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': 19%
- Less often: 10%
- Never: 4%
- Don't know: 13%

EU27: Outer pie, FI: Inner pie

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

- Laptop computer/Netbook: 62% EU27, 73% FI
- Desktop computer: 53% EU27, 52% FI
- Smartphone: 35% EU27, 43% FI
- Tablet computer/Touchscreen: 14% EU27, 15% FI
- TV: 6% EU27, 8% FI
- Other (SPONTANEOUS): 1% EU27, 0% FI
- Don't know: 0% EU27, 0% FI

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

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

- Email: 84% EU27, 91% FI
- Reading news online: 60% EU27, 79% FI
- Using online social networks: 53% EU27, 62% FI
- Buying goods or services (holidays, books, music, etc.): 50% EU27, 61% FI
- Online banking: 48% EU27, 88% FI
- Playing games online: 27% EU27, 37% FI
- Watching TV: 19% EU27, 41% FI
- Selling goods or services: 16% EU27, 20% FI
- Other (SPONTANEOUS): 3% EU27, 3% FI
- None (SPONTANEOUS): 1% EU27, 0% FI
- Don't know: 0% EU27, 0% FI

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, 48% FI
- Online social networks: 26% EU27, 33% FI
- Online banking websites: 20% EU27, 43% FI
- Shopping website (e.g. travel agents): 12% EU27, 24% FI
- None (SPONTANEOUS): 31% EU27, 50% FI
- Don't know: 2% EU27, 1% FI

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  FI 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': 44%
- Total 'Not informed': 59%
- 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%
- 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: Agree: 67%, 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): 32% Often, 23% Occasionally, 67% Never, 1% Don’t know
- Accidentally encountering material which promotes racial hatred or religious extremism: 14% Often, 19% Occasionally, 85% Never, 1% Don’t know
- Not being able to access online services (e.g. banking services) because of cyber attacks: 12% Often, 22% Occasionally, 86% Never, 2% Don’t know
- Your social media or email account being hacked: 12% Often, 8% Occasionally, 87% Never, 1% Don’t know
- Online fraud where goods purchased were not delivered, counterfeit or not as advertised: 10% Often, 6% Occasionally, 89% Never, 1% Don’t know
- Being a victim of credit card or banking fraud online: 7% Often, 7% 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, 4% Occasionally, 93% Never, 1% Don’t know

EU27: Never = 66%, Don’t know = 47%
FI: Never = 73%, Don’t know = 49%
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): 52% Concerned, 34% Not concerned, 47% Don’t know
- Being a victim of credit card or banking fraud online: 49% Concerned, 34% Not concerned, 4% Don’t know
- Your social media or email account being hacked: 45% Concerned, 39% Not concerned, 6% Don’t know
- Accidentally encountering child pornography online: 37% Concerned, 36% Not concerned, 6% Don’t know
- Receiving emails or phone calls fraudulently asking for access to your computer, logins, or personal details (including banking or payment information): 27% Concerned, 35% Not concerned, 49% Don’t know
- Online fraud where goods purchased were not delivered, counterfeit or not as advertised: 33% Concerned, 29% Not concerned, 36% Don’t know
- Not being able to access online services (e.g. banking services) because of cyber attacks: 31% Concerned, 37% Not concerned, 32% Don’t know
- Accidentally encountering material which promotes racial hatred or religious extremism: 29% Concerned, 25% Not concerned, 46% Don’t know

EU27: Concerned = 56%, Not concerned = 49%, Don’t know = 47%
FI: Concerned = 62%, Not concerned = 45%, Don’t know = 45%
Base: Internet users (n=18.983 in EU27)