



Special Eurobarometer 480

Report

Europeans' attitudes towards Internet security

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The interpretations and opinions contained in it are solely those of the authors.

Special Eurobarometer 480 – Wave EB90.2 – Kantar Public Brussels



Special Eurobarometer 480

Report

Europeans' attitudes towards Internet security

Survey and report by Kantar Public Brussels on behalf of Kantar Belgium at the request of the European Commission,
Directorate-General for Migration and Home Affairs

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

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INTRODUCTION

This report brings together the results of the Special Eurobarometer public opinion survey towards cyber security in the 28 European Union countries.

Cybercrime is a borderless problem, consisting of criminal acts that are committed online by using electronic communications networks and information systems. The main types of crimes that are committed in this way include attacks on information systems that can hinder or disable their functioning, forms of online fraud and forgery such as identity theft and spreading of malicious code, and the dissemination of illegal online content such as child pornography.

Cybercrime is estimated to cause the loss of billions of euros per year, and is placing an increasing strain on law enforcement response capability. With rising use of the Internet, the proliferation of different kinds of Internet-enabled devices, and an increasing amount of personal data being transmitted online, the issue of cybercrime is likely to increase in significance unless the authorities take concerted steps to eradicate it.

In response to this mounting problem, the European Commission has designed a coordinated policy in close co-operation with European Union (EU) Member States and other EU institutions.¹ EU legislative actions contributing to the fight against cybercrime address issues such as attacks against information systems, online offensive material and child pornography, online privacy, and online fraud and counterfeiting.

The aim of the Special Eurobarometer survey is to understand EU citizens' awareness, experiences and perceptions of cyber security issues. This report presents the findings of this survey. First, it identifies patterns and trends in the frequency of Internet use, the means by which respondents access the Internet, and the kinds of activities that the Internet is commonly used for. Second, it examines concerns of respondents about the security of Internet transactions, the impact these concerns are having on respondents' behaviour, and specifically the impact these concerns are having on the steps respondents take to secure online accounts. Third, it analyses respondents' awareness of cybercrime, looking at the extent to which people consider themselves to be well informed about the risks of cybercrime, their attitudes to cyber security, their concerns about the risks of falling victim to cybercrime, and their perceptions of specific types of cybercrime. Fourth, the survey analyses respondents' actual contacts with and responses to cybercrime, looking at the extent to which these individuals and their acquaintances have experienced cybercrime, the action taken, and the steps taken to protect their children from falling victim to cybercrime. Finally, the survey concludes with a section that examines respondents' awareness of the existence of official resources for reporting cybercrime, and the actions respondents would take if they were to fall victim to cybercrime.

This survey is partly based on three previous surveys, the Special Eurobarometer 404 on "Cyber Security" (May-June 2013), the Special Barometer 423 on "Cyber Security" (October 2014) and the Special Eurobarometer 464a on "Cyber Security" (June 2017). Where appropriate, this report compares the findings of the current survey with the results of the previous surveys.

¹ More information on the fight against cybercrime in the EU can be found here: http://ec.europa.eu/dgs/home-affairs/what-we-do/policies/organized-crime-and-human-trafficking/cybercrime/index_en.htm

This survey was carried out by TNS Political & Social network in the 28 Member States of the European Union (EU) between 24th October and 7th November 2018. Some 27,339 EU citizens from different social and demographic categories were interviewed face-to-face at home and in their native language on behalf of the Directorate-General for Communication. The methodology used is that of the Standard Eurobarometer surveys carried out by the Directorate-General for Communication (“Strategic Communication” Unit)². It is the same for all countries and territories covered in the survey. A technical note concerning the interviews conducted by the member institutes of the TNS Opinion & Social network is annexed to this report. It also specifies the confidence intervals³.

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

Belgium	BE	Lithuania	LT
Bulgaria	BG	Luxembourg	LU
Czechia	CZ	Hungary	HU
Denmark	DK	Malta	MT
Germany	DE	The Netherlands	NL
Estonia	EE	Austria	AT
Ireland	IE	Poland	PL
Greece	EL	Portugal	PT
Spain	ES	Romania	RO
France	FR	Slovenia	SI
Croatia	HR	Slovakia	SK
Italy	IT	Finland	FI
Republic of Cyprus	CY*	Sweden	SE
Latvia	LV	United Kingdom	UK
European Union – weighted average for the 28 Member States			EU28

* Cyprus as a whole is one of the 28 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 EU28 average.

*We wish to thank the respondents throughout the European Union
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/commfrontoffice/publicopinion>

³ The results tables are annexed. It should be noted that the total of the percentages indicated in the tables in this report may exceed 100% when the respondent was able to choose several answers to the same question.

KEY FINDINGS

A rising proportion of respondents access the Internet daily

- Nearly three quarters of respondents (73%) use the Internet daily and a further 9% do it often or sometimes. However, there are still significant country-level differences, with respondents in countries of Western and Northern Europe generally more likely to use the Internet daily.
- There are also significant and persistent socio-demographic disparities in Internet access: young people (97%), the well-educated (88%), the economically secure (76%) and urban dwellers (77%) are more likely to use the Internet daily than older people (46%), those with low levels of education (33%), the economically insecure (58%) and those living in rural villages (69%).

Smartphones have overtaken computers as the most common means of accessing the Internet

- There has been a dramatic rise in the proportion of people who access the Internet using smartphones, rising from just over a third (35%) in 2013 to over eight in ten (84%) of those polled in the current survey. This shift toward smartphones is relatively consistent across the EU, although there is a clear age divide with 65% of those aged 55 or more using a smartphone, compared to 96% of those 15 to 24 and 94% those aged 25 to 39. In previous surveys, the majority of respondents used computers to access the Internet, but computers are now the second most common means of access (79%) after smartphones.
- Smartphones are now the devices on which most people access the Internet, used by over eight in ten (84%) respondents, while just under eight in ten (79%) use computers for this.

The Internet is increasingly used as the preferred medium to carry out social and economic activities

- A majority of Internet users in the EU say they use the Internet to access their email (80%), read news online (69%) or access social networks (62%). A minority use the Internet to watch TV (32%), play games or listen to radio and podcasts (27%) or follow courses online (16%).
- There are significant differences between countries, age groups and educational groups in the proportions of those who undertake these various activities. For instance, younger generations are more likely to do online banking, to buy or sell goods and services online, to use social networks, watch videos and listen to music online, play games over the Internet and use online media.

Internet users remain concerned about the misuse of personal data and the security of online payments

- When asked to choose among a list of common risks when using the Internet, the two most common concerns mentioned by respondents continue to be the misuse of personal data and the security of online payments (both 43%).
- A significant minority of Internet users remain unconcerned about these risks, with nearly a fifth (19%) expressing no concerns.

- Concerns about online privacy and security have influenced the behaviour of most Internet users. Nearly half have installed or changed anti-virus software (47%) or do not open emails from people they do not know (45%), while nearly four in ten (37%) have reduced the personal information they give out on websites. However, few have taken the step of reducing the goods and services they buy online (11%), cancelling online purchases (10%) or opting out of online banking (9%).
- Nearly six in ten (58%) Internet users have changed their access password for at least one online service during the last 12 months, with the largest proportions changing their email password (34%), online banking password (26%) or online social network password (24%).
- Younger respondents (63%), those with higher levels of education (65%) and managers (71%) are more likely than older respondents (48%), the less well educated (41%) and manual workers (55%) to have changed at least one password.

Half of respondents consider themselves to be well informed about cybercrime, but this varies significantly across Member States

- 51% of respondents consider themselves well informed about cybercrime, but only one in ten (10%) think that they are very well informed.
- There are significant differences between countries: in Denmark and Sweden over three quarters (76%) consider themselves well informed, but in Bulgaria and Romania only three in ten respondents (30%) do.

A majority of people in the EU are alert to the problem of cybersecurity, but many are confident that they can protect themselves against it

- Nearly eight in ten respondents believe that there is an increasing risk of being a victim of cybercrime (79%), while just over six in ten (61%) think that they are able to protect themselves against it.
- Awareness of the risk of cybercrime varies by country, but in all cases a majority are aware of it, and in most countries a majority say that they can protect themselves against it.
- Younger respondents and those with higher levels of education are more likely to be aware of cybercrime and confident that they can protect themselves against it.
- Over a third (36%) of Europeans take action to protect children in their household from becoming victims of online harassment, with the most common actions being: the monitoring of Internet use (22%), discussing online risks (20%), and limiting the time spent online (19%).
- However, less than a quarter (21%) of Europeans are aware of the existence of an official website or email address for reporting cybercrimes, and only 5% have used such resources.

The majority of Europeans express concerns about becoming the victim of cybercrime, but only a minority have actually been a victim and are aware of this

- A majority of respondents are concerned about being the victims of various forms of cybercrime, with the largest proportions of respondents expressing concern about discovering malicious software on their device (71%), identity theft (70%) and bank card and online banking fraud (70%).

- Over half of respondents (54%) know somebody who has been a victim of cybercrime, with the largest proportions mentioning fraudulent emails or phone calls or malicious software (both 26%).
- Less than half of respondents have actually been a victim of the various forms of cybercrime. The two most common situations experienced by respondents are the receipt of fraudulent emails or phone calls (34%) and discovering malicious software (33%). In all other cases, less than a fifth have experienced this.
- Most Europeans in all countries would take action if they were the victim of cybercrime, particularly in the case of bank card or online banking fraud (88%) and identity theft (87%). In most cases, a majority of those who have actually experienced these crimes took action, but not in all countries.

I. INTERNET USE

The following chapter examines Internet use among EU citizens. It covers frequency of access, means of access and online activities.

1. Frequency of Internet access

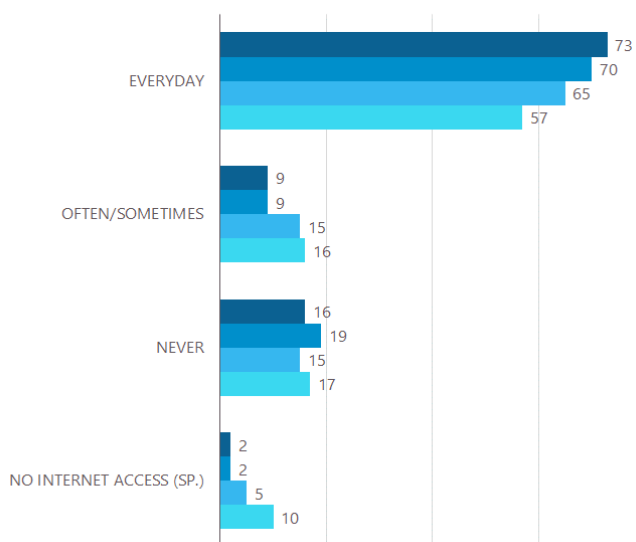
- A rising proportion of respondents access the Internet daily, but their means of access are changing -

Respondents were asked about the frequency with which they use the Internet at home, at their place of work, and in other locations. These questions were asked in the three previous surveys of May-June 2013⁴, October 2014⁵ and June 2017⁶. In addition, in the June 2017 survey and the current survey, respondents were asked a question about use of the Internet on mobile devices such as laptops, smartphones and tablets.⁷

Daily use of the Internet has increased consistently since 2013. The proportion of respondents who access the Internet daily increased from 57% in 2013 to 70% in 2017 and to 73% in 2018, either on a computer or on a smartphone, and a further 9% do it often or sometimes. The proportion of respondents who never access the Internet has decreased by 3 percentage points to 16% in the current survey.

D62R Use of the Internet
(% - EU)

■ EB90.2 - Oct.-Nov. 2018
■ EB87.4 - June 2017
■ EB82.2 - March 2015
■ EB79.4 - May-June 2013



Base: all respondents (N=27,339)

⁴ Special Eurobarometer 404 on "Cyber Security" (May-June 2013),

⁵ Special Barometer 423 on "Cyber Security" (October 2014)

⁶ Special Eurobarometer 464a on "Cyber Security" (June 2017)

⁷ QD1. What devices do you use to access the Internet? (MULTIPLE ANSWERS POSSIBLE). Computer (desktop, laptop, netbook); Tablet; Smartphone; TV; Games console; Other (SPONTANEOUS); Don't know

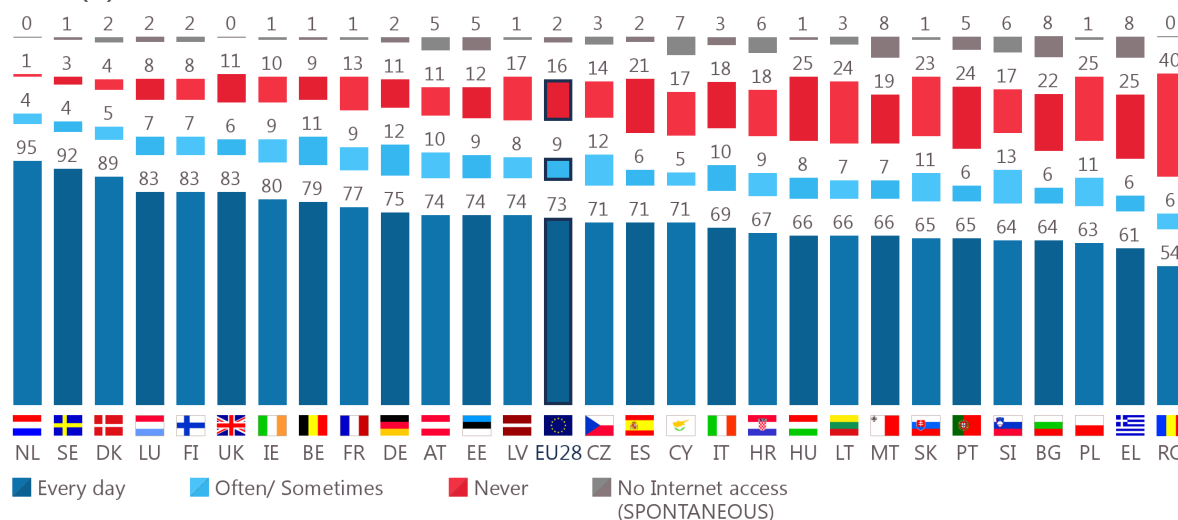
At the country level, results vary significantly, although in all Member States at least a majority of respondents use the Internet daily. As in the previous survey, the lowest proportion of respondents who access the Internet daily is observed in Romania, where just over half (54%) of those polled give this answer. Elsewhere, at least six in ten of the respondents are Internet daily users, and in the Netherlands (95%) and Sweden (92%) over nine in ten access the Internet daily.

In all countries, only a small minority use the Internet often/sometimes (at most two or three times a week). The highest proportion is found in Slovenia (13%), and in 20 of the 28 Member States less than one in ten (10%) give this answer.

As in the previous survey, Romania stands out for the largest proportion of respondents who never access the Internet, at four in ten of those polled (40%). In all other countries no more than a quarter (25%) of respondents say that they never use the Internet, with the highest proportions observed in Greece, Hungary and Poland (all 25%). In six countries less than one in ten never use the Internet, with particularly low numbers of respondents giving this answer in the Netherlands (1%), Sweden (3%) and Denmark (4%).

In most countries, a significant majority (73%) of respondents say they use the Internet, although in Bulgaria, Greece and Malta nearly one in ten (8%) respondents spontaneously says they have no access to the Internet.

