |                     | Auf nationaler Ebene |                     | Auf regionaler oder lokaler Ebene |                     | WN         |                     |
| %   |       | EB<br>83.1             | Diff.<br>EB<br>74.3 | EB<br>83.1           | Diff.<br>EB<br>74.3 | EB<br>83.1                        | Diff.<br>EB<br>74.3 | EB<br>83.1 | Diff.<br>EB<br>74.3 |
|    | EU 28 | <b>45</b>              | 1                   | <b>42</b>            | 2                   | <b>8</b>                          | -2                  | <b>5</b>   | -1                  |
|    | BE    | <b>63</b>              | 8                   | <b>30</b>            | -1                  | <b>6</b>                          | -7                  | <b>1</b>   | 0                   |
|    | BG    | <b>43</b>              | -2                  | <b>45</b>            | 2                   | <b>5</b>                          | -1                  | <b>7</b>   | 1                   |
|    | CZ    | <b>37</b>              | -4                  | <b>47</b>            | 2                   | <b>12</b>                         | 1                   | <b>4</b>   | 1                   |
|    | DK    | <b>37</b>              | 10                  | <b>52</b>            | -8                  | <b>7</b>                          | -3                  | <b>4</b>   | 1                   |
|    | DE    | <b>53</b>              | -3                  | <b>39</b>            | 5                   | <b>4</b>                          | -3                  | <b>4</b>   | 1                   |
|    | EE    | <b>31</b>              | -3                  | <b>52</b>            | 0                   | <b>11</b>                         | 0                   | <b>6</b>   | 3                   |
|    | IE    | <b>30</b>              | 4                   | <b>50</b>            | -2                  | <b>16</b>                         | 1                   | <b>4</b>   | -3                  |
|   | EL    | <b>43</b>              | -11                 | <b>50</b>            | 12                  | <b>6</b>                          | 0                   | <b>1</b>   | -1                  |
|  | ES    | <b>65</b>              | 10                  | <b>22</b>            | -7                  | <b>6</b>                          | -2                  | <b>7</b>   | -1                  |
|  | FR    | <b>62</b>              | 6                   | <b>27</b>            | -3                  | <b>6</b>                          | -3                  | <b>5</b>   | 0                   |
|  | HR    | <b>29</b>              |                     | <b>52</b>            |                     | <b>14</b>                         |                     | <b>5</b>   |                     |
|  | IT    | <b>37</b>              | -4                  | <b>48</b>            | 12                  | <b>9</b>                          | -5                  | <b>6</b>   | -3                  |
|  | CY    | <b>54</b>              | 0                   | <b>33</b>            | 0                   | <b>9</b>                          | -2                  | <b>4</b>   | 2                   |
|  | LV    | <b>45</b>              | -13                 | <b>38</b>            | 7                   | <b>12</b>                         | 4                   | <b>5</b>   | 2                   |
|  | LT    | <b>40</b>              | -8                  | <b>44</b>            | 8                   | <b>11</b>                         | 1                   | <b>5</b>   | -1                  |
|  | LU    | <b>65</b>              | 8                   | <b>28</b>            | -5                  | <b>4</b>                          | -2                  | <b>3</b>   | -1                  |
|  | HU    | <b>26</b>              | -19                 | <b>57</b>            | 10                  | <b>14</b>                         | 7                   | <b>3</b>   | 2                   |
|  | MT    | <b>42</b>              | 5                   | <b>42</b>            | -5                  | <b>11</b>                         | 3                   | <b>5</b>   | -3                  |
|  | NL    | <b>61</b>              | 9                   | <b>34</b>            | -7                  | <b>3</b>                          | -2                  | <b>2</b>   | 0                   |
|  | AT    | <b>43</b>              | 3                   | <b>42</b>            | 2                   | <b>12</b>                         | -5                  | <b>3</b>   | 0                   |
|  | PL    | <b>30</b>              | -12                 | <b>51</b>            | 10                  | <b>12</b>                         | 4                   | <b>7</b>   | -2                  |
|  | PT    | <b>44</b>              | -2                  | <b>45</b>            | 8                   | <b>4</b>                          | -4                  | <b>7</b>   | -2                  |
|  | RO    | <b>39</b>              | -7                  | <b>40</b>            | 9                   | <b>16</b>                         | 5                   | <b>5</b>   | -7                  |
|  | SI    | <b>38</b>              | 11                  | <b>45</b>            | -14                 | <b>6</b>                          | -6                  | <b>11</b>  | 9                   |
|  | SK    | <b>51</b>              | -1                  | <b>35</b>            | 0                   | <b>9</b>                          | 0                   | <b>5</b>   | 1                   |
|  | FI    | <b>36</b>              | 3                   | <b>54</b>            | 1                   | <b>8</b>                          | -2                  | <b>2</b>   | -2                  |
|  | SE    | <b>37</b>              | 17                  | <b>56</b>            | -10                 | <b>6</b>                          | -6                  | <b>1</b>   | -1                  |
|  | UK    | <b>27</b>              | 10                  | <b>58</b>            | -3                  | <b>9</b>                          | -7                  | <b>6</b>   | 0                   |

