



Special Eurobarometer 390

CYBER SECURITY

REPORT

Fieldwork: March 2012

Publication: July 2012

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

http://ec.europa.eu/public_opinion/index_en.htm

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Special Eurobarometer 390 / Wave EB77.2 – TNS Opinion & Social

Special Eurobarometer 390

Cyber security

Conducted by TNS Opinion & Social at the request of
the European Commission,
Directorate-General Home Affairs

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

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INTRODUCTION

This report brings together the results of the Special Eurobarometer public opinion survey on "cyber security" in the EU27 countries.

It is estimated that, worldwide, more than one million people become victims of cybercrime every day. The European Commission has recently proposed to establish a European Cybercrime Centre to help protect European citizens and businesses against these mounting cyber-threats. The centre will be the European focal point in fighting cybercrime and will focus on illegal online activities carried out by organised crime groups, particularly those generating large criminal profits, such as online fraud involving credit cards and bank credentials.

The EU experts will also work on preventing cybercrimes affecting e-banking and online booking activities, thus increasing e-consumers trust. A focus of the European Cybercrime Centre will be to protect social network profiles from e-crime infiltration and will help the fight against online identity theft. It will focus on cybercrimes which cause serious harm to their victims, such as online child sexual exploitation and cyber-attacks affecting critical infrastructure and information systems in the Union.

The strategic priority given to tackling cybercrime is also reflected in the strategic and operational targets in the fight against cybercrime that have been agreed between Member States, the Council, the Commission and Europol¹.

The aim of the survey is to understand EU citizens' experiences and perceptions of cyber security issues. The survey examines the frequency and type of internet use that EU citizens have; their confidence about internet transactions; their awareness and experience of cybercrimes; and the level of concern that they feel about this type of crime.

¹ From European Commission press release of 28 March 2012, accessed on 18 April 2012:
<http://europa.eu/rapid/pressReleasesAction.do?reference=IP/12/317&format=HTML&aged=0&language=EN&uiLanguage=en>

This survey was carried out by TNS Opinion & Social network in the 27 Member States of the European Union between 10th and the 25th of March 2012. Some 26.593 respondents from different social and demographic groups were interviewed face-to-face at home in their mother tongue on behalf of Directorate General Home Affairs. The methodology used is that of Eurobarometer surveys as carried out by the Directorate-General for Communication ("Research and Speechwriting" Unit)². 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 intervals³.

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
CZ	Czech Republic	LU	Luxembourg
BG	Bulgaria	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
IE	Ireland	SI	Slovenia
IT	Italy	SK	Slovakia
CY	Republic of Cyprus***	FI	Finland
LT	Lithuania	SE	Sweden
		UK	The United Kingdom
		EU27	European Union – 27 Member States
		EU15	BE, IT, FR, DE, LU, NL, DK, UK, IE, PT, ES, EL, AT, SE, FI*
		NMS12	BG, CZ, EE, CY, LT, LV, MT, HU, PL, RO, SL, SK**
		EURO AREA	BE, FR, IT, LU, DE, AT, ES, PT, IE, NL, FI, EL, EE, SI, CY, MT, SK

* EU15 refers to the 15 countries forming the European Union before the enlargements of 2004 and 2007

** NMS12 are the 12 'new Member States' which joined the European Union during the 2004 and 2007 enlargements

*** Cyprus as a whole is one of the 27 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 EU27 average.

* * * * *

We wish to thank the people throughout the European Union who have given their time to take part in this survey. Without their active participation, this study would not have been possible.

² http://ec.europa.eu/public_opinion/index_en.htm

³ 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.

EXECUTIVE SUMMARY

- More than half of EU citizens access the internet at least once a day (53%), although a substantial minority (29%) say that they never access the internet.
- Nearly all internet users (95%) access the internet from home, while 39% access the internet from work, 16% when they are on the move, and 11% at school or university.
- As well as accessing the internet from a desktop computer (63%) or a laptop computer or netbook (61%), 24% of internet users access the internet through a smartphone, and 6% use a tablet computer or touchscreen.
- Around half of internet users in the EU say they buy goods or services online (53%), use social networking sites (52%), or do online banking (48%), while 20% sell goods or services. There is considerable variation in the online activities that respondents undertake in different countries.
- 29% of internet users across the EU are not confident about their ability to use the internet for things like online banking or buying things online. 69% say that they are fairly or very confident.
- When using the internet for online banking or shopping, the two most common concerns are about someone taking or misusing personal data (mentioned by 40% of internet users in the EU) and security of online payments (38%).
- Internet users have changed their behaviour in a number of ways because of security concerns. 37% say that they are less likely to give personal information on websites, while 43% do not open emails from people they don't know. 51% have installed anti-virus software. However, more than half (53%) of internet users in the EU have not changed any of their online passwords during the past year.
- Most EU citizens say they have seen or heard something about cybercrime in the last 12 months (73%), and this is most likely to have been from television (59%).
- Most EU citizens do not feel very or at all well informed about the risks of cybercrime (59%) while 38% say they are very or fairly well informed. There is a clear link between being well informed and feeling confident online. More than half of those who feel confident in their ability to do online banking or buying things online say they feel well informed about cybercrime (59%).

- 12% of internet users across the EU have experienced online fraud, and 8% have experienced identity theft. 13% have not been able to access online services because of cyber-attacks. In addition:
 - More than a third (38%) say they have received a scam email, including 10% who say that this is something that has happened to them often;
 - 15% of internet users say that they have accidentally encountered material which promotes racial hatred or religious extremism.
- Internet users express high levels of concern about cyber security:
 - 89% agree that they avoid disclosing personal information online;
 - 74% agree that the risk of becoming a victim of cybercrime has increased in the past year;
 - 72% agree that they are concerned that their online personal information is not kept secure by websites;
 - 66% agree that they are concerned that information is not kept secure by public authorities.
- The majority of internet users in the EU (61%) are concerned about experiencing identity theft. Around half of internet users are concerned about: accidentally discovering child pornography online (51%); online fraud (49%); and scam emails (48%). In addition, 43% are concerned about not being able to access online services because of cyber-attacks, and 41% are concerned about accidentally encountering material which promotes racial hatred or religious extremism.
- If they experienced or were the victim of cybercrime, most respondents say they would contact the police, especially if the crime was identity theft (85%) or if they accidentally encountered child pornography online (78%).
- There are differences between countries that run throughout the survey:
 - Respondents in Sweden, Denmark and the Netherlands are more likely to be frequent internet users (83% accessing the internet at least once a day), to use the internet for buying things (80%, 78% and 76% respectively) or for online banking (87%, 87% and 84%). They are also more likely to be well informed about the risks of cybercrime (69%, 73% and 54% feeling either very or fairly well informed) and to have made changes to increase security. In these countries, respondents are less likely to be concerned about being the victim of cybercrime.

- By contrast, in a number of countries such as Portugal and Bulgaria, levels of internet use are lower (with 58% and 47% of interviewees never using the internet) and respondents are less well informed about the risks of cybercrime (24% feeling either very or fairly well informed in both countries).

I. INTERNET USE

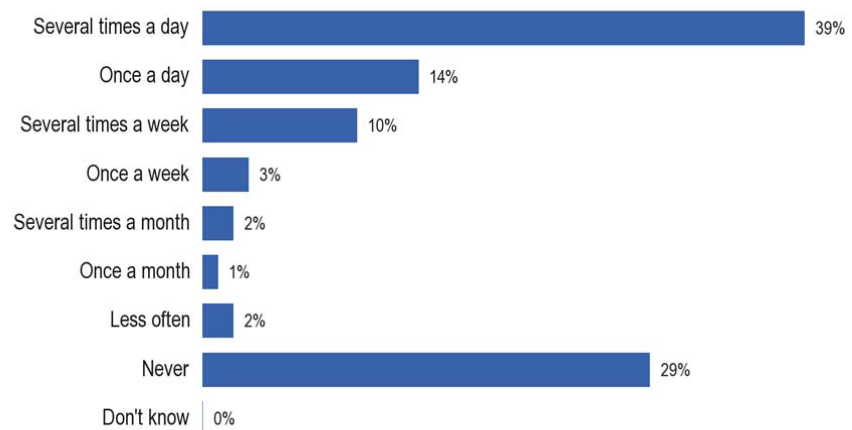
This chapter examines internet use among EU citizens. It covers frequency of access, locations in which people access the internet, means of access and the activities that people do online.

1. FREQUENCY OF INTERNET ACCESS

- There is a divide between frequent internet users and those that never access the internet at all -

Across the EU, a substantial minority of respondents (29%) say that they never access the internet. However, if people do use the internet, they are likely to do so frequently: 39% access the internet several times a day, and 14% once a day. Smaller proportions access the internet less often: 10% several times a week, and 6% no more than once a week⁴.

QE1. How often do you access the Internet (for example, for sending emails, reading online news, chatting with friends or buying products online)?































 EU27

Three countries stand out as having high levels of internet use: the Netherlands, Denmark and Sweden. In each country, the proportion that accesses the internet at least once a day is high (83% in each case), and very few respondents say that they never use the internet (6% in the Netherlands, 7% in Sweden and 8% in Denmark).

The proportion of respondents that never use the internet is highest in Portugal (58%), Bulgaria (47%), Romania (47%), Greece (44%) and Cyprus (42%).

⁴ QE1 How often do you access the Internet (for example, for sending emails, reading online news, chatting with friends or buying products online)?

QE1 How often do you access the Internet (for example, for sending emails, reading online news, chatting with friends or buying products online)?

		At least once a day	At least once a week	At least once a month	Less often	Never	Don't know
	EU27	53%	13%	3%	2%	29%	0%
	BE	60%	10%	2%	2%	26%	0%
	BG	35%	13%	3%	2%	47%	0%
	CZ	47%	19%	2%	3%	29%	0%
	DK	83%	7%	1%	1%	8%	0%
	DE	52%	17%	3%	3%	25%	0%
	EE	62%	9%	2%	2%	25%	0%
	IE	60%	14%	1%	2%	23%	0%
	EL	38%	13%	4%	1%	44%	0%
	ES	48%	11%	3%	2%	35%	1%
	FR	66%	9%	2%	1%	22%	0%
	IT	45%	15%	2%	4%	34%	0%
	CY	43%	12%	2%	1%	42%	0%
	LV	60%	10%	4%	2%	24%	0%
	LT	50%	10%	3%	2%	35%	0%
	LU	66%	14%	2%	1%	16%	1%
	HU	39%	19%	2%	2%	38%	0%
	MT	55%	12%	2%	1%	30%	0%
	NL	83%	9%	1%	1%	6%	0%
	AT	47%	21%	2%	2%	28%	0%
	PL	43%	15%	3%	2%	37%	0%
	PT	29%	9%	2%	2%	58%	0%
	RO	35%	12%	3%	2%	47%	1%
	SI	53%	13%	2%	2%	30%	0%
	SK	44%	22%	2%	3%	29%	0%
	FI	69%	9%	2%	1%	19%	0%
	SE	83%	7%	2%	1%	7%	0%
	UK	63%	11%	2%	2%	22%	0%

Highest percentage per country

Lowest percentage per country

Highest percentage per item	Lowest percentage per item
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There are large differences in internet use by age group, with a general pattern of internet use (and frequent use) decreasing with age. In particular, people aged 55 or over are much less likely than younger age groups to access the internet (58% of those aged 55 or over never use the internet), while the youngest age group is most likely to use the internet at least once a day (84%).

There are also large differences by level of education and occupation. Those staying in education at least until the age of 20 are much more likely to use the internet, and to use it frequently, than those ending their education at an earlier age. For example, 75% of those who ended their education at the age of 20 or above use the internet at least once a day, compared with 49% of those ending their education between the ages of 16 and 19, and 17% of those ending their education by the age of 15 or under. Students and white collar workers are also more likely than those in other occupations/activities to use the internet and to use it frequently. For example, 92% of students, 85% of managers and 70% of other white-collar workers access the internet at least once a day.

In addition, internet use is higher among men than women (57% of men access the internet at least once a day, compared with 49% of women), and is higher in large towns (where 61% of respondents access the internet at least once a day, compared with 53% of those in small or mid-size towns and 46% of those in rural villages).

QE1 How often do you access the Internet (e.g., for sending emails, reading online news, chatting with friends or buying products online)?

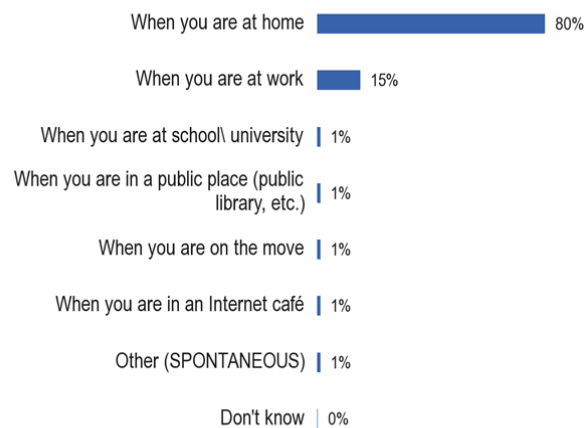
	At least once a day	At least once a week	At least once a month	Less often	Never	DK
EU27	53%	13%	3%	2%	29%	0%
Sex						
Male	57%	13%	3%	2%	25%	0%
Female	49%	14%	3%	2%	32%	0%
Age						
15-24	84%	10%	1%	1%	4%	0%
25-39	72%	15%	1%	2%	10%	0%
40-54	54%	18%	3%	3%	22%	0%
55 +	27%	10%	2%	2%	58%	1%
Education (End of)						
15-	17%	8%	2%	2%	70%	1%
16-19	49%	18%	3%	3%	27%	0%
20+	75%	13%	2%	1%	9%	0%
Still studying	92%	7%	0%	0%	1%	0%
Subjective urbanisation						
Rural village	46%	14%	3%	2%	35%	0%
Small/ Mid-size town	53%	14%	3%	2%	28%	0%
Large town	61%	12%	2%	2%	23%	0%
Respondent occupation scale						
Self-employed	61%	14%	3%	2%	20%	0%
Managers	85%	11%	1%	1%	2%	0%
Other white collars	70%	18%	2%	2%	8%	0%
Manual workers	51%	19%	4%	3%	23%	0%
House persons	35%	16%	2%	3%	44%	0%
Unemployed	55%	13%	3%	4%	25%	0%
Retired	24%	9%	1%	2%	63%	1%
Students	92%	7%	0%	0%	1%	0%

2. LOCATIONS OF INTERNET ACCESS

- Internet access is mostly from home -

Respondents who ever use the internet were asked where they access the internet most often. Across the EU, the majority (80%) say that they most often access the internet at home, while 15% say they use the internet most often at work. Other locations, such as school/university, public places or internet cafes, are very rarely the place where respondents access the internet most often.

QE2a. When do you most often access the Internet?



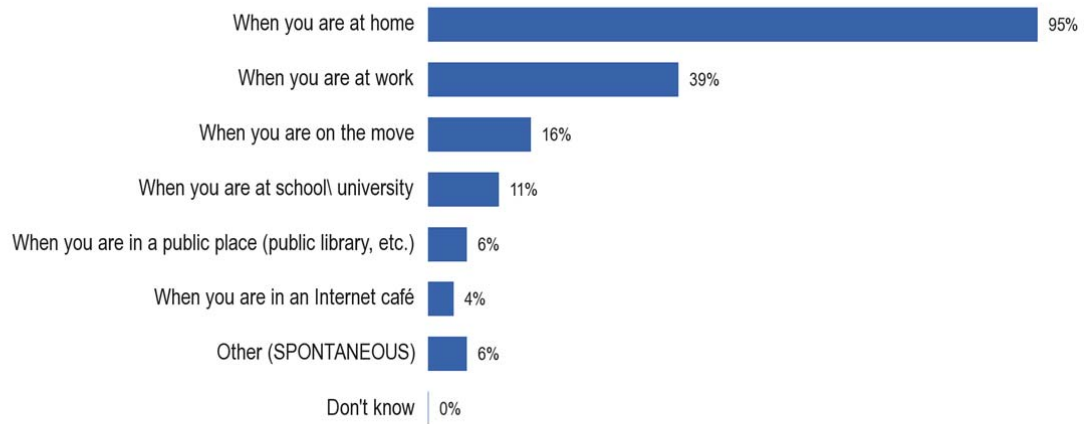
Base: Internet users (QE1)

EU27

Having established where respondents access the internet most often, the survey also asked where else they access the internet. Combining the answers to both questions (to give the proportions that use the various locations at all), it can be seen that nearly all internet users (95%) access the internet from home, while 39% access the internet from work, 16% when they are on the move, and 11% at school or university. Access in public places such as a public library (6%) or an internet cafe (4%) is less common⁵.

⁵ QE2 a/b When do you most often access the Internet? When else do you access the Internet?

QE2T. When do you most often access the Internet? When else do you access the Internet?



Base: Internet users (QE1)





























 EU27

The vast majority of internet users across Europe say that they access the internet at home, and this is highest in the Netherlands and Luxembourg (99% in each case). Home access is somewhat lower in Italy (89%) than in other countries. However, Italy is one of the countries that show high levels of internet access at work (52%), along with Sweden (59%), Denmark (52%), Austria (52%) and the Netherlands (51%). Internet access at work is lowest in Hungary (26%), Greece (27%) and Spain (27%).

Respondents in Sweden (48%) are much more likely than those in other countries to say that they access the internet while on the move. This is lowest in Portugal (1%) as well as in many of NMS12 (5% on average across NMS12).

Access from school or university is highest in Denmark and Estonia (19% in both countries), while access from a library or other public place is highest in Sweden (16%), Latvia (14%), Estonia (14%) and Denmark (13%). Respondents in Greece are most likely to use an internet cafe (15%).

QE2T When do you most often access the Internet? When else do you access the Internet?

	When you are at home	When you are at work	When you are on the move	When you are at school/university	When you are in a public place (public library, etc.)	When you are in an Internet café	Other (SPONT.)	Don't know
 EU27	95%	39%	16%	11%	6%	4%	6%	0%
 BE	97%	36%	11%	11%	6%	3%	11%	0%
 BG	96%	33%	5%	11%	4%	8%	8%	0%
 CZ	96%	38%	5%	11%	6%	4%	2%	0%
 DK	98%	52%	33%	19%	13%	4%	15%	0%
 DE	97%	39%	16%	12%	4%	3%	7%	0%
 EE	94%	42%	13%	19%	14%	5%	2%	0%
 IE	98%	30%	20%	13%	7%	6%	17%	0%
 EL	93%	27%	4%	12%	6%	15%	5%	0%
 ES	93%	27%	18%	7%	7%	5%	10%	0%
 FR	98%	33%	19%	10%	6%	3%	4%	0%
 IT	89%	52%	8%	10%	4%	3%	1%	0%
 CY	96%	36%	5%	11%	3%	7%	1%	0%
 LV	94%	35%	7%	17%	14%	3%	0%	0%
 LT	92%	33%	12%	17%	9%	2%	8%	0%
 LU	99%	36%	22%	9%	6%	2%	11%	0%
 HU	95%	26%	5%	10%	7%	2%	4%	0%
 MT	98%	39%	8%	17%	5%	4%	2%	0%
 NL	99%	51%	28%	16%	8%	2%	0%	0%
 AT	96%	52%	20%	10%	7%	5%	10%	0%
 PL	94%	31%	4%	12%	3%	2%	5%	1%
 PT	92%	35%	1%	14%	9%	5%	3%	1%
 RO	94%	31%	3%	11%	5%	7%	5%	1%
 SI	98%	39%	12%	15%	7%	4%	6%	0%
 SK	94%	46%	10%	16%	7%	8%	1%	0%
 FI	97%	42%	20%	15%	8%	2%	13%	0%
 SE	98%	59%	48%	17%	16%	7%	11%	0%
 UK	95%	38%	27%	12%	9%	4%	8%	0%

Highest percentage per country

Lowest percentage per country

Highest percentage per item

Lowest percentage per item

Home access of the internet is widespread across all socio-demographic groups. Internet access at work is highest among managers (82%) and other white collar workers (71%). It is lower among self-employed people (61%) and lower still among manual workers (35%). The majority of students (70%) access the internet at school or university, while access from a public place such as a library is also relatively high among students (13%), as well as unemployed respondents (11%).

Younger respondents are more likely than older respondents to access the internet while on the move (ranging from 23% of 15-24 year olds to 11% of those aged 55 or over), and access on the move is also higher among those leaving education at a later stage (19% among those ending their education at the age of 20 or over, falling to 10% of those ending their education by the age of 15 or below).

Analysis by frequency of internet access shows that frequent users (accessing the internet every day) are more likely than other users to access the internet at work, or at school/university. They are also more likely to access the internet at home, although a large proportion of less frequent users also access the internet at home (88%). However, internet access from a public place or internet cafe is similar for both frequent and less frequent users.

QE2T- When do you access the Internet?

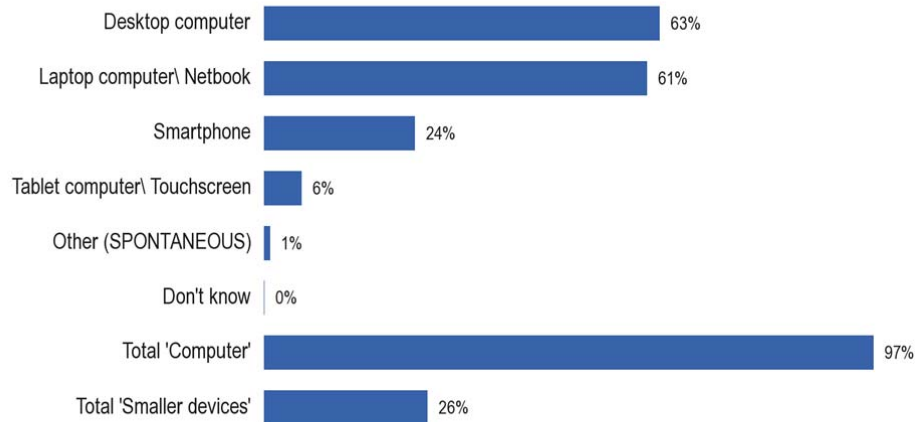
	At home	Work	When you are on the move	When you are at school/university	When you are in a public place (public library, etc.)	When you are in an Internet café	Other (SPONT.)	DK
EU27	95%	39%	16%	11%	6%	4%	6%	0%
Use of the Internet								
Everyday	97%	44%	20%	14%	6%	3%	5%	0%
Often/ Sometimes	88%	18%	5%	3%	7%	5%	10%	0%

3. MEANS OF INTERNET ACCESS

- A quarter of internet users use a smaller device (most commonly a smartphone) in addition to a desktop computer or laptop -

Nearly all internet users (97%) say that they access the internet from a computer, with 63% using a desktop computer and 61% using a laptop computer or netbook. In addition, around a quarter of internet users (24%) access the internet through a smartphone and 6% use a tablet computer or touchscreen⁶.

QE3. What devices do you use to access the Internet?



Base: Internet users (QE1)

EU27

Total 'Computer': those who responded desktop computer and/or laptop computer/netbook

Total 'Smaller devices': those who responded smartphone and/or tablet computer/touchscreen

Use of a desktop computer for internet access tends to be higher in NMS12, with the highest levels of use in Romania (83%), Hungary (82%) and Bulgaria (79%). Access through a laptop computer or netbook is lower in these countries, with the lowest figures in Hungary (27%) and Romania (28%).





























By contrast, use of a laptop or netbook for internet access is highest in Ireland, Denmark and Cyprus (all 80%), with access through a desktop computer particularly low in Ireland (39%).

The proportion who access the internet via a smartphone varies considerably by country, and is generally lower in NMS12 (8% on average), with the lowest figures in Poland (5%), Slovakia (5%), Bulgaria (6%) and Hungary (6%), as well as Portugal (3%).

⁶ QE3 What devices do you use to access the Internet?

Internet users in Sweden (55%), Denmark (44%), Luxembourg (43%) and UK (42%) are most likely to access the internet via a smartphone, while the use of a tablet computer or touchscreen is highest in Sweden (16%), the Netherlands (16%), Luxembourg (15%) and Denmark (13%).

QE3 What devices do you use to access the Internet?

	Desktop computer	Laptop computer/ Netbook	Smartphone	Tablet computer/ Touchscreen	Other (SPONT.)	Don't know
 EU27	63%	61%	24%	6%	1%	0%
 BE	58%	66%	18%	9%	2%	1%
 BG	79%	38%	6%	2%	0%	1%
 CZ	73%	46%	10%	2%	0%	0%
 DK	55%	80%	44%	13%	1%	0%
 DE	67%	63%	19%	6%	0%	0%
 EE	63%	64%	24%	4%	0%	1%
 IE	39%	80%	29%	6%	1%	0%
 EL	62%	56%	9%	1%	0%	0%
 ES	66%	53%	30%	4%	1%	0%
 FR	62%	65%	28%	6%	1%	0%
 IT	63%	52%	15%	5%	1%	1%
 CY	47%	80%	16%	8%	0%	0%
 LV	73%	51%	12%	3%	0%	1%
 LT	70%	49%	17%	3%	1%	1%
 LU	58%	65%	43%	15%	0%	0%
 HU	82%	27%	6%	1%	0%	1%
 MT	52%	72%	20%	6%	0%	0%
 NL	63%	72%	39%	16%	1%	0%
 AT	70%	59%	28%	10%	0%	0%
 PL	59%	61%	5%	2%	1%	1%
 PT	51%	70%	3%	2%	1%	2%
 RO	83%	28%	9%	2%	1%	1%
 SI	73%	58%	22%	5%	0%	0%
 SK	71%	48%	5%	4%	1%	0%
 FI	58%	74%	23%	5%	0%	0%
 SE	65%	77%	55%	16%	1%	0%
 UK	52%	71%	42%	8%	1%	0%

Highest percentage per country

Lowest percentage per country

Highest percentage per item

Lowest percentage per item

The main socio-demographic differences in means of accessing the internet are by age. The use of a smartphone for internet access is much higher among younger people, ranging from 39% among 15-24 year olds to 8% of those aged 55 or over. The use of a laptop computer or netbook is also lower among the oldest age group (52%), while younger people aged 15-24 are least likely to use a desktop computer (53%).

The use of a smartphone or laptop computer/netbook is also higher among those leaving education at a later stage. For example, 27% of those leaving education at the age of 20 or over use a smartphone to access the internet, falling to 20% among those leaving education between the ages of 16 and 19, and 10% of those ending their education by the age of 15 or under.

The proportion using a desktop computer is similar for both frequent internet users (every day) and less frequent users. However, frequent users are more likely to use a laptop computer/netbook or a smartphone, compared with less frequent users.

QE3 What devices do you use to access the Internet? (MULTIPLE ANSWERS POSSIBLE)

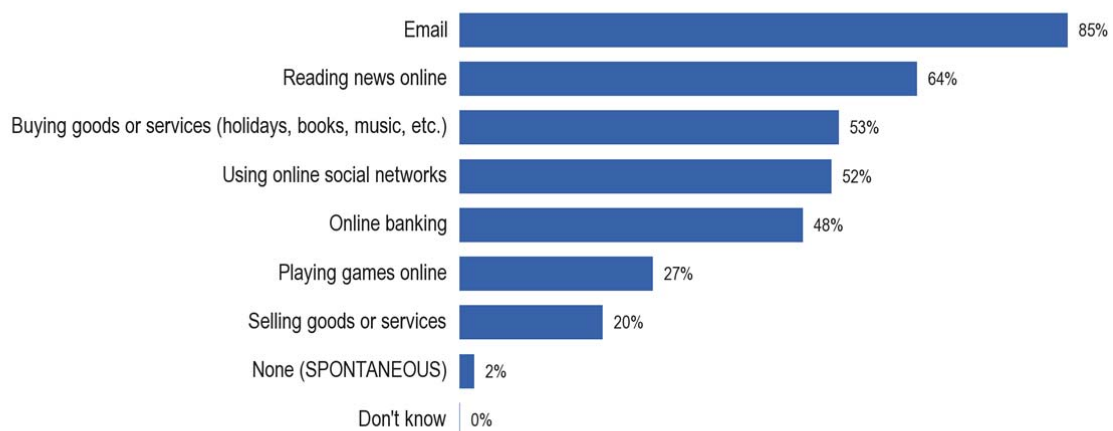
	Desktop computer	Laptop computer/ Netbook	Smartphone	Tablet computer	Other (SPONT.)	DK
EU27	63%	61%	24%	6%	1%	0%
Age						
15-24	53%	66%	39%	6%	2%	0%
25-39	62%	63%	29%	7%	1%	0%
40-54	69%	60%	19%	6%	0%	0%
55 +	67%	52%	8%	5%	0%	1%
Education (End of)						
15-	59%	52%	10%	3%	1%	0%
16-19	65%	54%	20%	4%	1%	0%
20+	65%	67%	27%	9%	0%	0%
Still studying	54%	70%	39%	6%	1%	0%
Use of the Internet						
Everyday	63%	66%	29%	7%	1%	0%
Often/ Sometimes	64%	42%	6%	2%	1%	1%

4. ONLINE ACTIVITIES

- There is considerable variation by country in the proportion that do online banking and buy/sell goods or services online -

Internet users were asked about the various activities that they do online. The vast majority of internet users across the EU use email (85%) and most respondents say that they read news online (64%). In addition, around half of internet users say they buy goods or services (53%), use social networking sites (52%), or do online banking (48%). Around a quarter (27%) play games online, while 20% sell goods or services⁷.

QE4. Which of the following activities do you do online?



Base: Internet users (QE1)

EU27





























There is considerable variation in the activities that people do online in different countries. In particular, the proportions that buy goods or services online and do online banking vary considerably. In general, respondents in NMS12 are more likely than those in EU15 to use the internet for online news and to use social networks, but are less likely to buy or sell goods or services or to do online banking. Specifically:

- Respondents in Lithuania (89%), Estonia (87%), Latvia (85%) and Slovenia (84%) are most likely to use the internet for online news; this is lowest in France (45%), Ireland (53%) and UK (55%).
- Use of social networking sites is highest in Latvia (69%), Malta (68%) and Greece (68%) as well as in Slovakia (66%).
- The highest figures for buying goods or services online are in Sweden (80%), Denmark (78%), the Netherlands (76%) and UK (74%). The lowest figures are in Portugal (17%), Romania (20%), Bulgaria (22%) and Hungary (22%).

⁷ QE4 Which of the following activities do you do online?

- Respondents in Sweden (36%) and the Netherlands (34%) are also most likely to say that they sell goods or services online. The lowest figures are in Cyprus (4%), Greece (4%), Bulgaria (5%) and Hungary (7%).
- In some countries, a large majority of internet users say that they do online banking: Denmark (87%), Finland (87%), Sweden (87%), Estonia (85%), the Netherlands (84%) and Latvia (77%). In contrast, only a small minority use the internet for online banking in Bulgaria (7%), Greece (9%) and Romania (10%).
- Almost all internet users in the Netherlands (96%), Sweden (95%) and Denmark (95%) use the internet for email, but this is much lower in Romania (50%).
- Internet users in Cyprus (48%), Greece (44%), Latvia (41%) and Romania (40%) are most likely to say that they play games online, with the lowest proportion in Germany (19%).

QE4 Which of the following activities do you do online?

