1. INTERNET USE

QC1. How often do you access the Internet (for example, for sending emails, reading online news, chatting with friends or buying products online)?

- Total 'At least once a day': 28%
- Total 'At least once a week': 30%
- Less often: 4%
- Never: 13%
- Don't know: 19%

EU27 Outer pie
AT Inner pie

QC2. What devices do you use to access the Internet?

- Laptop computer/Netbook: 62% (EU27: 61%)
- Desktop computer: 53% (EU27: 55%)
- Smartphone: 35% (EU27: 41%)
- Tablet computer/Touchscreen: 14% (EU27: 11%)
- TV: 6% (EU27: 1%)
- Other (SPONTANEOUS): 1% (EU27: 0%)
- Don't know: 0% (EU27: 0%)

Base: Internet users (n=18,983 in EU27)

QC3. Which of the following activities do you do online?

- Email: 84% (EU27: 90%)
- Reading news online: 60% (EU27: 60%)
- Using online social networks: 53% (EU27: 59%)
- Buying goods or services (holidays, books, music, etc.): 50% (EU27: 58%)
- Online banking: 48% (EU27: 52%)
- Playing games online: 27% (EU27: 37%)
- Watching TV: 15% (EU27: 16%)
- Selling goods or services: 18% (EU27: 21%)
- Other (SPONTANEOUS): 3% (EU27: 16%)
- None (SPONTANEOUS): 1% (EU27: 1%)
- Don't know: 0% (EU27: 0%)

Base: Internet users (n=18,983 in EU27)
2. CONFIDENCE ABOUT INTERNET TRANSACTIONS

QC4. 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'
- Don't know

Base: Internet users (n=18,983 in EU27)

EU27 ○ Outer pie
AT □ Inner pie

QC5. 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
- You are concerned about the security of online payments
- You prefer conducting the transaction in person e.g. so you can inspect the product yourself or ask a real person about them
- You are concerned about not receiving the goods or services that you buy online
- Other: 4%
- None: 23%
- Don't know: 2%

Base: Internet users (n=18,983 in EU27)

EU27 ○ EU27
AT □ AT

QC6. 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
- Cancelled an online purchase because of suspicions about the seller or website
- Other (SPONTANEOUS)
- None (SPONTANEOUS)
- Don't know

Base: Internet users (n=18,983 in EU27)

EU27 ○ EU27
AT □ AT
3. AWARENESS AND EXPERIENCE OF CYBERCRIMES

QC8. How well informed do you feel about the risks of cybercrime?

- Total 'Informed'
- Total 'Not informed'
- Don't know

QC7. Thinking about online harassment, have you or has one of your children ever been a victim of any kind of online harassment (this can include anything from cyber bullying or blackmailing to more serious Internet dangers)?

- Yes, you personally
- Yes, one of your children
- No
- You don’t have access to the Internet (SPONTANEOUS)
- Your children never access the Internet (SPONTANEOUS)
- Refusal (SPONTANEOUS)
- Don’t know

QC12. Could you please tell me to what extent you agree or disagree with each of the following statements?

- You avoid disclosing personal information online
- You believe the risk of becoming a victim of cybercrime has increased in the past year
- You are concerned that your online personal information is not kept secure by websites
- You are concerned that your online personal information is not kept secure by public authorities

Base: Internet users (N=18,983 in EU27)
3. AWARENESS AND EXPERIENCE OF CYBERCRIMES

QC9. Cybercrimes can include many different types of criminal activity. How often have you experienced or been a victim of the following situations?

- Received emails or phone calls fraudulently asking for access to your computer, logins, or personal details (including banking or payment information)
- 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
- Your social media or email account being hacked
- Online fraud where goods purchased were not delivered, counterfeit or not as advertised
- Being a victim of credit card or banking fraud online
- Identity theft (somebody stealing your personal data and impersonating you, e.g. shopping under your name)

Base: Internet users (n=18,983 in EU27)

EU27

AT

Total 'Often'+'Occasionally'

Never

Don't know

QC10. 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)
- Being a victim of credit card or banking fraud online
- Your social media or email account being hacked
- Accidentally encountering child pornography online
- Receiving emails or phone calls fraudulently asking for access to your computer, logins, or personal details (including banking or payment information)
- Online fraud where goods purchased are not delivered, counterfeit or not as advertised
- Not being able to access online services (e.g. banking services) because of cyber attacks
- Accidentally encountering material which promotes racial hatred or religious extremism

Base: Internet users (n=18,983 in EU27)