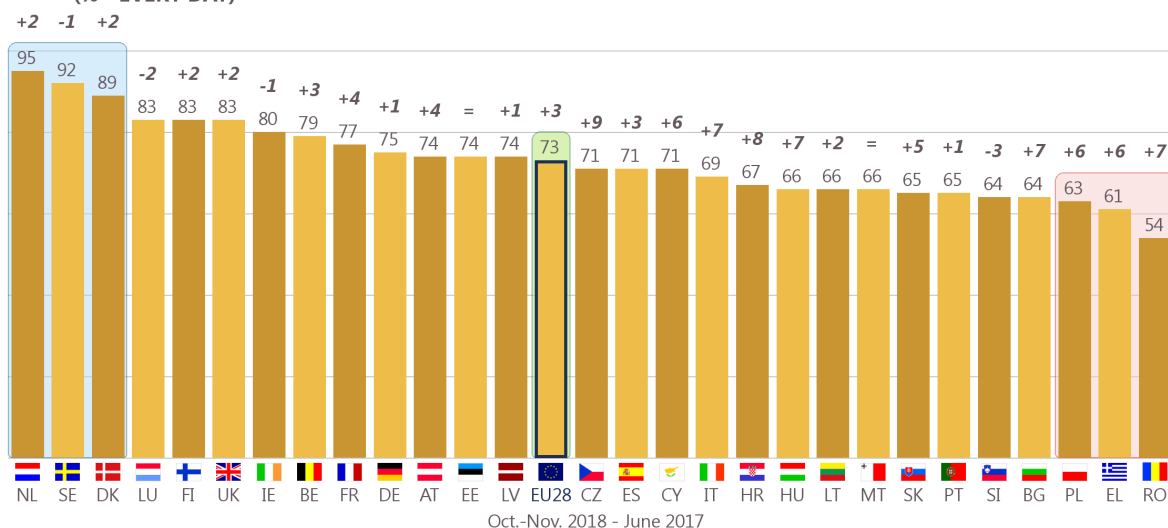
D62R Use of the Internet (%)



Base: all respondents (N=27,339)

Most countries have not seen significant change on this question since the last survey. In 18 of the 28 Member States, change has not exceeded five percentage points. The largest changes have occurred in Czechia (+9 pp) and Croatia (+8 pp). Only four countries (Sweden, Luxembourg, Ireland and Slovenia) have seen a decrease in the proportion of respondents who use the Internet, and even then by no more than 3 pp.

D62R Use of the Internet
(% - EVERY DAY)



Base: all respondents (N=27,339)

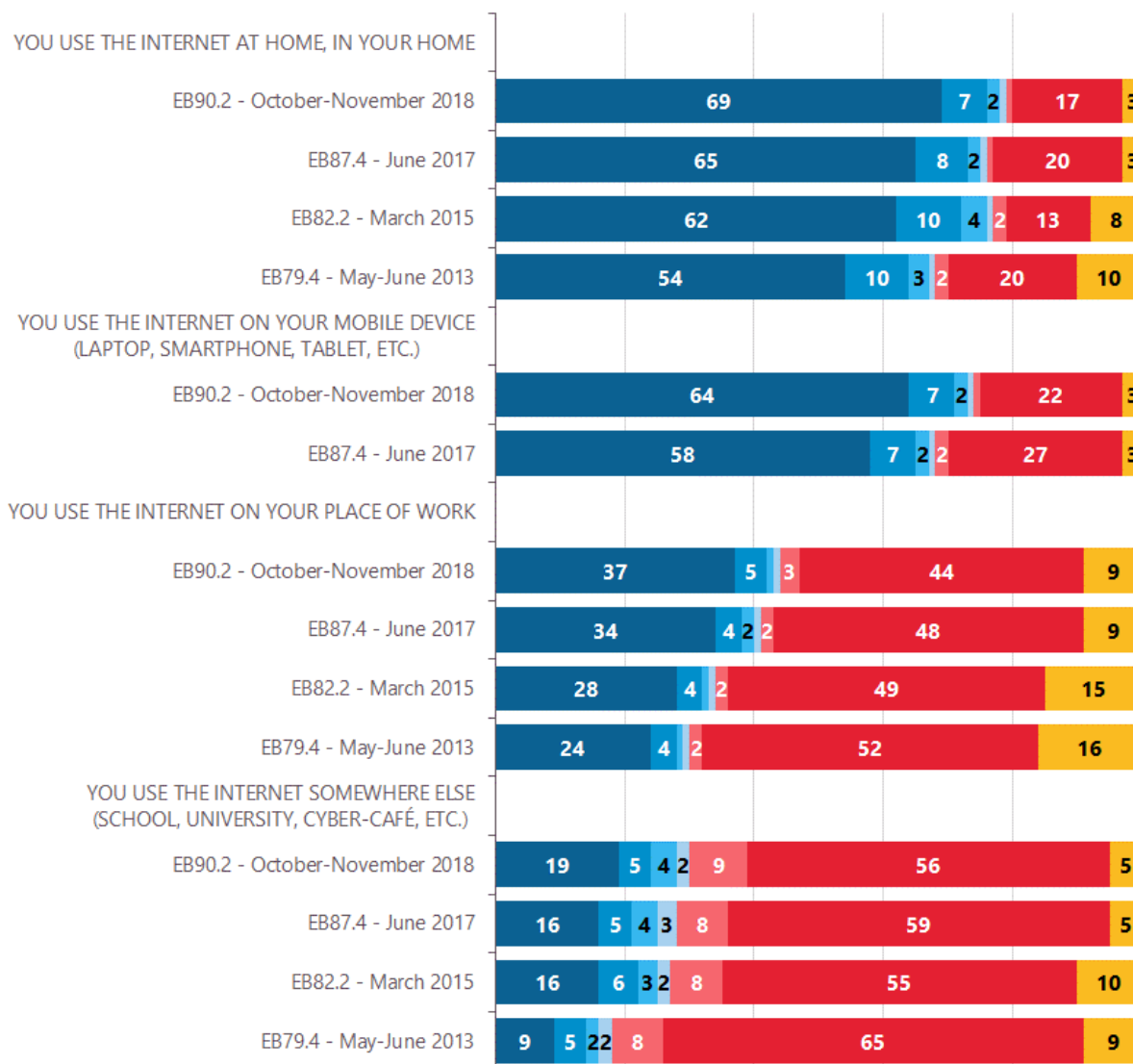
Daily use of the Internet has increased in each successive survey, regardless of where respondents do so. The largest proportion of respondents who access the Internet daily do so at home, with nearly seven in ten (69%) of respondents giving this answer, compared with just over half (54%) in May-June 2013. The proportion of respondents who access the Internet daily on a mobile device is catching up with the proportion of those who access it at home: while in June 2017 less than six in ten (58%) gave this answer, in the current survey just under two thirds (64%) do. Only a minority of respondents access the Internet daily at their place of work, with less than four in ten (37%) giving this answer, but this has risen from less than a quarter (24%) of those polled in 2013. Nearly a fifth (19%) access the Internet daily at other locations such as schools, universities or cyber cafés, compared with one in ten (9%) in 2013.

When considering responses that imply less frequent access, no more than one in ten (10%) of those polled give any of these replies, regardless of the means of access. A majority of respondents never access the Internet in locations such as schools, universities and cyber-café (56%), while over four in ten (44%) of those polled do not access the Internet at their place of work. However, significantly fewer never access the Internet via mobile devices (22%) nor at home (17%).

A small proportion of respondents say that they have none of the aforementioned means of accessing the Internet. While nearly one in ten (9%) of those polled cannot access the Internet in their workplace, only 3% have no access at home or on mobile devices, and 5% have no access in other locations. These figures have not changed significantly since the last survey, but they have decreased slightly compared to 2013.

D62 Could you tell me if...?
(% - EU)

- Every day or almost every day
- Two or three times a week
- About once a week
- Two or three times a month
- Less often
- Never
- No Internet access (SPONTANEOUS)










Base: all respondents (N=27,339)

For the **socio-demographic** breakdown, we examine differences in the proportions of respondents who are daily Internet users. There are a number of significant differences on this question, most of which reflect previous findings.

- There is a clear gender divide: men are more likely than women to use the Internet on a daily basis (77% vs. 70%).
- There is a significant difference in age distribution. Nearly all (97%) of those aged between 15 and 24 access the Internet on a daily basis, but less than half (46%) of those aged 55 or more access it daily.
- Use of the Internet increases with level of education. Only a third (33%) of those who finished their education at the age of 15 or less use the Internet on a daily basis, compared with nearly nine in ten (88%) of those who finished their education at the age of 20 or more.
- Differences between occupational groups are smaller, but still significant. Nearly all managers (95%) access the Internet daily, but only just over eight in ten (81%) manual workers give this response.
- Unsurprisingly, daily Internet access is more frequent among those who have no difficulty paying their bills (76%) compared with those who have difficulty paying bills most of the time (58%).
- There is also a significant class divide: less than six in ten (59%) of those who describe themselves as working class access the Internet daily, compared with eight in ten (80%) middle class respondents and over eight in ten (85%) upper class respondents.
- There is a rural/urban divide on this question. Over three quarters (77%) of those who live in cities access the Internet daily, compared with less than seven in ten (69%) of those who live in rural villages.

D62R Use of the Internet
(% - EU)

	Everyday	Often/ Sometimes	Never	No Internet access (SPONTANEOUS)
EU28	73	9	16	2
 Gender				
Man	77	9	13	1
Woman	70	9	18	3
 Age				
15-24	97	2	1	0
25-39	94	4	2	0
40-54	85	9	6	0
55 +	46	13	36	5
 Education (End of)				
15-	33	11	49	7
16-19	73	11	15	1
20+	88	7	5	0
Still studying	98	2	0	0
 Socio-professional category				
Self-employed	87	6	6	1
Managers	95	4	1	0
Other white collars	93	4	3	0
Manual workers	81	11	7	1
House persons	60	11	26	3
Unemployed	79	8	12	1
Retired	39	14	42	5
Students	98	2	0	0
 Difficulties paying bills				
Most of the time	58	11	26	5
From time to time	69	10	19	2
Almost never/ Never	76	8	14	2
 Consider belonging to				
The working class	59	10	28	3
The lower middle class	70	10	18	2
The middle class	80	8	10	2
The upper middle class	90	5	5	0
The upper class	85	10	5	0
 Subjective urbanisation				
Rural village	69	9	20	2
Small/ mid size town	75	10	13	2
Large town	77	8	14	1

Base: all respondents (N=27,339)

2. Means of Internet access

Respondents who access the Internet were asked what devices they use for this.⁸

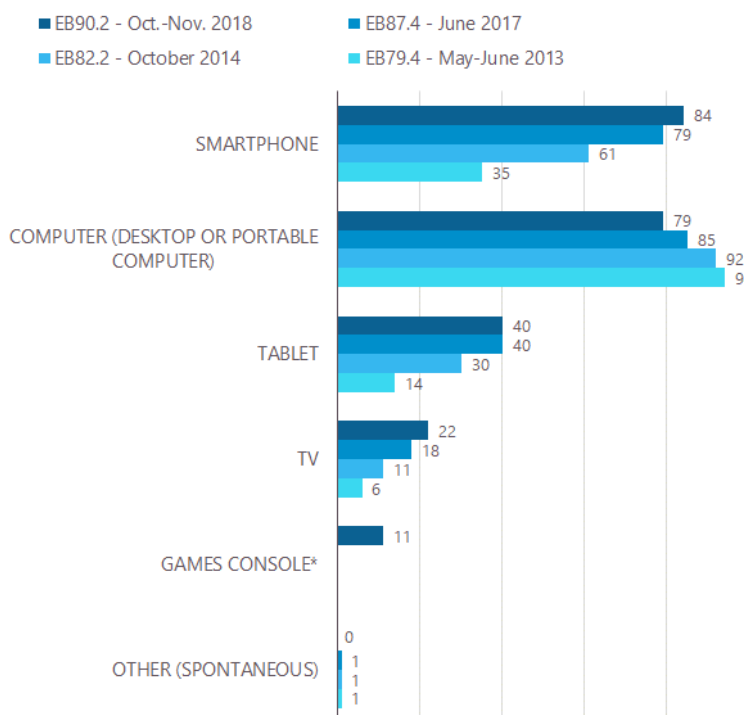
- Smartphones have overtaken desktop computers as the most commonly used mode of Internet access -

In the May-June 2013 survey, only just over a third of respondents used smartphones to access the Internet. However, this rose significantly to over six in ten (61%) of those polled in October 2014 and to nearly eight in ten (79%) respondents in June 2017. In the current survey, the proportion of respondents who access the Internet this way has risen further to 84%, overtaking the proportion of respondents who access the Internet using a desktop or portable computer (79%), which has fallen by six percentage points since the June 2017 survey.

Tablet devices have also become more popular since this series of surveys began. In May-June 2013, only just over one in ten (14%) of those polled mentioned using tablets, rising to three in ten of those polled in October 2014. However, there is no difference between the current survey and the one conducted in June 2017: in both cases, four in ten (40%) respondents said they used tablets to access the Internet.

Over a fifth of respondents (22%) access the Internet using their television, compared with less than one in ten (6%) in the May-June 2013 survey, and just over one in ten (11%) do so using a games console. Almost no respondents spontaneously mention other sources of Internet access.

QD1 What devices do you use to access the Internet? (MULTIPLE ANSWERS POSSIBLE)
(% - EU)



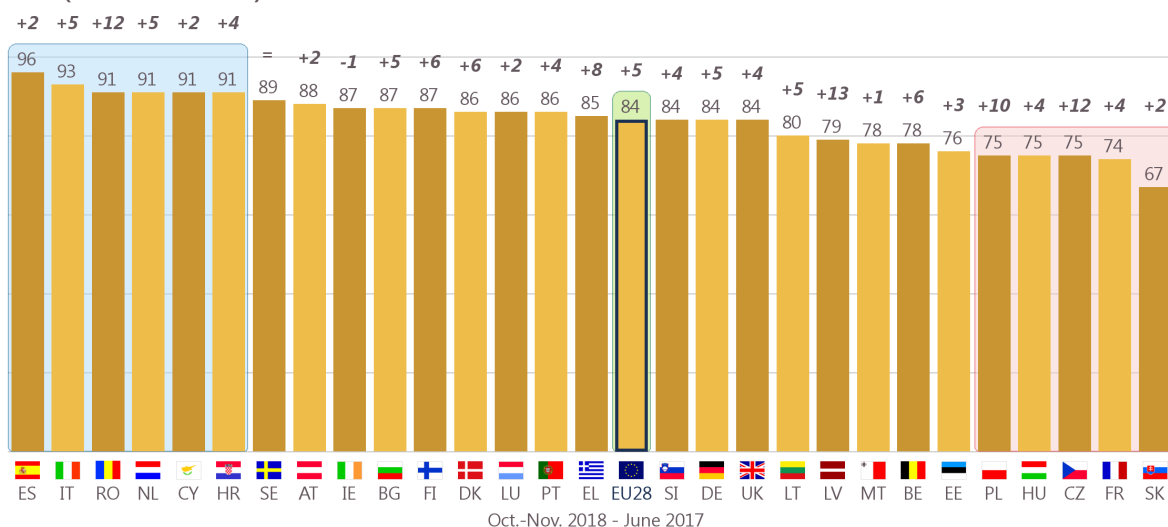
Base: respondents who use the Internet (N=22,466)

QD1. What devices do you use to access the Internet? (MULTIPLE ANSWERS POSSIBLE). Computer (desktop, laptop, netbook); Tablet; Smartphone; TV; Games console; Other (SPONTANEOUS); Don't know.

