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)?

- **EU27**: 49% at least once a day, 54% at least once a week, 4% less often, 13% never, 8% don't know
- **CY**: 28% at least once a day, 40% at least once a week, 4% less often, 13% never, 1% don't know

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

- **Laptop computer/Netbook**: EU27 63%, CY 83%
- **Desktop computer**: EU27 53%, CY 32%
- **Smartphone**: EU27 35%, CY 28%
- **Tablet computer/Touchscreen**: EU27 14%, CY 10%
- **TV**: EU27 6%, CY 9%
- **Other (SPONTANEOUS)**: EU27 1%, CY 0%
- **Don't know**: EU27 0%, CY 0%

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

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

- **Email**: EU27 84%, CY 66%
- **Reading news online**: EU27 75%, CY 60%
- **Using online social networks**: EU27 59%, CY 53%
- **Buying goods or services (holidays, books, music, etc.)**: EU27 48%, CY 34%
- **Online banking**: EU27 40%, CY 27%
- **Playing games online**: EU27 34%, CY 27%
- **Watching TV**: EU27 19%, CY 19%
- **Selling goods or services**: EU27 18%, CY 4%
- **Other (SPONTANEOUS)**: EU27 5%, CY 3%
- **None (SPONTANEOUS)**: EU27 0%, CY 1%
- **Don't know**: EU27 0%, CY 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%, CY 25%
- **Online social networks**: EU27 26%, CY 26%
- **Online banking websites**: EU27 20%, CY 10%
- **Shopping website (e.g. travel agents)**: EU27 12%, CY 8%
- **None (SPONTANEOUS)**: EU27 50%, CY 60%
- **Don't know**: EU27 1%, CY 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 CY 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': 56%
- Total 'Not informed': 44%
- 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 blackmailing 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% 12%
- Your children never access the Internet (SPONTANEOUS): 1% 0%
- Refusal (SPONTANEOUS): 0% 0%
- Don’t know: 2% 1%

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

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):
  - EU27: 32% Often, 31% Occasionally, 67% Never
  - CY: 14% Often, 17% Occasionally, 85% Never
- Accidentally encountering material which promotes racial hatred or religious extremism:
  - EU27: 12% Often, 8% Occasionally, 86% Never
  - CY: 10% Often, 12% Occasionally, 86% Never
- Not being able to access online services (e.g. banking services) because of cyber attacks:
  - EU27: 10% Often, 10% Occasionally, 90% Never
  - CY: 10% Often, 10% Occasionally, 89% Never
- Your social media or email account being hacked:
  - EU27: 12% Often, 10% Occasionally, 87% Never
  - CY: 10% Often, 10% Occasionally, 87% Never
- Online fraud where goods purchased were not delivered, counterfeit or not as advertised:
  - EU27: 13% Often, 7% Occasionally, 89% Never
  - CY: 10% Often, 10% Occasionally, 86% Never
- Being a victim of credit card or banking fraud online:
  - EU27: 7% Often, 3% Occasionally, 93% Never
  - CY: 6% Often, 3% Occasionally, 97% Never
- Identity theft (somebody stealing your personal data and impersonating you, e.g. shopping under your name):
  - EU27: 6% Often, 3% Occasionally, 97% Never
  - CY: 6% Often, 3% Occasionally, 97% Never

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

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: 52% Very concerned, 67% Concerned, 47% Not concerned
  - CY: 49% Very concerned, 58% Concerned, 49% Not concerned
- Being a victim of credit card or banking fraud online:
  - EU27: 45% Very concerned, 60% Concerned, 54% Not concerned
  - CY: 45% Very concerned, 59% Concerned, 41% Not concerned
- Your social media or email account being hacked:
  - EU27: 44% Very concerned, 67% Concerned, 54% Not concerned
  - CY: 45% Very concerned, 60% Concerned, 54% Not concerned
- Accidentally encountering child pornography online:
  - EU27: 43% Very concerned, 67% Concerned, 56% Not concerned
  - CY: 43% Very concerned, 66% Concerned, 56% Not concerned
- Receiving emails or phone calls fraudulently asking for access to your computer, logins, or personal details (including banking or payment information):
  - EU27: 42% Very concerned, 66% Concerned, 56% Not concerned
  - CY: 42% Very concerned, 58% Concerned, 56% Not concerned
- Online fraud where goods purchased are not delivered, counterfeit or not as advertised:
  - EU27: 37% Very concerned, 48% Concerned, 61% Not concerned
  - CY: 37% Very concerned, 48% Concerned, 61% Not concerned
- Not being able to access online services (e.g. banking services) because of cyber attacks:
  - EU27: 35% Very concerned, 63% Concerned, 51% Not concerned
  - CY: 35% Very concerned, 63% Concerned, 51% Not concerned
- Accidentally encountering material which promotes racial hatred or religious extremism:
  - EU27: 35% Very concerned, 63% Concerned, 46% Not concerned
  - CY: 35% Very concerned, 63% Concerned, 46% Not concerned

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