

# E-commerce statistics for individuals

Statistics Explained

*Data extracted in April 2024.*

*Planned article update: February 2025.*

**" In 2023, 92% of the surveyed individuals used internet and 70% bought or ordered products or services online in the 12 months preceding the survey. "**

**" E-commerce in the EU was boosted by the demand of the age groups 25-34 years and 35-44 years in 2023. 87% and 85% of individuals in these age groups, respectively, bought or ordered goods or services online in 2023. "**

**" In 2023, 57% of e-shoppers had no or low formal education background, 75% had medium formal education and 89% had high formal education background. "**

**" 44% of e-shoppers bought or ordered 'Clothes, shoes and accessories', the item mostly bought or ordered online in 2023. "**

This article presents the results of [e-commerce](#) in 2023, a topic of the annual [ICT](#) (information and communication technology) survey on the use of information technology by households and individuals in the [European Union \(EU\)](#). E-commerce is defined as the purchase of goods or services over the internet (e-commerce, e-shopping) for private use via any device (desktop, portable, tablet computer, mobile phone) from enterprises (e.g. stores, travel agencies) and private individuals. Purchases refer to ordering goods or services for which payment is required, but the payment does not have to be done online. The characteristics of e-commerce in the EU are presented in this article. What were the main age groups feeding e-commerce in 2023? How has this demand by age class evolved over the last 10 years? The Covid-19 pandemic boosted e-commerce - has the demand for e-commerce in 2023 exceeded the demand boosted by the Covid-19 lockdowns? How did the level of income and education impact the demand? What was the frequency of purchases reported by the e-shoppers in 2023? What was the share of domestic compared with cross-border markets (the market of other EU countries, market of the rest of the world)? What were the most popular products bought by e-shoppers in 2023? What was the size of the collaborative economy in 2023? These questions are answered in this article. The benefits of e-commerce are well known: access to a very wide range of products (domestic and cross-border markets), easier price comparison, shopping in the comfort of your home, access to other consumers' views on the products covered, etc. These different benefits continued to boost e-commerce in 2023. On the other side, the improvement of the general health situation followed by a return to in-person shopping has constrained the growth of online shopping in 2023.

## Main points

- In the EU in 2023, among all the individuals aged 16-74 years surveyed, 92 % used the internet within the last 12 months in 2023 while 70 % bought or ordered goods or services, an increase of 2 [percentage point \(pp\)](#) compared with 2022.
- Looking at internet users, 75 % bought or ordered goods online in the EU in 2023
- A generational divide between e-shoppers
- Higher level of e-commerce was correlated with higher level of education and employment status in 2023

- Clothes and deliveries from restaurants on top of the online purchases in 2023
- Frequency of the purchases: Most often 'Once or twice' and 'three to five times'
- Origin of the sellers: 53 % of the purchases made from national sellers in 2023
- 42 % of the e-buyers reported no issue while purchasing online compared with 21 % encountering problems

## 70 % of EU citizens aged 16-74 years bought or ordered goods or services online in 2023

In the EU, while 92 % of the individuals aged 16-74 years used the internet within the last 12 months, 70 % bought or ordered goods or services in 2023, an increase of 2 pp compared with 2022. The gap between those who used the internet and those who bought or ordered goods or service was 23 pp in the EU as a whole, this gap was below the double digit in the Netherlands (7 %) and Sweden (9 %), peaking to 35 % in Cyprus, 37 % in Italy and 39 % in Bulgaria. In Norway, the gap between internet users and e-buyers was 9 % and 16 % in Switzerland in 2023. The proportion of e-shoppers was particularly low in Montenegro (29 %) compared with the share of the internet users leading to a gap of 61 pp between the two figures in 2023.