In all countries, at least two thirds of respondents mention **smartphones** as a means to access the Internet. Spain has the highest proportion of smartphone users, with nearly all of those polled (96%) using these devices to access the Internet. In Cyprus, Croatia, Netherlands, Romania (all 91%) and Italy (93%). In most countries at least three quarters of respondents access the Internet on smartphones with the exceptions being France (74%) and Slovakia (67%).

In 26 countries, the proportion of respondents who use a smartphone to access the Internet has increased since the last survey. The exceptions are Ireland, where this figure has decreased by one percentage point, and Sweden, where there has been no change. In most cases, the change is in single figures, but there have been more substantial increases in Latvia (+13 pp), Czechia (+12 pp) and Poland (+12 pp) and Slovakia (+10 pp).

QD1 What devices do you use to access the Internet? (MULTIPLE ANSWERS POSSIBLE)
(% - SMARTPHONE)

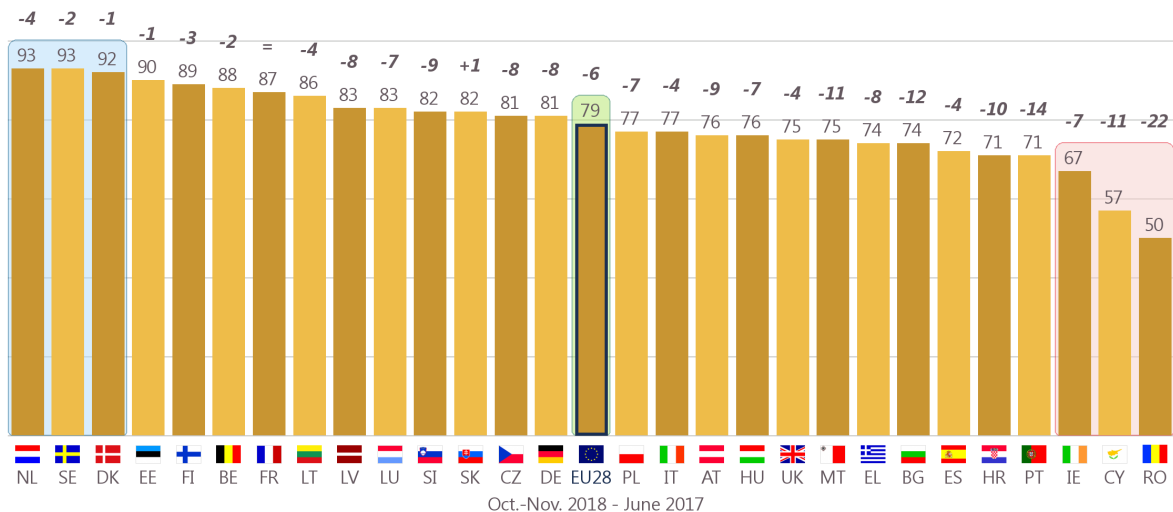


Base: respondents who use the Internet (N=22,466)

In 20 of the 28 Member States, at least three quarters of respondents use a **computer** to access the Internet, and in all cases, a majority of respondents do so. In Estonia (90%), Denmark (92%), Netherlands and Sweden (both 93%) at least nine in ten use a computer. By contrast, only half (50%) of those polled in Romania use a computer to access the Internet, as do less than six in ten (57%) of respondents in Cyprus.

The evolution since 2017 shows that in 26 countries the proportion of respondents who access the Internet this way has decreased, with the exception of Slovakia (+1 pp) and France (no change). The largest decrease occurred in Romania, where the proportion of respondents who mention computers has fallen by 22 percentage points. There have also been significant decreases in Portugal (-14 pp), Bulgaria (-12 pp), Cyprus (-11 pp) and Malta (-11 pp).

QD1 What devices do you use to access the Internet? (MULTIPLE ANSWERS POSSIBLE)
 (% - COMPUTER (DESKTOP OR PORTABLE COMPUTER))

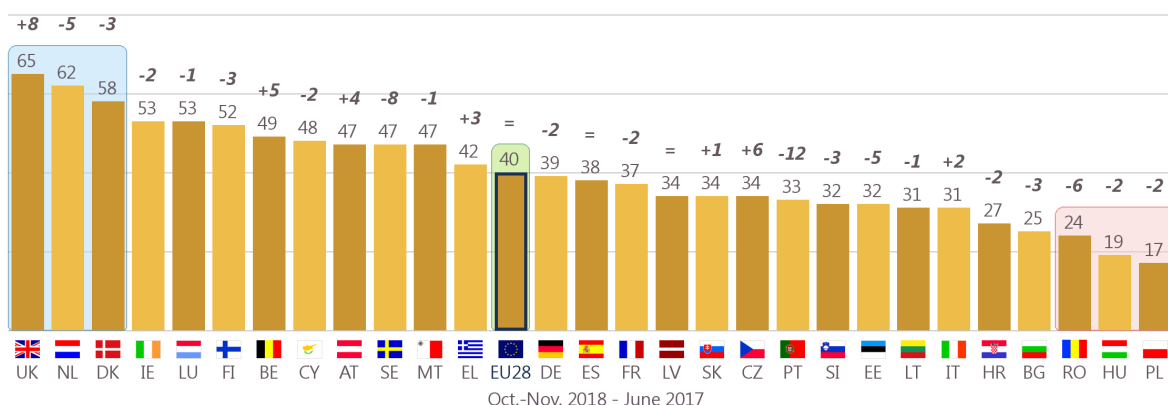


Base: respondents who use the Internet (N=22,466)

The widest variety of responses across Member States is found in the case of **tablet** usage. In the United Kingdom (65%) and the Netherlands (62%) over six in ten respondents mention using tablets to access the Internet, as do nearly six in ten (58%) of those polled in Denmark. In three other countries (Ireland, Luxembourg and Finland), at least half of those polled mention tablets, and in five countries (Belgium, Cyprus, Austria, Sweden and Malta) nearly half do. However, the proportion of tablet users is much lower in several countries of Central and Eastern Europe, with less than a fifth of respondents in Poland (17%) and Hungary (19%) mentioning this means of access.

In 19 countries there has been a decrease in the proportion of respondents who give this answer, while in seven countries there has been an increase. There has been no change in Spain and Latvia. In most cases the change is not especially large, although the proportion of those using a tablet has gone down by 12 percentage points in Portugal, and by eight percentage points in Sweden. It has increased by eight percentage points in the United Kingdom.

QD1 What devices do you use to access the Internet? (MULTIPLE ANSWERS POSSIBLE)
(% - TABLET)

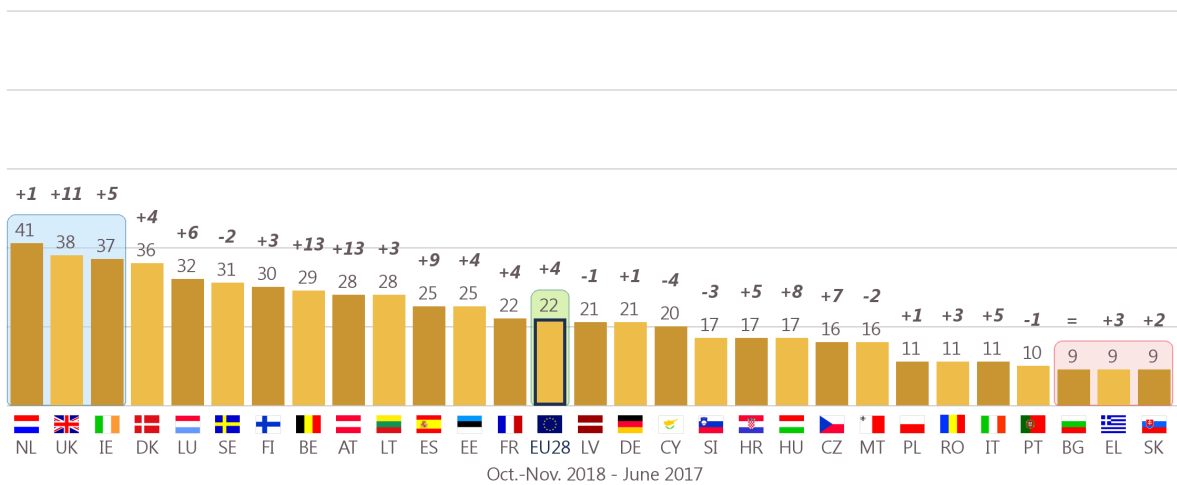


Base: respondents who use the Internet (N=22,466)

There are significant country-level differences in the proportions of respondents who use **television** to access the Internet. Over four in ten (41%) respondents in the Netherlands use this method of access, as do over a third in Denmark (36%), Ireland (37%) and the United Kingdom (38%). In most cases at least one in ten mention this means of access, with the exceptions being Bulgaria, Greece and Slovakia (9%) where just under one in ten do.

In 21 countries the proportion of respondents who access the Internet via the television has increased since the last survey, with the largest observed in Belgium (+13 pp), Austria (+13 pp) and the United Kingdom (+11 pp).

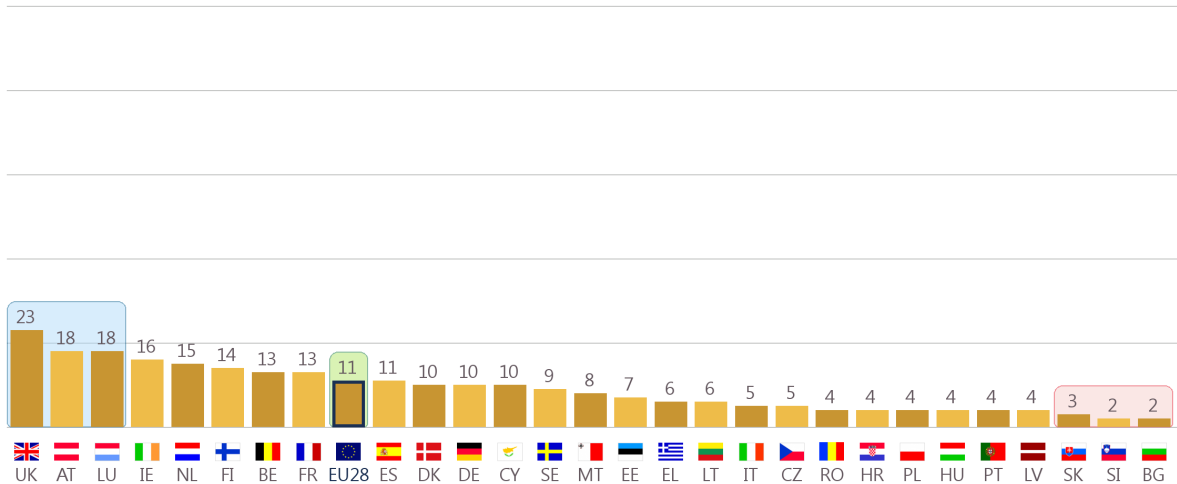
QD1 What devices do you use to access the Internet? (MULTIPLE ANSWERS POSSIBLE)
(% - TV)



Base: respondents who use the Internet (N=22,466)

In the United Kingdom, nearly a quarter of respondents access the Internet on **games consoles**. In 16 countries less than one in ten mention this form of access, with very few of those polled in Bulgaria (2%), Slovenia (2%) and Slovakia (3%) giving this answer.

QD1 What devices do you use to access the Internet? (MULTIPLE ANSWERS POSSIBLE)
(% - GAMES CONSOLE)








Base: respondents who use the Internet (N=22,466)

There are a few significant **socio-demographic** differences on this question, as follows:

- Older respondents are much less likely to use smartphones than those in other age groups. Nearly a third (65%) of those aged 55+ use a smartphone, compared with nearly all of those aged 15-24 (96%) and over nine in ten of those aged 25-39 (94%). Respondents aged 55+ are also less likely to access the Internet via the television (14%, compared with 30% of those aged 15-24) or games consoles (2% and 27% respectively).
- Respondents with higher levels of education are more likely to make use of a wider variety of modes of Internet access. For each type of device, the proportion of respondents is highest among those who finished their education at the age 20+ and lowest among those who left education at or before the age of 15, with the largest difference in the case of computers (86% and 65% respectively), and the smallest in the case of games consoles (10% and 6% respectively).
- Nearly nine in ten (89%) managers use computers to access the Internet, compared with less than a quarter (72%) of manual workers. While nearly six in ten (57%) managers use tablets, only just over a third (35%) of manual workers and less than a quarter (32%) of the unemployed do. Managers (31%) are also more likely than manual workers (22%) or the unemployed (21%) to use the television to access the Internet. There are only negligible differences in the case of smartphones, though.
- The conclusion that computers and tablets are more commonly used by the more affluent, while there is less of a difference in the case of smartphones, is supported by the socio-demographic breakdowns of subjective social class and the ease with which respondents can pay bills. Indeed among the more affluent over eight in ten (85%-92%) say they use a computer/laptop to access the Internet and more than half say they use a tablet (53%-69%) while among the working class respondents these proportions are, 69% and 38%.

QD1 What devices do you use to access the Internet? (MULTIPLE ANSWERS POSSIBLE)
(% - EU)

	Smartphone	Computer (desktop or portable computer)	Tablet	TV	Games console	Other (SPONTANEOUS)
EU28	84	79	40	22	11	0
 Age						
15-24	96	80	39	30	27	0
25-39	94	75	42	26	14	0
40-54	88	80	44	22	8	1
55 +	65	81	36	14	2	1
 Education (End of)						
15-	73	65	29	15	6	1
16-19	83	74	38	20	9	0
20+	86	86	46	25	10	0
Still studying	96	85	40	28	25	0
 Socio-professional category						
Self-employed	90	83	44	22	8	0
Managers	90	89	57	31	13	1
Other white collars	92	83	43	24	11	0
Manual workers	88	72	35	22	10	0
House persons	84	66	34	17	7	0
Unemployed	88	64	32	21	16	1
Retired	58	80	34	14	1	1
Students	96	85	40	28	25	0
 Difficulties paying bills						
Most of the time	85	63	28	18	9	0
From time to time	85	72	33	16	8	1
Almost never/ Never	84	83	44	25	12	0
 Consider belonging to						
The working class	81	69	38	19	11	0
The lower middle class	82	78	36	20	10	0
The middle class	86	82	41	23	11	1
The upper middle class	86	92	53	28	9	0
The upper class	93	85	69	51	16	0

Base: respondents who use the Internet (N=22,466)

3. Online activities

Respondents who access the Internet were asked to indicate, from a list of common online activities, which ones they engage in⁹. Although some of these activities are undertaken by the majority of respondents and others by less than a half, most have become more popular since the first survey conducted in May-June 2013.

- The most common activity online is sending and receiving emails, followed by reading news and using social networks -

The most popular online activity is **sending and receiving e-mails**, which is mentioned by eight in ten (80%) of those polled.

The Internet is becoming an increasingly popular source of news, with nearly seven in ten respondents (69%) mentioning *reading news* as one of their online activities. Over six in ten (62%) of respondents use the Internet to *access social networks*.

