



Special Eurobarometer 404

CYBER SECURITY

REPORT

Fieldwork: May - June 2013

Publication: November 2013

This survey has been requested by the European Commission, Directorate-General Home Affairs and co-ordinated by Directorate-General for Communication.

http://ec.europa.eu/public_opinion/index_en.htm

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Special Eurobarometer 404 / Wave EB79.4 – TNS Opinion & Social

Special Eurobarometer 404

Cyber security

Conducted by TNS Opinion & Social at the request of
the European Commission,
Directorate-General Home Affairs

Survey co-ordinated by the European Commission,
Directorate-General for Communication
(DG COMM "Strategy, Corporate Communication Actions and
Eurobarometer" Unit)

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INTRODUCTION

This report brings together the results of the Special Eurobarometer public opinion survey on "cyber security" in the EU27 countries and Croatia¹.

Whilst the value of the cybercriminal economy as a whole is not precisely known, the losses represent billions of euros per year. The scale of the problem is itself a threat to law enforcement response capability – with more than 150,000 viruses and other types of malicious code in circulation and a million people victims of cybercrime every day. Given the development of cybercrime in recent years, the European Commission has designed a coordinated policy in close co-operation with EU States and the other EU institutions.

The aim of this survey is to understand EU citizens' experiences and perceptions of cyber security issues. The survey examines the frequency and type of internet use that EU citizens have; their confidence about internet transactions; their awareness and experience of cybercrimes; and the level of concern that they feel about this type of crime.

The findings from this survey update a previous survey which was carried out in March 2012 (Special Eurobarometer 390). The 2013 survey repeats most of the questions asked in 2012 in order to provide insight into the evolution of knowledge, behaviour and attitudes towards cyber security in the European Union.

¹ Croatia joined the EU on 1 July 2013, but was not a Member State of the European Union when the fieldwork was conducted. Therefore, the weighted average for the European Union presented in this report and annex represents the 27 countries which were EU Member States at the time of the fieldwork. The reader must also be aware that the Croatian results represent only 0,9% of the EU28 results. In other words, the differences between EU27 and EU28 are statistically negligible. Therefore results are presented as EU27 plus Croatia.

This survey was carried out by TNS Opinion & Social network in the 27 Member States of the European Union and in Croatia between 24th May and 9th June 2013. Some 27,680 respondents from different social and demographic groups were interviewed face-to-face at home in their mother tongue on behalf of Directorate General Home Affairs. The methodology used is that of Eurobarometer surveys as carried out by the Directorate-General for Communication (DG COMM "Strategy, Corporate Communication Actions and Eurobarometer" Unit)². A technical note on the manner in which interviews were conducted by the Institutes within the TNS Opinion & Social network is appended as an annex to this report. Also included are the interview methods and confidence intervals³.

Note: In this report, countries are referred to by their official abbreviation. The abbreviations used in this report correspond to:

ABBREVIATIONS	
BE	Belgium
BG	Bulgaria
CZ	Czech Republic
DK	Denmark
DE	Germany
EE	Estonia
EL	Greece
ES	Spain
FR	France
IE	Ireland
IT	Italy
CY	Republic of Cyprus*
LT	Lithuania
HR	Croatia
LV	Latvia
LU	Luxembourg
HU	Hungary
MT	Malta
NL	The Netherlands
AT	Austria
PL	Poland
PT	Portugal
RO	Romania
SI	Slovenia
SK	Slovakia
FI	Finland
SE	Sweden
UK	The United Kingdom
EU27	European Union – 27 Member States
EU15	BE, IT, FR, DE, LU, NL, DK, UK, IE, PT, ES, EL, AT, SE, FI**
NMS12	BG, CZ, EE, CY, LT, LV, MT, HU, PL, RO, SI, SK***
EURO AREA	BE, FR, IT, LU, DE, AT, ES, PT, IE, NL, FI, EL, EE, SI, CY, MT, SK

* Cyprus as a whole is one of the 27 European Union Member States. However, the 'acquis communautaire' has been suspended in the part of the country which is not controlled by the government of the Republic of Cyprus. For practical reasons, only the interviews carried out in the part of the country controlled by the government of the Republic of Cyprus are included in the 'CY' category and in the EU27 average.

** EU15 refers to the 15 countries forming the European Union before the enlargements of 2004 and 2007

*** The NMS12 are the 12 'new Member States' which joined the European Union during the 2004 and 2007 enlargements

* * * * *

We wish to thank the people throughout Europe who have given their time to take part in this survey. Without their active participation, this study would not have been possible.

² http://ec.europa.eu/public_opinion/index_en.htm

³ The results tables are included in the annex. It should be noted that the total of the percentages in the tables of this report may exceed 100% when the respondent has the possibility of giving several answers to the question.

EXECUTIVE SUMMARY

- The survey shows that the levels of internet use still vary widely: while more than half of EU citizens access the internet at least once a day (54%), a substantial minority (28%) say that they never access the internet.
- Besides accessing the internet from a laptop computer or netbook (62%) or a desktop computer (53%), 35% of internet users access the internet through a smartphone, and 14% use a tablet computer or touchscreen.
- Around half of internet users in the EU say they use social networking sites (53%), buy goods or services online (50%) or do online banking (48%), while 18% sell goods or services. There is considerable variation in the online activities that respondents undertake in different countries.
- 28% of internet users across the EU are not confident about their ability to use the internet for services like online banking or buying things online. 70% say that they are fairly or very confident. These figures are very similar to those seen in the 2012 survey.
- When using the internet for online banking or shopping, the two most common concerns are about someone taking or misusing personal data (mentioned by 37% of internet users in the EU) and security of online payments (35%).
- Internet users have changed their behaviour in a number of ways because of security concerns. 34% say that they are less likely to give personal information on websites, while 40% do not open emails from people they don't know. 46% have installed anti-virus software. However, only around half (48%) of internet users in the EU have changed any of their online passwords during the past year. This is a slight increase from the 2012 survey (when the figure was 45%).
- EU citizens feel better informed about the risks of cybercrime that they did in 2012. The proportion that feels very or fairly well informed has increased from 38% to 44%, while fewer respondents say they do not feel very or at all well informed about the risks of cybercrime (52% compared with 59% in 2012).
- 10% of internet users across the EU have experienced online fraud, and 6% have experienced identity theft. 12% have not been able to access online services because of cyber-attacks, and 12% have had a social media or email account hacked. 7% have been the victim of credit card or banking fraud online.
- 4% have experienced online harassment themselves, and 2% say that this has happened to their children.

- In addition:
 - A third (32%) say they have received a scam email, including 7% who say that this is something that has happened to them often;
 - 14% of internet users say that they have accidentally encountered material which promotes racial hatred or religious extremism.
- Experience of the various types of cybercrime is slightly lower in this survey than in 2012.
- Internet users express high levels of concern about cyber security:
 - 87% agree that they avoid disclosing personal information online;
 - 76% agree that the risk of becoming a victim of cybercrime has increased in the past year;
 - 70% agree that they are concerned that their online personal information is not kept secure by websites;
 - 64% agree that they are concerned that information is not kept secure by public authorities.
- Around half of internet users in the EU are concerned about experiencing identity theft (52%) and about being the victim of online banking fraud (49%). Just under half of internet users are concerned about: having their social media or email account hacked (45%); accidentally discovering child pornography online (44%); scam emails or phone calls (43%); and online fraud (42%). In addition, 37% are concerned about not being able to access online services because of cyber-attacks, and 35% are concerned about accidentally encountering material which promotes racial hatred or religious extremism.
- These levels of concern about specific types of cybercrimes are lower than in 2012, with the largest decrease in relation to identity theft (down from 61% to 52%), while concern about becoming a victim of cybercrime in general has slightly increased.
- If they experienced or were the victim of cybercrime, most respondents say they would contact the police, especially if the crime was identity theft (84%) or online banking fraud (79%), or if they accidentally encountered child pornography online (78%).

- There are differences between countries that run throughout the survey:
 - Respondents in Sweden, the Netherlands and Denmark are more likely to be frequent internet users (more than 80% accessing the internet at least once a day), to use the internet for buying things (77%, 77% and 75% respectively) or for online banking (84%, 88% and 89%). They are also more likely to be well informed about the risks of cybercrime (69%, 61% and 74% feeling either very or fairly well informed). In Sweden and the Netherlands, respondents are less likely to be concerned about being the victim of cybercrime.
 - By contrast, in a number of countries such as Portugal, Romania and Hungary, levels of internet use are lower (with 49%, 50% and 37% of respondents never using the internet) and respondents feel less well informed about the risks of cybercrime (31%, 23% and 29% feeling either very or fairly well informed in these countries).

I. INTERNET USE

This chapter examines internet use among EU citizens. It covers frequency of access, means of access and the activities that people do online.

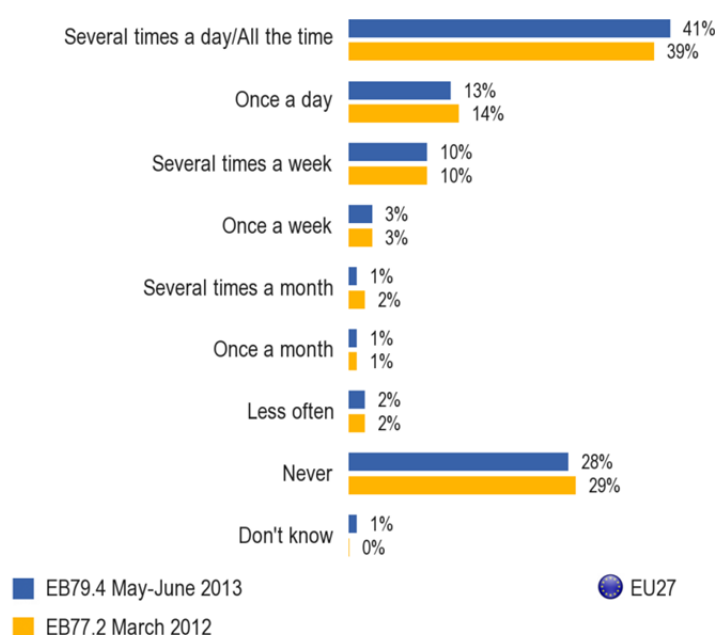
1. FREQUENCY OF INTERNET ACCESS

- There continues to be a divide between frequent internet users and those that never access the internet at all -

A substantial minority of EU citizens (28%) say that they never access the internet. However, if people do use the internet, they are likely to do so frequently: 41% access the internet several times a day or 'all the time', and 13% do so once a day. Smaller proportions access the internet less often: 10% several times a week, and 7% no more than once a week⁴.

These findings are very similar to those seen in the 2012 survey. There has been a slight increase in the proportion that accesses the internet several times a day or 'all the time', from 39% to 41%⁵.

QC1. How often do you access the Internet (for example, for sending emails, reading online news, chatting with friends or buying products online)?



All respondents (n=26,680 in EU27)

⁴ QC1 'How often do you access the Internet (for example, for sending emails, reading online news, chatting with friends or buying products online)?' Possible answers: Several times a day\ All the time; Once a day; Several times a week; Once a week; Several times a month; Once a month; Less often; Never; Don't know






























⁵ Note that the answer category was modified in 2013. In 2012, the option was 'several times a day'. This was modified to 'several times a day / all the time' in 2013.

The highest levels of internet use are in Sweden, the Netherlands and Denmark. The proportions that access the internet at least once a day are 85% in Sweden, 82% in the Netherlands and 81% in Denmark. In these countries, very few respondents say that they never use the internet (6% in Sweden, 7% in the Netherlands and 8% in Denmark).

The proportion of respondents that never use the internet is highest in Romania (50%) and Portugal (49%), and these countries also have low proportions that access the internet at least once a day (35% in Romania and 36% in Portugal). The proportion that accesses the internet at least once a day is also low in Hungary (36%).

The same country patterns were seen in the 2012 survey. However, despite still showing relatively low levels of internet use, there have been increases in Portugal and Bulgaria. In Portugal, the proportion that uses the internet at least once a day has risen (from 29% to 36%), while the proportion that never uses the internet has fallen (from 58% to 49%). In Bulgaria, the proportion that accesses the internet at least once a day has also increased (from 35% to 42%), while the proportion that never accesses the internet has fallen (from 47% to 41%). There have also been increases in frequent internet use (at least once a day) in Cyprus (from 43% to 49%), the Czech Republic (from 47% to 52%), Greece (from 38% to 43%), and Italy (from 45% to 50%).

QC1 How often do you access the Internet (for example, for sending emails, reading online news, chatting with friends or buying products online)?

		At least once a day	At least once a week	At least once a month	Less often	Never	Don't know
	EU27	54%	13%	2%	2%	28%	1%
	BE	61%	12%	1%	2%	23%	1%
	BG	42%	13%	2%	1%	41%	1%
	CZ	52%	17%	2%	2%	26%	1%
	DK	81%	9%	1%	1%	8%	0%
	DE	52%	17%	3%	2%	26%	0%
	EE	66%	9%	2%	1%	22%	0%
	IE	61%	13%	2%	2%	22%	0%
	EL	43%	12%	2%	1%	42%	0%
	ES	50%	11%	1%	2%	31%	5%
	FR	65%	11%	2%	1%	21%	0%
	IT	50%	14%	1%	2%	33%	0%
	CY	49%	8%	2%	1%	40%	0%
	LV	62%	11%	3%	1%	23%	0%
	LT	52%	11%	2%	1%	34%	0%
	LU	65%	15%	2%	1%	17%	0%
	HU	36%	21%	3%	3%	37%	0%
	MT	55%	10%	1%	1%	33%	0%
	AT	46%	19%	2%	3%	30%	0%
	NL	82%	10%	0%	1%	7%	0%
	PL	44%	13%	3%	2%	37%	1%
	PT	36%	11%	2%	2%	49%	0%
	RO	35%	10%	3%	2%	50%	0%
	SI	52%	14%	2%	2%	30%	0%
	SK	44%	20%	1%	3%	32%	0%
	FI	70%	10%	1%	0%	19%	0%
	SE	85%	7%	1%	1%	6%	0%
	UK	64%	11%	3%	1%	21%	0%
	HR	46%	9%	2%	3%	40%	0%

Highest percentage per country

Lowest percentage per country

Highest percentage per item	Lowest percentage per item
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All respondents (n=26,680 in EU27)

There are large differences in internet use by age group, with a general pattern of internet use (and frequent use) decreasing with age. In particular, people aged 55 or over are much less likely than younger age groups to access the internet (57% of those aged 55 or over never use the internet), while the youngest age group (15-24 year olds) is most likely to use the internet at least once a day (86%).

There are also large differences by level of education and occupation. Those staying in education at least until the age of 20 are much more likely to use the internet, and to use it frequently, than those ending their education at an earlier age. For example, 76% of those who ended their education at the age of 20 or above use the internet at least once a day, compared with 50% of those ending their education between the ages of 16 and 19, and 20% of those ending their education by the age of 15 or under. Students, white collar workers and self-employed people are also more likely than those in other occupations/activities to use the internet and to use it frequently. For example, 93% of students, 83% of managers, 72% of other white-collar workers and 70% of self-employed people access the internet at least once a day.

In addition, internet use is higher among men than women (59% of men access the internet at least once a day, compared with 50% of women).

QC1 How often do you access the Internet (for example, for sending emails, reading online news, chatting with friends or buying products online)?

	At least once a day	At least once a week	At least once a month	Less often	Never	DK
EU27	54%	13%	2%	2%	28%	1%
Sex						
Male	59%	12%	2%	1%	25%	1%
Female	50%	13%	3%	2%	31%	1%
Age						
15-24	86%	7%	2%	1%	4%	-
25-39	74%	14%	2%	1%	9%	-
40-54	56%	18%	3%	2%	21%	-
55 +	28%	10%	2%	2%	57%	1%
Education (End of)						
15-	20%	8%	2%	2%	66%	2%
16-19	50%	17%	3%	2%	27%	1%
20+	76%	12%	1%	1%	10%	-
Still studying	93%	5%	0%	-	2%	-
Respondent occupation scale						
Self-employed	70%	14%	2%	2%	12%	-
Managers	83%	11%	2%	1%	3%	-
Other white collars	72%	16%	3%	1%	8%	-
Manual workers	54%	19%	3%	2%	22%	-
House persons	34%	15%	2%	2%	46%	1%
Unemployed	55%	14%	3%	3%	25%	-
Retired	23%	9%	2%	2%	63%	1%
Students	93%	5%	0%	-	2%	-

All respondents (n=26,680 in EU27)

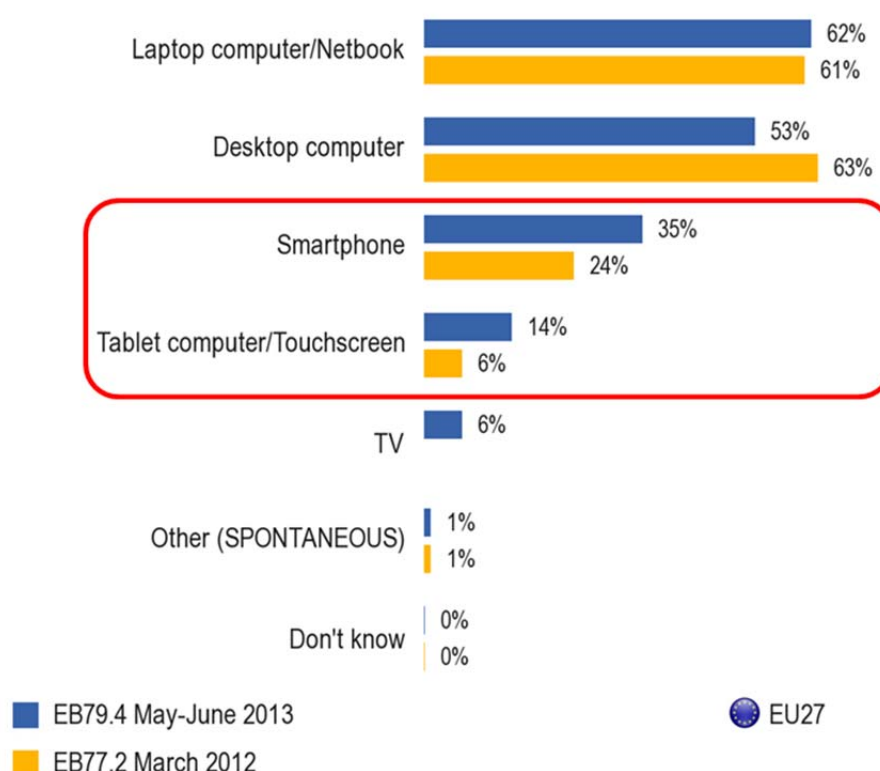
2. MEANS OF INTERNET ACCESS

- Use of smartphones and tablets is increasing, although laptops and desktops remain the main means of accessing the internet -

Internet users are most likely to access the internet from a laptop computer or netbook (62%) or from a desktop computer (53%). In addition, around a third of internet users (35%) access the internet through a smartphone, while 14% use a tablet computer or touchscreen, and 6% access the internet from a TV⁶.

The response options for this question were different in the 2012 survey (TV was not included as an option). However, comparing the results between the two surveys, it is clear that the use of smartphones and tablet computers or touchscreens has increased in the last year; in the 2012 survey, 24% said they accessed the internet from a smartphone and 6% from a tablet computer or touchscreen.

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



MULTIPLE ANSWERS POSSIBLE

Base: Internet users (QC1) (n=18,983 in EU27)

⁶ QC2 'What devices do you use to access the Internet?' (MULTIPLE ANSWERS POSSIBLE) Possible answers: Desktop computer; Laptop computer\ Netbook; Tablet computer\ Touchscreen; Smartphone TV; Other (SPONTANEOUS); Don't know.






























There are differences between EU15 and NMS12. Use of a desktop computer for internet access tends to be higher in NMS12 (62% compared with 51% in EU15), while access from other devices is more common in EU15 than NMS12: 65% compared with 51% for a laptop computer or netbook, 39% compared with 14% for a smartphone, 16% compared with 5% for a tablet or touchscreen, and 7% compared with 2% for a TV.

Looking at the findings for individual countries, access through a laptop computer or netbook is highest in Cyprus (83%) and lowest in Hungary (27%). By contrast, use of a desktop computer for internet access is highest in Hungary (75%), as well as in Romania (73%) and Bulgaria (72%), while it is lowest in Cyprus and Ireland (both 32%).

The proportion that accesses the internet via a smartphone varies considerably by country. It is highest in Sweden (64%), UK (56%), Denmark (55%) and the Netherlands (51%), and lowest in Slovakia (10%), Poland (11%), Hungary (11%), Bulgaria (12%), Romania (13%) and Portugal (13%). There are also large variations in the use of a tablet or touchscreen, with the highest levels of use in the Netherlands (36%), Denmark (33%) and Sweden (30%), and the lowest figures in Hungary (2%), Bulgaria (4%) and Romania (4%).

Respondents in Sweden (13%), France (12%) and Netherlands (11%) are most likely to access the internet from a TV, while just 1% use a TV for internet access in the following countries: Greece, Italy, Hungary, Austria, Portugal and Slovakia.

QC2 What devices do you use to access the Internet?

		Laptop computer/ Netbook	Desktop computer	Smartphone	Tablet computer/ Touchscreen	TV	Other (SPONT.)	Don't know
	EU27	62%	53%	35%	14%	6%	1%	0%
	BE	71%	50%	26%	19%	4%	0%	0%
	BG	42%	72%	12%	4%	3%	0%	0%
	CZ	53%	66%	20%	5%	2%	0%	0%
	DK	78%	47%	55%	33%	9%	0%	0%
	DE	67%	53%	32%	10%	7%	0%	0%
	EE	71%	54%	32%	12%	3%	0%	0%
	IE	75%	32%	40%	15%	5%	1%	1%
	EL	62%	52%	20%	5%	1%	0%	0%
	ES	52%	54%	44%	10%	2%	0%	0%
	FR	66%	52%	37%	16%	12%	0%	0%
	IT	55%	49%	27%	11%	1%	0%	0%
	CY	83%	32%	28%	19%	9%	0%	0%
	LV	53%	64%	19%	8%	3%	0%	0%
	LT	60%	60%	25%	6%	6%	1%	0%
	LU	70%	56%	47%	23%	6%	1%	0%
	HU	27%	75%	11%	2%	1%	0%	0%
	MT	67%	51%	28%	16%	4%	0%	0%
	AT	61%	55%	41%	11%	1%	0%	0%
	NL	73%	60%	51%	36%	11%	2%	0%
	PL	59%	52%	11%	5%	3%	0%	0%
	PT	74%	40%	13%	7%	1%	0%	0%
	RO	37%	73%	13%	4%	2%	1%	1%
	SI	60%	66%	29%	9%	4%	1%	0%
	SK	58%	62%	10%	5%	1%	0%	0%
	FI	73%	52%	43%	15%	8%	0%	0%
	SE	71%	58%	64%	30%	13%	0%	0%
	UK	70%	43%	56%	24%	9%	1%	0%
	HR	47%	64%	26%	8%	2%	1%	0%

Highest percentage per country Lowest percentage per country

Highest percentage per item

Lowest percentage per item

MULTIPLE ANSWERS POSSIBLE

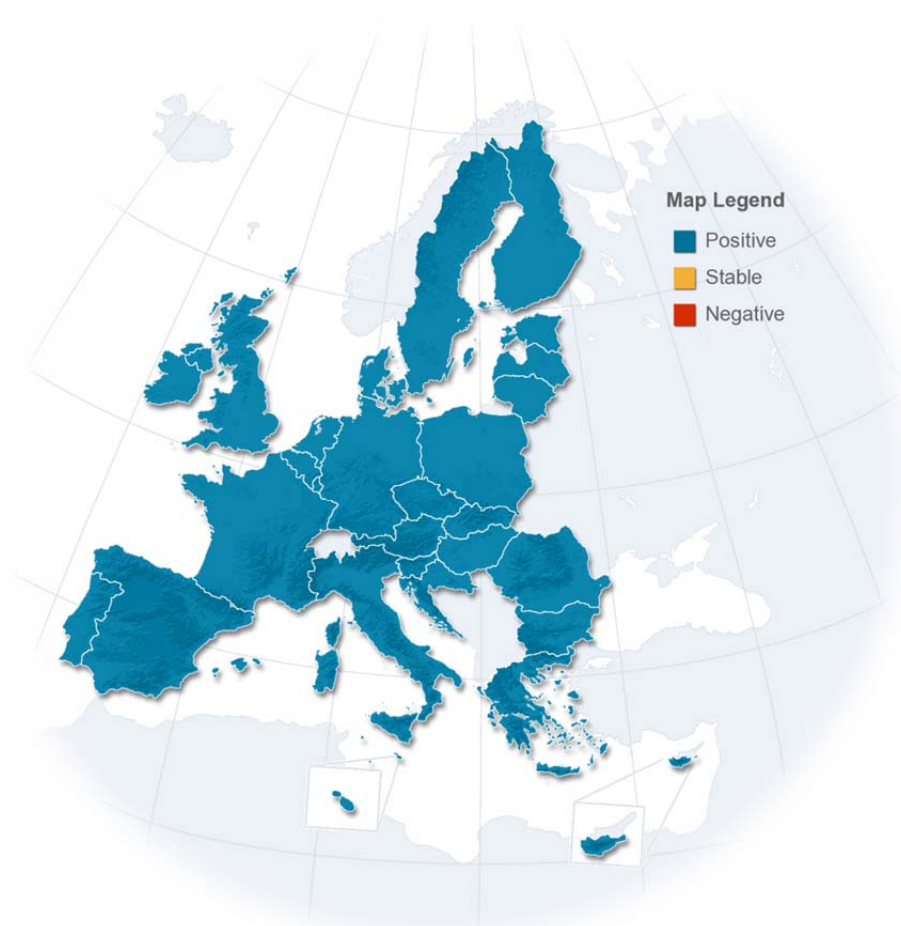
Base: Internet users (QC1) (n=18,983 in EU27)

Comparing the results between the two surveys at country level shows an increase in the use of smartphones and tablet computers in all the countries surveyed. This evolution is most important for smartphones with an increase ranging from +4 percentage points in Romania to +26 percentage points in Croatia since last year.

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

Answers: Smartphone

 FI	43%	+20
 UK	56%	+14
 ES	44%	+14
 AT	41%	+13
 DE	32%	+13
 NL	51%	+12
 CY	28%	+12
 IT	27%	+12
 DK	55%	+11
 IE	40%	+11
EU27	35%	+11
 EL	20%	+11
 CZ	20%	+10
 PT	13%	+10
 SE	64%	+9
 FR	37%	+9
 EE	32%	+8
 MT	28%	+8
 BE	26%	+8
 LT	25%	+8
 SI	29%	+7
 LV	19%	+7
 BG	12%	+6
 PL	11%	+6
 HU	11%	+5
 SK	10%	+5
 LU	47%	+4
 RO	13%	+4
 HR	26%	+26



Evolution 2013-2012

MULTIPLE ANSWERS POSSIBLE

Base: Internet users (QC1) (n=18,983 in EU27)

The main socio-demographic differences in means of accessing the internet are by age. The use of a smartphone for internet access is much higher among younger people, ranging from 55% among 15-24 year olds to 13% of those aged 55 or over. Use of a laptop computer or netbook also decreases slightly with age (from 65% of 15-24 year olds and 66% of 24-39 year olds, to 56% of those aged 55 or over), although older people are more likely than younger people to use a desktop computer (59% of 40-54 year olds and 59% of those aged 55 or over, compared with 44% of 15-24 year olds).

The use of all of the various devices is higher among those leaving education at a later stage. The differences are most pronounced for use of a smartphone and for a tablet or touchscreen. For example, 38% of those leaving education at the age of 20 or over use a smartphone to access the internet, falling to 29% among those leaving education between the ages of 16 and 19, and 21% of those ending their education by the age of 15 or under. Use of a tablet or touchscreen ranges from 20% for those leaving education at the age of 20 or over, to 11% of those leaving education between the ages of 16 and 19, and 10% of those ending their education by the age of 15 or under.

In addition, men are more likely than women to use a desktop computer (56% compared with 49%) and a smartphone (37% compared with 32%).

The proportion using a desktop computer is similar for both frequent internet users (every day) and less frequent users. However, frequent users are more likely to use the other devices. The difference is greatest for use of a smartphone to access the internet: 41% among daily internet users, compared with 12% of those who use the internet less often.

3. ONLINE ACTIVITIES

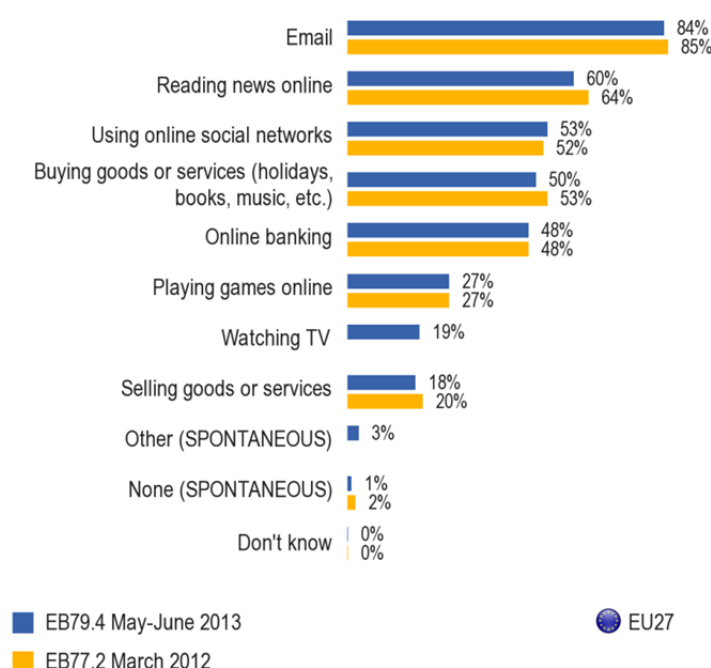
- There is considerable variation by country in the proportion that do online banking, buy/sell goods or services online and watch TV online -

Internet users were asked about the various activities that they do online. The vast majority of internet users across the EU use email (84%) and most respondents say that they read news online (60%). In addition, around half of internet users say they use social networking sites (53%), buy goods or services (50%), or do online banking (48%).

Around a quarter (27%) play games online, while 19% watch TV and 18% sell goods or services⁷.

The response options for this question were different in the 2012 survey (watching television was not included as an option). However, for the activities that were included in both surveys (all except watching TV), the figures are generally similar; suggesting that use of the internet for these activities has remained stable in the last year. That said, it is interesting to note the decline in internet users buying goods or services online (down from 53% to 50%) and reading news online (from 64% to 60%).

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



MULTIPLE ANSWERS POSSIBLE

Base: Internet users (QC1) (n=18,983 in EU27)

⁷ QC3 'Which of the following activities do you do online?' (MULTIPLE ANSWERS POSSIBLE) Possible answers: Online banking; Buying goods or services (holidays, books, music, etc.); Selling goods or services; Using online social networks; Email; Reading news online; Playing games online; Watching TV; Other (SPONTANEOUS); None (SPONTANEOUS); Don't know.

There is considerable variation in the activities that people do online in different countries. In general, respondents in NMS12 are more likely than those in EU15 to use the internet for online news (73% compared with 57%), but are less likely to buy goods or services (35% compared with 54%), sell goods or services (11% compared with 20%), do online banking (39% compared with 51%) or use email (76% compared with 86%).

Specifically, respondents in Lithuania (89%), Estonia (85%), Slovenia (85%), Croatia (85%) and Poland (83%) are most likely to use the internet for online news; this is lowest in France (40%).

Almost all internet users in the Netherlands (96%), Denmark (95%) and Sweden (93%) use the internet for email, but this is much lower in Romania (50%).

The figures are also highest in the Netherlands, Denmark and Sweden for:

- Buying goods or services: 77% in the Netherlands, 77% in Sweden and 75% in Denmark. The lowest figures are in Portugal (15%), Hungary (17%), Bulgaria (21%) and Croatia (21%).
- On-line banking: 89% in Denmark, 88% in the Netherlands and 84% in Sweden. There are also high figures in Finland (88%) and Estonia (85%). People in Greece (10%), Bulgaria (11%) and Romania (12%) are least likely to use the internet for on-line banking.

Respondents in the Netherlands are also the most likely to use the internet to sell goods or services (40%), while the proportions are very low in Greece (4%), Cyprus (4%), Bulgaria (5%) and Spain (5%).

Watching TV via the internet is most common in Sweden (54%) and Finland (41%), but the proportions are much lower in Italy (5%), Hungary (8%), Portugal (10%), Slovakia (10%) and Spain (11%).

Use of social networking sites is highest in Latvia (71%), Sweden (69%), Denmark (67%), Portugal (67%) and Greece (66%), and is lowest in Germany (43%), Czech Republic (47%) and France (48%).

Internet users in Greece (48%) and Cyprus (40%) are most likely to say that they play games online, with the lowest proportions in Germany and Spain (both 18%).

QC3 Which of the following activities do you do online?

	Email	Reading news online	Using online social networks	Buying goods or services (holidays, books, music, etc.)	Online banking	Playing games online	Watching TV	Selling goods or services	Other (SPONT.)	None (SPONT.)	Don't know
EU27	84%	60%	53%	50%	48%	27%	19%	18%	3%	1%	0%
BE	90%	53%	55%	44%	62%	26%	17%	16%	4%	1%	0%
BG	71%	68%	64%	21%	11%	31%	23%	5%	4%	1%	0%
CZ	88%	72%	47%	53%	56%	30%	17%	20%	0%	1%	0%
DK	95%	76%	67%	75%	89%	35%	36%	29%	1%	0%	0%
DE	90%	58%	43%	66%	48%	18%	12%	19%	1%	1%	0%
EE	89%	85%	62%	41%	85%	27%	30%	16%	1%	0%	0%
IE	82%	50%	59%	51%	57%	25%	26%	16%	5%	1%	0%
EL	63%	72%	66%	27%	10%	48%	19%	4%	8%	1%	0%
ES	85%	60%	58%	29%	33%	18%	11%	5%	3%	1%	0%
FR	88%	40%	48%	54%	56%	27%	20%	28%	4%	1%	0%
IT	75%	59%	50%	31%	31%	26%	5%	11%	5%	2%	0%
CY	66%	75%	59%	34%	27%	40%	34%	4%	5%	0%	0%
LV	84%	79%	71%	37%	78%	35%	27%	10%	4%	0%	0%
LT	82%	89%	57%	41%	67%	32%	24%	13%	11%	1%	0%
LU	91%	53%	54%	58%	57%	26%	19%	13%	3%	1%	0%
HU	81%	74%	61%	17%	17%	29%	8%	7%	3%	1%	0%
MT	83%	66%	65%	60%	58%	33%	24%	14%	5%	0%	0%
AT	90%	60%	59%	58%	52%	37%	16%	21%	16%	1%	0%
NL	96%	70%	61%	77%	88%	35%	35%	40%	2%	0%	0%
PL	79%	83%	52%	39%	50%	21%	12%	11%	2%	1%	0%
PT	80%	62%	67%	15%	22%	38%	10%	6%	9%	2%	0%
RO	50%	52%	54%	23%	12%	31%	24%	6%	7%	6%	0%
SI	89%	85%	55%	39%	41%	30%	23%	17%	7%	0%	0%
SK	86%	59%	60%	45%	46%	23%	10%	9%	1%	1%	0%
FI	91%	80%	62%	61%	88%	37%	41%	20%	3%	0%	0%
SE	93%	75%	69%	77%	84%	33%	54%	28%	2%	0%	0%
UK	84%	55%	57%	69%	57%	33%	32%	25%	4%	1%	0%
HR	67%	85%	57%	21%	29%	35%	15%	10%	6%	0%	0%

Highest percentage per country

Lowest percentage per country

Highest percentage per item

Lowest percentage per item

MULTIPLE ANSWERS POSSIBLE

Base: Internet users (QC1) (n=18,983 in EU27)

Respondents who finished their education at the age of 20 or over are more likely than those who finished their education earlier to use the internet for the various activities, particularly online banking (63% compared with 45% of those ending their education between the age of 16 and 19, and 32% of those who ended their education by the age of 15 or under) and buying goods or services (61% compared with 47% of those ending their education between the age of 16 and 19, and 33% of those who ended their education by the age of 15 or below).

The proportion that uses the internet for social networks, online games and watching television is higher among younger age groups. For example, 81% of 15-24 year olds access social networks, falling to 26% of those aged 55 or over. However, the 15-24 age group is the least likely to do online banking (34%). Otherwise, use of the different activities is similar across the age groups.

Men are more likely than women to use the internet to read news online (64% compared with 56%) and for games (30% compared with 24%).

Frequent internet users (who use the internet at least once a day) are more likely to use the internet for all of the various activities, compared with less frequent users. For example, 57% of daily internet users buy goods or services online, compared with 25% of less frequent users.

II. CONFIDENCE ABOUT INTERNET TRANSACTIONS

This chapter looks at internet users' confidence in using the internet for online banking or buying things online. It then examines the concerns that internet users have about these activities, and finds out whether respondents have changed their internet behaviour as a result of any concerns.

Throughout the chapter, findings are based only on people who ever use the internet.

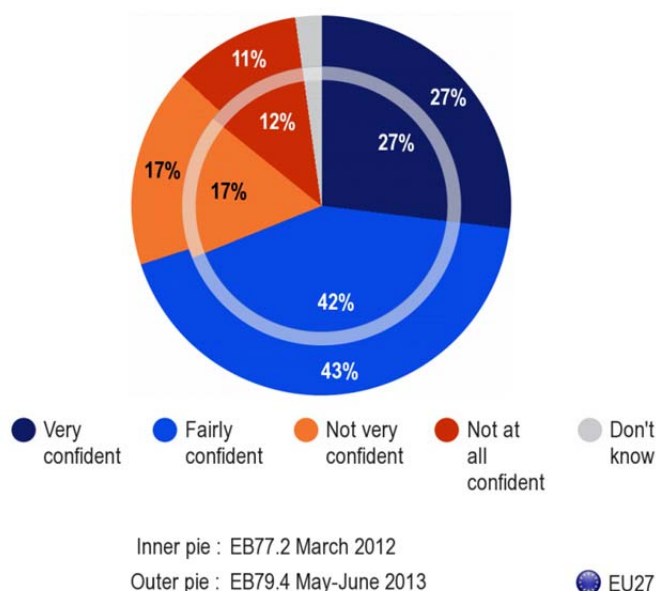
1. CONFIDENCE

- The majority are at least fairly confident in doing online banking or buying things online -

The majority of internet users across the EU (70%) say that they are at least fairly confident about their ability to use the internet for things like online banking or buying things online, including 27% who say they are very confident. However, 17% are not very confident and 11% are not at all confident⁸.

These findings are almost identical to those seen in the 2012 survey.

QC4. How confident are you about your ability to use the Internet for things like online banking or buying things online?



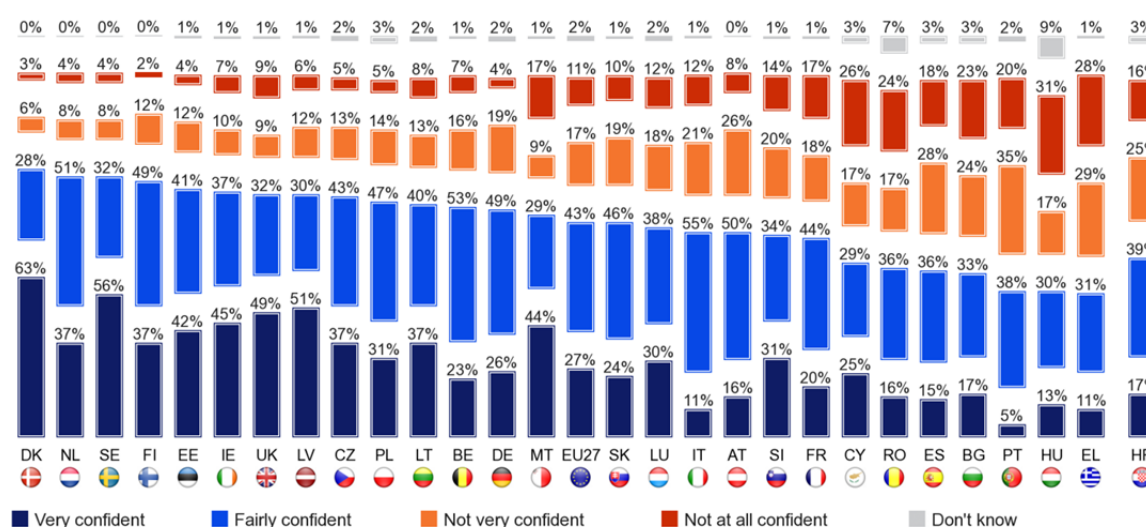
Base: Internet users (QC1) (n=18,983 in EU27)

⁸ QC4 'How confident are you about your ability to use the Internet for things like online banking or buying things online?'. Possible answers: Very confident; Fairly confident; Not very confident; Not at all confident; Don't know.

There is considerable variation by country in the level of confidence that respondents have in using the internet for things like online banking or buying things online. These variations tend to reflect the levels of actual use of the internet for these activities, as described in the previous section.

Respondents in Denmark (91%), the Netherlands (88%), Sweden (88%) and Finland (86%) are most likely to say that they are confident doing online banking or buying things online. Denmark and Sweden also show high proportions who are *very* confident (63% and 56% respectively). The lowest levels of confidence are seen in Greece (42%), Hungary (43%) and Portugal (43%).

QC4. How confident are you about your ability to use the Internet for things like online banking or buying things online?
































Base: Internet users (QC1) (n=18,983 in EU27)

Across the EU as a whole, there has been very little change since 2012, in the level of confidence that respondents have in using the internet for things like online banking or buying things online. However, there have been some changes in individual countries. The proportions that say they are confident have increased in Bulgaria (from 38% to 50%) and Poland (from 71% to 78%), while people are less confident in Austria (an increase from 24% to 34% in the proportion saying they are not confident), Luxembourg (from 21% to 30%) and Hungary (from 41% to 48%).

No other countries show statistically significant changes since 2012.

QC4 How confident are you about your ability to use the Internet for things like online banking or buying things online?

		Total 'Confident'	Diff. 2013 - 2012	Total 'Not confident'	Diff. 2013 - 2012
	EU27	70%	+1	28%	-1
	BG	50%	+12	47%	-10
	PL	78%	+7	19%	-6
	EL	42%	+5	57%	-5
	IT	66%	+5	33%	-2
	SK	70%	+5	29%	-4
	RO	52%	+4	41%	-4
	EE	83%	+3	16%	-2
	ES	51%	+3	46%	-3
	LT	77%	+3	21%	-3
	IE	82%	+2	17%	=
	NL	88%	+2	12%	-1
	CZ	80%	+1	18%	-1
	DK	91%	+1	9%	-1
	DE	75%	+1	23%	-1
	PT	43%	+1	55%	-1
	SI	65%	+1	34%	+1
	LV	81%	=	18%	=
	FR	64%	-1	35%	+1
	MT	73%	-1	26%	+1
	UK	81%	-1	18%	+1
	BE	76%	-2	23%	+2
	CY	54%	-2	43%	+2
	FI	86%	-2	14%	+2
	SE	88%	-3	12%	+4
	HU	43%	-4	48%	+7
	LU	68%	-8	30%	+9
	AT	66%	-10	34%	+10
	HR	56%	-	41%	-




Base: Internet users (QC1) (n=18,983 in EU27)

Confidence in using the internet for things like online banking or buying things online is higher among respondents who finished their education at the age of 20 or over (77%) than those who ended their education between the ages of 16 and 19 (66%) or finished by the age of 15 or under (53%). Confidence is also higher among students and white-collar workers, especially managers (83%), compared with those in other occupations/activities.

