

9 February: Safer Internet Day

# 1 out of 4 internet users in the EU experienced security related problems in 2015

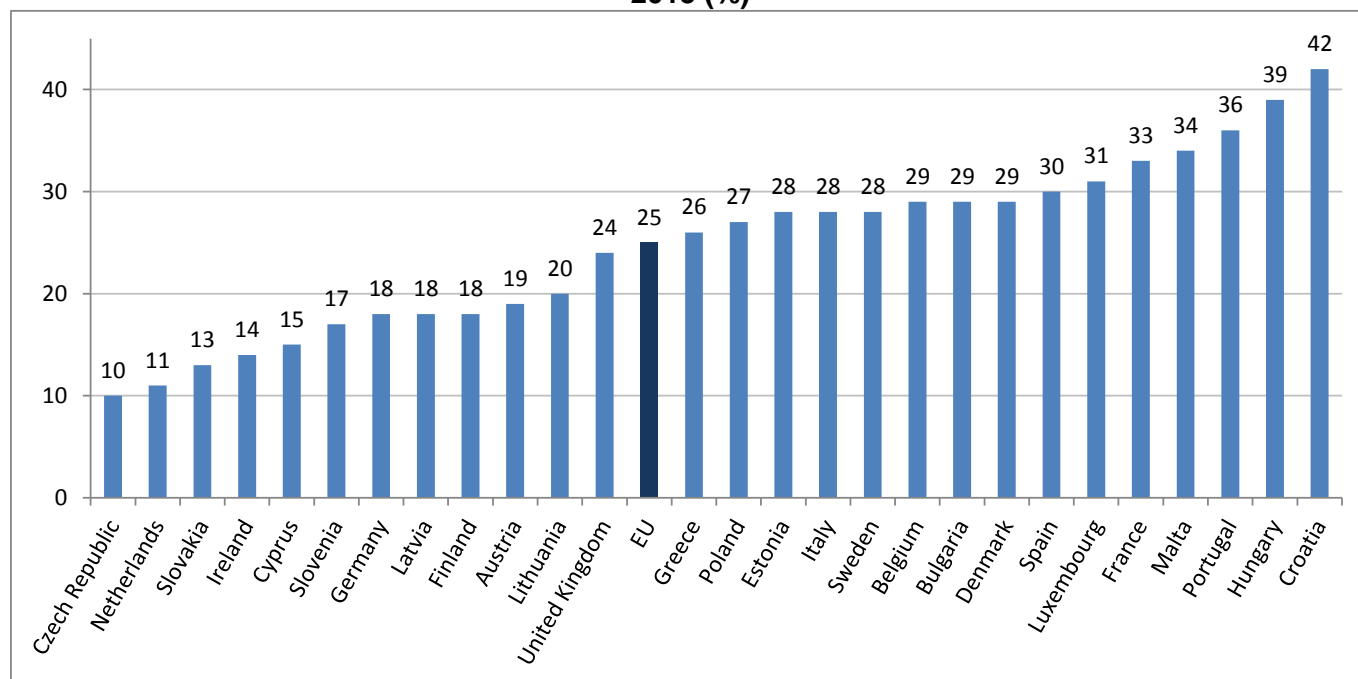
## Security concerns limited uptake of certain activities

In the **European Union** (EU), the proportion of internet users having experienced certain common security issues over the internet – such as viruses affecting devices, abuse of personal information, financial losses or children accessing inappropriate websites – stood at 25% in 2015. In other words, three-quarters (75%) of internet users encountered no such online security problems in 2015.

Security concerns kept some internet users in the **EU** from doing certain activities over the internet: almost 1 in 5 did not shop online (19%) or did not carry out banking activities (18%) in 2015, and 13% of them did not use the internet with a mobile device via wireless connection from places other than home.

This information internet security is issued by **Eurostat, the statistical office of the European Union**, on the occasion of the Safer Internet Day (9 February 2016). This event is organized each year to promote safer and more responsible use of online technology and mobile phones, especially among children and young people.