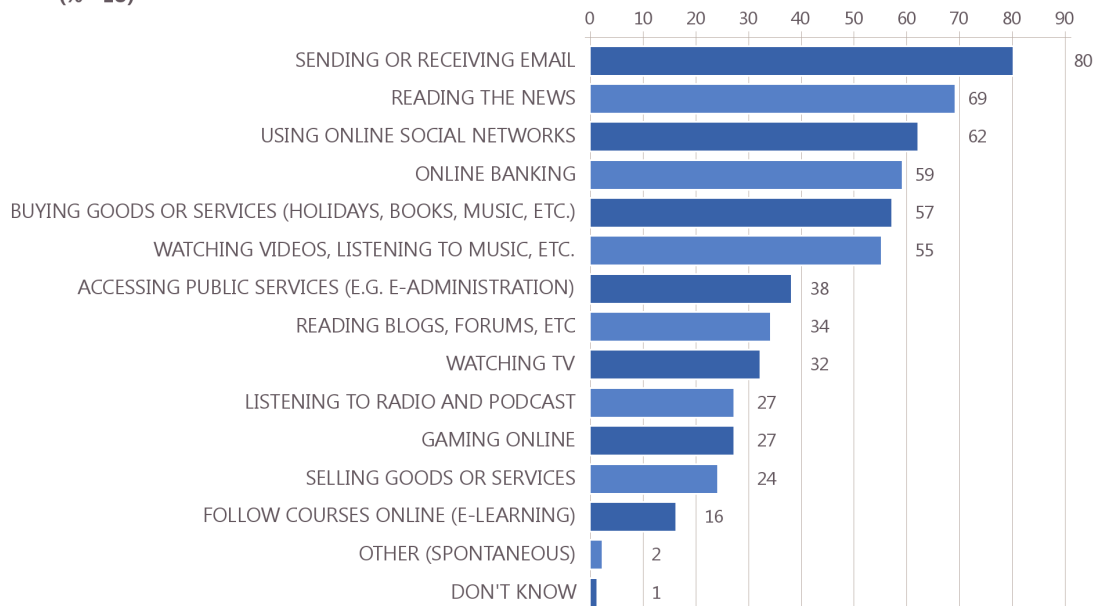
Slightly fewer respondents use the Internet for *online banking* (59%), *buying goods or services* (57%) or *watching videos and listening to music* (55%).

Other online activities are mentioned by only a minority of respondents. Around a third of respondents use the Internet to *watch TV* (32%) or to *read blogs and forums* (34%), while nearly four in ten (38%) use them to *access public services*.

Just over a quarter (27%) of respondents use the Internet to *play games or listen to radio and podcasts*, while just under a quarter (24%) use it to *sell goods and services*. The least likely online activity is *to follow courses online* which is mentioned by just 16% of respondents.

⁹ QD2. Which of the following activities do you do online? (MULTIPLE ANSWERS POSSIBLE) Online banking; Buying goods or services (holidays, books, music etc.); Selling goods or services; Using online social networks; Sending or receiving email; Reading the news; Gaming online; Watching TV; Reading blogs, forums etc.; Listening to radio and podcast; Accessing public services; Watching videos, listening to music etc; Follow courses online; Other (SPONTANEOUS); Don't know.

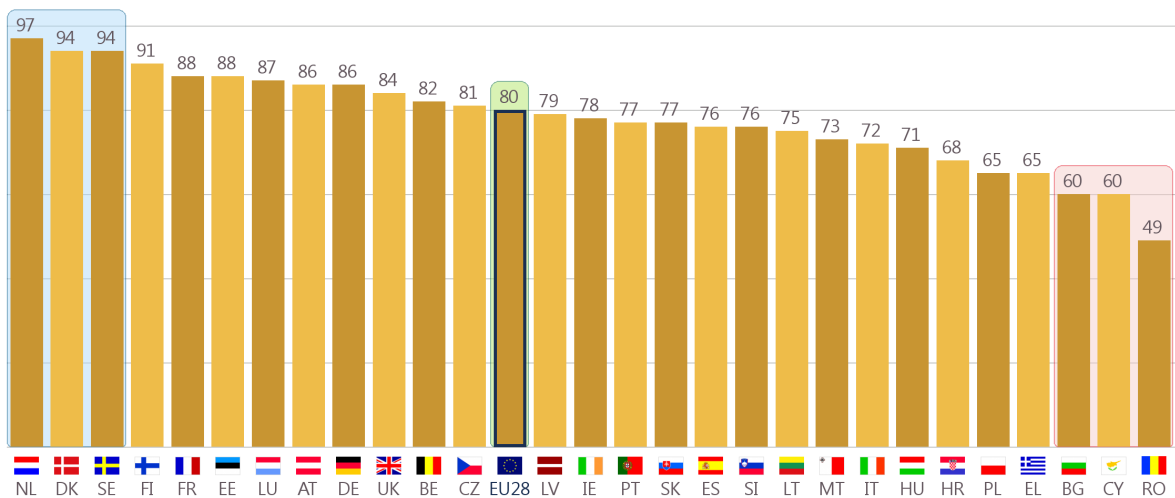
QD2 Which of the following activities do you do online? (MULTIPLE ANSWERS POSSIBLE)
(% - EU)



Base: respondents who use the Internet (N=22,466)

In all but one of the 28 Member States, a majority of respondents mention **sending or receiving email** as one of the activities they do online. The exception is Romania, where just under half (49%) give this answer. In the remaining countries, there are substantial differences. While only six in ten (60%) of those polled in Bulgaria and Cyprus give this answer, nearly all respondents (97%) in the Netherlands do so, as do just over nine in ten in, Denmark, Sweden (both 94%) and Finland (91%).

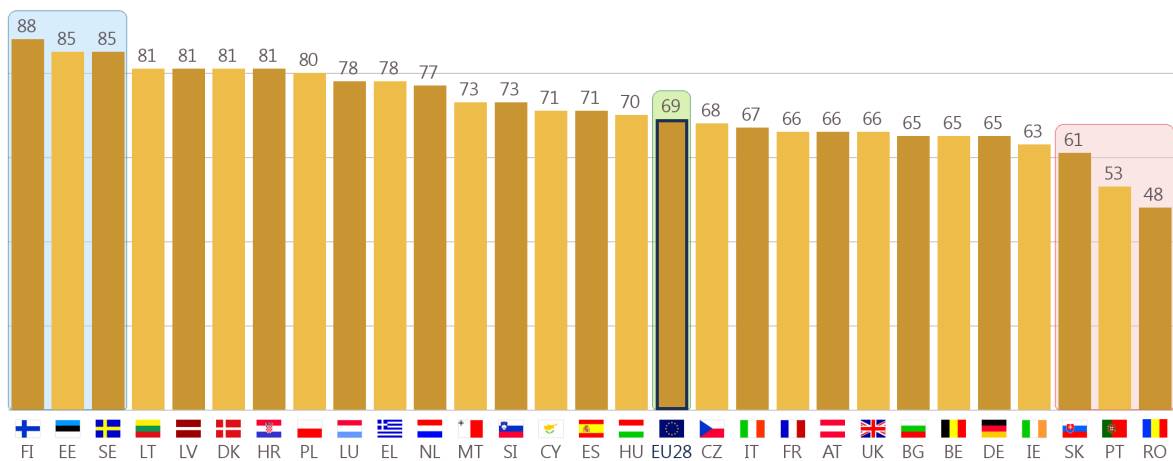
QD2 Which of the following activities do you do online? (MULTIPLE ANSWERS POSSIBLE)
(% - SENDING OR RECEIVING EMAIL)



Base: respondents who use the Internet (N=22,466)

In almost all countries at least six in ten respondents use the Internet to **read the news**. The exceptions are Portugal, where just over half (53%) give this answer, and Romania, where just under a half (48%) do. At the other end of the scale, nearly nine in ten of those polled in Finland (88%), followed by those surveyed in Estonia and Sweden (both 85%), use the Internet for this purpose.

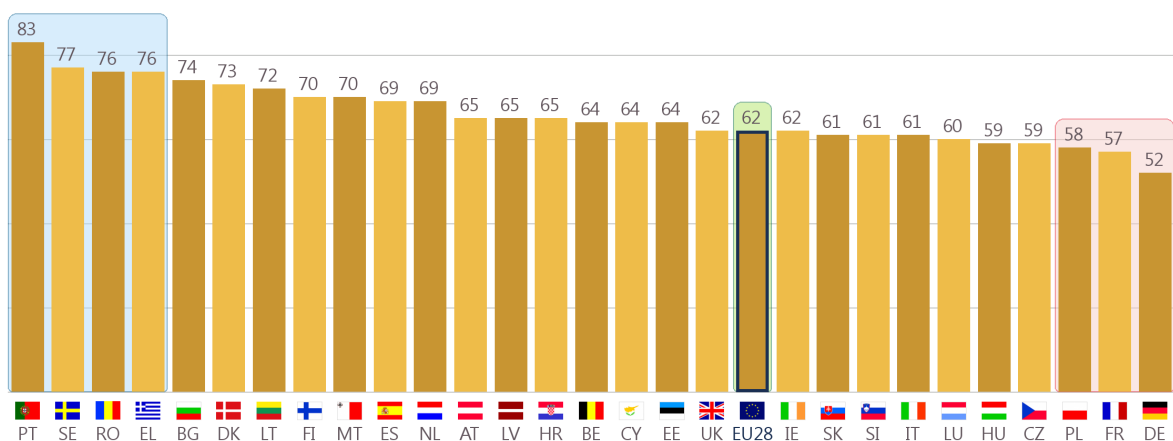
QD2 Which of the following activities do you do online? (MULTIPLE ANSWERS POSSIBLE)
(% - READING THE NEWS)



Base: respondents who use the Internet (N=22,466)

A majority of respondents in all countries use the Internet to **access social networks**, although there is significant variation. In Germany, just over half (52%) use the Internet for this purpose, compared with over three quarters of respondents in Greece (76%), Romania (76%) and Sweden (77%), and over eight in ten of those polled in Portugal (83%).

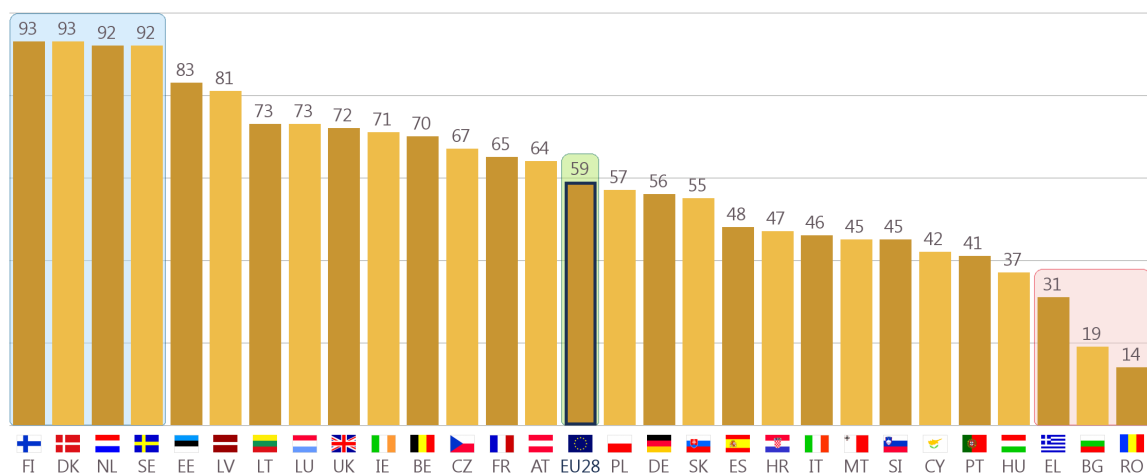
QD2 Which of the following activities do you do online? (MULTIPLE ANSWERS POSSIBLE)
(% - USING ONLINE SOCIAL NETWORKS)



Base: respondents who use the Internet (N=22,466)

There are very wide country differences in the case of **online banking**. In 17 of the 28 Member States a majority of respondents mention this form of online activity, but this ranges from less than six in ten in Slovakia (55%) and Germany (56%) to over nine in ten respondents in the Netherlands „and Sweden (both 92%), Denmark and Finland (both 93%). At the other end of the scale, less than a fifth of respondents in Romania (14%) and Bulgaria (19%) use Internet banking. In most cases, countries of Western Europe and Northern Europe have a higher proportion of respondents who do this online banking, but there are certain exceptions such as Latvia (81%) and Estonia (83%), where over eight in ten of respondents mention online banking.

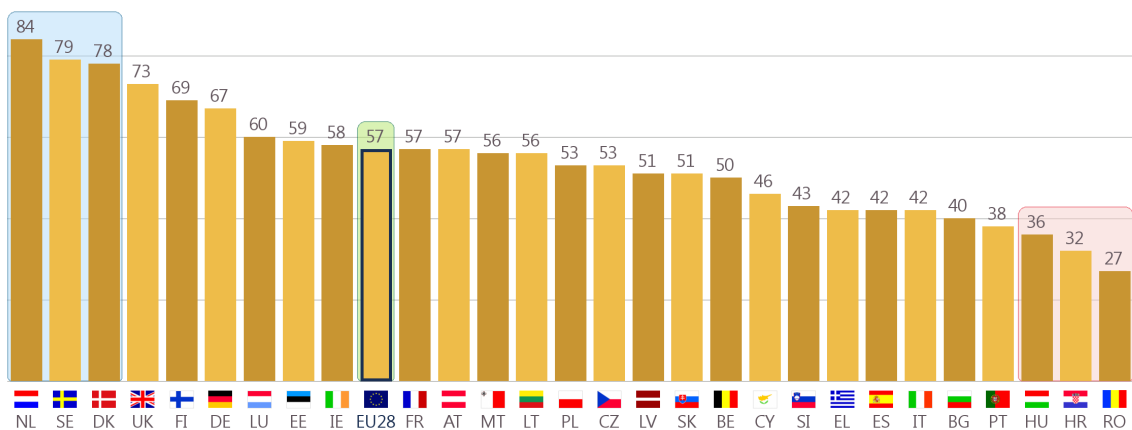
QD2 Which of the following activities do you do online? (MULTIPLE ANSWERS POSSIBLE)
(% - **ONLINE BANKING**)



Base: respondents who use the Internet (N=22,466)

There is also substantial variation in the case of **buying goods and services**. The proportions of respondents who mention this Internet activity range from less than three in ten (27%) of those polled in Romania to over eight in ten (84%) of respondents in the Netherlands. There is an approximate geographical divide on this question, with respondents in countries of Northern and Western Europe generally more likely to mention buying goods or services online than their counterparts in Central and Eastern Europe or Southern Europe.

