**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':**
  - EU27: 42%
  - BG: 35%
- **Total 'At least once a week':**
  - EU27: 28%
  - BG: 28%
- **Less often:**
  - EU27: 4%
  - BG: 13%
- **Never:**
  - EU27: 13%
  - BG: 4%
- **Don't know:**
  - EU27: 13%
  - BG: 4%

**Methodology: face-to-face**

**Fieldwork:**
- EU27: 24/05-09/06/2013
- BG: 25/05-02/06/2013

**Number of interviews:**
- EU27: 26,680
- BG: 1,025

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

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

- **Laptop computer/Netbook:**
  - EU27: 62%
  - BG: 35%
- **Desktop computer:**
  - EU27: 53%
  - BG: 72%
- **Smartphone:**
  - EU27: 12%
  - BG: 14%
- **Tablet computer/Touchscreen:**
  - EU27: 4%
  - BG: 3%
- **TV:**
  - EU27: 6%
  - BG: 3%
- **Other (SPONTANEOUS):**
  - EU27: 1%
  - BG: 0%
- **Don’t know:**
  - EU27: 0%
  - BG: 0%

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

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

- **Email:**
  - EU27: 84%
  - BG: 68%
- **Reading news online:**
  - EU27: 60%
  - BG: 65%
- **Using online social networks:**
  - EU27: 53%
  - BG: 64%
- **Buying goods or services (holidays, books, music, etc.):**
  - EU27: 21%
  - BG: 50%
- **Online banking:**
  - EU27: 11%
  - BG: 48%
- **Playing games online:**
  - EU27: 27%
  - BG: 31%
- **Watching TV:**
  - EU27: 15%
  - BG: 23%
- **Selling goods or services:**
  - EU27: 5%
  - BG: 18%
- **Other (SPONTANEOUS):**
  - EU27: 3%
  - BG: 4%
- **None (SPONTANEOUS):**
  - EU27: 1%
  - BG: 1%
- **Don’t know:**
  - EU27: 0%
  - BG: 0%

**Base:** Internet users (n=18,983 in 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:**
  - EU27: 31%
  - BG: 16%
- **Online social networks:**
  - EU27: 26%
  - BG: 28%
- **Online banking websites:**
  - EU27: 20%
  - BG: 5%
- **Shopping website (e.g. travel agents):**
  - EU27: 12%
  - BG: 4%
- **None (SPONTANEOUS):**
  - EU27: 50%
  - BG: 67%
- **Don’t know:**
  - EU27: 2%
  - BG: 1%

**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': 50%
- Total 'Not confident': 28%
- Total 'Don’t know': 22%

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

EU27 Outer pie  BG 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: 35%
- You are concerned about the security of online payments: 35%
- You prefer conducting the transaction in person e.g. so you can inspect the product yourself or ask a real person about them: 42%
- You are concerned about not receiving the goods or services that you buy online: 13%
- Other: 1%
- None: 23%
- Don’t know: 8%

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: 46%
- Do not open emails from people you don’t know: 40%
- Less likely to give personal information on websites: 34%
- Only visit websites you know and trust: 32%
- Only use your own computer: 26%
- Use different passwords for different sites: 24%
- Less likely to buy goods online: 17%
- Changing security settings (e.g. your browser, online social media, search engine, etc.): 16%
- Less likely to bank online: 15%
- Cancelled an online purchase because of suspicions about the seller or website: 8%
- Other (SPONTANEOUS): 6%
- None (SPONTANEOUS): 6%
- Don’t know: 4%

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?

<table>
<thead>
<tr>
<th>Total 'Informed'</th>
<th>Total 'Not informed'</th>
<th>Don't know</th>
</tr>
</thead>
<tbody>
<tr>
<td>52%</td>
<td>44%</td>
<td>4%</td>
</tr>
<tr>
<td>EU27</td>
<td>BG</td>
<td></td>
</tr>
</tbody>
</table>

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 blackmailling 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): 1%
- Refusal (SPONTANEOUS): 0%
- Don’t know: 5%

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

<table>
<thead>
<tr>
<th>Statement</th>
<th>EU27 ‘Agree’</th>
<th>EU27 ‘Disagree’</th>
<th>EU27 ‘Don’t know’</th>
<th>BG ‘Agree’</th>
<th>BG ‘Disagree’</th>
<th>BG ‘Don’t know’</th>
</tr>
</thead>
<tbody>
<tr>
<td>You avoid disclosing personal information online</td>
<td>87%</td>
<td>12%</td>
<td>1%</td>
<td>65%</td>
<td>12%</td>
<td>3%</td>
</tr>
<tr>
<td>You believe the risk of becoming a victim of cybercrime has increased in the past year</td>
<td>76%</td>
<td>17%</td>
<td>7%</td>
<td>75%</td>
<td>12%</td>
<td>13%</td>
</tr>
<tr>
<td>You are concerned that your online personal information is not kept secure by websites</td>
<td>70%</td>
<td>27%</td>
<td>3%</td>
<td>60%</td>
<td>34%</td>
<td>6%</td>
</tr>
<tr>
<td>You are concerned that your online personal information is not kept secure by public authorities</td>
<td>64%</td>
<td>33%</td>
<td>3%</td>
<td>60%</td>
<td>32%</td>
<td>8%</td>
</tr>
</tbody>
</table>

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): 32% Often, 2% Occasionally, 67% Never, 1% Don’t know
- Accidentally encountering material which promotes racial hatred or religious extremism: 14% Often, 9% Occasionally, 85% Never, 1% Don’t know
- Not being able to access online services (e.g. banking services) because of cyber attacks: 12% Often, 3% Occasionally, 86% Never, 2% Don’t know
- Your social media or email account being hacked: 12% Often, 6% Occasionally, 87% Never, 1% Don’t know
- Online fraud where goods purchased were not delivered, counterfeit or not as advertised: 10% Often, 4% Occasionally, 89% Never, 1% Don’t know
- Being a victim of credit card or banking fraud online: 7% Often, 1% Occasionally, 92% Never, 1% Don’t know
- Identity theft (somebody stealing your personal data and impersonating you, e.g. shopping under your name): 6% Often, 3% Occasionally, 93% Never, 1% 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): 52% Concerned, 47% Not concerned, 1% Don’t know
- Being a victim of credit card or banking fraud online: 49% Concerned, 49% Not concerned, 2% Don’t know
- Your social media or email account being hacked: 45% Concerned, 54% Not concerned, 6% Don’t know
- Accidentally encountering child pornography online: 44% Concerned, 54% Not concerned, 2% Don’t know
- Receiving emails or phone calls fraudulently asking for access to your computer, login, or personal details (including banking or payment information): 43% Concerned, 56% Not concerned, 1% Don’t know
- Online fraud where goods purchased are not delivered, counterfeit or not as advertised: 40% Concerned, 49% Not concerned, 4% Don’t know
- Not being able to access online services (e.g. banking services) because of cyber attacks: 37% Concerned, 39% Not concerned, 61% Don’t know
- Accidentally encountering material which promotes racial hatred or religious extremism: 35% Concerned, 40% Not concerned, 52% Don’t know

EUROBAROMETER 79.4
RESULTS FOR BULGARIA