Older internet users (aged 55 or over) are somewhat less confident than younger respondents (61% of those aged 55 or over are confident, compared with between 68% and 76% in the other age bands).

In addition, frequent users of the internet (those who use it every day) are more confident than less frequent users (76% compared with 46%).

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'	DK
EU27	70%	28%	2%
 Age			
15-24	74%	23%	3%
25-39	76%	23%	1%
40-54	68%	31%	1%
55 +	61%	37%	2%
 Education (End of)			
15-	53%	45%	2%
16-19	66%	32%	2%
20+	77%	22%	1%
Still studying	76%	21%	3%
 Respondent occupation scale			
Self-employed	75%	24%	1%
Managers	83%	17%	-
Other white collars	76%	23%	1%
Manual workers	65%	33%	2%
House persons	64%	34%	2%
Unemployed	62%	35%	3%
Retired	59%	39%	2%
Students	76%	21%	3%
Use of the Internet			
Everyday	76%	23%	1%
Often/ Sometimes	46%	51%	3%
Never	-	-	-

Base: Internet users (QC1) (n=18,983 in EU27)

2. CONCERNS

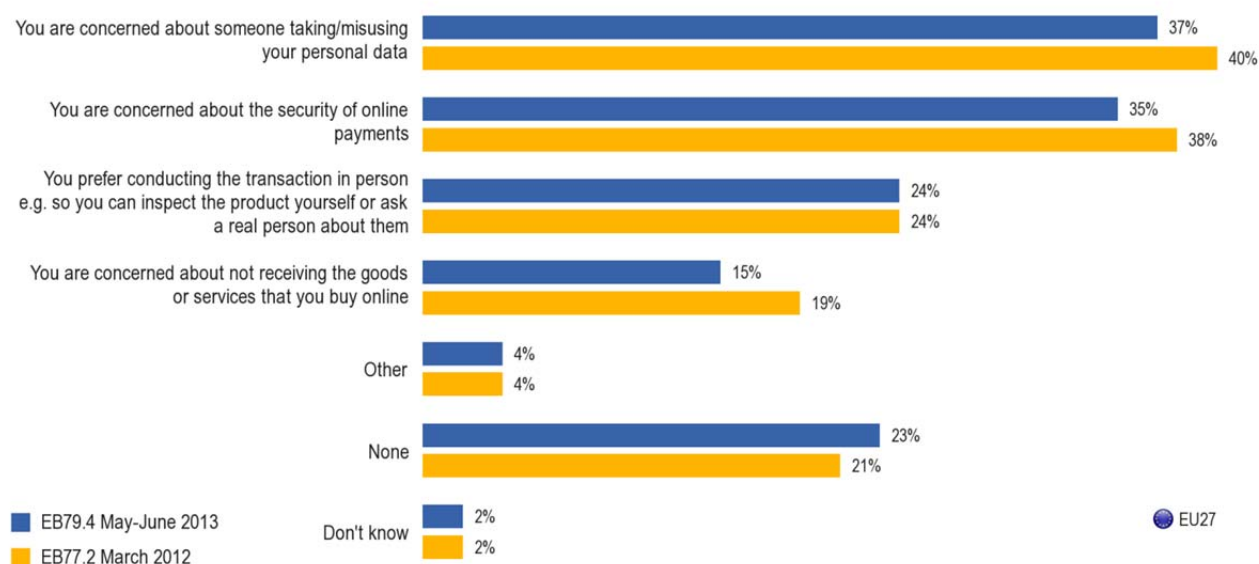
- Misuse of personal data and security of online payments remain the two biggest concerns -

Internet users were asked what concerns they have about using the internet for things like online banking or buying things online. Respondents answered in their own words and were not prompted with possible options.

The two most common concerns are about someone taking or misusing personal data (mentioned by 37%) and security of online payments (35%). Some respondents also express a preference for conducting transactions in person (24%), while 15% are concerned about not receiving goods or services that they buy online. Around a quarter of internet users (23%) say they have no concerns about using the internet for things like online banking or buying things online⁹.

These findings are broadly similar to those obtained from the previous survey. However, EU citizens are slightly less likely to have concerns now than in 2012. Specifically, smaller proportions are concerned about someone taking or misusing personal data (down from 40% to 37%), security of online payments (from 38% to 35%), and not receiving goods or services that they buy online (from 19% to 15%). Correspondingly, the proportion that has no concerns has increased (from 21% to 23%).

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



MULTIPLE ANSWERS POSSIBLE

Base: Internet users (QC1) (n=18,983 in EU27)

⁹ QC5 'What concerns do you have, if any, about using the Internet for things like online banking or buying things online?' (DO NOT SHOW CARD – DO NOT READ OUT – MULTIPLE ANSWERS POSSIBLE). Possible answers: 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 the security of online payments; You are concerned about someone taking/ misusing your personal data; You are concerned about not receiving the goods or services that you buy online; Other; None; Don't know.

The concerns of internet users vary by country. In general, concerns over security and personal data tend to be stronger in EU15 than in NMS12. On average in EU15, 39% are concerned about someone taking or misusing personal data, compared with 25% in NMS12; and in EU15, 37% are concerned about the security of online payments, compared with 26% in NMS12.

Concerns about someone taking or misusing personal data are most prevalent in Germany (53%), Cyprus (48%) and Slovenia (46%), while respondents in UK (48%), France (46%), Slovenia (46%) and Luxembourg (43%) are most concerned about the security of online payments.






























The preference for a personal transaction is strongest in Portugal (49%), Greece (48%), Hungary (46%) and Bulgaria (42%), while respondents are most likely to be concerned about not receiving goods or services in Czech Republic (28%), the Netherlands (25%), Croatia (25%), Romania (24%) and Slovakia (23%).

In some countries, a relatively large proportion of internet users have no concerns over online banking or buying things online: Finland (42%), Poland (40%), Estonia (39%) and Denmark (38%).

There have been some changes in the concerns expressed by respondents in individual countries:

- Compared with the 2012 survey, people are now less likely to be concerned about someone taking or misusing personal data in Luxembourg (down 13 percentage points), Portugal (down 10 points), Czech Republic, Greece, Hungary and UK (all down 9 points). However, in France the proportion concerned about this issue has increased (up 5 percentage points).
- Concerns about security of online payments have decreased in Netherlands (down 9 percentage points) and UK (8 points), but have increased in Greece (up 13 points).
- People are less likely to express a preference for transactions in person in Lithuania (down 11 percentage points), Slovakia (down 8 points) and UK (down 8 points), but the proportions have increased in Denmark (up 9 percentage points) and Portugal (up 9 points).
- Respondents are less likely to be concerned about not receiving goods or services in Cyprus (down 16 percentage points), Luxembourg (down 10 points), Hungary (down 9 points), Slovenia (down 9 points) and UK (down 12 points).

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
	EU27	37%	35%	24%	15%	4%	23%	2%
	BE	38%	37%	25%	18%	2%	17%	1%
	BG	33%	19%	42%	13%	1%	13%	8%
	CZ	28%	31%	23%	28%	1%	29%	1%
	DK	29%	29%	30%	14%	8%	38%	1%
	DE	53%	33%	22%	20%	4%	23%	1%
	EE	18%	22%	12%	17%	6%	39%	3%
	IE	29%	36%	20%	10%	2%	30%	1%
	EL	36%	38%	48%	16%	0%	15%	0%
	ES	35%	33%	40%	14%	3%	20%	2%
	FR	43%	46%	22%	17%	6%	18%	1%
	IT	32%	27%	33%	10%	2%	17%	3%
	CY	48%	36%	36%	21%	1%	15%	0%
	LV	29%	26%	12%	12%	6%	32%	2%
	LT	23%	29%	19%	17%	5%	31%	3%
	LU	41%	43%	27%	15%	6%	30%	1%
	HU	23%	24%	46%	12%	1%	24%	0%
	MT	22%	24%	24%	16%	3%	33%	3%
	AT	38%	30%	25%	21%	4%	32%	1%
	NL	41%	35%	20%	25%	5%	23%	0%
	PL	18%	20%	17%	12%	0%	40%	8%
	PT	29%	35%	49%	14%	1%	13%	1%
	RO	33%	37%	32%	24%	3%	18%	5%
	SI	46%	46%	19%	14%	8%	25%	1%
	SK	34%	23%	24%	23%	3%	32%	1%
	FI	25%	32%	15%	11%	9%	42%	0%
	SE	28%	35%	15%	12%	13%	34%	2%
	UK	34%	48%	7%	5%	6%	26%	3%
	HR	35%	33%	35%	25%	3%	21%	1%

Highest percentage per country

Lowest percentage per country

Highest percentage per item

Lowest percentage per item

MULTIPLE ANSWERS POSSIBLE

Base: Internet users (QC1) (n=18,983 in EU27)

Internet users that are not confident in their ability to use the internet for things like online banking or buying things online are more likely to have concerns; in particular, they are more likely to express a preference for conducting transactions in person (41%) than those who are confident in using the internet for these activities (17%). Related to this, less frequent internet users (who use the internet less than once a day) are also more likely to prefer to conduct transactions in person (35%), compared with daily internet users (21%).

Respondents who left education at an earlier age are also more likely to prefer to conduct transactions in person (31% of those ending education by the age of 15 or under, falling to 26% of those ending education between the ages of 16 and 19, and 21% of those ending education at the age of 20 or over).

In addition, older respondents are more likely to be concerned about someone taking or misusing personal data (rising from 31% of 15-24 year olds to 40% of those aged 55 or over), while women are more likely than men to be concerned about the security of online payments (38% compared with 32%).

3. IMPACT ON BEHAVIOUR

- Internet users have changed their behaviour in a number of ways because of security concerns -

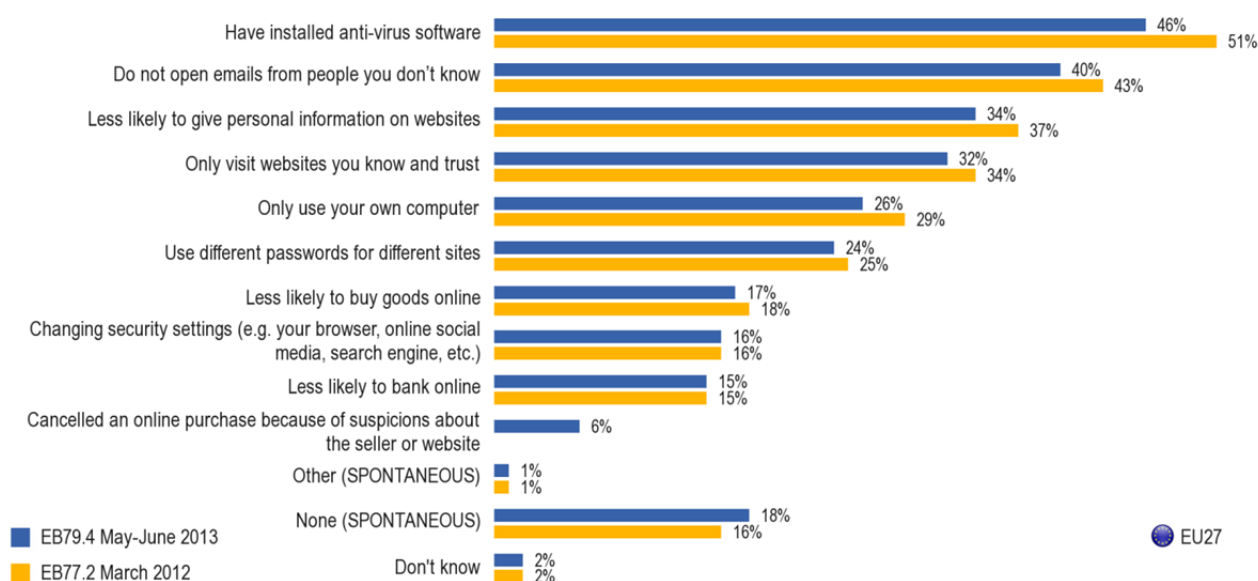
Respondents who use the internet were asked whether concerns about security issues have made them change the way they use the internet. Respondents were shown a list of possible response options.

The actions that respondents are most likely to take are installing anti-virus software (46%) and not opening emails from people they don't know (40%). Other changes include being less likely to give personal information on websites (34%), only visiting websites that they know and trust (32%), only using their own computer (26%) and using different passwords for different sites (24%). Other actions are mentioned by around one in six respondents: 17% say they are less likely to buy goods online and 15% are less likely to bank online, while 16% have changed their security settings. In addition, 6% have cancelled an online purchase because of suspicions about the seller or website. However, 18% of respondents say they have not made any changes because of concerns about security issues¹⁰.

The response options for this question differ from the 2012 survey. In 2012, respondents were not asked about cancelling an online purchase; this option was added for the 2013 survey. Comparing the findings with those from the previous survey shows that the figures for most of the actions are very similar.

¹⁰ QC6 'Has concern about security issues made you change the way you use the Internet in any of the following ways?' (SHOW CARD – READ OUT – MULTIPLE ANSWERS POSSIBLE) Possible answers: Less likely to buy goods online; Less likely to bank online; Less likely to give personal information on websites; Changing security settings (e.g. your browser, online social media, search engine, etc.); Only visit websites you know and trust; Use different passwords for different sites; Do not open emails from people you don't know; Only use your own computer; Have installed anti-virus software; Cancelled an online purchase because of suspicions about the seller or website (N); Other (SPONTANEOUS); None (SPONTANEOUS); Don't know.

QC6. Has concern about security issues made you change the way you use the Internet in any of the following ways?



MULTIPLE ANSWERS POSSIBLE

Base: Internet users (QC1) (n=18,983 in EU27)

There is a general pattern in which respondents in EU15 are more likely to have made changes than those in NMS12. The differences are greatest for installing anti-virus software (49% compared with 33%) and not opening emails from people they don't know (43% compared with 29%).

Looking at individual countries, a relatively high proportion of respondents in Luxembourg say that they have changed the way they use the internet because of concerns about security issues. Specifically, the figures are high for not opening emails from people they don't know (63%), only visiting websites they know and trust (55%), and using different passwords for different sites (44%).

Similarly, a high proportion of respondents in Sweden say that they have installed anti-virus software (71%), are less likely to give personal information on websites (63%), use different passwords for different sites (39%), and have cancelled an online purchase because of suspicions about the seller or website (20%). Respondents in Denmark are more likely than those in most other countries to say they have installed anti-virus software (73%) and don't open emails from people they don't know (68%).

In Greece, a relatively large proportion of respondents say that they are less likely to bank online because of security concerns (37%), while the proportion that say they are less likely to buy goods online is highest in Portugal (38%). A high proportion of respondents in Slovenia say that they use different passwords for different sites (40%), while respondents in Czech Republic (42%) and Germany (41%) are most likely to say that they only use their own computer.

The proportions that say they have not made any changes are highest in Poland (30%) and Latvia (29%). In addition, respondents in Italy and Portugal are less likely than those in other countries to have made various changes. In Italy, relatively small proportions have installed anti-virus software (23%), don't open emails from people they don't know (23%), only visit websites they know and trust (21%), use different passwords for different sites (13%) and have cancelled online purchases (0%). In Portugal, there are low figures for installing anti-virus software (24%), not opening emails from people they don't know (23%), only visiting websites they know and trust (18%), using different passwords for different sites (15%) and only using their own computer (15%).

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 (SPONT.)	None (SPONT.)	Don't know
EU27	46%	40%	34%	32%	26%	24%	17%	16%	15%	6%	1%	18%	2%
BE	55%	49%	33%	39%	27%	23%	19%	19%	13%	3%	1%	11%	0%
BG	22%	27%	23%	34%	24%	11%	12%	6%	8%	0%	1%	23%	4%
CZ	58%	53%	31%	47%	42%	22%	19%	15%	8%	4%	0%	10%	1%
DK	73%	68%	49%	31%	26%	37%	15%	23%	6%	8%	1%	9%	0%
DE	61%	52%	49%	36%	41%	30%	12%	24%	9%	12%	0%	14%	0%
EE	59%	55%	24%	34%	28%	26%	10%	15%	4%	8%	1%	18%	2%
IE	20%	23%	29%	32%	12%	18%	18%	13%	17%	2%	1%	23%	2%
EL	37%	32%	31%	34%	15%	13%	34%	11%	37%	1%	0%	16%	1%
ES	33%	37%	21%	30%	25%	20%	25%	11%	21%	2%	1%	18%	2%
FR	62%	52%	42%	45%	31%	24%	21%	18%	17%	6%	1%	12%	1%
IT	23%	23%	19%	21%	13%	13%	15%	11%	17%	0%	0%	24%	2%
CY	36%	41%	38%	39%	28%	19%	24%	7%	21%	5%	1%	19%	0%
LV	37%	32%	12%	28%	23%	25%	5%	7%	3%	3%	1%	29%	4%
LT	42%	26%	23%	27%	21%	14%	13%	8%	7%	3%	3%	23%	3%
LU	64%	63%	40%	55%	38%	44%	17%	24%	13%	6%	1%	9%	1%
HU	30%	24%	26%	23%	30%	13%	26%	8%	22%	2%	0%	23%	0%
MT	38%	38%	34%	35%	18%	29%	16%	12%	14%	5%	1%	17%	1%
AT	54%	47%	44%	30%	36%	27%	16%	21%	12%	5%	4%	17%	0%
NL	65%	61%	49%	33%	22%	38%	13%	26%	8%	6%	2%	11%	0%
PL	22%	20%	19%	21%	17%	17%	11%	9%	9%	4%	1%	30%	9%
PT	24%	23%	32%	18%	15%	15%	38%	12%	26%	1%	1%	23%	1%
RO	34%	26%	26%	24%	24%	14%	26%	7%	25%	3%	1%	20%	3%
SI	63%	49%	35%	45%	40%	40%	18%	18%	19%	5%	2%	11%	0%
SK	44%	36%	22%	39%	39%	22%	6%	13%	4%	2%	0%	13%	1%
FI	64%	47%	35%	32%	22%	35%	7%	29%	2%	5%	2%	12%	0%
SE	71%	59%	63%	34%	22%	39%	20%	27%	7%	20%	1%	7%	0%
UK	46%	37%	33%	31%	21%	32%	12%	16%	19%	7%	2%	20%	1%
HR	35%	27%	24%	27%	29%	18%	27%	7%	14%	6%	1%	16%	1%

Highest percentage per country

Lowest percentage per country

Highest percentage per item

Lowest percentage per item

MULTIPLE ANSWERS POSSIBLE

Base: Internet users (QC1) (n=18,983 in EU27)

Frequent internet users (who use it every day) are more likely than less frequent users to say they have made changes such as installing anti-virus software (49% compared with 34%), using different passwords (27% compared with 13%), not opening emails from people they don't know (42% compared with 32%) and changing security settings (19% compared with 7%). Similarly, respondents who are confident in their ability to use the internet for things like online banking or buying things online are more likely to say they have made changes such as installing anti-virus software (50% compared with 38% of those who are not confident), and using different passwords (29% compared with 14%).

These patterns are reflected in the differences by level of education. Respondents who continued their education until the age of 20 or over (who are typically more frequent internet users) are more likely to say that they have made various changes than those who finished their education at a younger age. This applies to installing anti-virus software (52% of those ending education at the age of 20 or over, compared with 36% of those who ended their education by the age of 15 or under), not opening emails from people they don't know (47% compared with 34%) and using different passwords (29% compared with 18%). However, the opposite applies in relation to online banking: those finishing education at the age of 20 or over are less likely to have reduced this activity (13% compared with 19% of those who ended their education by the age of 15 or below).

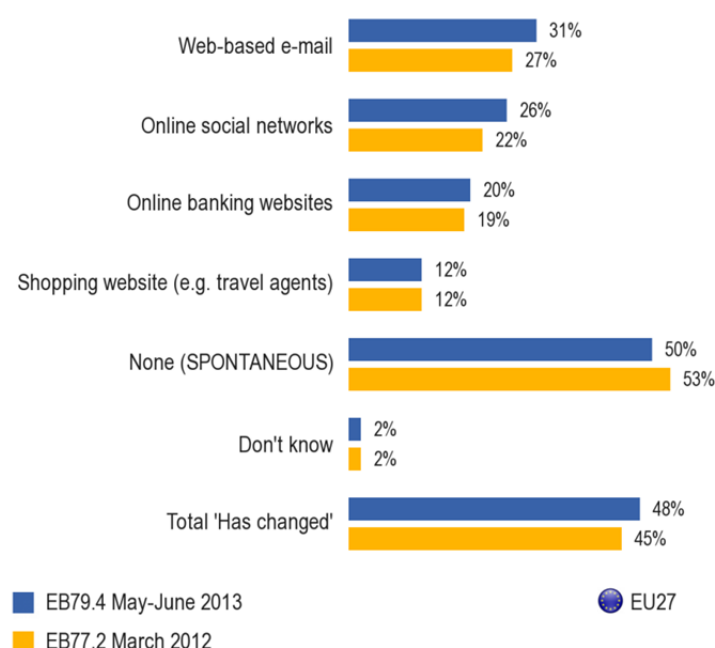
There are also differences by age. Older respondents (aged 55 or over) are more likely than younger respondents to have changed their use of the internet; specifically in relation to installing anti-virus software (52%), not opening emails from people they don't know (46%), only visiting websites they know and trust (37%) and only using their own computer (36%).

A separate question looked at the impact on the behaviour of internet users, by asking respondents whether they had changed their password to access online services during the previous 12 months. Respondents were asked about four types of service: web-based email, online social networks, shopping websites and online banking websites.

In total, just under half of internet users across the EU (48%) have changed their password to access one of these services. Respondents are most likely to have changed their password to access web-based email (31%), while 26% have changed their password to access online social networks and 20% online banking websites. Internet users are less likely to have changed their password to access shopping websites (12%)¹¹.

The proportion that has changed their password for any of the services has increased since 2012, from 45% to 48%. Specifically, respondents are more likely to have changed their password to access web-based email (up from 27% in 2012 to 31% in 2013) and to access online social networks (up from 22% to 26%). There has been no significant change for the other two items (online banking websites and shopping websites).

QC13. Have you changed your password to access to any of the following online services during the past 12 months?



MULTIPLE ANSWERS POSSIBLE

Base: Internet users (QC1) (n=18,983 in EU27)






























¹¹ QC13 'Have you changed your password to access to any of the following online services during the past 12 months?' (MULTIPLE ANSWERS POSSIBLE) Possible answers: Web-based e-mail; Online social networks; Shopping website (e.g. travel agents); Online banking websites; None (SPONTANEOUS); Don't know.

The proportion of internet users that have changed their password to access online services is highest in Latvia (71%), Estonia (67%), Finland (67%) and UK (63%). In Latvia and Estonia, this is the result of a high proportion that say they have changed their password to access online banking (50% in Latvia and 51% in Estonia), while in Finland, a high proportion have changed their password to access web based email (48%). The high figure for UK is the result of high proportions that have changed their password for online social networks (36%) and shopping websites (27%).

Internet users are least likely to have changed their password to access online services in Bulgaria (32%), Hungary (33%) and Romania (34%). In Bulgaria, this reflects a low proportion that has changed their password for shopping websites (4%). In Hungary, a low proportion has changed their password to access web based email (10%) as well as for shopping websites (4%). Romania has a low proportion that has changed their password for online banking (4%). In addition, there are low figures in relation to online social networks in Czech Republic (14%), and for shopping websites in Slovakia (4%).

Overall, respondents in EU15 are more likely than those in NMS12 to have changed their password to access any of the online services (49% compared with 42%).

QC13 Have you changed your password to access to any of the following online services during the past 12 months?

		Web-based e-mail	Online social networks	Online banking websites	Shopping website (e.g. travel agents)	None (SPONT.)	Don't know	Total 'Has changed'
	EU27	31%	26%	20%	12%	50%	2%	48%
	BE	36%	30%	12%	9%	45%	2%	53%
	BG	16%	26%	5%	4%	67%	1%	32%
	CZ	32%	14%	24%	6%	51%	1%	48%
	DK	33%	27%	24%	17%	52%	0%	48%
	DE	27%	19%	18%	13%	55%	4%	41%
	EE	31%	25%	51%	8%	29%	5%	67%
	IE	28%	26%	14%	12%	53%	2%	45%
	EL	26%	33%	6%	5%	56%	1%	43%
	ES	28%	21%	11%	7%	61%	2%	37%
	FR	31%	24%	25%	10%	51%	1%	47%
	IT	28%	28%	14%	10%	47%	3%	51%
	CY	25%	26%	10%	8%	60%	1%	39%
	LV	29%	26%	50%	6%	27%	2%	71%
	LT	30%	23%	43%	9%	40%	2%	58%
	LU	45%	33%	29%	19%	39%	1%	60%
	HU	10%	26%	8%	4%	65%	1%	33%
	MT	32%	31%	15%	11%	53%	1%	46%
	AT	25%	23%	21%	12%	55%	1%	44%
	NL	35%	26%	37%	11%	40%	1%	59%
	PL	28%	22%	18%	7%	53%	3%	44%
	PT	29%	29%	8%	6%	57%	1%	42%
	RO	22%	23%	4%	5%	59%	6%	34%
	SI	36%	28%	15%	7%	56%	1%	43%
	SK	30%	24%	11%	4%	52%	1%	47%
	FI	48%	33%	43%	24%	31%	1%	67%
	SE	39%	29%	23%	21%	40%	1%	59%
	UK	44%	36%	32%	27%	35%	2%	63%
	HR	23%	27%	5%	4%	62%	1%	37%

Highest percentage per country

Lowest percentage per country

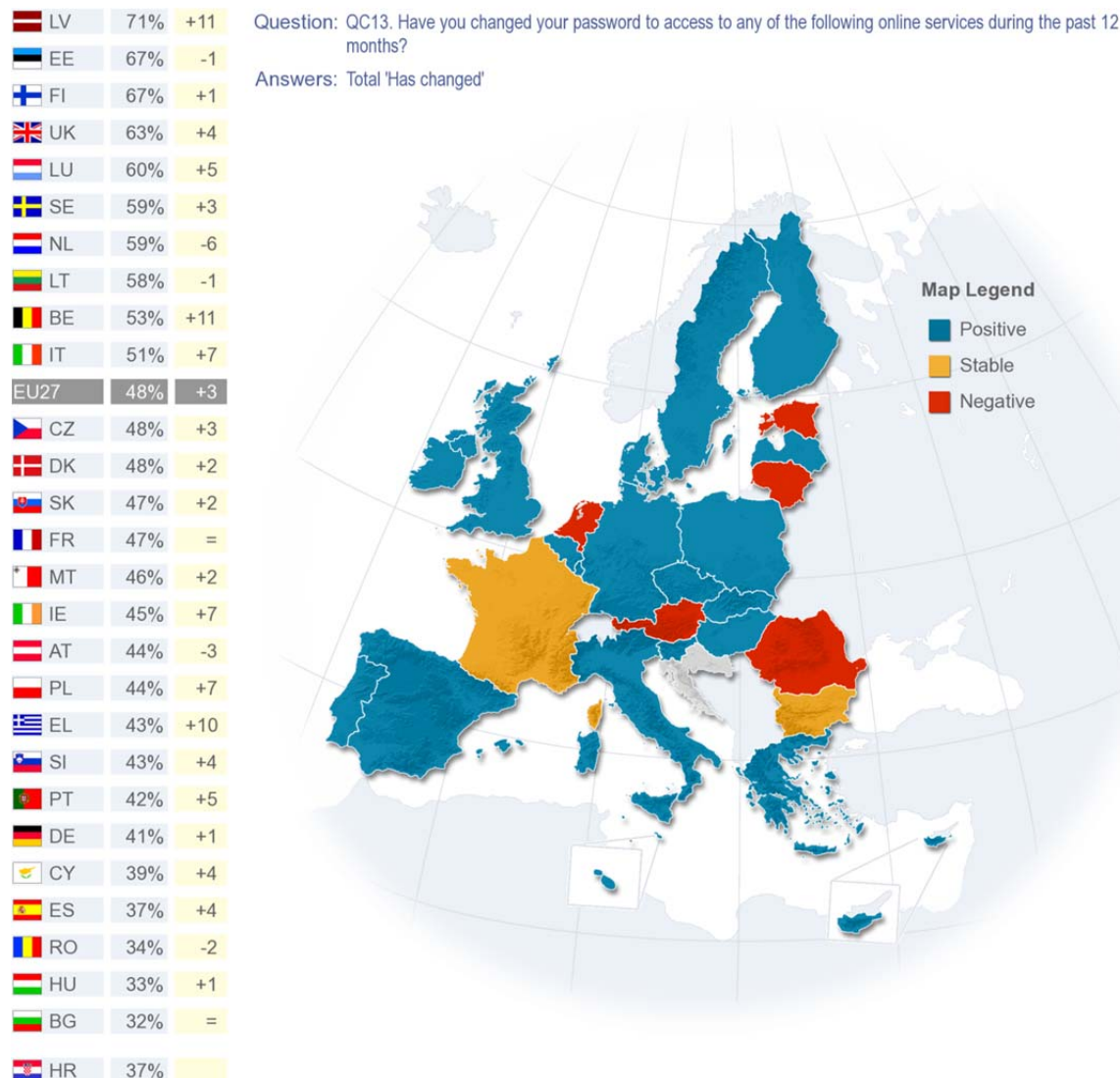
Highest percentage per item	Lowest percentage per item
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MULTIPLE ANSWERS POSSIBLE

Base: Internet users (QC1) (n=18,983 in EU27)

In most countries, the proportion that has changed their password for any of the services has increased slightly since 2012, in line with the overall increase across the EU. The largest increases are in Latvia (up 11 percentage points to 71%), Belgium (up 11 points to 53%) and Greece (up 10 points to 43%).

The only country to show a decrease of any size is the Netherlands, where there has been a fall of 6 percentage points in the proportion that has changed their password (to 59%).



Evolution since 2012

MULTIPLE ANSWERS POSSIBLE

Base: Internet users (QC1) (n=18,983 in EU27)

Younger respondents are more likely than older respondents to have done changed their password to access online services, the proportion ranging from 55% of 15-24 year olds to 38% of those aged 55 or over. In particular, there is a large difference in the proportion that has changed their password to access online social networks (41% of 15-24 year olds, falling to 11% of those aged 55 or over).

There are also differences by level of education. Those who finished their education at the age of 20 or over (53%) are more likely to have changed their password than those ending their education between the ages of 16 and 19 (44%) or by the age of 15 or under (39%).

In addition, frequent users of the internet are more likely to say they have changed their password to access online services (53% of those accessing it every day, compared with 30% of those who use the internet less often). Similarly, those who are confident in their ability to do online banking or buying things online are more likely to have changed their password than those who are not confident (54% compared with 36%).

III. AWARENESS AND EXPERIENCE OF CYBERCRIMES

This chapter examines how well informed EU citizens feel about the risks of cybercrime. It then looks at the attitudes of internet users to cyber security, whether they have experienced or been a victim of cybercrime, the level of concern they feel about it, and who they would contact if they experienced or were the victim of cybercrime. It also covers experience of online harassment.

The questions on level of knowledge and online harassment cover all respondents, while the remainder of the chapter (on attitudes, experience and concerns) are based only on those who ever use the internet.

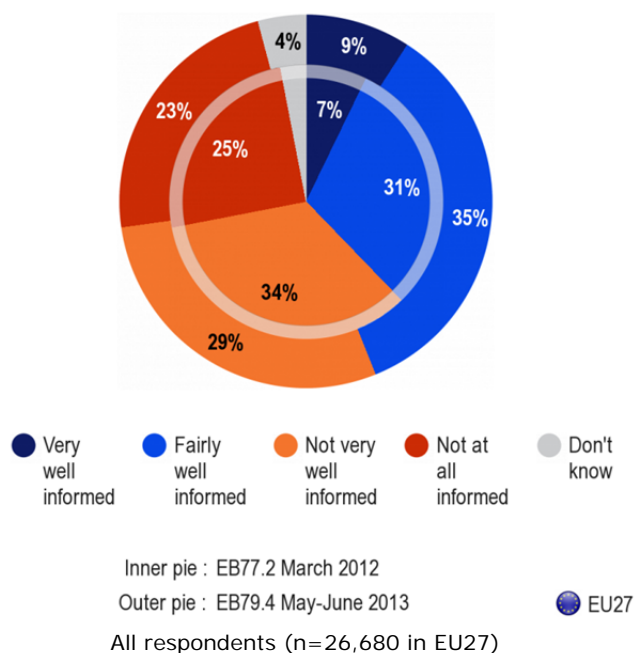
1. LEVEL OF KNOWLEDGE

- There has been a rise in the proportion of EU citizens who feel well informed about the risks of cybercrime -

Compared with the 2012 survey, a greater proportion of EU citizens say they feel well informed about the risks of cybercrime. In the 2013 survey, 9% say they feel very well informed (compared with 7% in 2012) and 35% feel fairly well informed (compared with 31% in 2012)¹².

There has been a corresponding decrease in the proportion that say they are not well informed. In 2013, 29% say they do not feel very well informed (compared with 34% in 2012), and 23% do not feel at all well informed (compared with 25% in 2012).

QC8. How well informed do you feel about the risks of cybercrime?



¹² QC8 'How well informed do you feel about the risks of cybercrime?' Possible answers: Very well informed; Fairly well informed; Not very well informed; Not at all informed; Don't know.

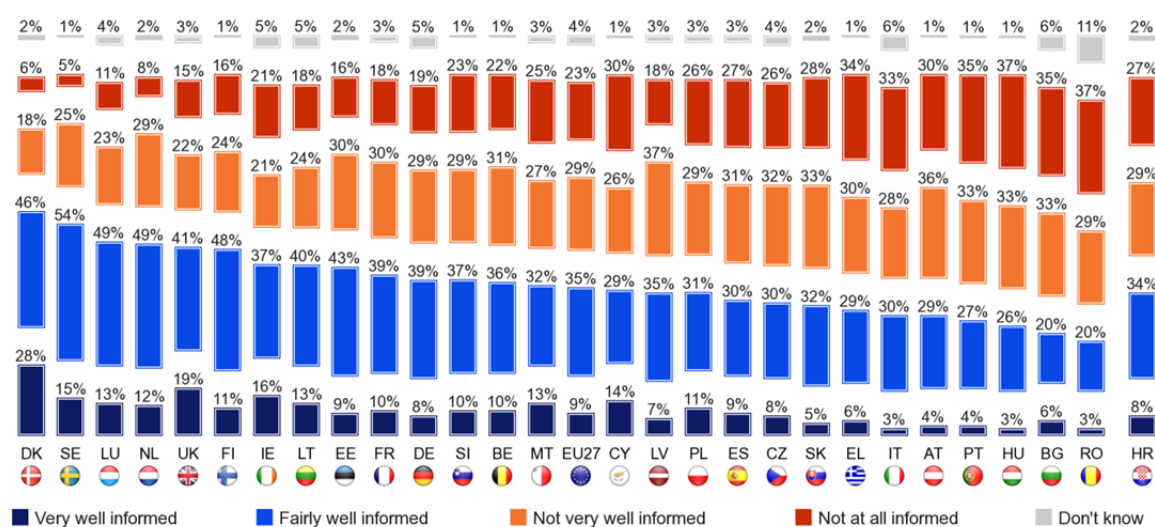
There is considerable variation by country in the extent to which respondents feel well informed about cybercrime. Respondents in Denmark (74%), Sweden (69%), Luxembourg (62%), the Netherlands (61%), UK (60%) and Finland (59%) are most likely to feel very or fairly well informed. The figure in Denmark includes a very high proportion (28%) that say they are *very* well informed.

People are least likely to feel well informed in Romania (23%), Bulgaria (26%), Hungary (29%) and Portugal (31%).

Overall, respondents in EU15 are more likely than those in NMS12 to say they feel well informed (47% compared with 35%).

To a large extent, these differences reflect overall levels of internet use, as described in Chapter I. In countries where there are high levels of internet use, people are also more likely to feel well informed about the risks of cybercrime.

QC8. How well informed do you feel about the risks of cybercrime?































All respondents (n=26,680 in EU27)

Most countries show an increase since 2012 in the proportion that feel well informed about the risks of cybercrime, reflecting the overall increase across the EU. The largest increases are in Lithuania (up 14 percentage points), Luxembourg (up 11 points) and Spain (up 11 points).

There are no countries which show a statistically significant decrease in the proportion of citizens who feel well informed.

QC8 How well informed do you feel about the risks of cybercrime?

		Total 'Informed'	Diff. 2013 - 2012	Total 'Not informed'	Diff. 2013 - 2012
	EU27	44%	+6	52%	-7
	LT	53%	+14	42%	-14
	ES	39%	+11	58%	-13
	LU	62%	+11	34%	-12
	DE	47%	+9	48%	-11
	EE	52%	+9	46%	-8
	IT	33%	+9	61%	-7
	LV	42%	+9	55%	-10
	PL	42%	+9	55%	-9
	EL	35%	+8	64%	-8
	SI	47%	+8	52%	-7
	BE	46%	+7	53%	-8
	CZ	38%	+7	58%	-10
	MT	45%	+7	52%	-7
	NL	61%	+7	37%	-8
	PT	31%	+7	68%	-7
	IE	53%	+6	42%	-5
	FR	49%	+5	48%	-5
	SK	37%	+3	61%	-4
	BG	26%	+2	68%	-2
	UK	60%	+2	37%	-3
	DK	74%	+1	24%	-2
	CY	43%	=	56%	=
	SE	69%	=	30%	-1
	HU	29%	-1	70%	+1
	AT	33%	-1	66%	+1
	RO	23%	-2	66%	-3
	FI	59%	-4	40%	+4
	HR	42%	-	56%	-

All respondents (n=26,680 in EU27)





Findings differ by frequency of internet use. Respondents that access the internet every day are more likely to feel well informed (63%) than those accessing the internet less often (38%) or not at all (12%). Related to this, respondents who feel confident about online transactions are also more likely to feel well informed (66% compared with 38% of those who are not confident).

Socio-demographic variations reflect these overall differences by level of internet use and confidence, with groups that are more frequent internet users and are more confident (such as younger and more highly educated people) more likely to feel well informed.

Younger respondents tend to feel better informed than older respondents. The proportion that feels very or fairly well informed ranges from 64% among 15-24 year olds to 27% among those aged 55 or over. Men are more likely than women to feel well informed (49% compared with 40%).

Respondents who stayed in education until at least the age of 20 (57%) are more likely to feel well informed about cybercrime than those ending their education between the age of 16 and 19 (42%) or by the age of 15 or under (20%). Managers are particularly likely to feel well informed (63%).

QC8 How well informed do you feel about the risks of cybercrime?

	Total 'Informed'	Total 'Not informed'	DK
EU27	44%	52%	4%
 Sex			
Male	49%	48%	3%
Female	40%	55%	5%
 Age			
15-24	64%	35%	1%
25-39	56%	42%	2%
40-54	47%	50%	3%
55 +	27%	66%	7%
 Education (End of)			
15-	20%	72%	8%
16-19	42%	54%	4%
20+	57%	41%	2%
Still studying	69%	30%	1%
 Respondent occupation scale			
Self-employed	52%	45%	3%
Managers	63%	35%	2%
Other white collars	56%	42%	2%
Manual workers	44%	53%	3%
House persons	32%	63%	5%
Unemployed	43%	55%	2%
Retired	24%	68%	8%
Students	69%	30%	1%
Use of the Internet			
Everyday	63%	36%	1%
Often/ Sometimes	38%	59%	3%
Never	12%	79%	9%
Confident ability to use internet			
Total 'Confident'	66%	33%	1%
Total 'Not confident'	38%	60%	2%

All respondents (n=26,680 in EU27)

2. ATTITUDES TO CYBER SECURITY

- Internet users continue to express high levels of concern about cyber security and the risks of cybercrime -

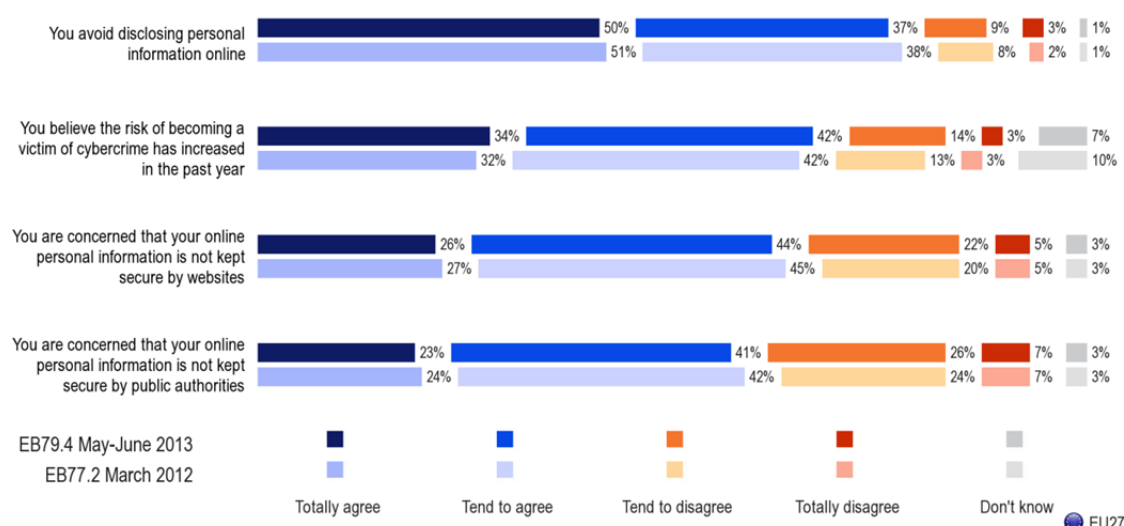
Internet users were asked about their attitudes to cyber security. Overall, the findings show high levels of concern about this issue across the EU.

The vast majority of internet users agree that they avoid disclosing personal information online (87%), including 50% who totally agree, while 76% agree that the risk of becoming a victim of cybercrime has increased in the past year; 17% disagree with this statement.

A clear majority also agree that they are concerned that their online personal information is not kept secure by websites (70%), while 27% disagree. Most respondents are also concerned that this information is not kept secure by public authorities (64%), with 33% disagreeing with this statement¹³.

These findings are very similar to those seen in the 2012 survey, although there have been some small changes. Respondents are slightly more likely to agree that the risk of becoming a victim of cybercrime is increasing (up from 74% to 76%), while for the other three statements there have been small decreases in agreement (of 2 percentage points in each case).

QC12. Could you please tell me to what extent you agree or disagree with each of the following statements?