QB25 Avez-vous entendu parler d'une autorité publique en (NOTRE PAYS) responsable de la protection de vos droits en ce qui concerne vos données personnelles ?

QB25 Have you heard about a public authority in (OUR COUNTRY) responsible for protecting your rights regarding your personal data?






























QB25 Haben Sie von einer Behörde in (UNSEREM LAND) gehört, die für den Schutz Ihrer Rechte in Bezug auf Ihre persönlichen Daten zuständig ist?

|   |       | Oui        |                     | Non        |                     | NSP        |                     |
|---|-------|------------|---------------------|------------|---------------------|------------|---------------------|
|   |       | Yes        |                     | No         |                     | DK         |                     |
|   |       | Ja         |                     | Nein       |                     | WN         |                     |
| %   |       | EB<br>83.1 | Diff.<br>EB<br>74.3 | EB<br>83.1 | Diff.<br>EB<br>74.3 | EB<br>83.1 | Diff.<br>EB<br>74.3 |
|    | EU 28 | <b>37</b>  | 4                   | <b>61</b>  | -2                  | <b>2</b>   | -2                  |
|    | BE    | <b>31</b>  | 11                  | <b>68</b>  | -11                 | <b>1</b>   | 0                   |
|    | BG    | <b>38</b>  | 21                  | <b>57</b>  | -16                 | <b>5</b>   | -5                  |
|    | CZ    | <b>46</b>  | 8                   | <b>52</b>  | -9                  | <b>2</b>   | 1                   |
|    | DK    | <b>49</b>  | 5                   | <b>49</b>  | -5                  | <b>2</b>   | 0                   |
|    | DE    | <b>44</b>  | 4                   | <b>52</b>  | -3                  | <b>4</b>   | -1                  |
|    | EE    | <b>35</b>  | 7                   | <b>62</b>  | -9                  | <b>3</b>   | 2                   |
|    | IE    | <b>43</b>  | 8                   | <b>56</b>  | -4                  | <b>1</b>   | -4                  |
|   | EL    | <b>56</b>  | 10                  | <b>44</b>  | -9                  | <b>0</b>   | -1                  |
|  | ES    | <b>20</b>  | 4                   | <b>79</b>  | -2                  | <b>1</b>   | -2                  |
|  | FR    | <b>35</b>  | 4                   | <b>64</b>  | -3                  | <b>1</b>   | -1                  |
|  | HR    | <b>29</b>  |                     | <b>69</b>  |                     | <b>2</b>   |                     |
|  | IT    | <b>31</b>  | -7                  | <b>67</b>  | 12                  | <b>2</b>   | -5                  |
|  | CY    | <b>39</b>  | 2                   | <b>60</b>  | 0                   | <b>1</b>   | -2                  |
|  | LV    | <b>34</b>  | 6                   | <b>65</b>  | -6                  | <b>1</b>   | 0                   |
|  | LT    | <b>38</b>  | 11                  | <b>60</b>  | -10                 | <b>2</b>   | -1                  |
|  | LU    | <b>33</b>  | 11                  | <b>65</b>  | -9                  | <b>2</b>   | -2                  |
|  | HU    | <b>40</b>  | -11                 | <b>58</b>  | 11                  | <b>2</b>   | 0                   |
|  | MT    | <b>52</b>  | 9                   | <b>47</b>  | -5                  | <b>1</b>   | -4                  |
|  | NL    | <b>50</b>  | 16                  | <b>49</b>  | -13                 | <b>1</b>   | -3                  |
|  | AT    | <b>42</b>  | 23                  | <b>55</b>  | -19                 | <b>3</b>   | -4                  |
|  | PL    | <b>42</b>  | 2                   | <b>56</b>  | -1                  | <b>2</b>   | -1                  |
|  | PT    | <b>35</b>  | 13                  | <b>64</b>  | -11                 | <b>1</b>   | -2                  |
|  | RO    | <b>22</b>  | 2                   | <b>77</b>  | 4                   | <b>1</b>   | -6                  |
|  | SI    | <b>55</b>  | 7                   | <b>44</b>  | -5                  | <b>1</b>   | -2                  |
|  | SK    | <b>34</b>  | -3                  | <b>65</b>  | 3                   | <b>1</b>   | 0                   |
|  | FI    | <b>37</b>  | 4                   | <b>62</b>  | -3                  | <b>1</b>   | -1                  |
|  | SE    | <b>51</b>  | 9                   | <b>47</b>  | -8                  | <b>2</b>   | -1                  |
|  | UK    | <b>37</b>  | 4                   | <b>60</b>  | -6                  | <b>3</b>   | 2                   |