	Email	Reading news online	Buying goods or services (holidays, books, music, etc.)	Using online social networks	Online banking	Playing games online	Selling goods or services	None (SPONT.)	Don't know
 EU27	85%	64%	53%	52%	48%	27%	20%	2%	0%
 BE	87%	63%	49%	54%	67%	27%	19%	2%	0%
 BG	81%	67%	22%	62%	7%	32%	5%	3%	0%
 CZ	87%	67%	52%	47%	49%	28%	24%	2%	1%
 DK	95%	80%	78%	60%	87%	28%	28%	0%	0%
 DE	92%	62%	69%	37%	49%	19%	22%	1%	0%
 EE	89%	87%	46%	56%	85%	29%	19%	0%	0%
 IE	84%	53%	64%	60%	55%	26%	17%	3%	1%
 EL	68%	76%	26%	68%	9%	44%	4%	2%	0%
 ES	88%	70%	33%	57%	33%	21%	10%	2%	0%
 FR	88%	45%	55%	47%	57%	29%	28%	2%	0%
 IT	77%	69%	29%	49%	34%	21%	10%	3%	0%
 CY	68%	75%	44%	58%	33%	48%	4%	2%	0%
 LV	87%	85%	40%	69%	77%	41%	12%	1%	0%
 LT	80%	89%	38%	51%	65%	31%	16%	2%	0%
 LU	93%	59%	63%	56%	60%	26%	10%	1%	0%
 HU	83%	79%	22%	64%	19%	32%	7%	4%	0%
 MT	89%	74%	63%	68%	59%	38%	11%	1%	0%
 NL	96%	70%	76%	57%	84%	27%	34%	1%	0%
 AT	91%	59%	56%	57%	57%	37%	25%	1%	0%
 PL	72%	80%	42%	57%	46%	26%	17%	2%	0%
 PT	78%	63%	17%	65%	19%	31%	9%	5%	0%
 RO	50%	61%	20%	52%	10%	40%	10%	5%	1%
 SI	89%	84%	42%	55%	42%	31%	19%	1%	0%
 SK	86%	72%	46%	66%	43%	28%	13%	1%	0%
 FI	88%	81%	63%	55%	87%	37%	20%	0%	0%
 SE	95%	81%	80%	63%	87%	30%	36%	1%	0%
 UK	86%	55%	74%	57%	55%	35%	24%	2%	0%

Highest percentage per country

Lowest percentage per country

Highest percentage per item

Lowest percentage per item

Respondents who finished their education at the age of 20 or over are more likely than those who finished their education earlier to use the internet for the various activities, particularly online banking and buying goods or services. In each case, 64% of those who finished their education at the age of 20 or over use the internet for these activities. White collar workers, especially managers, are also more likely to use the internet for online banking, and for buying or selling goods or services. For example, 72% of managers use the internet to buy goods or services online.

The proportion that uses the internet for social networks and online games is higher among younger age groups. For example, 79% of 15-24 year olds access social networks. However, the 15-24 age group is the least likely to do online banking (34%). Otherwise, use of the different activities is similar across the age groups.

If we look at the findings in relation to means of access, those using smaller devices (smartphones or tablet computers/touchscreens) are more likely to use the internet for all of the various activities, compared with those that just use a desktop or laptop computer. For example, 72% of those using smaller devices buy goods or services online.

II. CONFIDENCE ABOUT INTERNET TRANSACTIONS

This chapter looks at internet users' confidence in using the internet for online banking or buying things online. It then examines the concerns that internet users have about these activities, and finds out whether respondents have changed their internet behaviour as a result of any concerns.

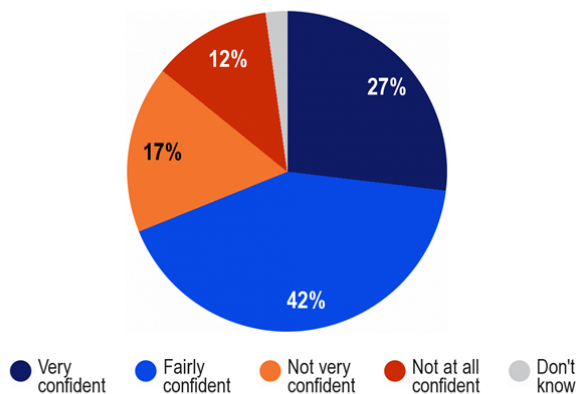
Throughout the chapter, findings are based only on people who ever use the internet.

1. CONFIDENCE

- The majority are at least fairly confident in doing online banking or buying things online -

The majority of internet users across the EU (69%) say that they are at least fairly confident about their ability to use the internet for things like online banking or buying things online, including 27% who say they are very confident. However, 17% are not very confident and 12% are not at all confident⁸.

QE5. How confident are you about your ability to use the Internet for things like online banking or buying things online?



EU27

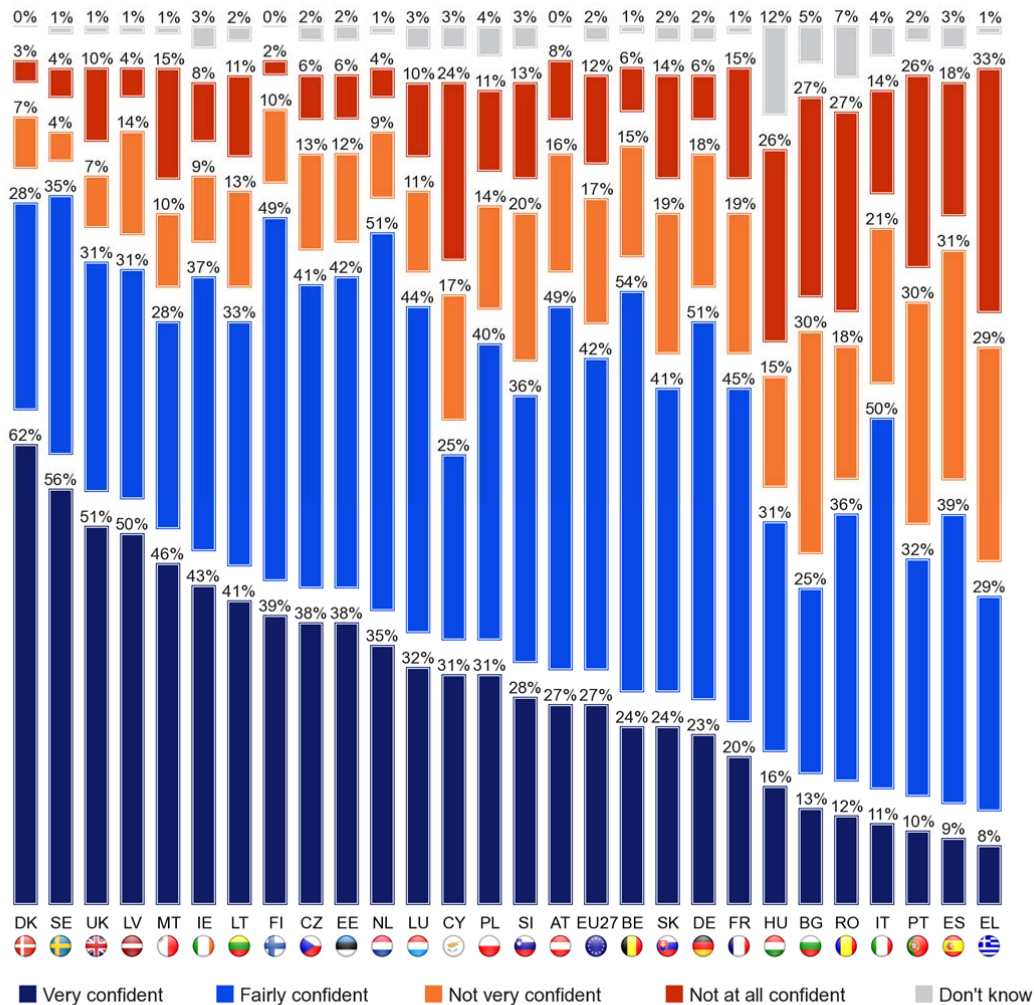
Base: Internet users (QE1)

There is considerable variation by country in the level of confidence that respondents have in using the internet for things like online banking or buying things online. These variations tend to reflect the levels of actual use of the internet for these activities, as described in the previous section.

⁸ QE5 How confident are you about your ability to use the Internet for things like online banking or buying things online?

Respondents in Sweden (91%), Denmark (90%), Finland (88%) and the Netherlands (86%) are most likely to say that they are confident doing online banking or buying things online. Denmark and Sweden also show high proportions who are very confident (62% and 56% respectively). The lowest levels of confidence are seen in Greece (37%), Bulgaria (38%) and Portugal (42%).

QE5. How confident are you about your ability to use the Internet for things like online banking or buying things online?



Confidence in using the internet for things like online banking or buying things online is higher among respondents who finished their education at the age of 20 or over (78%) than those who ended their education between the ages of 16 and 19 (64%) or finished by the age of 15 or under (49%). Confidence is also higher among students and those in work, especially managers (85%), than those who are not working.

Older internet users (aged 55 or over) are somewhat less confident than younger respondents (60% are confident and 38% not confident).

In addition, frequent users of the internet (those who use it every day) are more confident than less frequent users (76% compared with 41%), and similarly those that use smaller devices such as a smart phone (85%) are also more confident than those who only access the internet from a desktop computer or laptop.

QE5 How confident are you about your ability to use the Internet for things like online banking or buying things online?

	Total 'Confident'	Total 'Not confident'	DK
EU27	69%	29%	2%
Age			
15-24	71%	25%	4%
25-39	74%	24%	2%
40-54	67%	31%	2%
55 +	60%	38%	2%
Education (End of)			
15-	49%	48%	3%
16-19	64%	33%	3%
20+	78%	21%	1%
Still studying	74%	21%	5%
Respondent occupation scale			
Self-employed	72%	27%	1%
Managers	85%	14%	1%
Other white collars	72%	27%	1%
Manual workers	65%	32%	3%
House persons	57%	40%	3%
Unemployed	58%	39%	3%
Retired	59%	38%	3%
Students	74%	21%	5%
Use of the Internet			
Everyday	76%	22%	2%
Often/ Sometimes	41%	55%	4%
What devices			
Computers	69%	29%	2%
Smaller devices	85%	14%	1%

2. CONCERNS

- Misuse of personal data and security of online payments are the two biggest concerns -

Internet users were asked what concerns they have about using the internet for things like online banking or buying things online. Respondents answered in their own words and were not prompted with possible options.

The two most common concerns are about someone taking or misusing personal data (mentioned by 40%) and security of online payments (38%). Some respondents also express a preference for conducting transactions in person (24%), while 19% are concerned about not receiving goods or services that they buy online. A fifth of internet users (21%) say they have no concerns about using the internet for things like online banking or buying things online⁹.

QE6. What concerns do you have, if any, about using the Internet for things like online banking or buying things online?



Base: Internet users (QE1)

EU27

The concerns of internet users vary by country. In general, concerns over security and personal data tend to be stronger in EU15 than in NMS12. On average in EU15, 43% are concerned about someone taking or misusing personal data, compared with 28% in NMS12; and in EU15, 40% are concerned about the security of online payments, compared with 27% in NMS12.





























Concerns about someone taking or misusing personal data are most prevalent in Germany (59%), Luxembourg (54%), Cyprus (51%) and Slovenia (50%), while respondents in UK (56%) and France (50%) are most concerned about the security of online payments.

⁹ QE6 What concerns do you have, if any, about using the Internet for things like online banking or buying things online?

The preference for a personal transaction is strongest in Greece (54%), Hungary (44%), Bulgaria (41%), Spain (41%), Italy (40%) and Portugal (40%), while respondents are most likely to be concerned about not receiving goods or services in Cyprus (37%), Czech Republic (32%) and Romania (30%).

In some countries, a relatively large proportion of internet users have no concerns over online banking or buying things online: Denmark (40%), Sweden (36%), Poland (36%), Estonia (35%), Austria (33%) and Latvia (33%).

QE6 What concerns do you have, if any, about using the Internet for things like online banking or buying things online?

	You are concerned about someone taking/misusing your personal data	Security of online payments	You prefer conducting the transaction in person e.g. so you can inspect the product yourself or ask a real person about them	Not receiving the goods or services that you buy online	Other	None	Don't know
 EU27	40%	38%	24%	19%	4%	21%	2%
 BE	41%	41%	24%	24%	5%	20%	1%
 BG	37%	16%	41%	18%	1%	11%	4%
 CZ	37%	35%	26%	32%	1%	21%	3%
 DK	27%	26%	21%	14%	10%	40%	1%
 DE	59%	33%	19%	26%	4%	22%	1%
 EE	20%	29%	15%	23%	5%	35%	5%
 IE	34%	43%	18%	15%	2%	21%	3%
 EL	45%	25%	54%	16%	0%	14%	1%
 ES	42%	34%	41%	19%	3%	15%	1%
 FR	38%	50%	17%	15%	6%	18%	1%
 IT	34%	29%	40%	16%	1%	12%	2%
 CY	51%	35%	32%	37%	3%	15%	1%
 LV	28%	31%	16%	13%	1%	33%	2%
 LT	29%	30%	30%	22%	5%	21%	4%
 LU	54%	42%	34%	25%	3%	21%	2%
 HU	32%	23%	44%	21%	1%	20%	2%
 MT	29%	29%	20%	17%	5%	30%	2%
 NL	45%	46%	17%	23%	6%	16%	1%
 AT	39%	30%	23%	19%	3%	33%	1%
 PL	18%	23%	12%	13%	2%	36%	12%
 PT	39%	33%	40%	13%	1%	18%	2%
 RO	32%	34%	36%	30%	2%	16%	8%
 SI	50%	40%	26%	23%	8%	22%	1%
 SK	35%	26%	32%	20%	4%	24%	3%
 FI	29%	36%	11%	12%	15%	30%	0%
 SE	30%	32%	13%	16%	9%	36%	2%
 UK	43%	56%	15%	17%	5%	21%	2%

Highest percentage per country

Lowest percentage per country

Highest percentage per item

Lowest percentage per item

The concerns expressed by respondents are very consistent across socio-demographic groups. Internet users that are not confident in their ability to use the internet for things like online banking or buying things online are more likely to have concerns; in particular, they are more likely to express a preference for conducting transactions in person (44%) than those who are confident in using the internet for these activities (16%).

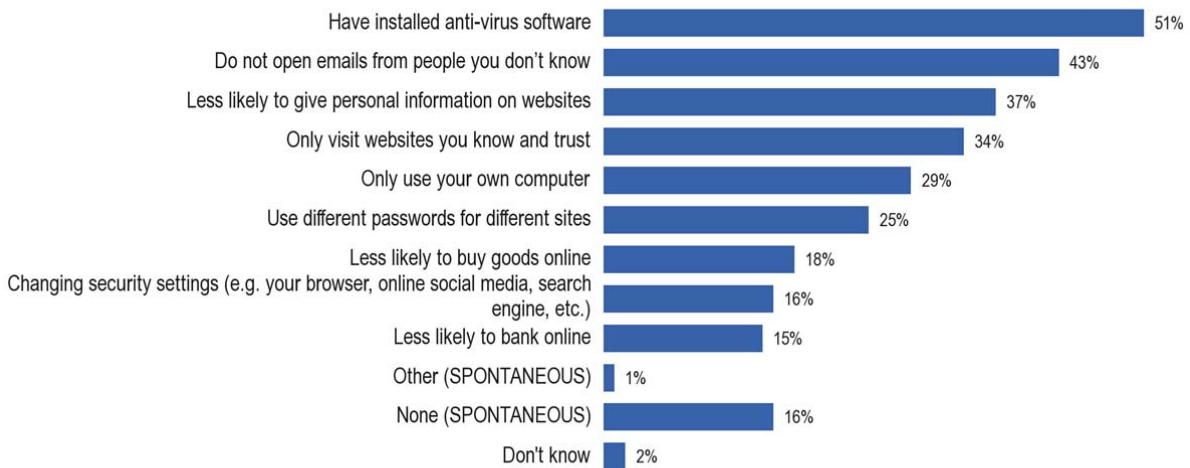
3. IMPACT ON BEHAVIOUR

- Internet users have changed their behaviour in a number of ways because of security concerns -

Respondents who use the internet were asked whether concerns about security issues have made them change the way they use the internet. Respondents were shown a list of possible response options.

The actions that respondents are most likely to take are installing anti-virus software (51%) and not opening emails from people they don't know (43%). Other changes include being less likely to give personal information on websites (37%), only visiting websites that they know and trust (34%), only using their own computer (29%) and using different passwords for different sites (25%). In addition, 18% say they are less likely to buy goods online and 15% less likely to bank online, while 16% have changed their security settings. One in six respondents (16%) say they have not made any changes because of concerns about security issues¹⁰.

QE7. Has concern about security issues made you change the way you use the Internet in any of the following ways?



Base: Internet users (QE1)

EU27

There are a number of countries in which respondents are more likely than average to say that they have changed the way they use the internet because of concerns about security issues. The figures are high in Luxembourg on a number of items: installing anti-virus software, not opening emails from people they don't know, only visiting websites they know and trust, only using their own computer and using different passwords for different sites.

¹⁰ QE7 Has concern about security issues made you change the way you use the Internet in any of the following ways?

Similarly, respondents in Denmark are more likely than those in most other countries to say they have installed anti-virus software, don't open emails from people they don't know, and are less likely to give personal information on websites. Other countries which show high figures for these changes are Sweden and Germany (for installing anti-virus software and not giving personal information) and the Netherlands (not opening emails from people they don't know and not giving personal information).

In Greece, a relatively large proportion of respondents say that they are less likely to buy goods online or to bank online because of security concerns.

The proportion who say they have not made any changes is highest in Latvia (33%), Bulgaria (29%), Poland (29%) and Cyprus (25%). This is part of a more general pattern in which respondents in NMS12 are less likely to have made changes than those in EU15.

QE7 Has concern about security issues made you change the way you use the Internet in any of the following ways?

	Have installed anti-virus software	Do not open emails from people you don't know	Less likely to give personal information on websites	Only visit websites you know and trust	Only use your own computer	Use different passwords for different sites	Less likely to buy goods online	Changing security settings (e.g. your browser, online social media, search engine, etc.)	Less likely to bank online	Other (SPONT.)	None (SPONT.)	Don't know
EU27	51%	43%	37%	34%	29%	25%	18%	16%	15%	1%	16%	2%
BE	64%	53%	41%	42%	32%	26%	20%	20%	14%	1%	9%	1%
BG	21%	28%	27%	31%	22%	9%	8%	6%	6%	0%	29%	2%
CZ	57%	49%	35%	44%	42%	22%	19%	13%	7%	0%	9%	1%
DK	75%	67%	51%	30%	27%	34%	14%	23%	5%	1%	11%	0%
DE	73%	57%	52%	34%	48%	37%	14%	24%	9%	0%	9%	0%
EE	57%	57%	30%	40%	35%	30%	11%	18%	3%	0%	14%	2%
IE	34%	32%	32%	35%	17%	21%	16%	15%	16%	1%	21%	2%
EL	36%	34%	33%	28%	24%	14%	32%	9%	33%	1%	20%	0%
ES	40%	37%	24%	28%	26%	17%	28%	8%	19%	1%	16%	1%
FR	61%	55%	39%	47%	32%	22%	20%	14%	14%	1%	10%	1%
IT	29%	31%	22%	28%	14%	15%	17%	13%	18%	0%	23%	2%
CY	28%	35%	43%	43%	19%	15%	22%	8%	20%	0%	25%	0%
LV	40%	34%	13%	28%	22%	26%	6%	7%	2%	0%	33%	2%
LT	44%	31%	29%	26%	27%	15%	16%	7%	9%	2%	21%	3%
LU	75%	69%	49%	56%	45%	41%	21%	24%	17%	1%	7%	0%
HU	43%	32%	34%	31%	33%	17%	26%	11%	22%	0%	16%	1%
MT	37%	36%	30%	37%	17%	31%	20%	16%	18%	0%	21%	1%
NL	69%	63%	56%	35%	24%	38%	16%	23%	10%	1%	9%	1%
AT	57%	45%	37%	28%	28%	24%	15%	19%	11%	2%	16%	1%
PL	33%	20%	19%	21%	18%	18%	8%	10%	11%	0%	29%	9%
PT	28%	33%	31%	31%	15%	15%	30%	10%	21%	0%	18%	3%
RO	32%	21%	25%	22%	22%	14%	28%	7%	25%	1%	17%	6%
SI	69%	54%	39%	42%	48%	39%	16%	18%	18%	2%	10%	1%
SK	49%	37%	29%	41%	46%	17%	9%	11%	5%	1%	8%	1%
FI	66%	54%	44%	34%	22%	36%	10%	32%	3%	1%	14%	0%
SE	73%	58%	59%	34%	25%	43%	22%	29%	6%	1%	9%	1%
UK	49%	38%	41%	39%	25%	31%	16%	21%	21%	1%	21%	1%

Highest percentage per country	<i>Lowest percentage per country</i>
Highest percentage per item	Lowest percentage per item

Respondents who continued their education until the age of 20 or over are more likely to say that they have made various changes than those who finished their education at a younger age. This applies to the types of actions that aim to improve security, such as installing anti-virus software, changing security settings and using different passwords. However, the opposite applies in relation to being less likely to buy goods online or bank online: for these items, those finishing education by the age of 19 or under are more likely to have made the changes than those staying in education until the age of 20 or over.

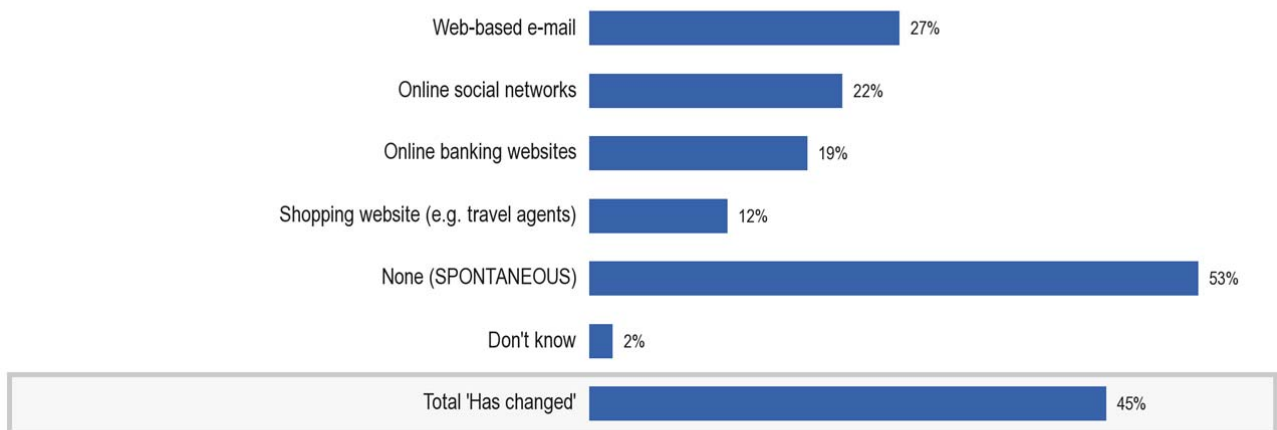
There are also differences by age. Older respondents (aged 55 or over) are more likely than younger respondents to say that they only visit websites they know and trust, and do not open emails from people they don't know.

Frequent internet users (who use it every day) and respondents who are confident in their ability to use the internet for things like online banking or buying things online are more likely to say they have made changes such as installing anti-virus software, changing settings and using different passwords.

A separate question looked at the impact on the behaviour of internet users, by asking respondents whether they had changed their password to access online services during the previous 12 months. Respondents were asked about four types of service: web-based email, online social networks, shopping websites and online banking websites.

In total, 45% of internet users across the EU have changed their password to access one of these services. Respondents are most likely to have changed their password to access web-based email (27%), while 22% have changed their password to access online social networks and 19% online banking websites. Internet users are less likely to have changed their password to access shopping websites (12%)¹¹.

QE14. Have you changed your password to access to any of the following online services during the past 12 months?



Base: Internet users (QE1)





























EU27

The proportion of internet users that have changed their password to access online services is highest in Estonia (68%), Finland (66%), the Netherlands (65%) and Latvia (60%). In Estonia, this is the result of a very high proportion that say they have changed their password to access online banking (52%), while in Finland, a high proportion have changed their password to access web based email (47%).

Internet users are least likely to have changed their password to access online services in Bulgaria (32%), Hungary (32%), Greece (33%), Spain (33%) and Cyprus (35%). In Hungary, a very low proportion have changed their password to access web based email (12%).

¹¹ QE14 Have you changed your password to access to any of the following online services during the past 12 months?

QE14 Have you changed your password to access to any of the following online services during the past 12 months?

		Web-based e-mail	Online social networks	Online banking websites	Shopping website (e.g. travel agents)	None (SPONT.)	Don't know	Total 'Has changed'
	EU27	27%	22%	19%	12%	53%	2%	45%
	BE	27%	21%	13%	6%	55%	3%	42%
	BG	17%	20%	3%	4%	64%	4%	32%
	CZ	32%	14%	21%	5%	53%	2%	45%
	DK	27%	19%	26%	14%	54%	0%	46%
	DE	21%	18%	17%	14%	57%	4%	40%
	EE	30%	18%	52%	7%	28%	4%	68%
	IE	26%	23%	17%	12%	60%	2%	38%
	EL	21%	24%	4%	5%	66%	1%	33%
	ES	26%	17%	8%	7%	65%	2%	33%
	FR	30%	23%	23%	13%	51%	2%	47%
	IT	24%	21%	15%	8%	54%	2%	44%
	CY	25%	19%	11%	7%	65%	0%	35%
	LV	28%	22%	45%	6%	37%	3%	60%
	LT	26%	18%	45%	7%	38%	3%	59%
	LU	38%	28%	24%	19%	43%	1%	55%
	HU	12%	18%	10%	4%	66%	2%	32%
	MT	31%	26%	12%	12%	54%	2%	44%
	NL	37%	22%	38%	9%	35%	1%	65%
	AT	21%	24%	23%	15%	51%	2%	47%
	PL	24%	17%	16%	6%	60%	2%	37%
	PT	28%	21%	6%	7%	61%	3%	37%
	RO	21%	25%	4%	4%	56%	7%	36%
	SI	29%	20%	16%	8%	58%	3%	39%
	SK	29%	22%	11%	6%	54%	1%	45%
	FI	47%	30%	36%	22%	33%	1%	66%
	SE	35%	29%	24%	15%	43%	0%	56%
	UK	39%	33%	30%	28%	39%	2%	59%

Highest percentage per country

Lowest percentage per country

Highest percentage per item

Lowest percentage per item

QE14 Have you changed your password to access to any of the following online services during the past 12 months? (MULTIPLE ANSWERS POSSIBLE)

	Total 'Has changed'
EU27	45%
Sex	
Male	48%
Female	42%
Age	
15-24	54%
25-39	49%
40-54	42%
55 +	35%
Education (End of)	
15-	31%
16-19	40%
20+	51%
Still studying	57%
Use of the Internet	
Everyday	51%
Often/ Sometimes	22%
What devices	
Computers	45%
Smaller devices	63%
Confident about its ability	
Total 'Confident'	52%
Total 'Not confident'	30%

A number of socio-demographic groups are more likely to have changed their password to access online services. Younger respondents are more likely than older respondents to have done this, the proportion ranging from 54% of 15-24 year olds to 35% of those aged 55 or over. In particular, there is a large difference in the proportion who have changed their password to access online social networks (39% of 15-24 year olds, falling to 9% of those aged 55 or over).

Men are more likely than women to have changed their password to access online services (48% compared with 42%), and this also varies by level of education. Those who finished their education at the age of 20 or over (51%) are more likely to have changed their password than those ending their education between the ages of 16 and 19 (40%) or by the age of 15 or under (31%).

In addition, frequent users of the internet (51% of those accessing it every day), those who are confident in their ability to do online banking or buying things online (52%) and those who use smaller devices as well as a desktop computer or laptop (63%) are more likely to say they have changed their password to access online services.

III. AWARENESS AND EXPERIENCE OF CYBERCRIMES

This chapter examines where EU citizens have heard or seen anything about cybercrime and how well informed they feel about the risks of cybercrime. It then looks at the attitudes of internet users to cyber security, whether they have experienced or been a victim of cybercrime, the level of concern they feel about it, and who they would contact if they experienced or were the victim of cybercrime.

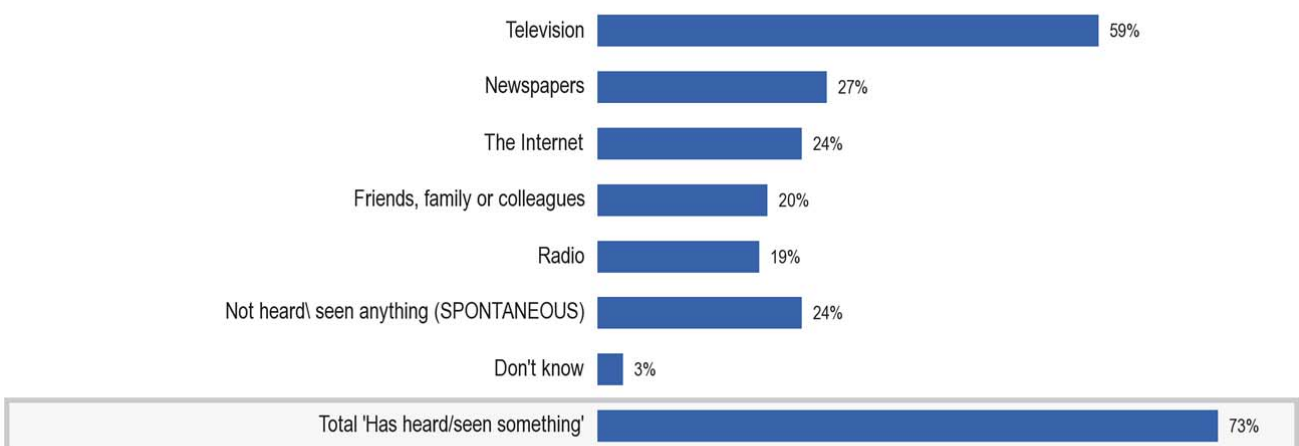
Questions on sources of awareness and level of knowledge cover all respondents, while the remainder of the chapter (on attitudes, experience and concerns) are based only on those who ever use the internet.

1. SOURCE OF AWARENESS

Television is the main source of awareness of cybercrime -

All respondents (not just internet users) were asked about sources of information on cybercrime, which was described as "any crimes which are committed via the internet." The majority of EU citizens say they have seen or heard something about cybercrime in the last 12 months (73%). When shown a list of possible sources of information, respondents are most likely to say they got their information about cybercrime from television (59%). Around a quarter saw something about cybercrime in newspapers (27%) and the internet (24%), while 19% got information from the radio and 20% from friends, family or colleagues¹².

QE8. Cybercrimes can be defined as any crimes which are committed via the Internet. In the last 12 months, have you seen or heard anything about cybercrime from any of the following?































¹² QE8 Cybercrimes can be defined as any crimes which are committed via the Internet. In the last 12 months, have you seen or heard anything about cybercrime from any of the following?

Respondents in Sweden (95%), the Netherlands (94%), Finland (93%) and Denmark (90%) are most likely to say that they have seen or heard anything about cybercrime in the past 12 months. The proportion is lowest in Italy (51%) and Portugal (53%), and is also relatively low in Poland (62%) and Bulgaria (63%).

Looking at individual sources of information, a very high proportion of respondents in Sweden have got information from newspapers (74%) and radio (52%), while the proportion seeing anything on TV is much lower in Italy (35%) than in other countries.

QE8 Cybercrimes can be defined as any crimes which are committed via the Internet. In the last 12 months, have you seen or heard anything about cybercrime from any of the following?

	Television	Newspapers	The Internet	Friends, family or colleagues	Radio	Not heard/ seen anything (SPONT.)	Don't know	Total 'Has heard/seen something'
 EU27	59%	27%	24%	20%	19%	24%	3%	73%
 BE	62%	31%	26%	20%	25%	23%	1%	77%
 BG	55%	8%	16%	18%	4%	32%	5%	63%
 CZ	69%	18%	26%	22%	11%	18%	2%	79%
 DK	77%	46%	49%	37%	39%	9%	1%	90%
 DE	64%	42%	28%	26%	24%	18%	2%	80%
 EE	62%	27%	34%	14%	29%	11%	9%	79%
 IE	51%	32%	26%	21%	32%	25%	3%	72%
 EL	61%	5%	21%	15%	4%	28%	3%	69%
 ES	71%	16%	15%	12%	16%	20%	1%	79%
 FR	66%	26%	28%	22%	24%	18%	2%	80%
 IT	35%	14%	12%	12%	6%	40%	9%	51%
 CY	71%	15%	17%	26%	7%	18%	1%	81%
 LV	59%	11%	34%	15%	12%	22%	2%	76%
 LT	54%	22%	27%	17%	18%	17%	12%	71%
 LU	64%	49%	31%	32%	36%	14%	3%	83%
 HU	63%	16%	20%	19%	15%	25%	1%	73%
 MT	46%	16%	21%	26%	9%	27%	6%	67%
 NL	79%	57%	48%	35%	38%	5%	1%	94%
 AT	49%	41%	26%	30%	21%	24%	1%	74%
 PL	53%	10%	21%	10%	10%	36%	3%	62%
 PT	46%	12%	11%	11%	5%	43%	3%	53%
 RO	65%	15%	17%	12%	14%	24%	7%	69%
 SI	67%	23%	29%	25%	17%	20%	1%	78%
 SK	68%	21%	31%	28%	15%	18%	2%	80%
 FI	77%	66%	54%	31%	37%	7%	0%	93%
 SE	80%	74%	51%	41%	52%	5%	1%	95%
 UK	55%	34%	29%	26%	22%	25%	3%	72%

Highest percentage per country

Lowest percentage per country

Highest percentage per item

Lowest percentage per item

QE8 Cybercrimes can be defined as any crimes which are committed via the Internet. In the last 12 months, have you seen or heard anything about cybercrime from any of the following?

