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' 50%
- Total 'At least once a week' 31%
- Less often 4%
- Never 13%
- Don't know 11%

EU27 Outer pie ES Inner pie

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

- Laptop computer/Netbook 62%
- Desktop computer 53%
- Smartphone 44%
- Tablet computer/Touchscreen 10%
- TV 6%
- Other (SPONTANEOUS) 1%
- Don't know 0%

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

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

- Email 84%
- Reading news online 62%
- Using online social networks 53%
- Buying goods or services (holidays, books, music, etc.) 25%
- Online banking 48%
- Playing games online 18%
- Watching TV 11%
- Selling goods or services 5%
- Other (SPONTANEOUS) 3%
- None (SPONTANEOUS) 1%
- Don't know 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 ES 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/measuring 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'
- Total 'Not informed'
- Don't know

<table>
<thead>
<tr>
<th>Country</th>
<th>Number of interviews</th>
<th>Fieldwork</th>
</tr>
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<tbody>
<tr>
<td>EU27</td>
<td>26,680</td>
<td>24/05-09/06/2013</td>
</tr>
<tr>
<td>ES</td>
<td>1,008</td>
<td>24/05-09/06/2013</td>
</tr>
</tbody>
</table>

Methodology: face-to-face

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
- 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

EU27

ES

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

EU27

ES

Total 'Agree'

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, logins, or personal details (including banking or payment information):
  - EU27: 32% (Sometimes), 22% (Often)
  - ES: 32% (Sometimes), 22% (Often)

- Accidentally encountering material which promotes racial hatred or religious extremism:
  - EU27: 12% (Often), 13% (Sometimes)
  - ES: 14% (Often), 13% (Sometimes)

- Not being able to access online services (e.g. banking services) because of cyber attacks:
  - EU27: 12% (Often), 8% (Sometimes)
  - ES: 14% (Often), 8% (Sometimes)

- Your social media or email account being hacked:
  - EU27: 12% (Often), 10% (Sometimes)
  - ES: 14% (Often), 10% (Sometimes)

- Online fraud where goods purchased were not delivered, counterfeit or not as advertised:
  - EU27: 10% (Often), 10% (Sometimes)
  - ES: 10% (Often), 10% (Sometimes)

- Being a victim of credit card or banking fraud online:
  - EU27: 7% (Often), 5% (Sometimes)
  - ES: 7% (Often), 5% (Sometimes)

- Identity theft (somebody stealing your personal data and impersonating you, e.g. shopping under your name):
  - EU27: 6% (Often), 7% (Sometimes)
  - ES: 6% (Often), 7% (Sometimes)

EU27: Never, Occasionally, Often
ES: Never, Occasionally, Often

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% (Not concerned), 57% (Concerned)
  - ES: 52% (Not concerned), 57% (Concerned)

- Being a victim of credit card or banking fraud online:
  - EU27: 49% (Not concerned), 54% (Concerned)
  - ES: 49% (Not concerned), 54% (Concerned)

- Your social media or email account being hacked:
  - EU27: 45% (Not concerned), 54% (Concerned)
  - ES: 45% (Not concerned), 54% (Concerned)

- Accidentally encountering child pornography online:
  - EU27: 44% (Not concerned), 50% (Concerned)
  - ES: 44% (Not concerned), 50% (Concerned)

- Receiving emails or phone calls fraudulently asking for access to your computer, logins, or personal details (including banking or payment information):
  - EU27: 43% (Not concerned), 47% (Concerned)
  - ES: 43% (Not concerned), 47% (Concerned)

- Online fraud where goods purchased are not delivered, counterfeit or not as advertised:
  - EU27: 42% (Not concerned), 47% (Concerned)
  - ES: 42% (Not concerned), 47% (Concerned)

- Not being able to access online services (e.g. banking services) because of cyber attacks:
  - EU27: 37% (Not concerned), 42% (Concerned)
  - ES: 37% (Not concerned), 42% (Concerned)

- Accidentally encountering material which promotes racial hatred or religious extremism:
  - EU27: 35% (Not concerned), 40% (Concerned)
  - ES: 35% (Not concerned), 40% (Concerned)

EU27: Not concerned, Concerned
ES: Not concerned, Concerned

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