Base: Internet users (QC1) (n=18,983 in EU27)

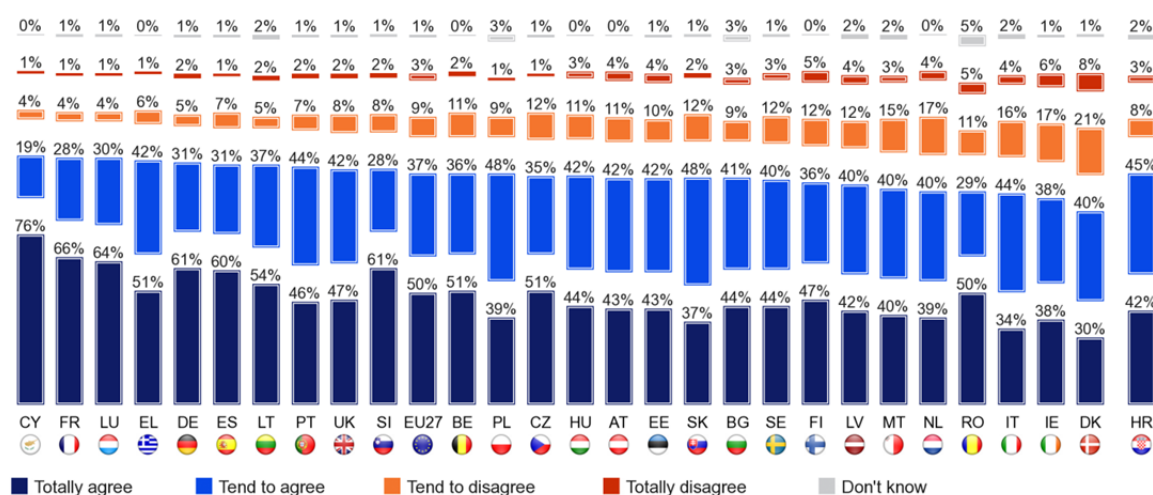
¹³ QC12 'Could you please tell me to what extent you agree or disagree with each of the following statements?'

1) You are concerned that your online personal information is not kept secure by websites. 2) You are concerned that your online personal information is not kept secure by public authorities. 3) You avoid disclosing personal information online. 4) You believe the risk of becoming a victim of cybercrime has increased in the past year. Possible answers: Totally agree; Tend to agree; Tend to disagree; Totally disagree; Don't know.

Findings are similar across most EU countries in relation to avoiding disclosing personal information online. Respondents in Cyprus are most likely to agree (95%), including 76% who *totally* agree. In Denmark, a lower proportion agree with the statement (70%) than in other countries.

QC12.3. Could you please tell me to what extent you agree or disagree with each of the following statements?

You avoid disclosing personal information online
































Base: Internet users (QC1) (n=18,983 in EU27)

In Lithuania, there has been an increase in the proportion of respondents that agree that they avoid disclosing personal information online (up five percentage points since 2012). This is the only increase that is statistically significant.

There have been decreases in the proportions that agree in Malta (down 15 percentage points), Ireland (down 8 points), Finland (down 7 points), Czech Republic (down 5 points) and Italy (down 5 points).

The same variations by country apply to the proportions that *totally disagree* about disclosing personal information online; for example, Malta shows an increase of 13 percentage points.

QC12.3 Could you please tell me to what extent you agree or disagree with each of the following statements?
You avoid disclosing personal information online

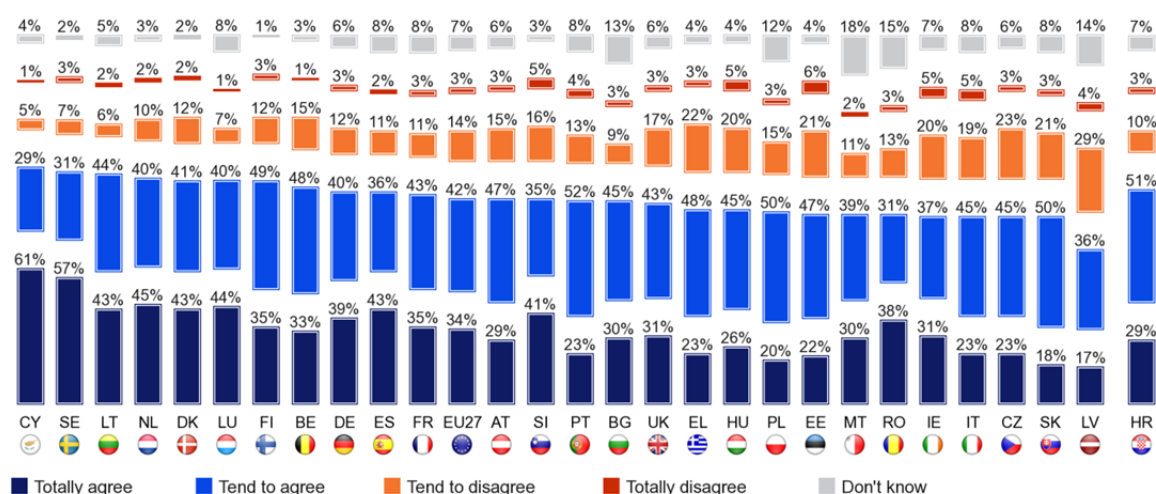
		Total 'Agree'	Diff. 2013 - 2012	Total 'Disagree'	Diff. 2013 - 2012
	EU27	87%	-2	12%	+2
	LT	91%	+5	7%	-5
	DK	70%	+3	29%	-4
	PL	87%	+3	10%	-2
	SE	84%	+3	15%	-3
	FR	94%	+2	5%	-2
	EL	93%	+1	7%	-1
	LV	82%	+1	16%	+1
	DE	92%	=	7%	-1
	EE	85%	=	14%	+1
	CY	95%	=	5%	=
	LU	94%	=	5%	=
	UK	89%	=	10%	=
	PT	90%	-1	9%	+2
	BG	85%	-2	12%	+2
	ES	91%	-2	8%	+2
	HU	86%	-2	14%	+2
	RO	79%	-2	16%	=
	SK	85%	-2	14%	+2
	BE	87%	-3	13%	+4
	AT	85%	-3	15%	+3
	NL	79%	-3	21%	+4
	SI	89%	-3	10%	+3
	CZ	86%	-5	13%	+5
	IT	78%	-5	20%	+5
	FI	83%	-7	17%	+8
	IE	76%	-8	23%	+8
	MT	80%	-15	18%	+13
	HR	87%	-	11%	-

Base: Internet users (QC1) (n=18,983 in EU27)

In all EU countries, the majority of internet users agree that the risk of becoming a victim of cybercrime has increased in the past year. The proportion is highest in Cyprus (90%, including 61% who totally agree) and Sweden (88%, including 57% who totally agree). By far the lowest level of agreement is in Latvia, where just 53% agree and 33% disagree.

QC12.4. Could you please tell me to what extent you agree or disagree with each of the following statements?

You believe the risk of becoming a victim of cybercrime has increased in the past year



Base: Internet users (QC1) (n=18,983 in EU27)






























In several countries, there has been a rise in the proportion of respondents who agree that the risk of cybercrime has increased in the last year. This applies to Germany (up 8 percentage points since 2012), the Netherlands (up 6 points), Sweden (up 6 points), Denmark (up 5 points) and France (up 5 points).

In Poland, respondents are less likely to agree that the risk of cybercrime is increasing (down 11 percentage points from the 2012 survey). There are also decreases in agreement in Ireland (down 9 points), Greece (down 7 points), Malta (down 6 points), Slovakia (down 5 points) and Hungary (down 5 points)¹⁴. In addition, Italy has seen an increase in the proportion that totally disagrees about the growing risk of cybercrime (up 8 percentage points).

¹⁴ The decrease in Malta (6 percentage points) is not statistically significant.

QC12.4 Could you please tell me to what extent you agree or disagree with each of the following statements?

You believe the risk of becoming a victim of cybercrime has increased in the past year

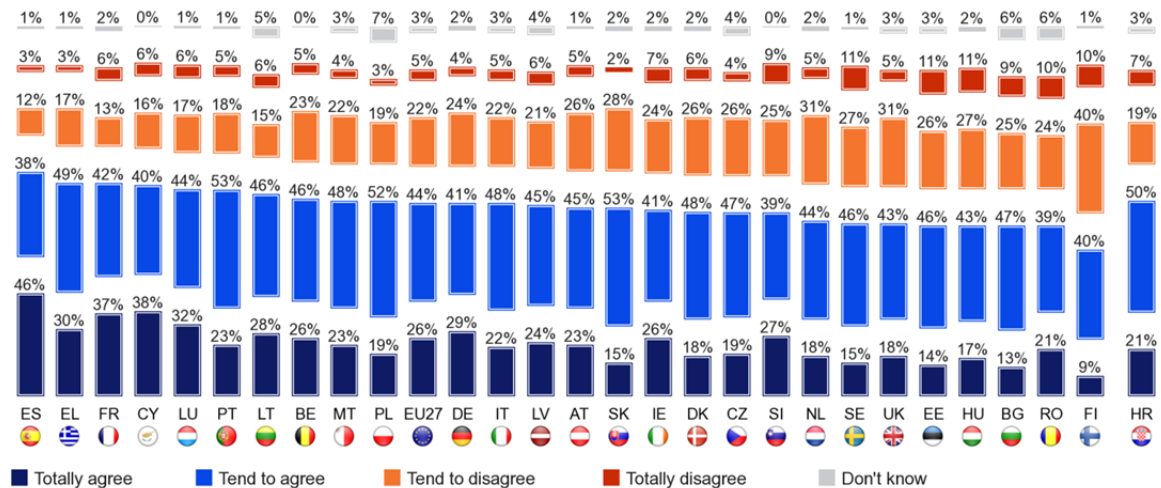
		Total 'Agree'	Diff. 2013 - 2012	Total 'Disagree'	Diff. 2013 - 2012
	EU27	76%	+2	17%	+1
	DE	79%	+8	15%	-2
	NL	85%	+6	12%	-4
	SE	88%	+6	10%	-4
	DK	84%	+5	14%	-4
	FR	78%	+5	14%	=
	BE	81%	+4	16%	-2
	AT	76%	+4	18%	-2
	LT	87%	+3	8%	-1
	LU	84%	+3	8%	-5
	ES	79%	+2	13%	+1
	EE	69%	+1	27%	+1
	LV	53%	+1	33%	+2
	BG	75%	=	12%	-1
	CZ	68%	=	26%	+4
	RO	69%	=	16%	-4
	CY	90%	-1	6%	=
	SI	76%	-1	21%	+2
	UK	74%	-1	20%	+3
	IT	68%	-2	24%	+8
	PT	75%	-2	17%	+2
	FI	84%	-3	15%	+5
	HU	71%	-5	25%	+6
	SK	68%	-5	24%	+5
	MT	69%	-6	13%	+2
	EL	71%	-7	25%	+5
	IE	68%	-9	25%	+13
	PL	70%	-11	18%	+8
	HR	80%	-	13%	-

Base: Internet users (QC1) (n=18,983 in EU27)

The proportion of internet users that agree that they are concerned that their online personal information is not kept secure by websites is highest in Spain (84% agree, including 46% who totally agree), and is also relatively high in Greece (79%), France (79%) and Cyprus (78%). Respondents are much less likely to agree in Finland (49%) than in other countries.

QC12.1. Could you please tell me to what extent you agree or disagree with each of the following statements?

You are concerned that your online personal information is not kept secure by websites



Base: Internet users (QC1) (n=18,983 in EU27)

In Denmark, there has been an increase in the proportion of respondents that are concerned that their online personal information is not kept secure by websites (an increase of 9 percentage points from the 2012 survey). This is the only country that shows a statistically significant increase.






























In a number of countries, there have been decreases in the proportions that agree: Hungary (down 11 percentage points), Finland (down 9 points), UK (down 8 points), Bulgaria (down 8 points), Portugal (down 6 points) and Spain (down 5 points)¹⁵.

The same variations by country apply to the proportions that totally disagree that they are concerned about online personal information being kept secure; for example, Hungary shows an increase of 10 percentage points.

¹⁵ The decrease in Luxembourg (5 percentage points) is not statistically significant.

QC12.1 Could you please tell me to what extent you agree or disagree with each of the following statements?

You are concerned that your online personal information is not kept secure by websites

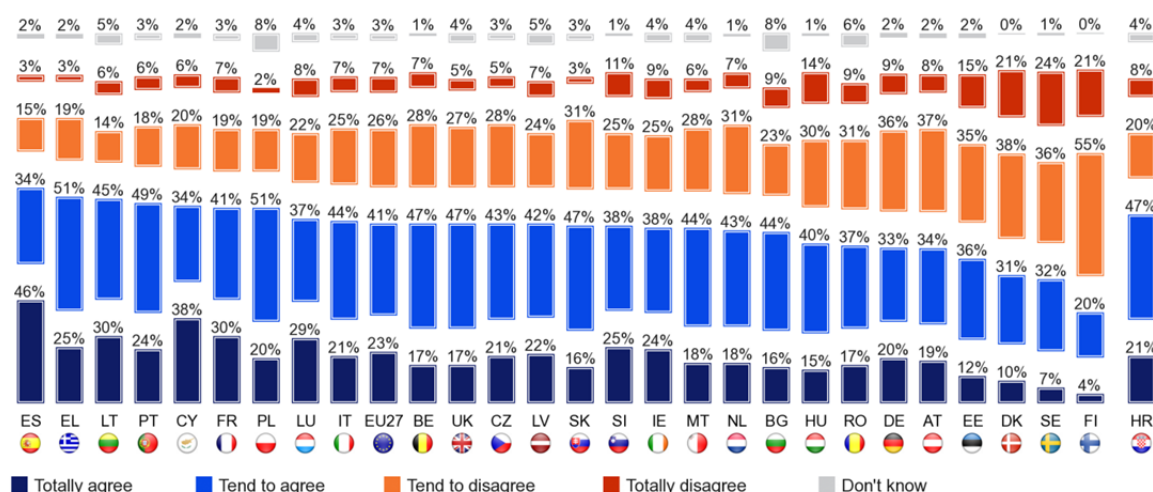
		Total 'Agree'	Diff. 2013 - 2012	Total 'Disagree'	Diff. 2013 - 2012
	EU27	70%	-2	27%	+2
	DK	66%	+9	32%	-10
	CY	78%	+2	22%	=
	FR	79%	+1	19%	-1
	SE	61%	+1	38%	-1
	BE	72%	=	28%	+1
	CZ	66%	=	30%	=
	AT	68%	=	31%	=
	PL	71%	=	22%	+1
	SK	68%	=	30%	+2
	EE	60%	-1	37%	+1
	LV	69%	-1	27%	+2
	LT	74%	-1	21%	-1
	DE	70%	-2	28%	+2
	RO	60%	-2	34%	+1
	IE	67%	-3	31%	+3
	EL	79%	-3	20%	+4
	IT	70%	-3	27%	+4
	MT	71%	-3	26%	+2
	SI	66%	-3	34%	+4
	NL	62%	-4	36%	+3
	ES	84%	-5	15%	+4
	LU	76%	-5	23%	+5
	PT	76%	-6	23%	+8
	BG	60%	-8	34%	+8
	UK	61%	-8	36%	+8
	FI	49%	-9	50%	+10
	HU	60%	-11	38%	+10
	HR	71%	-	26%	-

Base: Internet users (QC1) (n=18,983 in EU27)

Respondents in Spain are most likely to agree that they are concerned that their online personal information is not kept secure by public authorities (80%, including 46% who totally agree). The proportions agreeing with the statement are also high in Greece (76%) and Lithuania (75%). Respondents in Finland (24%) are by far the least likely to agree. Agreement is also relatively low in Sweden (39%) and Denmark (41%).

QC12.2. Could you please tell me to what extent you agree or disagree with each of the following statements?

You are concerned that your online personal information is not kept secure by public authorities



Base: Internet users (QC1) (n=18,983 in EU27)

In Denmark, there has been an increase in the proportion of respondents that are concerned that their online personal information is not kept secure by public authorities (an increase of 9 percentage points from the 2012 survey). This is the only country that shows a statistically significant increase.






























In a number of countries, there have been decreases in the proportions that agree: Ireland (down 11 percentage points), Finland (down 6 points), Hungary (down 6 points), Greece (down 5 points) and Germany (down 5 points)¹⁶.

Variations by country are similar in terms of the proportions that *totally disagree* that they are concerned about online personal information being kept secure by public authorities.

¹⁶ The decreases in Bulgaria, Austria and Portugal (5 percentage points in each case) are not statistically significant.

QC12.2 Could you please tell me to what extent you agree or disagree with each of the following statements?

You are concerned that your online personal information is not kept secure by public authorities

		Total 'Agree'	Diff. 2013 - 2012	Total 'Disagree'	Diff. 2013 - 2012
	EU27	64%	-2	33%	+2
	DK	41%	+9	59%	-8
	SE	39%	+3	60%	-2
	CY	72%	+2	26%	-1
	PL	71%	+2	21%	-1
	CZ	64%	+1	33%	+1
	LT	75%	+1	20%	-1
	BE	64%	=	35%	-1
	RO	54%	=	40%	-2
	SI	63%	=	36%	+1
	EE	48%	-2	50%	+4
	FR	71%	-2	26%	+2
	SK	63%	-2	34%	+2
	UK	64%	-2	32%	+2
	ES	80%	-3	18%	+2
	LV	64%	-3	31%	+4
	MT	62%	-3	34%	+2
	IT	65%	-4	32%	+5
	LU	66%	-4	30%	+3
	NL	61%	-4	38%	+4
	BG	60%	-5	32%	+6
	DE	53%	-5	45%	+5
	EL	76%	-5	22%	+4
	AT	53%	-5	45%	+5
	PT	73%	-5	24%	+5
	HU	55%	-6	44%	+7
	FI	24%	-6	76%	+8
	IE	62%	-11	34%	+9
	HR	68%	-	28%	-

Base: Internet users (QC1) (n=18,983 in EU27)

Socio-demographic variations

There is very little variation in attitudes to cyber security across socio-demographic groups. The differences that do exist are as follows:

- Younger respondents (aged 15-24) are slightly less likely than older respondents to agree that they are concerned that their online personal information is not kept secure by websites (66% agree) or by public authorities (59%).
- Respondents who ended their education at a younger age are more concerned about online personal information being kept secure by public authorities. The proportion that agrees that they are concerned is 70% among those who ended their education by the age of 15 or under, 64% among those ending their education between the ages of 16 and 19, and 62% among those who stayed in education until the age of 20 or over. Agreement is also higher among unemployed people (69%) than those in other types of occupation or activity status.
- If respondents are confident in their ability to use the internet for things like online banking or buying things online, they are less likely to agree with the various statements, in particular that they are concerned that their online personal information is not kept secure by websites (67% compared with 78% of those who are not confident) or by public authorities (60% compared with 72%).

3. EXPERIENCE AND CONCERNS ABOUT SPECIFIC CYBERCRIMES

- Receiving a scam email or phone call is the most common type of cybercrime experienced by EU respondents -

This section looks at internet users' experience of and concerns about different types of cybercrime. Firstly, respondents were asked how often they had experienced or been a victim of different types of crime.

Around a third of internet users across the EU (32%) say they have received an email or phone call fraudulently asking for access to their computer, logins or personal details. This is by far the most common type of cybercrime experienced by respondents. In total, 7% of internet users say that this has happened to them often, while 25% say it has happened occasionally.

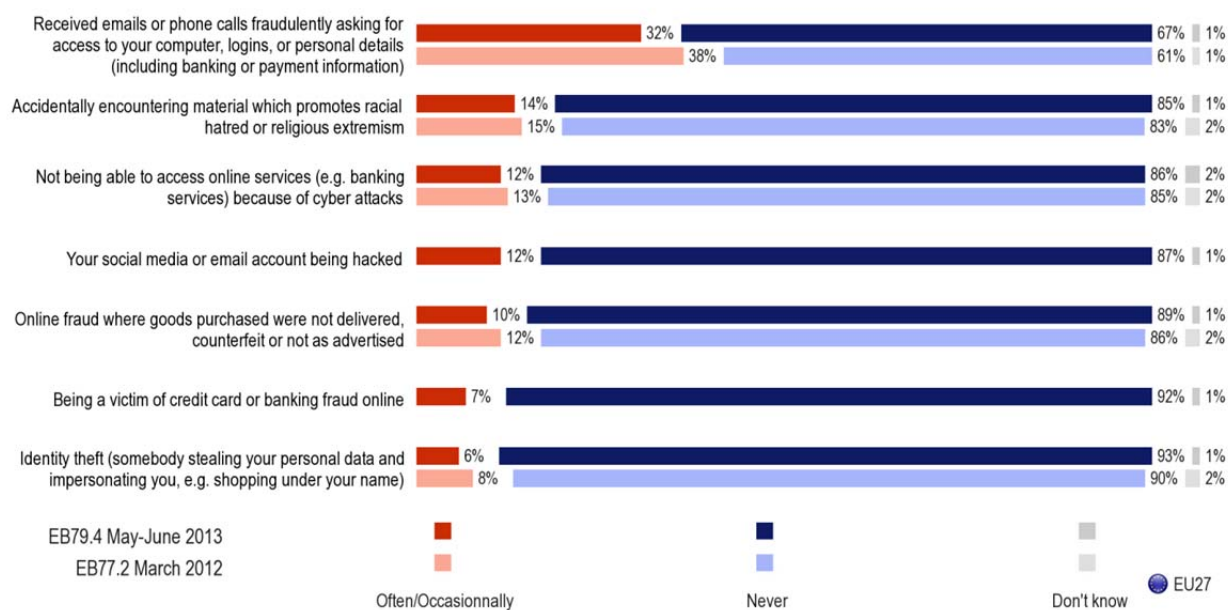
In addition, 14% of internet users say that they have accidentally encountered material which promotes racial hatred or religious extremism, while 12% have not been able to access online services because of cyber-attacks, 12% have had their social media or email account hacked, and 10% have experienced online fraud (where goods are not delivered, counterfeit or not as advertised). Across the EU, 7% of internet users say they have been a victim of credit card or banking fraud online, and 6% say they have experienced identity theft¹⁷.

For the items that were also included in the 2012 survey (all items except social media or email account being hacked and being a victim of credit card or banking fraud online), the levels of experience have mostly remained similar. The main exception is receiving emails or phone calls fraudulently asking for computer access or details; the proportion that has experienced this is lower in 2013 than in 2012. However, the wording of this item is different in the two surveys, so it is not advisable to make a direct comparison on this measure.

In addition, there have been slight decreases since 2012 in the proportions that say they have experienced online fraud where goods purchases were not delivered, counterfeit or not as advertised (down from 12% to 10%), and that say they have experienced identity theft (down from 8% to 6%).

¹⁷ QC9 'Cybercrimes can include many different types of criminal activity. How often have you experienced or been a victim of the following situations?' 1. Identity theft (somebody stealing your personal data and impersonating you, e.g. shopping under your name). 2. Received emails or phone calls fraudulently asking for access to your computer, logins, or personal details (including banking or payment information). 3. Online fraud where goods purchased were not delivered, counterfeit or not as advertised. 4. Accidentally encountering material which promotes racial hatred or religious extremism. 5. Not being able to access online services (e.g. banking services) because of cyber attacks. 6. Your social media or email account being hacked. 7. Being a victim of credit card or banking fraud online. Possible answers: Often; Occasionally; Never; Don't know.

QC9. Cybercrimes can include many different types of criminal activity. How often have you experienced or been a victim of the following situations?



Base: Internet users (QC1) (n=18,983 in EU27)

When asked how concerned they are about experiencing or being a victim of different types of cybercrime, internet users are most likely to say they are concerned about identity theft (52% are concerned about this) and being the victim of credit card or banking fraud online (49%).

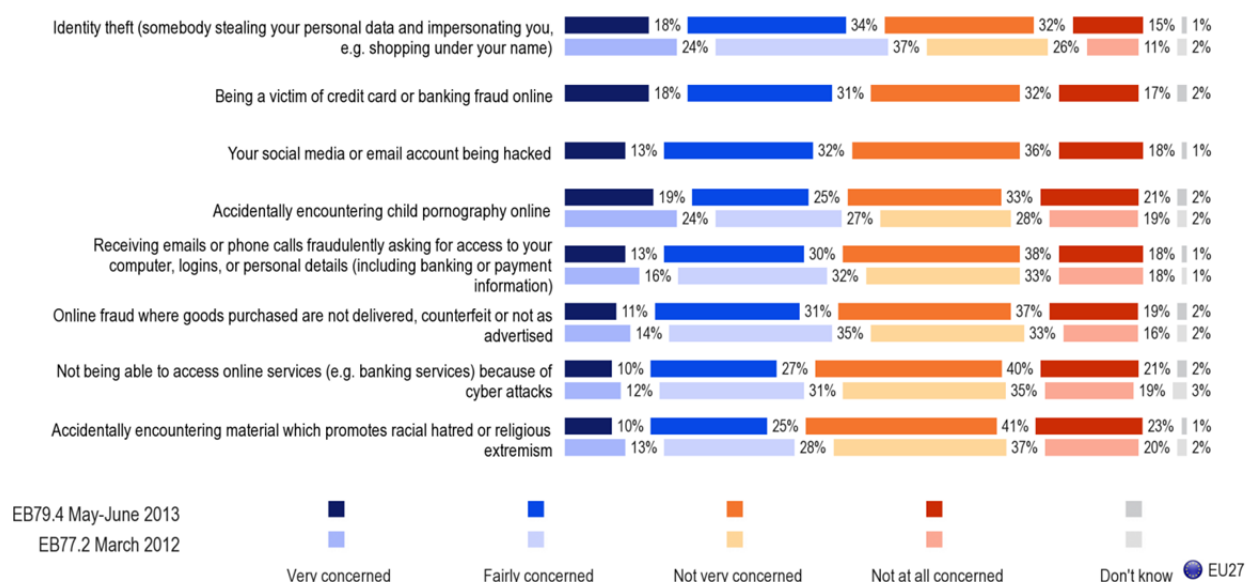
Just under half of internet users are concerned about the following types of cybercrime: having their social media or email account hacked (45%), accidentally discovering child pornography online (44%), receiving emails or phone calls fraudulently asking for computer access or details (43%) and online fraud where goods purchased are not delivered, are counterfeit or not as advertised (42%).

Slightly lower proportions are concerned about not being able to access online services because of cyber-attacks (37%) and accidentally encountering material which promotes racial hatred or religious extremism (35%)¹⁸.

For all of the items that were included in the 2012 survey (all items except social media or email account being hacked and being a victim of credit card or banking fraud online), internet users express lower levels of concern in 2013 than they did in 2012. The largest decrease is for identity theft (52% are very or fairly concerned in 2013, down from 61% in 2012), while there has been a decrease of at least 5 percentage points for all other items.

The next sections look at each type of cybercrime in more detail.

QC10. And how concerned are you personally about experiencing or being a victim of the following cybercrimes?



Base: Internet users (QC1) (n=18,983 in EU27)

¹⁸ QC10 'And how concerned are you personally about experiencing or being a victim of the following cybercrimes? 1. Identity theft (somebody stealing your personal data and impersonating you, e.g. shopping under your name). 2. Receiving emails or phone calls fraudulently asking for access to your computer, logins, or personal details (including banking or payment information). 3. Online fraud where goods purchased were not delivered, counterfeit or not as advertised. 4. Accidentally encountering child pornography online. 5. Accidentally encountering material which promotes racial hatred or religious extremism. 6. Not being able to access online services (e.g. banking services) because of cyber attacks. 7. Your social media or email account being hacked. 8. Being a victim of credit card or banking fraud online. Possible answers: Very concerned; Fairly concerned; Not very concerned; Not at all concerned; Don't know.

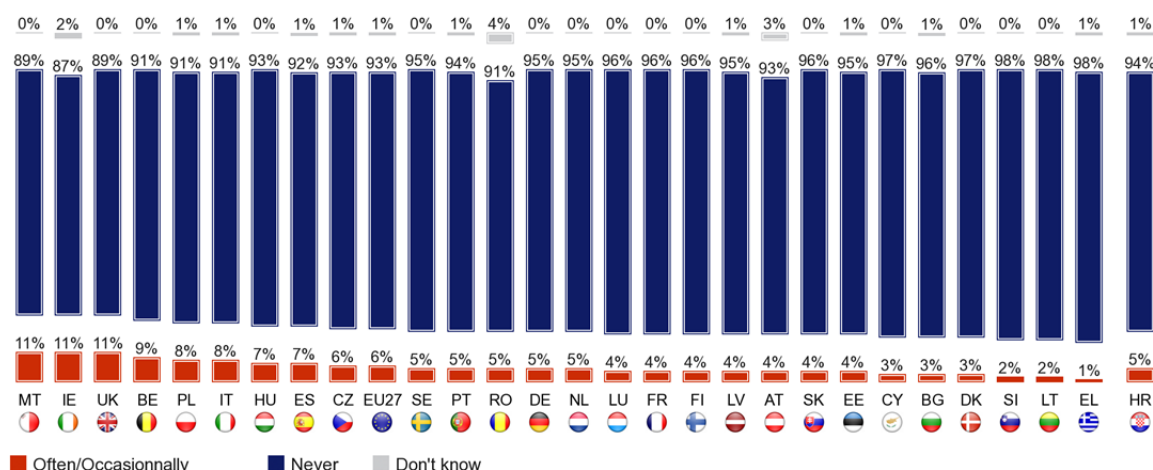
3.1. Identity theft

On average across the EU, 6% of internet users say they have experienced or been a victim of identity theft. This figure is similar in most EU countries, although respondents in Malta, Ireland and UK (11% in each country) are more likely than average to say they have experienced identity theft. The lowest levels are in Greece (1%), Slovenia (2%) and Lithuania (2%).

Malta is the only country that shows an increase in the proportion that has experienced identity theft since the 2012 survey (up from 5% to 11%). The largest decreases are in Romania (down 11 percentage points), Austria (down 7 points), Bulgaria, Cyprus and Portugal (each down 5 points).

QC9.1. Cybercrimes can include many different types of criminal activity. How often have you experienced or been a victim of the following situations?

Identity theft (somebody stealing your personal data and impersonating you, e.g. shopping under your name)



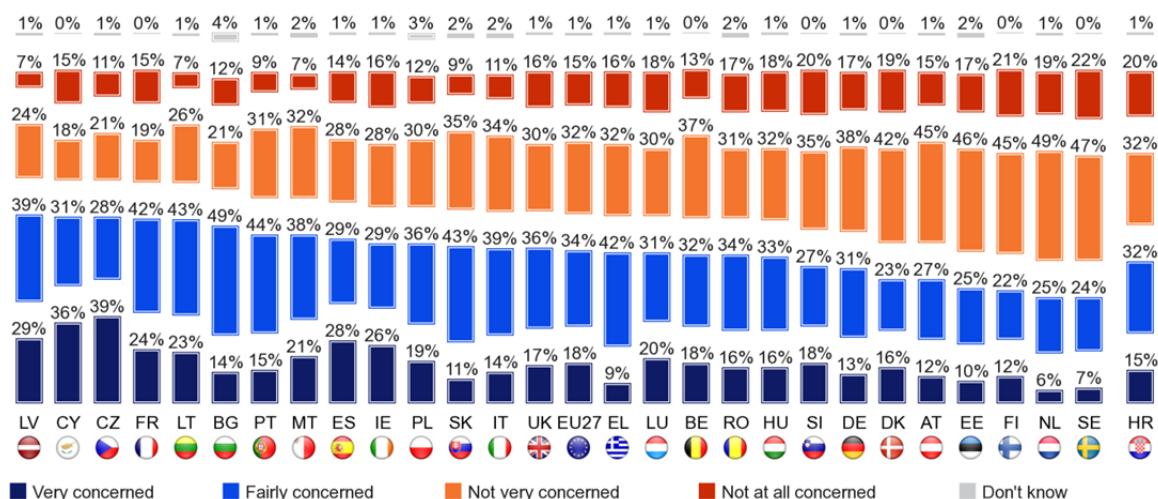
Base: Internet users (QC1) (n=18,983 in EU27)

Across the EU as a whole, 52% of internet users say they are very or fairly concerned about identity theft. The level of concern is highest in Latvia (where 68% are concerned), Cyprus (67%), Czech Republic (67%), Lithuania (66%) and France (66%). The figures for Czech Republic and Cyprus include a high proportion that is *very* concerned (39% and 36% respectively). The lowest levels of concern are in Sweden (31%), the Netherlands (31%), Finland (34%) and Estonia (35%).

EU citizens are less concerned about identity theft than they were in 2012. Across the EU as a whole, there has been a decrease of 9 percentage points in the proportion very or fairly concerned. The largest decreases are in Luxembourg (down 20 percentage points), Spain (down 18 points), Finland (down 16 points) and Greece (down 15 points). No countries show an increase in the proportion that are concerned, although in Latvia and Slovakia there has been no change since 2012.

QC10.1. 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)

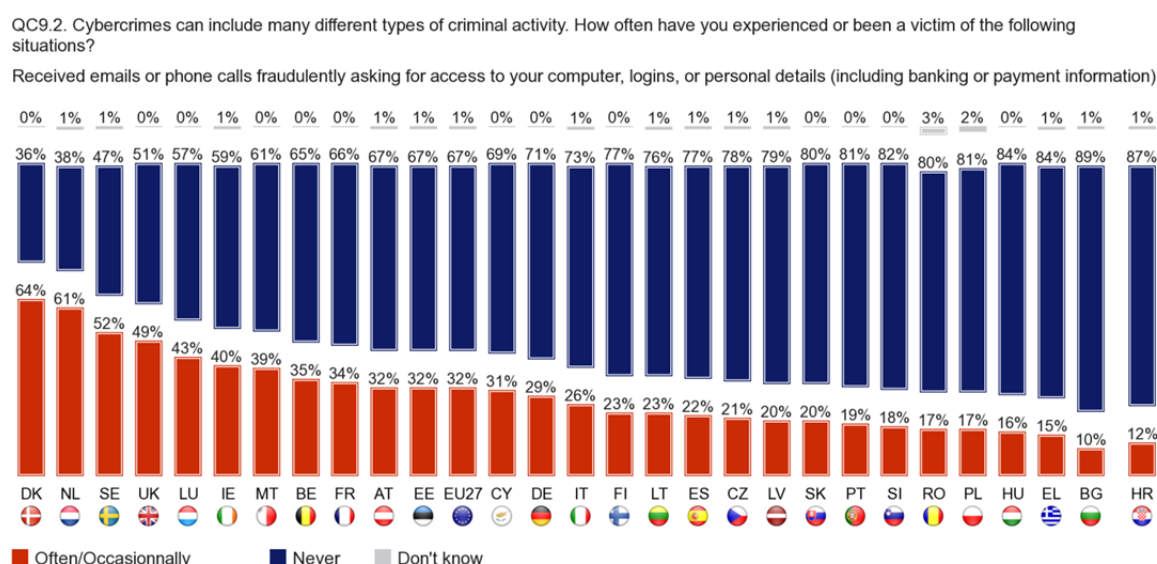


Base: Internet users (QC1) (n=18,983 in EU27)

3.2. Scam emails or phone calls

There is considerable variation by country in the proportion that say they have received emails or phone calls fraudulently asking for computer access or other details. More than half of respondents in Denmark (64%), the Netherlands (61%) and Sweden (52%) say they have experienced this. The lowest figures can be seen in Bulgaria (10%) and Croatia (12%). Overall, respondents in EU15 are much more likely than those in NMS12 to say they have experienced this type of crime (35% compared with 18%).

Across the EU, there has been a decrease of 6 percentage points since 2012 in the proportion that say they have experienced this type of crime. The largest decrease have been in Romania (down 21 percentage points), Malta and Slovenia (down 14 percentage points in each country), while the largest increase is in Denmark (up 10 percentage points) followed by the Netherlands (up 7 percentage points).



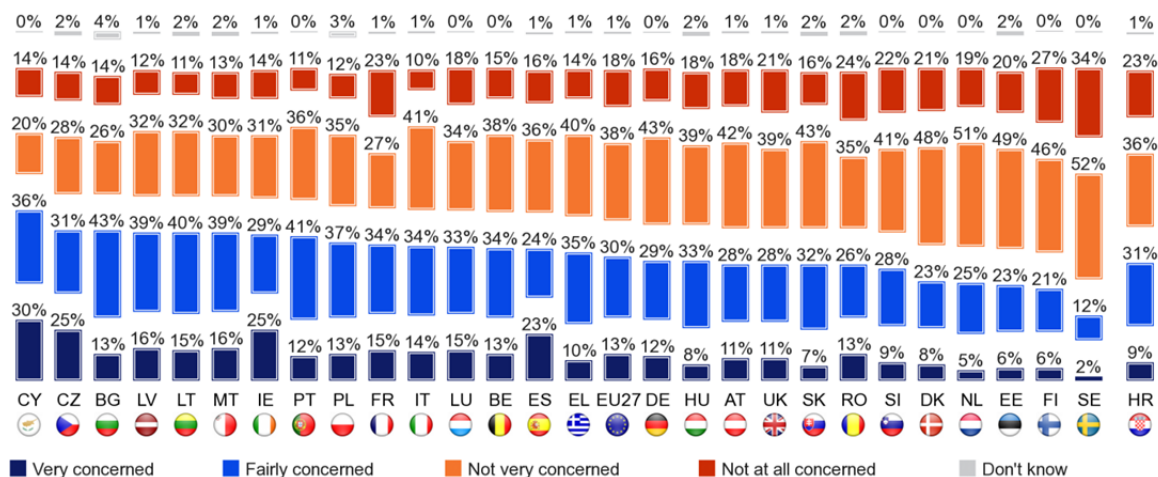
Base: Internet users (QC1) (n=18,983 in EU27)

The level of concern about emails or phone calls that fraudulently ask for computer access or other details is generally consistent across the EU, although respondents in Cyprus (66%) are much more likely than those in other countries to say they are concerned. Sweden shows by far the lowest figure (just 14% are concerned), while relatively low figures are also seen in Finland (27%), Estonia (29%), the Netherlands (30%) and Denmark (31%).

Across the EU, respondents are less likely to say they are concerned about this type of cybercrime than they were in 2012 (down 5 percentage points), and most of the countries show a decrease in the number of respondents holding this view. However, more people in Denmark now say they are concerned about emails or phone calls fraudulently asking for computer access or other details (up 6 percentage points)

QC10.2. And how concerned are you personally about experiencing or being a victim of the following cybercrimes?

Receiving emails or phone calls fraudulently asking for access to your computer, logins, or personal details (including banking or payment information)



Base: Internet users (QC1) (n=18,983 in EU27)

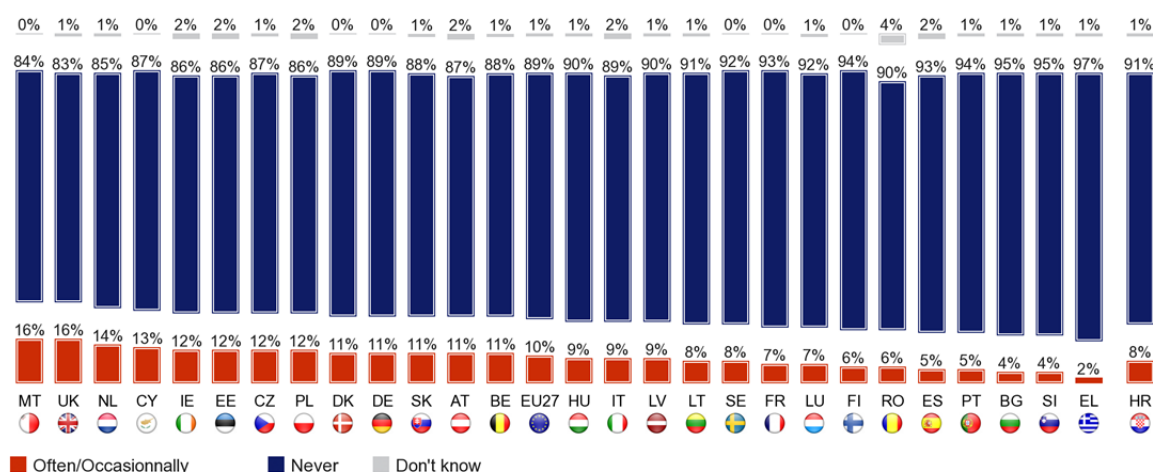
3.3. Online fraud

The proportion of internet users that say they have experienced online fraud (10% on average across the EU) is similar in most EU countries. The highest figures are in Malta (16%) and UK (16%), while respondents in Greece (2%), Slovenia (4%) and Bulgaria (4%) are least likely to have experienced online fraud.

Across the EU as a whole, there has been a decrease of 2 percentage points since 2012 in the proportion that has experienced online fraud. The largest decreases have been in Hungary and Romania (down 8 percentage points in each country), while there have been increases in Cyprus (up 5 percentage points) and the Netherlands (up 5 points).

QC9.3. Cybercrimes can include many different types of criminal activity. How often have you experienced or been a victim of the following situations?

Online fraud where goods purchased were not delivered, counterfeit or not as advertised



Base: Internet users (QC1) (n=18,983 in EU27)

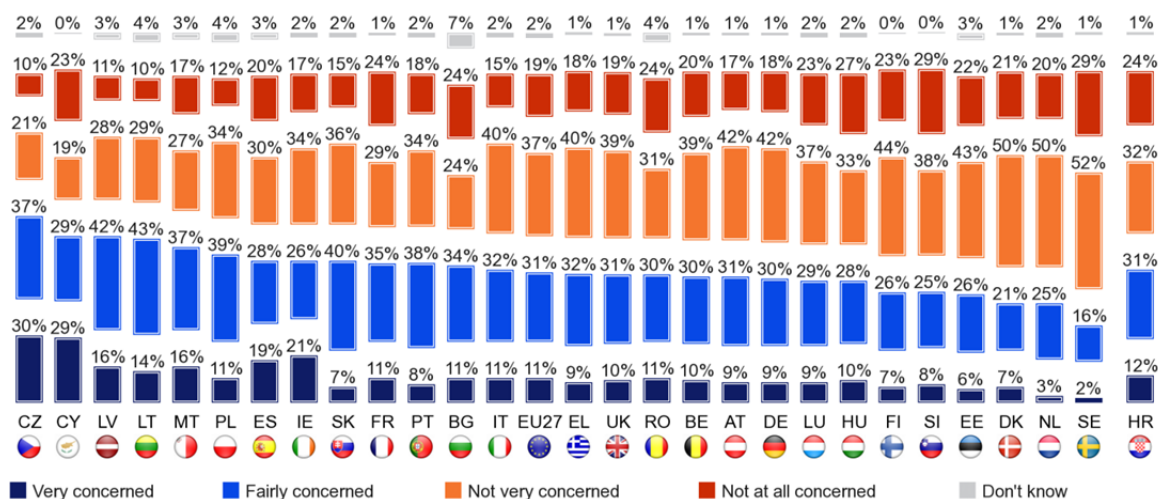
On average, 42% of internet users across the EU say that they are very or fairly concerned about online fraud. Respondents in Czech Republic (67%) are most likely to say they are concerned, and there are also relatively high figures in Cyprus (58%), Latvia (58%) and Lithuania (57%). Respondents in Sweden (18%) are least likely to say they are concerned about online fraud, while figures are also low in the Netherlands (28%) and Denmark (28%).

Overall, respondents in NMS12 are more likely than those in EU15 to say that they are concerned about online fraud (49% compared with 40%). The same pattern applies to concern about all of the various types of crime, but the difference is greatest in relation to online fraud.

Across the EU, respondents are less likely to say they are concerned about online fraud than they were in 2012 (down 7 percentage points), and every country shows a decrease of at least 1 percentage point. The largest decreases are in Hungary (down 14 percentage points), Italy (down 13 points), Estonia (down 13 points) and Cyprus (down 12 points).