(MULTIPLE ANSWERS POSSIBLE)

	Total 'Has heard/seen something'
EU27	73%
Sex	
Male	76%
Female	70%
Age	
15-24	82%
25-39	80%
40-54	77%
55 +	61%
Education (End of)	
15-	51%
16-19	73%
20+	86%
Still studying	85%
Respondent occupation scale	
Self-employed	78%
Managers	91%
Other white collars	78%
Manual workers	75%
House persons	61%
Unemployed	75%
Retired	58%
Students	85%
Use of the Internet	
Everyday	85%
Often/ Sometimes	76%
Never	49%

The main socio-demographic variation is by level of education. Respondents who stayed in education until at least the age of 20 (86%) are more likely to have seen or heard something about cybercrime than those ending their education between the age of 16 and 19 (73%) or by the age of 15 or under (51%). Related to this, people working as managers are most likely to have seen or heard something about cybercrime (91%).

There is also a difference by age group, with those aged 55 or over less likely to have seen or heard anything (61%). In particular, this age group is much less likely to have seen anything about cybercrime on the internet (11%). Men are also more likely than women to have seen or heard anything (76% compared with 70%).

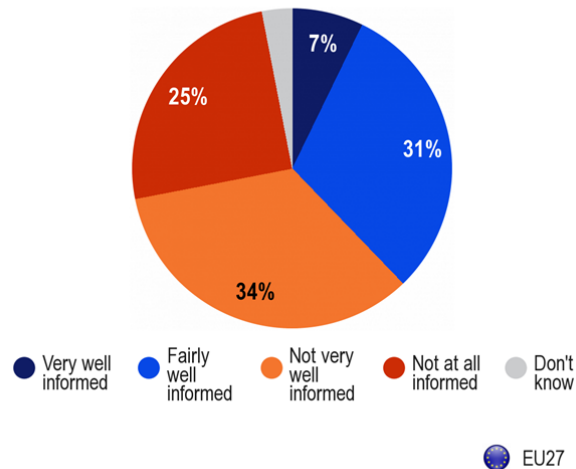
Findings also differ by internet use. Those that access the internet every day are more likely to have heard or read something about cybercrime (85%) than those accessing the internet less often (76%) or not at all (49%).

2. LEVEL OF KNOWLEDGE

- Most EU citizens do not feel well informed about the risks of cybercrime -

Just 7% of EU citizens feel very well informed about the risks of cybercrime, while 31% say they feel fairly well informed. The majority either feels not very well informed (34%) or not at all informed (25%)¹³.

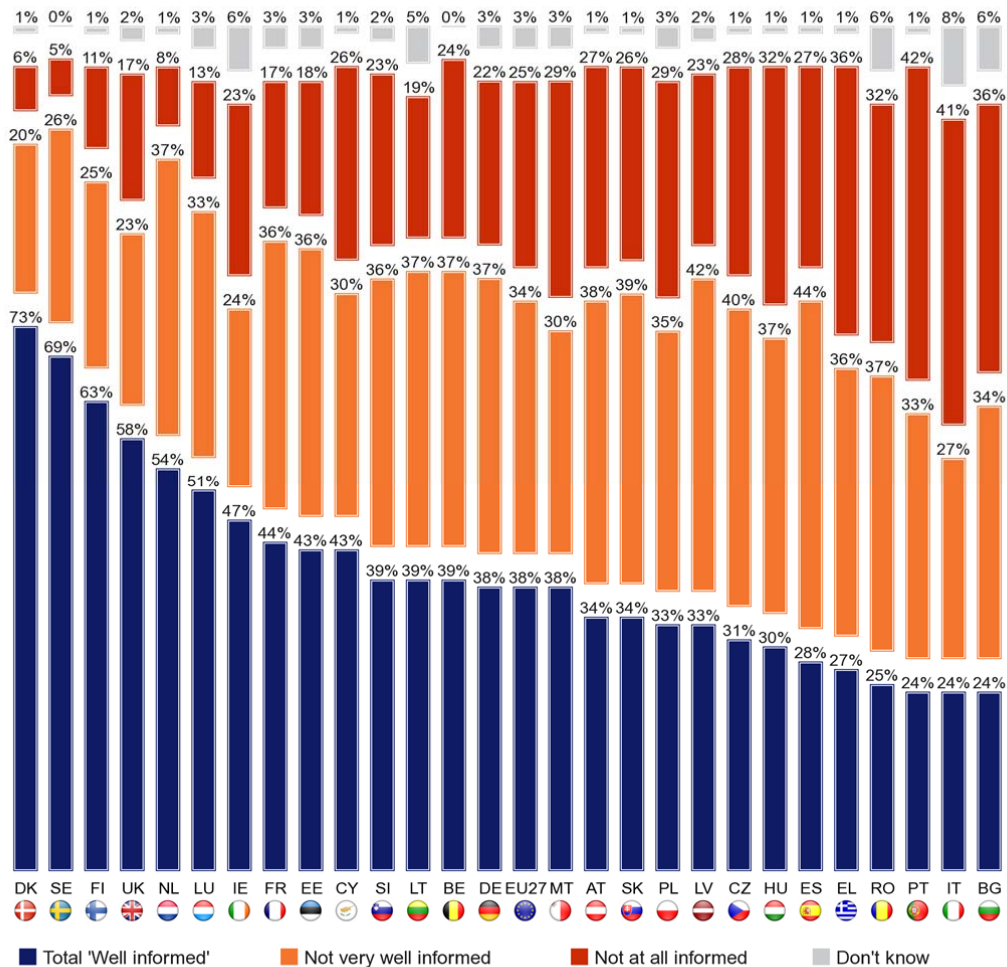
QE9. How well informed do you feel about the risks of cybercrime?



There is considerable variation by country in the extent to which respondents feel well informed about cybercrime. Respondents in Denmark (73%), Sweden (69%) and Finland (63%) are most likely to feel very or fairly well informed, while only around a quarter of respondents feel very or fairly well informed in Bulgaria (24%), Italy (24%), Portugal (24%), Romania (25%), Greece (27%) and Spain (28%). Italy and Portugal also have high proportions of respondents who do not feel at all informed (41% and 42% respectively).

¹³ QE9 How well informed do you feel about the risks of cybercrime?

QE9. How well informed do you feel about the risks of cybercrime?



Younger respondents tend to feel better informed than older respondents. The proportion that feels very or fairly well informed ranges from 52% among 15-24 year olds to 25% among those aged 55 or over. Men are more likely than women to feel well informed (43% compared with 33%).

Respondents who stayed in education until at least the age of 20 (54%) are more likely to feel well informed about cybercrime than those ending their education between the age of 16 and 19 (35%) or by the age of 15 (17%). Managers are particularly likely to feel well informed (62%).

Findings again differ by internet use. Those that access the internet every day are more likely to feel well informed (55%) than those accessing the internet less often (30%) or not at all (11%). There is also a link between being well informed and feeling confident. More than half of those who feel confident in their ability to do online banking or buying things online say they feel well informed about cybercrime (59%), compared with 31% who do not feel confident.

QE9 How well informed do you feel about the risks of cybercrime?

	Total 'Well informed'	Total 'Badly informed'	DK
EU27	38%	59%	3%
Sex			
Male	43%	54%	3%
Female	33%	64%	3%
Age			
15-24	52%	47%	1%
25-39	47%	51%	2%
40-54	39%	58%	3%
55 +	25%	70%	5%
Education (End of)			
15-	17%	77%	6%
16-19	35%	62%	3%
20+	54%	44%	2%
Still studying	56%	43%	1%
Respondent occupation scale			
Self-employed	44%	53%	3%
Managers	62%	37%	1%
Other white collars	44%	54%	2%
Manual workers	36%	62%	2%
House persons	28%	68%	4%
Unemployed	39%	60%	1%
Retired	23%	71%	6%
Students	56%	43%	1%
Use of the Internet			
Everyday	55%	44%	1%
Often/ Sometimes	30%	67%	3%
Never	11%	82%	7%
Confident about its ability			
Total 'Confident'	59%	40%	1%
Total 'Not confident'	31%	67%	2%

3. ATTITUDES TO CYBER SECURITY

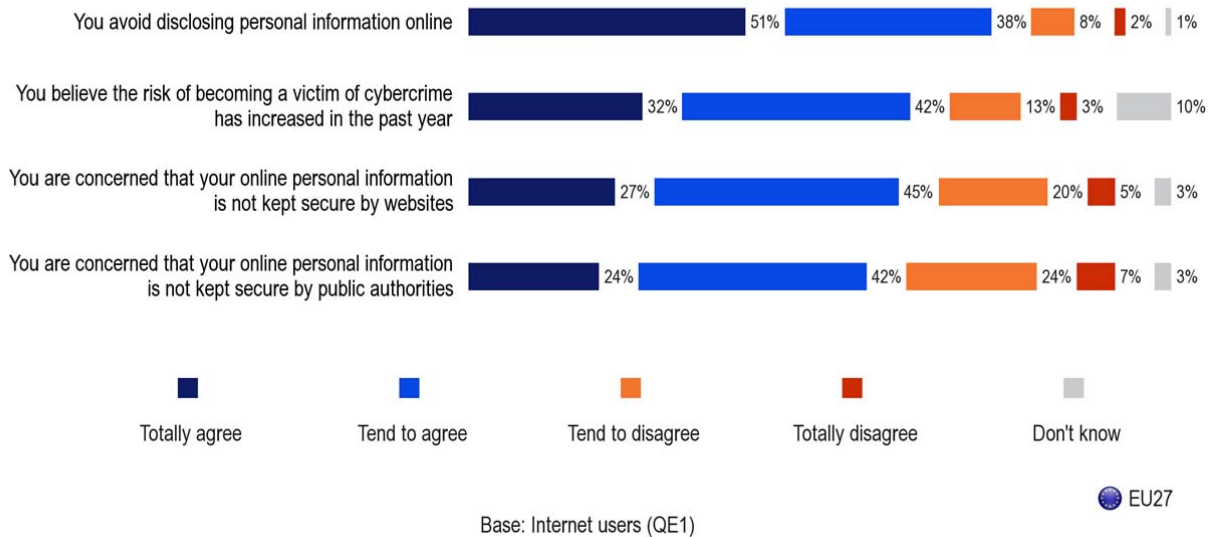
- Internet users express high levels of concern about cyber security and the risks of cybercrime -

Internet users were asked about their attitudes to cyber security. Overall, the findings show high levels of concern about this issue across the EU.

The vast majority of internet users agree that they avoid disclosing personal information online (89%), including 51% who strongly agree, while 74% agree that the risk of becoming a victim of cybercrime has increased in the past year; 16% disagree with this statement.

A clear majority also agree that they are concerned that their online personal information is not kept secure by websites (72%), while 25% disagree. Two-thirds are concerned that this information is not kept secure by public authorities (66%), with 31% disagreeing with this statement¹⁴.

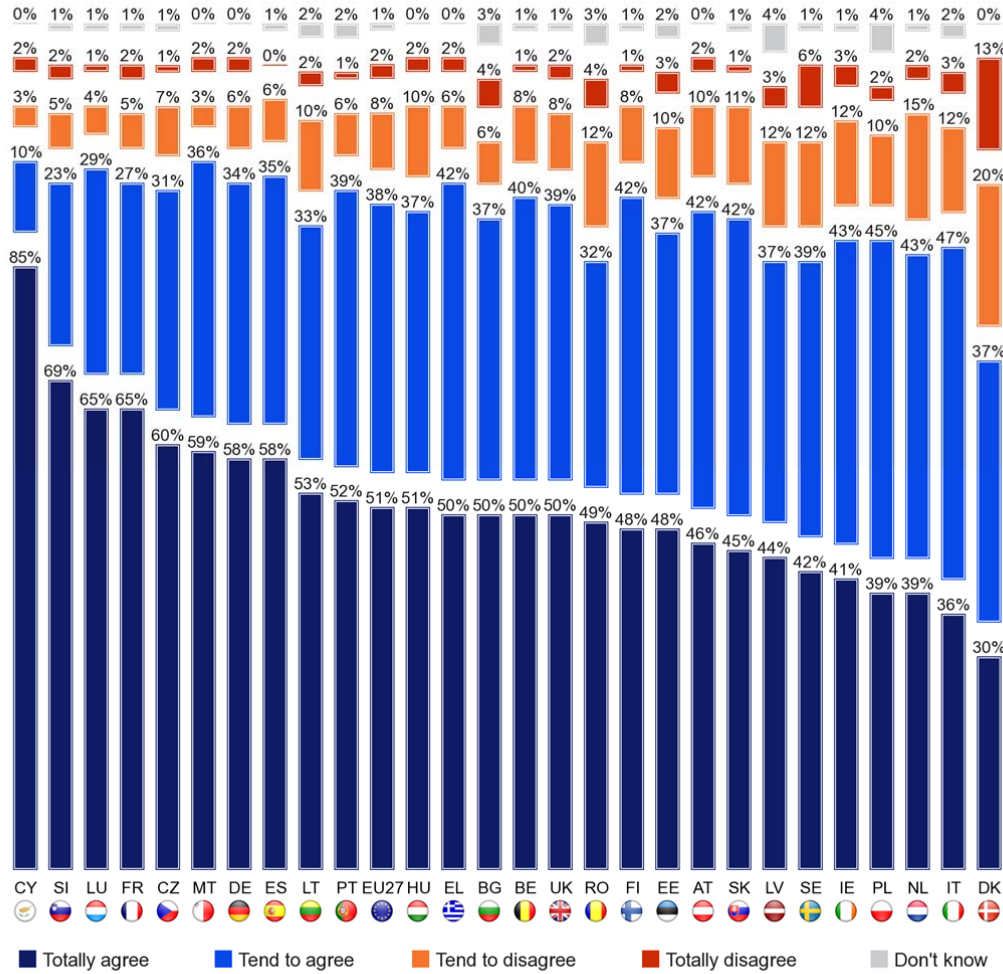
QE13. Could you please tell me to what extent you agree or disagree with each of the following statements?



¹⁴ QE13 Could you please tell me to what extent you agree or disagree with each of the following statements?

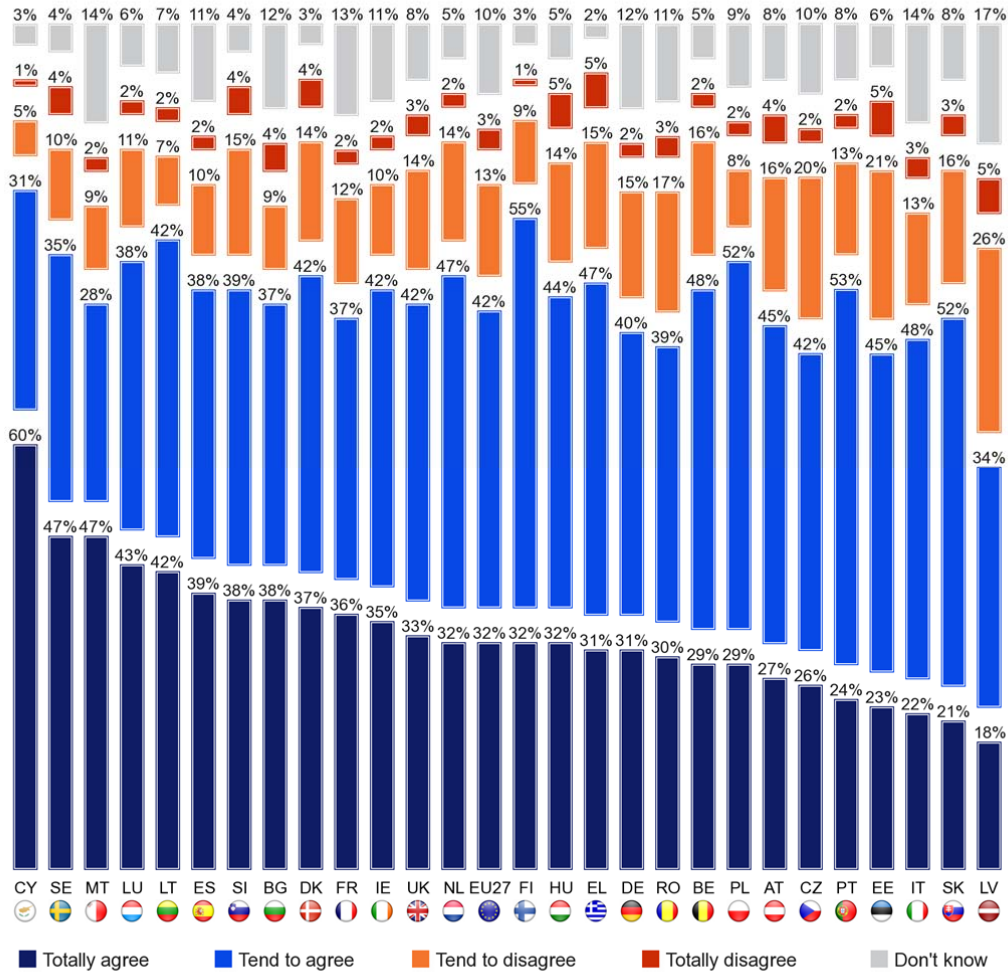
Findings are similar across most EU countries in relation to avoiding disclosing personal information online. The main exceptions are Cyprus, where a very high proportion of respondents totally agree that they avoid disclosing personal information online (85%), and Denmark, where a much lower proportion agree with the statement (67%) than in other countries.

QE13.3. Could you please tell me to what extent you agree or disagree with each of the following statements?
 You avoid disclosing personal information online



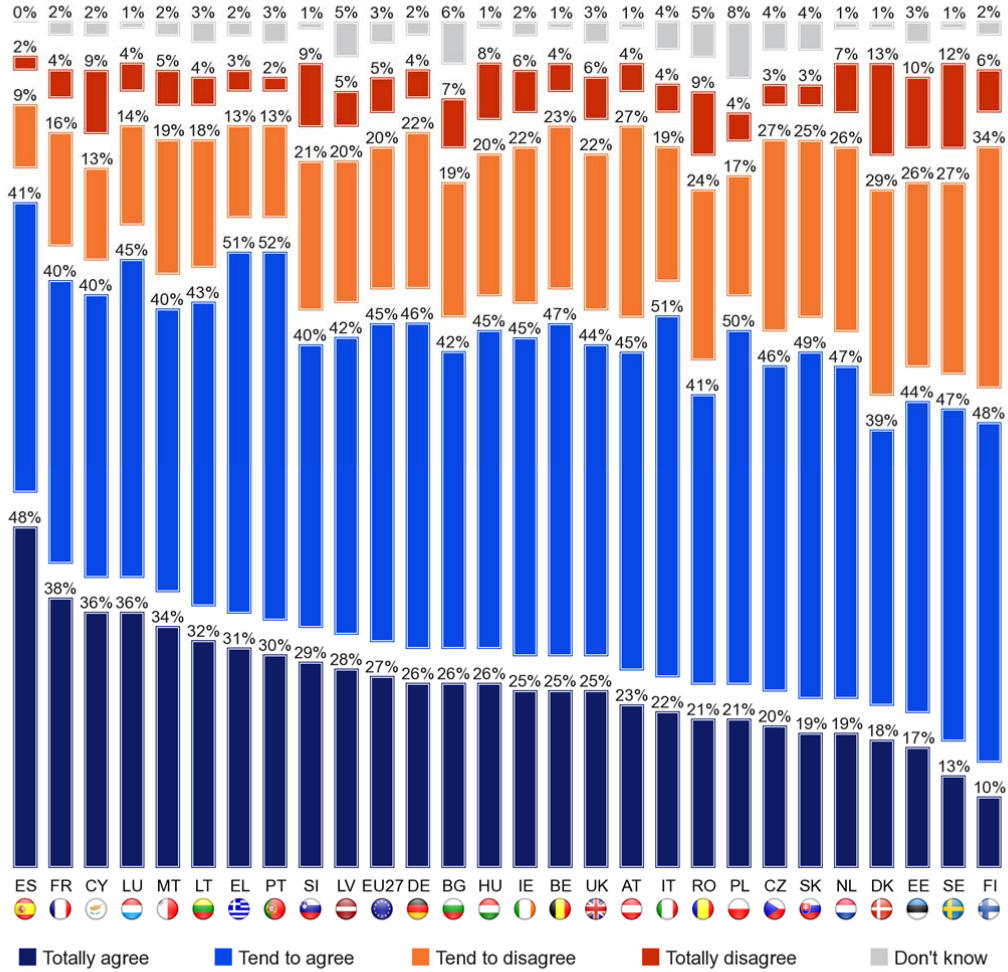
In all EU countries, the majority of internet users agree that the risk of becoming a victim of cybercrime has increased in the past year. The proportion is highest in Cyprus (91%, including 60% who totally agree), Finland (87%) and Lithuania (84%), and lowest in Latvia, where just 52% agree and 31% disagree. Otherwise, the figures are similar across EU countries.

QE13.4. Could you please tell me to what extent you agree or disagree with each of the following statements?
 You believe the risk of becoming a victim of cybercrime has increased in the past year



The proportion of internet users who agree that they are concerned that their online personal information is not kept secure by websites is highest in Spain (89% agree, including 48% who totally agree), and is also relatively high in Portugal (82%), Greece (82%) and Luxembourg (81%). Respondents are least likely to agree in Denmark (57%), Finland (58%) and Sweden (60%).

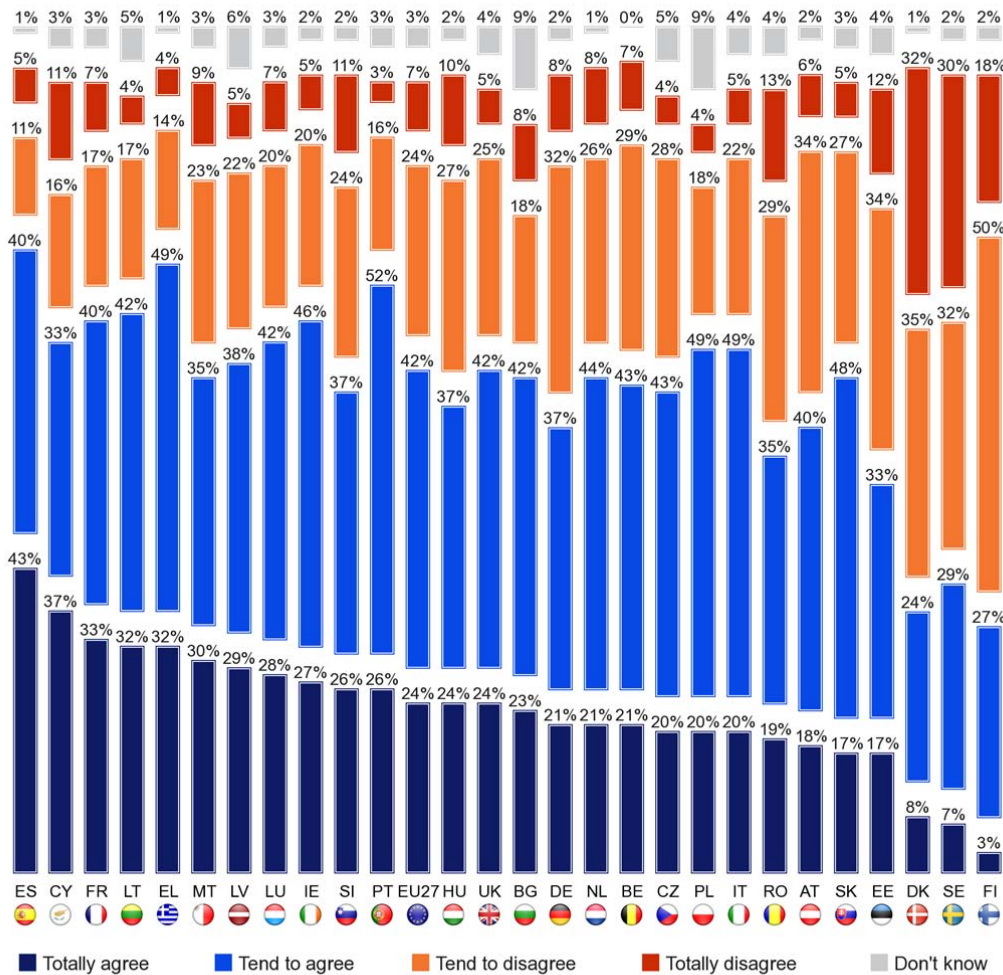
QE13.1. Could you please tell me to what extent you agree or disagree with each of the following statements?
 You are concerned that your online personal information is not kept secure by websites



There is some variation by country in attitudes to personal information being kept secure by public authorities. Respondents in Spain are most likely to agree that they are concerned that their online personal information is not kept secure by public authorities (83%). The proportions agreeing with the statement are also high in Greece (81%) and Portugal (78%). Respondents in Finland (30%), Denmark (32%) and Sweden (36%) are least likely to agree. These patterns by country are similar to those seen in the previous statement, in relation to personal information being kept secure by websites.

QE13.2. Could you please tell me to what extent you agree or disagree with each of the following statements?

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



Socio-demographic variations

There is very little variation in attitudes to cyber security across socio-demographic groups. The differences that do exist are as follows:

- Younger respondents (aged 15-24) are slightly less likely than older respondents to agree that they avoid disclosing personal information online (84% agree) and that they are concerned that their online personal information is not kept secure by websites (69% agree).
- Respondents who ended their education at a younger age are more concerned about online personal information being kept secure by public authorities. The proportion that agrees that they are concerned is 71% among those who ended their education by the age of 15 or under, 69% among those ending their education between the ages of 16 and 19, and 63% among those who stayed in education until the age of 20 or over.
- Respondents who have heard or seen something about cybercrime in the past 12 months also tend to be more concerned. The difference is most pronounced in relation to believing that the risk of becoming a victim of cybercrime has increased in the last year. Among those that have heard or seen something about cybercrime, 78% agree that the risk has increased in the last year, compared with 58% who have not heard or seen anything.

4. EXPERIENCE AND CONCERNS ABOUT SPECIFIC CYBERCRIMES

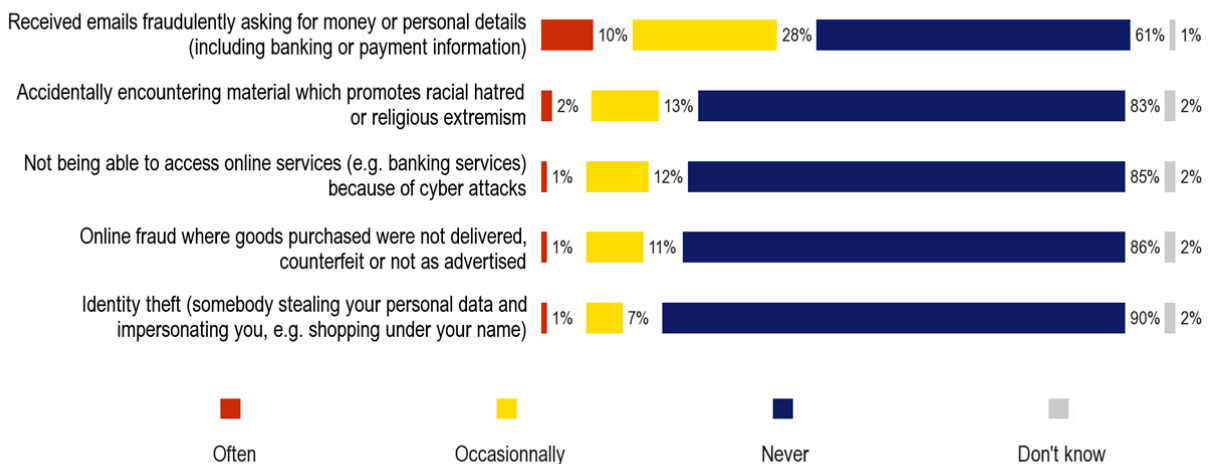
- Receiving a scam email is the most common type of cybercrime experienced by EU respondents -

This section looks at internet users' experience of and concerns about different types of cybercrime. Firstly, respondents were asked how often they had experienced or been a victim of different types of crime.

More than a third of internet users across the EU (38%) say they have received emails fraudulently asking for money or personal details. This is by far the most common type of cybercrime experienced by respondents. In total, 10% of internet users say that this has happened to them often, while 28% say it has happened occasionally.

In addition, 15% of internet users say that they have accidentally encountered material which promotes racial hatred or religious extremism, while 13% have not been able to access online services because of cyber-attacks, and 12% have experienced online fraud (where goods are not delivered, counterfeit or not as advertised). Across the EU, 8% of internet users say they have experienced identity theft¹⁵.

QE10. Cybercrimes can include many different types of criminal activity. How often have you experienced or been a victim of the following situations?



Base: Internet users (QE1)

EU27

¹⁵ QE10 Cybercrimes can include many different types of criminal activity. How often have you experienced or been a victim of the following situations?

When asked how concerned they are about experiencing or being a victim of different types of cybercrime, internet users are most likely to say they are concerned about identify theft. The majority of respondents (61%) are concerned about this, including 24% who are very concerned.

Around half of internet users are concerned about experiencing the following types of cybercrime: accidentally discovering child pornography online (51%), online fraud where goods purchased are not delivered, are counterfeit or not as advertised (49%), and receiving emails fraudulently asking for money or personal details (48%).

Slightly lower proportions are concerned about not being able to access online services because of cyber-attacks (43%) and accidentally encountering material which promotes racial hatred or religious extremism (41%)¹⁶.

The next sections look at each type of cybercrime in more detail.

QE11. And how concerned are you personally about experiencing or being a victim of the following cybercrimes?



Base: Internet users (QE1)

EU27

¹⁶ QE11 And how concerned are you personally about experiencing or being a victim of the following cybercrimes?

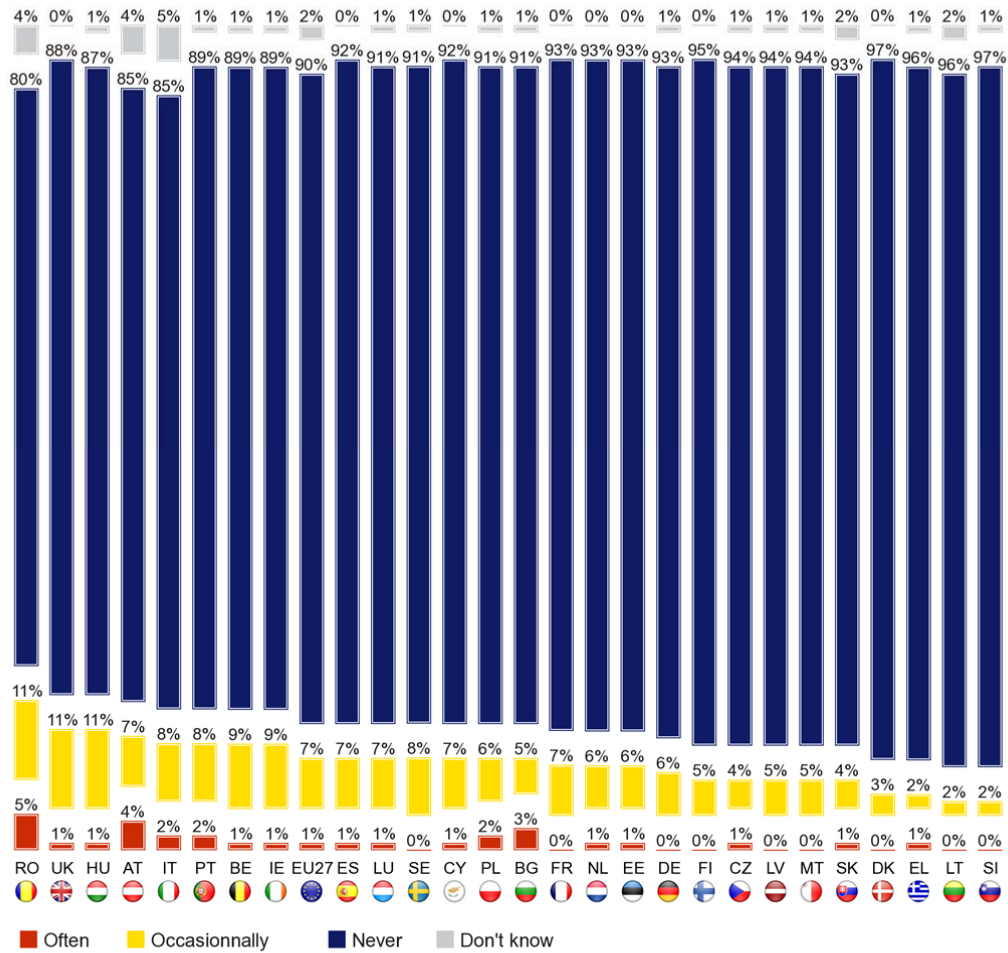
4.1. Identity theft

On average across the EU, 8% of internet users say they have experienced or been a victim of identity theft. This figure is similar in most EU countries, but is highest in Romania, where 16% of internet users say they have experienced identity theft, including 5% who say it has happened to them often. Respondents in Hungary (12%), UK (12%) and Austria (11%) are also more likely than average to say they have experienced identify theft.