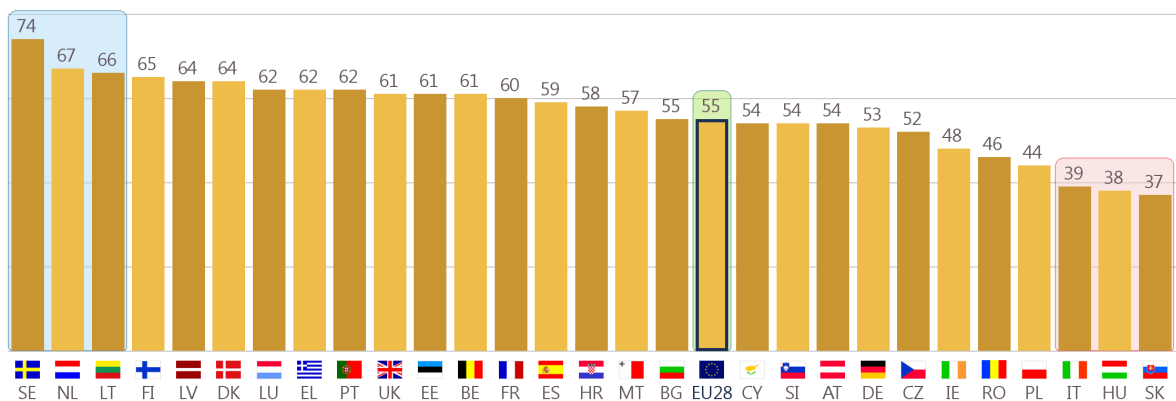
QD2 Which of the following activities do you do online? (MULTIPLE ANSWERS POSSIBLE)
 (% - **BUYING GOODS OR SERVICES (HOLIDAYS, BOOKS, MUSIC, ETC.)**)



Base: respondents who use the Internet (N=22,466)

In 22 of the 28 Member States, at least half of respondents use the Internet for **watching videos and listening to music**. However, this varies from just over half in Czechia (52%) and Germany (53%) to two thirds in Lithuania (66%) and the Netherlands (67%) and nearly three quarters (74%) of those polled in Sweden. In Slovakia (37%), Hungary (38%) and Italy (39%) less than four in ten give this answer.

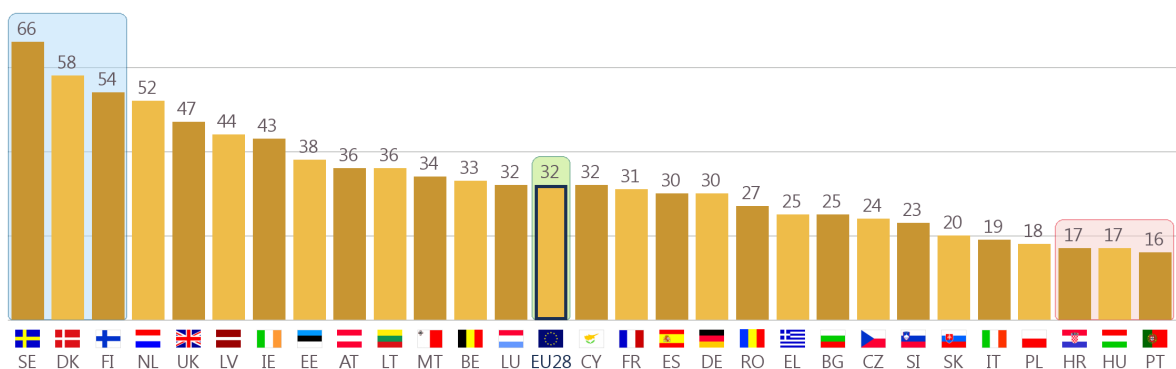
QD2 Which of the following activities do you do online? (MULTIPLE ANSWERS POSSIBLE)
(% - WATCHING VIDEOS, LISTENING TO MUSIC, ETC.)



Base: respondents who use the Internet (N=22,466)

In four countries a majority of respondents use the Internet to **watch TV**. Sweden stands out for the particularly high proportion of respondents who give this answer, with two thirds (66%) saying that they watch TV online. This is also a popular response in three other Northern European countries: Denmark (58%), Finland (54%) and the Netherlands (52%). Elsewhere, only a minority of respondents mention using the Internet to watch TV, but this varies from less than a fifth of those polled in Portugal (16%), Croatia and Hungary (both 17%) to nearly half of respondents in the United Kingdom (47%). Again, most of the countries with lower than average proportions of respondents who give this answer are located in Central and Eastern Europe or in Southern Europe.

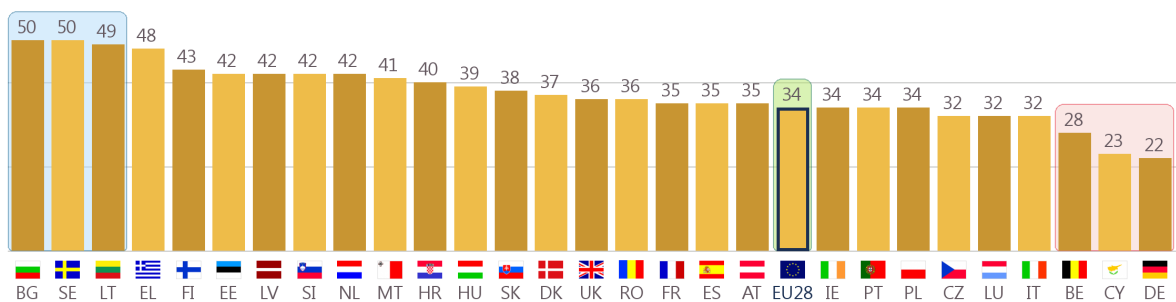
QD2 Which of the following activities do you do online? (MULTIPLE ANSWERS POSSIBLE)
(% - WATCHING TV)



Base: respondents who use the Internet (N=22,466)

In Bulgaria and Sweden half (both 50%) of respondents use the Internet for **reading blogs or forums**. In all other countries, only a minority of respondents do this, with ranges varying from nearly half of those polled in Greece (48%) and Lithuania (49%) to under a quarter of respondents in Germany (22%) and Cyprus (23%).

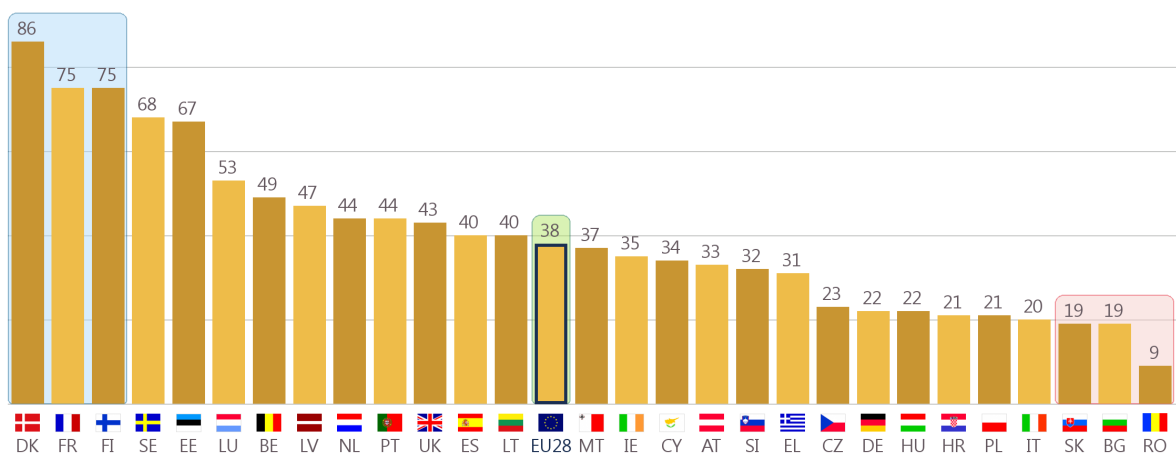
QD2 Which of the following activities do you do online? (MULTIPLE ANSWERS POSSIBLE)
 (% - READING BLOGS, FORUMS, ETC)



Base: respondents who use the Internet (N=22,466)

There are striking country-level differences in the proportions of respondents who use the Internet to **access public services**. In Denmark, nearly nine in ten (86%) respondents use the Internet for this purpose, as do three quarters of respondents in Finland and France (both 75%). However, in 22 of the 28 Member States only a minority of those polled give this answer, and in nine cases less than a quarter do, with the lowest proportion in Romania (9%).

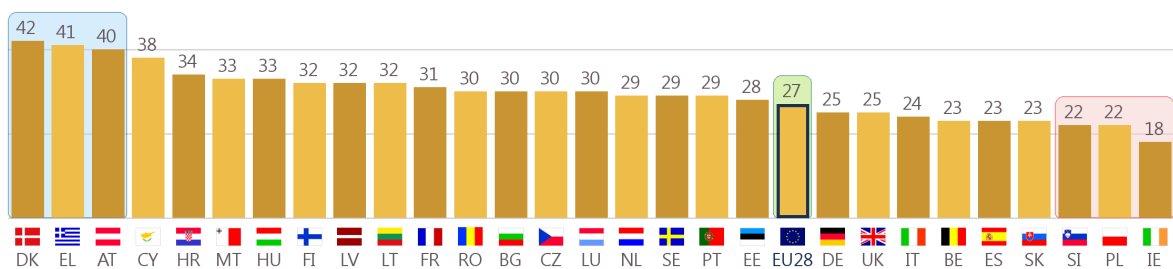
QD2 Which of the following activities do you do online? (MULTIPLE ANSWERS POSSIBLE)
 (% - ACCESSING PUBLIC SERVICES (E.G. E-ADMINISTRATION))



Base: respondents who use the Internet (N=22,466)

Gaming online is mentioned by only a minority of respondents in all countries, although there is significant variation. The highest proportions of respondents who mention this as a reason for going online are found in Denmark (42%), Greece (41%) and Austria (40%), at four in ten or more of those polled. By contrast, less than a fifth (18%) of respondents in Ireland mention online gaming.

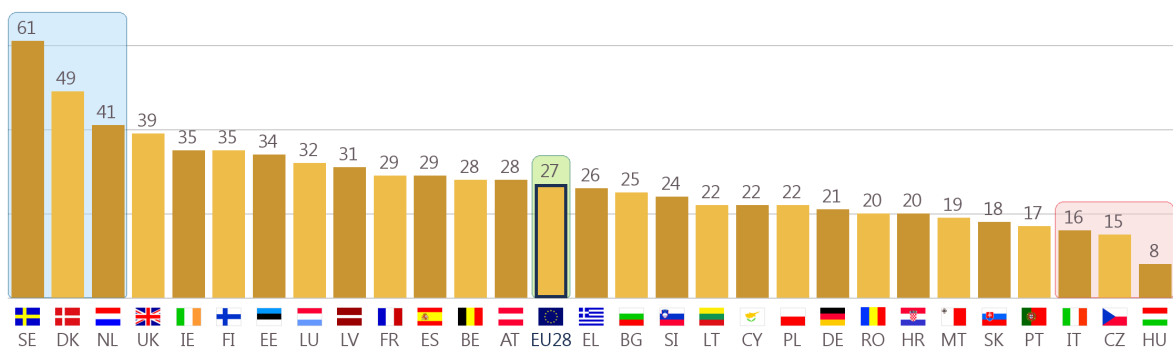
QD2 Which of the following activities do you do online? (MULTIPLE ANSWERS POSSIBLE)
(% - GAMING ONLINE)



Base: respondents who use the Internet (N=22,466)

In Sweden, over six in ten (61%) respondents use the Internet for **listening to radio or podcasts**. In all other countries only a minority do this, although in Denmark nearly half (49%) of the respondents reported doing so. In 21 of the 28 Member States less than a third of respondents give this answer, with Hungary (8%) standing out for a particularly low proportion of respondents who use the Internet for this purpose.

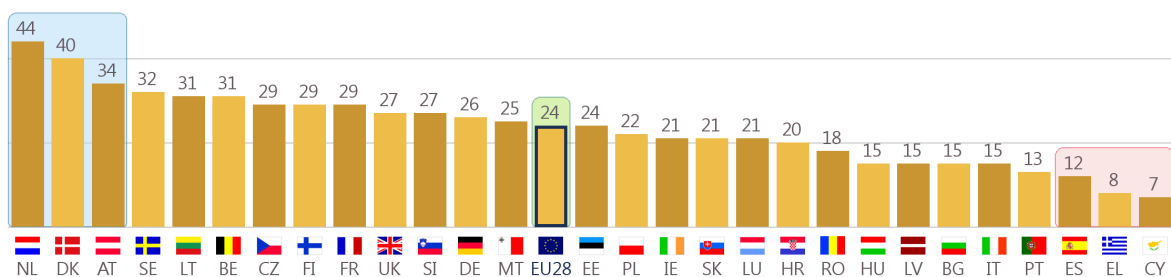
QD2 Which of the following activities do you do online? (MULTIPLE ANSWERS POSSIBLE)
(% - LISTENING TO RADIO AND PODCAST)



Base: respondents who use the Internet (N=22,466)

In all countries only a minority of respondents use the Internet for the purpose of **selling goods and services**, and in all but three countries less than a third do. The largest proportions of respondents who use the Internet for this purpose are found in Denmark (40%) and the Netherlands (44%). In nine countries, less than a fifth give this answer, with the lowest proportions being in Cyprus (7%) and Greece (8%).

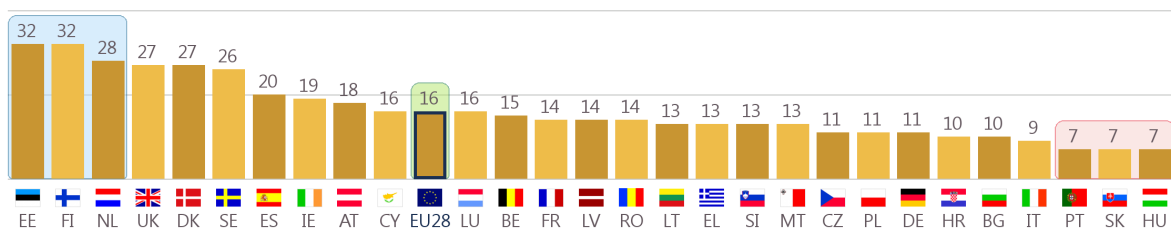
QD2 Which of the following activities do you do online? (MULTIPLE ANSWERS POSSIBLE)
 (% - SELLING GOODS OR SERVICES)



Base: respondents who use the Internet (N=22,466)

In all countries no more than a third of respondents use the Internet for **following courses online**. However, there are some significant differences between countries on this question. In Hungary, Portugal, Slovakia (all 7%) and Italy (9%) less than one in ten give this response, compared with nearly two thirds in Estonia and Finland (both 32%).

QD2 Which of the following activities do you do online? (MULTIPLE ANSWERS POSSIBLE)
 (% - FOLLOW COURSES ONLINE (E-LEARNING))



Base: respondents who use the Internet (N=22,466)

In 18 of the 28 Member States, the largest proportion of respondents mention sending or receiving mail. In all countries, this is at least the third most frequently mentioned activity. Reading the news is the most popular activity in seven countries, and is among the three most popular activities in all but four countries.

In Bulgaria, Portugal and Romania using social networks is the most popular online activity. This is the second most popular activity in a further four countries, and the third most popular in eight. In Finland and Latvia, the most popular online activity is online banking, which is the second most popular activity in five countries, and the third most popular in six.

The remaining activities are less popular: in Germany and the United Kingdom, the second most popular activity is buying goods or services, while accessing public services is the second most frequently chosen activity in France. Watching videos is the third most frequently chosen activity in Portugal and Malta.