QC10.3. And how concerned are you personally about experiencing or being a victim of the following cybercrimes?

Online fraud where goods purchased are not delivered, counterfeit or not as advertised



Base: Internet users (QC1) (n=18,983 in EU27)

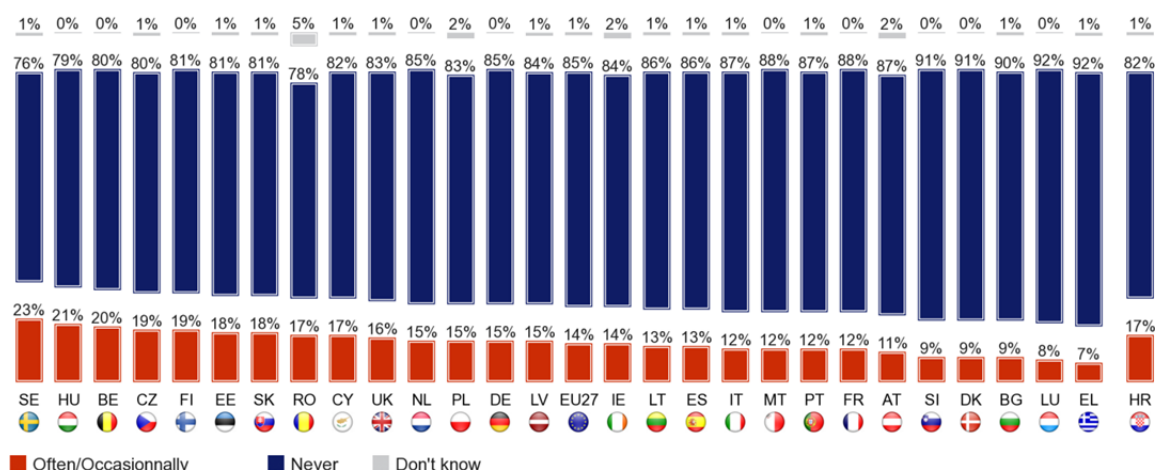
3.4. Offensive material and child pornography

Across the EU as a whole, 14% of internet users say that they have accidentally encountered material which promotes racial hatred or religious extremism. This figure is highest in Sweden (23%), Hungary (21%) and Belgium (20%), and is lowest in Greece (7%), Luxembourg (8%), Denmark (9%), Slovenia (9%) and Bulgaria (9%).

Since 2012, there has been a marginal decrease (of 1 percentage point) across the EU, in the proportion that has encountered this type of material online. The largest decreases have been in Hungary, Romania (down 9 percentage points in each country) and Austria (down 7 points), while there have been increases in the Netherlands (up 4 points) and UK (up 4 points).

QC9.4. Cybercrimes can include many different types of criminal activity. How often have you experienced or been a victim of the following situations?

Accidentally encountering material which promotes racial hatred or religious extremism



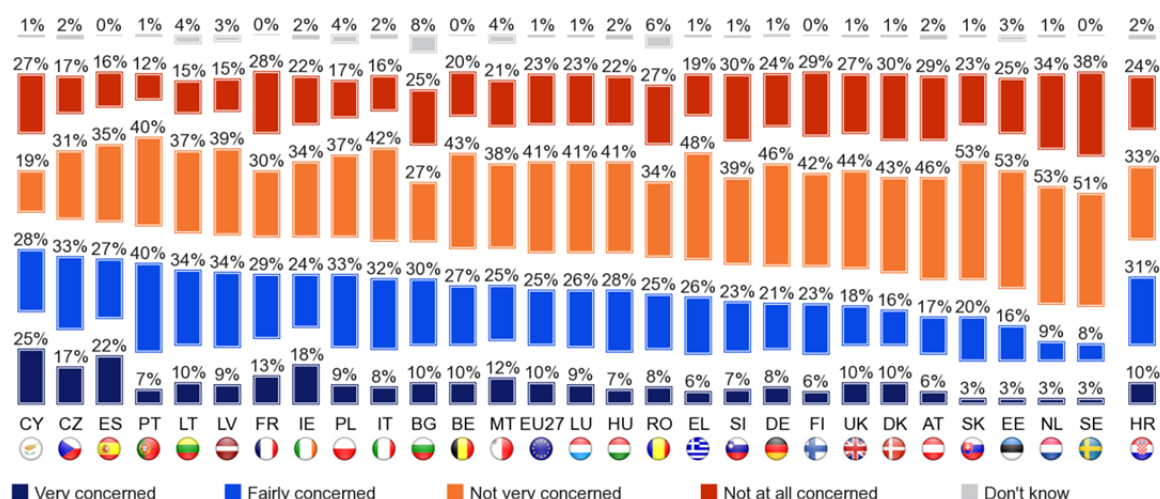
Base: Internet users (QC1) (n=18,983 in EU27)

In total, 35% of internet users in the EU are very or fairly concerned about accidentally encountering material which promotes racial hatred or religious extremism, and many countries have levels of concern which are similar to this EU average. The highest levels of concern are seen in Cyprus (53%), Czech Republic (50%), Spain (49%) and Portugal (47%). Respondents in Sweden (11%) and the Netherlands (12%) are much less likely than those in other countries to be concerned about this.

Across the EU, respondents are less likely to say they are concerned about encountering this type of material than they were in 2012 (down 6 percentage points). The largest decreases are in Spain (down 13 percentage points), Ireland (down 12 points), UK, Austria and Hungary (each down 11 points). There are no statistically significant increases in any country.

QC10.5. And how concerned are you personally about experiencing or being a victim of the following cybercrimes?

Accidentally encountering material which promotes racial hatred or religious extremism



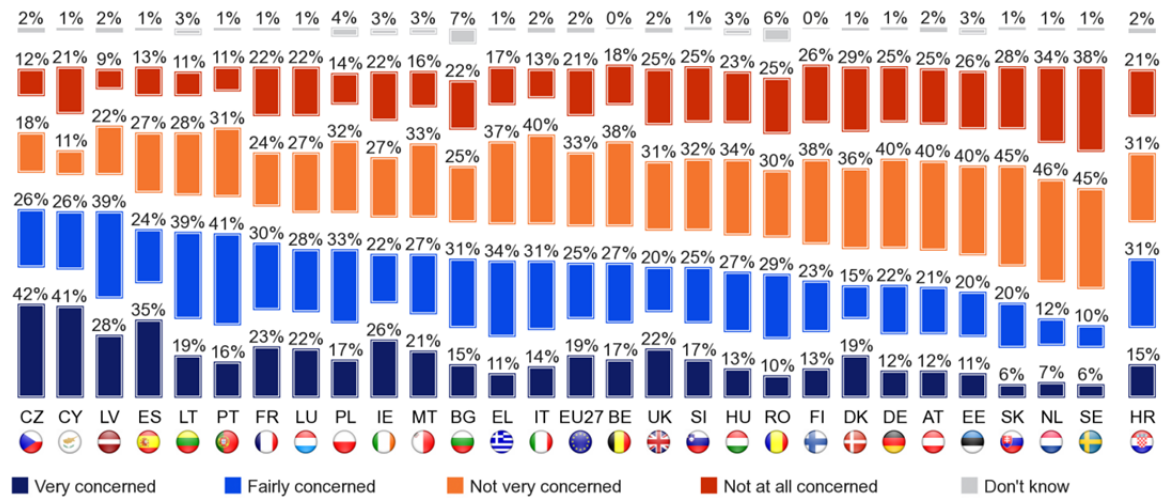
Base: Internet users (QC1) (n=18,983 in EU27)

The proportion of internet users that are very or fairly concerned about accidentally encountering child pornography online (44% on average across the EU) is highest in Czech Republic (68%), Cyprus (67%) and Latvia (67%). Respondents in Sweden (16%) and the Netherlands (19%) once again express the lowest levels of concern.

Across the EU, there has been a decrease of 7 percentage points in the proportion who are concerned about this issue, compared with 2012 survey. Most individual countries show a decrease, with the largest in Spain (down 16 percentage points), Hungary (down 14 points), Ireland (down 12 points), UK (down 11 points) and Italy (down 11 points). There are no statistically significant increases in any country.

QC10.4. And how concerned are you personally about experiencing or being a victim of the following cybercrimes?

Accidentally encountering child pornography online



Base: Internet users (QC1) (n=18,983 in EU27)

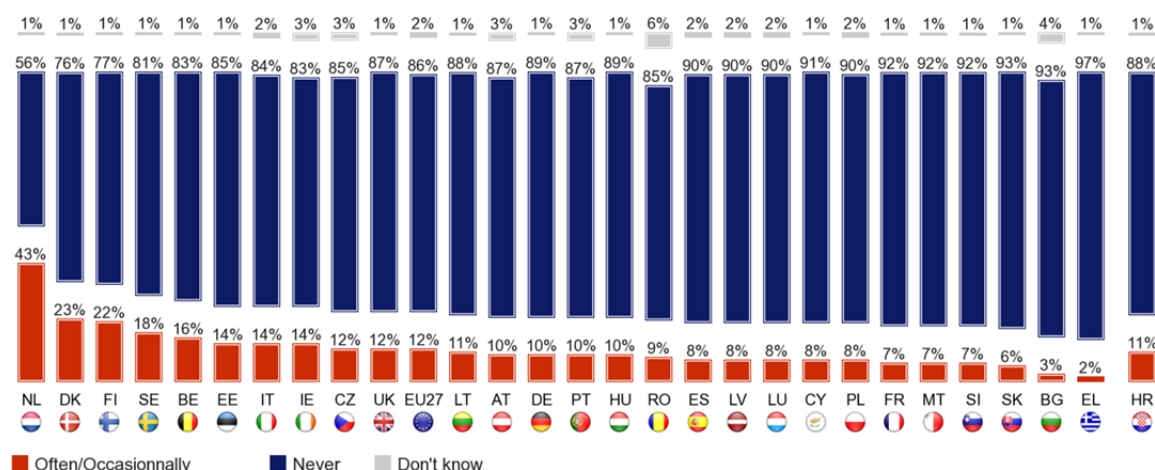
3.5. Access to online services

In the Netherlands (43%), the proportion of internet users who say they have not been able to access online services because of cyber-attacks is considerably higher than in other countries. The proportions are also relatively high in Denmark (23%) and Finland (22%). In most other countries, the figure is similar to the EU average of 12%, while in Greece (2%) and Bulgaria (3%) the proportion that have experienced this problem is lower.

Across the EU, the proportion that has experienced this type of cybercrime has remained similar since 2012 (there has been a marginal decrease of 1 percentage point); however, there have been differences in individual countries. The largest decreases are seen in Romania and Finland (down 9 percentage points in each country), while there have been large increases in the Netherlands (up 15 percentage points) and Denmark (up 12 points).

QC9.5. Cybercrimes can include many different types of criminal activity. How often have you experienced or been a victim of the following situations?

Not being able to access online services (e.g. banking services) because of cyber attacks



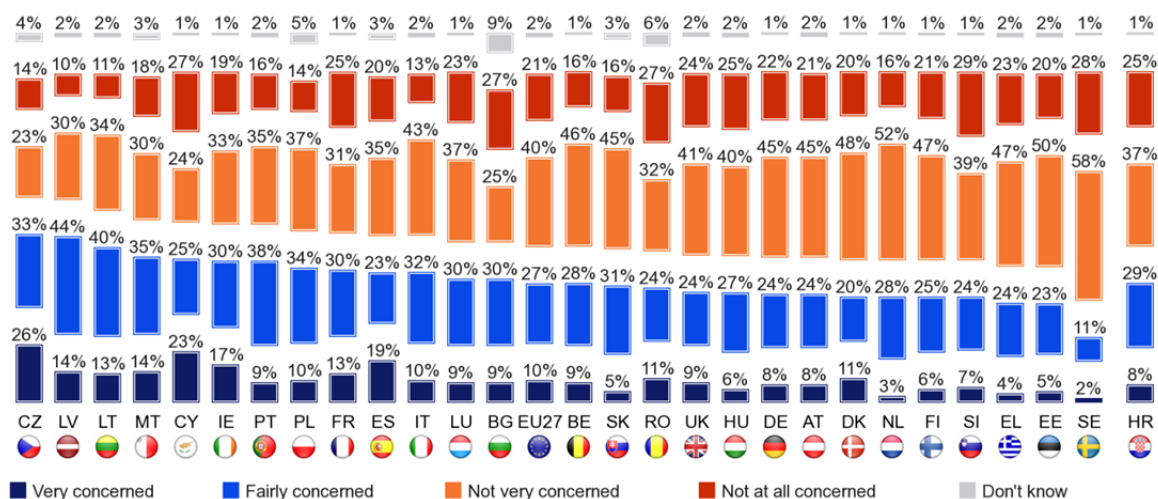
Base: Internet users (QC1) (n=18,983 in EU27)

The level of concern about not being able to access online services because of cyber-attacks is highest in Czech Republic (59% very or fairly concerned), Latvia (58%), and Lithuania (53%). By far the lowest figure is in Sweden (13%).

Across the EU, there has been a decrease of 6 percentage points in the proportion who are concerned about this issue, compared with 2012 survey. Most individual countries show a decrease, with the largest in Spain (down 12 percentage points), Poland and Hungary (down 10 points in each country). There are no statistically significant increases in any country.

QC10.6. And how concerned are you personally about experiencing or being a victim of the following cybercrimes?

Not being able to access online services (e.g. banking services) because of cyber attacks



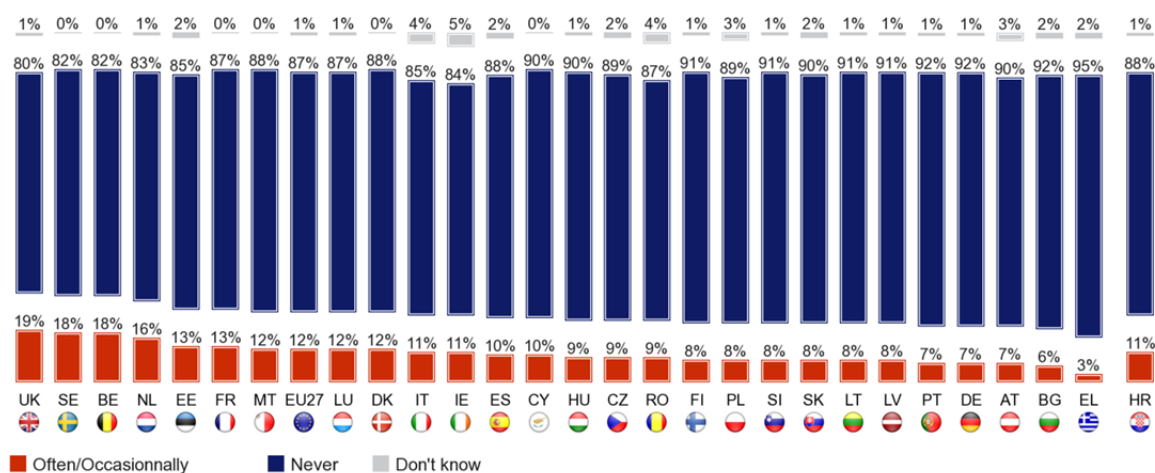
Base: Internet users (QC1) (n=18,983 in EU27)

3.6. Email account hacking

On average across the EU, 12% of internet users say they have had experience of their social media or email account being hacked. This figure is similar in most EU countries, although respondents in UK (19%), Sweden (18%), Belgium (18%) and the Netherlands (16%) are more likely than average to say they have experienced this. The lowest levels are in Greece (3%) and Bulgaria (6%). This issue was not covered in the 2012 survey.

QC9.6. Cybercrimes can include many different types of criminal activity. How often have you experienced or been a victim of the following situations?

Your social media or email account being hacked

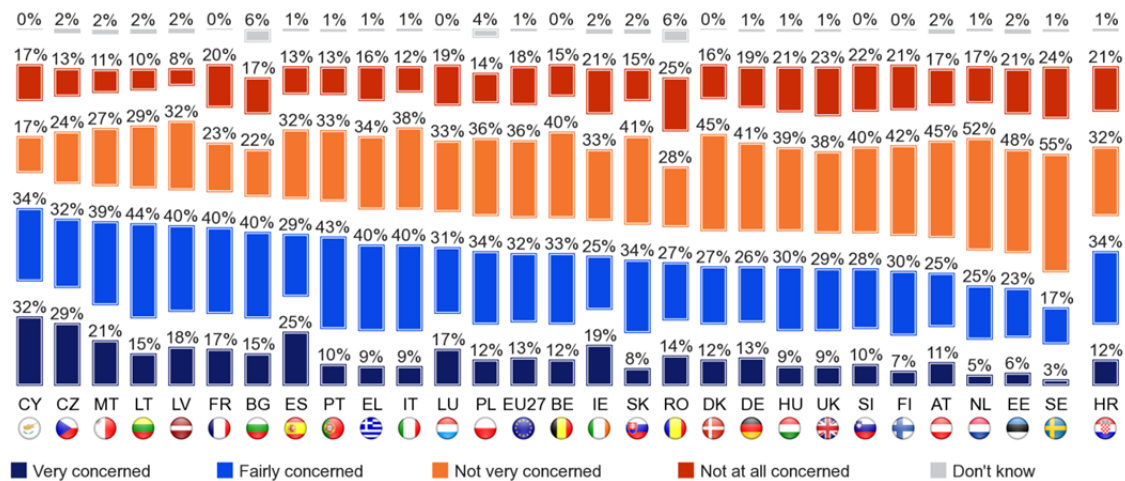


Base: Internet users (QC1) (n=18,983 in EU27)

On average, 45% of internet users across the EU say that they are very or fairly concerned about having their social media or email account being hacked. Respondents in Cyprus (66%), Czech Republic (61%) and Malta (60%) are most likely to say they are concerned. Respondents in Sweden (20%) are least likely to say they are concerned about having an account hacked, while figures are also low in Estonia (29%) and the Netherlands (30%).

QC10.7. And how concerned are you personally about experiencing or being a victim of the following cybercrimes?

Your social media or email account being hacked



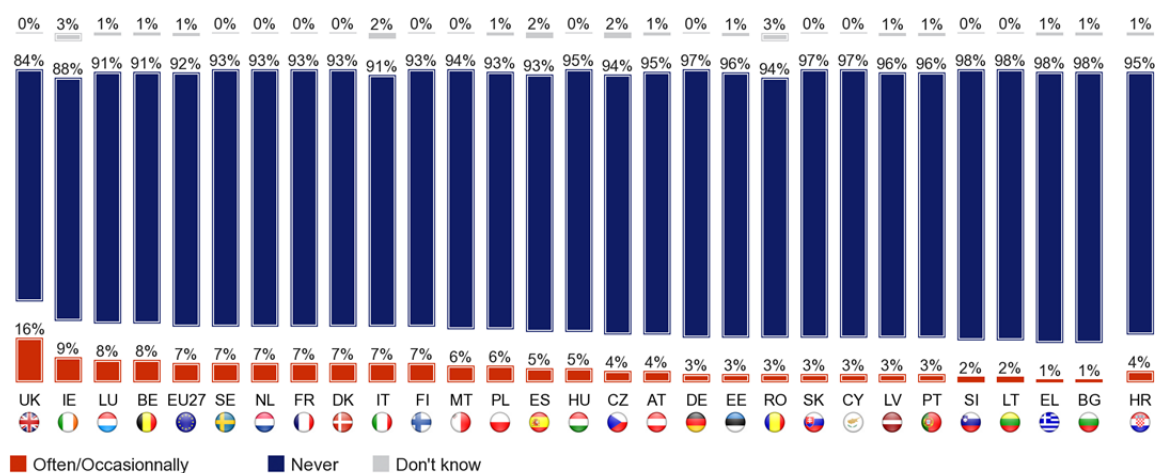
Base: Internet users (QC1) (n=18,983 in EU27)

3.7. Online banking fraud

Across the EU as a whole, 7% of internet users say that they have been the victim of credit card or banking fraud online. The figures are similar in most EU countries, but respondents in UK (16%) are much more likely than those elsewhere to say they have experienced online banking fraud. The lowest proportions are in Bulgaria (1%), Greece (1%), Lithuania (2%) and Slovenia (2%).

QC9.7. Cybercrimes can include many different types of criminal activity. How often have you experienced or been a victim of the following situations?

Being a victim of credit card or banking fraud online

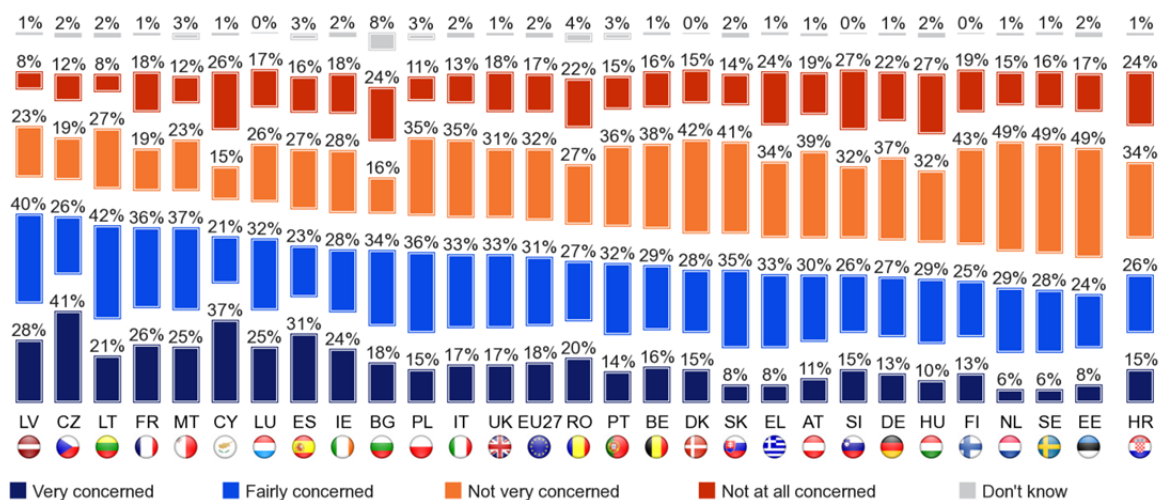


Base: Internet users (QC1) (n=18,983 in EU27)

In total, 49% of internet users in the EU are very or fairly concerned about online banking fraud. The highest levels of concern are seen in Latvia (68%), Czech Republic (67%), Lithuania (63%), France (62%) and Malta (62%). Respondents in Estonia (32%), Sweden (34%) and the Netherlands (35%) are less likely than those in other countries to be concerned about this.

QC10.8. And how concerned are you personally about experiencing or being a victim of the following cybercrimes?

Being a victim of credit card or banking fraud online



Base: Internet users (QC1) (n=18,983 in EU27)

3.8. Socio-demographic variations in experience and concerns about cybercrimes

Daily internet users are more likely than less frequent users to have **experienced or been a victim** of the various types of cybercrime. The difference is greatest in relation to scam emails or phone calls: 35% of daily internet users have experienced this problem, compared with 17% of less frequent users.

The proportion of internet users that have experienced various types of cybercrime is generally consistent across socio-demographic groups. However, there are some differences by gender, age and level of education. These differences generally reflect frequency of internet use (i.e. groups that are more frequent internet users are more likely to experience the various types of cybercrime).

Older respondents (aged 55 or over) are less likely than younger respondents to have experienced online fraud (6% compared with at least 10% in other age groups). There is also a more general age pattern in relation to accidentally encountering material which promotes racial hatred or religious extremism: the proportion that have experienced this decreases with age, from 22% among 15-24 year olds to 9% of those aged 55 or over. Similarly, the proportion that have had their social media or email account hacked also decreases with age, from 17% among 15-24 year olds to 6% of those aged 55 or over.

Respondents who ended their education at the age of 20 or over are more likely than those who finished their education at a younger age to have experienced scam emails or phone calls (40% of those who ended their education at the age of 20 or over, falling to 22% of those who ended their education by the age of 15 or below). There is a similar (although less strong) pattern in relation to accidentally encountering material which promotes racial hatred or religious extremism (15% of those who ended their education at the age of 20 or over have encountered this) and being unable to access online services because of cyber-attacks (also 15%).

Findings are generally similar between men and women, although men are somewhat more likely than women to have experienced scam emails or phone calls (34% compared with 29%).

The **level of concern** that internet users have about the various types of cybercrime is also similar across socio-demographic groups, although there are some differences by gender. Women express higher levels of concern than men in relation to all of the items. The largest differences are in relation to identity theft (55% compared with 48%), accidentally encountering child pornography online (47% compared with 40%) and having a social media or email account hacked (48% compared with 41%).

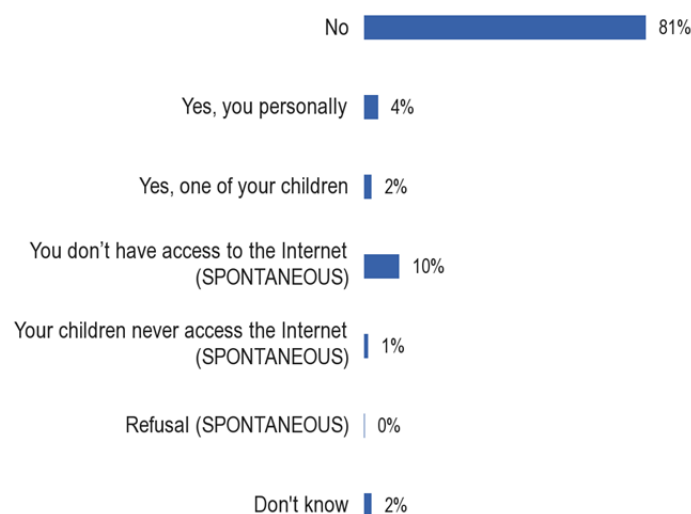
Younger respondents are more likely than older respondents to be concerned about online fraud (ranging from 48% of 15-24 year olds to 35% of those aged 55 or over) and having a social media or email account hacked (ranging from 48% of 15-24 year olds to 41% of those aged 55 or over), but otherwise findings are similar across age groups. Findings are also very similar in relation to level of education.

There is also a general pattern, whereby internet users who are confident in their ability to use the internet for things like online banking or buying things online are less likely to be concerned about the various types of crime. For example, 49% of those who are confident in their use of the internet are concerned about identity theft, compared with 60% of those who are not confident. To a lesser extent, respondents who feel well informed about the risks of cybercrime are also less likely to be concerned about experiencing these types of problem. For example, 50% of those who feel well informed about the risks of cybercrime are concerned about identity theft, compared with 54% of those who are not confident.

3.9. Online harassment

All respondents were asked whether they or any of their children have ever been a victim of any kind of online harassment¹⁹. In total, 4% of EU citizens say that they personally have been a victim of online harassment, while 2% say that this has happened to one of their children. The remainder have not experienced online harassment, in some cases because either they (10%) or specifically their children (1%) do not access the internet.

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)?



EU27






























MULTIPLE ANSWERS POSSIBLE

All respondents (n=26,680 in EU27)

The proportion that has experienced online harassment is generally consistent across different EU Member States. Respondents are most likely to have been a victim of online harassment in Sweden (9%), Denmark (7%) and Luxembourg (7%), while the proportion is lowest in Bulgaria (1%), Greece (1%) and Portugal (1%). Respondents in Denmark and the Netherlands are most likely to say they their children have been a victim of online harassment (5% in each country).

¹⁹ 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)?' (MULTIPLE ANSWERS POSSIBLE) Possible answers: 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.

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)?

		No	Yes, you personally	Yes, one of your children	You don't have access to the Internet (SPONT.)	Your children never access the Internet (SPONT.)	Refusal (SPONT.)	Don't know
	EU27	81%	4%	2%	10%	1%	0%	2%
	NL	90%	3%	5%	1%	0%	0%	1%
	IE	88%	3%	2%	4%	0%	2%	1%
	FI	88%	3%	3%	5%	0%	1%	2%
	ES	87%	2%	1%	8%	0%	1%	2%
	UK	87%	5%	2%	6%	0%	0%	1%
	BE	85%	2%	3%	8%	0%	1%	2%
	DK	85%	7%	5%	1%	0%	0%	1%
	LV	85%	3%	2%	4%	0%	1%	6%
	SE	85%	9%	4%	1%	0%	0%	1%
	EE	84%	2%	1%	5%	4%	2%	3%
	FR	84%	5%	1%	9%	0%	0%	0%
	SI	84%	4%	1%	9%	0%	1%	1%
	MT	83%	4%	1%	8%	0%	1%	3%
	IT	82%	2%	3%	10%	1%	1%	2%
	LU	82%	7%	2%	5%	0%	0%	3%
	LT	81%	2%	1%	9%	1%	1%	3%
	CZ	80%	3%	1%	11%	1%	1%	2%
	CY	80%	5%	2%	12%	0%	0%	1%
	EL	79%	1%	0%	16%	0%	0%	2%
	PL	79%	2%	2%	15%	1%	0%	1%
	SK	78%	3%	1%	16%	1%	0%	1%
	DE	76%	6%	3%	12%	1%	0%	3%
	HU	76%	2%	2%	15%	1%	2%	3%
	PT	76%	1%	1%	19%	1%	0%	2%
	BG	73%	1%	0%	19%	0%	0%	5%
	AT	72%	4%	2%	20%	1%	1%	2%
	RO	68%	2%	1%	19%	1%	1%	10%
	HR	80%	2%	1%	14%	0%	0%	2%

MULTIPLE ANSWERS POSSIBLE

All respondents (n=26,680 in EU27)

Experience of online harassment is greater among frequent internet users. Respondents who use the internet every day are more likely to say that they personally have been a victim of online harassment (6%), than those who use the internet less often (2%) or not at all (0%).

Respondents aged 15-24 are more likely than older respondents to say they have experienced online harassment (8% compared with no more than 4% in any of the older age groups).

The proportion that says one of their children has experienced online harassment is 4% in multiple households with children, and 2% in single households with children.

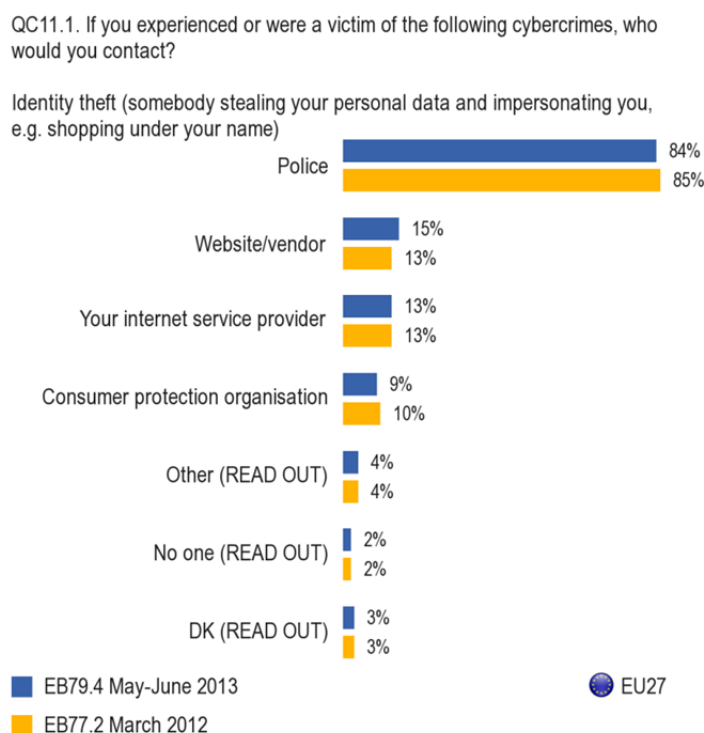
IV. FIGHTING CYBERCRIME

- Most internet users would contact the police if they experienced cybercrime -

Respondents who ever use the internet were asked who they would contact if they experienced or were the victim of various types of cybercrime. A list of four different organisations or bodies that they might contact was submitted to respondents: the police, the website or vendor, their internet service provider, and a consumer protection organisation²⁰.

The vast majority of respondents say that they would contact the police (84%) if they were the victim of **identity theft**, while some respondents say that they would contact the relevant website or vendor (15%), their internet service provider (13%) or a consumer protection organisation (9%). The proportion saying they would contact the police is the highest of any of the eight types of cybercrime included in the survey.

There has been very little change since the 2012 survey. Internet users are slightly more likely to say they would contact the website or vendor than was the case in 2012 (15% compared with 13%), but otherwise the figures show little or no change.



Base: Internet users (QC1) (n=18,983 in EU27)

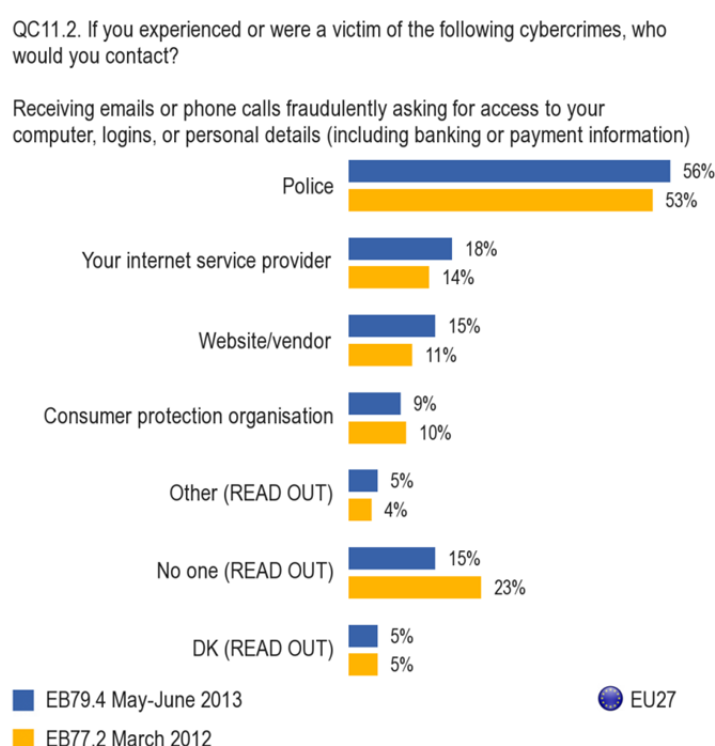
²⁰ QC11 'If you experienced or were a victim of the following cybercrimes, who would you contact?' 1. Identity theft (somebody stealing your personal data and impersonating you, e.g. shopping under your name). 2. Receiving emails or phone calls fraudulently asking for access to your computer, logins, or personal details (including banking or payment information). 3. Online fraud where goods purchased are not delivered, counterfeit or not as advertised. 4. Accidentally encountering child pornography online. 5. Accidentally encountering material which promotes racial hatred or religious extremism. 6. Not being able to access online services (e.g. banking services) because of cyber attacks. 7. Your social media or email account being hacked. 8. Being a victim of credit card or banking fraud online. Possible answers: Police; Website\vendor; Your internet service provider; Consumer protection organisation; Other (READOUT); No-one (READ OUT); Don't know (READ OUT).

The proportion of internet users that say they would contact the police is particularly high in Sweden (94%), France (93%) and Denmark (91%), while in the Netherlands (26%) and Ireland (23%), a relatively large proportion of respondents say they would contact the website or vendor. The proportion that would contact their internet service provider is higher in Austria (26%) and Germany (21%) than in other countries, while respondents in Austria are also more likely than those in other countries to say they would contact a consumer protection organisation (24%).

Some countries show changes from the 2012 survey. In Cyprus, there has been an increase in the proportion that would contact the police (up 12 percentage points) and a corresponding decrease in the proportion that would contact a consumer protection organisation (down 8 points). In Ireland, respondents are more likely to say they would contact the website or vendor than they were in 2012 (up 8 points), but are less likely to say they would contact their internet service provider (down 14 points). People in Malta are also more likely to say they would contact the website or vendor than they were in 2012 (up 11 points), while the proportion that would contact the police has decreased in Belgium (down 8 points).

If they experienced a **scam email or phone call**, 56% of internet users across the EU say they would contact the police. Smaller proportions of respondents say they would contact their internet service provider (18%), the website or vendor (15%) or a consumer protection organisation (9%).

In the 2013 survey, 15% say they would not contact anyone. This is lower than the 2012 figure (23%), indicating that internet users across the EU are now more likely to take action in response to a scam email or phone call than they were a year ago. Specifically, the proportion that would contact the police has increased by 3 percentage points, while the proportion that would contact their internet service provider has increased by 4 percentage points, as has the proportion that would contact the website or vendor.



Base: Internet users (QC1) (n=18,983 in EU27)

Respondents in Italy (74%) and Poland (73%) are most likely to say that they would contact the police, while those in Slovakia (26%) and the Netherlands (25%) are most likely to say they would contact the website or vendor. The proportion who say they would contact their internet service provider is high in Croatia (28%) and Cyprus (27%), while people in Austria are again the most likely to say they would contact a consumer protection organisation (26%).

A high proportion of respondents in Denmark (39%), Sweden (37%) and the Netherlands (30%) would contact no-one.

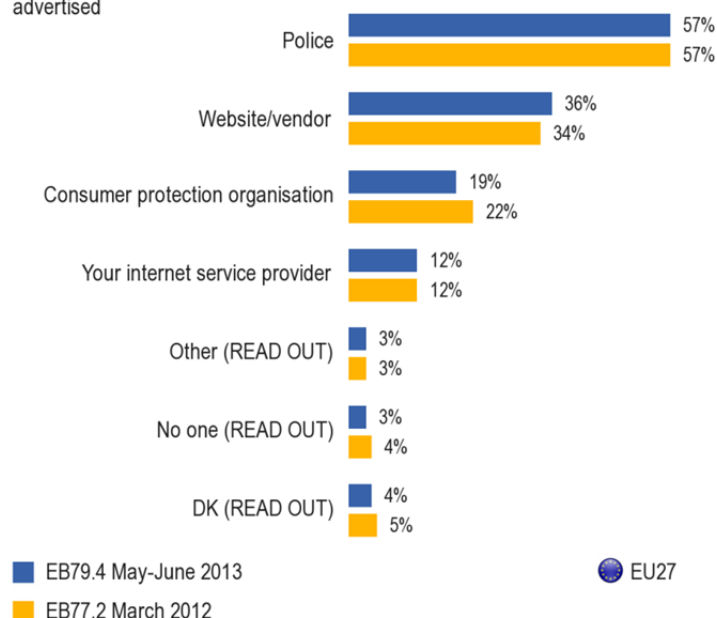
Across the EU, internet users are less likely to say they would not contact anyone about a scam email or phone call, compared with the 2012 survey (decrease of 8 percentage points). This decrease is highest in Belgium (down 18 percentage points), Luxembourg (down 17 points), Malta (down 17 points), Spain (down 16 points) and Cyprus (down 16 points).

When asked who they would contact if they experienced **online fraud**, again the majority of internet users say that they would contact the police (57%), while 36% say they would contact the website or vendor, the highest figure for any of the eight types of cybercrime included in the survey. Respondents are more likely to say they would contact a consumer protection organisation (19%) than their internet service provider (12%).

There has been little change since the 2012 survey, although respondents are now more likely to say they would contact the website or vendor (up 2 percentage points from the 2012 survey), and are less likely to say that they would contact a consumer protection organisation (down 3 points).

QC11.3. If you experienced or were a victim of the following cybercrimes, who would you contact?

Online fraud where goods purchased are not delivered, counterfeit or not as advertised



Base: Internet users (QC1) (n=18,983 in EU27)

Respondents in Poland (73%) and Germany (71%) are most likely to say they would contact the police, while in the Netherlands (58%) and Denmark (54%) a high proportion say they would contact the website or vendor. Respondents in Austria are most likely to say they would contact their internet service provider (21%), while the proportions that would contact a consumer protection organisation are particularly high in Estonia (45%), Austria (39%) and Bulgaria (34%).

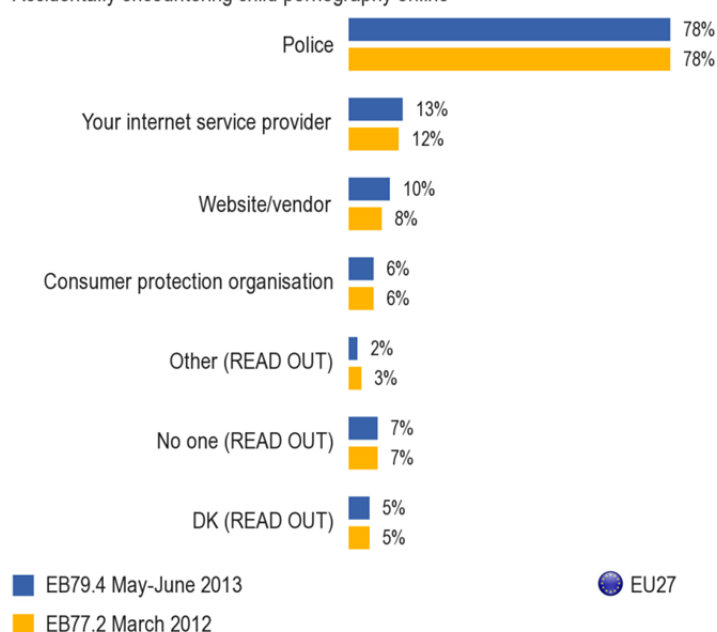
Since 2012, the proportion that would contact the police has increased in Ireland and Cyprus (both up 11 percentage points) and has decreased in Sweden (down 11 points) and Latvia (down 10 points). There has been an increase in the proportion that would contact the website or vendor in Malta and Portugal (both up 11 points), while Ireland shows a decrease in the proportion that would contact their internet service provider (down 10 points).

In most cases (78%), internet users say that they would contact the police if they accidentally encountered **child pornography** online. In addition, 13% say they would contact their internet service provider, 10% the website or vendor and 6% a consumer protection organisation.

There has been very little change since the 2012 survey, although the proportion that say they would contact the website or vendor has increased by 2 percentage points.

QC11.4. If you experienced or were a victim of the following cybercrimes, who would you contact?

Accidentally encountering child pornography online



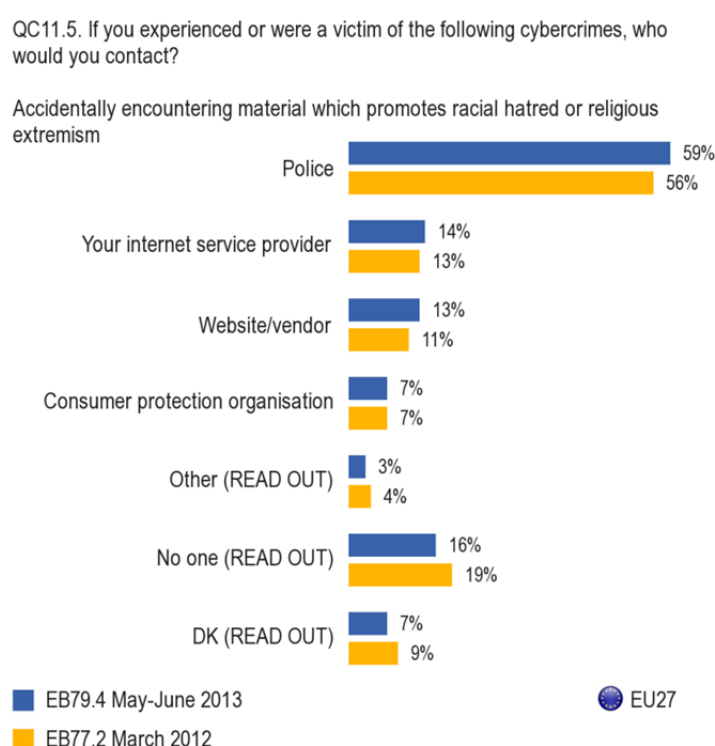
Base: Internet users (QC1) (n=18,983 in EU27)

Respondents in Cyprus are most likely to say that they would contact the police (92%), while in the Netherlands (22%) and Austria (21%), a high proportion of internet users say that they would contact their internet service provider. Respondents in Austria are also most likely to say that they would contact a consumer protection organisation (14%).