Internet use and online purchases, 2023 (% of individuals aged 16 to 74)			
	Proportion of individuals who:		
	Used internet within the last 12 months	Purchased online within the last 12 months	Margin
<b>EU</b>	92	70	23
Belgium	95	75	20
Bulgaria	84	45	39
Czechia	93	78	15
Denmark	99	89	10
Germany	93	77	16
Estonia	94	73	21
Ireland	93	87	6
Greece	86	58	29
Spain	96	69	27
France	94	77	17
Croatia	84	59	25
Italy	88	51	37
Cyprus	91	57	35
Latvia	93	62	31
Lithuania	89	61	28
Luxembourg	99	80	20
Hungary	92	70	22
Malta	92	68	25
Netherlands	99	92	7
Austria	96	72	24
Poland	88	64	24
Portugal	86	55	32
Romania	92	50	41
Slovenia	91	66	25
Slovakia	89	77	12
Finland	98	79	19
Sweden	98	89	9
Norway	100	91	9
Switzerland	99	83	16
Bosnia and Herzegovina	84	35	49
Montenegro	89	29	61
Serbia	90	58	32
Türkiye	86	46	41

Source: Eurostat (online data codes: isoc\_ci\_ifp\_iu and isoc\_ec\_ib20)

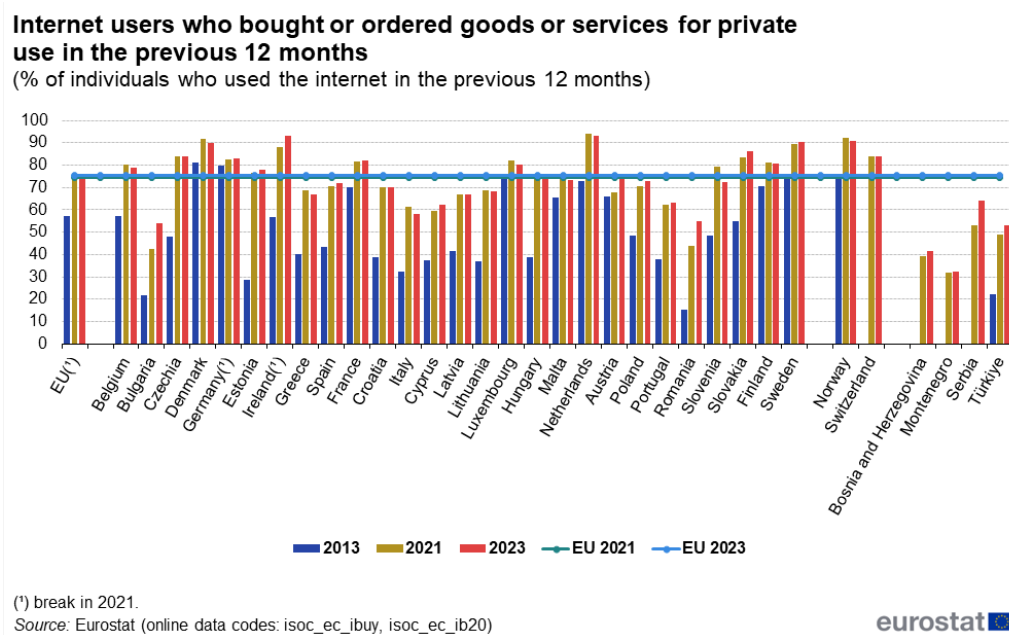


**Table 1: Internet use and online purchases, EU, 2023 (% of individuals aged 16 to 74) Source: Eurostat (isoc\_ci\_ifp\_iu) and (isoc\_ec\_ib20)**

## 75 % of internet users bought or ordered goods or services online in the EU in 2023

Using as a denominator the total number of individuals who used the internet in the last three months before the survey, the proportion of e-shoppers reached 75 % in 2023, from 57 % in 2013. The highest shares of online customers were declared in 2023 by the Netherlands (93 %), Sweden (91 %) and Denmark (90 %). The lowest shares were reported by Italy (58 %), Romania (55 %) and Bulgaria (54 %). From 2013 to 2023, the highest