QD2 Which of the following activities do you do online? (MULTIPLE ANSWERS POSSIBLE)
(%)

		Sending or receiving email	Reading the news	Using online social networks	Online banking	Buying goods or services (holidays, books, music, etc.)	Watching videos, listening to music, etc.	Accessing public services (e.g. e-Administration)	Reading blogs, forums, etc	Watching TV	Listening to radio and podcast	Gaming online	Selling goods or services	Follow courses online (e-Learning)	Other (SPONTANEOUS)	Don't know
EU28		80	69	62	59	57	55	38	34	32	27	27	24	16	2	1
BE		82	65	64	70	50	61	49	28	33	28	23	31	15	2	0
BG		60	65	74	19	40	55	19	50	25	25	30	15	10	2	2
CZ		81	68	59	67	53	52	23	32	24	15	30	29	11	1	0
DK		94	81	73	93	78	64	86	37	58	49	42	40	27	2	0
DE		86	65	52	56	67	53	22	22	30	21	25	26	11	1	2
EE		88	85	64	83	59	61	67	42	38	34	28	24	32	1	1
IE		78	63	62	71	58	48	35	34	43	35	18	21	19	1	0
EL		65	78	76	31	42	62	31	48	25	26	41	8	13	3	0
ES		76	71	69	48	42	59	40	35	30	29	23	12	20	5	0
FR		88	66	57	65	57	60	75	35	31	29	31	29	14	3	0
HR		68	81	65	47	32	58	21	40	17	20	34	20	10	2	0
IT		72	67	61	46	42	39	20	32	19	16	24	15	9	2	1
CY		60	71	64	42	46	54	34	23	32	22	38	7	16	1	0
LV		79	81	65	81	51	64	47	42	44	31	32	15	14	4	0
LT		75	81	72	73	56	66	40	49	36	22	32	31	13	2	0
LU		87	78	60	73	60	62	53	32	32	32	30	21	16	2	1
HU		71	70	59	37	36	38	22	39	17	8	33	15	7	1	0
MT		73	73	70	45	56	57	37	41	34	19	33	25	13	3	0
NL		97	77	69	92	84	67	44	42	52	41	29	44	28	1	0
AT		86	66	65	64	57	54	33	35	36	28	40	34	18	6	1
PL		65	80	58	57	53	44	21	34	18	22	22	22	11	1	0
PT		77	53	83	41	38	62	44	34	16	17	29	13	7	3	0
RO		49	48	76	14	27	46	9	36	27	20	30	18	14	2	2
SI		76	73	61	45	43	54	32	42	23	24	22	27	13	3	0
SK		77	61	61	55	51	37	19	38	20	18	23	21	7	3	2
FI		91	88	70	93	69	65	75	43	54	35	32	29	32	1	0
SE		94	85	77	92	79	74	68	50	66	61	29	32	26	2	0
UK		84	66	62	72	73	61	43	36	47	39	25	27	27	2	1

1st MOST FREQUENTLY MENTIONED ITEM

2nd MOST FREQUENTLY MENTIONED ITEM






3rd MOST FREQUENTLY MENTIONED ITEM

Base: respondents who use the Internet (N=22,466)

As in the case of Internet access overall, the most significant **socio-demographic** differences on this question depend on the age, level of education, and occupational and socio-economic status of the respondent.

- There are some significant differences between age groups. Online banking is significantly more popular with respondents aged between 25 and 39 (66%) or between 40 and 54 (64%) than it is with respondents aged between 15 and 24 (50%) or 55 and over (52%). While six in ten (60%) respondents in the youngest age group use the Internet for buying goods and services, less than half (47%) of those aged 55 or more do so. Similarly, less than a fifth (15%) of those aged 55+ use the Internet for selling goods or services, compared with a quarter (25-30%) or more in younger age groups. There is a very significant difference in the case of social networks: over eight in ten (83%) of those aged between 15 and 24 mention this Internet activity, compared with less than four in ten (39%) of respondents aged 55 or more. The difference is similar in the case of watching videos and listening to music: eight in ten (80%) of the youngest respondents use the Internet for this, compared with less than a third (31%) of the oldest respondents. There are also significant differences between the youngest and oldest age cohorts in the case of playing games (50%; 13%), reading blogs and forums (46%; 21%), watching TV (45%; 19%), listening to radio and podcasts (34%; 17%) and following courses online (24%; 7%).
- There are substantial differences between educational groups. Those who finished their education at the age of 20 or more are more likely than those who finished their education aged 15 or less to use the Internet for: online banking (73%; 35%), buying goods or services (67%; 35%), selling goods or services (29%; 11%), using online social networks (63%; 48%); sending or receiving email (88%; 60%), reading the news (77%; 56%), watching TV (36%; 17%), reading blogs and forums (40%; 19%), listening to radio and podcasts (35%; 16%), accessing public services (52%; 21%), watching videos and listening to music (59%; 34%) and following courses online (20%; 8%). The only activity where there is no significant difference between educational groups is gaming online.
- There are also significant differences between occupational groups, with those between managers and manual workers the most persistent and significant. Managers are more likely than manual workers to use the Internet for: online banking (81%, compared with 52%), buying goods or services (74%; 53%), selling goods or services (37%; 23%), sending or receiving email (90%; 76%), reading news (79%; 65%), watching TV (42%; 30%), reading blogs and forums (40%; 30%); listening to radio and podcasts (39%; 24%); accessing public services (55%; 34%), watching videos and listening to music (62%; 55%), and following courses online (28%; 12%). However, there are no significant differences in the cases of using online social networks or gaming online.
- As in the previous survey, these differences are broadly replicated in the case of subjective class and ease of paying bills, indicating a set of differences based not only on occupational experiences but also on broader socio-economic circumstances.

QD2 Which of the following activities do you do online? (MULTIPLE ANSWERS POSSIBLE)
(% - EU)

	Sending or receiving email	Reading the news	Using online social networks	Online banking	Buying goods or services (holidays, books, music, etc.)	Watching videos, listening to music, etc.	Accessing public services (e.g. e-Administration)	Reading blogs, forums, etc	Watching TV	Gaming online	Listening to radio and podcast	Selling goods or services	Follow courses online (e-Learning)	Other (SPONTANEOUS)	Don't know
EU28	80	69	62	59	57	55	38	34	32	27	27	24	16	2	1
 Age															
15-24	79	65	83	50	60	80	32	46	45	50	34	26	24	2	0
25-39	82	72	74	66	64	65	41	41	38	33	33	30	20	1	1
40-54	82	71	61	64	58	53	41	32	30	22	27	25	16	2	1
55 +	77	65	39	52	47	31	35	21	19	13	17	15	7	4	1
 Education (End of)															
15-	60	56	48	35	35	34	21	19	17	20	16	11	8	6	1
16-19	78	65	59	55	53	48	31	27	27	25	21	22	11	2	1
20+	88	77	63	73	67	59	52	40	36	23	35	29	20	2	0
Still studying	81	68	83	47	61	82	32	48	46	49	35	25	28	1	0
 Socio-professional category															
Self-employed	85	73	63	71	59	51	41	37	28	22	28	28	15	3	0
Managers	90	79	63	81	74	62	55	40	42	24	39	37	28	1	1
Other white collars	84	73	67	68	64	57	41	40	34	27	31	28	18	1	1
Manual workers	76	65	64	52	53	55	34	30	30	27	24	23	12	2	1
House persons	66	59	69	47	49	48	27	27	25	27	17	17	5	2	1
Unemployed	75	64	68	50	46	63	32	30	31	39	26	20	13	2	1
Retired	75	63	35	50	44	29	33	19	19	14	15	12	5	4	1
Students	81	68	83	47	61	82	32	48	46	49	35	25	28	1	0
 Difficulties paying bills															
Most of the time	69	56	64	49	45	55	41	32	26	32	21	21	12	3	0
From time to time	71	65	63	49	45	51	32	33	27	30	24	22	11	2	1
Almost never/ Never	84	71	61	64	62	56	40	34	34	25	29	25	17	2	1
 Consider belonging to															
The working class	73	61	61	50	47	51	31	28	27	29	24	19	12	3	1
The lower middle class	78	68	61	55	55	54	37	33	29	29	25	21	15	2	0
The middle class	82	70	62	62	58	55	39	35	33	25	28	26	16	2	1
The upper middle class	89	80	59	75	74	58	53	39	41	24	38	33	22	1	1
The upper class	87	83	70	79	71	58	55	47	42	21	36	30	22	4	0

Base: respondents who use the Internet (N=22,466)

II. CONCERNS ABOUT INTERNET INTERACTIONS

1. Concerns

Respondents who use the Internet were asked if they had any concerns about the security of their Internet transactions.¹⁰ While nearly a fifth (19%) of respondents have no such concerns, most mention being anxious about at least one of the listed answer options.

- Misuse of personal data and the security of online payments continue to be the most significant concerns of Internet users -

More than four in ten (43%) respondents are concerned about the possibility that their *data might be misused* by a third party. This figure is slightly smaller (-2 pp) than 2017, but larger than the number in May-June 2013 (+6 pp).

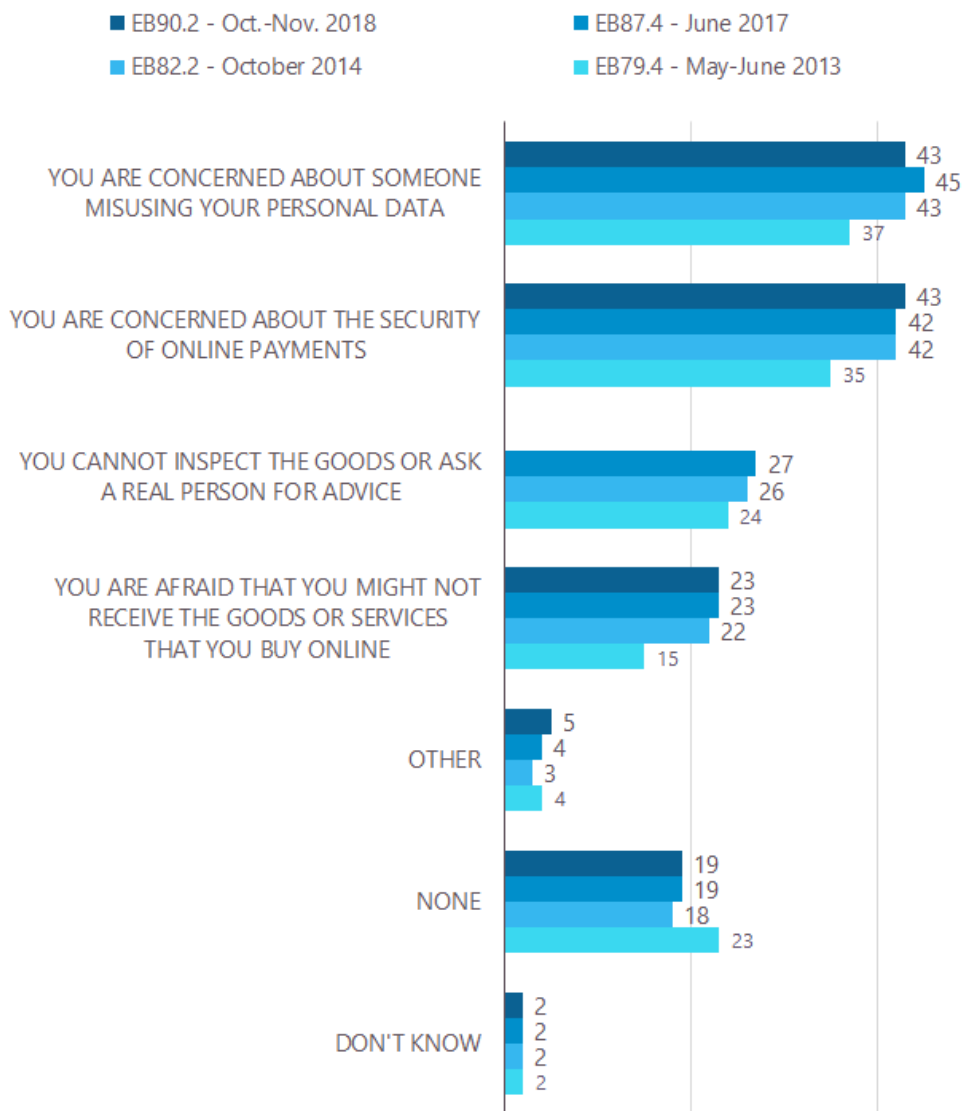
The same proportion (43%) are concerned about the *security of online payments*, a figure which has remained stable over the last three surveys (2015-2017) but has increased by eight points compared to 2013.

Other responses are mentioned by fewer respondents. Just under a quarter (24%) say that they are concerned that when using the Internet they *cannot inspect the goods or ask a real person for advice*, and a similar proportion (23%) are *afraid that they might not receive the goods or services they purchase*. Only one in twenty (5%) mention other concerns.

The proportion of respondents concerned that they cannot inspect goods or ask a real person for advice has increased only slightly since 2013 (+3 pp), while the proportion afraid that they might not receive goods has increased by eight points since 2013.

¹⁰ QD3. What concerns do you have, if any, about using the Internet for things like online banking or buying things online? (MULTIPLE ANSWERS POSSIBLE) You cannot inspect the goods or ask a real person for advice; You are concerned about the security of online payments; You are concerned about someone misusing your personal data; You are afraid that you might not receive the goods or services that you buy online; Other; None; Don't know.

QD3 What concerns do you have, if any, about using the Internet for activities such as online banking or buying goods and services online? (MULTIPLE ANSWERS POSSIBLE)
 (% - EU)

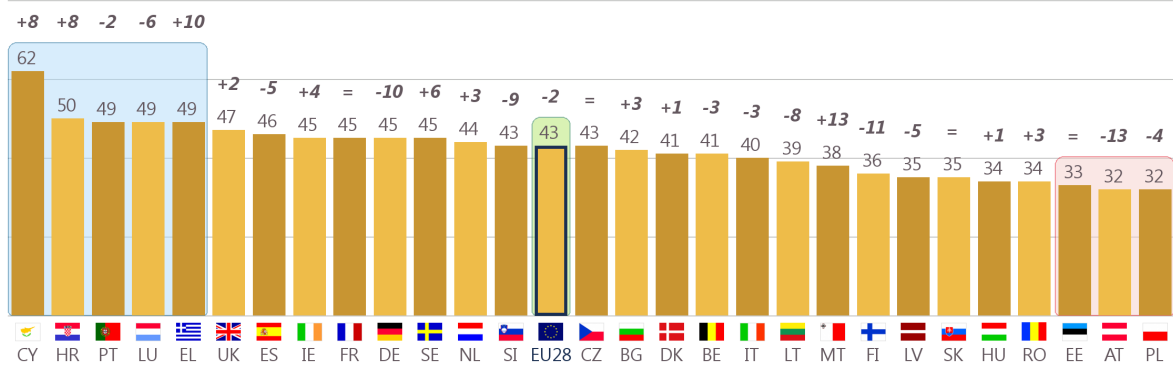


Base: respondents who use the Internet (N=22,466)

In most countries, only a minority of respondents are concerned about the potential **misuse of their personal data**. This ranges from just under a third of respondents in Austria and Poland (both 32%) to nearly half of the respondents in Greece, Lithuania and Portugal (all 49%). In Croatia half (50%) of those polled are concerned about their personal data being misused, and in Cyprus over six in ten (62%) express this concern.

The proportion of respondents who are concerned about someone misusing their personal data has risen by 13 percentage points in Malta and by 10 points in Greece. It has decreased by 13 points in Austria, by 11 points in Finland, and by 10 points in Germany.

