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

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

- Laptop computer/Netbook: EU27 62%, LV 53%
- Desktop computer: EU27 64%, LV 53%
- Smartphone: EU27 35%, LV 19%
- Tablet computer/Touchscreen: EU27 8%, LV 14%
- TV: EU27 3%, LV 6%
- Other (SPONTANEOUS): EU27 0%, LV 1%
- Don’t know: EU27 0%, LV 0%

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

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

- Email: EU27 84%, LV 79%
- Reading news online: EU27 60%, LV 35%
- Using online social networks: EU27 71%, LV 53%
- Buying goods or services (holidays, books, music, etc.): EU27 78%, LV 50%
- Online banking: EU27 48%, LV 37%
- Playing games online: EU27 27%, LV 35%
- Watching TV: EU27 36%, LV 27%
- Selling goods or services: EU27 18%, LV 10%
- Other (SPONTANEOUS): EU27 3%, LV 4%
- None (SPONTANEOUS): EU27 0%, LV 1%
- Don’t know: EU27 0%, LV 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: EU27 31%, LV 29%
- Online social networks: EU27 26%, LV 26%
- Online banking websites: EU27 20%, LV 50%
- Shopping website (e.g. travel agents): EU27 8%, LV 12%
- None (SPONTANEOUS): EU27 50%, LV 23%
- Don’t know: EU27 2%, LV 2%

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?

QC5. What concerns do you have, if any, about using the Internet for things like online banking or buying things online?

QC6. Has concern about security issues made you change the way you use the Internet in any of the following ways?

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

EU27 LV
3. AWARENESS AND EXPERIENCE OF CYBERCRIMES

QC8. How well informed do you feel about the risks of cybercrime?

- Total 'Informed': 52%
- Total 'Not informed': 48%

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: 6%

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: 87% Agree, 12% Disagree, 1% Don't know
- You believe the risk of becoming a victim of cybercrime has increased in the past year: 76% Agree, 17% Disagree, 7% 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: 64% Agree, 33% Disagree, 5% 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, login, or personal details (including banking or payment information): EU27 22% (67% often), LV 14% (67% often).
- Accidentally encountering material which promotes racial hatred or religious extremism: EU27 15% (64% often), LV 18% (85% often).
- Not being able to access online services (e.g. banking services) because of cyber attacks: EU27 12% (86% often), LV 4% (86% often).
- Your social media or email account being hacked: EU27 12% (64% often), LV 8% (91% often).
- Online fraud where goods purchased were not delivered, counterfeit or not as advertised: EU27 10% (88% often), LV 9% (90% often).
- Being a victim of credit card or banking fraud online: EU27 7% (92% often), LV 3% (96% often).
- Identity theft (somebody stealing your personal data and impersonating you, e.g. shopping under your name): EU27 6% (93% often), LV 4% (96% often).

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% (47% very concerned), LV 49% (43% very concerned).
- Being a victim of credit card or banking fraud online: EU27 49% (49% very concerned), LV 49% (49% very concerned).
- Your social media or email account being hacked: EU27 45% (45% very concerned), LV 44% (45% very concerned).
- Accidentally encountering child pornography online: EU27 43% (42% very concerned), LV 42% (42% very concerned).
- Receiving emails or phone calls fraudulently asking for access to your computer, login, or personal details (including banking or payment information): EU27 42% (41% very concerned), LV 42% (41% very concerned).
- Online fraud where goods purchased were not delivered, counterfeit or not as advertised: EU27 37% (36% very concerned), LV 37% (36% very concerned).
- Not being able to access online services (e.g. banking services) because of cyber attacks: EU27 35% (35% very concerned), LV 35% (35% very concerned).
- Accidentally encountering material which promotes racial hatred or religious extremism: EU27 35% (35% very concerned), LV 35% (35% very concerned).

EUROBAROMETER 79.4
RESULTS FOR LATVIA