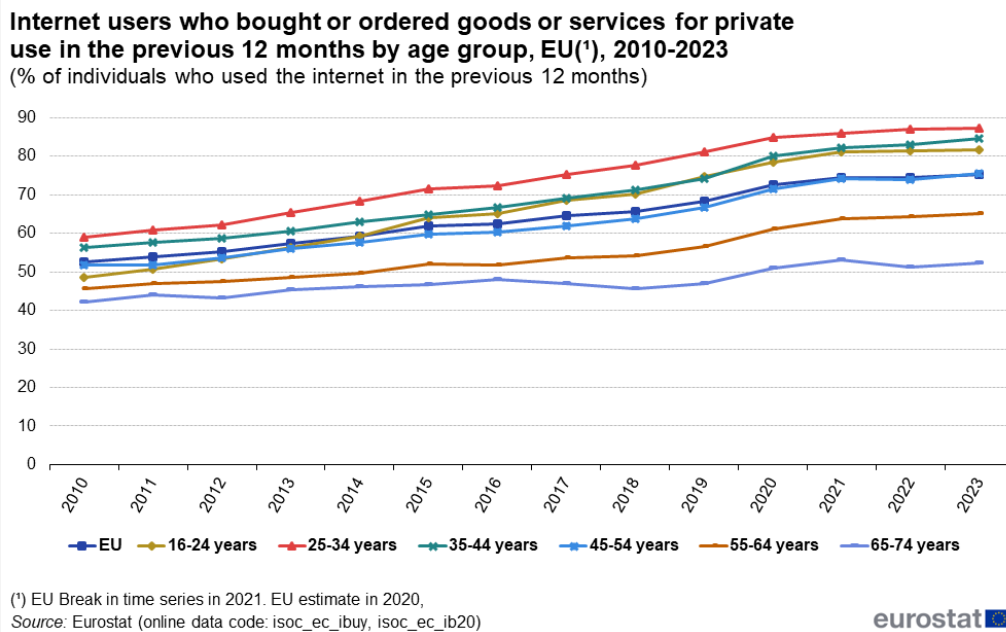
increase of the share of online shoppers were reported by Estonia (49 pp), from 29 % in 2013 to 78 % in 2023. While the EU as whole recorded an increase of 18 pp between 2013 and 2023, in the following countries, the growth was over (30 %): Romania (40 %), Hungary (37 %), Czechia (36 %), Croatia (32 %), Lithuania (32 %), Bulgaria (32 %) and Slovakia (31 %). The growth between 2013 and 2023 was particularly low in Germany (3 %), in Luxembourg (6 %) and in Malta (8 %). E-commerce was boosted by the Covid-19 pandemic in 2020 and 2021, however, in some Member States, the shares of e-shoppers in 2023 were below the levels reached in 2021 at the end of the Covid-19 pandemic. It was the case in Sweden, Denmark, Finland, Luxembourg, Belgium, Slovenia, Latvia, Greece, and Italy. In 2023, the shares of online customers were with 91 % in Norway and 84 % in Switzerland over the EU average of 75 %, while they were below the EU average in Serbia (64 %), Türkiye (53 %) and Montenegro (32 %).



**Figure 1: Internet users who bought or ordered goods or services for private use in the previous 12 months, EU, 2013, 2021,2023 (% of individuals who used the internet in the previous 12 months) Source: Eurostat (isoc\_ec\_ibuy) and (isoc\_ec\_ib20)**

### E-shopping: A generational divide between e-shoppers

Since 2015, among online customers, a clear generational divide can be observed between age groups. The shares of the age groups 16-24 years, 25-34 years and 35-44 years were over the EU average while the age groups 55-64 years and 65-74 years were below the average. In 2023, 87 % of the individuals aged 25-34 years, who used the internet in the 12 months prior to the survey, bought or ordered goods or services on the internet for their personal needs. This is an increase of 1 pp compared with 2021 in which e-shopping was particularly boosted by the Covid-19 pandemic lockdowns. The proportion of the 35-44 years age group followed with a rate of 85 %, an increase of 3 pp compared with 2021. In 2023, 82 % of the individuals aged 16-24 years bought or ordered goods or services, a growth of 1 pp compared with 2021; whilst the individuals aged 45-54 years were at 76 % in 2023, a share slightly over the EU average in 2023 and 1 pp over the proportion of e-shoppers of this age group in 2021. The share of the two remaining older age groups (55-64 years and 65-74 years) were below the EU average with 65 % and 52 %, respectively, in 2023 (Figure 2).



