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?
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?

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

EU27 Outer pie UK Inner pie

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

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?

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?

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)?

You don’t have access to the Internet (SPONTANEOUS)
- EU27: 10%
- UK: 6%

Your children never access the Internet (SPONTANEOUS)
- EU27: 1%
- UK: 0%

Refusal (SPONTANEOUS)
- EU27: 0%
- UK: 0%

Don’t know
- EU27: 2%
- UK: 1%

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
- EU27: Agree 87%, Partially agree 12%, Partially disagree 1%, Disagree 0%
- UK: Agree 89%, Partially agree 10%, Partially disagree 1%, Disagree 0%

You believe the risk of becoming a victim of cybercrime has increased in the past year
- EU27: Agree 76%, Partially agree 17%, Partially disagree 7%, Disagree 6%
- UK: Agree 74%, Partially agree 20%, Partially disagree 3%, Disagree 6%

You are concerned that your online personal information is not kept secure by websites
- EU27: Agree 70%, Partially agree 27%, Partially disagree 3%, Disagree 3%
- UK: Agree 61%, Partially agree 30%, Partially disagree 3%, Disagree 6%

You are concerned that your online personal information is not kept secure by public authorities
- EU27: Agree 64%, Partially agree 33%, Partially disagree 3%, Disagree 4%
- UK: Agree 64%, Partially agree 32%, Partially disagree 4%, Disagree 4%
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” + 46% “Occasionally”
  - UK: 32% “Often” + 46% “Occasionally”
  - EU27: 67% “Never” + 1% “Don’t know”
  - UK: 67% “Never” + 1% “Don’t know”

- Accidentally encountering material which promotes racial hatred or religious extremism
  - EU27: 14% “Often” + 16% “Occasionally”
  - UK: 14% “Often” + 16% “Occasionally”
  - EU27: 85% “Never” + 1% “Don’t know”
  - UK: 85% “Never” + 1% “Don’t know”

- Not being able to access online services (e.g. banking services) because of cyber attacks
  - EU27: 12% “Often” + 12% “Occasionally”
  - UK: 12% “Often” + 12% “Occasionally”
  - EU27: 86% “Never” + 2% “Don’t know”
  - UK: 86% “Never” + 2% “Don’t know”

- Your social media or email account being hacked
  - EU27: 12% “Often” + 19% “Occasionally”
  - UK: 12% “Often” + 19% “Occasionally”
  - EU27: 87% “Never” + 1% “Don’t know”
  - UK: 87% “Never” + 1% “Don’t know”

- Online fraud where goods purchased were not delivered, counterfeit or not as advertised
  - EU27: 10% “Often” + 10% “Occasionally”
  - UK: 10% “Often” + 10% “Occasionally”
  - EU27: 96% “Never” + 1% “Don’t know”
  - UK: 96% “Never” + 1% “Don’t know”

- Being a victim of credit card or banking fraud online
  - EU27: 7% “Often” + 16% “Occasionally”
  - UK: 7% “Often” + 16% “Occasionally”
  - EU27: 93% “Never” + 1% “Don’t know”
  - UK: 93% “Never” + 1% “Don’t know”

- Identity theft (somebody stealing your personal data and impersonating you, e.g. shopping under your name)
  - EU27: 6% “Often” + 11% “Occasionally”
  - UK: 6% “Often” + 11% “Occasionally”
  - EU27: 93% “Never” + 1% “Don’t know”
  - UK: 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 concerned” + 53% “Concerned”
  - UK: 52% “Very concerned” + 53% “Concerned”
  - EU27: 47% “Not at all concerned” + 1% “Don’t know”
  - UK: 47% “Not at all concerned” + 1% “Don’t know”

- Being a victim of credit card or banking fraud online
  - EU27: 49% “Very concerned” + 50% “Concerned”
  - UK: 49% “Very concerned” + 50% “Concerned”
  - EU27: 49% “Not at all concerned” + 2% “Don’t know”
  - UK: 49% “Not at all concerned” + 2% “Don’t know”

- Your social media or email account being hacked
  - EU27: 45% “Very concerned” + 50% “Concerned”
  - UK: 45% “Very concerned” + 50% “Concerned”
  - EU27: 54% “Not at all concerned” + 1% “Don’t know”
  - UK: 54% “Not at all concerned” + 1% “Don’t know”

- Accidentally encountering child pornography online
  - EU27: 44% “Very concerned” + 42% “Concerned”
  - UK: 44% “Very concerned” + 42% “Concerned”
  - EU27: 54% “Not at all concerned” + 2% “Don’t know”
  - UK: 54% “Not at all concerned” + 2% “Don’t know”

- Receiving emails or phone calls fraudulently asking for access to your computer, login, or personal details (including banking or payment information)
  - EU27: 39% “Very concerned” + 43% “Concerned”
  - UK: 39% “Very concerned” + 43% “Concerned”
  - EU27: 56% “Not at all concerned” + 1% “Don’t know”
  - UK: 56% “Not at all concerned” + 1% “Don’t know”

- Online fraud where goods purchased are not delivered, counterfeit or not as advertised
  - EU27: 42% “Very concerned” + 41% “Concerned”
  - UK: 42% “Very concerned” + 41% “Concerned”
  - EU27: 56% “Not at all concerned” + 2% “Don’t know”
  - UK: 56% “Not at all concerned” + 2% “Don’t know”

- Not being able to access online services (e.g. banking services) because of cyber attacks
  - EU27: 37% “Very concerned” + 33% “Concerned”
  - UK: 37% “Very concerned” + 33% “Concerned”
  - EU27: 65% “Not at all concerned” + 2% “Don’t know”
  - UK: 65% “Not at all concerned” + 2% “Don’t know”

- Accidentally encountering material which promotes racial hatred or religious extremism
  - EU27: 28% “Very concerned” + 35% “Concerned”
  - UK: 28% “Very concerned” + 35% “Concerned”
  - EU27: 71% “Not at all concerned” + 1% “Don’t know”
  - UK: 71% “Not at all concerned” + 1% “Don’t know”

EUROBAROMETER 79.4
RESULTS FOR THE UK