QD3 What concerns do you have, if any, about using the Internet for activities such as online banking or buying goods and services online? (MULTIPLE ANSWERS POSSIBLE)
 (% - YOU ARE CONCERNED ABOUT SOMEONE MISUSING YOUR PERSONAL DATA)



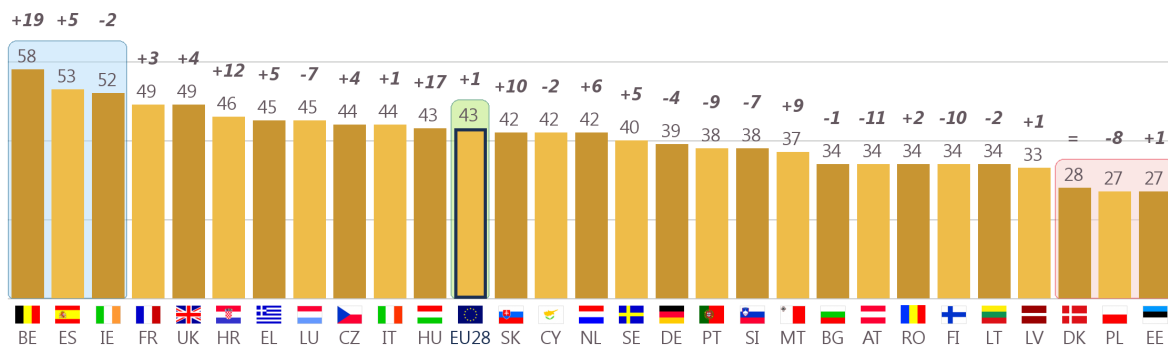
Oct.-Nov. 2018 - June 2017

Base: respondents who use the Internet (N=22,466)

There is a similar spread of responses when it comes to the **security of online payments**. While over half of respondents in Ireland (52%) and Spain (53%) mention this concern, and nearly six in ten (58%) of those polled in Belgium, in all other cases only a minority register concern about online payments, ranging from just over a quarter of respondents in Estonia and Poland (both 27%) to nearly half of those polled in France and the United Kingdom (both 49%).

In 16 of the 28 Member States, the proportion of respondents who are concerned about the security of online payments has increased since the June 2017 survey, with particularly large changes in Belgium (+19 pp) and Hungary (+17 pp). On the other hand, over the same period the proportion of respondents with this concern has declined significantly in Austria (-11 pp) and Finland (-10 pp).

QD3 What concerns do you have, if any, about using the Internet for activities such as online banking or buying goods and services online? (MULTIPLE ANSWERS POSSIBLE)
 (% - YOU ARE CONCERNED ABOUT THE SECURITY OF ONLINE PAYMENTS)



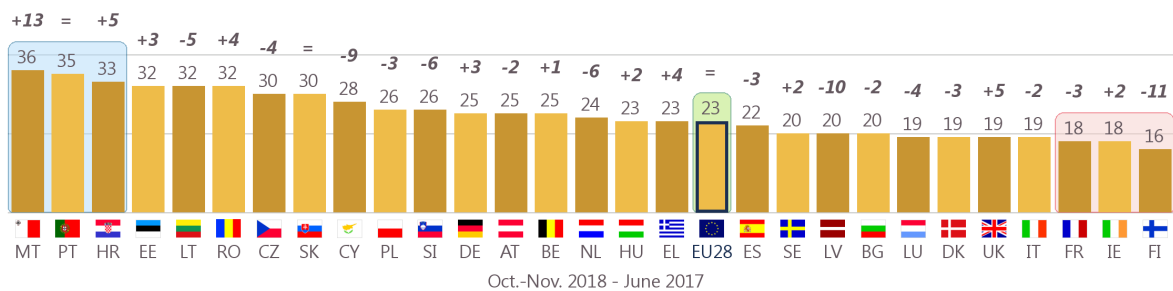
Oct.-Nov. 2018 - June 2017

Base: respondents who use the Internet (N=22,466)

Among those who express the concern that they might **not receive goods they have ordered online**, in most cases, under a third of respondents give this answer, the exceptions being Portugal (35%) and Malta (36%). In seven countries, under a fifth of respondents express this concern, with the lowest level seen in Finland (16%).

In most countries there have been moderate changes in the proportion of respondents who are afraid that they might not receive the goods and services that they buy online, although in Malta the proportion has risen by 13 percentage points and in Finland it has decreased by 11 points.

QD3 What concerns do you have, if any, about using the Internet for activities such as online banking or buying goods and services online? (MULTIPLE ANSWERS POSSIBLE)
 (% - YOU ARE AFRAID THAT YOU MIGHT NOT RECEIVE THE GOODS OR SERVICES THAT YOU BUY ONLINE)

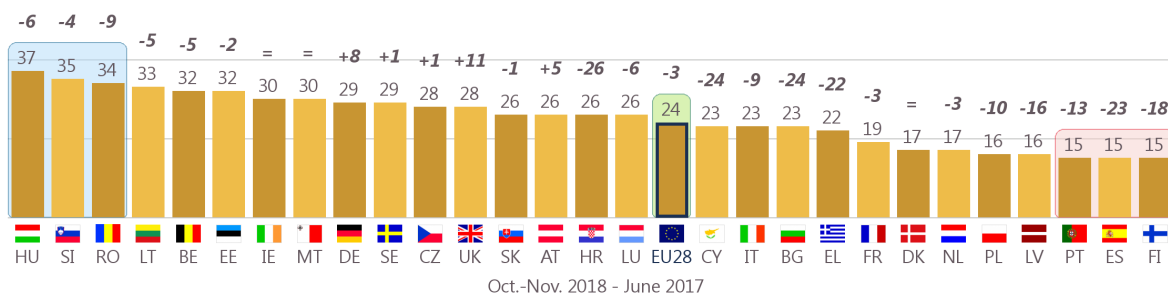


Base: respondents who use the Internet (N=22,466)

There are also significant differences in the level of concern at the **impersonality of online transactions**, although in all cases only a minority express concern. In Romania (34%), Slovenia (35%) and Hungary (37%) over a third of those polled say that they prefer to buy goods and services or to do banking in person so they can inspect the product themselves or consult with a real person. Elsewhere, less than a third mention this concern, with the fewest doing so in Spain, Finland and Portugal (all 15%).

In 20 countries the proportion of respondents who are concerned about being unable to inspect the goods they have purchased or ask a real person for advice has declined since the last survey. In a number of countries, this change is significant, with the largest decreases seen in Greece (-22 pp), Spain (-23 pp), Bulgaria (-24 pp), Cyprus (-24 pp) and Croatia (-26 pp). There are no comparable increases, with the largest positive change in Germany (+8 pp).

QD3 What concerns do you have, if any, about using the Internet for activities such as online banking or buying goods and services online? (MULTIPLE ANSWERS POSSIBLE)
 (% - YOU CANNOT INSPECT THE GOODS OR ASK A REAL PERSON FOR ADVICE)



Base: respondents who use the Internet (N=22,466)

There has been only moderate change in the proportion of respondents who mention other concerns about Internet use or say that they have no concerns, although in the latter case the proportion of respondents in the United Kingdom giving this answer has fallen by 12 percentage points.

Few respondents mention other, unspecified concerns, although in the Netherlands over one in ten (12%) give this answer.

In ten countries, concern about the security of online payments is the most mentioned issue. It is the second most mentioned worry in 15 countries, and the third most mentioned in two Member States. Concern about someone misusing their personal data is also one of the three most mentioned issues by respondents in each country: it is the most mentioned in 17 countries, the second most mentioned in nine and the third most mentioned in one (Hungary).

Romania is the only country where being unable to inspect the goods or ask a real person for advice is the most mentioned issue – along with concerns about the security of online payments or someone misusing their personal data (all 34%). Being unable to inspect the goods or ask advice is the second most mentioned worry in Estonia and Hungary, and the third most mentioned in 12 countries.

Being afraid they may not receive the goods or services they buy online is the second most mentioned concern in Estonia (along with one other item) and Romania, and the third most mentioned in a further 10 Member States.

Finally, it is worth noting that in four countries “none” is one of the three most mentioned options: Denmark (second most mentioned), and third most mentioned in Finland, Latvia, and Romania.

QD3 What concerns do you have, if any, about using the Internet for activities such as online banking or buying goods and services online? (MULTIPLE ANSWERS POSSIBLE)
(%)

		You are concerned about the security of online payments	You are concerned about someone misusing your personal data	You cannot inspect the goods or ask a real person for advice	You are afraid that you might not receive the goods or services that you buy online	Other	None	Don't know
EU28		43	43	24	23	5	19	2
BE		58	41	32	25	4	8	0
BG		34	42	23	20	3	20	7
CZ		44	43	28	30	2	13	5
DK		28	41	17	19	8	33	1
DE		39	45	29	25	2	26	3
EE		27	33	32	32	6	26	4
IE		52	45	30	18	3	12	1
EL		45	49	22	23	7	19	1
ES		53	46	15	22	4	17	1
FR		49	45	19	18	5	17	1
HR		46	50	26	33	4	14	3
IT		44	40	23	19	4	17	1
CY		42	62	23	28	2	15	1
LV		33	35	16	20	8	30	1
LT		34	39	33	32	6	22	0
LU		45	49	26	19	9	15	3
HU		43	34	37	23	3	17	1
MT		37	38	30	36	5	23	4
NL		42	44	17	24	12	16	1
AT		34	32	26	25	7	24	2
PL		27	32	16	26	3	22	8
PT		38	49	15	35	2	20	2
RO		34	34	34	32	9	17	5
SI		38	43	35	26	5	25	1
SK		42	35	26	30	7	15	6
FI		34	36	15	16	8	31	2
SE		40	45	29	20	8	23	1
UK		49	47	28	19	5	15	1
		1st MOST FREQUENTLY MENTIONED ITEM						
		2nd MOST FREQUENTLY MENTIONED ITEM						
		3rd MOST FREQUENTLY MENTIONED ITEM						

Base: respondents who use the Internet (N=22,466)




There are some **socio-demographic** differences on this question, although none are of an especially large magnitude.

- The impact of age differs, but not by a large amount. Older respondents are more concerned about the security of online transactions, with nearly half (45%) of those aged 55 or more mentioning this concern, compared with less than four in ten (36%) of those aged between 15 and 24. On the other hand, young respondents (25%) are more likely than the oldest cohort (20%) to be concerned that they might not receive goods ordered online. However, younger people are less concerned than those in older age groups about the prospect of someone misusing their personal data (37%, compared with 41-46%).
- Level of education is relevant only in the case of misuse of personal data: just over four in ten (41%) of those who finished their education at the age of 15 or less express concern about this, compared with 46% of respondents who finished their education at the age of 20 or more.
- The self-employed (46%), managers and other white collar workers (both 45%) are more likely than manual workers or the unemployed (both 40%) to be concerned about potential misuse of personal data.

QD3 What concerns do you have, if any, about using the Internet for activities such as online banking or buying goods and services online?

(DO NOT SHOW SCREEN - DO NOT READ OUT - MULTIPLE ANSWERS POSSIBLE)

(% - EU)

	You are concerned about the security of online payments	You are concerned about someone misusing your personal data	You cannot inspect the goods or ask a real person for advice	You are afraid that you might not receive the goods or services that you buy online	Other	None	Don't know
EU28	43	43	24	23	5	19	2
 Age							
15-24	36	37	23	25	6	20	3
25-39	41	41	23	24	4	19	3
40-54	47	46	25	23	5	17	1
55 +	45	44	24	20	5	21	2
 Education (End of)							
15-	44	41	22	21	6	19	3
16-19	45	42	25	24	4	18	3
20+	43	46	23	21	5	19	1
Still studying	37	38	22	23	6	21	4
 Socio-professional category							
Self-employed	45	46	24	22	4	16	2
Managers	43	45	26	21	4	18	1
Other white collars	46	45	25	24	4	16	1
Manual workers	43	40	23	24	5	18	3
House persons	43	40	22	25	4	21	2
Unemployed	44	40	22	25	5	22	2
Retired	45	45	24	19	5	22	3
Students	37	38	22	23	6	21	4

Base: respondents who use the Internet (N=22,466)

2. Impact on behaviour

Respondents who use the Internet were asked whether they had changed their online behaviour in any way during the last three years as a result of concerns about security and privacy¹¹. We compare these results with those given in the October 2014 survey.

- Most Europeans have changed their online behaviour in one or more ways during the last three years -

Although none of these actions have been undertaken by a majority of respondents, nearly half of those polled have *installed anti-virus software* (47%, down 14 pp since 2014 but stable compared to 2013) and *no longer open e-mails from people they do not know* (45%; -4 pp since 2014, but +5 pp since 2013).

Over a third of respondents have become less likely to *give out personal information on websites* (37%; stable since 2014 and +3 pp since 2013) or *use only their own computer* (34%; -4 pp since 2014 but up 8 pp since 2013). Slightly fewer *only use websites they know and trust* (32%; -4 pp since 2014 but comparable to 2013), *use different passwords for different sites* (29%; -2 pp compared to 2014 and +5 pp since 2013) or *use more complex passwords than in the past* (27%)¹².

Around a fifth of those polled *regularly change their passwords* (21%; -6 pp since 2014)¹³ or *have changed the security settings in their browser, online social network or search engine* (17%; -1 pp since 2014 and +1 pp since 2013).

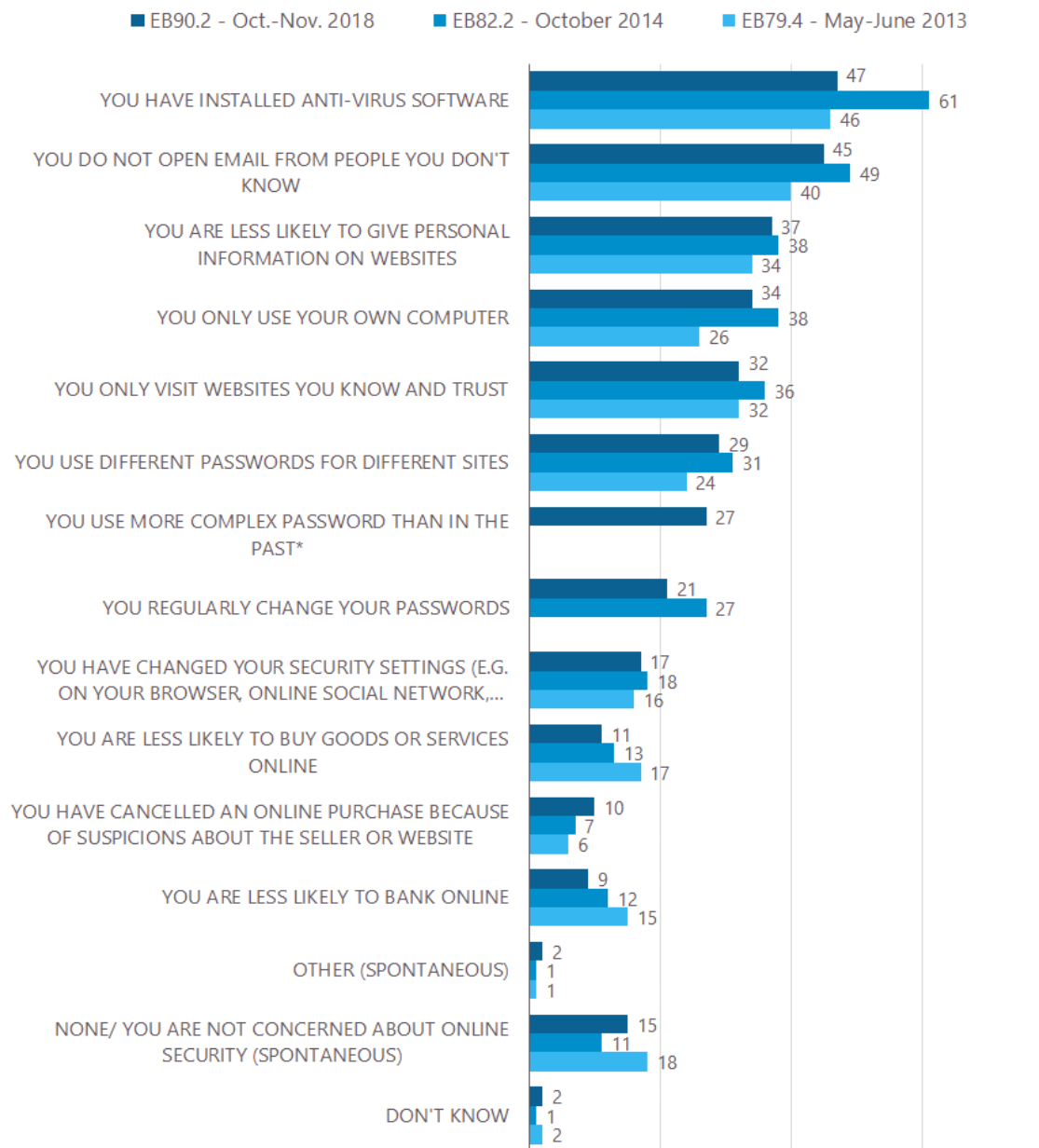
Only around one in ten respondents *are less likely to buy goods or services online* (11%; -2 pp since 2014 and -6 pp since 2013), have decided to cancel an online purchase because of concerns about the seller or website (10%; +3 pp since 2014 and +4 pp since 2013), or *are less likely to bank online* (-3 pp since 2014 and -6 pp since 2013). Only 15% of respondents have not made any changes or are not concerned about online security (+4 pp since 2014 and -3 pp since 2013).

