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’
- Total ‘At least once a week’
- Less often
- Never
- Don’t know

EU27: Outer pie  IE: Inner pie

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

- Laptop computer/Netbook: 62% EU27, 75% IE
- Desktop computer: 53% EU27, 32% IE
- Smartphone: 40% EU27, 35% IE
- Tablet computer/Touchscreen: 15% EU27, 14% IE
- TV: 9% EU27, 6% IE
- Other (SPONTANEOUS): 1% EU27, 1% IE
- Don’t know: 1% IE

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

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

- Email: 82% EU27, 84% IE
- Reading news online: 59% EU27, 60% IE
- Using online social networks: 59% EU27, 53% IE
- Buying goods or services (holidays, books, music, etc.): 51% EU27, 51% IE
- Online banking: 57% EU27, 48% IE
- Playing games online: 25% EU27, 27% IE
- Watching TV: 26% IE, 19% EU27
- Selling goods or services: 18% EU27, 19% IE
- Other (SPONTANEOUS): 10% EU27, 3% IE
- None (SPONTANEOUS): 1% EU27, 1% IE
- Don’t know: 0% EU27, 0% IE

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: 28% EU27, 31% IE
- Online social networks: 26% EU27, 26% IE
- Online banking websites: 20% EU27, 14% IE
- Shopping website (e.g. travel agents): 12% EU27, 12% IE
- None (SPONTANEOUS): 53% EU27, 50% IE
- Don’t know: 2% EU27, 2% IE

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': 70%
- Total 'Not confident': 17%
- 'Don't know': 13%

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

EU27 Outer pie
IE 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: 37%
- 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: 24%
- You are concerned about not receiving the goods or services that you buy online: 10%
- Other: 4%
- None: 23%
- Don't know: 2%

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: 6%
- Other (SPONTANEOUS): 1%
- None (SPONTANEOUS): 18%
- 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?

- Total 'Informed'
- Total 'Not informed'
- Don't know

- EU27: Outer pie
- IE: Inner pie

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, 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

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

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%, IE - 40%; Fieldwork: 24/05-09/06/2013
- Accidentally encountering material which promotes racial hatred or religious extremism: EU27 - 14%, IE - 14%; Fieldwork: 25/05-09/06/2013
- Not being able to access online services (e.g. banking services) because of cyber attacks: EU27 - 12%, IE - 14%; Fieldwork: 25/05-09/06/2013
- Your social media or email account being hacked: EU27 - 12%, IE - 11%; Fieldwork: 25/05-09/06/2013
- Online fraud where goods purchased were not delivered, counterfeit or not as advertised: EU27 - 10%, IE - 12%; Fieldwork: 25/05-09/06/2013
- Being a victim of credit card or banking fraud online: EU27 - 7%, IE - 0%; Fieldwork: 25/05-09/06/2013
- Identity theft (somebody stealing your personal data and impersonating you, e.g. shopping under your name): EU27 - 6%, IE - 11%; Fieldwork: 25/05-09/06/2013

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%, IE - 55%; Fieldwork: 25/05-09/06/2013
- Being a victim of credit card or banking fraud online: EU27 - 49%, IE - 49%; Fieldwork: 25/05-09/06/2013
- Your social media or email account being hacked: EU27 - 45%, IE - 44%; Fieldwork: 25/05-09/06/2013
- Accidentally encountering child pornography online: EU27 - 48%, IE - 48%; Fieldwork: 25/05-09/06/2013
- Receiving emails or phone calls fraudulently asking for access to your computer, logins, or personal details (including banking or payment information): EU27 - 43%, IE - 43%; Fieldwork: 25/05-09/06/2013
- Online fraud where goods purchased were not delivered, counterfeit or not as advertised: EU27 - 47%, IE - 47%; Fieldwork: 25/05-09/06/2013
- Not being able to access online services (e.g. banking services) because of cyber attacks: EU27 - 37%, IE - 37%; Fieldwork: 25/05-09/06/2013
- Accidentally encountering material which promotes racial hatred or religious extremism: EU27 - 35%, IE - 42%; Fieldwork: 25/05-09/06/2013

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