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': 10%
- Less often: 4%
- Never: 13%
- Don't know: 3%

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

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

- Laptop computer/Netbook: 62% EU27, 73% NL
- Desktop computer: 53% EU27, 60% NL
- Smartphone: 35% EU27, 51% NL
- Tablet computer/Touchscreen: 14% EU27, 36% NL
- TV: 6% EU27, 11% NL
- Other (SPONTANEOUS): 1% EU27, 2% NL
- Don't know: 0% EU27, 0% NL

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

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

- Email: 84% EU27, 96% NL
- Reading news online: 60% EU27, 70% NL
- Using online social networks: 53% EU27, 61% NL
- Buying goods or services (holidays, books, music, etc.): 50% EU27, 77% NL
- Online banking: 68% EU27, 88% NL
- Playing games online: 27% EU27, 35% NL
- Watching TV: 19% EU27, 35% NL
- Selling goods or services: 18% EU27, 40% NL
- Other (SPONTANEOUS): 3% EU27, 2% NL
- None (SPONTANEOUS): 1% EU27, 0% NL
- Don't know: 0% EU27, 0% NL

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, 35% NL
- Online social networks: 26% EU27, 26% NL
- Online banking websites: 20% EU27, 37% NL
- Shopping website (e.g. travel agents): 12% EU27, 11% NL
- None (SPONTANEOUS): 50% EU27, 40% NL
- Don't know: 2% EU27, 1% NL

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

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EUROCOMMISSION
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 NL 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)
EU27 NL

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)
EU27 NL
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

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)
You 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, login, or personal details (including banking or payment information)
  - EU27: 32% Often, 61% Occasionally, 38% Never, 1% Don't know
  - NL: 32% Often, 61% Occasionally, 38% Never, 1% Don't know

- Accidentally encountering material which promotes racial hatred or religious extremism
  - EU27: 14% Often, 15% Occasionally, 86% Never, 0% Don't know
  - NL: 14% Often, 15% Occasionally, 86% Never, 0% Don't know

- Not being able to access online services (e.g. banking services) because of cyber attacks
  - EU27: 12% Often, 43% Occasionally, 56% Never, 0% Don't know
  - NL: 12% Often, 43% Occasionally, 56% Never, 0% Don't know

- Your social media or email account being hacked
  - EU27: 12% Often, 16% Occasionally, 87% Never, 1% Don't know
  - NL: 12% Often, 16% Occasionally, 87% Never, 1% Don't know

- Online fraud where goods purchased were not delivered, counterfeit or not as advertised
  - EU27: 10% Often, 14% Occasionally, 89% Never, 1% Don't know
  - NL: 10% Often, 14% Occasionally, 89% Never, 1% Don't know

- Being a victim of credit card or banking fraud online
  - EU27: 7% Often, 7% Occasionally, 92% Never, 1% Don't know
  - NL: 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)
  - EU27: 6% Often, 5% Occasionally, 93% Never, 1% Don't know
  - NL: 6% Often, 5% Occasionally, 93% Never, 1% Don't know

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% Very, 31% Somewhat, 49% Not very, 1% Not at all
  - NL: 52% Very, 31% Somewhat, 49% Not very, 1% Not at all

- Being a victim of credit card or banking fraud online
  - EU27: 49% Very, 35% Somewhat, 49% Not very, 1% Not at all
  - NL: 49% Very, 35% Somewhat, 49% Not very, 1% Not at all

- Your social media or email account being hacked
  - EU27: 45% Very, 30% Somewhat, 45% Not very, 0% Not at all
  - NL: 45% Very, 30% Somewhat, 45% Not very, 0% Not at all

- Accidentally encountering child pornography online
  - EU27: 19% Very, 19% Somewhat, 30% Not very, 0% Not at all
  - NL: 19% Very, 19% Somewhat, 30% Not very, 0% Not at all

- Receiving emails or phone calls fraudulently asking for access to your computer, login, or personal details (including banking or payment information)
  - EU27: 30% Very, 30% Somewhat, 30% Not very, 0% Not at all
  - NL: 30% Very, 30% Somewhat, 30% Not very, 0% Not at all

- Online fraud where goods purchased were not delivered, counterfeit or not as advertised
  - EU27: 26% Very, 26% Somewhat, 26% Not very, 0% Not at all
  - NL: 26% Very, 26% Somewhat, 26% Not very, 0% Not at all

- Not being able to access online services (e.g. banking services) because of cyber attacks
  - EU27: 37% Very, 31% Somewhat, 31% Not very, 1% Not at all
  - NL: 37% Very, 31% Somewhat, 31% Not very, 1% Not at all

- Accidentally encountering material which promotes racial hatred or religious extremism
  - EU27: 12% Very, 12% Somewhat, 35% Not very, 1% Not at all
  - NL: 12% Very, 12% Somewhat, 35% Not very, 1% Not at all

Base: Internet users (n=18.983 in EU27)