**Figure 2: Internet users who bought or ordered goods or services for private use in the previous 12 months by age group, EU, 2010-2023 (% of individuals who used internet in the previous 12 months) Source: Eurostat (isoc\_ec\_ibuy) and (isoc\_ec\_ib20)**

### Higher level of e-commerce correlated with higher level of education and employment status

In 2023, the profile of the online shoppers was closely related to their economic status. While there was almost no gender difference between e-shoppers, the level of education and the economic status were factors of differentiation. In 2023, the share of e-shoppers with no or low formal education background was 57 % compared with 75 % for the e-customers with medium formal education and up to 89 % for those with high formal education background. Regarding the employment status, 57 % of the pensioners were e-shoppers in 2023 compared with 64 % for the unemployed, 81 % for the students and 82 % for the 'employees, self-employed and family workers'. Another dichotomy was also possible depending on the place of residence. The individuals living in rural areas and those living in towns and suburbs were both 74 % respectively to order or buy goods or services in 2023 compared with 78 % for those living in cities. Nationality led to differences in e-commerce. While the nationals were at 76 % having bought or ordered goods and services online in 2023, the shares slightly dropped to 75 % for the nationals of another EU Member State and to 65 % for the nationals of non-EU countries.

## Profile of internet users who bought or ordered goods or services for private use, EU, 2023

(% of individuals who used the internet in the previous 12 months)

Individual profile breakdown	Value	Code
EU <sup>(1)</sup>	75	IND_TOTAL
Males	75	M_Y16_74
Females	75	F_Y16_74
16 to 24 years	82	Y16_24
25 to 34 years	87	Y25_34
35 to 44 years	85	Y35_44
45 to 54 years	76	Y45_54
55 to 64 years	65	Y55_64
65 to 74 years	52	Y65_74
No or low formal education	57	I0_2
Medium formal education	75	I3_4
High formal education	89	I5_8
Nationals of another EU Member State	75	CC_EU_FOR
Nationals of non-EU country	65	CC_EXT_EU
Nationals	76	CC_NAT
Individuals living in cities	78	IND_DEG1
Individuals living in towns and suburbs	74	IND_DEG2
Individuals living in rural areas	74	IND_DEG3
Individuals who are retired or not in the labour force (excluding students)	57	RETIR_OTHER
Employees	83	SAL
Employees, self-employed, family workers	82	SAL_SELF_FAM
Students	81	STUD
Unemployed	64	UNE

Source: Eurostat (online data code: isoc\_ec\_ib20)



**Table 2: Profile of internet users who bought or ordered goods or services for private use in the previous 12 months, EU, 2023** Source: Eurostat (isoc\_ec\_ib20)

## Clothes and deliveries from restaurants on top of the online purchases in 2023

In 2023, 44 % of online shoppers bought or ordered 'clothes (including sportswear), shoes and accessories', up from 42 % in 2022. The second most popular item purchased by the online customers in 2023 was products from 'restaurants, fast-food or catering services' (19 % in the EU as a whole). The 'cosmetic and beauty products' was the third most purchased item with a rate of 18 % of the EU online shoppers in 2023. 'Clothes, shoes and accessories' were particularly bought or ordered by the 16-24 years (53 %) and the 25-34 years (57 %) age groups. The first three items ordered or bought by the age group 35-44 years were 'clothes', 'children's toys or childcare items', 'deliveries from restaurant' and 'cosmetic and beauty products'. For the age group 45-54 years, the items mostly ordered or bought were 'clothes', 'cosmetics' and 'furniture, home accessories or gardening products'. The demand of the two remaining age groups (55-64 years and 65-74 years) was similar with 'furniture and home accessories product' coming after the 'clothes' and followed by 'medicine or dietary supplements such as vitamins'.