The lowest levels are in Slovenia (2%), Lithuania (2%), Greece (3%) and Denmark (3%).

QE10.1. Cybercrimes can include many different types of criminal activity. How often have you experienced or been a victim of the following situations?

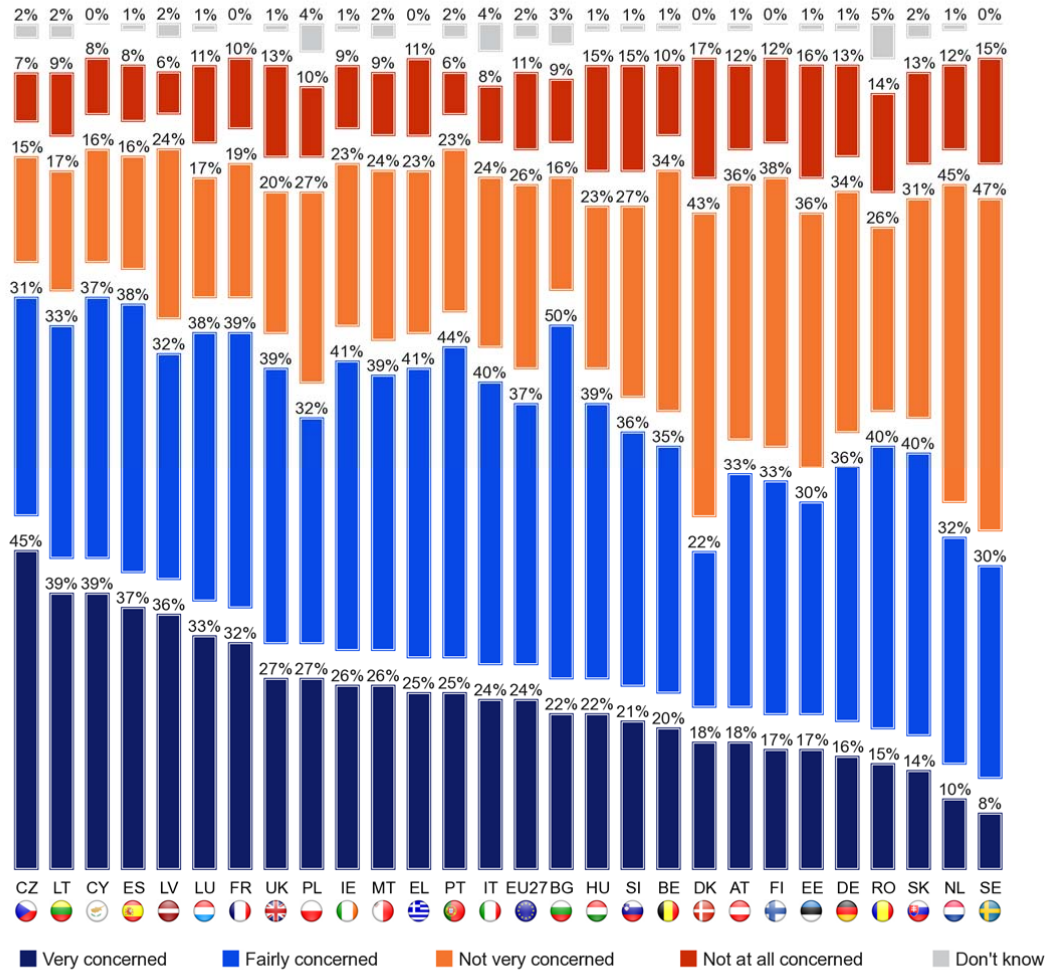
Identity theft (somebody stealing your personal data and impersonating you, e.g. shopping under your name)



Across the EU as a whole, 61% of internet users say they are very or fairly concerned about identity theft. The level of concern is highest in Czech Republic, where 76% are concerned (with 45% very concerned), Cyprus (76% concerned), Spain (75%), Bulgaria (72%), Lithuania (72%), France (71%) and Luxembourg (71%).

The lowest levels of concern are in Sweden (38%), Denmark (40%) and the Netherlands (42%).

QE11.1. And how concerned are you personally about experiencing or being a victim of the following cybercrimes?
Identity theft (somebody stealing your personal data and impersonating you, e.g. shopping under your name)



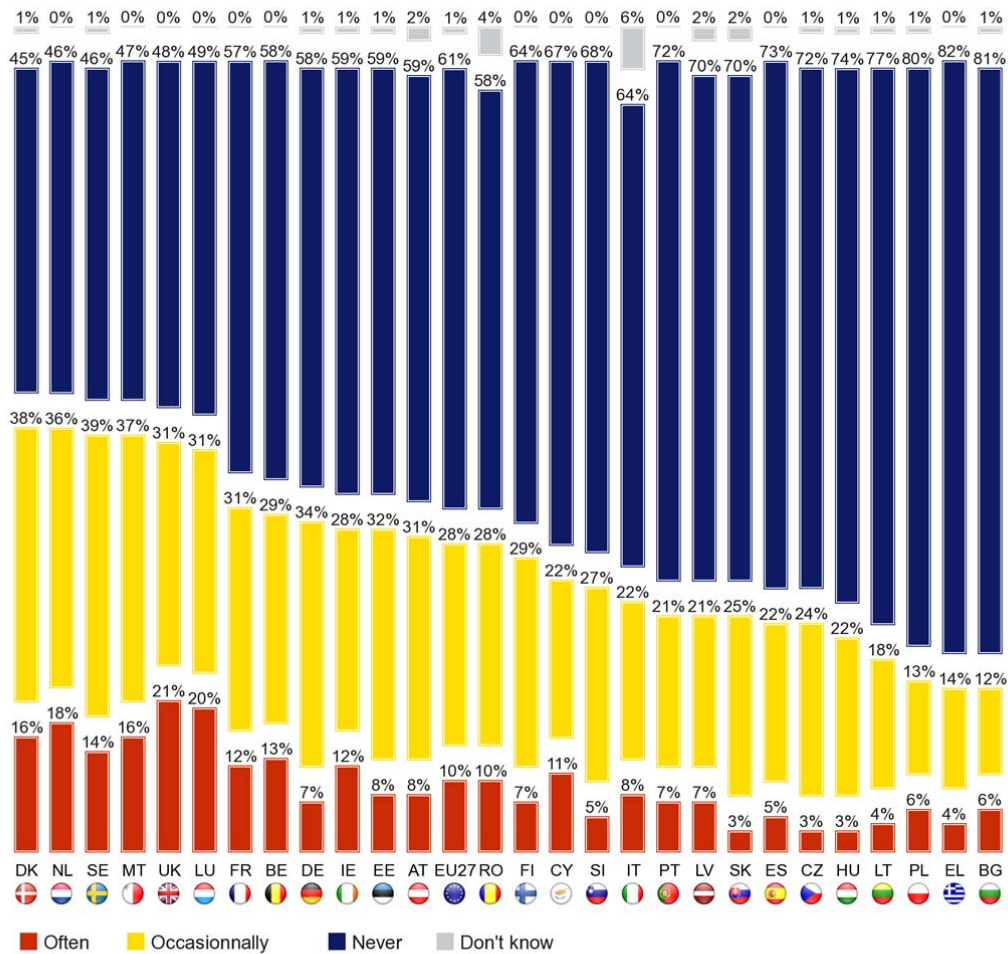
4.2. Scam emails

In several countries, around half of respondents say that they have received emails fraudulently asking for money and personal details: Denmark (54%), the Netherlands (54%), Malta (53%), Sweden (53%), UK (52%) and Luxembourg (51%). The proportion that say this has happened to them often is also high in these countries, particularly in UK (21%) and Luxembourg (20%).

The lowest figures for receiving a scam email can be seen in Bulgaria (18%), Greece (18%) and Poland (19%).

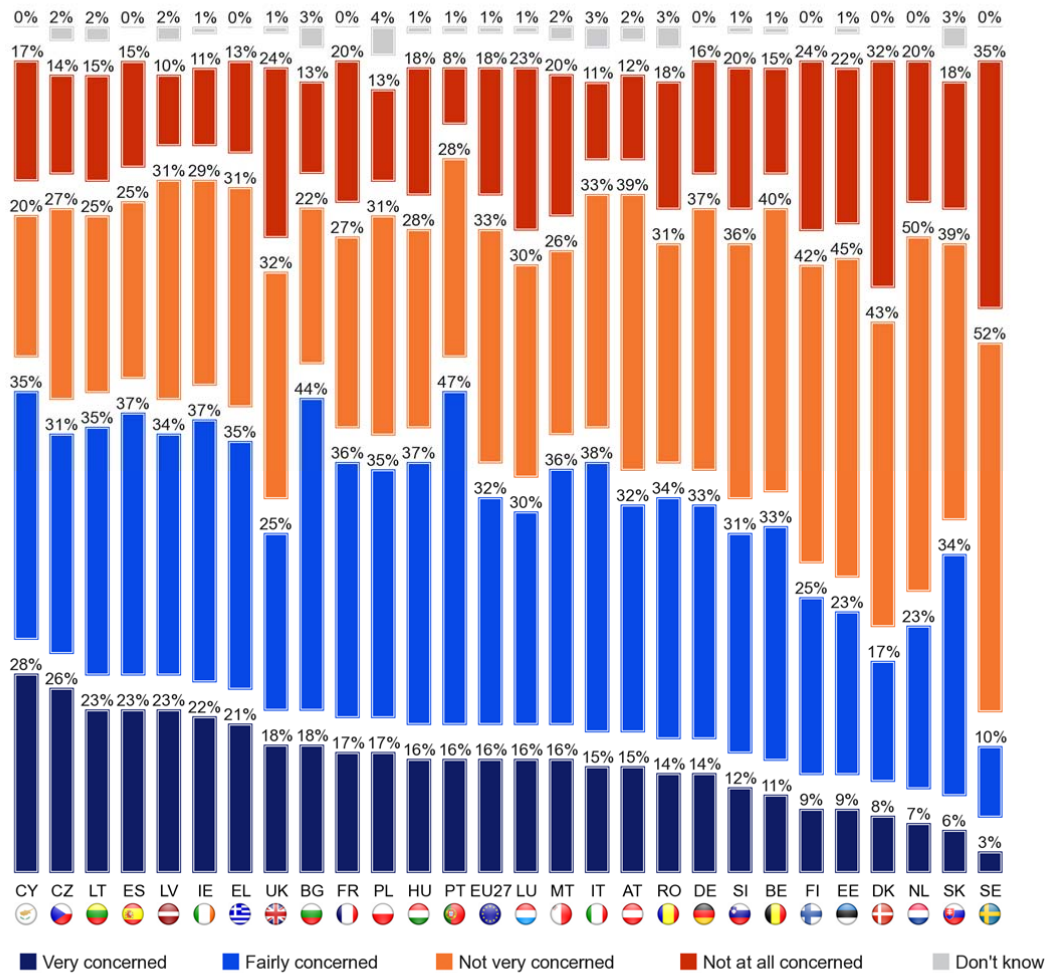
QE10.2. Cybercrimes can include many different types of criminal activity. How often have you experienced or been a victim of the following situations?

Received emails fraudulently asking for money or personal details (including banking or payment information)



The level of concern about emails that fraudulently ask for money or personal details is generally consistent across the EU, although respondents in Cyprus (63%), Portugal (63%) and Bulgaria (62%) are most likely to say they are concerned. Sweden shows by far the lowest figure (just 13% are concerned), while relatively low figures are also seen in Denmark (25%), the Netherlands (30%) and Estonia (32%).

QE11.2. And how concerned are you personally about experiencing or being a victim of the following cybercrimes?
 Received emails fraudulently asking for money or personal details (including banking or payment information)

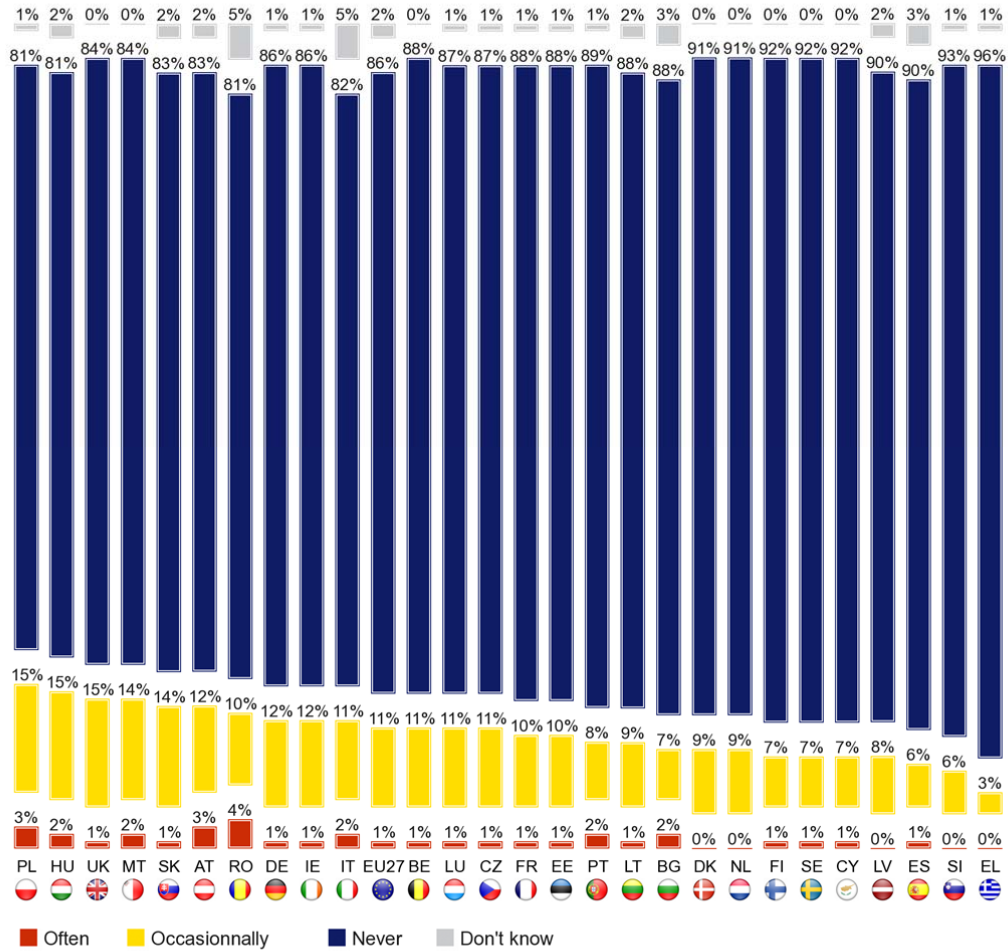


4.3. Online fraud

The proportion of internet users that say they have experienced online fraud (12% on average across the EU) is similar in most EU countries. The highest figures are in Poland (18%), Hungary (17%), Malta (16%) and UK (16%), while respondents in Greece (3%), Slovenia (6%) and Spain (7%) are least likely to have experienced online fraud.

QE10.3. Cybercrimes can include many different types of criminal activity. How often have you experienced or been a victim of the following situations?

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

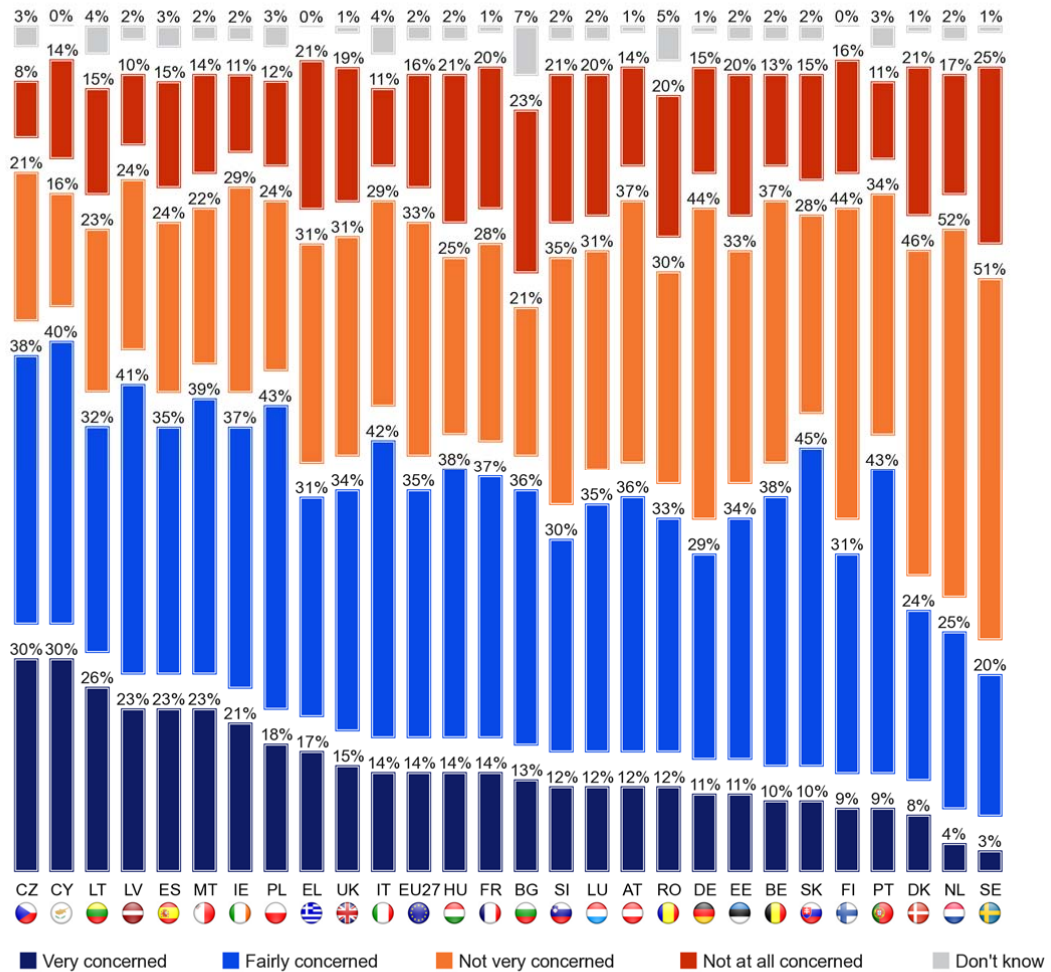


On average, 49% of internet users across the EU say that they are very or fairly concerned about online fraud. Respondents in Cyprus (70%) and Czech Republic (68%) are most likely to say they are concerned, and in both countries a high proportion (30%) are very concerned.

Respondents in Sweden (23%), the Netherlands (29%) and Denmark (32%) are least likely to say they are concerned about online fraud.

QE11.3. And how concerned are you personally about experiencing or being a victim of the following cybercrimes?

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

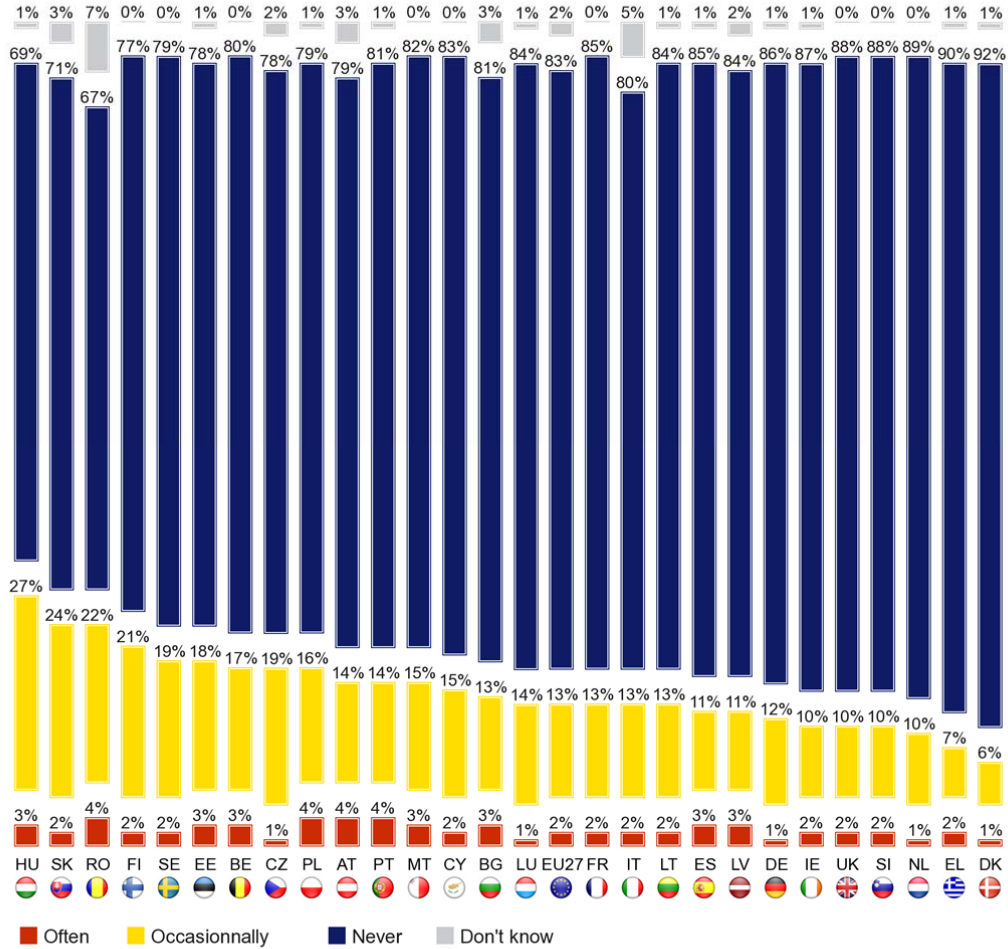


4.4. Offensive material

Across the EU as a whole, 15% of internet users say that they have accidentally encountered material which promotes racial hatred or religious extremism. This figure is highest in Hungary (30%), Romania (26%) and Slovakia (26%), and is lowest in Denmark (7%) and Greece (9%).

QE10.4. Cybercrimes can include many different types of criminal activity. How often have you experienced or been a victim of the following situations?

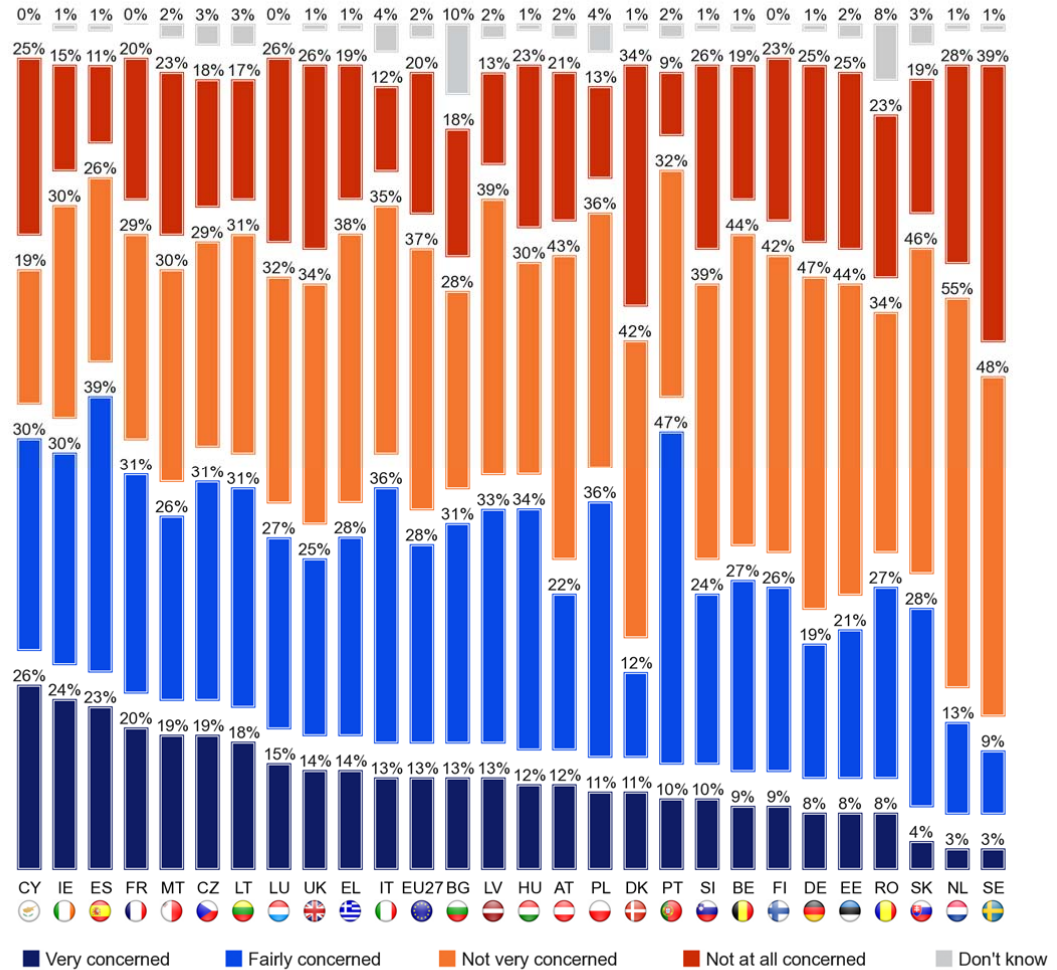
Accidentally encountering material which promotes racial hatred or religious extremism



In total, 41% of internet users in the EU are very or fairly concerned about accidentally encountering material which promotes racial hatred or religious extremism, and many countries have levels of concern which are similar to this EU average. The highest levels of concern are seen in Spain (62%), Portugal (57%), Cyprus (56%) and Ireland (54%).

Respondents in Sweden (12%) and the Netherlands (16%) are much less likely than those in other countries to be concerned about this.

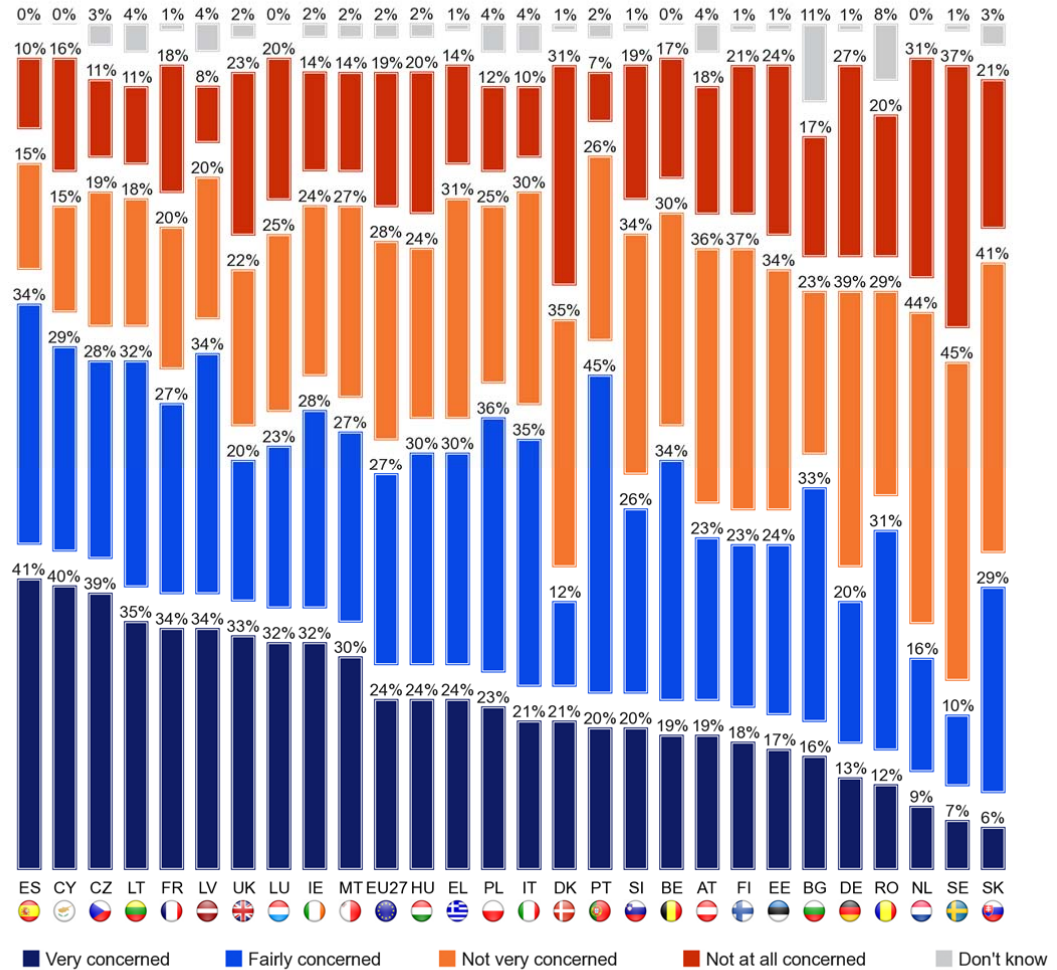
QE11.5. And how concerned are you personally about experiencing or being a victim of the following cybercrimes?
Accidentally encountering material which promotes racial hatred or religious extremism



The proportion of internet users that are very or fairly concerned about accidentally encountering child pornography online (51% on average across the EU) is highest in Spain (75%), and is also relatively high in Cyprus (69%), Latvia (68%), Czech Republic (67%), Lithuania (67%) and Portugal (65%).

Respondents in Sweden (17%) and the Netherlands (25%) once again express the lowest levels of concern.

QE11.4. And how concerned are you personally about experiencing or being a victim of the following cybercrimes?
Accidentally encountering child pornography online

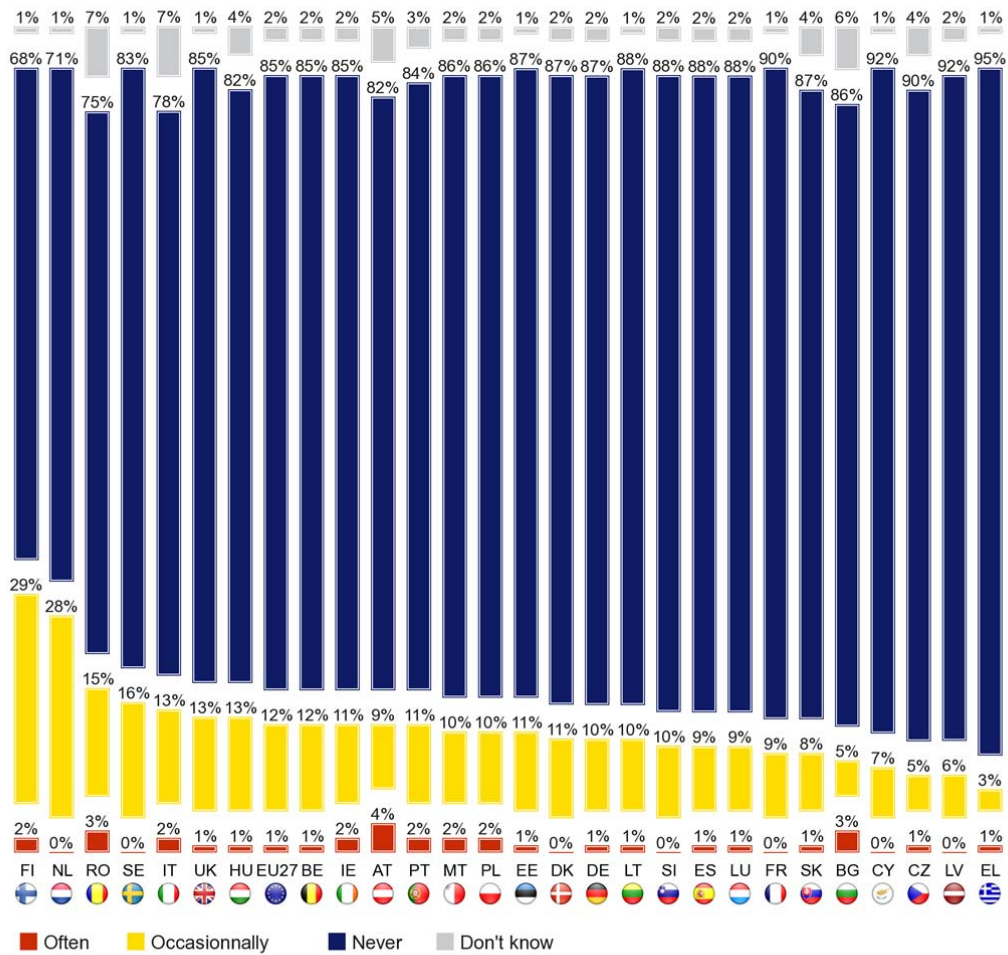


4.5. Access to online services

In Finland (31%) and the Netherlands (28%), the proportion of internet users who say they have not been able to access online services because of cyber-attacks is considerably higher than in other countries. In most other countries, the figure is similar to the EU average of 13%, while in Greece (4%), Czech Republic (6%), Latvia (6%) and Cyprus (7%) the proportion who have experienced this problem is lower.