QB26 En cas de problème concernant la protection de vos données personnelles, à qui préféreriez-vous adresser une plainte ? (PLUSIEURS REPONSES POSSIBLES)

QB26 If you experienced a problem concerning the protection of your personal data, to whom would you prefer to send a complaint? (MULTIPLE ANSWERS POSSIBLE)






























QB26 Wenn hinsichtlich des Schutzes Ihrer persönlichen Informationen ein Problem auftreten würde, an wen würden Sie am ehesten eine Beschwerde schicken wollen? (MEHRFACHNENNUNGEN MÖGLICH)

|   |       | L'autorité ou entreprise privée qui gère vos données<br><br>The authority or private company handling your data<br><br>Die Behörde oder das Privatunternehmen, das Ihre Daten verwaltet | L'autorité (NATIONALITE) de protection des données<br><br>The (NATIONALITY) Data Protection Authority<br><br>Die (NATIONALITÄT) Datenschutzbehörde | L'agence de protection de données du pays où l'autorité ou entreprise privée est implantée<br><br>The Data Protection Authority of the country where the authority or private company is established<br><br>Die Datenschutzbehörde des Landes, in dem die Behörde oder das Privatunternehmen ansässig ist | Un tribunal<br><br>A court<br><br>Ein Gericht |
|---|-------|---|--|---|---|
| %   |       | EB<br>83.1  | EB<br>83.1   | EB<br>83.1  | EB<br>83.1                                    |
|    | EU 28 | <b>45</b>   | <b>50</b>  | <b>18</b>   | <b>21</b>                                     |
|    | BE    | <b>44</b>   | <b>51</b>  | <b>20</b>   | <b>20</b>                                     |
|    | BG    | <b>41</b>   | <b>36</b>  | <b>17</b>   | <b>23</b>                                     |
|   | CZ    | <b>38</b>   | <b>56</b>  | <b>25</b>   | <b>19</b>                                     |
|  | DK    | <b>64</b>   | <b>57</b>  | <b>22</b>   | <b>8</b>                                      |
|  | DE    | <b>51</b>   | <b>53</b>  | <b>23</b>   | <b>9</b>                                      |
|  | EE    | <b>53</b>   | <b>55</b>  | <b>15</b>   | <b>12</b>                                     |
|  | IE    | <b>42</b>   | <b>59</b>  | <b>18</b>   | <b>4</b>                                      |
|  | EL    | <b>47</b>   | <b>63</b>  | <b>33</b>   | <b>22</b>                                     |
|  | ES    | <b>42</b>   | <b>49</b>  | <b>18</b>   | <b>29</b>                                     |