**Online purchases of goods, EU, 2023**  
(% of individuals who used the internet in the previous 3 months)

Codes	All individuals	16-24 years	25-34 years	35-44 years	45-54 years	55-64 years	65-74 years
I_BBMC Bicycles, mopeds, cars, or other vehicles or their spare parts	5	4	6	7	6	4	3
I_BCPH Cleaning products or personal hygiene products	10	8	15	14	11	7	5
I_BFDS Food or beverages from stores or from meal-kits providers	11	8	17	15	10	7	5
I_BEEQU Consumer electronics or household appliances	11	9	14	14	12	8	6
I_BCG Children toys or childcare items	12	4	21	24	9	6	6
I_BHARD1 Computers, tablets, mobile phones or accessories	13	16	17	16	14	9	6
I_BMED1 Medicine or dietary supplements such as vitamins (online renewal of prescriptions is not included)	14	9	18	16	15	13	11
I_BBOOK1 Printed books, magazines or newspapers	15	14	17	18	15	12	10
I_BSPG Sports goods (excluding sport clothing)	15	17	20	20	16	9	5
I_BFURN1 Furniture, home accessories or gardening products	17	10	21	22	18	14	11
I_BMUSS Music as a streaming service or downloads	17	27	28	20	14	9	4
I_BCBW Cosmetics, beauty or wellness products	18	19	24	23	18	13	8
I_BFDR Deliveries from restaurants, fast-food chains, catering services	19	26	33	24	16	9	4
I_BCLOT1 Clothes (including sport clothing), shoes or accessories	44	53	57	54	44	31	21

Source: Eurostat (online data code: isoc\_ec\_ibgs)

eurostat

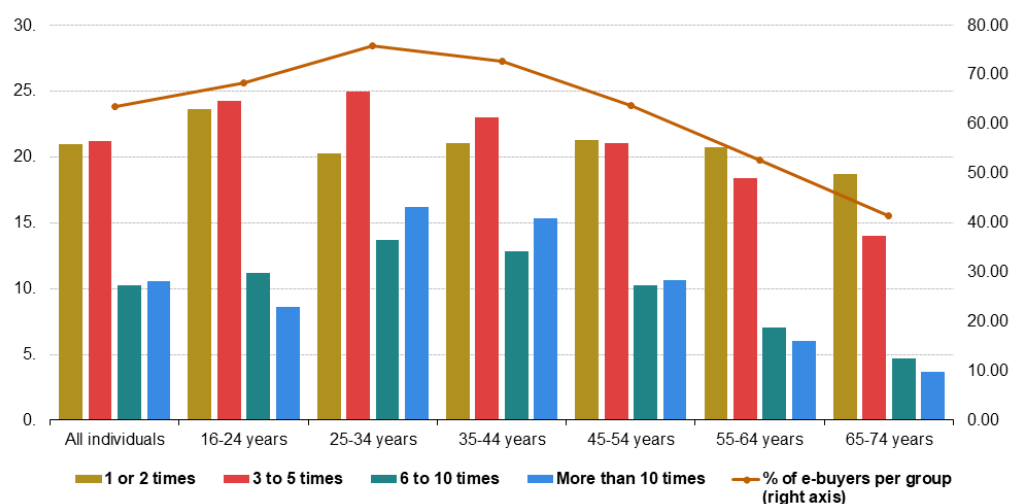
**Table 3: Online purchases of goods, EU, 2023 (% of individuals who used the internet in the previous 3 months) Source: Eurostat (isoc\_ec\_ibgs)**

### Frequency of the purchases: Most often 'once or twice' and 'three to five times'

How many times did e-shoppers buy or order goods or services over the internet in 2023? 21 % of the e-shoppers did it 'one or two times' in the last 3 months prior to the survey, the same proportion for those who did it 'three to five times'. For the higher frequencies 'six to ten times' and 'more than 10 times' the rates were 10 % and 11 % respectively in 2023 in the EU as a whole. For the 16-24 years age group, 24 % made their purchases 'once or twice' and 24 % 'three to five' times in the 3 months preceding the survey. For the age group 25-34 years, 25 % made three to five online purchases during the period considered. 16 % of this age group had made more than ten purchases in the last 3 months prior to the survey, the highest rate for this frequency of online purchases. The frequencies of the 35-44 years age group were similar: highest proportion was for 'three to five purchases' and a relatively high rate for those who made more than ten purchases. For the remaining two age classes 55-64 years and 65-74 years, the highest proportion of individuals made one or two purchases on the internet in the 3 months preceding the survey.