QE10.5. Cybercrimes can include many different types of criminal activity. How often have you experienced or been a victim of the following situations?

Not being able to access online services (e.g. banking services) because of cyber attacks

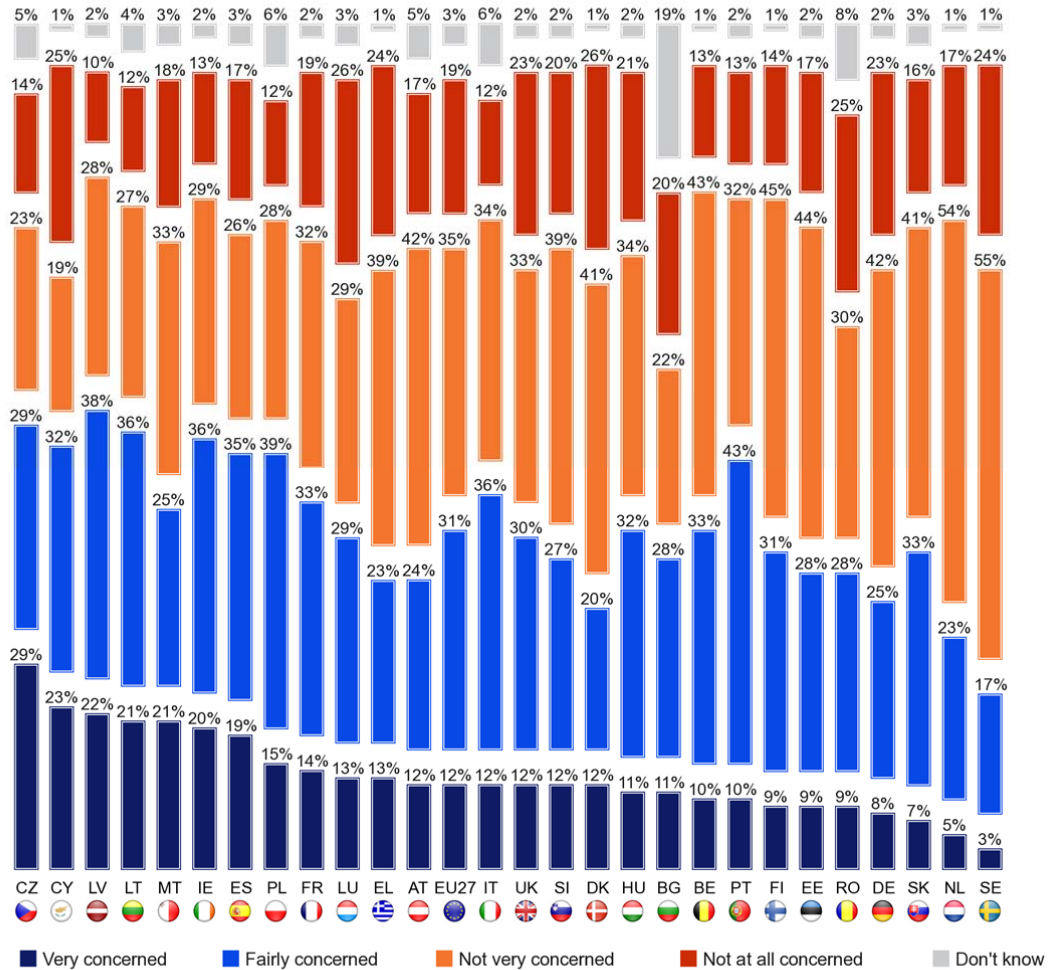


The level of concern about not being able to access online services because of cyber-attacks is generally consistent across different EU countries. It is highest in Latvia (60% very or fairly concerned), Czech Republic (58%), Lithuania (57%) and Ireland (56%). The proportion in Czech Republic who are very concerned is also particularly high (29%).

The lowest figures can be seen in Sweden (20%), the Netherlands (28%), Denmark (32%) and Germany (33%).

QE11.6. And how concerned are you personally about experiencing or being a victim of the following cybercrimes?

Not being able to access online services (e.g. banking services) because of cyber attacks



Socio-demographic variations

The proportion of internet users that have **experienced or been a victim** of various types of cybercrime is generally consistent across socio-demographic groups. However, there are some differences by gender, age and level of education.

Older respondents (aged 55 or over) are less likely than younger respondents to have experienced identity theft (4%) or online fraud (7%). There is also a more general age pattern in relation to accidentally encountering material which promotes racial hatred or religious extremism: the proportion that have experienced this decreases with age, from 22% among 15-24 year olds to 11% of those aged 55 or over.

Findings are generally similar between men and women, although men are somewhat more likely than women to have experienced scam emails (42% compared with 34%) and to have accidentally encountered material which promotes racial hatred or religious extremism (18% compared with 13%).

Respondents who ended their education at the age of 20 or over are more likely than those who finished their education at a younger age to have experienced scam emails (48%) and to have been unable to access online services because of cyber-attacks (15%).

As might be expected, daily internet users are more likely than less frequent users to have experienced the various types of cybercrime. The difference is greatest in relation to scam emails: 43% of daily internet users have experienced this problem, compared with 20% of less frequent users.

QE10 Cybercrimes can include many different types of criminal activity. How often have you experienced or been a victim of the following situations?

-% Often + Occasionally

	Identity theft (somebody stealing your personal data and impersonating you, e.g. shopping under your name)	Received emails fraudulently asking for money or personal details (including banking or payment information)	Online fraud where goods purchased were not delivered, counterfeit or not as advertised	Accidentally encountering material which promotes racial hatred or religious extremism	Not being able to access online services (e.g. banking services) because of cyber attacks
EU27	8%	38%	12%	15%	13%
Sex					
Male	9%	42%	14%	18%	14%
Female	7%	34%	10%	13%	11%
Age					
15-24	11%	37%	15%	22%	15%
25-39	8%	42%	15%	16%	14%
40-54	8%	38%	11%	13%	12%
55 +	4%	33%	7%	11%	10%
Education (End of)					
15-	7%	27%	9%	11%	8%
16-19	8%	33%	12%	12%	11%
20+	8%	48%	13%	16%	15%
Still studying	9%	38%	14%	24%	15%

The **level of concern** that internet users have about the various types of cybercrime is also similar across socio-demographic groups, although there are some differences by gender and age. Women express higher levels of concern than men in relation to online fraud (52% compared with 47%), accidentally encountering material which promotes racial hatred or religious extremism (44% compared with 37%), accidentally encountering child pornography online (54% compared with 48%) and not being able to access online services because of cyber-attacks (45% compared with 41%).

Younger respondents (aged 15-24) are more likely than older respondents to be concerned about online fraud (55%), but otherwise findings are similar across age groups.

There is also a general pattern, whereby internet users who have heard or seen anything about cybercrime in the past 12 months are more likely to be concerned about the various types of crime. At the same time, respondents who feel well informed about the risks of cybercrime, and who are confident in their ability to do online banking or buy things online, are less likely to be concerned about experiencing these types of problem. This indicates that there is an important distinction between hearing or seeing something about cybercrime, and being informed and confident in being able to avoid it.

5. FIGHTING CYBERCRIME

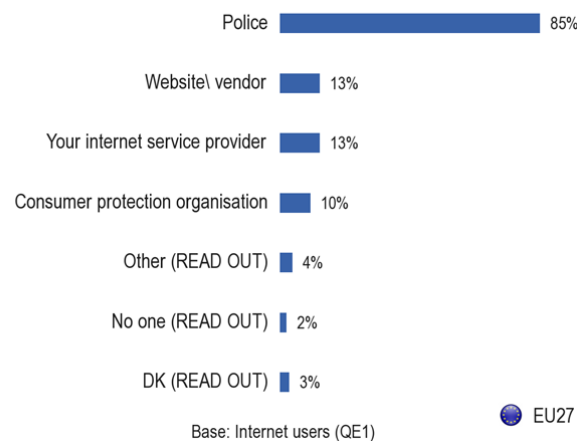
- Most internet users would contact the police if they experienced cybercrime -

Respondents who ever use the internet were asked who they would contact if they experienced or were the victim of various types of cybercrime. A list of four different organisations or bodies that they might contact was submitted to the respondents; the police, the website or vendor, their internet service provider, and a consumer protection organisation¹⁷.

The vast majority of respondents say that they would contact the police (85%) if they were the victim of **identity theft**, while some respondents say that they would contact the relevant website or vendor (13%), their internet service provider (13%) or a consumer protection organisation (10%). The proportion who say they would contact the police is the highest of any of the six types of cybercrime included in the survey.

QE12.1. If you experienced or were a victim of the following cybercrimes, who would you contact?

Identity theft (somebody stealing your personal data and impersonating you, e.g. shopping under your name)



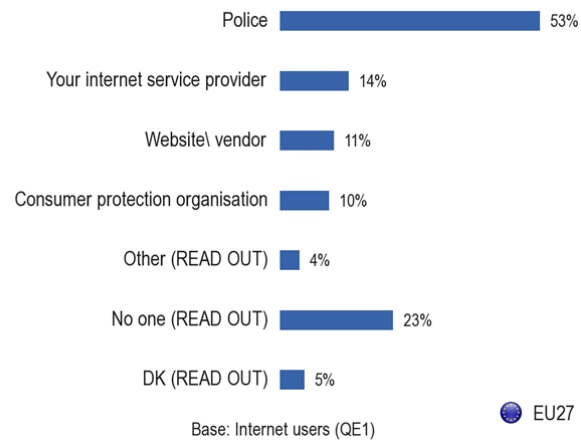
The proportion of internet users that say they would contact the police is particularly high in Sweden (94%), while it is lowest in Ireland (62%); in Ireland, a relatively large proportion of respondents say they would contact their internet service provider (33%). The proportion that would contact the website or vendor is higher in UK (20%) than in other countries, while respondents in Austria are more likely than those in other countries to say they would contact a consumer protection organisation (27%).

¹⁷ QE12 If you experienced or were a victim of the following cybercrimes, who would you contact?

If they experienced a **scam email**, 53% of internet users across the EU say they would contact the police, although around a quarter (23%) say they would not contact anyone. Smaller proportions of respondents say they would contact their internet service provider (14%), the website or vendor (11%), the website or vendor (11%) or a consumer protection organisation (10%).

QE12.2. If you experienced or were a victim of the following cybercrimes, who would you contact?

Received emails fraudulently asking for money or personal details (including banking or payment information)



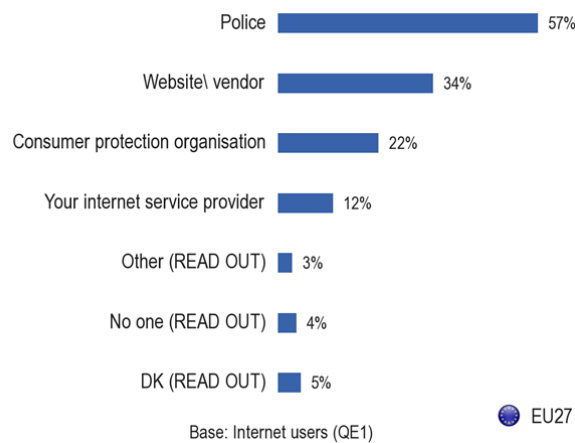
Respondents in Italy are most likely to say that they would contact the police (72%), while a low proportion of respondents in Italy say they would contact no-one (7%). The opposite applies to Denmark, the Netherlands and Sweden, where a relatively low proportion say they would contact the police (especially in the Netherlands, where the figure is 30%), but a high proportion say they would contact no-one (44% in Sweden, 40% in the Netherlands and 38% in Denmark). The proportion who would contact no-one is also high in Luxembourg (38%).

The proportion of internet users who would contact the police is also low in Ireland (34%); respondents here are more likely than those in other countries to say they would contact their internet service provider (35%) or the website or vendor (18%). Respondents in Austria (24%) and Cyprus (20%) are most likely to say they would contact a consumer protection organisation.

When asked who they would contact if they experienced **online fraud**, again the majority of internet users say that they would contact the police (57%), while 34% say they would contact the website or vendor, the highest figure for any of the six types of cybercrime included in the survey. Respondents are more likely to say they would contact a consumer protection organisation (22%) than their internet service provider (12%).

QE12.3. If you experienced or were a victim of the following cybercrimes, who would you contact?

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



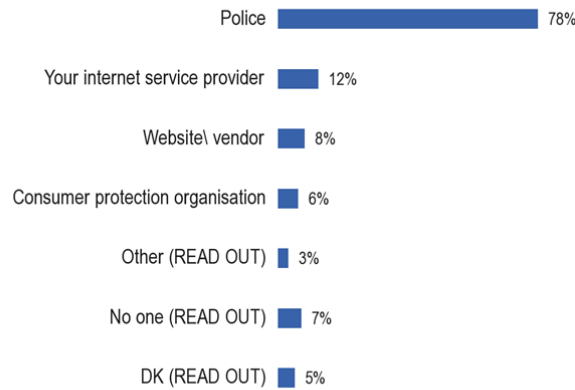
Respondents in Germany (72%), Sweden (68%) and Portugal (67%) are most likely to say they would contact the police, while this proportion is lowest in Slovenia (32%), Luxembourg (34%), Bulgaria (35%) and Ireland (35%). In Ireland, once again, a high proportion say they would contact their internet service provider (27%), while respondents in the Netherlands (55%), Luxembourg (54%), Slovenia (52%) and Denmark (51%) are more likely than those in other countries to say they would contact the website or vendor.

The proportion who say they would contact a consumer protection organisation is particularly high in Estonia (39%).

In most cases (78%), internet users say that they would contact the police if they accidentally encountered **child pornography** online. In addition, 12% say they would contact their internet service provider, 8% the website or vendor and 6% a consumer protection organisation.

QE12.4. If you experienced or were a victim of the following cybercrimes, who would you contact?

Accidentally encountering child pornography online



Base: Internet users (QE1)

EU27

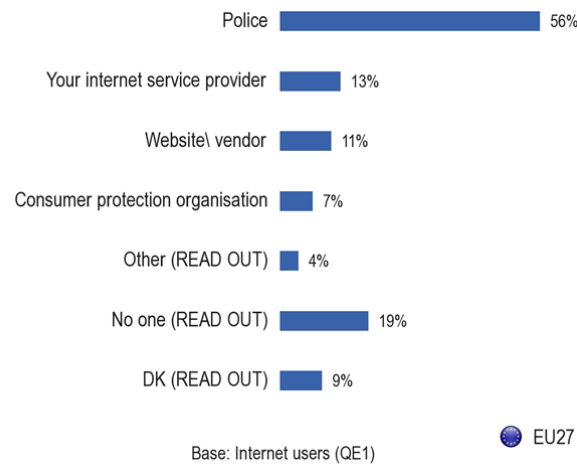
Respondents in Denmark are most likely to say that they would contact the police (89%), while the proportion is lowest in Romania (35%); in Romania, a relatively large proportion say they would contact no-one (21%) or that they would not know who to contact (15%). The proportion that say they would contact no-one is also high in Malta (21%).

In the Netherlands (21%), Ireland (20%) and UK (20%), a high proportion of internet users say that they would contact their internet service provider. Respondents in Latvia are most likely to say they would contact the website or vendor (15%), while those in Cyprus are most likely to say that they would contact a consumer protection organisation (14%).

When asked who they would contact if they encountered **material which promotes racial hatred or religious extremism**, respondents again are most likely to say they would contact the police (56%), with 13% saying they would contact their internet service provider, 11% the website or vendor, and 7% a consumer protection organisation. On this issue, a relatively high proportion of respondents say that they would contact no-one (19%) or would not know who to contact (9%).

QE12.5. If you experienced or were a victim of the following cybercrimes, who would you contact?

Material which promotes racial hatred or religious extremism

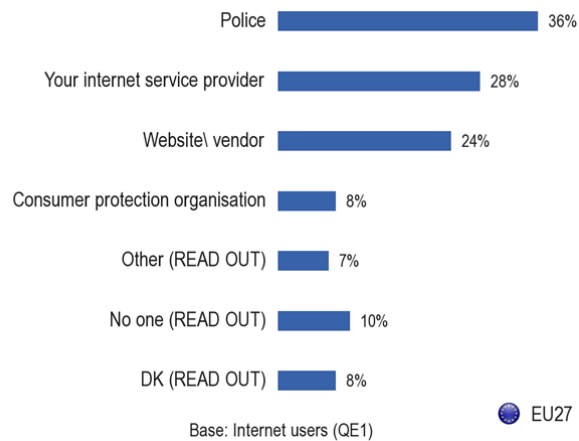


Respondents in Germany and Italy are most likely to say they would contact the police (both 69%), while the lowest figures for contacting the police are in Romania (26%), the Netherlands (35%) and Estonia (37%). Once again, respondents in Ireland are most likely to say they would contact their internet service provider (25%), while respondents in Hungary and UK are most likely to say they would contact the website or vendor (both 19%). Only a small proportion of respondents in Malta say they would contact the website or vendor (1%) or internet service provider (5%). Once again, the proportion who say they would contact a consumer protection organisation is highest in Cyprus (15%).

If internet users were unable to **access online services** because of cyber-attacks, 36% say they would contact the police, 28% their internet service provider and 24% the website or vendor. Just 8% would contact a consumer protection organisation. These responses are different from those on other types of cybercrime, with a lower proportion saying they would contact the police (the figure is over 50% for the other types of cybercrime), and relatively large proportions saying they would contact their internet service provider or website/vendor.

QE12.6. If you experienced or were a victim of the following cybercrimes, who would you contact?

Not being able to access online services (e.g. banking services) because of cyber attacks



The proportion that say they would contact the police is highest in Italy (58%) and Portugal (52%), and is lowest in Denmark (11%), the Netherlands (13%) and Sweden (17%). Respondents are most likely to say they would contact their internet service provider in Hungary (44%), Slovenia (42%), Denmark (41%), Ireland (41%) and Austria (40%). Respondents in Austria are also more likely than those in other countries to say they would contact a consumer protection organisation (20%). The proportion saying they would contact the website or vendor is highest in the Netherlands (44%) and Belgium (40%).

Socio-demographic variations

Findings are generally similar across socio-demographic groups, in terms of who respondents would contact if they experienced or were a victim of various types of cybercrime.

Older respondents are more likely than younger respondents to say they would contact the police, and are less likely to say they would contact the website or vendor. For example, the proportion who say they would contact the police if they encountered material which promotes racial hatred or religious extremism ranges from 48% among 15-24 year olds to 62% among those aged 55 or over. The proportion that would contact the website or vendor in the event of online fraud ranges from 38% among those aged 15-24 to 27% among those aged 55 or over.

A similar pattern can be seen in relation to level of education. Those leaving education at the age of 20 or over are more likely to say they would contact the website or vendor, for example in relation to online fraud (39%) or not being able to access online services (28%), while those leaving education at a younger age are more likely to say they would contact the police. For example, 42% of those leaving education by the age of 15 or under and 40% leaving between the ages of 16-19 say they would contact the police if they were not able to access online services.

These variations are part of a broader pattern, in which more frequent internet users are also more likely to say they would contact the website or vendor rather than the police. For example, 26% of daily internet users say they would contact the website or vendor if they were unable to access online services because of cyber-attacks, compared with 16% of less frequent users, while 35% of daily internet users would contact the police (compared with 40% of less frequent users).

Respondents who have either changed the way they use the internet because of security concerns, have heard or seen anything about cybercrime in the past 12 months, or feel well informed about the risks of cybercrime are all more likely than other respondents to say they would contact the website/vendor or their internet service provider. For example, 25% of respondents who have seen or heard anything about cybercrime say they would contact the website or vendor if they were unable to access online service because of cyber-attacks, compared with 16% of those who have not seen or heard anything. In addition, 29% of those who have seen or heard anything would contact their internet service provider, compared with 21% who have not seen or heard anything.

Overall, these findings suggest that a greater level of knowledge of cybercrime leads to a preference to contact organisations such as the website/vendor or internet service provider rather than the police.

CONCLUSIONS

This report has examined EU citizens' experience and perceptions of cyber security issues.

A large part of internet users across the EU say that they are not confident about their ability to use the internet for things like online banking or buying things online. In addition, many respondents say they have changed their behaviour because of security concerns, for example by not giving out personal information or not opening e-mails from unknown sources. At the same time, a majority of internet users have not changed any of their online passwords during the past year.

Most EU citizens say they have seen or heard something about cybercrime in the last 12 months, most commonly from television. However, the majority do not feel very or at all well informed about the risks of cybercrime. There is a clear link between being well informed and feeling confident online. More than half of those who feel confident in their ability to do online banking or buying things online say they feel well informed about cybercrime.

More than a third of internet users across the EU say they have received a scam email, and other types of cybercrime have been experienced by a substantial number (albeit a minority) of internet users in the EU, including online fraud and identity theft.

Internet users express high levels of concern about cyber security. The majority agree that the risk of becoming a victim of cybercrime has increased in the past year; that they are concerned that their online personal information is not kept secure by websites; and that they are concerned that information is not kept secure by public authorities.

In addition, around half of respondents or more say they are concerned about experiencing various types of cybercrime, with the highest levels of concern expressed over identity theft.

If they experienced or were the victim of cybercrime, most respondents say they would contact the police, especially if the crime was identity theft or if they accidentally encountered child pornography online. However, the survey findings suggest that a greater level of knowledge of cybercrime leads to a preference to contact organisations such as the website/vendor or internet service provider rather than the police.

The proportion of respondents undertaking online activities varies considerably by country. In Sweden, Denmark and the Netherlands in particular, respondents are more likely to use the internet for buying things and for online banking. They are also more likely to be well informed about the risks of cybercrime, to have made changes to increase security, and to be less concerned about being the victim of this type of crime. By contrast, in a number of countries such as Portugal and Bulgaria, respondents are much less likely to shop or bank online, are less confident and feel less well informed about the risks of cybercrime.

ANNEXES

TECHNICAL SPECIFICATIONS

SPECIAL EUROBAROMETER 390

Cyber Security

TECHNICAL SPECIFICATIONS

Between the 10th and 25th of March 2012, TNS Opinion & Social, a consortium created between TNS plc and TNS opinion, carried out the wave 77.2 of the EUROBAROMETER, on request of the EUROPEAN COMMISSION, Directorate-General for Communication, "Research and Speechwriting".

The SPECIAL EUROBAROMETER 390 is part of wave 77.2 and 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.

ABBR.	COUNTRIES	INSTITUTES	N° INTERVIEWS	FIELDWORK DATES		POPULATION 15+
BE	Belgium	TNS Dimarso	1.075	10/03/2012	25/03/2012	8.939.546
BG	Bulgaria	TNS BBSS	1.000	10/03/2012	25/03/2012	6.537.510
CZ	Czech Rep.	TNS Aisa	1.002	10/03/2012	25/03/2012	9.012.443
DK	Denmark	TNS Gallup DK	1.008	10/03/2012	25/03/2012	4.561.264
DE	Germany	TNS Infratest	1.532	10/03/2012	25/03/2012	64.409.146
EE	Estonia	Emor	1.001	10/03/2012	25/03/2012	945.733
IE	Ireland	Ipsos MRBI	1.007	10/03/2012	25/03/2012	3.522.000
EL	Greece	TNS ICAP	1.000	10/03/2012	25/03/2012	8.693.566
ES	Spain	TNS Demoscopia	1.003	10/03/2012	25/03/2012	39.127.930
FR	France	TNS Sofres	1.024	10/03/2012	25/03/2012	47.756.439
IT	Italy	TNS Infratest	1.037	10/03/2012	25/03/2012	51.862.391
CY	Rep. of Cyprus	Synovate	503	10/03/2012	25/03/2012	660.400
LV	Latvia	TNS Latvia	1.003	10/03/2012	25/03/2012	1.447.866
LT	Lithuania	TNS Gallup Lithuania	1.016	10/03/2012	25/03/2012	2.829.740
LU	Luxembourg	TNS ILReS	506	12/03/2012	25/03/2012	404.907
HU	Hungary	TNS Hoffmann Kft	1.010	10/03/2012	25/03/2012	8.320.614
MT	Malta	MISCO	499	10/03/2012	25/03/2012	335.476
NL	Netherlands	TNS NIPO	1.011	10/03/2012	25/03/2012	13.371.980
AT	Austria	Österreichisches Gallup-Institut	1.001	10/03/2012	25/03/2012	7.009.827
PL	Poland	TNS OBOP	1.000	10/03/2012	25/03/2012	32.413.735
PT	Portugal	TNS EUROTESTE	1.000	13/03/2012	25/03/2012	8.080.915
RO	Romania	TNS CSOP	1.031	10/03/2012	25/03/2012	18.246.731
SI	Slovenia	RM PLUS	1.012	10/03/2012	25/03/2012	1.759.701
SK	Slovakia	TNS Slovakia	1.000	10/03/2012	25/03/2012	4.549.955
FI	Finland	TNS Gallup Oy	1.000	10/03/2012	25/03/2012	4.440.004
SE	Sweden	TNS GALLUP	1.007	10/03/2012	25/03/2012	7.791.240
UK	United Kingdom	TNS UK	1.305	10/03/2012	25/03/2012	51.848.010
TOTAL EU27			26.593	10/03/2012	25/03/2012	408.879.069

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 above.

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:

Observed percentages	10% or 90%	20% or 80%	30% or 70%	40% or 60%	50%
Confidence limits	± 1.9 points	± 2.5 points	± 2.7 points	± 3.0 points	± 3.1 points

QUESTIONNAIRE

E. Cyber Security

QE1 How often do you access the Internet (for example, for sending emails, reading online news, chatting with friends or buying products online)?

(SHOW CARD – READ OUT – ONE ANSWER ONLY)

Several times a day	1
Once a day	2
Several times a week	3
Once a week	4
Several times a month	5
Once a month	6
Less often	7
Never	8
DK	9

NEW

ASK QE2 TO QE7 IF "EVER USE THE INTERNET", CODE 1 TO 7 IN QE1 – OTHERS GO TO QE8

QE2a When do you most often access the Internet?

(SHOW CARD – READ OUT – ONE ANSWER ONLY)

When you are at home	1
When you are at work	2
When you are at school\ university	3
When you are in a public place (public library, etc.)	4
When you are in an Internet café	5
When you are on the move	6
Other (SPONTANEOUS)	7
DK	8

NEW

--

QE2b When else do you access the Internet?

(SHOW CARD – READ OUT – MULTIPLE ANSWERS POSSIBLE)

When you are at home	1,
When you are at work	2,
When you are at school\ university	3,
When you are in a public place (public library, etc.)	4,
When you are in an Internet café	5,
When you are on the move	6,
Other (SPONTANEOUS)	7,
DK	8,

NEW

--

QE3 What devices do you use to access the Internet?

(SHOW CARD – READ OUT – MULTIPLE ANSWERS POSSIBLE)

Desktop computer	1,
Laptop computer\ Netbook	2,
Tablet computer\ Touchscreen	3,
Smartphone	4,
Other (SPONTANEOUS)	5,
DK	6,

NEW

--

QE4 Which of the following activities do you do online?

(SHOW CARD – READ OUT – MULTIPLE ANSWERS POSSIBLE)

Online banking	1,
Buying goods or services (holidays, books, music, etc.)	2,
Selling goods or services	3,
Using online social networks	4,
Email	5,
Reading news online	6,
Playing games online	7,
None (SPONTANEOUS)	8,
DK	9,

NEW

--

QE5	How confident are you about your ability to use the Internet for things like online banking or buying things online?
-----	--

(SHOW CARD – READ OUT – ONE ANSWER ONLY)
--

Very confident	1
Fairly confident	2
Not very confident	3
Not at all confident	4
DK	5

NEW

--

QE6	What concerns do you have, if any, about using the Internet for things like online banking or buying things online?
-----	---

(DO NOT SHOW CARD – DO NOT READ OUT – MULTIPLE ANSWERS POSSIBLE)
--

You prefer conducting the transaction in person e.g. so you can inspect the product yourself or ask a real person about them	1,
Security of online payments	2,
You are concerned about someone taking\ misusing your personal data	3,
Not receiving the goods or services that you buy online	4,
Other	5,
None	6,
DK	7,

NEW

--

QE7	Has concern about security issues made you change the way you use the Internet in any of the following ways?
-----	--

(SHOW CARD – READ OUT – MULTIPLE ANSWERS POSSIBLE)
--

Less likely to buy goods online	1,
Less likely to bank online	2,
Less likely to give personal information on websites	3,
Changing security settings (e.g. your browser, online social media, search engine, etc.)	4,
Only visit websites you know and trust	5,
Use different passwords for different sites	6,
Do not open emails from people you don't know	7,
Only use your own computer	8,
Have installed anti-virus software	9,
Other (SPONTANEOUS)	10,
None (SPONTANEOUS)	11,
DK	12,

NEW

ASK ALL

--

QE8	Cybercrimes can be defined as any crimes which are committed via the Internet. In the last 12 months, have you seen or heard anything about cybercrime from any of the following?
-----	---

(SHOW CARD – READ OUT – MULTIPLE ANSWERS POSSIBLE)
--

Television	1,
Radio	2,
Newspapers	3,
The Internet	4,
Friends, family or colleagues	5,
Not heard\ seen anything (SPONTANEOUS)	6,
DK	7,

NEW

--

QE9	How well informed do you feel about the risks of cybercrime?
-----	--

(READ OUT – ONE ANSWER ONLY)

Very well informed	1
Fairly well informed	2
Not very well informed	3
Not at all informed	4
DK	5

NEW

ASK QE10 TO QE14 IF "EVER USE THE INTERNET" CODE 1 TO 7 IN QE1 – OTHERS GO TO DEMOGRAPHICS
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QE10	Cybercrimes can include many different types of criminal activity. How often have you experienced or been a victim of the following situations?
------	---

(SHOW CARD WITH SCALE – ONE ANSWER PER LINE)
--

	(READ OUT – ROTATE)	Often	Occasionn ally	Never	DK
--	---------------------	-------	-------------------	-------	----

1	Identity theft (somebody stealing your personal data and impersonating you, e.g. shopping under your name)	1	2	3	4
2	Received emails fraudulently asking for money or personal details (including banking or payment information)	1	2	3	4
3	Online fraud where goods purchased were not delivered, counterfeit or not as advertised	1	2	3	4
4	Accidentally encountering material which promotes racial hatred or religious extremism	1	2	3	4
5	Not being able to access online services (e.g. banking services) because of cyber attacks	1	2	3	4

NEW

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QE11	And how concerned are you personally about experiencing or being a victim of the following cybercrimes?
------	---

(SHOW CARD WITH SCALE – ONE ANSWER PER LINE)
--

	(READ OUT – ROTATE)	Very concerned	Fairly concerned	Not very concerned	Not at all concerned	DK
--	---------------------	----------------	------------------	--------------------	----------------------	----

1	Identity theft (somebody stealing your personal data and impersonating you, e.g. shopping under your name)	1	2	3	4	5
2	Received emails fraudulently asking for money or personal details (including banking or payment information)	1	2	3	4	5
3	Online fraud where goods purchased were not delivered, counterfeit or not as advertised	1	2	3	4	5
4	Accidentally encountering child pornography online	1	2	3	4	5
5	Accidentally encountering material which promotes racial hatred or religious extremism	1	2	3	4	5
6	Not being able to access online services (e.g. banking services) because of cyber attacks	1	2	3	4	5

NEW

--

QE12	If you experienced or were a victim of the following cybercrimes, who would you contact?
------	--

(SHOW CARD WITH SCALE – MULTIPLE ANSWERS PER LINE)
--

	(READ OUT – ROTATE)	Police	Website/ vendor	Your internet service provider	Consumer protection organisation	Other (READ OUT)	None (READ OUT)	DK (READ OUT)
--	---------------------	--------	--------------------	--------------------------------------	--	------------------------	-----------------------	---------------------

1	Identity theft (somebody stealing your personal data and impersonating you, e.g. shopping under your name)	1,	2,	3,	4,	5,	6,	7,
2	Received emails fraudulently asking for money or personal details (including banking or payment information)	1,	2,	3,	4,	5,	6,	7,
3	Online fraud where goods purchased were not delivered, counterfeit or not as advertised	1,	2,	3,	4,	5,	6,	7,
4	Accidentally encountering child pornography online	1,	2,	3,	4,	5,	6,	7,
5	Accidentally encountering material which promotes racial hatred or religious extremism	1,	2,	3,	4,	5,	6,	7,
6	Not being able to access online services (e.g. banking services) because of cyber attacks	1,	2,	3,	4,	5,	6,	7,

NEW

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QE13	Could you please tell me to what extent you agree or disagree with each of the following statements?
------	--

(SHOW CARD WITH SCALE – ONE ANSWER PER LINE)
--

	(READ OUT – ROTATE)	Totally agree	Tend to agree	Tend to disagree	Totally disagree	DK
1	You are concerned that your online personal information is not kept secure by websites	1	2	3	4	5
2	You are concerned that your online personal information is not kept secure by public authorities	1	2	3	4	5
3	You avoid disclosing personal information online	1	2	3	4	5
4	You believe the risk of becoming a victim of cybercrime has increased in the past year	1	2	3	4	5

NEW

--

QE14	Have you changed your password to access to any of the following online services during the past 12 months?
------	---

(READ OUT – MULTIPLE ANSWERS POSSIBLE)
--

Web-based e-mail	1,
Online social networks	2,
Shopping website (e.g. travel agents)	3,
Online banking websites	4,
None (SPONTANEOUS)	5,
DK	6,





























NEW

TABLES

QE1 A quelle fréquence utilisez-vous Internet (p. ex., pour envoyer des emails, les journaux en ligne, discuter avec des amis ou acheter des produits en ligne) ?