The main change since 2012 is the higher proportion in Cyprus that say they would contact the police (an increase of 19 percentage points). The proportion that say they would contact the police has also increased in Poland (by 9 points).

When asked who they would contact if they encountered **material which promotes racial hatred or religious extremism**, respondents again are most likely to say they would contact the police (59%), with 14% saying they would contact their internet service provider, 13% the website or vendor, and 7% a consumer protection organisation. On this issue, a relatively high proportion of respondents say that they would contact no-one (16%) or would not know who to contact (7%).

The proportion saying they would contact no-one has decreased since the 2012 (from 19% to 16%), and there has been a corresponding rise in the proportion that would contact the police (up from 56% to 59%). There has also been an increase since 2012 in the proportion that say they would contact the website or vendor (up from 11% to 13%).



Base: Internet users (QC1) (n=18,983 in EU27)

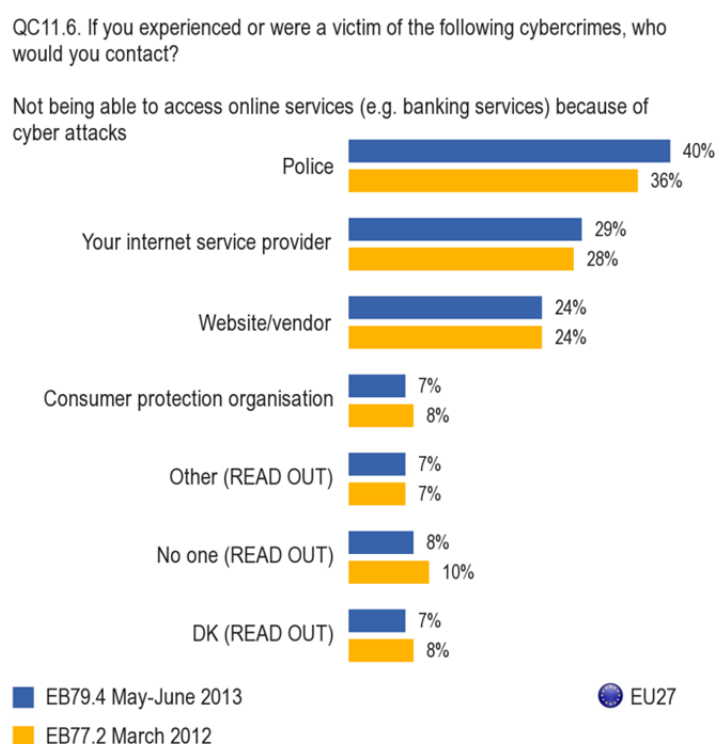
Respondents in Italy (71%) and Spain (70%) are most likely to say that they would contact the police, while those in Ireland (21%) and Slovakia (20%) are most likely to say that they would contact the website or vendor. The proportion that would contact their internet service provider is high in Austria (21%) and the Netherlands (20%). Respondents in Austria are also most likely to say that they would contact a consumer protection organisation (15%).

A high proportion of internet users say they would not contact anyone in the Netherlands (34%), Estonia (31%) and Sweden (30%), while a high proportion of respondents in Romania would not know who to contact (20%).

Since 2012, there have been increases in the proportion that would contact the police in Cyprus (up 17 percentage points), Spain (up 15 points) and Poland (up 10 points). Respondents are less likely to say they would contact no-one in Cyprus (down 19 percentage points), Spain (down 13 points) and Slovakia (down 10 points).

If internet users were unable to **access online services** because of cyber-attacks, 40% say they would contact the police, 29% their internet service provider and 24% the website or vendor. Just 7% would contact a consumer protection organisation. These responses are different from those on other types of cybercrime, with a lower proportion saying they would contact the police, and relatively large proportions saying they would contact their internet service provider or website/vendor.

Internet users are more likely than they were in 2012 to say they would contact the police (an increase from 36% to 40%), but otherwise findings have remained very similar to those seen in the 2012 survey.



Base: Internet users (QC1) (n=18,983 in EU27)

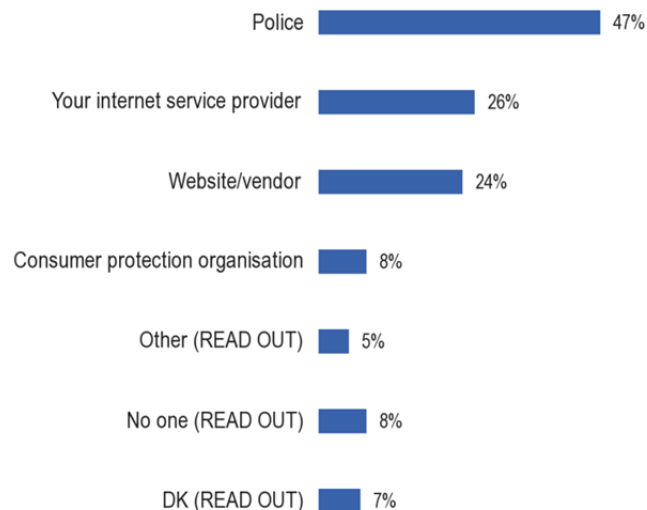
The proportion that say they would contact the police is highest in Italy (63%) and Poland (61%). Respondents are most likely to say they would contact their internet service provider in Croatia (42%) and Cyprus (40%), while the proportion saying they would contact the website or vendor is highest in the Netherlands (45%) and Belgium (42%). Respondents in Austria are more likely than those in other countries to say they would contact a consumer protection organisation (19%). Respondents in the Netherlands are most likely to say they would contact no-one (22%).

Since 2012, there have been large increases in the proportion saying they would contact the police in Poland (up 15 percentage points) and Spain (up 13 points), while respondents in Cyprus are more likely to say they would contact the website or vendor (up 12 points). The proportion that would contact their internet service provider has increased in Cyprus (up 11 points), but has decreased in Hungary (down 14 points) and Ireland (down 11 points). Respondents in Denmark are more likely than in 2012 to say that they would not contact anyone (up 11 points), but respondents in Cyprus are less likely to say this (down 18 points).

In around half of cases (47%), internet users say that they would contact the police if their **social media or email account was hacked**, while 26% say they would contact their internet service provider, and 24% the website or vendor. Just 8% say they would contact a consumer protection organisation.

QC11.7. If you experienced or were a victim of the following cybercrimes, who would you contact?

Your social media or email account being hacked



EU27

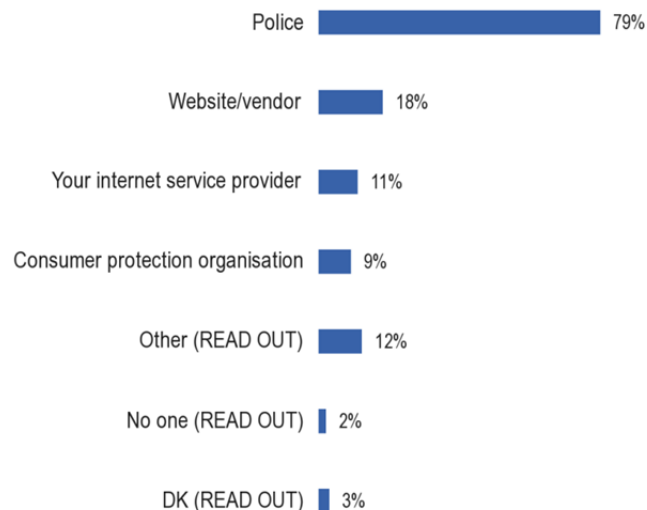
Base: Internet users (QC1) (n=18,983 in EU27)

Respondents in Poland (68%), Italy (65%) and Greece (62%) are most likely to say that they would contact the police, while respondents in Sweden are most likely to say they would contact the website or vendor (40%). In the Netherlands (42%) and Austria (42%), a high proportion of internet users say that they would contact their internet service provider. Respondents in Austria are also most likely to say that they would contact a consumer protection organisation (23%).

In most cases (79%), internet users say that they would contact the police if they were a victim of **credit card or banking fraud online**. In addition, 18% say they would contact the website or vendor, 11% their internet service provider, and 9% a consumer protection organisation.

QC11.8. If you experienced or were a victim of the following cybercrimes, who would you contact?

Being a victim of credit card or banking fraud online



EU27

Base: Internet users (QC1) (n=18,983 in EU27)

Respondents in Germany (89%) and Greece (87%) are most likely to say that they would contact the police, while respondents in the Netherlands (49%) are much more likely than those in other countries to say they would contact the website or vendor. In Austria, a high proportion of internet users say that they would contact their internet service provider (26%) or a consumer protection organisation (27%).

Socio-demographic variations

Findings are generally similar across socio-demographic groups, in terms of who respondents would contact if they experienced or were a victim of various types of cybercrime.

For a number of types of cybercrime, older respondents are more likely than younger respondents to say they would contact the police, and are less likely to say they would contact the website or vendor. For example, the proportion who say they would contact the police if their social media or email account were hacked ranges from 40% among 15-24 year olds to 51% among those aged 55 or over; the proportion that would contact the website or vendor ranges from 27% among those aged 15-24 to 16% among those aged 55 or over.

A similar pattern can be seen in relation to level of education. Those leaving education at the age of 20 or over are more likely to say they would contact the website or vendor, for example in relation to online fraud (42%) or not being able to access online services (27%), while those leaving education at a younger age are more likely to say they would contact the police. For example, 47% of those leaving education by the age of 15 or under and 41% leaving between the ages of 16-19 say they would contact the police if they were not able to access online services.

These variations are part of a broader pattern, in which more frequent internet users are also more likely to say they would contact the website or vendor rather than the police. For example, 26% of daily internet users say they would contact the website or vendor if they were unable to access online services because of cyber-attacks, compared with 16% of less frequent users, while 39% of daily internet users would contact the police (compared with 46% of less frequent users). A similar pattern applies in terms of how well informed respondents feel about the risks of cybercrime. For example, those who feel well informed are more likely than those who don't to say they would contact the website or vendor in the event of online fraud (40% compared with 31% who do not feel well informed).

Overall, these findings suggest that a greater level of knowledge of cybercrime leads to a preference to contact organisations such as the website/vendor or internet service rather than the police.

CONCLUSIONS

This report has examined EU citizens' experience and perceptions of cyber security issues, updating a previous survey undertaken in 2012.

Many respondents say they have changed their behaviour because of security concerns, for example by not giving out personal information or not opening e-mails from unknown sources. At the same time, only around half of internet users have changed any of their online passwords during the past year. Overall, most internet users are confident about their ability to use the internet for things like online banking or buying things online, although a substantial minority do not feel confident.

EU citizens feel better informed about the risks of cybercrime than they did in 2012, although many still do not feel very or at all well informed. Frequent internet users and those who are confident online tend to feel better informed.

A third of internet users across the EU say they have received a scam email, and other types of cybercrime have been experienced by a substantial number (albeit a minority) of internet users in the EU, including online fraud, identity theft, hacking of email or social media accounts and online harassment.

Internet users express high levels of concern about cyber security. The majority agree that the risk of becoming a victim of cybercrime has increased in the past year; that they are concerned that their online personal information is not kept secure by websites; and that they are concerned that information is not kept secure by public authorities.

In addition, up to half of respondents say they are concerned about experiencing various types of cybercrime, with the highest levels of concern expressed over identity theft and online banking fraud. However, the level of concern has decreased since 2012.

If they experienced or were the victim of cybercrime, most respondents say they would contact the police, especially if the crime was identity theft or online banking fraud, or if they accidentally encountered child pornography online. However, the survey findings suggest that a greater level of knowledge of cybercrime leads to a preference to contact organisations such as the website/vendor rather than the police.

The proportion of respondents undertaking online activities varies considerably by country. In Sweden, Denmark and the Netherlands in particular, respondents are more likely to use the internet for online purchases and for online banking. They are also more likely to feel well informed about the risks of cybercrime, and to be less concerned about being the victim of this type of crime.

By contrast, in a number of countries such as Portugal, Romania and Hungary, respondents are much less likely to use the internet, are less confident and feel less well informed about the risks of cybercrime.

ANNEXES

TECHNICAL SPECIFICATIONS

SPECIAL EUROBAROMETER 404

Cyber security

TECHNICAL SPECIFICATIONS

Between the 24 May and 9 June 2013, TNS opinion & social, a consortium created between TNS plc and TNS opinion, carried out the wave 79.4 of the EUROBAROMETER survey, on request of the EUROPEAN COMMISSION, Directorate-General for Communication, "Research and Speechwriting".

The Special EUROBAROMETER 404 survey is part of wave 79.4 and covers the population of the respective nationalities of the European Union Member States, resident in each of the Member States and aged 15 years and over.

The Special EUROBAROMETER 404 survey has also been conducted in Croatia where the survey covers the national population of citizens and the population of citizens of all the European Union Member States that are residents in this country and have a sufficient command of the national languages to answer the questionnaire.

The basic sample design applied in all states is a multi-stage, random (probability) one. In each country, a number of sampling points was drawn with probability proportional to population size (for a total coverage of the country) and to population density.

In order to do so, the sampling points were drawn systematically from each of the "administrative regional units", after stratification by individual unit and type of area. They thus represent the whole territory of the countries surveyed according to the EUROSTAT NUTS II (or equivalent) and according to the distribution of the resident population of the respective nationalities in terms of metropolitan, urban and rural areas. In each of the selected sampling points, a starting address was drawn, at random. Further addresses (every Nth address) were selected by standard "random route" procedures, from the initial address. In each household, the respondent was drawn, at random (following the "closest birthday rule"). All interviews were conducted face-to-face in people's homes and in the appropriate national language. As far as the data capture is concerned, CAPI (*Computer Assisted Personal Interview*) was used in those countries where this technique was available.

For each country a comparison between the sample and the universe was carried out. The Universe description was derived from Eurostat population data or from national statistics offices. For all countries surveyed, a national weighting procedure, using marginal and intercellular weighting, was carried out based on this Universe description. In all countries, gender, age, region and size of locality were introduced in the iteration procedure. For international weighting (i.e. EU averages), TNS Opinion & Social applies the official population figures as provided by EUROSTAT or national statistic offices. The total population figures for input in this post-weighting procedure are listed below.

Readers are reminded that survey results are estimations, the accuracy of which, everything being equal, rests upon the sample size and upon the observed percentage. With samples of about 1,000 interviews, the real percentages vary within the following confidence limits:

Statistical Margins due to the sampling process (at the 95% level of confidence)											
<i>various sample sizes are in rows</i>						<i>various observed results are in columns</i>					
	5%	10%	15%	20%	25%	30%	35%	40%	45%	50%	
	95%	90%	85%	80%	75%	70%	65%	60%	55%	50%	
N=50	6,0	8,3	9,9	11,1	12,0	12,7	13,2	13,6	13,8	13,9	N=50
N=500	1,9	2,6	3,1	3,5	3,8	4,0	4,2	4,3	4,4	4,4	N=500
N=1000	1,4	1,9	2,2	2,5	2,7	2,8	3,0	3,0	3,1	3,1	N=1000
N=1500	1,1	1,5	1,8	2,0	2,2	2,3	2,4	2,5	2,5	2,5	N=1500
N=2000	1,0	1,3	1,6	1,8	1,9	2,0	2,1	2,1	2,2	2,2	N=2000
N=3000	0,8	1,1	1,3	1,4	1,5	1,6	1,7	1,8	1,8	1,8	N=3000
N=4000	0,7	0,9	1,1	1,2	1,3	1,4	1,5	1,5	1,5	1,5	N=4000
N=5000	0,6	0,8	1,0	1,1	1,2	1,3	1,3	1,4	1,4	1,4	N=5000
N=6000	0,6	0,8	0,9	1,0	1,1	1,2	1,2	1,2	1,3	1,3	N=6000
N=7000	0,5	0,7	0,8	0,9	1,0	1,1	1,1	1,1	1,2	1,2	N=7000
N=7500	0,5	0,7	0,8	0,9	1,0	1,0	1,1	1,1	1,1	1,1	N=7500
N=8000	0,5	0,7	0,8	0,9	0,9	1,0	1,0	1,1	1,1	1,1	N=8000
N=9000	0,5	0,6	0,7	0,8	0,9	0,9	1,0	1,0	1,0	1,0	N=9000
N=10000	0,4	0,6	0,7	0,8	0,8	0,9	0,9	1,0	1,0	1,0	N=10000
N=11000	0,4	0,6	0,7	0,7	0,8	0,9	0,9	0,9	0,9	0,9	N=11000
N=12000	0,4	0,5	0,6	0,7	0,8	0,8	0,9	0,9	0,9	0,9	N=12000
N=13000	0,4	0,5	0,6	0,7	0,7	0,8	0,8	0,8	0,9	0,9	N=13000
N=14000	0,4	0,5	0,6	0,7	0,7	0,8	0,8	0,8	0,8	0,8	N=14000
N=15000	0,3	0,5	0,6	0,6	0,7	0,7	0,8	0,8	0,8	0,8	N=15000
	5%	10%	15%	20%	25%	30%	35%	40%	45%	50%	
	95%	90%	85%	80%	75%	70%	65%	60%	55%	50%	

ABBR.	COUNTRIES	INSTITUTES	N° INTERVIEWS	FIELDWORK DATES		POPULATION 15+
BE	Belgium	TNS Dimarso	1.006	25/05/2013	09/06/2013	8.939.546
BG	Bulgaria	TNS BBSS	1.025	25/05/2013	02/06/2013	6.537.510
CZ	Czech Rep.	TNS Aisa	1.026	24/05/2013	06/06/2013	9.012.443
DK	Denmark	TNS Gallup DK	1.010	25/05/2013	09/06/2013	4.561.264
DE	Germany	TNS Infratest	1.505	24/05/2013	09/06/2013	64.336.389
EE	Estonia	Emor	1.008	24/05/2013	09/06/2013	945.733
IE	Ireland	IMS Millward Brown	1.001	25/05/2013	09/06/2013	3.522.000
EL	Greece	TNS ICAP	1.002	25/05/2013	08/06/2013	8.693.566
ES	Spain	TNS Demoscopia	1.008	24/05/2013	09/06/2013	39.127.930
FR	France	TNS Sofres	1.053	24/05/2013	08/06/2013	47.756.439
IT	Italy	TNS Italia	1.025	25/05/2013	07/06/2013	51.862.391
CY	Rep. of Cyprus	Synovate	506	24/05/2013	09/06/2013	660.400
LV	Latvia	TNS Latvia	1.018	25/05/2013	09/06/2013	1.447.866
LT	Lithuania	TNS LT	1.023	25/05/2013	09/06/2013	2.829.740
LU	Luxembourg	TNS ILReS	502	25/05/2013	09/06/2013	434.878
HU	Hungary	TNS Hoffmann Kft	1.033	25/05/2013	09/06/2013	8.320.614
MT	Malta	MISCO	500	24/05/2013	09/06/2013	335.476
NL	Netherlands	TNS NIPO	1.013	24/05/2013	09/06/2013	13.371.980
AT	Austria	Österreichisches Gallup-Institut	1.034	24/05/2013	09/06/2013	7.009.827
PL	Poland	TNS OBOP	1.000	25/05/2013	09/06/2013	32.413.735
PT	Portugal	TNS EUROTESTE	1.007	28/05/2013	09/06/2013	8.080.915
RO	Romania	TNS CSOP	1.053	25/05/2013	04/06/2013	18.246.731
SI	Slovenia	RM PLUS	1.005	25/05/2013	09/06/2013	1.759.701
SK	Slovakia	TNS Slovakia	1.000	25/05/2013	09/06/2013	4.549.955
FI	Finland	TNS Gallup Oy	1.003	25/05/2013	09/06/2013	4.440.004
SE	Sweden	TNS GALLUP	1.000	25/05/2013	09/06/2013	7.791.240
UK	United Kingdom	TNS UK	1.314	25/05/2013	09/06/2013	51.848.010
TOTAL EU27			26.680	24/05/2013	09/06/2013	408.836.283
HR	Croatia	Puls	1.000	25/05/2013	09/06/2013	3.749.400
TOTAL EU28			27.680	24/05/2013	09/06/2013	412.585.683

QUESTIONNAIRE

C. CYBER SECURITY

ASK ALL

QC1	How often do you access the Internet (for example, for sending emails, reading online news, chatting with friends or buying products online)?
-----	---

(SHOW CARD – READ OUT – ONE ANSWER ONLY)

Several times a day\ All the time (M)	1
Once a day	2
Several times a week	3
Once a week	4
Several times a month	5
Once a month	6
Less often	7
Never	8
DK	9

EB77.2 QE1 TREND SLIGHTLY MODIFIED

ASK QC2 TO QC6 IF "EVER USE THE INTERNET", CODE 1 TO 7 IN QC1 – OTHERS GO TO QC7 (M)

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

(SHOW CARD – READ OUT – MULTIPLE ANSWERS POSSIBLE)

Desktop computer	1,
Laptop computer\ Netbook	2,
Tablet computer\ Touchscreen	3,
Smartphone	4,
TV (N)	5,
Other (SPONTANEOUS)	6,
DK	7,

EB77.2 QE3 TREND MODIFIED

--

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

(SHOW CARD – READ OUT – MULTIPLE ANSWERS POSSIBLE)
--

Online banking	1,
Buying goods or services (holidays, books, music, etc.)	2,
Selling goods or services	3,
Using online social networks	4,
Email	5,
Reading news online	6,
Playing games online	7,
Watching TV (N)	8,
Other (SPONTANEOUS) (N)	9,
None (SPONTANEOUS)	10,
DK	11,

EB77.2 QE4 TREND MODIFIED

--

QC4	How confident are you about your ability to use the Internet for things like online banking or buying things online?
-----	--

(SHOW CARD – READ OUT – ONE ANSWER ONLY)
--

Very confident	1
Fairly confident	2
Not very confident	3
Not at all confident	4
DK	5

EB77.2 QE5

--

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

(DO NOT SHOW CARD – DO NOT READ OUT – MULTIPLE ANSWERS POSSIBLE)
--

You prefer conducting the transaction in person e.g. so you can inspect the product yourself or ask a real person about them	1,
You are concerned about the security of online payments (M)	2,
You are concerned about someone taking\ misusing your personal data	3,
You are concerned about not receiving the goods or services that you buy online (M)	4,
Other	5,
None	6,
DK	7,

EB77.2 QE6

--

QC6	Has concern about security issues made you change the way you use the Internet in any of the following ways?
-----	--

(SHOW CARD – READ OUT – MULTIPLE ANSWERS POSSIBLE)
--

Less likely to buy goods online	1,
Less likely to bank online	2,
Less likely to give personal information on websites	3,
Changing security settings (e.g. your browser, online social media, search engine, etc.)	4,
Only visit websites you know and trust	5,
Use different passwords for different sites	6,
Do not open emails from people you don't know	7,
Only use your own computer	8,
Have installed anti-virus software	9,
Cancelled an online purchase because of suspicions about the seller or website (N)	10,
Other (SPONTANEOUS)	11,
None (SPONTANEOUS)	12,
DK	13,

EB77.2 QE7 TREND MODIFIED

ASK ALL

--

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)?
-----	--

(READ OUT – MULTIPLE ANSWERS POSSIBLE)
--

Yes, you personally	1,
Yes, one of your children	2,
No	3,
You don't have access to the Internet (SPONTANEOUS)	4,
Your children never access the Internet (SPONTANEOUS)	5,
Refusal (SPONTANEOUS)	6,
DK	7,

NEW

--

QC8	How well informed do you feel about the risks of cybercrime?
-----	--

(READ OUT – ONE ANSWER ONLY)

Very well informed	1
Fairly well informed	2
Not very well informed	3
Not at all informed	4
DK	5

EB77.2 QE9

ASK QC9 TO QC13 IF "EVER USE THE INTERNET" CODE 1 TO 7 IN QC1 – OTHERS GO TO QD1 (M)
--

--

QC9	Cybercrimes can include many different types of criminal activity. How often have you experienced or been a victim of the following situations?
-----	---

(SHOW CARD WITH SCALE – ONE ANSWER PER LINE)
--

	(READ OUT – ROTATE)	Often	Occasionally	Never	DK
--	---------------------	-------	--------------	-------	----

1	Identity theft (somebody stealing your personal data and impersonating you, e.g. shopping under your name)	1	2	3	4
2	Received emails or phone calls fraudulently asking for access to your computer, logins, or personal details (including banking or payment information) (M)	1	2	3	4
3	Online fraud where goods purchased were not delivered, counterfeit or not as advertised	1	2	3	4
4	Accidentally encountering material which promotes racial hatred or religious extremism	1	2	3	4
5	Not being able to access online services (e.g. banking services) because of cyber attacks	1	2	3	4
6	Your social media or email account being hacked (N)	1	2	3	4
7	Being a victim of credit card or banking fraud online (N)	1	2	3	4

EB77.2 QE10 TREND MODIFIED

--

QC10	And how concerned are you personally about experiencing or being a victim of the following cybercrimes?
------	---

(SHOW CARD WITH SCALE – ONE ANSWER PER LINE)
--

	(READ OUT – ROTATE)	Very concerned	Fairly concerned	Not very concerned	Not at all concerned	DK
--	---------------------	----------------	------------------	--------------------	----------------------	----

1	Identity theft (somebody stealing your personal data and impersonating you, e.g. shopping under your name)	1	2	3	4	5
2	Receiving emails or phone calls fraudulently asking for access to your computer, logins, or personal details (including banking or payment information) (M)	1	2	3	4	5
3	Online fraud where goods purchased are not delivered, counterfeit or not as advertised (M)	1	2	3	4	5
4	Accidentally encountering child pornography online	1	2	3	4	5
5	Accidentally encountering material which promotes racial hatred or religious extremism	1	2	3	4	5
6	Not being able to access online services (e.g. banking services) because of cyber attacks	1	2	3	4	5
7	Your social media or email account being hacked (N)	1	2	3	4	5
8	Being a victim of credit card or banking fraud online (N)	1	2	3	4	5

EB77.2 QE11 TREND MODIFIED

--

QC11	If you experienced or were a victim of the following cybercrimes, who would you contact?
------	--

(SHOW CARD WITH SCALE – MULTIPLE ANSWERS PER LINE)
--

	(READ OUT – ROTATE)	Police	Website vendor	Your internet service provider	Consumer protection organisation	Other (READ OUT)	No one (READ OUT)	DK (READ OUT)
--	---------------------	--------	----------------	--------------------------------	----------------------------------	------------------	-------------------	---------------

1	Identity theft (somebody stealing your personal data and impersonating you, e.g. shopping under your name)	1,	2,	3,	4,	5,	6,	7,
2	Receiving emails or phone calls fraudulently asking for access to your computer, logins, or personal details (including banking or payment information) (M)	1,	2,	3,	4,	5,	6,	7,
3	Online fraud where goods purchased are not delivered, counterfeit or not as advertised (M)	1,	2,	3,	4,	5,	6,	7,
4	Accidentally encountering child pornography online	1,	2,	3,	4,	5,	6,	7,
5	Accidentally encountering material which promotes racial hatred or religious extremism	1,	2,	3,	4,	5,	6,	7,
6	Not being able to access online services (e.g. banking services) because of cyber attacks	1,	2,	3,	4,	5,	6,	7,
7	Your social media or email account being hacked (N)	1,	2,	3,	4,	5,	6,	7,
8	Being a victim of credit card or banking fraud online (N)	1,	2,	3,	4,	5,	6,	7,

EB77.2 QE12 TREND MODIFIED

--

QC12	Could you please tell me to what extent you agree or disagree with each of the following statements?
------	--

(SHOW CARD WITH SCALE – ONE ANSWER PER LINE)
--

	(READ OUT – ROTATE)	Totally agree	Tend to agree	Tend to disagree	Totally disagree	DK
--	---------------------	---------------	---------------	------------------	------------------	----

1	You are concerned that your online personal information is not kept secure by websites	1	2	3	4	5
2	You are concerned that your online personal information is not kept secure by public authorities	1	2	3	4	5
3	You avoid disclosing personal information online	1	2	3	4	5
4	You believe the risk of becoming a victim of cybercrime has increased in the past year	1	2	3	4	5

EB77.2 QE13

--

QC13	Have you changed your password to access to any of the following online services during the past 12 months?
------	---

(READ OUT – MULTIPLE ANSWERS POSSIBLE)
--

Web-based e-mail	1,
Online social networks	2,
Shopping website (e.g. travel agents)	3,
Online banking websites	4,
None (SPONTANEOUS)	5,
DK	6,






























EB77.2 QE14

TABLES

QC1 A quelle fréquence utilisez-vous Internet (par exemple, pour envoyer des emails, lire les journaux en ligne, discuter avec des amis ou acheter des produits en ligne) ?

QC1 How often do you access the Internet (for example, for sending emails, reading online news, chatting with friends or buying products online)?






























QC1 Wie häufig nutzen Sie das Internet (z.B. um E-Mails zu versenden, Online-Nachrichten zu lesen, mit Freunden zu chatten oder online Waren zu kaufen)?

	%	Plusieurs fois par jour/Tout le temps		Une fois par jour		Plusieurs fois par semaine		Une fois par semaine		Plusieurs fois par mois	
		Several times a day/All the time		Once a day		Several times a week		Once a week		Several times a month	
		Mehrmals pro Tag/Ständig		Einmal pro Tag		Mehrmals pro Woche		Einmal pro Woche		Mehrmals pro Monat	
		EB 79.4	Diff. EB 77.2	EB 79.4	Diff. EB 77.2	EB 79.4	Diff. EB 77.2	EB 79.4	Diff. EB 77.2	EB 79.4	Diff. EB 77.2
	EU 27	41	2	13	-1	10	0	3	0	1	-1
	BE	45	1	16	0	9	1	3	1	1	0
	BG	24	2	18	5	11	-1	2	1	2	0
	CZ	35	5	17	0	14	-2	3	0	2	0
	DK	72	2	9	-4	6	0	3	2	1	0
	DE	38	1	14	-1	13	-1	4	1	2	0
	EE	53	4	13	0	6	0	3	0	1	0
	IE	44	1	17	0	10	-1	3	0	1	0
	EL	28	1	15	4	9	-1	3	0	2	0
	ES	37	4	13	-2	8	0	3	0	1	-1
	FR	51	-1	14	0	8	2	3	0	2	1
	IT	33	2	17	3	12	0	2	-1	1	-1
	CY	33	2	16	4	6	-3	2	-1	1	0
	LV	48	0	14	2	8	1	3	0	1	-1
	LT	38	3	14	-1	8	1	3	0	2	0
	LU	53	0	12	-1	11	0	4	1	1	-1
	HU	22	-2	14	-1	16	1	5	1	2	1
	MT	43	2	12	-2	6	0	4	-2	0	-1
	NL	69	4	13	-5	8	1	2	0	0	-1
	AT	32	-1	14	0	17	-1	2	-1	1	-1
	PL	33	3	11	-2	10	-1	3	-1	2	0
	PT	26	5	10	2	8	2	3	0	2	1
	RO	28	5	7	-5	7	-2	3	0	2	0
	SI	38	-2	14	1	11	1	3	0	1	0
	SK	31	2	13	-2	16	-2	4	0	1	-1
	FI	52	2	18	-1	7	1	3	0	1	0
	SE	76	1	9	1	5	-1	2	1	1	0
	UK	53	6	11	-5	7	0	4	0	2	1
	HR	36		10		7		2		1	

QC1 A quelle fréquence utilisez-vous Internet (par exemple, pour envoyer des emails, lire les journaux en ligne, discuter avec des amis ou acheter des produits en ligne) ?

QC1 How often do you access the Internet (for example, for sending emails, reading online news, chatting with friends or buying products online)?






























QC1 Wie häufig nutzen Sie das Internet (z.B. um E-Mails zu versenden, Online-Nachrichten zu lesen, mit Freunden zu chatten oder online Waren zu kaufen)?

		Une fois par mois		Moins souvent		Jamais		NSP		Total 'Au moins une fois'	
		Once a month		Less often		Never		DK		Total 'At least once'	
		Einmal pro Monat		Seltener		Niemals		WN		Gesamt 'Mindestens einmal'	
%		EB 79.4	Diff. EB 77.2	EB 79.4	Diff. EB 77.2	EB 79.4	Diff. EB 77.2	EB 79.4	Diff. EB 77.2	EB 79.4	Diff. EB 77.2
	EU 27	1	0	2	0	28	-1	1	1	71	0
	BE	0	-1	2	0	23	-3	1	1	76	2
	BG	0	-1	1	-1	41	-6	1	1	58	5
	CZ	0	0	2	-1	26	-3	1	1	73	2
	DK	0	0	1	0	8	0	0	0	92	0
	DE	1	0	2	-1	26	1	0	0	74	-1
	EE	1	0	1	-1	22	-3	0	0	78	3
	IE	1	1	2	0	22	-1	0	0	78	1
	EL	0	-2	1	0	42	-2	0	0	58	2
	ES	0	-1	2	0	31	-4	5	4	64	0
	FR	0	-1	1	0	21	-1	0	0	79	1
	IT	0	0	2	-2	33	-1	0	0	67	1
	CY	1	0	1	0	40	-2	0	0	60	2
	LV	2	0	1	-1	23	-1	0	0	77	1
	LT	0	-1	1	-1	34	-1	0	0	66	1
	LU	1	1	1	0	17	1	0	-1	83	0
	HU	1	0	3	1	37	-1	0	0	63	1
	MT	1	0	1	0	33	3	0	0	67	-3
	NL	0	0	1	0	7	1	0	0	93	-1
	AT	1	1	3	1	30	2	0	0	70	-2
	PL	1	0	2	0	37	0	1	1	62	-1
	PT	0	-1	2	0	49	-9	0	0	51	9
	RO	1	0	2	0	50	3	0	-1	50	-2
	SI	1	0	2	0	30	0	0	0	70	0
	SK	0	0	3	0	32	3	0	0	68	-3
	FI	0	-1	0	-1	19	0	0	0	81	0
	SE	0	-1	1	0	6	-1	0	0	94	1
	UK	1	0	1	-1	21	-1	0	0	79	1
	HR	1		3		40		0		60	

QC2 Quels équipements utilisez-vous pour vous connecter à Internet ? (PLUSIEURS REPONSES POSSIBLES)

QC2 What devices do you use to access the Internet? (MULTIPLE ANSWERS POSSIBLE)






























QC2 Welche Geräte verwenden Sie, um auf das Internet zuzugreifen? (MEHRFACHNENNUNGEN MÖGLICH)

		Un ordinateur de bureau	Un ordinateur portable/ Netbook	Une tablette tactile	Un smartphone	Une télévision	Autre (SPONTANÉ)	NSP
		Desktop computer	Laptop computer/ Netbook	Tablet computer/ Touchscreen	Smartphone	TV	Other (SPONTANEOUS)	DK
		Schreibtisch- oder Desktop-Computer	Laptop/ Netbook	Tablet-PC/ Touchscreen	Smartphone	Fernseher	Andere (SPONTAN)	WN
%		EB 79.4	EB 79.4	EB 79.4	EB 79.4	EB 79.4	EB 79.4	EB 79.4
	EU 27	53	62	14	35	6	1	0
	BE	50	71	19	26	4	0	0
	BG	72	42	4	12	3	0	0
	CZ	66	53	5	20	2	0	0
	DK	47	78	33	55	9	0	0
	DE	53	67	10	32	7	0	0
	EE	54	71	12	32	3	0	0
	IE	32	75	15	40	5	1	1
	EL	52	62	5	20	1	0	0
	ES	54	52	10	44	2	0	0
	FR	52	66	16	37	12	0	0
	IT	49	55	11	27	1	0	0
	CY	32	83	19	28	9	0	0
	LV	64	53	8	19	3	0	0
	LT	60	60	6	25	6	1	0
	LU	56	70	23	47	6	1	0
	HU	75	27	2	11	1	0	0
	MT	51	67	16	28	4	0	0
	NL	60	73	36	51	11	2	0
	AT	55	61	11	41	1	0	0
	PL	52	59	5	11	3	0	0
	PT	40	74	7	13	1	0	0
	RO	73	37	4	13	2	1	1
	SI	66	60	9	29	4	1	0
	SK	62	58	5	10	1	0	0
	FI	52	73	15	43	8	0	0
	SE	58	71	30	64	13	0	0
	UK	43	70	24	56	9	1	0
	HR	64	47	8	26	2	1	0

QC3 Lesquelles des activités suivantes pratiquez-vous sur Internet ? (PLUSIEURS REPONSES POSSIBLES)

QC3 Which of the following activities do you do online? (MULTIPLE ANSWERS POSSIBLE)






























QC3 Welche der folgenden Aktivitäten machen Sie online? (MEHRFACHNENNUNGEN MÖGLICH)

		Faire des opérations bancaires en ligne	Acheter des biens ou des services (vacances, livres, musique, Buying goods or services (holidays, books, music, etc.) Waren oder Dienstleistungen kaufen (Urlaub, Bücher, Musik usw.)	Vendre des biens ou des services	Utiliser des réseaux sociaux en ligne	Email	Lire des journaux en ligne
		Online banking		Selling goods or services	Using online social networks	Email	Reading news online
		Online-Banking		Waren oder Dienstleistungen verkaufen	Soziale Netzwerke im Internet nutzen	E-Mail	Online-Nachrichten lesen
%		EB 79.4	EB 79.4	EB 79.4	EB 79.4	EB 79.4	EB 79.4
	EU 27	48	50	18	53	84	60
	BE	62	44	16	55	90	53
	BG	11	21	5	64	71	68
	CZ	56	53	20	47	88	72
	DK	89	75	29	67	95	76
	DE	48	66	19	43	90	58
	EE	85	41	16	62	89	85
	IE	57	51	16	59	82	50
	EL	10	27	4	66	63	72
	ES	33	29	5	58	85	60
	FR	56	54	28	48	88	40
	IT	31	31	11	50	75	59
	CY	27	34	4	59	66	75
	LV	78	37	10	71	84	79
	LT	67	41	13	57	82	89
	LU	57	58	13	54	91	53
	HU	17	17	7	61	81	74
	MT	58	60	14	65	83	66
	NL	88	77	40	61	96	70
	AT	52	58	21	59	90	60
	PL	50	39	11	52	79	83
	PT	22	15	6	67	80	62
	RO	12	23	6	54	50	52
	SI	41	39	17	55	89	85
	SK	46	45	9	60	86	59
	FI	88	61	20	62	91	80
	SE	84	77	28	69	93	75
	UK	57	69	25	57	84	55
	HR	29	21	10	57	67	85

QC3 Lesquelles des activités suivantes pratiquez-vous sur Internet ? (PLUSIEURS REPONSES POSSIBLES)

QC3 Which of the following activities do you do online? (MULTIPLE ANSWERS POSSIBLE)






























QC3 Welche der folgenden Aktivitäten machen Sie online? (MEHRFACHNENNUNGEN MÖGLICH)

		Jouer en ligne	Regarder la télévision	Autre (SPONTANE)	Aucun (SPONTANE)	NSP
		Playing games online	Watching TV	Other (SPONTANEOUS)	None (SPONTANEOUS)	DK
		Online-Spiele spielen	Fernsehen	Sonstiges (SPONTAN)	Nichts davon (SPONTAN)	WN
%		EB 79.4	EB 79.4	EB 79.4	EB 79.4	EB 79.4
	EU 27	27	19	3	1	0
	BE	26	17	4	1	0
	BG	31	23	4	1	0
	CZ	30	17	0	1	0
	DK	35	36	1	0	0
	DE	18	12	1	1	0
	EE	27	30	1	0	0
	IE	25	26	5	1	0
	EL	48	19	8	1	0
	ES	18	11	3	1	0
	FR	27	20	4	1	0
	IT	26	5	5	2	0
	CY	40	34	5	0	0
	LV	35	27	4	0	0
	LT	32	24	11	1	0
	LU	26	19	3	1	0
	HU	29	8	3	1	0
	MT	33	24	5	0	0
	NL	35	35	2	0	0
	AT	37	16	16	1	0
	PL	21	12	2	1	0
	PT	38	10	9	2	0
	RO	31	24	7	6	0
	SI	30	23	7	0	0
	SK	23	10	1	1	0
	FI	37	41	3	0	0
	SE	33	54	2	0	0
	UK	33	32	4	1	0
	HR	35	15	6	0	0

QC4 Dans quelle mesure êtes-vous confiant dans vos capacités à utiliser Internet pour réaliser des activités comme des opérations bancaires en ligne ou faire vos achats en ligne ?

QC4 How confident are you about your ability to use the Internet for things like online banking or buying things online?






























QC4 Wie sicher sind Sie im Umgang mit dem Internet, wenn Sie das Internet für Aktivitäten wie Online-Banking oder Online-Shopping von Produkten nutzen?

