

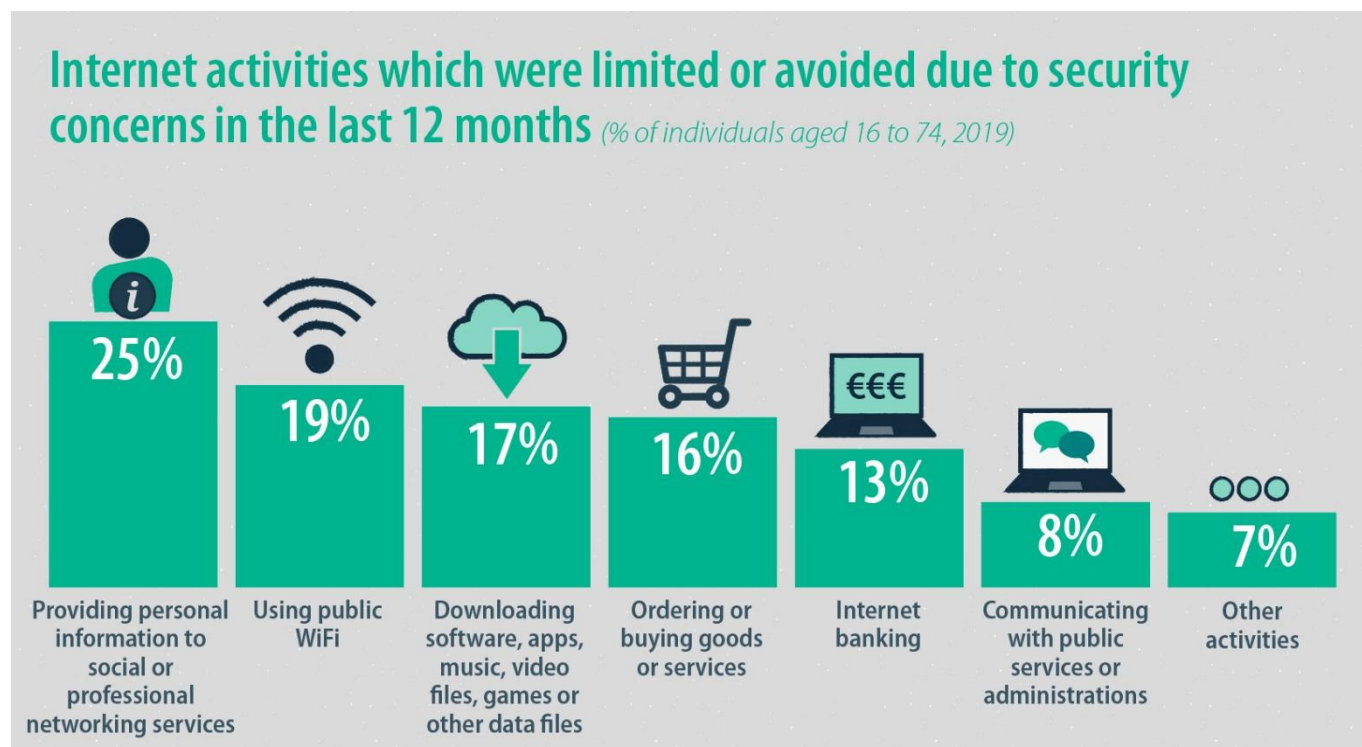
ICT usage in households and by individuals in 2019

1 in 4 EU citizens avoided providing personal information to social or professional networking services due to security concerns

26% of population have received phishing messages

In 2019, 44% of EU citizens aged between 16 to 74 claimed to have limited their private internet activities in the last 12 months due to security concerns.

The activity which people mostly avoided because of security concerns was providing personal information to social or professional networking services (25% of population). Security concerns limited or prevented 19% of people from using public WiFi and 17% from downloading software, apps, music, video files, games or other files, while 16% reported having avoided online shopping and 13% internet banking. Communication with public services or administrations (8%) was less affected by security concerns.



1% of the EU population (2% of those who used internet in the last 12 months) experienced financial loss resulting from identity theft, fraudulent messages or redirection to fake websites.

This information, issued by Eurostat, the statistical office of the European Union, is part of the results of the survey conducted in 2019 on ICT (Information and Communication Technologies) usage in households and by individuals.