|  | FR    | <b>41</b>   | <b>48</b>  | <b>11</b>   | <b>32</b>                                     |
|  | HR    | <b>47</b>   | <b>40</b>  | <b>22</b>   | <b>19</b>                                     |
|  | IT    | <b>32</b>   | <b>37</b>  | <b>20</b>   | <b>46</b>                                     |
|  | CY    | <b>49</b>   | <b>55</b>  | <b>35</b>   | <b>9</b>                                      |
|  | LV    | <b>41</b>   | <b>55</b>  | <b>17</b>   | <b>14</b>                                     |
|  | LT    | <b>47</b>   | <b>50</b>  | <b>14</b>   | <b>15</b>                                     |
|  | LU    | <b>55</b>   | <b>58</b>  | <b>22</b>   | <b>22</b>                                     |
|  | HU    | <b>30</b>   | <b>58</b>  | <b>12</b>   | <b>18</b>                                     |
|  | MT    | <b>44</b>   | <b>56</b>  | <b>19</b>   | <b>8</b>                                      |
|  | NL    | <b>67</b>   | <b>60</b>  | <b>22</b>   | <b>8</b>                                      |
|  | AT    | <b>56</b>   | <b>54</b>  | <b>25</b>   | <b>19</b>                                     |
|  | PL    | <b>36</b>   | <b>42</b>  | <b>19</b>   | <b>23</b>                                     |
|  | PT    | <b>23</b>   | <b>53</b>  | <b>15</b>   | <b>25</b>                                     |
|  | RO    | <b>43</b>   | <b>46</b>  | <b>17</b>   | <b>28</b>                                     |
|  | SI    | <b>51</b>   | <b>53</b>  | <b>24</b>   | <b>11</b>                                     |
|  | SK    | <b>37</b>   | <b>46</b>  | <b>21</b>   | <b>17</b>                                     |
|  | FI    | <b>63</b>   | <b>67</b>  | <b>19</b>   | <b>9</b>                                      |
|  | SE    | <b>77</b>   | <b>56</b>  | <b>17</b>   | <b>7</b>                                      |
|  | UK    | <b>50</b>   | <b>59</b>  | <b>12</b>   | <b>6</b>                                      |

QB26 En cas de problème concernant la protection de vos données personnelles, à qui préféreriez-vous adresser une plainte ? (PLUSIEURS REPONSES POSSIBLES)

QB26 If you experienced a problem concerning the protection of your personal data, to whom would you prefer to send a complaint? (MULTIPLE ANSWERS POSSIBLE)






























QB26 Wenn hinsichtlich des Schutzes Ihrer persönlichen Informationen ein Problem auftreten würde, an wen würden Sie am ehesten eine Beschwerde schicken wollen? (MEHRFACHNENNUNGEN MÖGLICH)