**Share of internet users who experienced security related problems in the EU Member States, 2015 (%)**



Romania: data not available  
The source dataset can be found [here](#).

### Internet users least affected by security issues in the Czech Republic and the Netherlands

Across the EU Member States, fewer than 15% of internet users experienced security related problems in 2015 in the **Czech Republic** (10%), the **Netherlands** (11%), **Slovakia** (13%) and **Ireland** (14%). At the opposite end of the scale were **Croatia** (42%), **Hungary** (39%), **Portugal** (36%), **Malta** (34%) and **France** (33%).

## Internet users most likely to have caught a computer virus in Croatia, least likely in the Netherlands

For those internet users who had security related issues over the internet in 2015, catching a virus or other computer infection (e.g. worm or trojan horse) was the main problem experienced. Slightly more than 1 internet user out of 5 (21%) in the **EU** caught online a virus or other computer infection resulting in loss of information or time. Across Member States, the share of internet users having caught a virus was highest in **Croatia** (41%), followed by **Hungary** (36%), **Portugal** (33%), **France** (29%), **Bulgaria** and **Malta** (both 28%). In contrast, fewer than 10% of internet users caught a virus or computer infection in the **Netherlands** (6%), the **Czech Republic** (8%) and **Slovakia** (9%).

Compared with 2010, the share of internet users who caught a virus or other computer infection resulting in loss of information or time dropped in all Member States by 2015, except **Croatia**. The most remarkable fall was observed in **Slovakia** (from 47% in 2010 to 9% in 2015, or a decrease by 38 percentage points), followed by **Bulgaria** (-30 pp) and **Latvia** (-24 pp). At **EU** level, the proportion of internet users having caught a virus online decreased by 10 percentage points, from almost a third (31%) in 2010 to about a fifth (21%) in 2015.

### Share of internet users who caught a virus or other computer infection

	2010	2015	Change 2015/2010 (in pp)
<b>EU</b>	<b>31%</b>	<b>21%</b>	<b>-10</b>
<b>Belgium</b>	32%	20%	-12
<b>Bulgaria</b>	58%	28%	-30
<b>Czech Republic</b>	26%	8%	-18
<b>Denmark</b>	29%	23%	-6
<b>Germany</b>	22%	14%	-8
<b>Estonia</b>	42%	26%	-16
<b>Ireland</b>	15%	11%	-4
<b>Greece</b>	34%	25%	-9
<b>Spain</b>	33%	25%	-8
<b>France</b>	34%	29%	-5
<b>Croatia</b>	33%	41%	8
<b>Italy</b>	45%	24%	-21
<b>Cyprus</b>	34%	14%	-20
<b>Latvia</b>	41%	17%	-24
<b>Lithuania</b>	34%	19%	-15
<b>Luxembourg</b>	28%	23%	-5
<b>Hungary</b>	46%	36%	-10
<b>Malta</b>	50%	28%	-22
<b>Netherlands</b>	23%	6%	-17
<b>Austria</b>	14%	14%	0
<b>Poland</b>	30%	25%	-5
<b>Portugal</b>	37%	33%	-4
<b>Romania</b>	:	:	:
<b>Slovenia</b>	37%	16%	-21
<b>Slovakia</b>	47%	9%	-38
<b>Finland</b>	20%	14%	-6
<b>Sweden</b>	31%	19%	-12
<b>United Kingdom</b>	31%	17%	-14
<b>Iceland</b>	17%	:	:
<b>Norway</b>	28%	13%	-15
<b>FYR of Macedonia</b>	68%	71%	3
<b>Turkey</b>	36%	27%	-9

: Data not available

The source dataset can be found [here](#).