**Frequency of internet purchases by age group, EU, 2023**

(% of individuals who used the internet in the previous 3 months)



Source: Eurostat (online data code: isoc\_ec\_ib20)

eurostat

**Figure 3: Frequency of purchases of the individuals who used the internet in the previous 3 months by age group, EU, 2023 (% of individuals who used internet in the previous 3 months) Source: Eurostat (isoc\_ec\_ib20)**

## Origin of the sellers: 53 % of the purchases made from national sellers

In 2023, the distribution of the purchases according to the origin of the sellers was the following in the EU. In the last 3 months preceding the survey, 53 % of the e-shoppers bought or ordered goods and services from a domestic seller; 21 % from a seller from other EU countries; 13 % from a seller from the rest of world and 10 % from a seller from an unknown country.

The share of males having bought or ordered goods and services from a seller from another EU country was slightly over the rate of females (22 % compared with 20 %).

In 2023, individuals aged 25-34 years presented the highest rate of individuals (64 %) with purchases from national sellers. The individuals aged 35-44 years followed with 62 %, while those aged 65-74 years were the lowest with a rate of 35 % of e-shoppers in 2023. The 25-34 years and 35-44 years age groups presented the highest rates of e-customers for sellers from another EU country. The highest proportion of e-customers for sellers from non-EU countries were the age groups 16-24 years and 25-34 years. The proportion of individuals with a high formal educational background were by far the highest to have bought or ordered goods and services from a national seller in 2023 (68 % compared with 51 % and 34 % for e-shoppers with medium formal education and no or low formal education background respectively). Concerning the employment status, the share of 'employees, self-employed and family workers' having bought or ordered goods from a national seller in 2023 was 59 % compared with 51 % for students and 41 % for unemployed. Students presented in 2023 the highest share of e-shoppers for sellers from a non-EU country and from an unknown country.

### Origin of the seller, EU, 2023

(% of individuals who used the internet in the previous 3 months)

	National sellers	Sellers from other EU countries	Sellers of the rest of the world (non-EU countries)	Sellers from unknown countries	Sellers from other countries (EU or non-EU)
<b>All individuals</b>	53	21	13	10	26
16-24 years	52	24	17	15	31
25-34 years	64	28	17	13	33
35-44 years	62	26	16	12	31
45-54 years	54	21	13	9	25
55-64 years	44	14	8	7	17
65-74 years	35	9	5	5	12
<b>Males</b>	52	22	13	10	26
<b>Females</b>	53	20	13	11	25
<b>No or low formal education</b>	34	12	9	8	16
<b>Medium formal education</b>	51	18	11	10	23
<b>High formal education</b>	68	30	17	12	36
<b>Nationals of another EU Member State</b>	51	30	15	11	34
<b>Nationals of non-EU country</b>	41	17	10	8	21
<b>Nationals</b>	54	21	13	10	26
<b>Individuals living in cities</b>	55	23	15	11	28
<b>Individuals living in towns and suburbs</b>	51	20	12	10	24
<b>Individuals living in rural areas</b>	51	19	11	10	23
<b>Individuals who are retired or not in the labour force (excluding students)</b>	38	11	7	6	15
<b>Employees, self-employed, family workers</b>	59	24	14	11	29
<b>Students</b>	51	23	16	13	30
<b>Unemployed</b>	41	15	11	10	19

Source: Eurostat (online data code: isoc\_ec\_ibos)

eurostat 

**Table 4: Origin of the seller, EU, 2023 (% of individuals who used the internet in the previous 3 months)**  
Source: Eurostat (isoc\_ec\_ibos)

## Purchasing online and problems encountered: 42 % of e-shoppers reported having encountered no problem when purchasing online

42 % of the e-shoppers reported no issue while purchasing online compared with 21 % who encountered problems. The 'speed delivery slower than expected' was the most often issue reported (12 %). 7 % reported issues related to the 'website either difficult to use or worked unsatisfactorily'. For some 5 %, it was 'a wrong or a damaged good that has been delivered'. 4 % complained about the 'difficulty to find the information about the guarantee or other legal rights'. Some 2 % reported issues

related to fraud, 'costs higher than indicated or that 'the foreign retailer did not send to the country of the respondent'.

