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**: 26,680 interviews, Fieldwork: 24/05-09/06/2013
- **DK**: 1,010 interviews, Fieldwork: 25/05-09/06/2013

**Methodology**: face-to-face

![Internet Access Frequency](chart)

- **Total ‘At least once a day’**: 28%
- **Total ‘At least once a week’**: 54%
- **Less often**: 8%
- **Never**: 4%
- **Don’t know**: 13%

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

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

- **Laptop computer/Netbook**: 62% (EU27: 78%)
- **Desktop computer**: 53% (EU27: 47%)
- **Smartphone**: 35% (EU27: 55%)
- **Tablet computer/Touchscreen**: 14% (EU27: 33%)
- **TV**: 6% (EU27: 9%)
- **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**: 80% (EU27: 95%)
- **Reading news online**: 60% (EU27: 76%)
- **Using online social networks**: 53% (EU27: 67%)
- **Buying goods or services (holidays, books, music, etc.)**: 50% (EU27: 75%)
- **Online banking**: 48% (EU27: 88%)
- **Playing games online**: 27% (EU27: 35%)
- **Watching TV**: 15% (EU27: 36%)
- **Selling goods or services**: 18% (EU27: 20%)
- **Other (SPONTANEOUS)**: 3% (EU27: 1%)
- **None (SPONTANEOUS)**: 1% (EU27: 0%)
- **Don’t know**: 0% (EU27: 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**: 31% (EU27: 33%)
- **Online social networks**: 26% (EU27: 27%)
- **Online banking websites**: 20% (EU27: 24%)
- **Shopping website (e.g. travel agents)**: 12% (EU27: 17%)
- **None (SPONTANEOUS)**: 50% (EU27: 52%)
- **Don’t know**: 2% (EU27: 0%)

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

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RESULTS FOR DENMARK
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': 28%
- Total 'Not confident': 9%
- Don't know: 70%

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

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: 31%
- You are concerned about the security of online payments: 28%
- You prefer conducting the transaction in person e.g. so you can inspect the product yourself or ask a real person about them: 24%
- You are concerned about not receiving the goods or services that you buy online: 15%
- Other: 4%
- None: 23%
- Don't know: 1%

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: 28%
- 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: 16%
- Other (SPONTANEOUS): 6%
- None (SPONTANEOUS): 6%
- Don't know: 2%

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?

44% Total 'Informed'
24% Total 'Not informed'
5% 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
  - 4%
  - No
  - 7%

- Yes, one of your children
  - Yes
  - 2%
  - No
  - 5%

- No
  - 81%
  - 85%

- You don’t have access to the Internet (SPONTANEOUS)
  - Yes
  - 10%
  - No
  - 1%

- Your children never access the Internet (SPONTANEOUS)
  - Yes
  - 1%
  - No
  - 0%

- Refusal (SPONTANEOUS)
  - Yes
  - 0%
  - No
  - 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
  - EU27
    - Agree: 70%
    - Disagree: 87%
    - Don’t know: 12%
    - Refusal: 1%
  - DK
    - Agree: 76%
    - Disagree: 84%
    - Don’t know: 7%
    - Refusal: 1%

- You believe the risk of becoming a victim of cybercrime has increased in the past year
  - EU27
    - Agree: 70%
    - Disagree: 84%
    - Don’t know: 14%
    - Refusal: 2%
  - DK
    - Agree: 76%
    - Disagree: 84%
    - Don’t know: 7%
    - Refusal: 1%

- You are concerned that your online personal information is not kept secure by websites
  - EU27
    - Agree: 60%
    - Disagree: 27%
    - Don’t know: 27%
    - Refusal: 3%
  - DK
    - Agree: 64%
    - Disagree: 22%
    - Don’t know: 32%
    - Refusal: 2%

- You are concerned that your online personal information is not kept secure by public authorities
  - EU27
    - Agree: 41%
    - Disagree: 64%
    - Don’t know: 28%
    - Refusal: 3%
  - DK
    - Agree: 59%
    - Disagree: 33%
    - Don’t know: 50%
    - Refusal: 0%

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%, DK 36%.
- Accidentally encountering material which promotes racial hatred or religious extremism: EU27 14%, DK 9%.
- Not being able to access online services (e.g. banking services) because of cyber attacks: EU27 12%, DK 12%.
- Your social media or email account being hacked: EU27 12%, DK 12%.
- Online fraud where goods purchased were not delivered, counterfeit or not as advertised: EU27 10%, DK 11%.
- Being a victim of credit card or banking fraud online: EU27 7%, DK 7%.
- Identity theft (somebody stealing your personal data and impersonating you, e.g. shopping under your name): EU27 6%, DK 6%.

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%, DK 47%.
- Being a victim of credit card or banking fraud online: EU27 49%, DK 49%.
- Your social media or email account being hacked: EU27 45%, DK 49%.
- Accidentally encountering child pornography online: EU27 34%, DK 37%.
- Receiving emails or phone calls fraudulently asking for access to your computer, logins, or personal details (including banking or payment information): EU27 31%, DK 31%.
- Online fraud where goods purchased were not delivered, counterfeit or not as advertised: EU27 29%, DK 26%.
- Not being able to access online services (e.g. banking services) because of cyber attacks: EU27 37%, DK 35%.
- Accidentally encountering material which promotes racial hatred or religious extremism: EU27 26%, DK 28%.

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