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)?

- 28% Total ‘At least once a day’
- 30% Total ‘At least once a week’
- 14% Less often
- 13% Never
- 4% Don’t know

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

- Laptop computer/Netbook: 62%
- Desktop computer: 53%
- Smartphone: 35%
- Tablet computer/Touchscreen: 14%
- TV: 9%
- Other (SPONTANEOUS): 1%
- Don’t know: 0%

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

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

- Email: 84%
- Reading news online: 60%
- Using online social networks: 53%
- Buying goods or services (holidays, books, music, etc.): 50%
- Online banking: 48%
- Playing games online: 27%
- Watching TV: 19%
- Selling goods or services: 18%
- Other (SPONTANEOUS): 3%
- None (SPONTANEOUS): 1%
- Don’t know: 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: 31%
- Online social networks: 26%
- Online banking websites: 20%
- Shopping website (e.g. travel agents): 12%
- None (SPONTANEOUS): 56%
- Don’t know: 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?

- 34% Total 'Confident'
- 28% Total 'Not confident'
- 65% Don't know

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

EU27 OUTER PIE
SI 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: 15%
- Other: 4%
- None: 23%
- Don't know: 2%

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

EU27
SI

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: 49%
- Only use your own computer: 32%
- 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: 8%
- Other (SPONTANEOUS): 1%
- None (SPONTANEOUS): 11%
- Don't know: 0%

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

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

EU27
- Total 'Agree'
- Total 'Disagree'
- Don't know

SI
- Total 'Agree'
- Total 'Disagree'
- 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 32% (often)+18% (occasionally), SI 18% (often)+14% (occasionally).
- Accidentally encountering material which promotes racial hatred or religious extremism: EU27 9% (often)+14% (occasionally), SI 9% (often)+16% (occasionally).
- Not being able to access online services (e.g. banking services) because of cyber attacks: EU27 7% (often)+12% (occasionally), SI 7% (often)+12% (occasionally).
- Your social media or email account being hacked: EU27 8% (often)+12% (occasionally), SI 8% (often)+12% (occasionally).
- Online fraud where goods purchased were not delivered, counterfeit or not as advertised: EU27 10% (often)+4% (occasionally), SI 10% (often)+4% (occasionally).
- Being a victim of credit card or banking fraud online: EU27 7% (often)+4% (occasionally), SI 7% (often)+4% (occasionally).
- Identity theft (somebody stealing your personal data and impersonating you, e.g. shopping under your name): EU27 6% (often)+2% (occasionally), SI 6% (often)+2% (occasionally).

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% (concerned), SI 45% (concerned).
- Being a victim of credit card or banking fraud online: EU27 41% (concerned), SI 45% (concerned).
- Your social media or email account being hacked: EU27 38% (concerned), SI 45% (concerned).
- Accidentally encountering child pornography online: EU27 42% (concerned), SI 44% (concerned).
- Receiving emails or phone calls fraudulently asking for access to your computer, logins, or personal details (including banking or payment information): EU27 37% (concerned), SI 43% (concerned).
- Online fraud where goods purchased were not delivered, counterfeit or not as advertised: EU27 33% (concerned), SI 42% (concerned).
- Not being able to access online services (e.g. banking services) because of cyber attacks: EU27 31% (concerned), SI 37% (concerned).
- Accidentally encountering material which promotes racial hatred or religious extremism: EU27 35% (concerned), SI 35% (concerned).

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