## Security concerns prevent internet users from e-shopping mostly in Romania and Sweden...

In addition, a notable share of internet users did not use the internet in 2015 for specific activities because they had concerns about security. Notably, more than 1 internet user out of 5 did not buy or order goods or services on-line for private use in **Romania** (35%), **Sweden** (34%), **Portugal** (30%), **France** (29%), **Spain** and **Latvia** (both 28%), **Finland** (27%), **Italy** and **Malta** (both 25%), **Slovenia** (24%), **Denmark** (22%) and the **Netherlands** (21%). At EU level, security concerns discouraged 19% of internet users from e-shopping.

### ... from e-banking mostly in Germany and Portugal...

Security concerns also kept more than 1 internet user out of 5 from e-banking activities notably in **Germany** (27%) and **Portugal** (26%), followed by **Italy** (24%), **Spain** (23%) and **Greece** (22%). In the EU, this was the case for 18% of internet users in 2015.

### ... from mobile connection via Wi-Fi in the Netherlands and Latvia

Using the internet with a mobile device via wireless connection from places other than home was limited or avoided, due to security concerns, by 13% of internet users in the EU. In particular, this concerned a significant share of internet users in the **Netherlands** (22%), **Latvia** (21%), **Spain** (20%) and **Italy** (19%).

**Selected on-line activities not done because of security concerns, 2015**  
(% of internet users)

	Ordering or buying goods or services for private use	Carrying out banking activities such as account management	Using the internet with mobile device via wireless connection outside home
EU	19	18	13
Belgium	20	15	8
Bulgaria	19	18	8
Czech Republic	5	9	4
Denmark	22	12	13
Germany	10	27	14
Estonia	18	5	9
Ireland	13	10	5
Greece	15	22	2
Spain	28	23	20
France	29	15	10
Croatia	14	6	4
Italy	25	24	19
Cyprus	9	9	1
Latvia	28	17	21
Lithuania	6	4	3
Luxembourg	16	14	16
Hungary	11	12	6
Malta	25	16	13
Netherlands	21	18	22
Austria	19	15	13
Poland	7	8	2
Portugal	30	26	16
Romania	35	10	18
Slovenia	24	18	5
Slovakia	9	13	7
Finland	27	7	16
Sweden	34	15	17
United Kingdom	11	13	11
Iceland	:	:	:
Norway	27	7	19
FYR of Macedonia	38	19	6
Turkey	11	6	4

The source dataset can be found [here](#).

## Geographical information

The **European Union** (EU) includes Belgium, Bulgaria, the Czech Republic, Denmark, Germany, Estonia, Ireland, Greece, Spain, France, Croatia, Italy, Cyprus, Latvia, Lithuania, Luxembourg, Hungary, Malta, the Netherlands, Austria, Poland, Portugal, Romania, Slovenia, Slovakia, Finland, Sweden and the United Kingdom.

## Methods and definitions

The data source is the 2015 special module on internet security of the Community survey on ICT usage in households and by individuals. The survey covered individuals aged 16-74. In most countries it was conducted in the second quarter of 2015.

**Internet users** refer to those who used the internet within the last 12 months prior to the survey.

**Security related issue** means at least one of the five following security related incidents: a) catching a virus or other computer infection (e.g. worm or trojan horse), b) abuse of personal information sent on the internet and/or other privacy violations, c) financial loss as a result of receiving fraudulent messages ('phishing'), d) financial loss due to fraudulent payment card use, e) children accessing inappropriate websites.

## Timetable

A news release on internet security in enterprises is planned for March 2016.

## For more information

Eurostat [website section](#) on information society statistics.

Eurostat [database](#) on information society statistics.

Eurostat [infographic](#) on internet security in the EU.

Eurostat news release [218/2015](#) of 11 December 2015 on e-commerce by individuals.


Eurostat news release [15/2016](#) of 21 January 2016 on ICT specialists in the EU.

[Website](#) of the Safer Internet Day ([#SID2016](#)).

European Commission Digital Agenda [scoreboard](#).

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