QE1 How often do you access the Internet (e.g., for sending emails, reading online news, chatting with friends or buying products online)?





























QE1 Wie häufig nutzen Sie das Internet (z.B. um E-Mails zu versenden, Online-Nachrichten zu lesen, mit Freunden zu chatten oder online Waren zu kaufen)?

		Plusieurs fois par jour	Une fois par jour	Plusieurs fois par semaine	Une fois par semaine	Plusieurs fois par mois	Une fois par mois	Moins souvent	Jamais	NSP	Total 'Au moins une fois'
		More than once a day	Once a day	Several times a week	Once a week	Several times a month	Once a month	Less often	Never	DK	Total 'At least once'
		Mehrmals pro Tag	Einmal pro Tag	Mehrmals in der Woche	Einmal pro Woche	Mehrmals pro Monat	Einmal im Monat	Seltener	Niemals	WN	Gesamt 'Mindestens einmal'
%		EB	EB	EB	EB	EB	EB	EB	EB	EB	EB
		77.2	77.2	77.2	77.2	77.2	77.2	77.2	77.2	77.2	77.2
	EU 27	39	14	10	3	2	1	2	29	0	71
	BE	44	16	8	2	1	1	2	26	0	74
	BG	22	13	12	1	2	1	2	47	0	53
	CZ	30	17	16	3	2	0	3	29	0	71
	DK	70	13	6	1	1	0	1	8	0	92
	DE	37	15	14	3	2	1	3	25	0	75
	EE	49	13	6	3	1	1	2	25	0	75
	IE	43	17	11	3	1	0	2	23	0	77
	EL	27	11	10	3	2	2	1	44	0	56
	ES	33	15	8	3	2	1	2	35	1	64
	FR	52	14	6	3	1	1	1	22	0	78
	IT	31	14	12	3	2	0	4	34	0	66
	CY	31	12	9	3	1	1	1	42	0	58
	LV	48	12	7	3	2	2	2	24	0	76
	LT	35	15	7	3	2	1	2	35	0	65
	LU	53	13	11	3	2	0	1	16	1	83
	HU	24	15	15	4	1	1	2	38	0	62
	MT	41	14	6	6	1	1	1	30	0	70
	NL	65	18	7	2	1	0	1	6	0	94
	AT	33	14	18	3	2	0	2	28	0	72
	PL	30	13	11	4	2	1	2	37	0	63
	PT	21	8	6	3	1	1	2	58	0	42
	RO	23	12	9	3	2	1	2	47	1	52
	SI	40	13	10	3	1	1	2	30	0	70
	SK	29	15	18	4	2	0	3	29	0	71
	FI	50	19	6	3	1	1	1	19	0	81
	SE	75	8	6	1	1	1	1	7	0	93
	UK	47	16	7	4	1	1	2	22	0	78

QE2a Quand vous connectez-vous le plus souvent à Internet ?

QE2a When do you most often access the Internet?





























QE2a Wann nutzen Sie das Internet am häufigsten?

		A la maison	Au travail	A l'école/ l'université	Dans des lieux publics (bibliothèque publique, etc.)	Dans un café Internet	Quand vous vous déplacez	Autre (SPONT.)	NSP
		At home	Work	When you are at school/ university	When you are in a public place (public library, etc.)	When you are in an Internet café	When you are on the move	Other (SPONT.)	DK
		Zu Hause	Arbeit	Wenn Sie in der Schule / Universität sind	Wenn Sie sich an einem öffentlichen Ort aufhalten (öffentliche Bibliothek usw.)	Wenn Sie in einem Internet-Café sind	Wenn Sie unterwegs sind	Sonstiges (SPONT.)	WN
%		EB 77.2	EB 77.2	EB 77.2	EB 77.2	EB 77.2	EB 77.2	EB 77.2	EB 77.2
	EU 27	80	15	1	1	1	1	1	0
	BE	81	13	2	1	1	1	1	0
	BG	88	9	0	0	2	0	0	1
	CZ	84	12	2	0	0	1	1	0
	DK	75	21	3	0	0	1	0	0
	DE	79	17	2	0	1	1	0	0
	EE	75	19	1	2	0	1	1	1
	IE	84	10	3	0	0	2	1	0
	EL	84	10	0	0	4	1	1	0
	ES	86	7	1	3	1	1	1	0
	FR	90	8	0	1	0	1	0	0
	IT	64	30	3	1	1	0	1	0
	CY	84	14	1	0	0	0	1	0
	LV	81	13	1	4	1	0	0	0
	LT	81	13	1	2	0	1	2	0
	LU	81	16	2	0	0	1	0	0
	HU	89	7	1	1	0	0	1	1
	MT	78	19	1	0	0	1	1	0
	NL	73	23	2	0	0	1	1	0
	AT	71	26	2	0	0	1	0	0
	PL	87	8	2	1	0	0	1	1
	PT	81	13	2	1	1	0	1	1
	RO	86	10	0	1	1	0	1	1
	SI	80	18	1	0	0	0	1	0
	SK	76	21	1	1	0	0	1	0
	FI	74	22	2	1	0	1	0	0
	SE	63	33	2	0	0	1	1	0
	UK	79	14	2	1	0	3	1	0

QE2b Et ensuite ? (PLUSIEURS REPONSES POSSIBLES)

QE2b And then? (MULTIPLE ANSWERS POSSIBLE)





























QE2b Und dann? (MEHRFACHNENNUNGEN MÖGLICH)

		A la maison	Au travail	A l'école/ l'université	Dans des lieux publics (bibliothèque publique, etc.)	Dans un café Internet	Quand vous vous déplacez	Autre (SPONT.)	NSP
		At home	Work	When you are at school/ university	When you are in a public place (public library, etc.)	When you are in an Internet café	When you are on the move	Other (SPONT.)	DK
		Zu Hause	Arbeit	Wenn Sie in der Schule / Universität sind	Wenn Sie sich an einem öffentlichen Ort aufhalten (öffentliche Bibliothek usw.)	Wenn Sie in einem Internet-Café sind	Wenn Sie unterwegs sind	Sonstiges (SPONT.)	WN
%		EB 77.2	EB 77.2	EB 77.2	EB 77.2	EB 77.2	EB 77.2	EB 77.2	EB 77.2
	EU 27	15	23	10	5	3	15	6	37
	BE	15	22	10	6	2	10	11	35
	BG	8	23	11	4	7	5	8	39
	CZ	13	26	9	5	4	4	1	45
	DK	23	31	16	13	4	33	14	10
	DE	18	23	11	4	2	15	7	33
	EE	19	23	17	12	5	13	1	37
	IE	14	20	10	7	5	18	16	28
	EL	9	18	12	6	12	3	4	44
	ES	7	21	6	4	4	16	9	43
	FR	8	24	9	6	2	18	4	44
	IT	25	22	7	2	2	8	0	38
	CY	12	22	10	3	6	5	1	49
	LV	13	22	16	10	2	7	0	44
	LT	11	20	16	7	2	11	7	41
	LU	18	20	8	6	2	20	11	25
	HU	6	20	9	5	2	5	3	54
	MT	20	20	16	5	4	7	1	34
	NL	25	28	14	8	2	27	0	27
	AT	25	26	8	7	5	20	10	22
	PL	7	24	10	2	2	4	4	50
	PT	11	22	12	8	4	1	2	49
	RO	7	21	10	4	6	3	4	55
	SI	18	21	14	7	4	11	5	38
	SK	18	26	15	6	8	10	0	33
	FI	23	19	13	8	2	19	13	24
	SE	34	27	14	16	7	47	11	8
	UK	16	24	10	8	4	24	8	31

QE2T - Quand vous connectez-vous à internet?

QE2T- When do you access the Internet?





























QE2T Wann nutzen Sie das Internet?

	A la maison	Au travail	A l'école/ l'université	Dans des lieux publics (bibliothèque publique, etc.)	Dans un café Internet	Quand vous vous déplacez	Autre (SPONT.)	NSP
	At home	Work	When you are at school/ university	When you are in a public place (public library, etc.)	When you are in an Internet café	When you are on the move	Other (SPONT.)	DK
	Zu Hause	Arbeit	Wenn Sie in der Schule / Universität sind	Wenn Sie sich an einem öffentlichen Ort aufhalten (öffentliche Bibliothek usw.)	Wenn Sie in einem Internet-Café sind	Wenn Sie unterwegs sind	Sonstiges (SPONT.)	WN
%	EB 77.2	EB 77.2	EB 77.2	EB 77.2	EB 77.2	EB 77.2	EB 77.2	EB 77.2
 EU 27	95	39	11	6	4	16	6	0
 BE	97	36	11	6	3	11	11	0
 BG	96	33	11	4	8	5	8	0
 CZ	96	38	11	6	4	5	2	0
 DK	98	52	19	13	4	33	15	0
 DE	97	39	12	4	3	16	7	0
 EE	94	42	19	14	5	13	2	0
 IE	98	30	13	7	6	20	17	0
 EL	93	27	12	6	15	4	5	0
 ES	93	27	7	7	5	18	10	0
 FR	98	33	10	6	3	19	4	0
 IT	89	52	10	4	3	8	1	0
 CY	96	36	11	3	7	5	1	0
 LV	94	35	17	14	3	7	0	0
 LT	92	33	17	9	2	12	8	0
 LU	99	36	9	6	2	22	11	0
 HU	95	26	10	7	2	5	4	0
 MT	98	39	17	5	4	8	2	0
 NL	99	51	16	8	2	28	0	0
 AT	96	52	10	7	5	20	10	0
 PL	94	31	12	3	2	4	5	1
 PT	92	35	14	9	5	1	3	1
 RO	94	31	11	5	7	3	5	1
 SI	98	39	15	7	4	12	6	0
 SK	94	46	16	7	8	10	1	0
 FI	97	42	15	8	2	20	13	0
 SE	98	59	17	16	7	48	11	0
 UK	95	38	12	9	4	27	8	0

QE3 Quels équipements utilisez-vous pour vous connecter à Internet ? (PLUSIEURS REPONSES POSSIBLES)

QE3 What devices do you use to access the Internet? (MULTIPLE ANSWERS POSSIBLE)





























QE3 Welche Geräte verwenden Sie, um auf das Internet zuzugreifen? (MEHRFACHNENNUNGEN MÖGLICH)

		Un ordinateur de bureau	Un ordinateur portable/ Netbook	Une tablette tactile	Un smartphone	Autre (SPONT.)	NSP	Total 'Ordinateur'	Total 'Petits appareils'
		Desktop computer	Laptop computer/ Netbook	Tablet computer	Smartphone	Other (SPONT.)	DK	Total 'Computer'	Total 'Smaller devices'
		Schreibtisch- oder Desktop Computer	Laptop / Netbook	Tablet-PC	Smartphone	Sonstiges (SPONT.)	WN	Total 'Ordinateur'	Gesamt 'Kleine Geräte'
%		EB 77.2	EB 77.2	EB 77.2	EB 77.2	EB 77.2	EB 77.2	EB 77.2	EB 77.2
	EU 27	63	61	6	24	1	0	97	26
	BE	58	66	9	18	2	1	96	21
	BG	79	38	2	6	0	1	99	7
	CZ	73	46	2	10	0	0	99	11
	DK	55	80	13	44	1	0	99	47
	DE	67	63	6	19	0	0	99	21
	EE	63	64	4	24	0	1	97	25
	IE	39	80	6	29	1	0	97	32
	EL	62	56	1	9	0	0	98	10
	ES	66	53	4	30	1	0	96	32
	FR	62	65	6	28	1	0	98	30
	IT	63	52	5	15	1	1	95	18
	CY	47	80	8	16	0	0	98	21
	LV	73	51	3	12	0	1	98	14
	LT	70	49	3	17	1	1	97	18
	LU	58	65	15	43	0	0	97	47
	HU	82	27	1	6	0	1	98	6
	MT	52	72	6	20	0	0	98	24
	NL	63	72	16	39	1	0	99	43
	AT	70	59	10	28	0	0	98	33
	PL	59	61	2	5	1	1	98	6
	PT	51	70	2	3	1	2	96	5
	RO	83	28	2	9	1	1	97	9
	SI	73	58	5	22	0	0	99	24
	SK	71	48	4	5	1	0	99	8
	FI	58	74	5	23	0	0	99	25
	SE	65	77	16	55	1	0	99	57
	UK	52	71	8	42	1	0	95	44

QE4 Lesquelles des activités suivantes pratiquez-vous sur Internet ? (PLUSIEURS REPONSES POSSIBLES)

QE4 Which of the following activities do you do online? (MULTIPLE ANSWERS POSSIBLE)





























QE4 Welche der folgenden Aktivitäten machen Sie online? (MEHRFACHNENNUNGEN MÖGLICH)

		Faire des opérations bancaires en ligne	Acheter des biens ou des services (vacances, livres, musique, etc.)	Vendre des biens ou des services
		Online banking	Buying goods or services (holidays, books, music, etc.)	Selling goods or services
		Online-Banking	Waren oder Dienstleistungen kaufen (Urlaub, Bücher, Musik usw.)	Waren oder Dienstleistungen verkaufen
%		EB 77.2	EB 77.2	EB 77.2
 EU 27		48	53	20
 BE		67	49	19
 BG		7	22	5
 CZ		49	52	24
 DK		87	78	28
 DE		49	69	22
 EE		85	46	19
 IE		55	64	17
 EL		9	26	4
 ES		33	33	10
 FR		57	55	28
 IT		34	29	10
 CY		33	44	4
 LV		77	40	12
 LT		65	38	16
 LU		60	63	10
 HU		19	22	7
 MT		59	63	11
 NL		84	76	34
 AT		57	56	25
 PL		46	42	17
 PT		19	17	9
 RO		10	20	10
 SI		42	42	19
 SK		43	46	13
 FI		87	63	20
 SE		87	80	36
 UK		55	74	24

QE4 Lesquelles des activités suivantes pratiquez-vous sur Internet ? (PLUSIEURS REPONSES POSSIBLES)

QE4 Which of the following activities do you do online? (MULTIPLE ANSWERS POSSIBLE)





























QE4 Welche der folgenden Aktivitäten machen Sie online? (MEHRFACHNENNUNGEN MÖGLICH)

	Utiliser des réseaux sociaux en ligne	Email	des journaux en ligne
	Using online social networks	Email	Reading news online
	Soziale Netzwerke im Internet nutzen	E-Mail	Online-Nachrichten lesen
%	EB 77.2	EB 77.2	EB 77.2
 EU 27	52	85	64
 BE	54	87	63
 BG	62	81	67
 CZ	47	87	67
 DK	60	95	80
 DE	37	92	62
 EE	56	89	87
 IE	60	84	53
 EL	68	68	76
 ES	57	88	70
 FR	47	88	45
 IT	49	77	69
 CY	58	68	75
 LV	69	87	85
 LT	51	80	89
 LU	56	93	59
 HU	64	83	79
 MT	68	89	74
 NL	57	96	70
 AT	57	91	59
 PL	57	72	80
 PT	65	78	63
 RO	52	50	61
 SI	55	89	84
 SK	66	86	72
 FI	55	88	81
 SE	63	95	81
 UK	57	86	55

QE4 Lesquelles des activités suivantes pratiquez-vous sur Internet ? (PLUSIEURS REPONSES POSSIBLES)

QE4 Which of the following activities do you do online? (MULTIPLE ANSWERS POSSIBLE)





























QE4 Welche der folgenden Aktivitäten machen Sie online? (MEHRFACHNENNUNGEN MÖGLICH)

		Jouer en ligne	Aucun (SPONTANE)	NSP
		Playing games online	None (SPONTANEOUS)	DK
		Online-Spiele spielen	Nichts davon (SPONTAN)	WN
%		EB 77.2	EB 77.2	EB 77.2
	EU 27	27	2	0
	BE	27	2	0
	BG	32	3	0
	CZ	28	2	1
	DK	28	0	0
	DE	19	1	0
	EE	29	0	0
	IE	26	3	1
	EL	44	2	0
	ES	21	2	0
	FR	29	2	0
	IT	21	3	0
	CY	48	2	0
	LV	41	1	0
	LT	31	2	0
	LU	26	1	0
	HU	32	4	0
	MT	38	1	0
	NL	27	1	0
	AT	37	1	0
	PL	26	2	0
	PT	31	5	0
	RO	40	5	1
	SI	31	1	0
	SK	28	1	0
	FI	37	0	0
	SE	30	1	0
	UK	35	2	0

QE5 Dans quelle mesure êtes-vous confiant(e) dans vos capacités à utiliser Internet pour réaliser des activités comme des opérations bancaires en ligne ou faire vos achats en ligne ?

QE5 How confident are you about your ability to use the Internet for things like online banking or buying things online?





























QE5 Wie sicher sind Sie im Umgang mit dem Internet, wenn Sie das Internet für Aktivitäten wie Online-Banking oder Online-Shopping von Produkten zu nutzen?

		Très confiant(e)	Plutôt confiant(e)	Plutôt pas confiance	Pas du tout confiant(e)	NSP	Total 'Confiant'	Total 'Pas confiant'
		Very confident	Fairly confident	Not very confident	Not at all confident	DK	Total 'Confident'	Total 'Not confident'
		Sehr zuversichtlich	Ziemlich zuversichtlich	Eher nicht vertrauen	Überhaupt nicht zuversichtlich	WN	Total 'Confiant'	Gesamt 'Nicht sicher'
%		EB 77.2	EB 77.2	EB 77.2	EB 77.2	EB 77.2	EB 77.2	EB 77.2
	EU 27	27	42	17	12	2	69	29
	BE	24	54	15	6	1	78	21
	BG	13	25	30	27	5	38	57
	CZ	38	41	13	6	2	79	19
	DK	62	28	7	3	0	90	10
	DE	23	51	18	6	2	74	24
	EE	38	42	12	6	2	80	18
	IE	43	37	9	8	3	80	17
	EL	8	29	29	33	1	37	62
	ES	9	39	31	18	3	48	49
	FR	20	45	19	15	1	65	34
	IT	11	50	21	14	4	61	35
	CY	31	25	17	24	3	56	41
	LV	50	31	14	4	1	81	18
	LT	41	33	13	11	2	74	24
	LU	32	44	11	10	3	76	21
	HU	16	31	15	26	12	47	41
	MT	46	28	10	15	1	74	25
	NL	35	51	9	4	1	86	13
	AT	27	49	16	8	0	76	24
	PL	31	40	14	11	4	71	25
	PT	10	32	30	26	2	42	56
	RO	12	36	18	27	7	48	45
	SI	28	36	20	13	3	64	33
	SK	24	41	19	14	2	65	33
	FI	39	49	10	2	0	88	12
	SE	56	35	4	4	1	91	8
	UK	51	31	7	10	1	82	17

QE6 Quelles inquiétudes avez-vous, si vous en avez, concernant l'utilisation d'Internet pour réaliser des activités comme des opérations bancaires en ligne ou faire vos achats en ligne ? (NE PAS MONTRER CARTE – NE PAS LIRE – PLUSIEURS REPONSES POSSIBLES)

QE6 What concerns do you have, if any, about using the Internet for things like online banking or buying things online? (DO NOT SHOW CARD – DO NOT READ OUT – MULTIPLE ANSWERS POSSIBLE)





























QE6 Welche Befürchtungen haben Sie, wenn überhaupt, wenn es um die Nutzung des Internets für Aktivitäten wie Online-Banking oder Online-Shopping von Produkten geht? (LISTE WEDER ZEIGEN NOCH VORLESEN - MEHRFACHNENNUNGEN MÖGLICH)

		Vous préférez réaliser la transaction en personne pour, p. ex., pouvoir examiner le produit ou demander des conseils en personne	Vous êtes inquiet(e) concernant la sécurité des paiements en ligne	Vous êtes inquiet(e) de fournir vos données personnelles
		You prefer conducting the transaction in person e.g. so you can inspect the product yourself or ask a real person about them	Security of online payments	You are concerned about someone taking/ misusing your personal data
		Sie ziehen es vor, solch eine Aktivität persönlich - also nicht online - durchzuführen, um z.B. das Produkt selbst prüfen oder eine reale Person dazu befragen zu können	Sie sind über die Sicherheit von Online-Zahlungen besorgt	Sie sind besorgt, dass jemand auf Ihre persönlichen Daten zugreift oder diese mißbraucht
%		EB 77.2	EB 77.2	EB 77.2
	EU 27	24	38	40
	BE	24	41	41
	BG	41	16	37
	CZ	26	35	37
	DK	21	26	27
	DE	19	33	59
	EE	15	29	20
	IE	18	43	34
	EL	54	25	45
	ES	41	34	42
	FR	17	50	38
	IT	40	29	34
	CY	32	35	51
	LV	16	31	28
	LT	30	30	29
	LU	34	42	54
	HU	44	23	32
	MT	20	29	29
	NL	17	46	45
	AT	23	30	39
	PL	12	23	18
	PT	40	33	39
	RO	36	34	32
	SI	26	40	50
	SK	32	26	35
	FI	11	36	29
	SE	13	32	30
	UK	15	56	43

QE6 Quelles inquiétudes avez-vous, si vous en avez, concernant l'utilisation d'Internet pour réaliser des activités comme des opérations bancaires en ligne ou faire vos achats en ligne ? (NE PAS MONTRER CARTE – NE PAS LIRE – PLUSIEURS REPONSES POSSIBLES)

QE6 What concerns do you have, if any, about using the Internet for things like online banking or buying things online? (DO NOT SHOW CARD – DO NOT READ OUT – MULTIPLE ANSWERS POSSIBLE)





























QE6 Welche Befürchtungen haben Sie, wenn überhaupt, wenn es um die Nutzung des Internets für Aktivitäten wie Online-Banking oder Online-Shopping von Produkten geht? (LISTE WEDER ZEIGEN NOCH VORLESEN - MEHRFACHNENNUNGEN MÖGLICH)

		Vous craignez de ne pas recevoir les produits ou services commandés en ligne	Autre	Rien	NSP
		Not receiving the goods or services that you buy online	Other	None	DK
		Sie sind besorgt, dass Sie die Waren oder Dienstleistungen, die Sie online gekauft haben, nicht erhalten	Sonstiges	Nichts davon	WN
%		EB 77.2	EB 77.2	EB 77.2	EB 77.2
	EU 27	19	4	21	2
	BE	24	5	20	1
	BG	18	1	11	4
	CZ	32	1	21	3
	DK	14	10	40	1
	DE	26	4	22	1
	EE	23	5	35	5
	IE	15	2	21	3
	EL	16	0	14	1
	ES	19	3	15	1
	FR	15	6	18	1
	IT	16	1	12	2
	CY	37	3	15	1
	LV	13	1	33	2
	LT	22	5	21	4
	LU	25	3	21	2
	HU	21	1	20	2
	MT	17	5	30	2
	NL	23	6	16	1
	AT	19	3	33	1
	PL	13	2	36	12
	PT	13	1	18	2
	RO	30	2	16	8
	SI	23	8	22	1
	SK	20	4	24	3
	FI	12	15	30	0
	SE	16	9	36	2
	UK	17	5	21	2

QE7 Les préoccupations en matière de sécurité ont-elles modifié de l'une des manières suivantes la façon dont vous utilisez Internet ? (PLUSIEURS REPONSES POSSIBLES)

QE7 Has concern about security issues made you change the way you use the Internet in any of the following ways? (MULTIPLE ANSWERS POSSIBLE)





























QE7 Haben Sicherheitsbedenken dazu geführt, dass sich Ihre Gewohnheiten bei der Nutzung des Internets auf eine der folgenden Arten verändert haben? (MEHRFACHNENNUNGEN MÖGLICH)

		Vous êtes moins susceptible d'acheter des produits en ligne	Vous êtes moins susceptible d'utiliser les services bancaires en ligne	Vous êtes moins susceptible de donner des informations personnelles sur les sites Internet
		Less likely to buy goods online	Less likely to bank online	Less likely to give personal information on websites
		Sie kaufen seltener online Waren ein	Sie tätigen Ihre Bankgeschäfte seltener online	Sie versuchen zu vermeiden, persönliche Daten auf Webseiten preiszugeben
%		EB 77.2	EB 77.2	EB 77.2
	EU 27	18	15	37
	BE	20	14	41
	BG	8	6	27
	CZ	19	7	35
	DK	14	5	51
	DE	14	9	52
	EE	11	3	30
	IE	16	16	32
	EL	32	33	33
	ES	28	19	24
	FR	20	14	39
	IT	17	18	22
	CY	22	20	43
	LV	6	2	13
	LT	16	9	29
	LU	21	17	49
	HU	26	22	34
	MT	20	18	30
	NL	16	10	56
	AT	15	11	37
	PL	8	11	19
	PT	30	21	31
	RO	28	25	25
	SI	16	18	39
	SK	9	5	29
	FI	10	3	44
	SE	22	6	59
	UK	16	21	41

QE7 Les préoccupations en matière de sécurité ont-elles modifié de l'une des manières suivantes la façon dont vous utilisez Internet ? (PLUSIEURS REPONSES POSSIBLES)

QE7 Has concern about security issues made you change the way you use the Internet in any of the following ways? (MULTIPLE ANSWERS POSSIBLE)





























QE7 Haben Sicherheitsbedenken dazu geführt, dass sich Ihre Gewohnheiten bei der Nutzung des Internets auf eine der folgenden Arten verändert haben? (MEHRFACHNENNUNGEN MÖGLICH)

		Vous changez les paramètres de confidentialité (de votre navigateur, réseau social, moteur de recherche, etc.)	Vous ne consultez que des sites connus et de confiance	Vous utilisez un mot de passe différent pour les différents sites
		Changing security settings (e.g. your browser, online social media, search engine, etc.)	Only visit websites you know and trust	Use different passwords for different sites
		Sie haben Ihre Sicherheitseinstellungen verändert (z.B. in Ihrem Browser, in sozialen Online-Netzwerken, in den Suchmaschinen usw.)	Sie besuchen nur noch Webseiten, die Sie kennen und denen Sie vertrauen	Sie verwenden unterschiedliche Passwörter für verschiedene Webseiten
%		EB 77.2	EB 77.2	EB 77.2
	EU 27	16	34	25
	BE	20	42	26
	BG	6	31	9
	CZ	13	44	22
	DK	23	30	34
	DE	24	34	37
	EE	18	40	30
	IE	15	35	21
	EL	9	28	14
	ES	8	28	17
	FR	14	47	22
	IT	13	28	15
	CY	8	43	15
	LV	7	28	26
	LT	7	26	15
	LU	24	56	41
	HU	11	31	17
	MT	16	37	31
	NL	23	35	38
	AT	19	28	24
	PL	10	21	18
	PT	10	31	15
	RO	7	22	14
	SI	18	42	39
	SK	11	41	17
	FI	32	34	36
	SE	29	34	43
	UK	21	39	31

QE7 Les préoccupations en matière de sécurité ont-elles modifié de l'une des manières suivantes la façon dont vous utilisez Internet ? (PLUSIEURS REPONSES POSSIBLES)

QE7 Has concern about security issues made you change the way you use the Internet in any of the following ways? (MULTIPLE ANSWERS POSSIBLE)





























QE7 Haben Sicherheitsbedenken dazu geführt, dass sich Ihre Gewohnheiten bei der Nutzung des Internets auf eine der folgenden Arten verändert haben? (MEHRFACHNENNUNGEN MÖGLICH)

		Vous n'ouvrez pas les emails d'expéditeur inconnu	Vous n'utilisez que votre propre ordinateur	Vous avez installé un logiciel anti-virus
		Do not open emails from people you don't know	Only use your own computer	Have installed anti-virus software
		Sie öffnen keine E-Mails von Menschen, die Sie nicht kennen	Sie verwenden nur Ihren eigenen Computer	Sie haben ein Anti-Viren-Programm installiert
	%	EB 77.2	EB 77.2	EB 77.2
	EU 27	43	29	51
	BE	53	32	64
	BG	28	22	21
	CZ	49	42	57
	DK	67	27	75
	DE	57	48	73
	EE	57	35	57
	IE	32	17	34
	EL	34	24	36
	ES	37	26	40
	FR	55	32	61
	IT	31	14	29
	CY	35	19	28
	LV	34	22	40
	LT	31	27	44
	LU	69	45	75
	HU	32	33	43
	MT	36	17	37
	NL	63	24	69
	AT	45	28	57
	PL	20	18	33
	PT	33	15	28
	RO	21	22	32
	SI	54	48	69
	SK	37	46	49
	FI	54	22	66
	SE	58	25	73
	UK	38	25	49

QE7 Les préoccupations en matière de sécurité ont-elles modifié de l'une des manières suivantes la façon dont vous utilisez Internet ? (PLUSIEURS REPONSES POSSIBLES)

QE7 Has concern about security issues made you change the way you use the Internet in any of the following ways? (MULTIPLE ANSWERS POSSIBLE)





























QE7 Haben Sicherheitsbedenken dazu geführt, dass sich Ihre Gewohnheiten bei der Nutzung des Internets auf eine der folgenden Arten verändert haben? (MEHRFACHNENNUNGEN MÖGLICH)

		Autre (SPONTANE)	Aucun (SPONTANE)	NSP
		Other (SPONTANEOUS)	None (SPONTANEOUS)	DK
		Sonstiges (SPONTAN)	Nichts davon (SPONTAN)	WN
%		EB 77.2	EB 77.2	EB 77.2
	EU 27	1	16	2
	BE	1	9	1
	BG	0	29	2
	CZ	0	9	1
	DK	1	11	0
	DE	0	9	0
	EE	0	14	2
	IE	1	21	2
	EL	1	20	0
	ES	1	16	1
	FR	1	10	1
	IT	0	23	2
	CY	0	25	0
	LV	0	33	2
	LT	2	21	3
	LU	1	7	0
	HU	0	16	1
	MT	0	21	1
	NL	1	9	1
	AT	2	16	1
	PL	0	29	9
	PT	0	18	3
	RO	1	17	6
	SI	2	10	1
	SK	1	8	1
	FI	1	14	0
	SE	1	9	1
	UK	1	21	1

QE8 La cybercriminalité comprend tous les crimes et délits qui sont commis via Internet. Au cours des 12 derniers mois, avez-vous entendu parler ou vu quelque chose concernant la cybercriminalité par l'un des moyens suivants ? (PLUSIEURS REPONSES POSSIBLES)

QE8 Cybercrimes can be defined as any crimes which are committed via the Internet. In the last 12 months, have you seen or heard anything about cybercrime from any of the following? (MULTIPLE ANSWERS POSSIBLE)





























QE8 Mit Cyber-Kriminalität sind alle Arten von Verbrechen gemeint, die über das Internet begangen werden. Haben Sie innerhalb der letzten 12 Monate von einer der folgenden Informationsquellen etwas über Cyber-Kriminalität gesehen oder gehört? (MEHRFACHNENNUNGEN MÖGLICH)

		Une télévision	Radio	La presse	Internet	Des amis, la famille ou des collègues	N'en a pas entendu parler/ n'a rien vu à ce sujet (SPONT.)	NSP
		Television	Radio	Newspapers	The Internet	Friends, family or colleagues	Not heard/ seen anything (SPONT.)	DK
		Fernsehgerät	Dem Radio	Den Tageszeitungen	Internet	Von Freunden, der Familie oder Kollegen	Sie haben nichts gehört / gesehen (SPONT.)	WN
	%	EB 77.2	EB 77.2	EB 77.2	EB 77.2	EB 77.2	EB 77.2	EB 77.2
	EU 27	59	19	27	24	20	24	3
	BE	62	25	31	26	20	23	1
	BG	55	4	8	16	18	32	5
	CZ	69	11	18	26	22	18	2
	DK	77	39	46	49	37	9	1
	DE	64	24	42	28	26	18	2
	EE	62	29	27	34	14	11	9
	IE	51	32	32	26	21	25	3
	EL	61	4	5	21	15	28	3
	ES	71	16	16	15	12	20	1
	FR	66	24	26	28	22	18	2
	IT	35	6	14	12	12	40	9
	CY	71	7	15	17	26	18	1
	LV	59	12	11	34	15	22	2
	LT	54	18	22	27	17	17	12
	LU	64	36	49	31	32	14	3
	HU	63	15	16	20	19	25	1
	MT	46	9	16	21	26	27	6
	NL	79	38	57	48	35	5	1
	AT	49	21	41	26	30	24	1
	PL	53	10	10	21	10	36	3
	PT	46	5	12	11	11	43	3
	RO	65	14	15	17	12	24	7
	SI	67	17	23	29	25	20	1
	SK	68	15	21	31	28	18	2
	FI	77	37	66	54	31	7	0
	SE	80	52	74	51	41	5	1
	UK	55	22	34	29	26	25	3

QE9 Dans quelle mesure vous estimez-vous bien informé(e) à propos des risques liés à la cybercriminalité ?