**Problems encountered online by e-shoppers, EU, 2023**  
(% of individuals who used the internet in the previous 3 months)

	Type of problems encountered online										
	Individuals who did not encounter problems	Individuals who encountered problems	Speed of delivery slower than indicated	Website too difficult to use or worked unsatisfactorily	Wrong or damaged goods/services delivered	Difficulties finding information concerning guarantees, other legal rights	Complaints and redress were difficult or no satisfactory response after complaint	Foreign retailer did not sell in my country	Final costs higher than indicated	Problems with fraud	Other
All individuals	42	21	12	7	5	4	3	3	2	2	2
16-24 years	44	23	14	7	6	5	3	3	3	2	3
25-34 years	47	28	17	9	8	6	4	4	4	2	3
35-44 years	47	25	15	8	7	5	4	3	2	2	2
45-54 years	42	21	11	7	5	5	3	3	2	2	2
55-64 years	37	15	8	5	4	3	2	2	1	2	2
65-74 years	29	12	5	4	2	3	2	1	1	1	1
Males	41	21	12	7	6	5	3	3	2	2	2
Females	43	21	12	7	5	4	3	2	2	2	2
Individuals living in cities	41	24	14	8	6	5	4	3	3	2	3
Individuals living in towns and suburbs	42	20	11	6	5	4	3	2	2	2	2
Individuals living in rural areas	42	19	10	5	4	3	2	2	2	2	2
Pensioners	32	13	7	5	3	3	2	1	1	2	1
Employees, self-employed, family workers	46	24	14	8	6	5	4	3	2	2	2
Students	43	23	14	7	5	5	3	3	3	2	3
Unemployed	34	16	8	5	4	3	2	2	2	1	2

Source: Eurostat (online data code: isoc\_ec\_iprb21)

eurostat

**Table 5: Problems encountered online by e-shoppers, EU, 2023 (% of individuals who used the internet in the previous 3 months) Source: Eurostat (isoc\_ec\_iprb21)**

## Collaborative economy: Purchase of physical goods above the demand for services

The collaborative economy, also known as the sharing economy, has opened up a new way of exchanging goods and services through information and communication technologies. The concept of the collaborative economy is based on the exchange, sharing and collaboration between individuals of goods, services, or knowledge with or without monetary exchange through digital platforms. In 2023, data was collected concerning transport services, rented accommodation and the exchange of physical goods.

For the EU as a whole, the flow of the collaborative economy was mainly determined by the exchange of physical goods (22 % of EU e-customers) followed by the rent of accommodation (8 % of the EU e-customers) and the transport service (2 % of e-customers).

In 2023, in the EU, it was the demand of the age groups 25-34 years and 35-44 years that sustained the exchange of physical goods with the proportion of e-shoppers of 30 % and 31 % respectively. The age group 65-74 years reported the lowest share with only 9 % of the individuals having exchanged online physical goods in 2023.

A propensity to buy or order online from a private person seems to be positively correlated with the level of formal education on the one hand and with the employment status on the other hand. The proportion of e-shoppers of physical goods from a private seller with high formal education background was 30 % in 2023 compared with 21 % and 14 % for those with medium and no or low formal education respectively. In 2023, 26 % of 'employees, self-employed and family workers' bought physical goods from a private seller compared with 18 % of unemployed or 13 % for the pensioners.