		Très confiant		Plutôt confiant		Plutôt pas confiant		Pas du tout confiant		NSP		Total 'Confiant'		Total 'Pas confiant'	
		Very confident		Fairly confident		Not very confident		Not at all confident		DK		Total 'Confident'		Total 'Not confident'	
		Sehr sicher		Ziemlich sicher		Nicht sehr sicher		Überhaupt nicht sicher		WN		Total 'Confiant'		Gesamt 'Nicht Sicher'	
		EB 79.4	Diff. EB 77.2	EB 79.4	Diff. EB 77.2	EB 79.4	Diff. EB 77.2	EB 79.4	Diff. EB 77.2	EB 79.4	Diff. EB 77.2	EB 79.4	Diff. EB 77.2	EB 79.4	Diff. EB 77.2
%															
	EU 27	27	0	43	1	17	0	11	-1	2	0	70	1	28	-1
	BE	23	-1	53	-1	16	1	7	1	1	0	76	-2	23	2
	BG	17	4	33	8	24	-6	23	-4	3	-2	50	12	47	-10
	CZ	37	-1	43	2	13	0	5	-1	2	0	80	1	18	-1
	DK	63	1	28	0	6	-1	3	0	0	0	91	1	9	-1
	DE	26	3	49	-2	19	1	4	-2	2	0	75	1	23	-1
	EE	42	4	41	-1	12	0	4	-2	1	-1	83	3	16	-2
	IE	45	2	37	0	10	1	7	-1	1	-2	82	2	17	0
	EL	11	3	31	2	29	0	28	-5	1	0	42	5	57	-5
	ES	15	6	36	-3	28	-3	18	0	3	0	51	3	46	-3
	FR	20	0	44	-1	18	-1	17	2	1	0	64	-1	35	1
	IT	11	0	55	5	21	0	12	-2	1	-3	66	5	33	-2
	CY	25	-6	29	4	17	0	26	2	3	0	54	-2	43	2
	LV	51	1	30	-1	12	-2	6	2	1	0	81	0	18	0
	LT	37	-4	40	7	13	0	8	-3	2	0	77	3	21	-3
	LU	30	-2	38	-6	18	7	12	2	2	-1	68	-8	30	9
	HU	13	-3	30	-1	17	2	31	5	9	-3	43	-4	48	7
	MT	44	-2	29	1	9	-1	17	2	1	0	73	-1	26	1
	NL	37	2	51	0	8	-1	4	0	0	-1	88	2	12	-1
	AT	16	-11	50	1	26	10	8	0	0	0	66	-10	34	10
	PL	31	0	47	7	14	0	5	-6	3	-1	78	7	19	-6
	PT	5	-5	38	6	35	5	20	-6	2	0	43	1	55	-1
	RO	16	4	36	0	17	-1	24	-3	7	0	52	4	41	-4
	SI	31	3	34	-2	20	0	14	1	1	-2	65	1	34	1
	SK	24	0	46	5	19	0	10	-4	1	-1	70	5	29	-4
	FI	37	-2	49	0	12	2	2	0	0	0	86	-2	14	2
	SE	56	0	32	-3	8	4	4	0	0	-1	88	-3	12	4
	UK	49	-2	32	1	9	2	9	-1	1	0	81	-1	18	1
	HR	17		39		25		16		3		56		41	

QC5 Quelles inquiétudes avez-vous, si vous en avez, concernant l'utilisation d'Internet pour réaliser des activités comme des opérations bancaires en ligne ou faire vos achats en ligne ? (NE PAS MONTRER CARTE – NE PAS LIRE – PLUSIEURS REPONSES POSSIBLES)

QC5 What concerns do you have, if any, about using the Internet for things like online banking or buying things online? (DO NOT SHOW CARD – DO NOT READ OUT – MULTIPLE ANSWERS POSSIBLE)






























QC5 Welche Befürchtungen haben Sie, wenn überhaupt, wenn es um die Nutzung des Internets für Aktivitäten wie Online-Banking oder Online-Shopping von Produkten geht? (LISTE NICHT ZEIGEN-NICHT VORLESEN-MEHRFACHNENNUNGEN MÖGLICH)

		Vous préférez réaliser la transaction en personne pour, par ex., pouvoir examiner le produit ou demander des conseils en personne You prefer conducting the transaction in person e.g. so you can inspect the product yourself or ask a real person about them Sie ziehen es vor, solch eine Aktivität persönlich - also nicht online - durchzuführen, um z.B. das Produkt selbst prüfen oder eine reale Person dazu befragen zu können		Vous êtes inquiet(e) concernant la sécurité des paiements en ligne You are concerned about the security of online payments Sie machen sich Sorgen über die Sicherheit von Online-Zahlungen		Vous êtes inquiet(e) de fournir vos données personnelles You are concerned about someone taking\ misusing your personal data Sie sind besorgt, dass jemand auf Ihre persönlichen Daten zugreift oder diese missbraucht	
%		EB 79.4	Diff. EB 77.2	EB 79.4	Diff. EB 77.2	EB 79.4	Diff. EB 77.2
	EU 27	24	0	35	-3	37	-3
	BE	25	1	37	-4	38	-3
	BG	42	1	19	3	33	-4
	CZ	23	-3	31	-4	28	-9
	DK	30	9	29	3	29	2
	DE	22	3	33	0	53	-6
	EE	12	-3	22	-7	18	-2
	IE	20	2	36	-7	29	-5
	EL	48	-6	38	13	36	-9
	ES	40	-1	33	-1	35	-7
	FR	22	5	46	-4	43	5
	IT	33	-7	27	-2	32	-2
	CY	36	4	36	1	48	-3
	LV	12	-4	26	-5	29	1
	LT	19	-11	29	-1	23	-6
	LU	27	-7	43	1	41	-13
	HU	46	2	24	1	23	-9
	MT	24	4	24	-5	22	-7
	NL	20	3	35	-11	41	-4
	AT	25	2	30	0	38	-1
	PL	17	5	20	-3	18	0
	PT	49	9	35	2	29	-10
	RO	32	-4	37	3	33	1
	SI	19	-7	46	6	46	-4
	SK	24	-8	23	-3	34	-1
	FI	15	4	32	-4	25	-4
	SE	15	2	35	3	28	-2
	UK	7	-8	48	-8	34	-9
	HR	35		33		35	

QC5 Quelles inquiétudes avez-vous, si vous en avez, concernant l'utilisation d'Internet pour réaliser des activités comme des opérations bancaires en ligne ou faire vos achats en ligne ? (NE PAS MONTRER CARTE – NE PAS LIRE – PLUSIEURS REPONSES POSSIBLES)

QC5 What concerns do you have, if any, about using the Internet for things like online banking or buying things online? (DO NOT SHOW CARD – DO NOT READ OUT – MULTIPLE ANSWERS POSSIBLE)






























QC5 Welche Befürchtungen haben Sie, wenn überhaupt, wenn es um die Nutzung des Internets für Aktivitäten wie Online-Banking oder Online-Shopping von Produkten geht? (LISTE NICHT ZEIGEN-NICHT VORLESEN-MEHRFACHNENNUNGEN MÖGLICH)

		Vous craignez de ne pas recevoir les produits ou services commandés en ligne You are concerned about not receiving the goods or services that you buy online Sie sind besorgt, dass Sie die Waren oder Dienstleistungen, die Sie online kaufen, nicht erhalten		Autre Other Sonstiges		Aucun None Nichts davon		NSP DK WN	
%		EB 79.4	Diff. EB 77.2	EB 79.4	Diff. EB 77.2	EB 79.4	Diff. EB 77.2	EB 79.4	Diff. EB 77.2
	EU 27	15	-4	4	0	23	2	2	0
	BE	18	-6	2	-3	17	-3	1	0
	BG	13	-5	1	0	13	2	8	4
	CZ	28	-4	1	0	29	8	1	-2
	DK	14	0	8	-2	38	-2	1	0
	DE	20	-6	4	0	23	1	1	0
	EE	17	-6	6	1	39	4	3	-2
	IE	10	-5	2	0	30	9	1	-2
	EL	16	0	0	0	15	1	0	-1
	ES	14	-5	3	0	20	5	2	1
	FR	17	2	6	0	18	0	1	0
	IT	10	-6	2	1	17	5	3	1
	CY	21	-16	1	-2	15	0	0	-1
	LV	12	-1	6	5	32	-1	2	0
	LT	17	-5	5	0	31	10	3	-1
	LU	15	-10	6	3	30	9	1	-1
	HU	12	-9	1	0	24	4	0	-2
	MT	16	-1	3	-2	33	3	3	1
	NL	25	2	5	-1	23	7	0	-1
	AT	21	2	4	1	32	-1	1	0
	PL	12	-1	0	-2	40	4	8	-4
	PT	14	1	1	0	13	-5	1	-1
	RO	24	-6	3	1	18	2	5	-3
	SI	14	-9	8	0	25	3	1	0
	SK	23	3	3	-1	32	8	1	-2
	FI	11	-1	9	-6	42	12	0	0
	SE	12	-4	13	4	34	-2	2	0
	UK	5	-12	6	1	26	5	3	1
	HR	25		3		21		1	

QC6 Les préoccupations en matière de sécurité ont-elles modifié de l'une des manières suivantes la façon dont vous utilisez Internet ? (PLUSIEURS REPONSES POSSIBLES)

QC6 Has concern about security issues made you change the way you use the Internet in any of the following ways? (MULTIPLE ANSWERS POSSIBLE)






























QC6 Haben Sicherheitsbedenken dazu geführt, dass sich Ihre Gewohnheiten bei der Nutzung des Internets auf eine der folgenden Arten verändert haben? (MEHRFACHNENNUNGEN MÖGLICH)

		Vous êtes moins susceptible d'acheter des produits en ligne Less likely to buy goods online Sie kaufen seltener online Waren ein	Vous êtes moins susceptible d'utiliser les services bancaires en ligne Less likely to bank online Sie tätigen Ihre Bankgeschäfte seltener online	Vous êtes moins susceptible de donner des informations personnelles sur les sites Internet Less likely to give personal information on websites Sie versuchen zu vermeiden, persönliche Daten auf Webseiten preiszugeben	Vous changez les paramètres de confidentialité (de votre navigateur, réseau social, moteur de recherche, ...) Changing security settings (e.g. your browser, online social media, search engine, etc.) Sie haben Ihre Sicherheitseinstellungen verändert (z.B. in Ihrem Browser, in sozialen Online-Netzwerken, in den Suchmaschinen usw.)
%		EB 79.4	EB 79.4	EB 79.4	EB 79.4
	EU 27	17	15	34	16
	BE	19	13	33	19
	BG	12	8	23	6
	CZ	19	8	31	15
	DK	15	6	49	23
	DE	12	9	49	24
	EE	10	4	24	15
	IE	18	17	29	13
	EL	34	37	31	11
	ES	25	21	21	11
	FR	21	17	42	18
	IT	15	17	19	11
	CY	24	21	38	7
	LV	5	3	12	7
	LT	13	7	23	8
	LU	17	13	40	24
	HU	26	22	26	8
	MT	16	14	34	12
	NL	13	8	49	26
	AT	16	12	44	21
	PL	11	9	19	9
	PT	38	26	32	12
	RO	26	25	26	7
	SI	18	19	35	18
	SK	6	4	22	13
	FI	7	2	35	29
	SE	20	7	63	27
	UK	12	19	33	16
	HR	27	14	24	7

QC6 Les préoccupations en matière de sécurité ont-elles modifié de l'une des manières suivantes la façon dont vous utilisez Internet ? (PLUSIEURS REPONSES POSSIBLES)

QC6 Has concern about security issues made you change the way you use the Internet in any of the following ways? (MULTIPLE ANSWERS POSSIBLE)






























QC6 Haben Sicherheitsbedenken dazu geführt, dass sich Ihre Gewohnheiten bei der Nutzung des Internets auf eine der folgenden Arten verändert haben? (MEHRFACHNENNUNGEN MÖGLICH)

		Vous ne consultez que des sites connus et de confiance	Vous utilisez un mot de passe différent pour les différents sites	Vous n'ouvrez pas les emails d'expéditeur inconnu	Vous n'utilisez que votre propre ordinateur
		Only visit websites you know and trust	Use different passwords for different sites	Do not open emails from people you don't know	Only use your own computer
		Sie besuchen nur noch Webseiten, die Sie kennen und denen Sie vertrauen	Sie verwenden unterschiedliche Passwörter für verschiedene Webseiten	Sie öffnen keine E-Mails von Menschen, die Sie nicht kennen	Sie verwenden nur Ihren eigenen Computer
%		EB 79.4	EB 79.4	EB 79.4	EB 79.4
	EU 27	32	24	40	26
	BE	39	23	49	27
	BG	34	11	27	24
	CZ	47	22	53	42
	DK	31	37	68	26
	DE	36	30	52	41
	EE	34	26	55	28
	IE	32	18	23	12
	EL	34	13	32	15
	ES	30	20	37	25
	FR	45	24	52	31
	IT	21	13	23	13
	CY	39	19	41	28
	LV	28	25	32	23
	LT	27	14	26	21
	LU	55	44	63	38
	HU	23	13	24	30
	MT	35	29	38	18
	NL	33	38	61	22
	AT	30	27	47	36
	PL	21	17	20	17
	PT	18	15	23	15
	RO	24	14	26	24
	SI	45	40	49	40
	SK	39	22	36	39
	FI	32	35	47	22
	SE	34	39	59	22
	UK	31	32	37	21
	HR	27	18	27	29

QC6 Les préoccupations en matière de sécurité ont-elles modifié de l'une des manières suivantes la façon dont vous utilisez Internet ? (PLUSIEURS REPONSES POSSIBLES)

QC6 Has concern about security issues made you change the way you use the Internet in any of the following ways? (MULTIPLE ANSWERS POSSIBLE)






























QC6 Haben Sicherheitsbedenken dazu geführt, dass sich Ihre Gewohnheiten bei der Nutzung des Internets auf eine der folgenden Arten verändert haben? (MEHRFACHNENNUNGEN MÖGLICH)

		Vous avez installé un logiciel anti-virus	Vous avez annulé un achat en ligne car vous aviez des doutes sur le vendeur ou le site web	Autre (SPONTANE)	Aucun (SPONTANE)	NSP
		Have installed anti-virus software	Cancelled an online purchase because of suspicions about the seller or website	Other (SPONTANEOUS)	None (SPONTANEOUS)	DK
		Sie haben ein Anti-Viren-Programm installiert	Sie haben einen Online-Kauf abgebrochen, weil Ihnen der Verkäufer oder die Webseite verdächtig vorkam	Andere (SPONTAN)	Nichts davon (SPONTAN)	WN
	%	EB 79.4	EB 79.4	EB 79.4	EB 79.4	EB 79.4
	EU 27	46	6	1	18	2
	BE	55	3	1	11	0
	BG	22	0	1	23	4
	CZ	58	4	0	10	1
	DK	73	8	1	9	0
	DE	61	12	0	14	0
	EE	59	8	1	18	2
	IE	20	2	1	23	2
	EL	37	1	0	16	1
	ES	33	2	1	18	2
	FR	62	6	1	12	1
	IT	23	0	0	24	2
	CY	36	5	1	19	0
	LV	37	3	1	29	4
	LT	42	3	3	23	3
	LU	64	6	1	9	1
	HU	30	2	0	23	0
	MT	38	5	1	17	1
	NL	65	6	2	11	0
	AT	54	5	4	17	0
	PL	22	4	1	30	9
	PT	24	1	1	23	1
	RO	34	3	1	20	3
	SI	63	5	2	11	0
	SK	44	2	0	13	1
	FI	64	5	2	12	0
	SE	71	20	1	7	0
	UK	46	7	2	20	1
	HR	35	6	1	16	1

QC7 En pensant au harcèlement en ligne, avez-vous ou un de vos enfants a-t-il été victime de harcèlement en ligne de n'importe quelle nature (cela peut inclure de la cyber intimidation, du chantage ou des dangers plus sérieux liés à Internet) ? (PLUSIEURS REPONSES POSSIBLES)

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)? (MULTIPLE ANSWERS POSSIBLE)






























QC7 Kommen wir nun zum Thema Belästigung im Internet: Sind Sie oder ist eines Ihrer Kinder jemals Opfer irgendeiner Art von Belästigung im Internet geworden (damit ist alles von Cyber-Mobbing oder Erpressung bis hin zu ernsteren Internetgefahren gemeint)? (MEHRFACHNENNUNGEN MÖGLICH)

		Oui, vous personnellement	Oui, un de vos enfants	Non
		Yes, you personally	Yes, one of your children	No
		Ja, Sie persönlich	Ja, eines Ihrer Kinder	Nein
%		EB 79.4	EB 79.4	EB 79.4
	EU 27	4	2	81
	BE	2	3	85
	BG	1	0	73
	CZ	3	1	80
	DK	7	5	85
	DE	6	3	76
	EE	2	1	84
	IE	3	2	88
	EL	1	0	79
	ES	2	1	87
	FR	5	1	84
	IT	2	3	82
	CY	5	2	80
	LV	3	2	85
	LT	2	1	81
	LU	7	2	82
	HU	2	2	76
	MT	4	1	83
	NL	3	5	90
	AT	4	2	72
	PL	2	2	79
	PT	1	1	76
	RO	2	1	68
	SI	4	1	84
	SK	3	1	78
	FI	3	3	88
	SE	9	4	85
	UK	5	2	87
	HR	2	1	80

QC7 En pensant au harcèlement en ligne, avez-vous ou un de vos enfants a-t-il été victime de harcèlement en ligne de n'importe quelle nature (cela peut inclure de la cyber intimidation, du chantage ou des dangers plus sérieux liés à Internet) ? (PLUSIEURS REPONSES POSSIBLES)

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)? (MULTIPLE ANSWERS POSSIBLE)




























QC7 Kommen wir nun zum Thema Belästigung im Internet: Sind Sie oder ist eines Ihrer Kinder jemals Opfer irgendeiner Art von Belästigung im Internet geworden (damit ist alles von Cyber-Mobbing oder Erpressung bis hin zu ernsteren Internetgefahren gemeint)? (MEHRFACHNENNUNGEN MÖGLICH)

		Vous n'avez pas accès à Internet (SPONTANE) You don't have access to the Internet (SPONTANEOUS) Sie haben keinen Zugang zum Internet (SPONTAN)	Vos enfants ne vont jamais sur Internet (SPONTANE) Your children never access the Internet (SPONTANEOUS) Ihre Kinder greifen nie auf das Internet zu (SPONTAN)	Refusal (SPONTANE) Refusal (SPONTANEOUS) Verweigert (SPONTAN)	NSP DK WN
%		EB 79.4	EB 79.4	EB 79.4	EB 79.4
	EU 27	10	1	0	2
	BE	8	0	1	2
	BG	19	0	0	5
	CZ	11	1	1	2
	DK	1	0	0	1
	DE	12	1	0	3
	EE	5	4	2	3
	IE	4	0	2	1
	EL	16	0	0	2
	ES	8	0	1	2
	FR	9	0	0	0
	IT	10	1	1	2
	CY	12	0	0	1
	LV	4	0	1	6
	LT	9	1	1	3
	LU	5	0	0	3
	HU	15	1	2	3
	MT	8	0	1	3
	NL	1	0	0	1
	AT	20	1	1	2
	PL	15	1	0	1
	PT	19	1	0	2
	RO	19	1	1	10
	SI	9	0	1	1
	SK	16	1	0	1
	FI	5	0	1	2
	SE	1	0	0	1
	UK	6	0	0	1
	HR	14	0	0	2

QC8 Dans quelle mesure vous estimez-vous bien informé(e) à propos des risques liés à la cybercriminalité ?

QC8 How well informed do you feel about the risks of cybercrime?

QC8 Wie gut fühlen Sie sich über die Risiken der Internet-Kriminalität informiert?

		Très bien informé(e)		Plutôt bien informé(e)		Plutôt mal informé(e)		Pas du tout informé(e)		NSP		Total 'Informé(e)'		Total 'Pas informé(e)'	
		Very well informed		Fairly well informed		Not very well informed		Not at all informed		DK		Total 'Informed'		Total 'Not informed'	
		Sehr gut informiert		Ziemlich gut informiert		Nicht sehr gut informiert		Überhaupt nicht informiert		WN		Total 'Informé(e)'		Gesamt 'Nicht informiert'	
		EB 79.4	Diff. EB 77.2	EB 79.4	Diff. EB 77.2	EB 79.4	Diff. EB 77.2	EB 79.4	Diff. EB 77.2	EB 79.4	Diff. EB 77.2	EB 79.4	Diff. EB 77.2	EB 79.4	Diff. EB 77.2
%															
	EU 27	9	2	35	4	29	-5	23	-2	4	1	44	6	52	-7
	BE	10	4	36	3	31	-6	22	-2	1	1	46	7	53	-8
	BG	6	2	20	0	33	-1	35	-1	6	0	26	2	68	-2
	CZ	8	3	30	4	32	-8	26	-2	4	3	38	7	58	-10
	DK	28	7	46	-6	18	-2	6	0	2	1	74	1	24	-2
	DE	8	1	39	8	29	-8	19	-3	5	2	47	9	48	-11
	EE	9	3	43	6	30	-6	16	-2	2	-1	52	9	46	-8
	IE	16	5	37	1	21	-3	21	-2	5	-1	53	6	42	-5
	EL	6	3	29	5	30	-6	34	-2	1	0	35	8	64	-8
	ES	9	5	30	6	31	-13	27	0	3	2	39	11	58	-13
	FR	10	2	39	3	30	-6	18	1	3	0	49	5	48	-5
	IT	3	1	30	8	28	1	33	-8	6	-2	33	9	61	-7
	CY	14	5	29	-5	26	-4	30	4	1	0	43	0	56	0
	LV	7	1	35	8	37	-5	18	-5	3	1	42	9	55	-10
	LT	13	6	40	8	24	-13	18	-1	5	0	53	14	42	-14
	LU	13	3	49	8	23	-10	11	-2	4	1	62	11	34	-12
	HU	3	1	26	-2	33	-4	37	5	1	0	29	-1	70	1
	MT	13	3	32	4	27	-3	25	-4	3	0	45	7	52	-7
	NL	12	4	49	3	29	-8	8	0	2	1	61	7	37	-8
	AT	4	0	29	-1	36	-2	30	3	1	0	33	-1	66	1
	PL	11	7	31	2	29	-6	26	-3	3	0	42	9	55	-9
	PT	4	3	27	4	33	0	35	-7	1	0	31	7	68	-7
	RO	3	-1	20	-1	29	-8	37	5	11	5	23	-2	66	-3
	SI	10	3	37	5	29	-7	23	0	1	-1	47	8	52	-7
	SK	5	2	32	1	33	-6	28	2	2	1	37	3	61	-4
	FI	11	-1	48	-3	24	-1	16	5	1	0	59	-4	40	4
	SE	15	-2	54	2	25	-1	5	0	1	1	69	0	30	-1
	UK	19	3	41	-1	22	-1	15	-2	3	1	60	2	37	-3
	HR	8		34		29		27		2		42		56	

QC9.1 La cybercriminalité peut comporter différents types d'activités criminelles. A quelle fréquence avez-vous été exposé(e) ou victime de l'une des situations suivantes ?






























Un vol d'identité (quelqu'un qui utilise vos données personnelles pour se faire passer pour vous pour, par ex., faire des achats en votre nom)

QC9.1 Cybercrimes can include many different types of criminal activity. How often have you experienced or been a victim of the following situations?

Identity theft (somebody stealing your personal data and impersonating you, e.g. shopping under your name)

QC9.1 Internet-Kriminalität kann viele unterschiedliche Formen krimineller Handlungen beinhalten. Wie häufig haben Sie eine der folgenden Situationen erlebt oder sind Opfer davon geworden?

Identitätsdiebstahl (jemand stiehlt Ihre persönlichen Daten und gibt sich als Sie aus, z.B. beim Einkauf unter Ihrem Namen)

	%	Souvent		Occasionnellement		Jamais		NSP	
		Oft		Occasionally		Never		DK	
		Häufig		Gelegentlich		Niemals		WN	
		EB 79.4	Diff. EB 77.2	EB 79.4	Diff. EB 77.2	EB 79.4	Diff. EB 77.2	EB 79.4	Diff. EB 77.2
 EU 27		0	-1	6	-1	93	3	1	-1
 BE		1	0	8	-1	91	2	0	-1
 BG		0	-3	3	-2	96	5	1	0
 CZ		1	0	5	1	93	-1	1	0
 DK		0	0	3	0	97	0	0	0
 DE		0	0	5	-1	95	2	0	-1
 EE		0	-1	4	-2	95	2	1	1
 IE		2	1	9	0	87	-2	2	1
 EL		0	-1	1	-1	98	2	1	0
 ES		0	-1	7	0	92	0	1	1
 FR		0	0	4	-3	96	3	0	0
 IT		1	-1	7	-1	91	6	1	-4
 CY		0	-1	3	-4	97	5	0	0
 LV		0	0	4	-1	95	1	1	0
 LT		0	0	2	0	98	2	0	-2
 LU		0	-1	4	-3	96	5	0	-1
 HU		1	0	6	-5	93	6	0	-1
 MT		1	1	10	5	89	-5	0	-1
 NL		0	-1	5	-1	95	2	0	0
 AT		0	-4	4	-3	93	8	3	-1
 PL		2	0	6	0	91	0	1	0
 PT		1	-1	4	-4	94	5	1	0
 RO		1	-4	4	-7	91	11	4	0
 SI		0	0	2	0	98	1	0	-1
 SK		1	0	3	-1	96	3	0	-2
 FI		1	1	3	-2	96	1	0	0
 SE		1	1	4	-4	95	4	0	-1
 UK		1	0	10	-1	89	1	0	0
 HR		0		5		94		1	

QC9.2 La cybercriminalité peut comporter différents types d'activités criminelles. A quelle fréquence avez-vous été exposé(e) ou victime de l'une des situations suivantes ?






























La réception d'emails ou d'appels téléphoniques frauduleux demandant l'accès à votre ordinateur, vos codes d'utilisateurs ou des informations personnelles (notamment des données bancaires ou de paiement)

QC9.2 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, logins, or personal details (including banking or payment information)

QC9.2 Internet-Kriminalität kann viele unterschiedliche Formen krimineller Handlungen beinhalten. Wie häufig haben Sie eine der folgenden Situationen erlebt oder sind Opfer davon geworden?

Sie haben E-Mails oder Telefonanrufe erhalten, in denen in betrügerischer Absicht nach Zugang zu Ihrem Computer, Ihren Zugangsdaten oder persönlichen Details (einschließlich Bank- oder Zahlungsinformationen) gefragt wurde

		Souvent		Occasionnellement		Jamais		NSP	
		Oft		Occasionally		Never		DK	
		Häufig		Gelegentlich		Niemals		WN	
	%	EB 79.4	Diff. EB 77.2	EB 79.4	Diff. EB 77.2	EB 79.4	Diff. EB 77.2	EB 79.4	Diff. EB 77.2
 EU 27		7	-3	25	-3	67	6	1	0
 BE		9	-4	26	-3	65	7	0	0
 BG		1	-5	9	-3	89	8	1	0
 CZ		1	-2	20	-4	78	6	1	0
 DK		17	1	47	9	36	-9	0	-1
 DE		5	-2	24	-10	71	13	0	-1
 EE		4	-4	28	-4	67	8	1	0
 IE		10	-2	30	2	59	0	1	0
 EL		1	-3	14	0	84	2	1	1
 ES		3	-2	19	-3	77	4	1	1
 FR		10	-2	24	-7	66	9	0	0
 IT		5	-3	21	-1	73	9	1	-5
 CY		8	-3	23	1	69	2	0	0
 LV		2	-5	18	-3	79	9	1	-1
 LT		4	0	19	1	76	-1	1	0
 LU		10	-10	33	2	57	8	0	0
 HU		1	-2	15	-7	84	10	0	-1
 MT		7	-9	32	-5	61	14	0	0
 NL		19	1	42	6	38	-8	1	1
 AT		3	-5	29	-2	67	8	1	-1
 PL		3	-3	14	1	81	1	2	1
 PT		2	-5	17	-4	81	9	0	0
 RO		2	-8	15	-13	80	22	3	-1
 SI		2	-3	16	-11	82	14	0	0
 SK		2	-1	18	-7	80	10	0	-2
 FI		3	-4	20	-9	77	13	0	0
 SE		8	-6	44	5	47	1	1	0
 UK		12	-9	37	6	51	3	0	0
 HR		1		11		87		1	

QC9.3 La cybercriminalité peut comporter différents types d'activités criminelles. A quelle fréquence avez-vous été exposé(e) ou victime de l'une des situations suivantes ?






























Une fraude en ligne concernant des produits qui n'ont pas été livrés, de contrefaçon ou non conformes à leur description

QC9.3 Cybercrimes can include many different types of criminal activity. How often have you experienced or been a victim of the following situations?

Online fraud where goods purchased were not delivered, counterfeit or not as advertised

QC9.3 Internet-Kriminalität kann viele unterschiedliche Formen krimineller Handlungen beinhalten. Wie häufig haben Sie eine der folgenden Situationen erlebt oder sind Opfer davon geworden?

Online-Betrug, bei dem gekaufte Ware entweder gar nicht geliefert wurde, gefälschte Ware oder andere als die beworbene Ware geliefert wurde

		Souvent		Occasionnellement		Jamais		NSP	
		Oft		Occasionally		Never		DK	
		Häufig		Gelegentlich		Niemals		WN	
	%	EB 79.4	Diff. EB 77.2	EB 79.4	Diff. EB 77.2	EB 79.4	Diff. EB 77.2	EB 79.4	Diff. EB 77.2
 EU 27		1	0	9	-2	89	3	1	-1
 BE		1	0	10	-1	88	0	1	1
 BG		1	-1	3	-4	95	7	1	-2
 CZ		1	0	11	0	87	0	1	0
 DK		0	0	11	2	89	-2	0	0
 DE		0	-1	11	-1	89	3	0	-1
 EE		1	0	11	1	86	-2	2	1
 IE		1	0	11	-1	86	0	2	1
 FI		0	0	2	-1	97	1	1	0
 ES		1	0	4	-2	93	3	2	-1
 FR		1	0	6	-4	93	5	0	-1
 IT		1	-1	8	-3	89	7	2	-3
 CY		1	0	12	5	87	-5	0	0
 LV		0	0	9	1	90	0	1	-1
 LT		0	-1	8	-1	91	3	1	-1
 LU		0	-1	7	-4	92	5	1	0
 HU		2	0	7	-8	90	9	1	-1
 MT		0	-2	16	2	84	0	0	0
 NL		0	0	14	5	85	-6	1	1
 AT		0	-3	11	-1	87	4	2	0
 PL		2	-1	10	-5	86	5	2	1
 PT		1	-1	4	-4	94	5	1	0
 RO		1	-3	5	-5	90	9	4	-1
 SI		0	0	4	-2	95	2	1	0
 SK		0	-1	11	-3	88	5	1	-1
 FI		0	-1	6	-1	94	2	0	0
 SE		0	-1	8	1	92	0	0	0
 UK		0	-1	16	1	83	-1	1	1
 HR		1		7		91		1	

QC9.4 La cybercriminalité peut comporter différents types d'activités criminelles. A quelle fréquence avez-vous été exposé(e) ou victime de l'une des situations suivantes ?






























Etre accidentellement confronté(e) à du contenu qui incite à la haine raciale ou à l'extrémisme religieux

QC9.4 Cybercrimes can include many different types of criminal activity. How often have you experienced or been a victim of the following situations?

Accidentally encountering material which promotes racial hatred or religious extremism

QC9.4 Internet-Kriminalität kann viele unterschiedliche Formen krimineller Handlungen beinhalten. Wie häufig haben Sie eine der folgenden Situationen erlebt oder sind Opfer davon geworden?

Sie sind durch Zufall auf Inhalte gestoßen, in denen Rassenhass oder religiöser Extremismus verbreitet wurde

		Souvent		Occasionnellement		Jamais		NSP	
		Oft		Occasionally		Never		DK	
		Häufig		Gelegentlich		Niemals		WN	
	%	EB 79.4	Diff. EB 77.2	EB 79.4	Diff. EB 77.2	EB 79.4	Diff. EB 77.2	EB 79.4	Diff. EB 77.2
 EU 27		2	0	12	-1	85	2	1	-1
 BE		3	0	17	0	80	0	0	0
 BG		2	-1	7	-6	90	9	1	-2
 CZ		2	1	17	-2	80	2	1	-1
 DK		1	0	8	2	91	-1	0	-1
 DE		2	1	13	1	85	-1	0	-1
 EE		2	-1	16	-2	81	3	1	0
 IE		3	1	11	1	84	-3	2	1
 EL		1	-1	6	-1	92	2	1	0
 ES		2	-1	11	0	86	1	1	0
 FR		2	0	10	-3	88	3	0	0
 IT		2	0	10	-3	87	7	1	-4
 CY		2	0	15	0	82	-1	1	1
 LV		3	0	12	1	84	0	1	-1
 LT		1	-1	12	-1	86	2	1	0
 LU		1	0	7	-7	92	8	0	-1
 HU		2	-1	19	-8	79	10	0	-1
 MT		1	-2	11	-4	88	6	0	0
 NL		1	0	14	4	85	-4	0	0
 AT		1	-3	10	-4	87	8	2	-1
 PL		3	-1	12	-4	83	4	2	1
 PT		0	-4	12	-2	87	6	1	0
 RO		2	-2	15	-7	78	11	5	-2
 SI		1	-1	8	-2	91	3	0	0
 SK		1	-1	17	-7	81	10	1	-2
 FI		1	-1	18	-3	81	4	0	0
 SE		5	3	18	-1	76	-3	1	1
 UK		2	0	14	4	83	-5	1	1
 HR		4		13		82		1	

QC9.5 La cybercriminalité peut comporter différents types d'activités criminelles. A quelle fréquence avez-vous été exposé(e) ou victime de l'une des situations suivantes ?






























L'incapacité d'accéder à des services en ligne (par ex. services bancaires) à cause de cyber-attaques

QC9.5 Cybercrimes can include many different types of criminal activity. How often have you experienced or been a victim of the following situations?

Not being able to access online services (e.g. banking services) because of cyber attacks

QC9.5 Internet-Kriminalität kann viele unterschiedliche Formen krimineller Handlungen beinhalten. Wie häufig haben Sie eine der folgenden Situationen erlebt oder sind Opfer davon geworden?

Sie konnten aufgrund von Cyber-Attacken nicht auf Online-Dienste (z.B. Bankdienste) zugreifen

		Souvent		Occasionnellement		Jamais		NSP	
		Oft		Occasionally		Never		DK	
		Häufig		Gelegentlich		Niemals		WN	
	%	EB 79.4	Diff. EB 77.2	EB 79.4	Diff. EB 77.2	EB 79.4	Diff. EB 77.2	EB 79.4	Diff. EB 77.2
 EU 27		1	0	11	-1	86	1	2	0
 BE		2	1	14	2	83	-2	1	-1
 BG		0	-3	3	-2	93	7	4	-2
 CZ		0	-1	12	7	85	-5	3	-1
 DK		0	0	23	12	76	-11	1	-1
 DE		0	-1	10	0	89	2	1	-1
 EE		0	-1	14	3	85	-2	1	0
 IE		2	0	12	1	83	-2	3	1
 EL		0	-1	2	-1	97	2	1	0
 ES		1	0	7	-2	90	2	2	0
 FR		0	0	7	-2	92	2	1	0
 IT		1	-1	13	0	84	6	2	-5
 CY		0	0	8	1	91	-1	1	0
 LV		0	0	8	2	90	-2	2	0
 LT		1	0	10	0	88	0	1	0
 LU		0	-1	8	-1	90	2	2	0
 HU		2	1	8	-5	89	7	1	-3
 MT		0	-2	7	-3	92	6	1	-1
 NL		2	2	41	13	56	-15	1	0
 AT		0	-4	10	1	87	5	3	-2
 PL		1	-1	7	-3	90	4	2	0
 PT		0	-2	10	-1	87	3	3	0
 RO		1	-2	8	-7	85	10	6	-1
 SI		1	1	6	-4	92	4	1	-1
 SK		0	-1	6	-2	93	6	1	-3
 FI		1	-1	21	-8	77	9	1	0
 SE		1	1	17	1	81	-2	1	0
 UK		0	-1	12	-1	87	2	1	0
 HR		1		10		88		1	

QC9.6 La cybercriminalité peut comporter différents types d'activités criminelles. A quelle fréquence avez-vous été exposé(e) ou victime de l'une des situations suivantes ?






























Le piratage de votre compte sur un réseau social ou de votre boîte email

QC9.6 Cybercrimes can include many different types of criminal activity. How often have you experienced or been a victim of the following situations?

Your social media or email account being hacked

QC9.6 Internet-Kriminalität kann viele unterschiedliche Formen krimineller Handlungen beinhalten. Wie häufig haben Sie eine der folgenden Situationen erlebt oder sind Opfer davon geworden?

Ihr Konto bei Sozialen Medien oder Ihr E-Mail-Konto wurde gehackt

		Souvent	Occasionnellement	Jamais	NSP
		Oftentimes	Occasionally	Never	DK
		Häufig	Gelegentlich	Niemals	WN
		EB 79.4	EB 79.4	EB 79.4	EB 79.4
	EU 27	1	11	87	1
	BE	3	15	82	0
	BG	1	5	92	2
	CZ	0	9	89	2
	DK	1	11	88	0
	DE	0	7	92	1
	EE	0	13	85	2
	IE	1	10	84	5
	EL	0	3	95	2
	ES	1	9	88	2
	FR	2	11	87	0
	IT	1	10	85	4
	CY	0	10	90	0
	LV	0	8	91	1
	LT	0	8	91	1
	LU	0	12	87	1
	HU	1	8	90	1
	MT	1	11	88	0
	NL	0	16	83	1
	AT	1	6	90	3
	PL	1	7	89	3
	PT	1	6	92	1
	RO	1	8	87	4
	SI	1	7	91	1
	SK	1	7	90	2
	FI	0	8	91	1
	SE	1	17	82	0
	UK	1	18	80	1
	HR	0	11	88	1

QC9.7 La cybercriminalité peut comporter différents types d'activités criminelles. A quelle fréquence avez-vous été exposé(e) ou victime de l'une des situations suivantes ?






























Etre la victime d'une fraude bancaire ou à la carte de crédit en ligne

QC9.7 Cybercrimes can include many different types of criminal activity. How often have you experienced or been a victim of the following situations?

Being a victim of credit card or banking fraud online

QC9.7 Internet-Kriminalität kann viele unterschiedliche Formen krimineller Handlungen beinhalten. Wie häufig haben Sie eine der folgenden Situationen erlebt oder sind Opfer davon geworden?

Sie wurden im Internet Opfer von Kreditkartenbetrug oder Online-Banking-Betrug

		Souvent	Occasionnellement	Jamais	NSP
		Oftentimes	Occasionally	Never	DK
		Häufig	Gelegentlich	Niemals	WN
		EB 79.4	EB 79.4	EB 79.4	EB 79.4
	EU 27	1	6	92	1
	BE	2	6	91	1
	BG	0	1	98	1
	CZ	1	3	94	2
	DK	0	7	93	0
	DE	0	3	97	0
	EE	0	3	96	1
	IE	2	7	88	3
	EL	0	1	98	1
	ES	0	5	93	2
	FR	0	7	93	0
	IT	1	6	91	2
	CY	0	3	97	0
	LV	0	3	96	1
	LT	0	2	98	0
	LU	1	7	91	1
	HU	1	4	95	0
	MT	0	6	94	0
	NL	0	7	93	0
	AT	0	4	95	1
	PL	1	5	93	1
	PT	0	3	96	1
	RO	0	3	94	3
	SI	1	1	98	0
	SK	0	3	97	0
	FI	1	6	93	0
	SE	0	7	93	0
	UK	1	15	84	0
	HR	1	3	95	1

QC10.1 Et dans quelle mesure êtes-vous personnellement inquiet(e) de pouvoir être exposé(e) ou la victime de l'un des faits de cybercriminalité suivants ?






























Un vol d'identité (quelqu'un qui utilise vos données personnelles pour se faire passer pour vous pour, par ex., faire des achats en votre nom)

QC10.1 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)

QC10.1 Und wie besorgt sind Sie persönlich, eine der folgenden Arten von Internet-Kriminalität zu erleben bzw. Opfer davon zu werden?

Identitätsdiebstahl (jemand stiehlt Ihre persönlichen Daten und gibt sich als Sie aus, z.B. beim Einkauf unter Ihrem Namen)

	%	Très inquiet(e)		Plutôt inquiet(e)		Plutôt pas inquiet(e)		Pas du tout inquiet(e)		NSP		Total 'Inquiet(e)'		Total 'Pas inquiet(e)'	
		Very concerned		Fairly concerned		Not very concerned		Not at all concerned		DK		Total 'Concerned'		Total 'Not concerned'	
		Sehr besorgt		Ziemlich besorgt		Nicht sehr besorgt		Überhaupt nicht besorgt		WN		Gesamt 'Besorgt'		Gesamt 'Nicht besorgt'	
		EB 79.4	Diff. EB 77.2	EB 79.4	Diff. EB 77.2	EB 79.4	Diff. EB 77.2	EB 79.4	Diff. EB 77.2	EB 79.4	Diff. EB 77.2	EB 79.4	Diff. EB 77.2	EB 79.4	Diff. EB 77.2
	EU 27	18	-6	34	-3	32	6	15	4	1	-1	52	-9	47	10
	BE	18	-2	32	-3	37	3	13	3	0	-1	50	-5	50	6
	BG	14	-8	49	-1	21	5	12	3	4	1	63	-9	33	8
	CZ	39	-6	28	-3	21	6	11	4	1	-1	67	-9	32	10
	DK	16	-2	23	1	42	-1	19	2	0	0	39	-1	61	1
	DE	13	-3	31	-5	38	4	17	4	1	0	44	-8	55	8
	EE	10	-7	25	-5	46	10	17	1	2	1	35	-12	63	11
	IE	26	0	29	-12	28	5	16	7	1	0	55	-12	44	12
	EL	9	-16	42	1	32	9	16	5	1	1	51	-15	48	14
	ES	28	-9	29	-9	28	12	14	6	1	0	57	-18	42	18
	FR	24	-8	42	3	19	0	15	5	0	0	66	-5	34	5
	IT	14	-10	39	-1	34	10	11	3	2	-2	53	-11	45	13
	CY	36	-3	31	-6	18	2	15	7	0	0	67	-9	33	9
	LV	29	-7	39	7	24	0	7	1	1	-1	68	0	31	1
	LT	23	-16	43	10	26	9	7	-2	1	-1	66	-6	33	7
	LU	20	-13	31	-7	30	13	18	7	1	0	51	-20	48	20
	HU	16	-6	33	-6	32	9	18	3	1	0	49	-12	50	12
	MT	21	-5	38	-1	32	8	7	-2	2	0	59	-6	39	6
	NL	6	-4	25	-7	49	4	19	7	1	0	31	-11	68	11
	AT	12	-6	27	-6	45	9	15	3	1	0	39	-12	60	12
	PL	19	-8	36	4	30	3	12	2	3	-1	55	-4	42	5
	PT	15	-10	44	0	31	8	9	3	1	-1	59	-10	40	11
	RO	16	1	34	-6	31	5	17	3	2	-3	50	-5	48	8
	SI	18	-3	27	-9	35	8	20	5	0	-1	45	-12	55	13
	SK	11	-3	43	3	35	4	9	-4	2	0	54	0	44	0
	FI	12	-5	22	-11	45	7	21	9	0	0	34	-16	66	16
	SE	7	-1	24	-6	47	0	22	7	0	0	31	-7	69	7
	UK	17	-10	36	-3	30	10	16	3	1	0	53	-13	46	13
	HR	15		32		32		20		1		47		52	

QC10.2 Et dans quelle mesure êtes-vous personnellement inquiet(e) de pouvoir être exposé(e) ou la victime de l'un des faits de cybercriminalité suivants ?



























La réception d'emails ou d'appels téléphoniques frauduleux demandant l'accès à votre ordinateur, vos codes d'utilisateurs ou des informations personnelles (notamment des données bancaires ou de paiement)

QC10.2 And how concerned are you personally about experiencing or being a victim of the following cybercrimes?

Receiving emails or phone calls fraudulently asking for access to your computer, logins, or personal details (including banking or payment information)

QC10.2 Und wie besorgt sind Sie persönlich, eine der folgenden Arten von Internet-Kriminalität zu erleben bzw. Opfer davon zu werden?