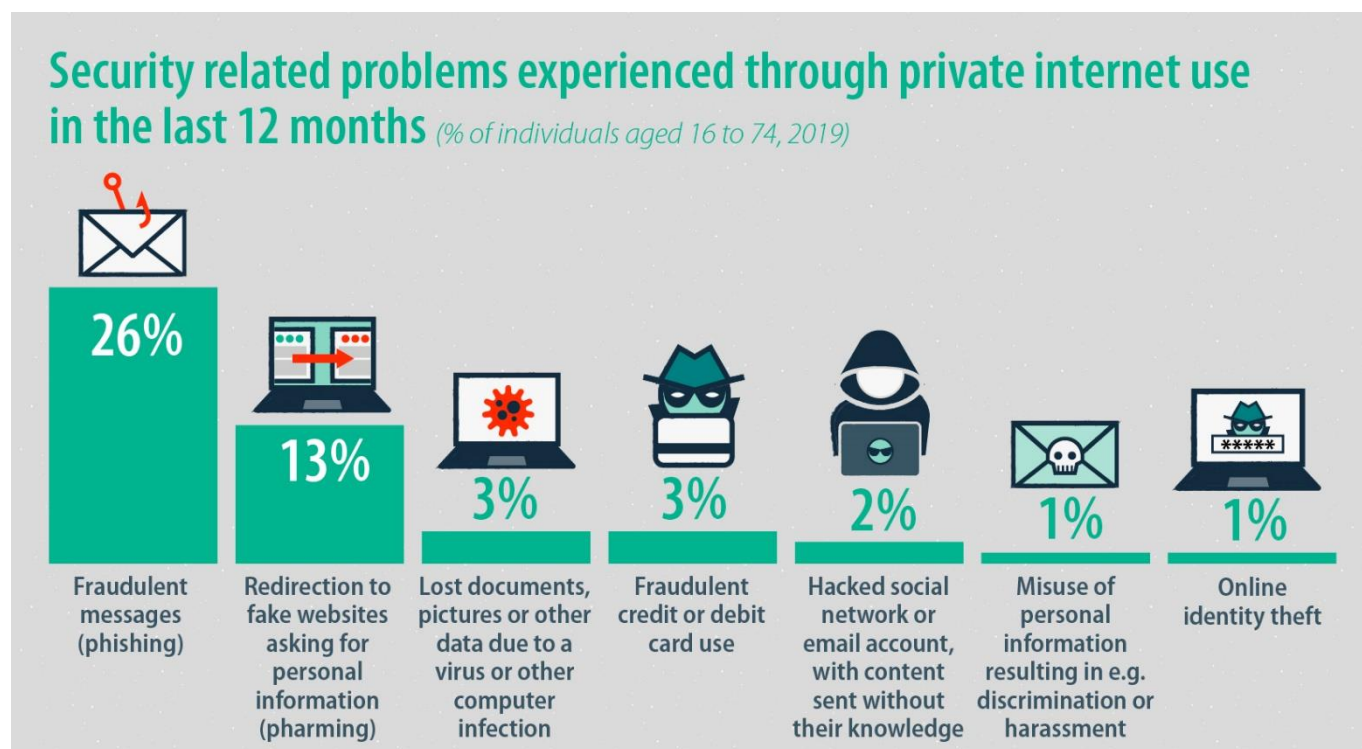
The most frequently experienced security-related problems were phishing and pharming

In 2019, 34% of EU citizens reported having experienced security related problems through using internet for private purposes in the last 12 months.

26% of the EU population reported that they received fraudulent messages, trying to obtain information like username and password to log on to e-mail accounts or websites used for e-banking (phishing), while 13% were redirected to fake websites asking for personal information (pharming).

3% of people suffered from fraudulent credit or debit card use, 3% from loss of documents, pictures or other data due to a virus or other computer infection, such as a worm or Trojan horse, and 2% encountered that their social network or e-mail account was hacked and content being posted or sent without the internet user's knowledge.

Online identity theft and misuse of personal information available on internet resulting in e.g. discrimination, harassment or bullying, were reported by 1% of the population each.



ec.europa.eu/eurostat

Geographical information

The **European Union** (EU) includes Belgium, Bulgaria, Czechia, Denmark, Germany, Estonia, Ireland, Greece, Spain, France, Croatia, Italy, Cyprus, Latvia, Lithuania, Luxembourg, Hungary, Malta, the Netherlands, Austria, Poland, Portugal, Romania, Slovenia, Slovakia, Finland, Sweden and the United Kingdom.

Methods and definitions

The data source is the 2019 Community survey on ICT usage in households and by individuals. The survey covered individuals aged 16-74. In most countries, it was conducted in the second quarter of 2019. Individuals were asked about security-related issues that could occur when accessing internet on any connected device, such as a desktop, laptop, tablet, smartphone or any other connected device.

Timetable

A news release on the use of internet by enterprises was published on 13 January 2020.


For more information

Eurostat [website section](#) on digital economy and society statistics.

Eurostat [database](#) on digital economy and society.