QE9 How well informed do you feel about the risks of cybercrime?

QE9 Wie gut fühlen Sie sich über die Risiken der Cyber-Kriminalität informiert?

		Très bien informé(e)	Plutôt bien informé(e)	Pas très bien informé(e)	Pas du tout informé(e)	NSP	Total 'Bien informé(e)'	Total 'Mal informé(e)'
		Very well informed	Fairly well informed	Not very well informed	Not at all informed	DK	Total 'Well informed'	Total 'Badly informed'
		Sehr gut informiert	Ziemlich gut informiert	Nicht sehr gut informiert	Überhaupt nicht informiert	WN	Total 'Bien informé(e)'	Gesamt 'Schlecht informiert'
%		EB 77.2	EB 77.2	EB 77.2	EB 77.2	EB 77.2	EB 77.2	EB 77.2
 EU 27		7	31	34	25	3	38	59
 BE		6	33	37	24	0	39	61
 BG		4	20	34	36	6	24	70
 CZ		5	26	40	28	1	31	68
 DK		21	52	20	6	1	73	26
 DE		7	31	37	22	3	38	59
 EE		6	37	36	18	3	43	54
 IE		11	36	24	23	6	47	47
 EL		3	24	36	36	1	27	72
 ES		4	24	44	27	1	28	71
 FR		8	36	36	17	3	44	53
 IT		2	22	27	41	8	24	68
 CY		9	34	30	26	1	43	56
 LV		6	27	42	23	2	33	65
 LT		7	32	37	19	5	39	56
 LU		10	41	33	13	3	51	46
 HU		2	28	37	32	1	30	69
 MT		10	28	30	29	3	38	59
 NL		8	46	37	8	1	54	45
 AT		4	30	38	27	1	34	65
 PL		4	29	35	29	3	33	64
 PT		1	23	33	42	1	24	75
 RO		4	21	37	32	6	25	69
 SI		7	32	36	23	2	39	59
 SK		3	31	39	26	1	34	65
 FI		12	51	25	11	1	63	36
 SE		17	52	26	5	0	69	31
 UK		16	42	23	17	2	58	40

QE10.1 La cybercriminalité peut comporter différents types d'activités criminelles. A quelle fréquence avez-vous été exposé(e) ou victime de l'une des situations suivantes ?





























Un vol d'identité (quelqu'un qui utilise vos données personnelles pour se faire passer pour vous pour, p. ex., faire des achats en votre nom)

QE10.1 Cybercrimes can include many different types of criminal activity. How often have you experienced or been a victim of the following situations?

Identity theft (somebody stealing your personal data and impersonating you, e.g. shopping under your name)

QE10.1 Cyber-Kriminalität kann viele unterschiedliche Formen krimineller Handlungen beinhalten. Wie häufig haben Sie eine der folgenden Situationen erlebt oder sind Opfer davon geworden?

Identitätsdiebstahl (jemand stiehlt Ihre persönlichen Daten und gibt sich als Sie aus, z.B. beim Einkauf unter Ihrem Namen)

		Souvent	Occasionnellement	Jamais	NSP
		Oftan	Occasionally	Never	DK
		Häufig	Gelegentlich	Niemals	WN
%		EB 77.2	EB 77.2	EB 77.2	EB 77.2
	EU 27	1	7	90	2
	BE	1	9	89	1
	BG	3	5	91	1
	CZ	1	4	94	1
	DK	0	3	97	0
	DE	0	6	93	1
	EE	1	6	93	0
	IE	1	9	89	1
	EL	1	2	96	1
	ES	1	7	92	0
	FR	0	7	93	0
	IT	2	8	85	5
	CY	1	7	92	0
	LV	0	5	94	1
	LT	0	2	96	2
	LU	1	7	91	1
	HU	1	11	87	1
	MT	0	5	94	1
	NL	1	6	93	0
	AT	4	7	85	4
	PL	2	6	91	1
	PT	2	8	89	1
	RO	5	11	80	4
	SI	0	2	97	1
	SK	1	4	93	2
	FI	0	5	95	0
	SE	0	8	91	1
	UK	1	11	88	0

QE10.2 La cybercriminalité peut comporter différents types d'activités criminelles. A quelle fréquence avez-vous été exposé(e) ou victime de l'une des situations suivantes ?





























La réception d'emails demandant frauduleusement de l'argent ou des informations personnelles (notamment des données bancaires ou de paiement)

QE10.2 Cybercrimes can include many different types of criminal activity. How often have you experienced or been a victim of the following situations?

Received emails fraudulently asking for money or personal details (including banking or payment information)

QE10.2 Cyber-Kriminalität kann viele unterschiedliche Formen krimineller Handlungen beinhalten. Wie häufig haben Sie eine der folgenden Situationen erlebt oder sind Opfer davon geworden?

Sie haben E-Mails erhalten, in denen in betrügerischer Absicht nach Geld oder persönlichen Details (einschließlich Bank- oder Zahlungsinformationen) gefragt wurde

		Souvent	Occasionnellement	Jamais	NSP
		Oftan	Occasionally	Never	DK
		Häufig	Gelegentlich	Niemals	WN
%		EB 77.2	EB 77.2	EB 77.2	EB 77.2
	EU 27	10	28	61	1
	BE	13	29	58	0
	BG	6	12	81	1
	CZ	3	24	72	1
	DK	16	38	45	1
	DE	7	34	58	1
	EE	8	32	59	1
	IE	12	28	59	1
	EL	4	14	82	0
	ES	5	22	73	0
	FR	12	31	57	0
	IT	8	22	64	6
	CY	11	22	67	0
	LV	7	21	70	2
	LT	4	18	77	1
	LU	20	31	49	0
	HU	3	22	74	1
	MT	16	37	47	0
	NL	18	36	46	0
	AT	8	31	59	2
	PL	6	13	80	1
	PT	7	21	72	0
	RO	10	28	58	4
	SI	5	27	68	0
	SK	3	25	70	2
	FI	7	29	64	0
	SE	14	39	46	1
	UK	21	31	48	0

QE10.3 La cybercriminalité peut comporter différents types d'activités criminelles. A quelle fréquence avez-vous été exposé(e) ou victime de l'une des situations suivantes ?





























Une fraude en ligne concernant des produits qui n'ont pas été livrés, de contrefaçon ou non conformes à leur description

QE10.3 Cybercrimes can include many different types of criminal activity. How often have you experienced or been a victim of the following situations?

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

QE10.3 Cyber-Kriminalität kann viele unterschiedliche Formen krimineller Handlungen beinhalten. Wie häufig haben Sie eine der folgenden Situationen erlebt oder sind Opfer davon geworden?

Online-Betrug, bei dem gekaufte Ware entweder gar nicht geliefert wurde, gefälschte Ware oder andere als die beworbene Ware geliefert wurde

		Souvent	Occasionnellement	Jamais	NSP
		Oftan	Occasionally	Never	DK
		Häufig	Gelegentlich	Niemals	WN
	%	EB 77.2	EB 77.2	EB 77.2	EB 77.2
 EU 27		1	11	86	2
 BE		1	11	88	0
 BG		2	7	88	3
 CZ		1	11	87	1
 DK		0	9	91	0
 DE		1	12	86	1
 EE		1	10	88	1
 IE		1	12	86	1
 EL		0	3	96	1
 ES		1	6	90	3
 FR		1	10	88	1
 IT		2	11	82	5
 CY		1	7	92	0
 LV		0	8	90	2
 LT		1	9	88	2
 LU		1	11	87	1
 HU		2	15	81	2
 MT		2	14	84	0
 NL		0	9	91	0
 AT		3	12	83	2
 PL		3	15	81	1
 PT		2	8	89	1
 RO		4	10	81	5
 SI		0	6	93	1
 SK		1	14	83	2
 FI		1	7	92	0
 SE		1	7	92	0
 UK		1	15	84	0

QE10.4 La cybercriminalité peut comporter différents types d'activités criminelles. A quelle fréquence avez-vous été exposé(e) ou victime de l'une des situations suivantes ?





























Etre accidentellement confronté(e) à du contenu qui incite à la haine raciale ou à l'extrémisme religieux

QE10.4 Cybercrimes can include many different types of criminal activity. How often have you experienced or been a victim of the following situations?

Accidentally encountering material which promotes racial hatred or religious extremism

QE10.4 Cyber-Kriminalität kann viele unterschiedliche Formen krimineller Handlungen beinhalten. Wie häufig haben Sie eine der folgenden Situationen erlebt oder sind Opfer davon geworden?

Sie sind durch Zufall auf Inhalte gestoßen, in denen Rassenhass oder religiöser Extremismus verbreitet wurde

		Souvent	Occasionnellement	Jamais	NSP
		Oftan	Occasionally	Never	DK
		Häufig	Gelegentlich	Niemals	WN
%		EB 77.2	EB 77.2	EB 77.2	EB 77.2
 EU 27		2	13	83	2
 BE		3	17	80	0
 BG		3	13	81	3
 CZ		1	19	78	2
 DK		1	6	92	1
 DE		1	12	86	1
 EE		3	18	78	1
 IE		2	10	87	1
 EL		2	7	90	1
 ES		3	11	85	1
 FR		2	13	85	0
 IT		2	13	80	5
 CY		2	15	83	0
 LV		3	11	84	2
 LT		2	13	84	1
 LU		1	14	84	1
 HU		3	27	69	1
 MT		3	15	82	0
 NL		1	10	89	0
 AT		4	14	79	3
 PL		4	16	79	1
 PT		4	14	81	1
 RO		4	22	67	7
 SI		2	10	88	0
 SK		2	24	71	3
 FI		2	21	77	0
 SE		2	19	79	0
 UK		2	10	88	0

QE10.5 La cybercriminalité peut comporter différents types d'activités criminelles. A quelle fréquence avez-vous été exposé(e) ou victime de l'une des situations suivantes ?





























L'incapacité d'accéder à des services en ligne (p. ex., services bancaires) à cause de cyber-attaques

QE10.5 Cybercrimes can include many different types of criminal activity. How often have you experienced or been a victim of the following situations?

Not being able to access online services (e.g. banking services) because of cyber attacks

QE10.5 Cyber-Kriminalität kann viele unterschiedliche Formen krimineller Handlungen beinhalten. Wie häufig haben Sie eine der folgenden Situationen erlebt oder sind Opfer davon geworden?

Sie konnten aufgrund von Cyber-Angriffen nicht auf Online-Dienste (z.B. Bankdienste) zugreifen

		Souvent	Occasionnellement	Jamais	NSP
		Oftan	Occasionally	Never	DK
		Häufig	Gelegentlich	Niemals	WN
		EB	EB	EB	EB
		77.2	77.2	77.2	77.2
%					
	EU 27	1	12	85	2
	BE	1	12	85	2
	BG	3	5	86	6
	CZ	1	5	90	4
	DK	0	11	87	2
	DE	1	10	87	2
	EE	1	11	87	1
	IE	2	11	85	2
	EL	1	3	95	1
	ES	1	9	88	2
	FR	0	9	90	1
	IT	2	13	78	7
	CY	0	7	92	1
	LV	0	6	92	2
	LT	1	10	88	1
	LU	1	9	88	2
	HU	1	13	82	4
	MT	2	10	86	2
	NL	0	28	71	1
	AT	4	9	82	5
	PL	2	10	86	2
	PT	2	11	84	3
	RO	3	15	75	7
	SI	0	10	88	2
	SK	1	8	87	4
	FI	2	29	68	1
	SE	0	16	83	1
	UK	1	13	85	1

QE11.1 Et dans quelle mesure êtes-vous personnellement inquiet(e) de pouvoir être exposé(e) ou la victime de l'un des faits de cybercriminalité suivants ?





























Un vol d'identité (quelqu'un qui utilise vos données personnelles pour se faire passer pour vous pour, p. ex., faire des achats en votre nom)

QE11.1 And how concerned are you personally about experiencing or being a victim of the following cybercrimes?

Identity theft (somebody stealing your personal data and impersonating you, e.g. shopping under your name)

QE11.1 Und wie besorgt sind Sie persönlich, eines der folgenden Cyber-Verbrechen zu erleben bzw. Opfer davon zu werden?

Identitätsdiebstahl (jemand stiehlt Ihre persönlichen Daten und gibt sich als Sie aus, z.B. beim Einkauf unter Ihrem Namen)

	Très inquiet(e)	Plutôt inquiet(e)	Plutôt pas inquiet(e)	Pas du tout inquiet(e)	NSP	Total 'Inquiet(e)'	Total 'Pas inquiet(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 77.2	EB 77.2	EB 77.2	EB 77.2	EB 77.2	EB 77.2	EB 77.2
 EU 27	24	37	26	11	2	61	37
 BE	20	35	34	10	1	55	44
 BG	22	50	16	9	3	72	25
 CZ	45	31	15	7	2	76	22
 DK	18	22	43	17	0	40	60
 DE	16	36	34	13	1	52	47
 EE	17	30	36	16	1	47	52
 IE	26	41	23	9	1	67	32
 EL	25	41	23	11	0	66	34
 ES	37	38	16	8	1	75	24
 FR	32	39	19	10	0	71	29
 IT	24	40	24	8	4	64	32
 CY	39	37	16	8	0	76	24
 LV	36	32	24	6	2	68	30
 LT	39	33	17	9	2	72	26
 LU	33	38	17	11	1	71	28
 HU	22	39	23	15	1	61	38
 MT	26	39	24	9	2	65	33
 NL	10	32	45	12	1	42	57
 AT	18	33	36	12	1	51	48
 PL	27	32	27	10	4	59	37
 PT	25	44	23	6	2	69	29
 RO	15	40	26	14	5	55	40
 SI	21	36	27	15	1	57	42
 SK	14	40	31	13	2	54	44
 FI	17	33	38	12	0	50	50
 SE	8	30	47	15	0	38	62
 UK	27	39	20	13	1	66	33

QE11.2 Et dans quelle mesure êtes-vous personnellement inquiet(e) de pouvoir être exposé(e) ou la victime de l'un des faits de cybercriminalité suivants ?





























La réception d'emails demandant frauduleusement de l'argent ou des informations personnelles (notamment des données bancaires ou de paiement)

QE11.2 And how concerned are you personally about experiencing or being a victim of the following cybercrimes?

Received emails fraudulently asking for money or personal details (including banking or payment information)

QE11.2 Und wie besorgt sind Sie persönlich, eines der folgenden Cyber-Verbrechen zu erleben bzw. Opfer davon zu werden?

E-Mails zu erhalten, in denen in betrügerischer Absicht nach Geld oder persönlichen Details (einschließlich Bank- oder Zahlungsinformationen) gefragt wird

		Très inquiet(e)	Plutôt inquiet(e)	Plutôt pas inquiet(e)	Pas du tout inquiet(e)	NSP	Total 'Inquiet(e)'	Total 'Pas inquiet(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 77.2	EB 77.2	EB 77.2	EB 77.2	EB 77.2	EB 77.2	EB 77.2
	EU 27	16	32	33	18	1	48	51
	BE	11	33	40	15	1	44	55
	BG	18	44	22	13	3	62	35
	CZ	26	31	27	14	2	57	41
	DK	8	17	43	32	0	25	75
	DE	14	33	37	16	0	47	53
	EE	9	23	45	22	1	32	67
	IE	22	37	29	11	1	59	40
	EL	21	35	31	13	0	56	44
	ES	23	37	25	15	0	60	40
	FR	17	36	27	20	0	53	47
	IT	15	38	33	11	3	53	44
	CY	28	35	20	17	0	63	37
	LV	23	34	31	10	2	57	41
	LT	23	35	25	15	2	58	40
	LU	16	30	30	23	1	46	53
	HU	16	37	28	18	1	53	46
	MT	16	36	26	20	2	52	46
	NL	7	23	50	20	0	30	70
	AT	15	32	39	12	2	47	51
	PL	17	35	31	13	4	52	44
	PT	16	47	28	8	1	63	36
	RO	14	34	31	18	3	48	49
	SI	12	31	36	20	1	43	56
	SK	6	34	39	18	3	40	57
	FI	9	25	42	24	0	34	66
	SE	3	10	52	35	0	13	87
	UK	18	25	32	24	1	43	56

QE11.3 Et dans quelle mesure êtes-vous personnellement inquiet(e) de pouvoir être exposé(e) ou la victime de l'un des faits de cybercriminalité suivants ?





























Une fraude en ligne concernant des produits qui n'ont pas été livrés, de contrefaçon ou non conformes à leur description

QE11.3 And how concerned are you personally about experiencing or being a victim of the following cybercrimes?

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

QE11.3 Und wie besorgt sind Sie persönlich, eines der folgenden Cyber-Verbrechen zu erleben bzw. Opfer davon zu werden?

Online-Betrug, bei dem gekaufte Ware entweder gar nicht geliefert wird, gefälschte Ware oder andere als die beworbene Ware geliefert wird

		Très inquiet(e)	Plutôt inquiet(e)	Plutôt pas inquiet(e)	Pas du tout inquiet(e)	NSP	Total 'Inquiet(e)'	Total 'Pas inquiet(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 77.2	EB 77.2	EB 77.2	EB 77.2	EB 77.2	EB 77.2	EB 77.2
	EU 27	14	35	33	16	2	49	49
	BE	10	38	37	13	2	48	50
	BG	13	36	21	23	7	49	44
	CZ	30	38	21	8	3	68	29
	DK	8	24	46	21	1	32	67
	DE	11	29	44	15	1	40	59
	EE	11	34	33	20	2	45	53
	IE	21	37	29	11	2	58	40
	EL	17	31	31	21	0	48	52
	ES	23	35	24	15	3	58	39
	FR	14	37	28	20	1	51	48
	IT	14	42	29	11	4	56	40
	CY	30	40	16	14	0	70	30
	LV	23	41	24	10	2	64	34
	LT	26	32	23	15	4	58	38
	LU	12	35	31	20	2	47	51
	HU	14	38	25	21	2	52	46
	MT	23	39	22	14	2	62	36
	NL	4	25	52	17	2	29	69
	AT	12	36	37	14	1	48	51
	PL	18	43	24	12	3	61	36
	PT	9	43	34	11	3	52	45
	RO	12	33	30	20	5	45	50
	SI	12	30	35	21	2	42	56
	SK	10	45	28	15	2	55	43
	FI	9	31	44	16	0	40	60
	SE	3	20	51	25	1	23	76
	UK	15	34	31	19	1	49	50

QE11.4 Et dans quelle mesure êtes-vous personnellement inquiet(e) de pouvoir être exposé(e) ou la victime de l'un des faits de cybercriminalité suivants ?





























Etre accidentellement confronté(e) à de la pornographie infantile en ligne

QE11.4 And how concerned are you personally about experiencing or being a victim of the following cybercrimes?

Accidentally encountering child pornography online

QE11.4 Und wie besorgt sind Sie persönlich, eines der folgenden Cyber-Verbrechen zu erleben bzw. Opfer davon zu werden?

Durch Zufall auf Kinderpornographie im Internet zu stoßen

		Très inquiet(e)	Plutôt inquiet(e)	Plutôt pas inquiet(e)	Pas du tout inquiet(e)	NSP	Total 'Inquiet(e)'	Total 'Pas inquiet(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 77.2	EB 77.2	EB 77.2	EB 77.2	EB 77.2	EB 77.2	EB 77.2
	EU 27	24	27	28	19	2	51	47
	BE	19	34	30	17	0	53	47
	BG	16	33	23	17	11	49	40
	CZ	39	28	19	11	3	67	30
	DK	21	12	35	31	1	33	66
	DE	13	20	39	27	1	33	66
	EE	17	24	34	24	1	41	58
	IE	32	28	24	14	2	60	38
	EL	24	30	31	14	1	54	45
	ES	41	34	15	10	0	75	25
	FR	34	27	20	18	1	61	38
	IT	21	35	30	10	4	56	40
	CY	40	29	15	16	0	69	31
	LV	34	34	20	8	4	68	28
	LT	35	32	18	11	4	67	29
	LU	32	23	25	20	0	55	45
	HU	24	30	24	20	2	54	44
	MT	30	27	27	14	2	57	41
	NL	9	16	44	31	0	25	75
	AT	19	23	36	18	4	42	54
	PL	23	36	25	12	4	59	37
	PT	20	45	26	7	2	65	33
	RO	12	31	29	20	8	43	49
	SI	20	26	34	19	1	46	53
	SK	6	29	41	21	3	35	62
	FI	18	23	37	21	1	41	58
	SE	7	10	45	37	1	17	82
	UK	33	20	22	23	2	53	45

QE11.5 Et dans quelle mesure êtes-vous personnellement inquiet(e) de pouvoir être exposé(e) ou la victime de l'un des faits de cybercriminalité suivants ?





























Etre accidentellement confronté(e) à du contenu qui incite à la haine raciale ou à l'extrémisme religieux

QE11.5 And how concerned are you personally about experiencing or being a victim of the following cybercrimes?

Accidentally encountering material which promotes racial hatred or religious extremism

QE11.5 Und wie besorgt sind Sie persönlich, eines der folgenden Cyber-Verbrechen zu erleben bzw. Opfer davon zu werden?

Durch Zufall auf Inhalte zu stoßen, in denen Rassenhass oder religiöser Extremismus verbreitet wird

		Très inquiet(e)	Plutôt inquiet(e)	Plutôt pas inquiet(e)	Pas du tout inquiet(e)	NSP	Total 'Inquiet(e)'	Total 'Pas inquiet(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 77.2	EB 77.2	EB 77.2	EB 77.2	EB 77.2	EB 77.2	EB 77.2
	EU 27	13	28	37	20	2	41	57
	BE	9	27	44	19	1	36	63
	BG	13	31	28	18	10	44	46
	CZ	19	31	29	18	3	50	47
	DK	11	12	42	34	1	23	76
	DE	8	19	47	25	1	27	72
	EE	8	21	44	25	2	29	69
	IE	24	30	30	15	1	54	45
	EL	14	28	38	19	1	42	57
	ES	23	39	26	11	1	62	37
	FR	20	31	29	20	0	51	49
	IT	13	36	35	12	4	49	47
	CY	26	30	19	25	0	56	44
	LV	13	33	39	13	2	46	52
	LT	18	31	31	17	3	49	48
	LU	15	27	32	26	0	42	58
	HU	12	34	30	23	1	46	53
	MT	19	26	30	23	2	45	53
	NL	3	13	55	28	1	16	83
	AT	12	22	43	21	2	34	64
	PL	11	36	36	13	4	47	49
	PT	10	47	32	9	2	57	41
	RO	8	27	34	23	8	35	57
	SI	10	24	39	26	1	34	65
	SK	4	28	46	19	3	32	65
	FI	9	26	42	23	0	35	65
	SE	3	9	48	39	1	12	87
	UK	14	25	34	26	1	39	60

QE11.6 Et dans quelle mesure êtes-vous personnellement inquiet(e) de pouvoir être exposé(e) ou la victime de l'un des faits de cybercriminalité suivants ?





























L'incapacité d'accéder à des services en ligne (p. ex. services bancaires) à cause de cyber-attaques

QE11.6 And how concerned are you personally about experiencing or being a victim of the following cybercrimes?

Not being able to access online services (e.g. banking services) because of cyber attacks

QE11.6 Und wie besorgt sind Sie persönlich, eines der folgenden Cyber-Verbrechen zu erleben bzw. Opfer davon zu werden?

Aufgrund von Cyber-Attacken nicht auf Online-Dienste (z.B. Bankdienste) zugreifen zu können

		Très inquiet(e)	Plutôt inquiet(e)	Plutôt pas inquiet(e)	Pas du tout inquiet(e)	NSP	Total 'Inquiet(e)'	Total 'Pas inquiet(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 77.2	EB 77.2	EB 77.2	EB 77.2	EB 77.2	EB 77.2	EB 77.2
 EU 27		12	31	35	19	3	43	54
 BE		10	33	43	13	1	43	56
 BG		11	28	22	20	19	39	42
 CZ		29	29	23	14	5	58	37
 DK		12	20	41	26	1	32	67
 DE		8	25	42	23	2	33	65
 EE		9	28	44	17	2	37	61
 IE		20	36	29	13	2	56	42
 EL		13	23	39	24	1	36	63
 ES		19	35	26	17	3	54	43
 FR		14	33	32	19	2	47	51
 IT		12	36	34	12	6	48	46
 CY		23	32	19	25	1	55	44
 LV		22	38	28	10	2	60	38
 LT		21	36	27	12	4	57	39
 LU		13	29	29	26	3	42	55
 HU		11	32	34	21	2	43	55
 MT		21	25	33	18	3	46	51
 NL		5	23	54	17	1	28	71
 AT		12	24	42	17	5	36	59
 PL		15	39	28	12	6	54	40
 PT		10	43	32	13	2	53	45
 RO		9	28	30	25	8	37	55
 SI		12	27	39	20	2	39	59
 SK		7	33	41	16	3	40	57
 FI		9	31	45	14	1	40	59
 SE		3	17	55	24	1	20	79
 UK		12	30	33	23	2	42	56

QE12.1 Si vous étiez exposé(e) ou victime de l'un des cybercrimes suivants, à qui vous adresseriez-vous ? (PLUSIEURS REPONSES POSSIBLES)





























Un vol d'identité (quelqu'un qui utilise vos données personnelles pour se faire passer pour vous pour, p. ex., faire des achats en votre nom)

QE12.1 If you experienced or were a victim of the following cybercrimes, who would you contact? (MULTIPLE ANSWERS POSSIBLE)

Identity theft (somebody stealing your personal data and impersonating you, e.g. shopping under your name)

QE12.1 Wenn Sie eines der folgenden Cyber-Verbrechen erleben würden oder Opfer davon werden würden, wen würden Sie kontaktieren? (MEHRFACHNENNUNGEN PRO ZEILE MÖGLICH)

Identitätsdiebstahl (jemand stiehlt Ihre persönlichen Daten und gibt sich als Sie aus, z.B. beim Einkauf unter Ihrem Namen)

		La police	Le site Internet\ le vendeur	Votre fournisseur d'accès Internet	Une association de protection des consommateurs
		The police	Website\ vendor	Your internet service provider	To a consumer rights protection association
		Von der Polizei	Die Webseite/den Verkäufer	Ihren Internetdiensteanbieter	An eine Verbraucherschutzorganisation
%		EB 77.2	EB 77.2	EB 77.2	EB 77.2
	EU 27	85	13	13	10
	BE	89	16	13	10
	BG	76	8	13	14
	CZ	88	11	5	6
	DK	92	9	7	6
	DE	86	16	18	18
	EE	84	9	9	5
	IE	62	15	33	15
	EL	88	10	11	7
	ES	87	6	7	7
	FR	91	11	12	9
	IT	84	6	9	8
	CY	77	10	14	21
	LV	79	13	13	8
	LT	85	7	5	7
	LU	91	11	7	9
	HU	80	10	11	10
	MT	82	5	12	5
	NL	88	19	15	10
	AT	81	17	26	27
	PL	83	9	7	4
	PT	78	5	10	13
	RO	70	11	12	7
	SI	85	7	13	8
	SK	78	18	12	8
	FI	91	13	8	3
	SE	94	15	10	5
	UK	82	20	18	7

QE12.1 Si vous étiez exposé(e) ou victime de l'un des cybercrimes suivants, à qui vous adresseriez-vous ? (PLUSIEURS REPONSES POSSIBLES)





























Un vol d'identité (quelqu'un qui utilise vos données personnelles pour se faire passer pour vous pour, p. ex., faire des achats en votre nom)

QE12.1 If you experienced or were a victim of the following cybercrimes, who would you contact? (MULTIPLE ANSWERS POSSIBLE)

Identity theft (somebody stealing your personal data and impersonating you, e.g. shopping under your name)

QE12.1 Wenn Sie eines der folgenden Cyber-Verbrechen erleben würden oder Opfer davon werden würden, wen würden Sie kontaktieren? (MEHRFACHNENNUNGEN PRO ZEILE MÖGLICH)

Identitätsdiebstahl (jemand stiehlt Ihre persönlichen Daten und gibt sich als Sie aus, z.B. beim Einkauf unter Ihrem Namen)

		Autre (LIRE)	Personne (LIRE)	NSP (LIRE)	Total 'A quelqu'un'
		Other (READ OUT)	No one (READ OUT)	DK (READ OUT)	Total 'Someone'
		Jemand anderen (VORLESEN)	Niemanden (VORLESEN)	Weiß nicht / keine Angabe (VORLESEN)	Gesamt 'Jemanden'
%		EB 77.2	EB 77.2	EB 77.2	EB 77.2
	EU 27	4	2	3	95
	BE	2	2	1	97
	BG	2	3	7	91
	CZ	0	1	6	93
	DK	5	0	1	99
	DE	8	2	2	96
	EE	1	5	5	90
	IE	4	1	8	91
	EL	5	1	1	99
	ES	3	2	3	94
	FR	3	1	2	97
	IT	2	1	3	96
	CY	2	11	1	88
	LV	1	4	5	91
	LT	3	2	3	95
	LU	4	1	1	98
	HU	1	3	2	95
	MT	2	2	1	97
	NL	6	2	1	97
	AT	7	3	3	95
	PL	1	4	7	89
	PT	1	4	5	90
	RO	1	5	6	89
	SI	3	2	3	94
	SK	3	2	5	93
	FI	3	1	3	96
	SE	5	1	1	98
	UK	6	3	4	93

QE12.2 Si vous étiez exposé(e) ou victime de l'un des cybercrimes suivants, à qui vous adresseriez-vous ? (PLUSIEURS REPONSES POSSIBLES)





























La réception d'emails demandant frauduleusement de l'argent ou des informations personnelles (notamment des données bancaires ou de paiement)

QE12.2 If you experienced or were a victim of the following cybercrimes, who would you contact? (MULTIPLE ANSWERS POSSIBLE)

