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)?

- 50% Total ‘At least once a day’
- 28% Total ‘At least once a week’
- 14% Less often
- 4% Never
- 13% Don’t know

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

- Laptop computer/Netbook: 62% EU27, 55% IT
- Desktop computer: 53% EU27, 49% IT
- Smartphone: 35% EU27, 27% IT
- Tablet computer/Touchscreen: 14% EU27, 11% IT
- TV: 6% EU27, 1% IT
- Other (SPONTANEOUS): 1% EU27, 0% IT
- Don’t know: 0% EU27, 0% IT

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

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

- Email: 84% EU27, 75% IT
- Reading news online: 60% EU27, 59% IT
- Using online social networks: 53% EU27, 50% IT
- Buying goods or services (holidays, books, music, etc.): 31% EU27, 50% IT
- Online banking: 31% EU27, 48% IT
- Playing games online: 27% EU27, 26% IT
- Watching TV: 5% EU27, 19% IT
- Selling goods or services: 11% EU27, 18% IT

Other (SPONTANEOUS): 3% EU27, 5% IT
None (SPONTANEOUS): 1% EU27, 2% IT
Don’t know: 0% EU27, 0% IT

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, 28% IT
- Online social networks: 26% EU27, 26% IT
- Online banking websites: 20% EU27, 14% IT
- Shopping website (e.g. travel agents): 12% EU27, 10% IT
- None (SPONTANEOUS): 47% EU27, 47% IT

Don’t know: 2% EU27, 3% IT

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?

- 33% Total 'Confident'
- 28% Total 'Not confident'
- 4% Don't know

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: 37% EU27, 32% IT
- You are concerned about the security of online payments: 35% EU27, 27% IT
- You prefer conducting the transaction in person e.g. so you can inspect the product yourself or ask a real person about them: 24% EU27, 33% IT
- You are concerned about not receiving the goods or services that you buy online: 15% EU27, 10% IT

Other: 4% EU27, 2% IT
None: 23% EU27, 17% IT
Don't know: 2% EU27, 3% IT

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: 25% EU27, 46% IT
- Do not open emails from people you don’t know: 23% EU27, 40% IT
- Less likely to give personal information on websites: 19% EU27, 34% IT
- Only visit websites you know and trust: 21% EU27, 32% IT
- Only use your own computer: 13% EU27, 26% IT
- Use different passwords for different sites: 13% EU27, 24% IT
- Less likely to buy goods online: 15% EU27, 17% IT
- Changing security settings (e.g. your browser, online social media, search engine, etc.): 11% EU27, 16% IT
- Less likely to bank online: 15% EU27, 17% IT
- Cancelled an online purchase because of suspicions about the seller or website: 6% EU27, 0% IT
- Other (SPONTANEOUS): 1% EU27, 0% IT
- None (SPONTANEOUS): 18% EU27, 24% IT
- Don’t know: 2% EU27, 2% IT

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': 33%
- Don't know: 22%

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): 1%
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: 78% agree, 20% disagree, 1% don't know.

- You believe the risk of becoming a victim of cybercrime has increased in the past year: 68% agree, 24% disagree, 8% don't know.

- You are concerned that your online personal information is not kept secure by websites: 70% agree, 27% disagree, 3% don't know.

- You are concerned that your online personal information is not kept secure by public authorities: 65% agree, 32% disagree, 3% 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?

<table>
<thead>
<tr>
<th>Situation</th>
<th>EU27</th>
<th>IT</th>
</tr>
</thead>
<tbody>
<tr>
<td>Received emails or phone calls fraudulently asking for access to your computer, login, or personal details (including banking or payment information)</td>
<td>32%</td>
<td>28%</td>
</tr>
<tr>
<td>Accidentally encountering material which promotes racial hatred or religious extremism</td>
<td>14%</td>
<td>12%</td>
</tr>
<tr>
<td>Not being able to access online services (e.g. banking services) because of cyber attacks</td>
<td>12%</td>
<td>14%</td>
</tr>
<tr>
<td>Your social media or email account being hacked</td>
<td>17%</td>
<td>11%</td>
</tr>
<tr>
<td>Online fraud where goods purchased were not delivered, counterfeit or not as advertised</td>
<td>10%</td>
<td>9%</td>
</tr>
<tr>
<td>Being a victim of credit card or banking fraud online</td>
<td>7%</td>
<td>7%</td>
</tr>
<tr>
<td>Identity theft (somebody stealing your personal data and impersonating you, e.g. shopping under your name)</td>
<td>6%</td>
<td>6%</td>
</tr>
</tbody>
</table>

**EU27**

- Total 'Often'+'Occasionally'
- Never
- Don't know

**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?

<table>
<thead>
<tr>
<th>Situation</th>
<th>EU27</th>
<th>IT</th>
</tr>
</thead>
<tbody>
<tr>
<td>Identity theft (somebody stealing your personal data and impersonating you, e.g. shopping under your name)</td>
<td>52%</td>
<td>53%</td>
</tr>
<tr>
<td>Being a victim of credit card or banking fraud online</td>
<td>49%</td>
<td>50%</td>
</tr>
<tr>
<td>Your social media or email account being hacked</td>
<td>45%</td>
<td>49%</td>
</tr>
<tr>
<td>Accidentally encountering child pornography online</td>
<td>44%</td>
<td>45%</td>
</tr>
<tr>
<td>Receiving emails or phone calls fraudulently asking for access to your computer, login, or personal details (including banking or payment information)</td>
<td>43%</td>
<td>48%</td>
</tr>
<tr>
<td>Online fraud where goods purchased are not delivered, counterfeit or not as advertised</td>
<td>43%</td>
<td>48%</td>
</tr>
<tr>
<td>Not being able to access online services (e.g. banking services) because of cyber attacks</td>
<td>37%</td>
<td>42%</td>
</tr>
<tr>
<td>Accidentally encountering material which promotes racial hatred or religious extremism</td>
<td>35%</td>
<td>46%</td>
</tr>
</tbody>
</table>

**EU27**

- Total 'Concerned'
- Total 'Not concerned'
- Don't know

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