|   |       | Une association<br>indépendante de défense<br>de la protection des<br>données | Les institutions et<br>instances de l'UE | Autre (SPONTANE)    | NSP        |
|---|-------|---|--|---------------------|------------|
|   |       | An independent<br>organisation for the<br>protection of data rights           | The EU institutions and<br>bodies        | Other (SPONTANEOUS) | DK         |
|   |       | Eine unabhängige<br>Organisation zur Wahrung<br>von Datenschutzrechten        | Die Institutionen und<br>Organe der EU   | Sonstiges (SPONTAN) | WN         |
| %   |       | EB<br>83.1  | EB<br>83.1                               | EB<br>83.1          | EB<br>83.1 |
|    | EU 28 | <b>12</b>   | <b>4</b>                                 | <b>4</b>            | <b>8</b>   |
|    | BE    | <b>28</b>   | <b>6</b>                                 | <b>2</b>            | <b>4</b>   |
|    | BG    | <b>11</b>   | <b>7</b>                                 | <b>2</b>            | <b>16</b>  |
|    | CZ    | <b>15</b>   | <b>7</b>                                 | <b>4</b>            | <b>6</b>   |
|    | DK    | <b>16</b>   | <b>4</b>                                 | <b>3</b>            | <b>4</b>   |
|   | DE    | <b>9</b>  | <b>2</b>                                 | <b>3</b>            | <b>7</b>   |
|  | EE    | <b>10</b>   | <b>2</b>                                 | <b>2</b>            | <b>9</b>   |
|  | IE    | <b>9</b>  | <b>2</b>                                 | <b>2</b>            | <b>9</b>   |
|  | EL    | <b>15</b>   | <b>4</b>                                 | <b>10</b>           | <b>3</b>   |
|  | ES    | <b>8</b>  | <b>5</b>                                 | <b>6</b>            | <b>8</b>   |
|  | FR    | <b>16</b>   | <b>7</b>                                 | <b>5</b>            | <b>6</b>   |
|  | HR    | <b>12</b>   | <b>5</b>                                 | <b>4</b>            | <b>7</b>   |
|  | IT    | <b>9</b>  | <b>4</b>                                 | <b>2</b>            | <b>8</b>   |
|  | CY    | <b>14</b>   | <b>6</b>                                 | <b>6</b>            | <b>6</b>   |
|  | LV    | <b>11</b>   | <b>4</b>                                 | <b>3</b>            | <b>6</b>   |
|  | LT    | <b>10</b>   | <b>5</b>                                 | <b>2</b>            | <b>9</b>   |
|  | LU    | <b>12</b>   | <b>9</b>                                 | <b>7</b>            | <b>4</b>   |
|  | HU    | <b>12</b>   | <b>4</b>                                 | <b>5</b>            | <b>6</b>   |
|  | MT    | <b>6</b>  | <b>4</b>                                 | <b>4</b>            | <b>12</b>  |
|  | NL    | <b>30</b>   | <b>6</b>                                 | <b>3</b>            | <b>2</b>   |
|  | AT    | <b>19</b>   | <b>5</b>                                 | <b>7</b>            | <b>7</b>   |
|  | PL    | <b>11</b>   | <b>3</b>                                 | <b>4</b>            | <b>10</b>  |
|  | PT    | <b>7</b>  | <b>5</b>                                 | <b>8</b>            | <b>15</b>  |
|  | RO    | <b>9</b>  | <b>6</b>                                 | <b>2</b>            | <b>8</b>   |
|  | SI    | <b>10</b>   | <b>6</b>                                 | <b>8</b>            | <b>10</b>  |
|  | SK    | <b>10</b>   | <b>4</b>                                 | <b>8</b>            | <b>10</b>  |
|  | FI    | <b>11</b>   | <b>2</b>                                 | <b>2</b>            | <b>3</b>   |
|  | SE    | <b>16</b>   | <b>2</b>                                 | <b>3</b>            | <b>1</b>   |
|  | UK    | <b>8</b>  | <b>3</b>                                 | <b>1</b>            | <b>9</b>   |

QB27 En cas de vol ou de perte de vos données personnelles, pour lesquelles seriez le plus préoccupé(e) ? (PLUSIEURS REPONSES POSSIBLES)

QB27 Which data would you be most concerned about, if it was lost or stolen? (MULTIPLE ANSWERS POSSIBLE)

QB27 Um welche Daten wären Sie am meisten besorgt, wenn sie verloren gingen oder gestohlen würden? (MEHRFACHNENNUNGEN MÖGLICH)