E-Mails oder Telefonanrufe zu erhalten, in denen in betrügerischer Absicht nach Zugang zu Ihrem Computer, Ihren Zugangsdaten oder persönlichen Details (einschließlich Bank- oder Zahlungsinformationen) gefragt wird

	%	Très inquiet(e)		Plutôt inquiet(e)		Plutôt pas inquiet(e)		Pas du tout inquiet(e)		NSP		Total 'Inquiet(e)'		Total 'Pas inquiet(e)'	
		Very concerned		Fairly concerned		Not very concerned		Not at all concerned		DK		Total 'Concerned'		Total 'Not concerned'	
		Sehr besorgt		Ziemlich besorgt		Nicht sehr besorgt		Überhaupt nicht besorgt		WN		Gesamt 'Besorgt'		Gesamt 'Nicht besorgt'	
		EB 79.4	Diff. EB 77.2	EB 79.4	Diff. EB 77.2	EB 79.4	Diff. EB 77.2	EB 79.4	Diff. EB 77.2	EB 79.4	Diff. EB 77.2	EB 79.4	Diff. EB 77.2	EB 79.4	Diff. EB 77.2
 EU 27		13	-3	30	-2	38	5	18	0	1	0	43	-5	56	5
 BE		13	2	34	1	38	-2	15	0	0	-1	47	3	53	-2
 BG		13	-5	43	-1	26	4	14	1	4	1	56	-6	40	5
 CZ		25	-1	31	0	28	1	14	0	2	0	56	-1	42	1
 DK		8	0	23	6	48	5	21	-11	0	0	31	6	69	-6
 DE		12	-2	29	-4	43	6	16	0	0	0	41	-6	59	6
 EE		6	-3	23	0	49	4	20	-2	2	1	29	-3	69	2
 IE		25	3	29	-8	31	2	14	3	1	0	54	-5	45	5
 FI		10	-11	35	0	40	9	14	1	1	1	45	-11	54	10
 ES		23	0	24	-13	36	11	16	1	1	1	47	-13	52	12
 FR		15	-2	34	-2	27	0	23	3	1	1	49	-4	50	3
 IT		14	-1	34	-4	41	8	10	-1	1	-2	48	-5	51	7
 CY		30	2	36	1	20	0	14	-3	0	0	66	3	34	-3
 LV		16	-7	39	5	32	1	12	2	1	-1	55	-2	44	3
 LT		15	-8	40	5	32	7	11	-4	2	0	55	-3	43	3
 LU		15	-1	33	3	34	4	18	-5	0	-1	48	2	52	-1
 HU		8	-8	33	-4	39	11	18	0	2	1	41	-12	57	11
 MT		16	0	39	3	30	4	13	-7	2	0	55	3	43	-3
 NL		5	-2	25	2	51	1	19	-1	0	0	30	0	70	0
 AT		11	-4	28	-4	42	3	18	6	1	-1	39	-8	60	9
 PL		13	-4	37	2	35	4	12	-1	3	-1	50	-2	47	3
 PT		12	-4	41	-6	36	8	11	3	0	-1	53	-10	47	11
 RO		13	-1	26	-8	35	4	24	6	2	-1	39	-9	59	10
 SI		9	-3	28	-3	41	5	22	2	0	-1	37	-6	63	7
 SK		7	1	32	-2	43	4	16	-2	2	-1	39	-1	59	2
 FI		6	-3	21	-4	46	4	27	3	0	0	27	-7	73	7
SE		2	-1	12	2	52	0	34	-1	0	0	14	1	86	-1
UK		11	-7	28	3	39	7	21	-3	1	0	39	-4	60	4
HR		9		31		36		23		1		40		59	

QC10.3 Et dans quelle mesure êtes-vous personnellement inquiet(e) de pouvoir être exposé(e) ou la victime de l'un des faits de cybercriminalité suivants ?






























Une fraude en ligne concernant des produits qui ne sont pas livrés, de contrefaçon ou non conformes à leur description

QC10.3 And how concerned are you personally about experiencing or being a victim of the following cybercrimes?

Online fraud where goods purchased are not delivered, counterfeit or not as advertised

QC10.3 Und wie besorgt sind Sie persönlich, eine der folgenden Arten von Internet-Kriminalität zu erleben bzw. Opfer davon zu werden?

Online-Betrug, bei dem gekaufte Ware entweder gar nicht geliefert wird, gefälschte Ware oder andere als die beworbene Ware geliefert wird

	%	Très inquiet(e)		Plutôt inquiet(e)		Plutôt pas inquiet(e)		Pas du tout inquiet(e)		NSP		Total 'Inquiet(e)'		Total 'Pas inquiet(e)'	
		Very concerned		Fairly concerned		Not very concerned		Not at all concerned		DK		Total 'Concerned'		Total 'Not concerned'	
		Sehr besorgt		Ziemlich besorgt		Nicht sehr besorgt		Überhaupt nicht besorgt		WN		Gesamt 'Besorgt'		Gesamt 'Nicht besorgt'	
		EB 79.4	Diff. EB 77.2	EB 79.4	Diff. EB 77.2	EB 79.4	Diff. EB 77.2	EB 79.4	Diff. EB 77.2	EB 79.4	Diff. EB 77.2	EB 79.4	Diff. EB 77.2	EB 79.4	Diff. EB 77.2
 EU 27		11	-3	31	-4	37	4	19	3	2	0	42	-7	56	7
 BE		10	0	30	-8	39	2	20	7	1	-1	40	-8	59	9
 BG		11	-2	34	-2	24	3	24	1	7	0	45	-4	48	4
 CZ		30	0	37	-1	21	0	10	2	2	-1	67	-1	31	2
 DK		7	-1	21	-3	50	4	21	0	1	0	28	-4	71	4
 DE		9	-2	30	1	42	-2	18	3	1	0	39	-1	60	1
 EE		6	-5	26	-8	43	10	22	2	3	1	32	-13	65	12
 IE		21	0	26	-11	34	5	17	6	2	0	47	-11	51	11
 EL		9	-8	32	1	40	9	18	-3	1	1	41	-7	58	6
 ES		19	-4	28	-7	30	6	20	5	3	0	47	-11	50	11
 FR		11	-3	35	-2	29	1	24	4	1	0	46	-5	53	5
 IT		11	-3	32	-10	40	11	15	4	2	-2	43	-13	55	15
 CY		29	-1	29	-11	19	3	23	9	0	0	58	-12	42	12
 LV		16	-7	42	1	28	4	11	1	3	1	58	-6	39	5
 LT		14	-12	43	11	29	6	10	-5	4	0	57	-1	39	1
 LU		9	-3	29	-6	37	6	23	3	2	0	38	-9	60	9
 HU		10	-4	28	-10	33	8	27	6	2	0	38	-14	60	14
 MT		16	-7	37	-2	27	5	17	3	3	1	53	-9	44	8
 NL		3	-1	25	0	50	-2	20	3	2	0	28	-1	70	1
 AT		9	-3	31	-5	42	5	17	3	1	0	40	-8	59	8
 PL		11	-7	39	-4	34	10	12	0	4	1	50	-11	46	10
 PT		8	-1	38	-5	34	0	18	7	2	-1	46	-6	52	7
 RO		11	-1	30	-3	31	1	24	4	4	-1	41	-4	55	5
 SI		8	-4	25	-5	38	3	29	8	0	-2	33	-9	67	11
 SK		7	-3	40	-5	36	8	15	0	2	0	47	-8	51	8
 FI		7	-2	26	-5	44	0	23	7	0	0	33	-7	67	7
 SE		2	-1	16	-4	52	1	29	4	1	0	18	-5	81	5
 UK		10	-5	31	-3	39	8	19	0	1	0	41	-8	58	8
 HR		12		31		32		24		1		43		56	

QC10.4 Et dans quelle mesure êtes-vous personnellement inquiet(e) de pouvoir être exposé(e) ou la victime de l'un des faits de cybercriminalité suivants ?






























Etre accidentellement confronté(e) à de la pornographie infantile en ligne

QC10.4 And how concerned are you personally about experiencing or being a victim of the following cybercrimes?

Accidentally encountering child pornography online

QC10.4 Und wie besorgt sind Sie persönlich, eine der folgenden Arten von Internet-Kriminalität zu erleben bzw. Opfer davon zu werden?

Durch Zufall auf Kinderpornographie im Internet zu stoßen

		Très inquiet(e)		Plutôt inquiet(e)		Plutôt pas inquiet(e)		Pas du tout inquiet(e)		NSP		Total 'Inquiet(e)'		Total 'Pas inquiet(e)'	
		Very concerned		Fairly concerned		Not very concerned		Not at all concerned		DK		Total 'Concerned'		Total 'Not concerned'	
		Sehr besorgt		Ziemlich besorgt		Nicht sehr besorgt		Überhaupt nicht besorgt		WN		Gesamt 'Besorgt'		Gesamt 'Nicht besorgt'	
		EB 79.4	Diff. EB 77.2	EB 79.4	Diff. EB 77.2	EB 79.4	Diff. EB 77.2	EB 79.4	Diff. EB 77.2	EB 79.4	Diff. EB 77.2	EB 79.4	Diff. EB 77.2	EB 79.4	Diff. EB 77.2
%															
	EU 27	19	-5	25	-2	33	5	21	2	2	0	44	-7	54	7
	BE	17	-2	27	-7	38	8	18	1	0	0	44	-9	56	9
	BG	15	-1	31	-2	25	2	22	5	7	-4	46	-3	47	7
	CZ	42	3	26	-2	18	-1	12	1	2	-1	68	1	30	0
	DK	19	-2	15	3	36	1	29	-2	1	0	34	1	65	-1
	DE	12	-1	22	2	40	1	25	-2	1	0	34	1	65	-1
	EE	11	-6	20	-4	40	6	26	2	3	2	31	-10	66	8
	IE	26	-6	22	-6	27	3	22	8	3	1	48	-12	49	11
	EL	11	-13	34	4	37	6	17	3	1	0	45	-9	54	9
	ES	35	-6	24	-10	27	12	13	3	1	1	59	-16	40	15
	FR	23	-11	30	3	24	4	22	4	1	0	53	-8	46	8
	IT	14	-7	31	-4	40	10	13	3	2	-2	45	-11	53	13
	CY	41	1	26	-3	11	-4	21	5	1	1	67	-2	32	1
	LV	28	-6	39	5	22	2	9	1	2	-2	67	-1	31	3
	LT	19	-16	39	7	28	10	11	0	3	-1	58	-9	39	10
	LU	22	-10	28	5	27	2	22	2	1	1	50	-5	49	4
	HU	13	-11	27	-3	34	10	23	3	3	1	40	-14	57	13
	MT	21	-9	27	0	33	6	16	2	3	1	48	-9	49	8
	NL	7	-2	12	-4	46	2	34	3	1	1	19	-6	80	5
	AT	12	-7	21	-2	40	4	25	7	2	-2	33	-9	65	11
	PL	17	-6	33	-3	32	7	14	2	4	0	50	-9	46	9
	PT	16	-4	41	-4	31	5	11	4	1	-1	57	-8	42	9
	RO	10	-2	29	-2	30	1	25	5	6	-2	39	-4	55	6
	SI	17	-3	25	-1	32	-2	25	6	1	0	42	-4	57	4
	SK	6	0	20	-9	45	4	28	7	1	-2	26	-9	73	11
	FI	13	-5	23	0	38	1	26	5	0	-1	36	-5	64	6
	SE	6	-1	10	0	45	0	38	1	1	0	16	-1	83	1
	UK	22	-11	20	0	31	9	25	2	2	0	42	-11	56	11
	HR	15		31		31		21		2		46		52	

QC10.5 Et dans quelle mesure êtes-vous personnellement inquiet(e) de pouvoir être exposé(e) ou la victime de l'un des faits de cybercriminalité suivants ?






























Etre accidentellement confronté(e) à du contenu qui incite à la haine raciale ou à l'extrémisme religieux

QC10.5 And how concerned are you personally about experiencing or being a victim of the following cybercrimes?

Accidentally encountering material which promotes racial hatred or religious extremism

QC10.5 Und wie besorgt sind Sie persönlich, eine der folgenden Arten von Internet-Kriminalität zu erleben bzw. Opfer davon zu werden?

Durch Zufall auf Inhalte zu stoßen, in denen Rassenhass oder religiöser Extremismus verbreitet wird

		Très inquiet(e)		Plutôt inquiet(e)		Plutôt pas inquiet(e)		Pas du tout inquiet(e)		NSP		Total 'Inquiet(e)'		Total 'Pas inquiet(e)'	
		Very concerned		Fairly concerned		Not very concerned		Not at all concerned		DK		Total 'Concerned'		Total 'Not concerned'	
		Sehr besorgt		Ziemlich besorgt		Nicht sehr besorgt		Überhaupt nicht besorgt		WN		Gesamt 'Besorgt'		Gesamt 'Nicht besorgt'	
		EB 79.4	Diff. EB 77.2	EB 79.4	Diff. EB 77.2	EB 79.4	Diff. EB 77.2	EB 79.4	Diff. EB 77.2	EB 79.4	Diff. EB 77.2	EB 79.4	Diff. EB 77.2	EB 79.4	Diff. EB 77.2
%															
	EU 27	10	-3	25	-3	41	4	23	3	1	-1	35	-6	64	7
	BE	10	1	27	0	43	-1	20	1	0	-1	37	1	63	0
	BG	10	-3	30	-1	27	-1	25	7	8	-2	40	-4	52	6
	CZ	17	-2	33	2	31	2	17	-1	2	-1	50	0	48	1
	DK	10	-1	16	4	43	1	30	-4	1	0	26	3	73	-3
	DE	8	0	21	2	46	-1	24	-1	1	0	29	2	70	-2
	EE	3	-5	16	-5	53	9	25	0	3	1	19	-10	78	9
	IE	18	-6	24	-6	34	4	22	7	2	1	42	-12	56	11
	EL	6	-8	26	-2	48	10	19	0	1	0	32	-10	67	10
	ES	22	-1	27	-12	35	9	16	5	0	-1	49	-13	51	14
	FR	13	-7	29	-2	30	1	28	8	0	0	42	-9	58	9
	IT	8	-5	32	-4	42	7	16	4	2	-2	40	-9	58	11
	CY	25	-1	28	-2	19	0	27	2	1	1	53	-3	46	2
	LV	9	-4	34	1	39	0	15	2	3	1	43	-3	54	2
	LT	10	-8	34	3	37	6	15	-2	4	1	44	-5	52	4
	LU	9	-6	26	-1	41	9	23	-3	1	1	35	-7	64	6
	HU	7	-5	28	-6	41	11	22	-1	2	1	35	-11	63	10
	MT	12	-7	25	-1	38	8	21	-2	4	2	37	-8	59	6
	NL	3	0	9	-4	53	-2	34	6	1	0	12	-4	87	4
	AT	6	-6	17	-5	46	3	29	8	2	0	23	-11	75	11
	PL	9	-2	33	-3	37	1	17	4	4	0	42	-5	54	5
	PT	7	-3	40	-7	40	8	12	3	1	-1	47	-10	52	11
	RO	8	0	25	-2	34	0	27	4	6	-2	33	-2	61	4
	SI	7	-3	23	-1	39	0	30	4	1	0	30	-4	69	4
	SK	3	-1	20	-8	53	7	23	4	1	-2	23	-9	76	11
	FI	6	-3	23	-3	42	0	29	6	0	0	29	-6	71	6
	SE	3	0	8	-1	51	3	38	-1	0	-1	11	-1	89	2
	UK	10	-4	18	-7	44	10	27	1	1	0	28	-11	71	11
	HR	10		31		33		24		2		41		57	

QC10.6 Et dans quelle mesure êtes-vous personnellement inquiet(e) de pouvoir être exposé(e) ou la victime de l'un des faits de cybercriminalité suivants ?






























L'incapacité d'accéder à des services en ligne (par ex. services bancaires) à cause de cyber-attaques

QC10.6 And how concerned are you personally about experiencing or being a victim of the following cybercrimes?

Not being able to access online services (e.g. banking services) because of cyber attacks

QC10.6 Und wie besorgt sind Sie persönlich, eine der folgenden Arten von Internet-Kriminalität zu erleben bzw. Opfer davon zu werden?

Aufgrund von Cyber-Attacken nicht auf Online-Dienste (z.B. Bankdienste) zugreifen zu können

		Très inquiet(e)		Plutôt inquiet(e)		Plutôt pas inquiet(e)		Pas du tout inquiet(e)		NSP		Total 'Inquiet(e)'		Total 'Pas inquiet(e)'	
		Very concerned		Fairly concerned		Not very concerned		Not at all concerned		DK		Total 'Concerned'		Total 'Not concerned'	
		Sehr besorgt		Ziemlich besorgt		Nicht sehr besorgt		Überhaupt nicht besorgt		WN		Gesamt 'Besorgt'		Gesamt 'Nicht besorgt'	
		EB 79.4	Diff. EB 77.2	EB 79.4	Diff. EB 77.2	EB 79.4	Diff. EB 77.2	EB 79.4	Diff. EB 77.2	EB 79.4	Diff. EB 77.2	EB 79.4	Diff. EB 77.2	EB 79.4	Diff. EB 77.2
%															
	EU 27	10	-2	27	-4	40	5	21	2	2	-1	37	-6	61	7
	BE	9	-1	28	-5	46	3	16	3	1	0	37	-6	62	6
	BG	9	-2	30	2	25	3	27	7	9	-10	39	0	52	10
	CZ	26	-3	33	4	23	0	14	0	4	-1	59	1	37	0
	DK	11	-1	20	0	48	7	20	-6	1	0	31	-1	68	1
	DE	8	0	24	-1	45	3	22	-1	1	-1	32	-1	67	2
	EE	5	-4	23	-5	50	6	20	3	2	0	28	-9	70	9
	IE	17	-3	30	-6	33	4	19	6	1	-1	47	-9	52	10
	EL	4	-9	24	1	47	8	23	-1	2	1	28	-8	70	7
	ES	19	0	23	-12	35	9	20	3	3	0	42	-12	55	12
	FR	13	-1	30	-3	31	-1	25	6	1	-1	43	-4	56	5
	IT	10	-2	32	-4	43	9	13	1	2	-4	42	-6	56	10
	CY	23	0	25	-7	24	5	27	2	1	0	48	-7	51	7
	LV	14	-8	44	6	30	2	10	0	2	0	58	-2	40	2
	LT	13	-8	40	4	34	7	11	-1	2	-2	53	-4	45	6
	LU	9	-4	30	1	37	8	23	-3	1	-2	39	-3	60	5
	HU	6	-5	27	-5	40	6	25	4	2	0	33	-10	65	10
	MT	14	-7	35	10	30	-3	18	0	3	0	49	3	48	-3
	NL	3	-2	28	5	52	-2	16	-1	1	0	31	3	68	-3
	AT	8	-4	24	0	45	3	21	4	2	-3	32	-4	66	7
	PL	10	-5	34	-5	37	9	14	2	5	-1	44	-10	51	11
	PT	9	-1	38	-5	35	3	16	3	2	0	47	-6	51	6
	RO	11	2	24	-4	32	2	27	2	6	-2	35	-2	59	4
	SI	7	-5	24	-3	39	0	29	9	1	-1	31	-8	68	9
	SK	5	-2	31	-2	45	4	16	0	3	0	36	-4	61	4
	FI	6	-3	25	-6	47	2	21	7	1	0	31	-9	68	9
	SE	2	-1	11	-6	58	3	28	4	1	0	13	-7	86	7
	UK	9	-3	24	-6	41	8	24	1	2	0	33	-9	65	9
	HR	8		29		37		25		1		37		62	

QC10.7 Et dans quelle mesure êtes-vous personnellement inquiet(e) de pouvoir être exposé(e) ou la victime de l'un des faits de cybercriminalité suivants ?






























Le piratage de votre compte sur un réseau social ou de votre boîte email

QC10.7 And how concerned are you personally about experiencing or being a victim of the following cybercrimes?

Your social media or email account being hacked

QC10.7 Und wie besorgt sind Sie persönlich, eine der folgenden Arten von Internet-Kriminalität zu erleben bzw. Opfer davon zu werden?

Dass Ihr Konto bei Sozialen Medien oder Ihr E-Mail-Konto gehackt wird

		Très inquiet(e)	Plutôt inquiet(e)	Plutôt pas inquiet(e)	Pas du tout inquiet(e)	NSP	Total 'Inquiet(e)'	Total 'Pas inquiet(e)'
		Very concerned	Fairly concerned	Not very concerned	Not at all concerned	DK	Total 'Concerned'	Total 'Not concerned'
		Sehr besorgt	Ziemlich besorgt	Nicht sehr besorgt	Überhaupt nicht besorgt	WN	Gesamt 'Besorgt'	Gesamt 'Nicht besorgt'
%		EB 79.4	EB 79.4	EB 79.4	EB 79.4	EB 79.4	EB 79.4	EB 79.4
	EU 27	13	32	36	18	1	45	54
	BE	12	33	40	15	0	45	55
	BG	15	40	22	17	6	55	39
	CZ	29	32	24	13	2	61	37
	DK	12	27	45	16	0	39	61
	DE	13	26	41	19	1	39	60
	EE	6	23	48	21	2	29	69
	IE	19	25	33	21	2	44	54
	EL	9	40	34	16	1	49	50
	ES	25	29	32	13	1	54	45
	FR	17	40	23	20	0	57	43
	IT	9	40	38	12	1	49	50
	CY	32	34	17	17	0	66	34
	LV	18	40	32	8	2	58	40
	LT	15	44	29	10	2	59	39
	LU	17	31	33	19	0	48	52
	HU	9	30	39	21	1	39	60
	MT	21	39	27	11	2	60	38
	NL	5	25	52	17	1	30	69
	AT	11	25	45	17	2	36	62
	PL	12	34	36	14	4	46	50
	PT	10	43	33	13	1	53	46
	RO	14	27	28	25	6	41	53
	SI	10	28	40	22	0	38	62
	SK	8	34	41	15	2	42	56
	FI	7	30	42	21	0	37	63
	SE	3	17	55	24	1	20	79
	UK	9	29	38	23	1	38	61
	HR	12	34	32	21	1	46	53

QC10.8 Et dans quelle mesure êtes-vous personnellement inquiet(e) de pouvoir être exposé(e) ou la victime de l'un des faits de cybercriminalité suivants ?






























Etre la victime d'une fraude bancaire ou à la carte de crédit en ligne

QC10.8 And how concerned are you personally about experiencing or being a victim of the following cybercrimes?

Being a victim of credit card or banking fraud online

QC10.8 Und wie besorgt sind Sie persönlich, eine der folgenden Arten von Internet-Kriminalität zu erleben bzw. Opfer davon zu werden?

Dass Sie im Internet Opfer von Kreditkartenbetrug oder Online-Banking-Betrug werden

		Très inquiet(e)	Plutôt inquiet(e)	Plutôt pas inquiet(e)	Pas du tout inquiet(e)	NSP	Total 'Inquiet(e)'	Total 'Pas inquiet(e)'
		Very concerned	Fairly concerned	Not very concerned	Not at all concerned	DK	Total 'Concerned'	Total 'Not concerned'
		Sehr besorgt	Ziemlich besorgt	Nicht sehr besorgt	Überhaupt nicht besorgt	WN	Gesamt 'Besorgt'	Gesamt 'Nicht besorgt'
%		EB 79.4	EB 79.4	EB 79.4	EB 79.4	EB 79.4	EB 79.4	EB 79.4
	EU 27	18	31	32	17	2	49	49
	BE	16	29	38	16	1	45	54
	BG	18	34	16	24	8	52	40
	CZ	41	26	19	12	2	67	31
	DK	15	28	42	15	0	43	57
	DE	13	27	37	22	1	40	59
	EE	8	24	49	17	2	32	66
	IE	24	28	28	18	2	52	46
	EL	8	33	34	24	1	41	58
	ES	31	23	27	16	3	54	43
	FR	26	36	19	18	1	62	37
	IT	17	33	35	13	2	50	48
	CY	37	21	15	26	1	58	41
	LV	28	40	23	8	1	68	31
	LT	21	42	27	8	2	63	35
	LU	25	32	26	17	0	57	43
	HU	10	29	32	27	2	39	59
	MT	25	37	23	12	3	62	35
	NL	6	29	49	15	1	35	64
	AT	11	30	39	19	1	41	58
	PL	15	36	35	11	3	51	46
	PT	14	32	36	15	3	46	51
	RO	20	27	27	22	4	47	49
	SI	15	26	32	27	0	41	59
	SK	8	35	41	14	2	43	55
	FI	13	25	43	19	0	38	62
	SE	6	28	49	16	1	34	65
	UK	17	33	31	18	1	50	49
	HR	15	26	34	24	1	41	58

QC11.1 Si vous étiez exposé(e) ou victime de l'un des cybercrimes suivants, à qui vous adresseriez-vous ? (PLUSIEURS REPONSES POSSIBLES)




























Un vol d'identité (quelqu'un qui utilise vos données personnelles pour se faire passer pour vous pour, par ex., faire des achats en votre nom)

QC11.1 If you experienced or were a victim of the following cybercrimes, who would you contact? (MULTIPLE ANSWERS POSSIBLE)

Identity theft (somebody stealing your personal data and impersonating you, e.g. shopping under your name)

QC11.1 Wenn Sie eine der folgenden Arten von Internet-Kriminalität erleben würden oder Opfer davon werden würden, wen würden Sie kontaktieren? (MEHRFACHNENNUNGEN PRO ZEILE MÖGLICH)

Identitätsdiebstahl (jemand stiehlt Ihre persönlichen Daten und gibt sich als Sie aus, z.B. beim Einkauf unter Ihrem Namen)

	%	La police		Le site Internet/ le vendeur		Votre fournisseur d'accès Internet		Une association de protection des consommateurs	
		Police		Website/ vendor		Your internet service provider		Consumer protection organisation	
		Die Polizei		Die Webseite/den Verkäufer		Ihren Internetdienstanbieter		Eine Verbraucherschutzorganisation	
		EB 79.4	Diff. EB 77.2	EB 79.4	Diff. EB 77.2	EB 79.4	Diff. EB 77.2	EB 79.4	Diff. EB 77.2
	EU 27	84	-1	15	2	13	0	9	-1
	BE	81	-8	19	3	14	1	8	-2
	BG	74	-2	8	0	13	0	16	2
	CZ	84	-4	14	3	7	2	7	1
	DK	91	-1	10	1	3	-4	3	-3
	DE	85	-1	19	3	21	3	14	-4
	EE	84	0	11	2	10	1	6	1
	IE	68	6	23	8	19	-14	11	-4
	EL	89	1	9	-1	8	-3	9	2
	ES	83	-4	8	2	3	-4	6	-1
	FR	93	2	14	3	10	-2	9	0
	IT	81	-3	12	6	15	6	7	-1
	CY	89	12	7	-3	16	2	13	-8
	LV	77	-2	13	0	9	-4	7	-1
	LT	84	-1	8	1	7	2	7	0
	LU	87	-4	12	1	7	0	8	-1
	HU	85	5	13	3	12	1	8	-2
	MT	81	-1	16	11	15	3	9	4
	NL	89	1	26	7	15	0	10	0
	AT	82	1	19	2	26	0	24	-3
	PL	85	2	9	0	9	2	4	0
	PT	80	2	11	6	17	7	11	-2
	RO	65	-5	13	2	11	-1	11	4
	SI	80	-5	13	6	11	-2	8	0
	SK	75	-3	18	0	14	2	15	7
	FI	87	-4	18	5	10	2	5	2
	SE	94	0	16	1	7	-3	4	-1
	UK	78	-4	17	-3	15	-3	9	2
	HR	79		10		17		5	

QC11.1 Si vous étiez exposé(e) ou victime de l'un des cybercrimes suivants, à qui vous adresseriez-vous ? (PLUSIEURS REPONSES POSSIBLES)






























Un vol d'identité (quelqu'un qui utilise vos données personnelles pour se faire passer pour vous pour, par ex., faire des achats en votre nom)

QC11.1 If you experienced or were a victim of the following cybercrimes, who would you contact? (MULTIPLE ANSWERS POSSIBLE)

Identity theft (somebody stealing your personal data and impersonating you, e.g. shopping under your name)

QC11.1 Wenn Sie eine der folgenden Arten von Internet-Kriminalität erleben würden oder Opfer davon werden würden, wen würden Sie kontaktieren? (MEHRFACHNENNUNGEN PRO ZEILE MÖGLICH)

Identitätsdiebstahl (jemand stiehlt Ihre persönlichen Daten und gibt sich als Sie aus, z.B. beim Einkauf unter Ihrem Namen)

	%	Autre (LIRE)		Personne (LIRE)		NSP (LIRE)		Total 'A quelqu'un'	
		Other (READ OUT)		No one (READ OUT)		DK (READ OUT)		Total 'Someone'	
		Jemand anderen (VORLESEN)		Niemanden (VORLESEN)		WN (VORLESEN)		Gesamt 'Jemanden'	
		EB 79.4	Diff. EB 77.2	EB 79.4	Diff. EB 77.2	EB 79.4	Diff. EB 77.2	EB 79.4	Diff. EB 77.2
 EU 27		4	0	2	0	3	0	95	0
 BE		2	0	3	1	2	1	95	-2
 BG		1	-1	3	0	7	0	90	-1
 CZ		1	1	2	1	5	-1	93	0
 DK		5	0	1	1	1	0	98	-1
 DE		7	-1	2	0	2	0	96	0
 EE		1	0	4	-1	4	-1	92	2
 IE		3	-1	5	4	6	-2	89	-2
 EL		0	-5	1	0	1	0	98	-1
 ES		1	-2	2	0	5	2	93	-1
 FR		3	0	0	-1	2	0	98	1
 IT		2	0	1	0	2	-1	97	1
 CY		2	0	2	-9	2	1	96	8
 LV		2	1	4	0	4	-1	92	1
 LT		3	0	2	0	3	0	94	-1
 LU		8	4	3	2	2	1	95	-3
 HU		0	-1	3	0	2	0	96	1
 MT		4	2	0	-2	1	0	98	1
 NL		4	-2	0	-2	2	1	98	1
 AT		11	4	1	-2	1	-2	98	3
 PL		1	0	2	-2	6	-1	93	4
 PT		2	1	4	0	4	-1	92	2
 RO		1	0	2	-3	11	5	87	-2
 SI		6	3	4	2	3	0	93	-1
 SK		1	-2	1	-1	3	-2	96	3
 FI		3	0	1	0	4	1	96	0
 SE		7	2	0	-1	2	1	98	0
 UK		7	1	2	-1	5	1	93	0
 HR		2		4		2		94	

QC11.2 Si vous étiez exposé(e) ou victime de l'un des cybercrimes suivants, à qui vous adresseriez-vous ? (PLUSIEURS REPONSES POSSIBLES)






























La réception d'emails ou d'appels téléphoniques frauduleux demandant l'accès à votre ordinateur, vos codes d'utilisateurs ou des informations personnelles (notamment des données bancaires ou de paiement)

QC11.2 If you experienced or were a victim of the following cybercrimes, who would you contact? (MULTIPLE ANSWERS POSSIBLE)

Receiving emails or phone calls fraudulently asking for access to your computer, logins, or personal details (including banking or payment information)

QC11.2 Wenn Sie eine der folgenden Arten von Internet-Kriminalität erleben würden oder Opfer davon werden würden, wen würden Sie kontaktieren? (MEHRFACHNENNUNGEN PRO ZEILE MÖGLICH)

Sie erhalten E-Mails oder Telefonanrufe, in denen in betrügerischer Absicht nach Zugang zu Ihrem Computer, Ihren Zugangsdaten oder persönlichen Details (einschließlich Bank- oder Zahlungsinformationen) gefragt wird

	%	La police		Le site Internet/ le vendeur		Votre fournisseur d'accès Internet		Une association de protection des consommateurs	
		Police		Website/ vendor		Your internet service provider		Consumer protection organisation	
		Die Polizei		Die Webseite/den Verkäufer		Ihren Internetdienstanbieter		Eine Verbraucherschutzorganisation	
		EB 79.4	Diff. EB 77.2	EB 79.4	Diff. EB 77.2	EB 79.4	Diff. EB 77.2	EB 79.4	Diff. EB 77.2
 EU 27		56	3	15	4	18	4	9	-1
 BE		52	2	23	11	22	10	9	0
 BG		61	-2	7	1	20	8	12	0
 CZ		48	-7	15	9	17	10	7	3
 DK		29	-6	8	2	13	5	2	-3
 DE		63	2	11	1	18	1	14	-3
 EE		47	1	17	10	16	9	5	0
 IE		49	15	22	4	23	-12	10	0
 EL		58	-5	19	4	22	3	5	-3
 ES		64	10	9	3	8	0	7	1
 FR		56	8	16	2	23	8	11	0
 IT		74	2	11	3	15	5	8	-4
 CY		64	12	10	3	27	9	14	-6
 LV		45	-3	14	-1	15	5	6	1
 LT		58	2	11	2	10	4	5	-2
 LU		55	8	11	4	16	7	6	0
 HU		59	4	19	1	24	7	10	0
 MT		51	0	17	12	18	9	3	-2
 NL		35	5	25	8	21	4	9	0
 AT		59	0	16	2	23	1	26	2
 PL		73	11	11	3	11	3	4	0
 PT		54	-6	12	8	20	10	9	-3
 RO		39	-4	15	-2	23	8	8	-2
 SI		50	-4	10	3	20	10	6	-1
 SK		44	-4	26	12	20	13	14	6
 FI		44	-4	24	13	21	10	4	-1
 SE		47	6	8	0	7	2	3	-2
 UK		40	1	20	3	21	-2	8	2
 HR		52		11		28		6	

QC11.2 Si vous étiez exposé(e) ou victime de l'un des cybercrimes suivants, à qui vous adresseriez-vous ? (PLUSIEURS REPONSES POSSIBLES)






























La réception d'emails ou d'appels téléphoniques frauduleux demandant l'accès à votre ordinateur, vos codes d'utilisateurs ou des informations personnelles (notamment des données bancaires ou de paiement)

QC11.2 If you experienced or were a victim of the following cybercrimes, who would you contact? (MULTIPLE ANSWERS POSSIBLE)

Receiving emails or phone calls fraudulently asking for access to your computer, logins, or personal details (including banking or payment information)

QC11.2 Wenn Sie eine der folgenden Arten von Internet-Kriminalität erleben würden oder Opfer davon werden würden, wen würden Sie kontaktieren? (MEHRFACHNENNUNGEN PRO ZEILE MÖGLICH)

Sie erhalten E-Mails oder Telefonanrufe, in denen in betrügerischer Absicht nach Zugang zu Ihrem Computer, Ihren Zugangsdaten oder persönlichen Details (einschließlich Bank- oder Zahlungsinformationen) gefragt wird

		Autre (LIRE)		Personne (LIRE)		NSP (LIRE)		Total 'A quelqu'un'	
		Other (READ OUT)		No one (READ OUT)		DK (READ OUT)		Total 'Someone'	
		Jemand anderen (VORLESEN)		Niemanden (VORLESEN)		WN (VORLESEN)		Gesamt 'Jemanden'	
		EB 79.4	Diff. EB 77.2	EB 79.4	Diff. EB 77.2	EB 79.4	Diff. EB 77.2	EB 79.4	Diff. EB 77.2
%									
	EU 27	5	1	15	-8	5	0	80	8
	BE	4	-1	14	-18	2	1	84	17
	BG	1	0	6	-4	7	-3	87	7
	CZ	3	2	20	-5	11	-1	69	6
	DK	9	-1	39	1	7	2	54	-3
	DE	9	1	13	-7	3	1	84	6
	EE	2	0	23	-11	5	-5	71	15
	IE	3	0	13	0	6	-1	81	1
	EL	1	-3	15	4	2	-1	83	-3
	ES	3	-1	13	-16	6	0	81	16
	FR	4	0	14	-13	6	-1	80	13
	IT	2	-1	4	-3	2	-1	93	4
	CY	1	0	11	-16	2	1	87	15
	LV	0	-1	24	-5	6	1	70	4
	LT	3	1	17	-9	6	2	76	6
	LU	8	5	21	-17	3	1	76	17
	HU	0	-1	6	-6	4	1	90	5
	MT	6	4	16	-17	4	0	80	17
	NL	7	-1	30	-10	4	2	66	7
	AT	10	5	12	-3	3	-1	86	6
	PL	1	0	8	-6	8	-3	84	9
	PT	3	1	15	-1	6	-1	79	2
	RO	2	1	9	-4	14	4	77	0
	SI	7	1	20	-5	5	1	75	4
	SK	2	-2	13	-11	6	-4	81	15
	FI	6	3	22	-11	6	2	71	9
	SE	7	2	37	-7	4	0	59	7
	UK	7	2	21	-10	6	0	73	10
	HR	3		10		5		85	




























QC11.3 Si vous étiez exposé(e) ou victime de l'un des cybercrimes suivants, à qui vous adresseriez-vous ? (PLUSIEURS REPONSES POSSIBLES)

Une fraude en ligne concernant l'achat de produits qui n'ont pas été livrés, de contrefaçon ou non conformes à leur description

QC11.3 If you experienced or were a victim of the following cybercrimes, who would you contact? (MULTIPLE ANSWERS POSSIBLE)

Online fraud where goods purchased are not delivered, counterfeit or not as advertised

QC11.3 Wenn Sie eine der folgenden Arten von Internet-Kriminalität erleben würden oder Opfer davon werden würden, wen würden Sie kontaktieren? (MEHRFACHNENNUNGEN PRO ZEILE MÖGLICH)
Online-Betrug, bei dem gekaufte Ware entweder gar nicht geliefert wird, gefälschte Ware oder andere als die beworbene Ware geliefert wird

	%	La police		Le site Internet/ le vendeur		Votre fournisseur d'accès Internet		Une association de protection des consommateurs	
		Police		Website/ vendor		Your internet service provider		Consumer protection organisation	
		Die Polizei		Die Webseite/den Verkäufer		Ihren Internetdienstanbieter		Eine Verbraucherschutzorganisation	
		EB 79.4	Diff. EB 77.2	EB 79.4	Diff. EB 77.2	EB 79.4	Diff. EB 77.2	EB 79.4	Diff. EB 77.2
	EU 27	57	0	36	2	12	0	19	-3
	BE	51	-2	46	1	12	2	18	-3
	BG	35	0	33	3	10	6	34	0
	CZ	61	-4	35	1	5	2	25	2
	DK	30	-8	54	3	4	-2	23	-6
	DE	71	-1	36	5	17	-2	17	-7
	EE	39	-3	28	3	10	-1	45	6
	IE	46	11	32	1	17	-10	19	-6
	EL	65	4	27	0	16	2	22	-2
	ES	64	6	22	1	7	-3	14	-4
	FR	48	2	52	4	9	2	23	-1
	IT	69	3	21	3	14	7	13	-9
	CY	55	11	33	7	15	0	30	-3
	LV	40	-10	31	1	8	0	26	3
	LT	50	-2	28	-2	9	2	20	-1
	LU	31	-3	52	-2	7	-1	22	-7
	HU	57	4	21	-1	13	3	25	-7
	MT	35	-3	47	11	13	3	18	0
	NL	52	3	58	3	9	1	18	-5
	AT	61	-3	39	5	21	4	39	2
	PL	73	9	19	-5	12	2	10	0
	PT	68	1	22	11	15	5	12	-6
	RO	45	1	24	2	13	2	19	-5
	SI	27	-5	49	-3	10	2	26	-9
	SK	54	-3	30	8	10	3	26	-1
	FI	60	1	42	0	8	0	31	2
	SE	57	-11	50	4	3	-2	30	1
	UK	38	-7	45	1	13	-4	22	1
	HR	58		26		14		14	






























QC11.3 Si vous étiez exposé(e) ou victime de l'un des cybercrimes suivants, à qui vous adresseriez-vous ? (PLUSIEURS REPONSES POSSIBLES)

Une fraude en ligne concernant l'achat de produits qui n'ont pas été livrés, de contrefaçon ou non conformes à leur description

QC11.3 If you experienced or were a victim of the following cybercrimes, who would you contact? (MULTIPLE ANSWERS POSSIBLE)

Online fraud where goods purchased are not delivered, counterfeit or not as advertised

QC11.3 Wenn Sie eine der folgenden Arten von Internet-Kriminalität erleben würden oder Opfer davon werden würden, wen würden Sie kontaktieren? (MEHRFACHNENNUNGEN PRO ZEILE MÖGLICH)
Online-Betrug, bei dem gekaufte Ware entweder gar nicht geliefert wird, gefälschte Ware oder andere als die beworbene Ware geliefert wird

	%	Autre (LIRE)		Personne (LIRE)		NSP (LIRE)		Total 'A quelqu'un'	
		Other (READ OUT)		No one (READ OUT)		DK (READ OUT)		Total 'Someone'	
		Jemand anderen (VORLESEN)		Niemanden (VORLESEN)		WN (VORLESEN)		Gesamt 'Jemanden'	
		EB 79.4	Diff. EB 77.2	EB 79.4	Diff. EB 77.2	EB 79.4	Diff. EB 77.2	EB 79.4	Diff. EB 77.2
 EU 27		3	0	3	-1	4	-1	93	1
 BE		3	0	5	1	3	1	93	-1
 BG		1	0	4	1	8	-4	88	3
 CZ		1	0	3	1	5	-3	91	1
 DK		4	0	3	3	4	0	93	-3
 DE		7	1	2	0	2	0	96	1
 EE		1	0	6	-2	5	-4	89	6
 IE		2	-1	5	3	7	0	88	-3
 EL		1	-1	3	1	1	-2	96	1
 ES		2	0	3	-4	7	0	90	3
 FR		2	-1	2	-1	5	0	93	1
 IT		2	0	1	-1	2	-2	96	2
 CY		1	0	2	-13	3	1	94	11
 LV		1	0	6	1	6	-1	87	-1
 LT		1	-1	5	0	8	3	88	-2
 LU		4	0	3	-1	6	4	90	-3
 HU		0	-1	4	0	4	1	91	-1
 MT		4	2	2	-5	3	0	96	5
 NL		3	-1	4	0	4	2	92	-2
 AT		9	3	1	-2	2	0	97	3
 PL		1	0	3	-1	6	-1	91	2
 PT		1	0	5	-1	6	0	89	0
 RO		1	0	3	-4	12	3	85	2
 SI		4	0	6	2	5	1	89	-2
 SK		1	-2	3	-2	4	-2	93	4
 FI		3	0	1	-1	2	-1	96	0
 SE		3	0	3	1	3	1	95	-1
 UK		6	3	3	-1	4	-1	93	2
 HR		3		5		3		92	

QC11.4 Si vous étiez exposé(e) ou victime de l'un des cybercrimes suivants, à qui vous adresseriez-vous ? (PLUSIEURS REPONSES POSSIBLES)






























Etre accidentellement confronté(e) à de la pornographie infantile en ligne

QC11.4 If you experienced or were a victim of the following cybercrimes, who would you contact? (MULTIPLE ANSWERS POSSIBLE)

Accidentally encountering child pornography online

QC11.4 Wenn Sie eine der folgenden Arten von Internet-Kriminalität erleben würden oder Opfer davon werden würden, wen würden Sie kontaktieren? (MEHRFACHNENNUNGEN PRO ZEILE MÖGLICH)