Issued by: **Eurostat Press Office**

Baiba GRANDOVSKA
Tel: +352-4301-33 444
eurostat-pressoffice@ec.europa.eu

 ec.europa.eu/eurostat


 [@EU_Eurostat](https://twitter.com/EU_Eurostat)

 [EurostatStatistics](https://www.facebook.com/EurostatStatistics)

Production of data:

Bettina OBRINGER
Tel: +352-4301-32 049
bettina.obringer@ec.europa.eu

Jadwiga TUDEK
Tel: +352-4301-36 874
jadwiga.tudek@ec.europa.eu

 **Media requests:** Eurostat media support / Tel: +352-4301-33 408 / eurostat-mediasupport@ec.europa.eu

Internet activities which were limited or avoided due to security concerns in the last 12 months
(% of individuals aged 16-74, 2019)

	Ordering or buying goods or services	Internet banking	Providing personal information to social or professional networking services	Communicating with public services or administrations	Downloading software, apps, music, video files, games or other data files	Using the Internet via public WiFi
EU	16	13	25	8	17	19
Belgium	15	11	28	11	17	17
Bulgaria	3	2	8	2	3	3
Czechia	11	18	14	1	13	12
Denmark	15	5	18	4	12	12
Germany	13	21	34	15	20	24
Estonia	19	5	31	3	22	21
Ireland	16	11	20	5	10	16
Greece	9	13	10	2	6	4
Spain	24	20	34	13	28	29
France	30	16	40	10	23	25
Croatia	6	4	9	3	4	4
Italy	11	10	10	5	11	11
Cyprus	17	11	28	2	10	4
Latvia	9	3	13	1	6	6
Lithuania	6	2	6	1	3	3
Luxembourg	8	7	10	3	8	10
Hungary	8	9	8	5	7	10
Malta	19	9	19	8	20	16
Netherlands	21	13	39	8	27	37
Austria	20	16	34	9	19	17
Poland	7	8	10	3	3	8
Portugal	20	17	25	8	17	15
Romania	9	3	9	2	12	7
Slovenia	21	14	24	4	8	8
Slovakia	13	16	36	19	17	16
Finland	25	4	37	5	38	23
Sweden	25	11	36	4	22	23
United Kingdom	12	11	21	4	18	25
Iceland	25	6	39	2	26	21
Norway	19	7	23	7	21	19

Source dataset: [isoc_cisci_ax](#)

Security related problems experienced through private internet use in the last 12 months
(% of individuals aged 16-74, 2019)

	Fraudulent credit or debit card use	Online identity theft ¹	Phishing ²	Pharming ³	Misuse of personal information available on internet ⁴	Social network or e-mail account being hacked ⁵	Loss of data due to computer infection ⁶
EU	3	1	26	13	1	2	3
Belgium	2	1	22	8	1	3	1
Bulgaria	0n	0n	8	2	1	1	4
Czechia	1	0n	17	4	1	5	3
Denmark	6	1	45	15	1	3	2
Germany	1	1	36	7	1	2	1
Estonia	1	1	27	8	1	3	3
Ireland	0n	1	14	9	1	3	2
Greece	1	0n	8	6	0n	1	2
Spain	3	1	19	17	1	2	2
France	5	1	39	20	3	3	3
Croatia	2	0n	9	10	1	2	5
Italy	2	1	15	14	1	2	2
Cyprus	1	1	19	8	0n	1	0n
Latvia	1	1	6	3	1	2	1
Lithuania	0n	0n	3	3	0n	1	1
Luxembourg	3	1	28	13	2	3	5
Hungary	5	1	9	7	2	3	9
Malta	4	3	30	26	2	4	4
Netherlands	2	1	38	11	2	3	1
Austria	2	1	30	14	1	2	1
Poland	0n	0n	6	4	0n	1	1
Portugal	1	1	14	11	1	1	3
Romania	2	1	30	15	:u	3	:u
Slovenia	2	0n	11	6	1	1	1
Slovakia	1	1	9	6	2	1	6
Finland	2	1	36	13	1	1	2
Sweden	3	1	39	16	1	2	2
United Kingdom	7	3	39	25	2	4	2
Iceland	5	2	32	26	2	2	4
Norway	4	2	59	30	1	5	2
Switzerland	4	3	46	19	4	6	4

0n: not significant

:u not available due to low reliability

Source dataset: [isoc_cisci_pb](#)

¹ Stealing of individuals' personal data and impersonating individuals e.g. shopping under an individual's name

² Receiving fraudulent messages

³ Getting redirected to fake websites asking for personal information

⁴ Misuse of personal information available on the internet resulting in e.g. discrimination, harassment, bullying

⁵ Social network or e-mail account being hacked and content being posted or sent without individuals' knowledge

⁶ Loss of documents, pictures or other data due to a virus or other computer infection, (e.g. worm or Trojan horse)