|   |       | Les données stockées sur votre téléphone mobile ou tablette<br>Data stored on your mobile phone or tablet<br>Daten, die auf Ihrem Mobiltelefon oder Tablet gespeichert sind | Les données stockées en ligne ou sur le cloud<br>Data stored online or in the cloud<br>Daten, die online oder in der Cloud gespeichert sind | Les données stockées sur votre ordinateur<br>Data stored on your computer<br>Daten, die auf Ihrem Computer gespeichert sind | Autre (SPONTANE)<br>Other (SPONTANEOUS)<br>Sonstiges (SPONTAN) | NSP<br>DK<br>WN |
|---|-------|---|---|---|--|-----------------|
|   |       | EB<br>83.1  | EB<br>83.1  | EB<br>83.1  | EB<br>83.1   | EB<br>83.1      |
|    | EU 28 | <b>52</b>   | <b>30</b>   | <b>56</b>   | <b>9</b>   | <b>11</b>       |
|    | BE    | <b>42</b>   | <b>32</b>   | <b>64</b>   | <b>5</b>   | <b>6</b>        |
|    | BG    | <b>45</b>   | <b>19</b>   | <b>37</b>   | <b>14</b>  | <b>22</b>       |
|    | CZ    | <b>70</b>   | <b>40</b>   | <b>61</b>   | <b>8</b>   | <b>5</b>        |
|    | DK    | <b>42</b>   | <b>39</b>   | <b>69</b>   | <b>7</b>   | <b>5</b>        |
|    | DE    | <b>52</b>   | <b>25</b>   | <b>65</b>   | <b>9</b>   | <b>10</b>       |
|    | EE    | <b>53</b>   | <b>38</b>   | <b>59</b>   | <b>5</b>   | <b>13</b>       |
|  | IE    | <b>61</b>   | <b>38</b>   | <b>52</b>   | <b>4</b>   | <b>8</b>        |
|  | EL    | <b>64</b>   | <b>35</b>   | <b>50</b>   | <b>15</b>  | <b>6</b>        |
|  | ES    | <b>63</b>   | <b>37</b>   | <b>50</b>   | <b>14</b>  | <b>12</b>       |
|  | FR    | <b>43</b>   | <b>23</b>   | <b>64</b>   | <b>4</b>   | <b>13</b>       |
|  | HR    | <b>48</b>   | <b>20</b>   | <b>38</b>   | <b>25</b>  | <b>9</b>        |
|  | IT    | <b>57</b>   | <b>34</b>   | <b>54</b>   | <b>8</b>   | <b>10</b>       |
|  | CY    | <b>61</b>   | <b>33</b>   | <b>48</b>   | <b>18</b>  | <b>11</b>       |
|  | LV    | <b>53</b>   | <b>20</b>   | <b>57</b>   | <b>9</b>   | <b>7</b>        |
|  | LT    | <b>42</b>   | <b>24</b>   | <b>42</b>   | <b>14</b>  | <b>17</b>       |
|  | LU    | <b>57</b>   | <b>26</b>   | <b>62</b>   | <b>14</b>  | <b>5</b>        |
|  | HU    | <b>52</b>   | <b>14</b>   | <b>40</b>   | <b>15</b>  | <b>10</b>       |
|  | MT    | <b>53</b>   | <b>32</b>   | <b>49</b>   | <b>8</b>   | <b>9</b>        |
|  | NL    | <b>47</b>   | <b>34</b>   | <b>77</b>   | <b>5</b>   | <b>2</b>        |
|  | AT    | <b>50</b>   | <b>28</b>   | <b>51</b>   | <b>13</b>  | <b>14</b>       |
|  | PL    | <b>45</b>   | <b>30</b>   | <b>45</b>   | <b>10</b>  | <b>18</b>       |
|  | PT    | <b>44</b>   | <b>17</b>   | <b>40</b>   | <b>17</b>  | <b>18</b>       |
|  | RO    | <b>54</b>   | <b>24</b>   | <b>39</b>   | <b>18</b>  | <b>13</b>       |
|  | SI    | <b>46</b>   | <b>26</b>   | <b>54</b>   | <b>27</b>  | <b>6</b>        |
|  | SK    | <b>55</b>   | <b>23</b>   | <b>55</b>   | <b>11</b>  | <b>14</b>       |
|  | FI    | <b>42</b>   | <b>31</b>   | <b>59</b>   | <b>5</b>   | <b>7</b>        |
|  | SE    | <b>50</b>   | <b>36</b>   | <b>66</b>   | <b>4</b>   | <b>4</b>        |
|  | UK    | <b>50</b>   | <b>39</b>   | <b>56</b>   | <b>4</b>   | <b>8</b>        |