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)?

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

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

QC13. Have you changed your password to access to any of the following online services during the past 12 months?

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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 MT 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': 45%
- Total 'Not informed': 44%
- 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: 4%
- No: 81%
- You don't have access to the Internet (SPONTANEOUS): 10%
- Your children never access the Internet (SPONTANEOUS): 8%
- Refusal (SPONTANEOUS): 0%
- Don’t know: 3%

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 87%, Disagree 12%, Don’t know 1%
- You believe the risk of becoming a victim of cybercrime has increased in the past year: Agree 69%, Disagree 13%, Don’t know 18%
- You are concerned that your online personal information is not kept secure by websites: Agree 71%, Disagree 26%, 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): EU27 39% (67%), MT 12% (61%)
- Accidentally encountering material which promotes racial hatred or religious extremism: EU27 12% (85%), MT 12% (88%)
- Not being able to access online services (e.g. banking services) because of cyber attacks: EU27 7% (86%), MT 12% (92%)
- Your social media or email account being hacked: EU27 12% (87%), MT 12% (88%)
- Online fraud where goods purchased were not delivered, counterfeit or not as advertised: EU27 10% (89%), MT 10% (84%)
- Being a victim of credit card or banking fraud online: EU27 6% (92%), MT 6% (94%)
- Identity theft (somebody stealing your personal data and impersonating you, e.g. shopping under your name): EU27 11% (93%), MT 6% (86%)

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% (47%), MT 49% (39%)
- Being a victim of credit card or banking fraud online: EU27 49% (43%), MT 44% (40%)
- Your social media or email account being hacked: EU27 45% (49%), MT 45% (49%)
- Accidentally encountering child pornography online: EU27 48% (46%), MT 44% (46%)
- Receiving emails or phone calls fraudulently asking for access to your computer, logins, or personal details (including banking or payment information): EU27 55% (56%), MT 43% (43%)
- Online fraud where goods purchased are not delivered, counterfeit or not as advertised: EU27 53% (56%), MT 54% (56%)
- Not being able to access online services (e.g. banking services) because of cyber attacks: EU27 37% (37%), MT 40% (40%)
- Accidentally encountering material which promotes racial hatred or religious extremism: EU27 37% (37%), MT 35% (35%)

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