An emerging online collaborative economy, EU 2023  
(% of individuals who used the internet in the previous 3 months)

	Any physical goods	Transport service	Rented accommodation	Goods, household services, transport services or rented accommodation (as of 2023)
<b>All individuals</b>	22	2	8	27
16-24 years	24	3	8	29
25-34 years	30	3	11	37
35-44 years	31	2	9	36
45-54 years	22	1	8	26
55-64 years	14	1	5	18
65-74 years	9	0	3	11
<b>Males</b>	22	2	7	27
<b>Females</b>	22	2	8	27
<b>No or low formal education</b>	14	1	2	16
<b>Medium formal education</b>	21	1	6	25
<b>High formal education</b>	30	3	13	37
<b>Nationals of another EU Member State</b>	21	2	9	27
<b>Nationals of non-EU country</b>	15	2	7	20
<b>Nationals</b>	23	2	8	27
<b>Individuals living in cities</b>	23	2	9	29
<b>Individuals living in towns and suburbs</b>	21	1	6	25
<b>Individuals living in rural areas</b>	23	1	6	26
<b>Individuals who are retired or not in the labour force (excluding students)</b>	13	1	3	15
<b>Employees, self-employed, family workers</b>	26	2	9	31
<b>Students</b>	24	3	7	29
<b>Unemployed</b>	18	1	5	21

Source: Eurostat (online data code: isoc\_ec\_ce\_i)

eurostat 

**Table 6: An emerging online collaborative economy, 2023 (% of individuals who used the internet in the previous 3 months) Source: Eurostat (isoc\_ec\_ce\_i)**

## Data sources

The data in this article are based on the results of annual surveys on ICT usage in households and by individuals. Data were aggregated from micro data transmitted by all EU Member States and some non-EU countries (Iceland, Norway, Switzerland, Montenegro, North Macedonia, Serbia, Türkiye, Kosovo<sup>1</sup> and Bosnia and Herzegovina). Researchers can apply for access to the micro data.

The 2023 survey results are based on responses from a total of 150285 households in the EU having at least one person aged 16-74, and 190594 individuals in the EU aged 16-74. Individuals were asked about the last time they used the internet, how often they used it, internet activities, certain aspects of the collaborative economy, activities related to e-government, e-commerce and about privacy and protection of data together with digital skills. An e-shopper is defined as an individual who bought or ordered goods or services on-line during the last 3 months or the last 12 months prior to the survey.

Most countries collected data in the first half of 2023. The results above refer to individuals' experiences during the last 3 months or 12 months prior to the survey.

Levels of education are defined according to [ISCED](#) -2011 as follows: high (tertiary, ISCED 5, 6, 7 or 8); medium (upper secondary and post-secondary non-tertiary, ISCED 3 or 4); low (at most lower secondary, ISCED 0, 1 or 2).

## Source data for tables and graphs

- [E-commerce statistics for individuals - graphs and tables](#)

<sup>1</sup>This designation is without prejudice to positions on status and is in line with UNSCR 1244 and the ICJ Opinion on the Kosovo Declaration of Independence.

## Context

Data from this survey supports measuring the implementation of one of the six priorities for the period 2019-2024 of the von der Leyen European Commission – [A Europe fit for the digital age](#) . The strategy is built on three pillars: (1) Technology that works for the people; (2) A fair and competitive digital economy; (3) An open, democratic and sustainable society. Furthermore, it facilitates the monitoring of the EU's digital targets for 2030, set by the EU's [Digital Decade](#) Policy Program, evolving around four cardinal points: skills, digital transformation of businesses, secure and sustainable digital infrastructures, and digitalisation of public services. Data on the use of ICT in households and by individuals appears as well among the monitoring indicators of the [Consumer Conditions Scoreboard](#) and the [European Skills Agenda](#) .

Other links:

- [A Digital Single Market Strategy for Europe COM\(2015\) 192 final](#)

## See also

- [All articles on Digital economy and society](#)

## Publications

- [Digital economy & society in the EU](#)
- [Other publications on digital economy and society](#)

## Main tables

- [Digital economy and society](#)

## Database

- [Digital economy and society](#)

## Dedicated section

- [Digital economy and society](#)

## Data visualisations

- [Regional Statistics Illustrated](#)

## Methodology / Metadata

- [Digital economy and society - methodology](#)
- [Access to micro data for researchers](#)

## Legislation

- [Digital economy and society legislation](#)

## External links

- [A Europe fit for the digital age](#)
- [Europe's Digital Decade: digital targets for 2030](#)
- [Monitoring consumer outcomes](#)
- [European Skills Agenda](#)