Sie stoßen durch Zufall online auf Kinderpornographie

	%	La police		Le site Internet/ le vendeur		Votre fournisseur d'accès Internet		Une association de protection des consommateurs	
		Police		Website/ vendor		Your internet service provider		Consumer protection organisation	
		Die Polizei		Die Webseite/den Verkäufer		Ihren Internetdienstanbieter		Eine Verbraucherschutzorganisation	
		EB 79.4	Diff. EB 77.2	EB 79.4	Diff. EB 77.2	EB 79.4	Diff. EB 77.2	EB 79.4	Diff. EB 77.2
 EU 27		78	0	10	2	13	1	6	0
 BE		71	-6	14	2	14	1	8	-2
 BG		69	8	4	0	12	-3	4	0
 CZ		74	2	7	2	8	3	2	1
 DK		86	-3	4	1	5	-2	1	-2
 DE		86	1	7	1	13	1	6	-2
 EE		69	4	9	3	8	2	2	-1
 IE		66	-4	16	7	16	-4	8	3
 EL		83	-1	5	-1	8	-1	4	1
 ES		85	0	5	2	2	-4	3	-2
 FR		84	0	12	2	14	3	8	1
 IT		77	-2	10	4	14	5	6	-3
 CY		92	19	2	-1	10	1	12	-2
 LV		59	-3	11	-4	13	1	3	0
 LT		55	-7	12	1	8	1	6	-1
 LU		88	3	9	1	8	-1	3	-3
 HU		77	4	14	1	13	2	4	-2
 MT		75	5	5	4	4	0	1	-2
 NL		72	-1	13	2	22	1	5	0
 AT		82	-2	13	4	21	6	14	1
 PL		82	9	9	3	8	1	3	0
 PT		68	-2	9	6	16	5	9	-1
 RO		33	-2	15	1	15	1	8	0
 SI		78	2	3	0	9	1	3	1
 SK		67	4	16	4	10	4	6	2
 FI		83	-1	7	3	6	-1	4	3
 SE		80	-5	11	4	8	-1	2	0
 UK		74	-2	14	0	17	-3	5	1
 HR		70		10		14		4	

QC11.4 Si vous étiez exposé(e) ou victime de l'un des cybercrimes suivants, à qui vous adresseriez-vous ? (PLUSIEURS REPONSES POSSIBLES)






























Etre accidentellement confronté(e) à de la pornographie infantile en ligne

QC11.4 If you experienced or were a victim of the following cybercrimes, who would you contact? (MULTIPLE ANSWERS POSSIBLE)

Accidentally encountering child pornography online

QC11.4 Wenn Sie eine der folgenden Arten von Internet-Kriminalität erleben würden oder Opfer davon werden würden, wen würden Sie kontaktieren? (MEHRFACHNENNUNGEN PRO ZEILE MÖGLICH)

Sie stoßen durch Zufall online auf Kinderpornographie

	%	Autre (LIRE)		Personne (LIRE)		NSP (LIRE)		Total 'A quelqu'un'	
		Other (READ OUT)		No one (READ OUT)		DK (READ OUT)		Total 'Someone'	
		Jemand anderen (VORLESEN)		Niemanden (VORLESEN)		WN (VORLESEN)		Gesamt 'Jemanden'	
		EB 79.4	Diff. EB 77.2	EB 79.4	Diff. EB 77.2	EB 79.4	Diff. EB 77.2	EB 79.4	Diff. EB 77.2
 EU 27		2	-1	7	0	5	0	89	1
 BE		2	-1	12	2	2	0	86	-2
 BG		1	-1	9	1	11	-4	79	2
 CZ		1	1	10	0	9	-4	81	4
 DK		3	-1	5	3	3	0	92	-3
 DE		5	-1	6	0	2	0	92	0
 EE		1	0	17	2	6	-6	77	4
 IE		2	1	7	3	8	-2	85	-1
 EL		1	-5	6	4	2	-1	92	-3
 ES		1	-1	4	-1	4	0	91	1
 FR		1	-2	4	-2	4	0	92	2
 IT		2	0	3	-2	3	1	94	1
 CY		1	1	4	-14	1	-2	95	16
 LV		0	-1	17	1	7	-1	76	0
 LT		4	2	17	0	9	4	74	-5
 LU		2	-2	4	-5	2	1	93	3
 HU		0	-1	7	-2	3	-1	90	3
 MT		0	-1	15	-6	6	1	80	6
 NL		3	-2	12	1	4	1	84	-2
 AT		6	0	3	-1	3	-1	94	2
 PL		0	-1	5	-4	7	-4	88	7
 PT		1	0	10	1	6	-2	84	1
 RO		2	0	14	-7	16	1	70	5
 SI		4	0	10	0	5	-1	84	0
 SK		1	-1	10	-3	6	-6	84	9
 FI		2	0	5	-1	6	1	89	0
 SE		3	-1	10	2	4	1	86	-3
 UK		2	0	8	1	6	0	87	0
 HR		2		7		6		87	

QC11.5 Si vous étiez exposé(e) ou victime de l'un des cybercrimes suivants, à qui vous adresseriez-vous ? (PLUSIEURS REPONSES POSSIBLES)






























Etre accidentellement confronté(e) à du contenu qui incite à la haine raciale ou à l'extrémisme religieux

QC11.5 If you experienced or were a victim of the following cybercrimes, who would you contact? (MULTIPLE ANSWERS POSSIBLE)

Accidentally encountering material which promotes racial hatred or religious extremism

QC11.5 Wenn Sie eine der folgenden Arten von Internet-Kriminalität erleben würden oder Opfer davon werden würden, wen würden Sie kontaktieren? (MEHRFACHNENNUNGEN PRO ZEILE MÖGLICH)

Sie stoßen durch Zufall auf Inhalte, in denen Rassenhass oder religiöser Extremismus verbreitet wird

		La police		Le site Internet/ le vendeur		Votre fournisseur d'accès Internet		Une association de protection des consommateurs	
		Police		Website/ vendor		Your internet service provider		Consumer protection organisation	
		Die Polizei		Die Webseite/den Verkäufer		Ihren Internetdienstanbieter		Eine Verbraucherschutzorganisation	
	%	EB 79.4	Diff. EB 77.2	EB 79.4	Diff. EB 77.2	EB 79.4	Diff. EB 77.2	EB 79.4	Diff. EB 77.2
	EU 27	59	3	13	2	14	1	7	0
	BE	48	4	18	4	13	1	9	0
	BG	51	7	6	2	14	-1	6	2
	CZ	47	2	8	1	9	3	2	0
	DK	52	3	8	1	8	0	2	-1
	DE	67	-2	10	1	17	4	8	-1
	EE	42	5	15	7	11	4	3	1
	IE	49	0	21	6	19	-6	8	3
	EL	54	-2	10	-3	10	-5	5	0
	ES	70	15	8	2	2	-5	5	-1
	FR	60	1	16	4	13	1	10	0
	IT	71	2	12	6	15	6	8	0
	CY	61	17	7	0	11	1	12	-3
	LV	41	-5	14	0	11	2	4	0
	LT	42	1	12	1	8	2	5	-3
	LU	60	6	13	5	5	-4	5	-2
	HU	55	8	18	-1	14	-1	7	-2
	MT	51	2	8	7	4	-1	3	-1
	NL	38	3	14	0	20	2	5	-1
	AT	64	3	13	2	21	3	15	1
	PL	60	10	11	4	11	1	3	-1
	PT	54	-4	10	6	18	9	9	-3
	RO	24	-2	16	2	16	2	10	2
	SI	49	5	5	0	12	3	4	0
	SK	49	7	20	5	12	3	8	4
	FI	59	0	12	2	8	0	3	2
	SE	49	-2	17	5	6	-2	2	0
	UK	53	0	19	0	19	0	4	0
	HR	54		10		19		4	

QC11.5 Si vous étiez exposé(e) ou victime de l'un des cybercrimes suivants, à qui vous adresseriez-vous ? (PLUSIEURS REPONSES POSSIBLES)






























Etre accidentellement confronté(e) à du contenu qui incite à la haine raciale ou à l'extrémisme religieux

QC11.5 If you experienced or were a victim of the following cybercrimes, who would you contact? (MULTIPLE ANSWERS POSSIBLE)

Accidentally encountering material which promotes racial hatred or religious extremism

QC11.5 Wenn Sie eine der folgenden Arten von Internet-Kriminalität erleben würden oder Opfer davon werden würden, wen würden Sie kontaktieren? (MEHRFACHNENNUNGEN PRO ZEILE MÖGLICH)

Sie stoßen durch Zufall auf Inhalte, in denen Rassenhass oder religiöser Extremismus verbreitet wird

	%	Autre (LIRE)		Personne (LIRE)		NSP (LIRE)		Total 'A quelqu'un'	
		Other (READ OUT)		No one (READ OUT)		DK (READ OUT)		Total 'Someone'	
		Jemand anderen (VORLESEN)		Niemanden (VORLESEN)		WN (VORLESEN)		Gesamt 'Jemanden'	
		EB 79.4	Diff. EB 77.2	EB 79.4	Diff. EB 77.2	EB 79.4	Diff. EB 77.2	EB 79.4	Diff. EB 77.2
 EU 27		3	-1	16	-3	7	-2	77	4
 BE		4	0	24	-9	3	1	72	8
 BG		3	0	13	-1	15	-7	72	9
 CZ		0	0	26	-2	16	-3	58	5
 DK		3	-10	23	7	10	-2	67	-5
 DE		7	0	13	-2	3	0	83	2
 EE		1	0	31	-4	9	-7	61	12
 IE		2	1	14	3	9	-2	77	-1
 EL		0	-2	27	7	4	0	69	-7
 ES		2	-1	11	-13	7	-1	82	14
 FR		2	-2	14	-1	8	-2	78	3
 IT		2	-2	5	-4	3	-3	91	6
 CY		1	0	20	-19	3	1	77	18
 LV		1	1	29	-2	7	0	64	2
 LT		5	2	28	-7	8	3	64	4
 LU		3	-2	22	-6	6	2	72	4
 HU		0	-1	15	-3	5	-2	80	5
 MT		3	1	25	-6	10	-1	65	8
 NL		4	-2	34	-3	6	3	59	-1
 AT		9	4	13	-1	4	-2	83	3
 PL		1	-1	14	-2	13	-6	73	8
 PT		1	0	16	-1	8	-2	76	3
 RO		2	-1	16	-9	20	3	64	6
 SI		10	2	20	-8	9	-2	71	9
 SK		1	-1	18	-10	6	-7	76	17
 FI		3	1	19	1	9	-2	72	2
 SE		4	-2	30	1	9	2	61	-3
 UK		3	0	17	-1	6	-2	77	3
 HR		4		13		6		81	

QC11.6 Si vous étiez exposé(e) ou victime de l'un des cybercrimes suivants, à qui vous adresseriez-vous ? (PLUSIEURS REPONSES POSSIBLES)






























L'incapacité d'accéder à des services en ligne (par ex. services bancaires) à cause de cyber-attaques

QC11.6 If you experienced or were a victim of the following cybercrimes, who would you contact? (MULTIPLE ANSWERS POSSIBLE)

Not being able to access online services (e.g. banking services) because of cyber attacks

QC11.6 Wenn Sie eine der folgenden Arten von Internet-Kriminalität erleben würden oder Opfer davon werden würden, wen würden Sie kontaktieren? (MEHRFACHNENNUNGEN PRO ZEILE MÖGLICH)

Sie können aufgrund von Cyber-Attacken nicht auf Online-Dienste (z.B. Bankdienste) zugreifen

	%	La police		Le site Internet/ le vendeur		Votre fournisseur d'accès Internet		Une association de protection des consommateurs	
		Police		Website/ vendor		Your internet service provider		Consumer protection organisation	
		Die Polizei		Die Webseite/den Verkäufer		Ihren Internetdienstanbieter		Eine Verbraucherschutzorganisation	
		EB 79.4	Diff. EB 77.2	EB 79.4	Diff. EB 77.2	EB 79.4	Diff. EB 77.2	EB 79.4	Diff. EB 77.2
 EU 27		40	4	24	0	29	1	7	-1
 BE		34	3	42	2	29	-3	7	-1
 BG		28	2	15	5	34	-1	11	3
 CZ		41	-3	24	3	22	4	5	-1
 DK		12	1	30	0	34	-7	2	-1
 DE		43	4	21	1	35	2	8	-4
 EE		30	0	19	0	38	6	5	-2
 IE		34	10	29	5	30	-11	11	1
 EL		50	8	17	-4	26	-2	7	2
 ES		55	13	19	6	12	-9	6	-1
 FR		38	0	28	3	29	4	9	0
 IT		63	5	13	-5	24	7	9	-1
 CY		38	6	23	12	40	11	15	-1
 LV		28	-3	32	0	24	-2	5	-1
 LT		33	3	21	-1	25	-5	5	-3
 LU		33	8	27	-6	19	-7	4	-2
 HU		38	10	23	2	30	-14	10	0
 MT		36	-1	21	8	32	1	5	2
 NL		13	0	45	1	24	-5	5	0
 AT		43	1	24	0	39	-1	19	-1
 PL		61	15	16	0	21	-3	3	0
 PT		52	0	16	9	25	9	10	-2
 RO		28	4	15	-4	29	2	8	-1
 SI		26	2	27	1	38	-4	4	-1
 SK		33	3	36	5	31	2	12	5
 FI		24	3	38	9	31	-7	4	2
 SE		18	1	27	-8	34	-2	1	-1
 UK		21	-3	32	-1	38	7	6	2
 HR		36		13		42		5	

QC11.6 Si vous étiez exposé(e) ou victime de l'un des cybercrimes suivants, à qui vous adresseriez-vous ? (PLUSIEURS REPONSES POSSIBLES)






























L'incapacité d'accéder à des services en ligne (par ex. services bancaires) à cause de cyber-attaques

QC11.6 If you experienced or were a victim of the following cybercrimes, who would you contact? (MULTIPLE ANSWERS POSSIBLE)

Not being able to access online services (e.g. banking services) because of cyber attacks

QC11.6 Wenn Sie eine der folgenden Arten von Internet-Kriminalität erleben würden oder Opfer davon werden würden, wen würden Sie kontaktieren? (MEHRFACHNENNUNGEN PRO ZEILE MÖGLICH)

Sie können aufgrund von Cyber-Attacken nicht auf Online-Dienste (z.B. Bankdienste) zugreifen

	%	Autre (LIRE)		Personne (LIRE)		NSP (LIRE)		Total 'A quelqu'un'	
		Other (READ OUT)		No one (READ OUT)		DK (READ OUT)		Total 'Someone'	
		Jemand anderen (VORLESEN)		Niemanden (VORLESEN)		WN (VORLESEN)		Gesamt 'Jemanden'	
		EB 79.4	Diff. EB 77.2	EB 79.4	Diff. EB 77.2	EB 79.4	Diff. EB 77.2	EB 79.4	Diff. EB 77.2
 EU 27		7	0	8	-2	7	-1	85	3
 BE		5	0	7	-2	3	0	90	1
 BG		5	3	7	-1	16	-6	77	7
 CZ		9	0	8	1	11	-4	81	3
 DK		9	-11	14	11	5	0	81	-11
 DE		14	2	8	-3	4	-1	88	5
 EE		3	0	16	1	6	-5	77	3
 IE		4	0	8	3	9	-1	83	-1
 EL		1	-1	12	0	5	0	83	0
 ES		5	0	8	-8	10	0	82	8
 FR		7	-2	9	-1	9	0	82	1
 IT		2	-1	2	-2	3	-1	95	4
 CY		2	-1	7	-18	5	0	88	19
 LV		0	0	14	0	8	0	78	-1
 LT		8	2	11	0	8	2	81	-2
 LU		17	3	15	6	5	0	81	-4
 HU		1	0	9	1	6	1	85	-1
 MT		10	1	5	-1	6	-2	89	3
 NL		9	-3	22	3	3	2	75	-5
 AT		14	7	4	-4	3	-1	93	5
 PL		4	2	4	-2	12	-2	85	5
 PT		4	2	10	-2	6	-4	84	6
 RO		2	0	7	-2	18	-1	75	2
 SI		7	1	10	3	6	1	85	-3
 SK		1	-5	4	-2	6	-6	90	8
 FI		8	1	10	-3	6	0	83	2
 SE		13	5	14	3	8	2	79	-4
 UK		9	0	9	-3	7	-3	84	5
 HR		3		9		5		86	

QC11.7 Si vous étiez exposé(e) ou victime de l'un des cybercrimes suivants, à qui vous adresseriez-vous ? (PLUSIEURS REPONSES POSSIBLES)






























Le piratage de votre compte sur un réseau social ou de votre boîte email

QC11.7 If you experienced or were a victim of the following cybercrimes, who would you contact? (MULTIPLE ANSWERS POSSIBLE)

Your social media or email account being hacked

QC11.7 Wenn Sie eine der folgenden Arten von Internet-Kriminalität erleben würden oder Opfer davon werden würden, wen würden Sie kontaktieren? (MEHRFACHNENNUNGEN PRO ZEILE MÖGLICH)

Ihr Konto bei Sozialen Medien oder Ihr E-Mail-Konto wird gehackt

		La police	Le site Internet/ le vendeur	Votre fournisseur d'accès Internet	Une association de protection des consommateurs
		Police	Website/ vendor	Your internet service provider	Consumer protection organisation
		Die Polizei	Die Webseite/den Verkäufer	Ihren Internetdienstanbieter	Eine Verbraucherschutzorganisation
%		EB 79.4	EB 79.4	EB 79.4	EB 79.4
	EU 27	47	24	26	8
	BE	41	30	35	7
	BG	29	15	33	9
	CZ	34	26	26	7
	DK	28	24	29	2
	DE	55	20	33	11
	EE	38	28	26	4
	IE	31	31	30	10
	EL	62	19	22	5
	ES	60	17	10	9
	FR	48	27	27	10
	IT	65	14	23	8
	CY	53	14	39	10
	LV	34	27	25	4
	LT	38	25	19	7
	LU	40	29	25	6
	HU	36	27	31	12
	MT	37	23	32	3
	NL	25	34	42	5
	AT	45	24	42	23
	PL	68	14	14	4
	PT	52	14	23	10
	RO	36	17	19	7
	SI	28	14	33	6
	SK	38	36	29	11
	FI	39	24	37	4
	SE	36	40	24	2
	UK	22	38	30	5
	HR	51	13	31	5

QC11.7 Si vous étiez exposé(e) ou victime de l'un des cybercrimes suivants, à qui vous adresseriez-vous ? (PLUSIEURS REPONSES POSSIBLES)






























Le piratage de votre compte sur un réseau social ou de votre boîte email

QC11.7 If you experienced or were a victim of the following cybercrimes, who would you contact? (MULTIPLE ANSWERS POSSIBLE)

Your social media or email account being hacked

QC11.7 Wenn Sie eine der folgenden Arten von Internet-Kriminalität erleben würden oder Opfer davon werden würden, wen würden Sie kontaktieren? (MEHRFACHNENNUNGEN PRO ZEILE MÖGLICH)

Ihr Konto bei Sozialen Medien oder Ihr E-Mail-Konto wird gehackt

		Autre (LIRE)	Personne (LIRE)	NSP (LIRE)	Total 'A quelqu'un'
		Other (READ OUT)	No one (READ OUT)	DK (READ OUT)	Total 'Someone'
		Jemand anderen (VORLESEN)	Niemanden (VORLESEN)	WN (VORLESEN)	Gesamt 'Jemanden'
		EB 79.4	EB 79.4	EB 79.4	EB 79.4
	EU 27	5	8	7	85
	BE	4	10	3	87
	BG	2	9	16	75
	CZ	1	13	13	74
	DK	10	7	9	84
	DE	12	5	4	90
	EE	2	15	6	80
	IE	2	9	9	82
	EL	0	10	4	86
	ES	3	7	8	85
	FR	6	8	9	83
	IT	1	3	3	94
	CY	1	8	3	90
	LV	1	15	7	78
	LT	3	11	9	80
	LU	9	10	5	85
	HU	0	8	5	87
	MT	2	8	8	85
	NL	6	13	7	80
	AT	11	4	4	92
	PL	1	5	11	84
	PT	2	11	7	82
	RO	3	10	16	74
	SI	9	17	7	76
	SK	1	6	6	89
	FI	8	7	7	86
	SE	6	10	6	84
	UK	4	12	7	80
	HR	3	8	5	87

QC11.8 Si vous étiez exposé(e) ou victime de l'un des cybercrimes suivants, à qui vous adresseriez-vous ? (PLUSIEURS REPONSES POSSIBLES)






























Etre la victime d'une fraude bancaire ou à la carte de crédit en ligne

QC11.8 If you experienced or were a victim of the following cybercrimes, who would you contact? (MULTIPLE ANSWERS POSSIBLE)

Being a victim of credit card or banking fraud online

QC11.8 Wenn Sie eine der folgenden Arten von Internet-Kriminalität erleben würden oder Opfer davon werden würden, wen würden Sie kontaktieren? (MEHRFACHNENNUNGEN PRO ZEILE MÖGLICH)

Sie werden im Internet Opfer von Kreditkartenbetrug oder Online-Banking-Betrug

		La police	Le site Internet/ le vendeur	Votre fournisseur d'accès Internet	Une association de protection des consommateurs
		Police	Website/ vendor	Your internet service provider	Consumer protection organisation
		Die Polizei	Die Webseite/den Verkäufer	Ihren Internetdienstanbieter	Eine Verbraucherschutzorganisation
%		EB 79.4	EB 79.4	EB 79.4	EB 79.4
	EU 27	79	18	11	9
	BE	75	34	14	9
	BG	73	6	9	11
	CZ	83	14	7	7
	DK	68	28	5	2
	DE	89	15	15	12
	EE	76	15	12	8
	IE	66	22	16	14
	EL	87	11	11	12
	ES	84	10	4	6
	FR	81	19	10	9
	IT	79	13	13	8
	CY	83	14	21	12
	LV	70	27	9	7
	LT	79	10	6	5
	LU	78	21	6	7
	HU	80	14	12	10
	MT	72	16	13	6
	NL	76	49	13	9
	AT	86	19	26	27
	PL	85	9	9	5
	PT	80	13	15	14
	RO	68	10	9	6
	SI	72	24	9	8
	SK	80	18	11	12
	FI	81	29	10	6
	SE	86	28	5	6
	UK	63	26	11	9
	HR	74	12	15	7

QC11.8 Si vous étiez exposé(e) ou victime de l'un des cybercrimes suivants, à qui vous adresseriez-vous ? (PLUSIEURS REPONSES POSSIBLES)






























Etre la victime d'une fraude bancaire ou à la carte de crédit en ligne

QC11.8 If you experienced or were a victim of the following cybercrimes, who would you contact? (MULTIPLE ANSWERS POSSIBLE)

Being a victim of credit card or banking fraud online

QC11.8 Wenn Sie eine der folgenden Arten von Internet-Kriminalität erleben würden oder Opfer davon werden würden, wen würden Sie kontaktieren? (MEHRFACHNENNUNGEN PRO ZEILE MÖGLICH)

Sie werden im Internet Opfer von Kreditkartenbetrug oder Online-Banking-Betrug

		Autre (LIRE)	Personne (LIRE)	NSP (LIRE)	Total 'A quelqu'un'
		Other (READ OUT)	No one (READ OUT)	DK (READ OUT)	Total 'Someone'
		Jemand anderen (VORLESEN)	Niemanden (VORLESEN)	WN (VORLESEN)	Gesamt 'Jemanden'
		EB 79.4	EB 79.4	EB 79.4	EB 79.4
	EU 27	12	2	3	95
	BE	6	3	2	95
	BG	6	3	10	87
	CZ	12	1	4	95
	DK	17	1	2	97
	DE	13	2	2	96
	EE	8	3	4	93
	IE	8	4	5	90
	EL	3	1	1	98
	ES	3	2	4	94
	FR	24	1	2	98
	IT	1	2	2	96
	CY	3	2	2	95
	LV	0	4	5	92
	LT	9	2	5	93
	LU	26	1	4	96
	HU	1	4	2	94
	MT	16	1	4	95
	NL	15	1	1	98
	AT	15	0	1	99
	PL	3	2	6	93
	PT	4	4	4	92
	RO	2	3	13	83
	SI	9	4	4	92
	SK	2	1	3	96
	FI	9	0	2	98
	SE	24	1	1	99
	UK	19	2	3	95
	HR	2	4	4	93

QC12.1 Pourriez-vous me dire dans quelle mesure vous êtes d'accord ou pas d'accord avec chacune des affirmations suivantes ?




























Vous êtes inquiet(e) que vos données personnelles en ligne ne soient pas protégées sur des sites internet

QC12.1 Could you please tell me to what extent you agree or disagree with each of the following statements?

You are concerned that your online personal information is not kept secure by websites

QC12.1 Bitte sagen Sie mir, inwieweit Sie jeder der folgenden Aussagen zustimmen oder nicht zustimmen.

Sie sind besorgt, dass Ihre persönlichen Online-Daten auf Webseiten nicht sicher sind

		Tout à fait d'accord		Plutôt d'accord		Plutôt pas d'accord		Pas du tout d'accord		NSP		Total 'D'accord'		Total 'Pas d'accord'	
		Totally agree		Tend to agree		Tend to disagree		Totally disagree		DK		Total 'Agree'		Total 'Disagree'	
		Stimme voll und ganz zu		Stimme eher zu		Stimme eher nicht zu		Stimme überhaupt nicht zu		WN		Gesamt 'Stimme zu'		Gesamt 'Stimme nicht zu'	
%		EB 79.4	Diff. EB 77.2	EB 79.4	Diff. EB 77.2	EB 79.4	Diff. EB 77.2	EB 79.4	Diff. EB 77.2	EB 79.4	Diff. EB 77.2	EB 79.4	Diff. EB 77.2	EB 79.4	Diff. EB 77.2
	EU 27	26	-1	44	-1	22	2	5	0	3	0	70	-2	27	2
	BE	26	1	46	-1	23	0	5	1	0	-1	72	0	28	1
	BG	13	-13	47	5	25	6	9	2	6	0	60	-8	34	8
	CZ	19	-1	47	1	26	-1	4	1	4	0	66	0	30	0
	DK	18	0	48	9	26	-3	6	-7	2	1	66	9	32	-10
	DE	29	3	41	-5	24	2	4	0	2	0	70	-2	28	2
	EE	14	-3	46	2	26	0	11	1	3	0	60	-1	37	1
	IE	26	1	41	-4	24	2	7	1	2	0	67	-3	31	3
	EL	30	-1	49	-2	17	4	3	0	1	-1	79	-3	20	4
	ES	46	-2	38	-3	12	3	3	1	1	1	84	-5	15	4
	FR	37	-1	42	2	13	-3	6	2	2	0	79	1	19	-1
	IT	22	0	48	-3	22	3	5	1	3	-1	70	-3	27	4
	CY	38	2	40	0	16	3	6	-3	0	-2	78	2	22	0
	LV	24	-4	45	3	21	1	6	1	4	-1	69	-1	27	2
	LT	28	-4	46	3	15	-3	6	2	5	2	74	-1	21	-1
	LU	32	-4	44	-1	17	3	6	2	1	0	76	-5	23	5
	HU	17	-9	43	-2	27	7	11	3	2	1	60	-11	38	10
	MT	23	-11	48	8	22	3	4	-1	3	1	71	-3	26	2
	NL	18	-1	44	-3	31	5	5	-2	2	1	62	-4	36	3
	AT	23	0	45	0	26	-1	5	1	1	0	68	0	31	0
	PL	19	-2	52	2	19	2	3	-1	7	-1	71	0	22	1
	PT	23	-7	53	1	18	5	5	3	1	-2	76	-6	23	8
	RO	21	0	39	-2	24	0	10	1	6	1	60	-2	34	1
	SI	27	-2	39	-1	25	4	9	0	0	-1	66	-3	34	4
	SK	15	-4	53	4	28	3	2	-1	2	-2	68	0	30	2
	FI	9	-1	40	-8	40	6	10	4	1	-1	49	-9	50	10
	SE	15	2	46	-1	27	0	11	-1	1	0	61	1	38	-1
	UK	18	-7	43	-1	31	9	5	-1	3	0	61	-8	36	8
	HR	21		50		19		7		3		71		26	

QC12.2 Pourriez-vous me dire dans quelle mesure vous êtes d'accord ou pas d'accord avec chacune des affirmations suivantes ?





























Vous êtes inquiet(e) que vos données personnelles en ligne ne soient pas protégées par les autorités publiques

QC12.2 Could you please tell me to what extent you agree or disagree with each of the following statements?

You are concerned that your online personal information is not kept secure by public authorities

QC12.2 Bitte sagen Sie mir, inwieweit Sie jeder der folgenden Aussagen zustimmen oder nicht zustimmen.

Sie sind besorgt, dass Ihre persönlichen Online-Daten bei Behörden nicht sicher sind

		Tout à fait d'accord		Plutôt d'accord		Plutôt pas d'accord		Pas du tout d'accord		NSP		Total 'D'accord'		Total 'Pas d'accord'	
		Totally agree		Tend to agree		Tend to disagree		Totally disagree		DK		Total 'Agree'		Total 'Disagree'	
		Stimme voll und ganz zu		Stimme eher zu		Stimme eher nicht zu		Stimme überhaupt nicht zu		WN		Gesamt 'Stimme zu'		Gesamt 'Stimme nicht zu'	
%		EB 79.4	Diff. EB 77.2	EB 79.4	Diff. EB 77.2	EB 79.4	Diff. EB 77.2	EB 79.4	Diff. EB 77.2	EB 79.4	Diff. EB 77.2	EB 79.4	Diff. EB 77.2	EB 79.4	Diff. EB 77.2
	EU 27	23	-1	41	-1	26	2	7	0	3	0	64	-2	33	2
	BE	17	-4	47	4	28	-1	7	0	1	1	64	0	35	-1
	BG	16	-7	44	2	23	5	9	1	8	-1	60	-5	32	6
	CZ	21	1	43	0	28	0	5	1	3	-2	64	1	33	1
	DK	10	2	31	7	38	3	21	-11	0	-1	41	9	59	-8
	DE	20	-1	33	-4	36	4	9	1	2	0	53	-5	45	5
	EE	12	-5	36	3	35	1	15	3	2	-2	48	-2	50	4
	IE	24	-3	38	-8	25	5	9	4	4	2	62	-11	34	9
	EL	25	-7	51	2	19	5	3	-1	2	1	76	-5	22	4
	ES	46	3	34	-6	15	4	3	-2	2	1	80	-3	18	2
	FR	30	-3	41	1	19	2	7	0	3	0	71	-2	26	2
	IT	21	1	44	-5	25	3	7	2	3	-1	65	-4	32	5
	CY	38	1	34	1	20	4	6	-5	2	-1	72	2	26	-1
	LV	22	-7	42	4	24	2	7	2	5	-1	64	-3	31	4
	LT	30	-2	45	3	14	-3	6	2	5	0	75	1	20	-1
	LU	29	1	37	-5	22	2	8	1	4	1	66	-4	30	3
	HU	15	-9	40	3	30	3	14	4	1	-1	55	-6	44	7
	MT	18	-12	44	9	28	5	6	-3	4	1	62	-3	34	2
	NL	18	-3	43	-1	31	5	7	-1	1	0	61	-4	38	4
	AT	19	1	34	-6	37	3	8	2	2	0	53	-5	45	5
	PL	20	0	51	2	19	1	2	-2	8	-1	71	2	21	-1
	PT	24	-2	49	-3	18	2	6	3	3	0	73	-5	24	5
	RO	17	-2	37	2	31	2	9	-4	6	2	54	0	40	-2
	SI	25	-1	38	1	25	1	11	0	1	-1	63	0	36	1
	SK	16	-1	47	-1	31	4	3	-2	3	0	63	-2	34	2
	FI	4	1	20	-7	55	5	21	3	0	-2	24	-6	76	8
	SE	7	0	32	3	36	4	24	-6	1	-1	39	3	60	-2
	UK	17	-7	47	5	27	2	5	0	4	0	64	-2	32	2
	HR	21		47		20		8		4		68		28	

QC12.3 Pourriez-vous me dire dans quelle mesure vous êtes d'accord ou pas d'accord avec chacune des affirmations suivantes ?






























Vous évitez de divulguer des informations personnelles en ligne

QC12.3 Could you please tell me to what extent you agree or disagree with each of the following statements?

You avoid disclosing personal information online

QC12.3 Bitte sagen Sie mir, inwieweit Sie jeder der folgenden Aussagen zustimmen oder nicht zustimmen.

Sie vermeiden es, persönliche Daten im Internet preiszugeben

		Tout à fait d'accord		Plutôt d'accord		Plutôt pas d'accord		Pas du tout d'accord		NSP		Total 'D'accord'		Total 'Pas d'accord'	
		Totally agree		Tend to agree		Tend to disagree		Totally disagree		DK		Total 'Agree'		Total 'Disagree'	
		Stimme voll und ganz zu		Stimme eher zu		Stimme eher nicht zu		Stimme überhaupt nicht zu		WN		Gesamt 'Stimme zu'		Gesamt 'Stimme nicht zu'	
%		EB 79.4	Diff. EB 77.2	EB 79.4	Diff. EB 77.2	EB 79.4	Diff. EB 77.2	EB 79.4	Diff. EB 77.2	EB 79.4	Diff. EB 77.2	EB 79.4	Diff. EB 77.2	EB 79.4	Diff. EB 77.2
	EU 27	50	-1	37	-1	9	1	3	1	1	0	87	-2	12	2
	BE	51	1	36	-4	11	3	2	1	0	-1	87	-3	13	4
	BG	44	-6	41	4	9	3	3	-1	3	0	85	-2	12	2
	CZ	51	-9	35	4	12	5	1	0	1	0	86	-5	13	5
	DK	30	0	40	3	21	1	8	-5	1	1	70	3	29	-4
	DE	61	3	31	-3	5	-1	2	0	1	1	92	0	7	-1
	EE	43	-5	42	5	10	0	4	1	1	-1	85	0	14	1
	IE	38	-3	38	-5	17	5	6	3	1	0	76	-8	23	8
	EL	51	1	42	0	6	0	1	-1	0	0	93	1	7	-1
	ES	60	2	31	-4	7	1	1	1	1	0	91	-2	8	2
	FR	66	1	28	1	4	-1	1	-1	1	0	94	2	5	-2
	IT	34	-2	44	-3	16	4	4	1	2	0	78	-5	20	5
	CY	76	-9	19	9	4	1	1	-1	0	0	95	0	5	0
	LV	42	-2	40	3	12	0	4	1	2	-2	82	1	16	1
	LT	54	1	37	4	5	-5	2	0	2	0	91	5	7	-5
	LU	64	-1	30	1	4	0	1	0	1	0	94	0	5	0
	HU	44	-7	42	5	11	1	3	1	0	0	86	-2	14	2
	MT	40	-19	40	4	15	12	3	1	2	2	80	-15	18	13
	NL	39	0	40	-3	17	2	4	2	0	-1	79	-3	21	4
	AT	43	-3	42	0	11	1	4	2	0	0	85	-3	15	3
	PL	39	0	48	3	9	-1	1	-1	3	-1	87	3	10	-2
	PT	46	-6	44	5	7	1	2	1	1	-1	90	-1	9	2
	RO	50	1	29	-3	11	-1	5	1	5	2	79	-2	16	0
	SI	61	-8	28	5	8	3	2	0	1	0	89	-3	10	3
	SK	37	-8	48	6	12	1	2	1	1	0	85	-2	14	2
	FI	47	-1	36	-6	12	4	5	4	0	-1	83	-7	17	8
	SE	44	2	40	1	12	0	3	-3	1	0	84	3	15	-3
	UK	47	-3	42	3	8	0	2	0	1	0	89	0	10	0
	HR	42		45		8		3		2		87		11	

QC12.4 Pourriez-vous me dire dans quelle mesure vous êtes d'accord ou pas d'accord avec chacune des affirmations suivantes ?




























Vous croyez que le risque d'être victime de cybercriminalité a augmenté au cours de l'année écoulée

QC12.4 Could you please tell me to what extent you agree or disagree with each of the following statements?

You believe the risk of becoming a victim of cybercrime has increased in the past year

QC12.4 Bitte sagen Sie mir, inwieweit Sie jeder der folgenden Aussagen zustimmen oder nicht zustimmen.






























Sie sind der Meinung, dass das Risiko Opfer von Internet-Kriminalität zu werden, im letzten Jahr gestiegen ist

		Tout à fait d'accord		Plutôt d'accord		Plutôt pas d'accord		Pas du tout d'accord		NSP		Total 'D'accord'		Total 'Pas d'accord'	
		Totally agree		Tend to agree		Tend to disagree		Totally disagree		DK		Total 'Agree'		Total 'Disagree'	
		Stimme voll und ganz zu		Stimme eher zu		Stimme eher nicht zu		Stimme überhaupt nicht zu		WN		Gesamt 'Stimme zu'		Gesamt 'Stimme nicht zu'	
%		EB 79.4	Diff. EB 77.2	EB 79.4	Diff. EB 77.2	EB 79.4	Diff. EB 77.2	EB 79.4	Diff. EB 77.2	EB 79.4	Diff. EB 77.2	EB 79.4	Diff. EB 77.2	EB 79.4	Diff. EB 77.2
	EU 27	34	2	42	0	14	1	3	0	7	-3	76	2	17	1
	BE	33	4	48	0	15	-1	1	-1	3	-2	81	4	16	-2
	BG	30	-8	45	8	9	0	3	-1	13	1	75	0	12	-1
	CZ	23	-3	45	3	23	3	3	1	6	-4	68	0	26	4
	DK	43	6	41	-1	12	-2	2	-2	2	-1	84	5	14	-4
	DE	39	8	40	0	12	-3	3	1	6	-6	79	8	15	-2
	EE	22	-1	47	2	21	0	6	1	4	-2	69	1	27	1
	IE	31	-4	37	-5	20	10	5	3	7	-4	68	-9	25	13
	EL	23	-8	48	1	22	7	3	-2	4	2	71	-7	25	5
	ES	43	4	36	-2	11	1	2	0	8	-3	79	2	13	1
	FR	35	-1	43	6	11	-1	3	1	8	-5	78	5	14	0
	IT	23	1	45	-3	19	6	5	2	8	-6	68	-2	24	8
	CY	61	1	29	-2	5	0	1	0	4	1	90	-1	6	0
	LV	17	-1	36	2	29	3	4	-1	14	-3	53	1	33	2
	LT	43	1	44	2	6	-1	2	0	5	-2	87	3	8	-1
	LU	44	1	40	2	7	-4	1	-1	8	2	84	3	8	-5
	HU	26	-6	45	1	20	6	5	0	4	-1	71	-5	25	6
	MT	30	-17	39	11	11	2	2	0	18	4	69	-6	13	2
	NL	45	13	40	-7	10	-4	2	0	3	-2	85	6	12	-4
	AT	29	2	47	2	15	-1	3	-1	6	-2	76	4	18	-2
	PL	20	-9	50	-2	15	7	3	1	12	3	70	-11	18	8
	PT	23	-1	52	-1	13	0	4	2	8	0	75	-2	17	2
	RO	38	8	31	-8	13	-4	3	0	15	4	69	0	16	-4
	SI	41	3	35	-4	16	1	5	1	3	-1	76	-1	21	2
	SK	18	-3	50	-2	21	5	3	0	8	0	68	-5	24	5
	FI	35	3	49	-6	12	3	3	2	1	-2	84	-3	15	5
	SE	57	10	31	-4	7	-3	3	-1	2	-2	88	6	10	-4
	UK	31	-2	43	1	17	3	3	0	6	-2	74	-1	20	3
	HR	29		51		10		3		7		80		13	

QC13 Avez-vous modifié votre mot de passe pour l'accès à l'un des services en ligne suivants au cours des 12 derniers mois ? (PLUSIEURS REPONSES POSSIBLES)

QC13 Have you changed your password to access to any of the following online services during the past 12 months? (MULTIPLE ANSWERS POSSIBLE)






























QC13 Haben Sie innerhalb der letzten 12 Monate Ihr Passwort für den Zugang zu einem der folgenden Online-Dienste geändert? (MEHRFACHNENNUNGEN MÖGLICH)

	%	Un compte email		Des réseaux sociaux en ligne		Un site d'achat en ligne (agence de voyage, etc.)	
		Web-based e-mail		Online social networks		Shopping website (e.g. travel agents)	
		Web-basiertes E-Mail-Konto		Soziale Netzwerke im Internet		Shopping-Webseite (z.B. Online-Reisebüro)	
		EB 79.4	Diff. EB 77.2	EB 79.4	Diff. EB 77.2	EB 79.4	Diff. EB 77.2
 EU 27		31	4	26	4	12	0
 BE		36	9	30	9	9	3
 BG		16	-1	26	6	4	0
 CZ		32	0	14	0	6	1
 DK		33	6	27	8	17	3
 DE		27	6	19	1	13	-1
 EE		31	1	25	7	8	1
 IE		28	2	26	3	12	0
 EL		26	5	33	9	5	0
 ES		28	2	21	4	7	0
 FR		31	1	24	1	10	-3
 IT		28	4	28	7	10	2
 CY		25	0	26	7	8	1
 LV		29	1	26	4	6	0
 LT		30	4	23	5	9	2
 LU		45	7	33	5	19	0
 HU		10	-2	26	8	4	0
 MT		32	1	31	5	11	-1
 NL		35	-2	26	4	11	2
 AT		25	4	23	-1	12	-3
 PL		28	4	22	5	7	1
 PT		29	1	29	8	6	-1
 RO		22	1	23	-2	5	1
 SI		36	7	28	8	7	-1
 SK		30	1	24	2	4	-2
 FI		48	1	33	3	24	2
 SE		39	4	29	0	21	6
 UK		44	5	36	3	27	-1
 HR		23		27		4	

QC13 Avez-vous modifié votre mot de passe pour l'accès à l'un des services en ligne suivants au cours des 12 derniers mois ? (PLUSIEURS REPONSES POSSIBLES)

QC13 Have you changed your password to access to any of the following online services during the past 12 months? (MULTIPLE ANSWERS POSSIBLE)

QC13 Haben Sie innerhalb der letzten 12 Monate Ihr Passwort für den Zugang zu einem der folgenden Online-Dienste geändert? (MEHRFACHNENNUNGEN MÖGLICH)

	%	Un site de services bancaires		Aucun (SPONTANE)		NSP		Total 'A modifié'	
		Online banking websites		None (SPONTANEOUS)		DK		Total 'Has changed'	
		Webseite für Online-Banking		Nichts davon (SPONTAN)		WN		Gesamt 'Hat geändert'	
		EB 79.4	Diff. EB 77.2	EB 79.4	Diff. EB 77.2	EB 79.4	Diff. EB 77.2	EB 79.4	Diff. EB 77.2
 EU 27		20	1	50	-3	2	0	48	3
 BE		12	-1	45	-10	2	-1	53	11
 BG		5	2	67	3	1	-3	32	0
 CZ		24	3	51	-2	1	-1	48	3
 DK		24	-2	52	-2	0	0	48	2
 DE		18	1	55	-2	4	0	41	1
 EE		51	-1	29	1	5	1	67	-1
 IE		14	-3	53	-7	2	0	45	7
 EL		6	2	56	-10	1	0	43	10
 ES		11	3	61	-4	2	0	37	4
 FR		25	2	51	0	1	-1	47	0
 IT		14	-1	47	-7	3	1	51	7
 CY		10	-1	60	-5	1	1	39	4
 LV		50	5	27	-10	2	-1	71	11
 LT		43	-2	40	2	2	-1	58	-1
 LU		29	5	39	-4	1	0	60	5
 HU		8	-2	65	-1	1	-1	33	1
 MT		15	3	53	-1	1	-1	46	2
 NL		37	-1	40	5	1	0	59	-6
 AT		21	-2	55	4	1	-1	44	-3
 PL		18	2	53	-7	3	1	44	7
 PT		8	2	57	-4	1	-2	42	5
 RO		4	0	59	3	6	-1	34	-2
 SI		15	-1	56	-2	1	-2	43	4
 SK		11	0	52	-2	1	0	47	2
 FI		43	7	31	-2	1	0	67	1
 SE		23	-1	40	-3	1	1	59	3
 UK		32	2	35	-4	2	0	63	4
 HR		5		62		1		37	