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': 23%
- Less often: 6%
- Never: 12%
- Don't know: 4%

EU27 Outer pie
BE Inner pie

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

- Laptop computer/Netbook: 62% (EU27) 71% (BE)
- Desktop computer: 53% (EU27) 50% (BE)
- Smartphone: 35% (EU27) 20% (BE)
- Tablet computer/Touchscreen: 14% (EU27) 19% (BE)
- TV: 6% (EU27) 4% (BE)
- Other (SPONTANEOUS): 1% (EU27) 0% (BE)
- Don't know: 0% (EU27) 0% (BE)

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

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

- Email: 84% (EU27) 90% (BE)
- Reading news online: 60% (EU27) 53% (BE)
- Using online social networks: 53% (EU27) 55% (BE)
- Buying goods or services (holidays, books, music, etc.): 48% (EU27) 62% (BE)
- Online banking: 27% (EU27) 26% (BE)
- Playing games online: 27% (EU27) 26% (BE)
- Watching TV: 19% (EU27) 17% (BE)
- Selling goods or services: 18% (EU27) 16% (BE)
- Other (SPONTANEOUS): 3% (EU27) 4% (BE)
- None (SPONTANEOUS): 1% (EU27) 1% (BE)
- Don't know: 0% (EU27) 0% (BE)

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

QC13. Have you changed your password to access to any of the following online services during the past 12 months?

- Web-based e-mail: 31% (EU27) 36% (BE)
- Online social networks: 26% (EU27) 30% (BE)
- Online banking websites: 20% (EU27) 20% (BE)
- Shopping website (e.g. travel agents): 12% (EU27) 12% (BE)
- None (SPONTANEOUS): 50% (EU27) 45% (BE)
- Don't know: 2% (EU27) 2% (BE)

Base: Internet users (n=18,983 in EU27) 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  BE 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
- None
- Don't know

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

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)
3. AWARENESS AND EXPERIENCE OF CYBERCRIMES

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

- Total 'Informed': 46%
- Total 'Not informed': 52%
- Don't know: 4%

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 blackmauling to more serious Internet dangers)?

- Yes, you personally: 4%
- Yes, one of your children: 2%
- No: 81%

- You don’t have access to the Internet (SPONTANEOUS): 10%
- Your children never access the Internet (SPONTANEOUS): 0%
- Refusal (SPONTANEOUS): 0%
- Don't know: 2%

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: 87% (Agree), 12% (Disagree), 1% (Don't know)
- You believe the risk of becoming a victim of cybercrime has increased in the past year: 76% (Agree), 17% (Disagree), 7% (Don't know)
- You are concerned that your online personal information is not kept secure by websites: 70% (Agree), 27% (Disagree), 3% (Don't know)
- You are concerned that your online personal information is not kept secure by public authorities: 64% (Agree), 33% (Disagree), 3% (Don't know)

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, login, or personal details (including banking or payment information)
  - EU27: 67% Often, 32% Occasionally, 1% Never, 0% Don't know
  - BE: 66% Often, 33% Occasionally, 1% Never, 0% Don't know

- Accidentally encountering material which promotes racial hatred or religious extremism
  - EU27: 86% Often, 1% Occasionally, 2% Never, 0% Don't know
  - BE: 88% Often, 1% Occasionally, 2% Never, 0% Don't know

- Not being able to access online services (e.g. banking services) because of cyber attacks
  - EU27: 66% Often, 16% Occasionally, 2% Never, 0% Don't know
  - BE: 86% Often, 15% Occasionally, 2% Never, 0% Don't know

- Your social media or email account being hacked
  - EU27: 87% Often, 18% Occasionally, 1% Never, 0% Don't know
  - BE: 86% Often, 17% Occasionally, 1% Never, 0% Don't know

- Online fraud where goods purchased were not delivered, counterfeit or not as advertised
  - EU27: 92% Often, 9% Occasionally, 1% Never, 0% Don't know
  - BE: 90% Often, 10% Occasionally, 1% Never, 0% Don't know

- Being a victim of credit card or banking fraud online
  - EU27: 93% Often, 9% Occasionally, 1% Never, 0% Don't know
  - BE: 93% Often, 8% Occasionally, 1% Never, 0% Don't know

- Identity theft (somebody stealing your personal data and impersonating you, e.g. shopping under your name)
  - EU27: 52% Often, 47% Occasionally, 5% Never, 1% Don't know
  - BE: 50% Often, 50% Occasionally, 4% Never, 0% 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)
  - EU27: 47% Concerned, 1% Not concerned, 0% Don't know
  - BE: 50% Concerned, 0% Not concerned, 0% Don't know

- Being a victim of credit card or banking fraud online
  - EU27: 52% Concerned, 2% Not concerned, 0% Don't know
  - BE: 50% Concerned, 2% Not concerned, 0% Don't know

- Your social media or email account being hacked
  - EU27: 54% Concerned, 1% Not concerned, 0% Don't know
  - BE: 52% Concerned, 1% Not concerned, 0% Don't know

- Accidentally encountering child pornography online
  - EU27: 56% Concerned, 2% Not concerned, 0% Don't know
  - BE: 54% Concerned, 2% Not concerned, 0% Don't know

- Receiving emails or phone calls fraudulently asking for access to your computer, login, or personal details (including banking or payment information)
  - EU27: 53% Concerned, 1% Not concerned, 0% Don't know
  - BE: 50% Concerned, 1% Not concerned, 0% Don't know

- Online fraud where goods purchased are not delivered, counterfeit or not as advertised
  - EU27: 61% Concerned, 1% Not concerned, 0% Don't know
  - BE: 61% Concerned, 1% Not concerned, 0% Don't know

- Not being able to access online services (e.g. banking services) because of cyber attacks
  - EU27: 62% Concerned, 1% Not concerned, 0% Don't know
  - BE: 61% Concerned, 1% Not concerned, 0% Don't know

- Accidentally encountering material which promotes racial hatred or religious extremism
  - EU27: 63% Concerned, 1% Not concerned, 0% Don't know
  - BE: 59% Concerned, 1% Not concerned, 0% Don't know

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