Received emails fraudulently asking for money or personal details (including banking or payment information)

QE12.2 Wenn Sie eines der folgenden Cyber-Verbrechen erleben würden oder Opfer davon werden würden, wen würden Sie kontaktieren? (MEHRFACHNENNUNGEN PRO ZEILE MÖGLICH)

Sie erhalten E-Mails, in denen in betrügerischer Absicht nach Geld oder persönlichen Details (einschließlich Bank- oder Zahlungsinformationen) gefragt wird

		La police	Le site Internet\ le vendeur	Votre fournisseur d'accès Internet	Une association de protection des consommateurs
		The police	Website\ vendor	Your internet service provider	To a consumer rights protection association
		Von der Polizei	Die Webseite/den Verkäufer	Ihren Internetdienstanbieter	An eine Verbraucherschutzorganisation
	%	EB 77.2	EB 77.2	EB 77.2	EB 77.2
	EU 27	53	11	14	10
	BE	50	12	12	9
	BG	63	6	12	12
	CZ	55	6	7	4
	DK	35	6	8	5
	DE	61	10	17	17
	EE	46	7	7	5
	IE	34	18	35	10
	EL	63	15	19	8
	ES	54	6	8	6
	FR	48	14	15	11
	IT	72	8	10	12
	CY	52	7	18	20
	LV	48	15	10	5
	LT	56	9	6	7
	LU	47	7	9	6
	HU	55	18	17	10
	MT	51	5	9	5
	NL	30	17	17	9
	AT	59	14	22	24
	PL	62	8	8	4
	PT	60	4	10	12
	RO	43	17	15	10
	SI	54	7	10	7
	SK	48	14	7	8
	FI	48	11	11	5
	SE	41	8	5	5
	UK	39	17	23	6

QE12.2 Si vous étiez exposé(e) ou victime de l'un des cybercrimes suivants, à qui vous adresseriez-vous ? (PLUSIEURS REPONSES POSSIBLES)





























La réception d'emails demandant frauduleusement de l'argent ou des informations personnelles (notamment des données bancaires ou de paiement)

QE12.2 If you experienced or were a victim of the following cybercrimes, who would you contact? (MULTIPLE ANSWERS POSSIBLE)

Received emails fraudulently asking for money or personal details (including banking or payment information)

QE12.2 Wenn Sie eines der folgenden Cyber-Verbrechen erleben würden oder Opfer davon werden würden, wen würden Sie kontaktieren? (MEHRFACHNENNUNGEN PRO ZEILE MÖGLICH)

Sie erhalten E-Mails, in denen in betrügerischer Absicht nach Geld oder persönlichen Details (einschließlich Bank- oder Zahlungsinformationen) gefragt wird

	Autre (LIRE)	Personne (LIRE)	NSP (LIRE)	Total 'A quelqu'un'
	Other (READ OUT)	No one (READ OUT)	DK (READ OUT)	Total 'Someone'
	Jemand anderen (VORLESEN)	Niemanden (VORLESEN)	Weiß nicht / keine Angabe (VORLESEN)	Gesamt 'Jemanden'
%	EB 77.2	EB 77.2	EB 77.2	EB 77.2
 EU 27	4	23	5	72
 BE	5	32	1	67
 BG	1	10	10	80
 CZ	1	25	12	63
 DK	10	38	5	57
 DE	8	20	2	78
 EE	2	34	10	56
 IE	3	13	7	80
 EL	4	11	3	86
 ES	4	29	6	65
 FR	4	27	7	67
 IT	3	7	3	89
 CY	1	27	1	72
 LV	1	29	5	66
 LT	2	26	4	70
 LU	3	38	2	59
 HU	1	12	3	85
 MT	2	33	4	63
 NL	8	40	2	59
 AT	5	15	4	80
 PL	1	14	11	75
 PT	2	16	7	77
 RO	1	13	10	77
 SI	6	25	4	71
 SK	4	24	10	66
 FI	3	33	4	62
 SE	5	44	4	52
 UK	5	31	6	63

QE12.3 Si vous étiez exposé(e) ou victime de l'un des cybercrimes suivants, à qui vous adresseriez-vous ? (PLUSIEURS REPONSES POSSIBLES)





























Une fraude en ligne concernant des produits qui n'ont pas été livrés, de contrefaçon ou non conformes à leur description

QE12.3 If you experienced or were a victim of the following cybercrimes, who would you contact? (MULTIPLE ANSWERS POSSIBLE)

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

QE12.3 Wenn Sie eines der folgenden Cyber-Verbrechen erleben würden oder Opfer davon werden würden, wen würden Sie kontaktieren? (MEHRFACHNENNUNGEN PRO ZEILE MÖGLICH)

Online-Betrug, bei dem gekaufte Ware entweder gar nicht geliefert wird, gefälschte Ware oder andere als die beworbene Ware geliefert wird

		La police	Le site Internet\ le vendeur	Votre fournisseur d'accès Internet	Une association de protection des consommateurs
		The police	Website\ vendor	Your internet service provider	To a consumer rights protection association
		Von der Polizei	Die Webseite/den Verkäufer	Ihren Internetdienstanbieter	An eine Verbraucherschutzorganisation
%		EB 77.2	EB 77.2	EB 77.2	EB 77.2
	EU 27	57	34	12	22
	BE	53	45	10	21
	BG	35	30	4	34
	CZ	65	34	3	23
	DK	38	51	6	29
	DE	72	31	19	24
	EE	42	25	11	39
	IE	35	31	27	25
	EL	61	27	14	24
	ES	58	21	10	18
	FR	46	48	7	24
	IT	66	18	7	22
	CY	44	26	15	33
	LV	50	30	8	23
	LT	52	30	7	21
	LU	34	54	8	29
	HU	53	22	10	32
	MT	38	36	10	18
	NL	49	55	8	23
	AT	64	34	17	37
	PL	64	24	10	10
	PT	67	11	10	18
	RO	44	22	11	24
	SI	32	52	8	35
	SK	57	22	7	27
	FI	59	42	8	29
	SE	68	46	5	29
	UK	45	44	17	21

QE12.3 Si vous étiez exposé(e) ou victime de l'un des cybercrimes suivants, à qui vous adresseriez-vous ? (PLUSIEURS REPONSES POSSIBLES)





























Une fraude en ligne concernant des produits qui n'ont pas été livrés, de contrefaçon ou non conformes à leur description

QE12.3 If you experienced or were a victim of the following cybercrimes, who would you contact? (MULTIPLE ANSWERS POSSIBLE)

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

QE12.3 Wenn Sie eines der folgenden Cyber-Verbrechen erleben würden oder Opfer davon werden würden, wen würden Sie kontaktieren? (MEHRFACHNENNUNGEN PRO ZEILE MÖGLICH)

Online-Betrug, bei dem gekaufte Ware entweder gar nicht geliefert wird, gefälschte Ware oder andere als die beworbene Ware geliefert wird

		Autre (LIRE)	Personne (LIRE)	NSP (LIRE)	Total 'A quelqu'un'
		Other (READ OUT)	No one (READ OUT)	DK (READ OUT)	Total 'Someone'
		Jemand anderen (VORLESEN)	Niemanden (VORLESEN)	Weiß nicht / keine Angabe (VORLESEN)	Gesamt 'Jemanden'
%		EB 77.2	EB 77.2	EB 77.2	EB 77.2
	EU 27	3	4	5	92
	BE	3	4	2	94
	BG	1	3	12	85
	CZ	1	2	8	90
	DK	4	0	4	96
	DE	6	2	2	95
	EE	1	8	9	83
	IE	3	2	7	91
	EL	2	2	3	95
	ES	2	7	7	87
	FR	3	3	5	92
	IT	2	2	4	94
	CY	1	15	2	83
	LV	1	5	7	88
	LT	2	5	5	90
	LU	4	4	2	93
	HU	1	4	3	92
	MT	2	7	3	91
	NL	4	4	2	94
	AT	6	3	2	94
	PL	1	4	7	89
	PT	1	6	6	89
	RO	1	7	9	83
	SI	4	4	4	91
	SK	3	5	6	89
	FI	3	2	3	96
	SE	3	2	2	96
	UK	3	4	5	91

QE12.4 Si vous étiez exposé(e) ou victime de l'un des cybercrimes suivants, à qui vous adresseriez-vous ? (PLUSIEURS REPONSES POSSIBLES)





























Etre accidentellement confronté(e) à de la pornographie infantile en ligne

QE12.4 If you experienced or were a victim of the following cybercrimes, who would you contact? (MULTIPLE ANSWERS POSSIBLE)

Accidentally encountering child pornography online

QE12.4 Wenn Sie eines der folgenden Cyber-Verbrechen erleben würden oder Opfer davon werden würden, wen würden Sie kontaktieren? (MEHRFACHNENNUNGEN PRO ZEILE MÖGLICH)

Sie stoßen durch Zufall online auf Kinderpornographie

		La police	Le site Internet\ le vendeur	Votre fournisseur d'accès Internet	Une association de protection des consommateurs
		The police	Website\ vendor	Your internet service provider	To a consumer rights protection association
		Von der Polizei	Die Webseite/den Verkäufer	Ihren Internetdienstanbieter	An eine Verbraucherschutzorganisation
%		EB 77.2	EB 77.2	EB 77.2	EB 77.2
	EU 27	78	8	12	6
	BE	77	12	13	10
	BG	61	4	15	4
	CZ	72	5	5	1
	DK	89	3	7	3
	DE	85	6	12	8
	EE	65	6	6	3
	IE	70	9	20	5
	EL	84	6	9	3
	ES	85	3	6	5
	FR	84	10	11	7
	IT	79	6	9	9
	CY	73	3	9	14
	LV	62	15	12	3
	LT	62	11	7	7
	LU	85	8	9	6
	HU	73	13	11	6
	MT	70	1	4	3
	NL	73	11	21	5
	AT	84	9	15	13
	PL	73	6	7	3
	PT	70	3	11	10
	RO	35	14	14	8
	SI	76	3	8	2
	SK	63	12	6	4
	FI	84	4	7	1
	SE	85	7	9	2
	UK	76	14	20	4

QE12.4 Si vous étiez exposé(e) ou victime de l'un des cybercrimes suivants, à qui vous adresseriez-vous ? (PLUSIEURS REPONSES POSSIBLES)





























Etre accidentellement confronté(e) à de la pornographie infantile en ligne

QE12.4 If you experienced or were a victim of the following cybercrimes, who would you contact? (MULTIPLE ANSWERS POSSIBLE)

Accidentally encountering child pornography online

QE12.4 Wenn Sie eines der folgenden Cyber-Verbrechen erleben würden oder Opfer davon werden würden, wen würden Sie kontaktieren? (MEHRFACHNENNUNGEN PRO ZEILE MÖGLICH)

Sie stoßen durch Zufall online auf Kinderpornographie

		Autre (LIRE)	Personne (LIRE)	NSP (LIRE)	Total 'A quelqu'un'
		Other (READ OUT)	No one (READ OUT)	DK (READ OUT)	Total 'Someone'
		Jemand anderen (VORLESEN)	Niemanden (VORLESEN)	Weiß nicht / keine Angabe (VORLESEN)	Gesamt 'Jemanden'
%		EB 77.2	EB 77.2	EB 77.2	EB 77.2
	EU 27	3	7	5	88
	BE	3	10	2	88
	BG	2	8	15	77
	CZ	0	10	13	77
	DK	4	2	3	95
	DE	6	6	2	92
	EE	1	15	12	73
	IE	1	4	10	86
	EL	6	2	3	95
	ES	2	5	4	90
	FR	3	6	4	90
	IT	2	5	2	93
	CY	0	18	3	79
	LV	1	16	8	76
	LT	2	17	5	79
	LU	4	9	1	90
	HU	1	9	4	87
	MT	1	21	5	74
	NL	5	11	3	86
	AT	6	4	4	92
	PL	1	9	11	81
	PT	1	9	8	83
	RO	2	21	15	65
	SI	4	10	6	84
	SK	2	13	12	75
	FI	2	6	5	89
	SE	4	8	3	89
	UK	2	7	6	87

QE12.5 Si vous étiez exposé(e) ou victime de l'un des cybercrimes suivants, à qui vous adresseriez-vous ? (PLUSIEURS REPONSES POSSIBLES)





























Etre accidentellement confronté(e) à du contenu qui incite à la haine raciale ou à l'extrémisme religieux

QE12.5 If you experienced or were a victim of the following cybercrimes, who would you contact? (MULTIPLE ANSWERS POSSIBLE)

Accidentally encountering material which promotes racial hatred or religious extremism

QE12.5 Wenn Sie eines der folgenden Cyber-Verbrechen erleben würden oder Opfer davon werden würden, wen würden Sie kontaktieren? (MEHRFACHNENNUNGEN PRO ZEILE MÖGLICH)

Sie stoßen durch Zufall auf Inhalte, in denen Rassenhass oder religiöser Extremismus verbreitet wird

		La police	Le site Internet\ le vendeur	Votre fournisseur d'accès Internet	Une association de protection des consommateurs
		The police	Website\ vendor	Your internet service provider	To a consumer rights protection association
		Von der Polizei	Die Webseite/den Verkäufer	Ihren Internetdienstanbieter	An eine Verbraucherschutzorganisation
	%	EB 77.2	EB 77.2	EB 77.2	EB 77.2
	EU 27	56	11	13	7
	BE	44	14	12	9
	BG	44	4	15	4
	CZ	45	7	6	2
	DK	49	7	8	3
	DE	69	9	13	9
	EE	37	8	7	2
	IE	49	15	25	5
	EL	56	13	15	5
	ES	55	6	7	6
	FR	59	12	12	10
	IT	69	6	9	8
	CY	44	7	10	15
	LV	46	14	9	4
	LT	41	11	6	8
	LU	54	8	9	7
	HU	47	19	15	9
	MT	49	1	5	4
	NL	35	14	18	6
	AT	61	11	18	14
	PL	50	7	10	4
	PT	58	4	9	12
	RO	26	14	14	8
	SI	44	5	9	4
	SK	42	15	9	4
	FI	59	10	8	1
	SE	51	12	8	2
	UK	53	19	19	4

QE12.5 Si vous étiez exposé(e) ou victime de l'un des cybercrimes suivants, à qui vous adresseriez-vous ? (PLUSIEURS REPONSES POSSIBLES)





























Etre accidentellement confronté(e) à du contenu qui incite à la haine raciale ou à l'extrémisme religieux

QE12.5 If you experienced or were a victim of the following cybercrimes, who would you contact? (MULTIPLE ANSWERS POSSIBLE)

Accidentally encountering material which promotes racial hatred or religious extremism

QE12.5 Wenn Sie eines der folgenden Cyber-Verbrechen erleben würden oder Opfer davon werden würden, wen würden Sie kontaktieren? (MEHRFACHNENNUNGEN PRO ZEILE MÖGLICH)

Sie stoßen durch Zufall auf Inhalte, in denen Rassenhass oder religiöser Extremismus verbreitet wird

		Autre (LIRE)	Personne (LIRE)	NSP (LIRE)	Total 'A quelqu'un'
		Other (READ OUT)	No one (READ OUT)	DK (READ OUT)	Total 'Someone'
		Jemand anderen (VORLESEN)	Niemanden (VORLESEN)	Weiß nicht / keine Angabe (VORLESEN)	Gesamt 'Jemanden'
	%	EB 77.2	EB 77.2	EB 77.2	EB 77.2
	EU 27	4	19	9	73
	BE	4	33	2	64
	BG	3	14	22	63
	CZ	0	28	19	53
	DK	13	16	12	72
	DE	7	15	3	81
	EE	1	35	16	49
	IE	1	11	11	78
	EL	2	20	4	76
	ES	3	24	8	68
	FR	4	15	10	75
	IT	4	9	6	85
	CY	1	39	2	59
	LV	0	31	7	62
	LT	3	35	5	60
	LU	5	28	4	68
	HU	1	18	7	75
	MT	2	31	11	57
	NL	6	37	3	60
	AT	5	14	6	80
	PL	2	16	19	65
	PT	1	17	10	73
	RO	3	25	17	58
	SI	8	28	11	62
	SK	2	28	13	59
	FI	2	18	11	70
	SE	6	29	7	64
	UK	3	18	8	74

QE12.6 Si vous étiez exposé(e) ou victime de l'un des cybercrimes suivants, à qui vous adresseriez-vous ? (PLUSIEURS REPONSES POSSIBLES)





























L'incapacité d'accéder à des services en ligne (p. ex. services bancaires) à cause de cyber-attaques

QE12.6 If you experienced or were a victim of the following cybercrimes, who would you contact? (MULTIPLE ANSWERS POSSIBLE)

Not being able to access online services (e.g. banking services) because of cyber attacks

QE12.6 Wenn Sie eines der folgenden Cyber-Verbrechen erleben würden oder Opfer davon werden würden, wen würden Sie kontaktieren? (MEHRFACHNENNUNGEN PRO ZEILE MÖGLICH)

Sie können aufgrund von Cyber-Attacken nicht auf Online-Dienste (z.B. Bankdienste) zugreifen

		La police	Le site Internet\ le vendeur	Votre fournisseur d'accès Internet	Une association de protection des consommateurs
		The police	Website\ vendor	Your internet service provider	To a consumer rights protection association
		Von der Polizei	Die Webseite/den Verkäufer	Ihren Internetdienstanbieter	An eine Verbraucherschutzorganisation
	%	EB 77.2	EB 77.2	EB 77.2	EB 77.2
	EU 27	36	24	28	8
	BE	31	40	32	8
	BG	26	10	35	8
	CZ	44	21	18	6
	DK	11	30	41	3
	DE	39	20	33	12
	EE	30	19	32	7
	IE	24	24	41	10
	EL	42	21	28	5
	ES	42	13	21	7
	FR	38	25	25	9
	IT	58	18	17	10
	CY	32	11	29	16
	LV	31	32	26	6
	LT	30	22	30	8
	LU	25	33	26	6
	HU	28	21	44	10
	MT	37	13	31	3
	NL	13	44	29	5
	AT	42	24	40	20
	PL	46	16	24	3
	PT	52	7	16	12
	RO	24	19	27	9
	SI	24	26	42	5
	SK	30	31	29	7
	FI	21	29	38	2
	SE	17	35	36	2
	UK	24	33	31	4

QE12.6 Si vous étiez exposé(e) ou victime de l'un des cybercrimes suivants, à qui vous adresseriez-vous ? (PLUSIEURS REPONSES POSSIBLES)





























L'incapacité d'accéder à des services en ligne (p. ex. services bancaires) à cause de cyber-attaques

QE12.6 If you experienced or were a victim of the following cybercrimes, who would you contact? (MULTIPLE ANSWERS POSSIBLE)

Not being able to access online services (e.g. banking services) because of cyber attacks

QE12.6 Wenn Sie eines der folgenden Cyber-Verbrechen erleben würden oder Opfer davon werden würden, wen würden Sie kontaktieren? (MEHRFACHNENNUNGEN PRO ZEILE MÖGLICH)

Sie können aufgrund von Cyber-Attacken nicht auf Online-Dienste (z.B. Bankdienste) zugreifen

	Autre (LIRE)	Personne (LIRE)	NSP (LIRE)	Total 'A quelqu'un'
	Other (READ OUT)	No one (READ OUT)	DK (READ OUT)	Total 'Someone'
	Jemand anderen (VORLESEN)	Niemanden (VORLESEN)	Weiß nicht / keine Angabe (VORLESEN)	Gesamt 'Jemanden'
%	EB 77.2	EB 77.2	EB 77.2	EB 77.2
 EU 27	7	10	8	82
 BE	5	9	3	89
 BG	2	8	22	70
 CZ	9	7	15	78
 DK	20	3	5	92
 DE	12	11	5	83
 EE	3	15	11	74
 IE	4	5	10	84
 EL	2	12	5	83
 ES	5	16	10	74
 FR	9	10	9	81
 IT	3	4	4	91
 CY	3	25	5	69
 LV	0	14	8	79
 LT	6	11	6	83
 LU	14	9	5	85
 HU	1	8	5	86
 MT	9	6	8	86
 NL	12	19	1	80
 AT	7	8	4	88
 PL	2	6	14	80
 PT	2	12	10	78
 RO	2	9	19	73
 SI	6	7	5	88
 SK	6	6	12	82
 FI	7	13	6	81
 SE	8	11	6	83
 UK	9	12	10	79

QE13.1 Pourriez-vous me dire dans quelle mesure vous êtes d'accord ou pas d'accord avec chacune des affirmations suivantes.





























Vous êtes inquiet(e) que vos données personnelles en ligne ne soient pas protégées sur des sites Internet

QE13.1 Could you please tell me to what extent you agree or disagree with each of the following statements?

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

QE13.1 Bitte sagen Sie mir, inwieweit Sie jeder der folgenden Aussagen zustimmen oder nicht zustimmen?

Sie sind besorgt, dass Ihre persönlichen Online-Daten auf Webseiten nicht sicher sind

		Tout à fait d'accord	Plutôt d'accord	Plutôt pas d'accord	Pas du tout d'accord	NSP	Total 'D'accord'	Total 'Pas d'accord'
		Totally agree	Tend to agree	Tend to disagree	Totally disagree	DK	Total 'Agree'	Total 'Disagree'
		Stimme voll und ganz zu	Stimme eher zu	Lehne eher ab	Stimme überhaupt nicht zu	WN	Gesamt 'Stimme zu'	Gesamt 'Stimme nicht zu'
%		EB 77.2	EB 77.2	EB 77.2	EB 77.2	EB 77.2	EB 77.2	EB 77.2
 EU 27		27	45	20	5	3	72	25
 BE		25	47	23	4	1	72	27
 BG		26	42	19	7	6	68	26
 CZ		20	46	27	3	4	66	30
 DK		18	39	29	13	1	57	42
 DE		26	46	22	4	2	72	26
 EE		17	44	26	10	3	61	36
 IE		25	45	22	6	2	70	28
 EL		31	51	13	3	2	82	16
 ES		48	41	9	2	0	89	11
 FR		38	40	16	4	2	78	20
 IT		22	51	19	4	4	73	23
 CY		36	40	13	9	2	76	22
 LV		28	42	20	5	5	70	25
 LT		32	43	18	4	3	75	22
 LU		36	45	14	4	1	81	18
 HU		26	45	20	8	1	71	28
 MT		34	40	19	5	2	74	24
 NL		19	47	26	7	1	66	33
 AT		23	45	27	4	1	68	31
 PL		21	50	17	4	8	71	21
 PT		30	52	13	2	3	82	15
 RO		21	41	24	9	5	62	33
 SI		29	40	21	9	1	69	30
 SK		19	49	25	3	4	68	28
 FI		10	48	34	6	2	58	40
 SE		13	47	27	12	1	60	39
 UK		25	44	22	6	3	69	28

QE13.2 Pourriez-vous me dire dans quelle mesure vous êtes d'accord ou pas d'accord avec chacune des affirmations suivantes.





























Vous êtes inquiet(e) que vos données personnelles en ligne ne soient pas protégées par les autorités publiques

QE13.2 Could you please tell me to what extent you agree or disagree with each of the following statements?

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

QE13.2 Bitte sagen Sie mir, inwieweit Sie jeder der folgenden Aussagen zustimmen oder nicht zustimmen?

Sie sind besorgt, dass Ihre persönlichen Online-Daten bei Behörden nicht sicher sind

		Tout à fait d'accord	Plutôt d'accord	Plutôt pas d'accord	Pas du tout d'accord	NSP	Total 'D'accord'	Total 'Pas d'accord'
		Totally agree	Tend to agree	Tend to disagree	Totally disagree	DK	Total 'Agree'	Total 'Disagree'
		Stimme voll und ganz zu	Stimme eher zu	Lehne eher ab	Stimme überhaupt nicht zu	WN	Gesamt 'Stimme zu'	Gesamt 'Stimme nicht zu'
%		EB 77.2	EB 77.2	EB 77.2	EB 77.2	EB 77.2	EB 77.2	EB 77.2
	EU 27	24	42	24	7	3	66	31
	BE	21	43	29	7	0	64	36
	BG	23	42	18	8	9	65	26
	CZ	20	43	28	4	5	63	32
	DK	8	24	35	32	1	32	67
	DE	21	37	32	8	2	58	40
	EE	17	33	34	12	4	50	46
	IE	27	46	20	5	2	73	25
	EL	32	49	14	4	1	81	18
	ES	43	40	11	5	1	83	16
	FR	33	40	17	7	3	73	24
	IT	20	49	22	5	4	69	27
	CY	37	33	16	11	3	70	27
	LV	29	38	22	5	6	67	27
	LT	32	42	17	4	5	74	21
	LU	28	42	20	7	3	70	27
	HU	24	37	27	10	2	61	37
	MT	30	35	23	9	3	65	32
	NL	21	44	26	8	1	65	34
	AT	18	40	34	6	2	58	40
	PL	20	49	18	4	9	69	22
	PT	26	52	16	3	3	78	19
	RO	19	35	29	13	4	54	42
	SI	26	37	24	11	2	63	35
	SK	17	48	27	5	3	65	32
	FI	3	27	50	18	2	30	68
	SE	7	29	32	30	2	36	62
	UK	24	42	25	5	4	66	30

QE13.3 Pourriez-vous me dire dans quelle mesure vous êtes d'accord ou pas d'accord avec chacune des affirmations suivantes.





























Vous évitez de divulguer des informations personnelles en ligne

QE13.3 Could you please tell me to what extent you agree or disagree with each of the following statements?

You avoid disclosing personal information online

QE13.3 Bitte sagen Sie mir, inwieweit Sie jeder der folgenden Aussagen zustimmen oder nicht zustimmen?

Sie vermeiden es, persönliche Daten im Internet preiszugeben

	Tout à fait d'accord	Plutôt d'accord	Plutôt pas d'accord	Pas du tout d'accord	NSP	Total 'D'accord'	Total 'Pas d'accord'
	Totally agree	Tend to agree	Tend to disagree	Totally disagree	DK	Total 'Agree'	Total 'Disagree'
	Stimme voll und ganz zu	Stimme eher zu	Lehne eher ab	Stimme überhaupt nicht zu	WN	Gesamt 'Stimme zu'	Gesamt 'Stimme nicht zu'
%	EB 77.2	EB 77.2	EB 77.2	EB 77.2	EB 77.2	EB 77.2	EB 77.2
 EU 27	51	38	8	2	1	89	10
 BE	50	40	8	1	1	90	9
 BG	50	37	6	4	3	87	10
 CZ	60	31	7	1	1	91	8
 DK	30	37	20	13	0	67	33
 DE	58	34	6	2	0	92	8
 EE	48	37	10	3	2	85	13
 IE	41	43	12	3	1	84	15
 EL	50	42	6	2	0	92	8
 ES	58	35	6	0	1	93	6
 FR	65	27	5	2	1	92	7
 IT	36	47	12	3	2	83	15
 CY	85	10	3	2	0	95	5
 LV	44	37	12	3	4	81	15
 LT	53	33	10	2	2	86	12
 LU	65	29	4	1	1	94	5
 HU	51	37	10	2	0	88	12
 MT	59	36	3	2	0	95	5
 NL	39	43	15	2	1	82	17
 AT	46	42	10	2	0	88	12
 PL	39	45	10	2	4	84	12
 PT	52	39	6	1	2	91	7
 RO	49	32	12	4	3	81	16
 SI	69	23	5	2	1	92	7
 SK	45	42	11	1	1	87	12
 FI	48	42	8	1	1	90	9
 SE	42	39	12	6	1	81	18
 UK	50	39	8	2	1	89	10

QE13.4 Pourriez-vous me dire dans quelle mesure vous êtes d'accord ou pas d'accord avec chacune des affirmations suivantes.





























Vous croyez que le risque d'être victime de cybercriminalité a augmenté au cours de l'année écoulée

QE13.4 Could you please tell me to what extent you agree or disagree with each of the following statements?

You believe the risk of becoming a victim of cybercrime has increased in the past year

QE13.4 Bitte sagen Sie mir, inwieweit Sie jeder der folgenden Aussagen zustimmen oder nicht zustimmen?





























Sie sind der Meinung, dass das Risiko Opfer von Cyber-Kriminalität zu werden, im letzten Jahr gestiegen ist

	Tout à fait d'accord	Plutôt d'accord	Plutôt pas d'accord	Pas du tout d'accord	NSP	Total 'D'accord'	Total 'Pas d'accord'
	Totally agree	Tend to agree	Tend to disagree	Totally disagree	DK	Total 'Agree'	Total 'Disagree'
	Stimme voll und ganz zu	Stimme eher zu	Lehne eher ab	Stimme überhaupt nicht zu	WN	Gesamt 'Stimme zu'	Gesamt 'Stimme nicht zu'
%	EB 77.2	EB 77.2	EB 77.2	EB 77.2	EB 77.2	EB 77.2	EB 77.2
 EU 27	32	42	13	3	10	74	16
 BE	29	48	16	2	5	77	18
 BG	38	37	9	4	12	75	13
 CZ	26	42	20	2	10	68	22
 DK	37	42	14	4	3	79	18
 DE	31	40	15	2	12	71	17
 EE	23	45	21	5	6	68	26
 IE	35	42	10	2	11	77	12
 EL	31	47	15	5	2	78	20
 ES	39	38	10	2	11	77	12
 FR	36	37	12	2	13	73	14
 IT	22	48	13	3	14	70	16
 CY	60	31	5	1	3	91	6
 LV	18	34	26	5	17	52	31
 LT	42	42	7	2	7	84	9
 LU	43	38	11	2	6	81	13
 HU	32	44	14	5	5	76	19
 MT	47	28	9	2	14	75	11
 NL	32	47	14	2	5	79	16
 AT	27	45	16	4	8	72	20
 PL	29	52	8	2	9	81	10
 PT	24	53	13	2	8	77	15
 RO	30	39	17	3	11	69	20
 SI	38	39	15	4	4	77	19
 SK	21	52	16	3	8	73	19
 FI	32	55	9	1	3	87	10
 SE	47	35	10	4	4	82	14
 UK	33	42	14	3	8	75	17

QE14 Avez-vous modifié votre mot de passe pour l'accès à l'un des services en ligne suivants au cours des 12 derniers mois ? (PLUSIEURS REPONSES POSSIBLES)

QE14 Have you changed your password to access to any of the following online services during the past 12 months? (MULTIPLE ANSWERS POSSIBLE)

QE14 Haben Sie innerhalb der letzten 12 Monate Ihr Passwort für den Zugang zu einem der folgenden Online-Dienste geändert? (MEHRFACHNENNUNGEN MÖGLICH)

		Un compte email	Les réseaux sociaux en ligne	Un site d'achat en ligne agence de voyage, etc.)	Un site de services bancaires	Aucun (SPONT.)	NSP	Total 'A modifié'
		Web-based e-mail	Online social networks	Shopping website (e.g. travel agents)	Online banking websites	None (SPONT.)	DK	Total 'Has changed'
		Web-basiertes E-Mail-Konto	Soziale Netzwerke im Internet	Shopping-Webseite (z.B. Online-Reisebüro)	Webseite für Online-Banking	Nichts davon (SPONT.)	WN	Gesamt 'Hat geändert'
%		EB 77.2	EB 77.2	EB 77.2	EB 77.2	EB 77.2	EB 77.2	EB 77.2
	EU 27	27	22	12	19	53	2	45
	BE	27	21	6	13	55	3	42
	BG	17	20	4	3	64	4	32
	CZ	32	14	5	21	53	2	45
	DK	27	19	14	26	54	0	46
	DE	21	18	14	17	57	4	40
	EE	30	18	7	52	28	4	68
	IE	26	23	12	17	60	2	38
	EL	21	24	5	4	66	1	33
	ES	26	17	7	8	65	2	33
	FR	30	23	13	23	51	2	47
	IT	24	21	8	15	54	2	44
	CY	25	19	7	11	65	0	35
	LV	28	22	6	45	37	3	60
	LT	26	18	7	45	38	3	59
	LU	38	28	19	24	43	1	55
	HU	12	18	4	10	66	2	32
	MT	31	26	12	12	54	2	44
	NL	37	22	9	38	35	1	65
	AT	21	24	15	23	51	2	47
	PL	24	17	6	16	60	2	37
	PT	28	21	7	6	61	3	37
	RO	21	25	4	4	56	7	36
	SI	29	20	8	16	58	3	39
	SK	29	22	6	11	54	1	45
	FI	47	30	22	36	33	1	66
	SE	35	29	15	24	43	0	56
	UK	39	33	28	30	39	2	59