¹¹ QD5. Among the following possible actions you might have undertaken in the last three years because of security and privacy issues when using the Internet, please select those that apply to you. (MULTIPLE ANSWERS POSSIBLE). You have installed anti-virus software or you changed the anti-virus software you had; You are less likely to give personal information on websites; You only use your own computer; You started opening only emails from people and addresses that you know; You started using different passwords for different websites; You decided to only visit websites you know and trust; You started changing your passwords regularly; You have changed the security settings of your browser, online social network accounts, search engine, etc.; You are less likely to buy services and goods online; You cancelled an online purchase because of suspicions about the seller or website; You are less likely to bank online; Other (SPONTANEOUS); None (SPONTANEOUS); Don't know.

¹² This option was not included in the October 2014 or May-June 2013 surveys.

¹³ This option was not included in the May-June 2013 survey.

QD5 Has concern about security issues made you change the way you use the Internet in any of the following ways? (MULTIPLE ANSWER POSSIBLE)
(% - EU)



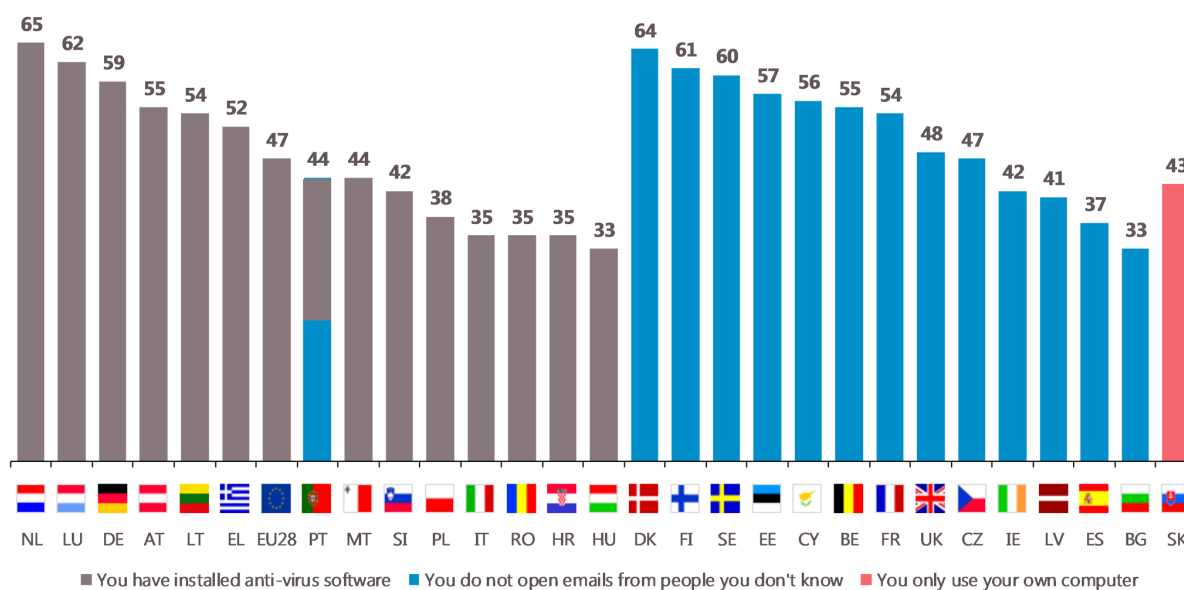
Base: respondents who use the Internet (N=22,466)

In 14 of the 28 Member States, the response given by the largest – or joint largest – proportion of respondents is that they have installed anti-virus software. However, there are significant differences in the proportions of respondents who give this answer, ranging from only a third (33%) of those polled in Hungary to nearly two thirds (65%) of respondents in the Netherlands. To put the latter figures into perspective: 76% of the respondents using the Internet in Hungary do so via a computer (on which anti-virus software should be installed), the same indicator is 93% for the Netherlands.

There is a similar pattern in the case of those who do not open e-mails from people they do not know. In 14 countries, this is the most frequent, or joint most frequent, response, and in Portugal, it is the joint most frequent along with the installation of anti-virus software. Only a third (33%) of those polled in Bulgaria give this answer, compared with nearly two thirds of respondents in Denmark (64%).

In Slovakia, the largest proportion of respondents say that they have changed their Internet habits by using only their own computer, an answer given by just over four in ten (43%) of Slovak respondents.

QD5 Has concern about security issues made you change the way you use the Internet in any of the following ways? (MULTIPLE ANSWERS POSSIBLE)
 (% - THE MOST MENTIONED ANSWER BY COUNTRY)



Base: respondents who use the Internet (N=22,466)

Amongst respondents who use the Internet, **installing anti-virus software** is one of the three most mentioned actions in all but one country (Cyprus). It is the most mentioned in 13 countries, the second most mentioned in eleven countries (equal second with at least one other item in Slovakia, Ireland, the UK and Czechia), and the third most mentioned in Sweden and Latvia (where it is equal third with only visiting known, trusted websites).

In Portugal, the most mentioned changes are installing anti-virus software and **not opening emails from people they don't know** (both 44%). Not opening emails from people they don't know is the most mentioned change in Internet use by respondents in 13 other countries, and the second most mentioned in a further 11 (equal second with at least one other item in Slovakia, the Netherlands, Croatia and Greece). Not opening emails from people they don't know is the third most mentioned change in Lithuania and Slovenia. Hungary is the only country where this is not one of the three most mentioned changes respondents have made due to security concerns.

The only other action that is the most mentioned by respondents in any country is **only using their own computer** (Slovakia), although this is the second most change in seven countries (along with at least one other item in Croatia, Ireland and Czechia) and the third most mentioned in three.

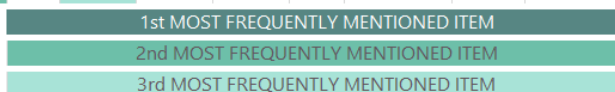
In 15 countries, being **less likely to give personal information on websites** is the second or third most mentioned change in the way respondents use the Internet due to security concerns. It is the second most mentioned in four countries (in the UK along with installing anti-virus), and the third most mentioned in 11.

Only **visiting known, trusted websites** is the second most mentioned change in Internet use by respondents in two countries (in Ireland along with two other items), and the third most mentioned in 11.

The Netherlands is the only country where **using different passwords for different sites** is one of the three most mentioned changes in Internet use as a result of security concerns (second most mentioned), while Romania is the only country where one of the three most mentioned responses is that respondents have made **none of these changes / are not concerned about online security** (second most mentioned).

QD5 Has concern about security issues made you change the way you use the Internet in any of the following ways?
(MULTIPLE ANSWERS POSSIBLE)
(%)

		You have installed anti-virus software	You do not open emails from people you don't know	You are less likely to give personal information on websites	You only use your own computer	You only visit websites you know and trust	You use different passwords for different sites	You use more complex passwords than in the past	You regularly change your passwords	You have changed your security settings (e.g. on your browser, online social network, search engine, etc.)	You are less likely to buy goods or services online	You have cancelled an online purchase because of suspicions about the seller or website	You are less likely to bank online	Other (SPONTANEOUS)	None/ You are not concerned about online security (SPONTANEOUS)	Don't know
EU28		47	45	37	34	32	29	27	21	17	11	10	9	2	15	2
BE		52	55	38	47	45	34	32	24	22	15	14	15	3	2	1
BG		29	33	22	22	28	12	19	18	10	9	3	8	2	24	5
CZ		41	47	30	41	35	22	25	16	12	13	10	8	2	9	2
DK		63	64	50	39	39	45	35	16	25	15	13	5	3	9	0
DE		59	48	45	43	22	36	31	25	17	9	15	4	1	17	2
EE		53	57	33	36	39	34	26	24	16	7	14	1	1	14	3
IE		38	42	35	38	38	32	25	25	18	15	9	13	3	11	1
EL		52	43	43	39	42	15	14	24	10	19	4	22	2	10	0
ES		35	37	25	27	30	23	18	17	9	12	6	13	2	20	2
FR		52	54	44	34	40	31	35	24	21	11	9	10	3	11	1
HR		35	27	25	27	23	17	16	14	10	15	13	11	3	17	0
IT		35	34	21	21	31	16	15	15	7	9	4	10	4	17	2
CY		37	56	48	41	49	21	22	19	10	20	6	12	1	18	0
LV		33	41	20	35	33	31	21	23	12	6	8	5	1	22	3
LT		54	40	37	43	35	22	22	15	8	16	7	10	3	11	2
LU		62	59	45	36	40	39	40	27	23	12	9	10	4	8	2
HU		33	25	26	27	25	13	18	13	12	10	6	14	1	25	0
MT		44	41	27	38	39	33	34	25	14	11	7	12	2	15	6
NL		65	62	60	41	41	62	46	25	28	11	7	5	1	6	1
AT		55	42	38	37	27	26	26	29	18	12	17	11	2	13	1
PL		38	35	22	30	26	18	15	14	9	8	8	5	2	22	4
PT		44	44	34	23	30	13	12	16	9	17	5	13	2	17	1
RO		35	26	19	23	16	17	17	16	11	15	8	17	2	26	3
SI		42	35	29	37	28	26	19	17	13	11	3	10	2	22	1
SK		42	42	15	43	27	15	18	18	9	6	4	6	8	12	2
FI		56	61	50	39	43	46	35	28	32	10	10	3	2	12	1
SE		51	60	58	31	31	50	37	18	28	17	26	6	1	5	0
UK		47	48	47	37	42	38	37	25	28	8	11	12	3	12	2



Base: respondents who use the Internet (N=22,466)

The proportion of respondents who have installed anti-virus software has decreased in all countries since the last survey, and in 21 countries this change is in double figures. The largest decreases have occurred in Sweden (-25 pp), Latvia (-25 pp), Hungary (-24 pp) and Croatia (-23 pp).

In 20 of the 28 Member States, the proportion of respondents who say that they no longer open emails from people they do not know has decreased since the 2014 survey, with the largest changes in Germany (-15 pp) and Malta (-15 pp), i.e. Internet users are less worried about the danger that an email from unknown source can contain. However, Cyprus has seen a 19 percentage point increase in the proportion of respondents who give this answer.

In most countries, the proportion of respondents who are less likely to give personal information on websites has decreased or remained the same. However, both Cyprus (+15 pp) and the United Kingdom (+13 pp) stand out for significant increases against the prevailing trend.





























In 23 countries, the proportion of respondents who say that they only use their own computer to access the Internet has decreased since the 2014 survey, and in Luxembourg by 21 percentage points. There are no significant increases in any of the countries surveyed.

In the case of those who only visit websites they know and trust, the proportion of respondents who give this answer has fallen in 23 of the 28 countries surveyed. In this case, the largest decreases are found in Germany (-12 pp) and Slovenia (-10 pp), but in Cyprus the proportion of respondents who give this reply has increased by 10 percentage points. Again, this indicates that Cypriot respondents have a significantly better understanding of how to protect themselves.

In 20 countries, the proportion of respondents who use different passwords for different types of sites has fallen since the last survey, with the most significant decreases in Portugal (-13 pp), Austria (-12 pp) and Latvia (-10 pp).

The proportion of respondents who regularly change passwords has declined in 26 countries, the biggest decrease was experienced in Latvia and Lithuania (by 13 percentage points each). The proportion of respondents who regularly change their passwords remained static in Malta and Poland.

QD5 Has concern about security issues made you change the way you use the Internet in any of the following ways? (MULTIPLE ANSWERS POSSIBLE)
(%)

		You have installed anti-virus software Oct.-Nov. 2018 - Oct. 2014	You do not open emails from people you don't know Oct.-Nov. 2018 - Oct. 2014	You are less likely to give personal information on websites Oct.-Nov. 2018 - Oct. 2014	You only use your own computer Oct.-Nov. 2018 - Oct. 2014	You only visit websites you know and trust Oct.-Nov. 2018 - Oct. 2014	You use different passwords for different sites Oct.-Nov. 2018 - Oct. 2014	You use more complex passwords than in the past Oct.-Nov. 2018 - Oct. 2014	You regularly change your passwords Oct.-Nov. 2018 - Oct. 2014
EU28		47 ▼14	45 ▼4	37 ▼1	34 ▼4	32 ▼4	29 ▼2	27	21 ▼6
BE		52 ▼17	55 ▲3	38 =	47 ▼2	45 =	34 ▲6	32	24 ▼2
BG		29 ▼5	33 ▼5	22 ▼10	22 ▼12	28 ▼4	12 ▼7	19	18 ▼2
CZ		41 ▼18	47 ▼8	30 ▼8	41 ▼4	35 ▼4	22 =	25	16 ▼9
DK		63 ▼14	64 ▼9	50 ▼11	39 ▼4	39 ▼2	45 ▼4	35	16 ▼1
DE		59 ▼14	48 ▼15	45 ▼9	43 ▼8	22 ▼12	36 ▼4	31	25 ▼11
EE		53 ▼14	57 ▼7	33 =	36 ▼9	39 ▼3	34 ▼3	26	24 ▼10
IE		38 ▼13	42 ▼1	35 ▼8	38 ▲2	38 ▼4	32 ▼3	25	25 ▼1
EL		52 ▼6	43 ▼6	43 ▲4	39 ▲7	42 ▼1	15 ▼1	14	24 ▼3
ES		35 ▼20	37 ▼9	25 =	27 ▼3	30 ▼3	23 ▼3	18	17 ▼7
FR		52 ▼19	54 ▼4	44 ▲3	34 ▼11	40 ▼6	31 ▼1	35	24 ▼2
HR		35 ▼23	27 ▼7	25 ▼6	27 ▼11	23 ▼6	17 ▼8	16	14 ▼8
IT		35 ▼15	34 ▼2	21 =	21 ▼4	31 ▼1	16 ▼6	15	15 ▼10
CY		37 ▼4	56 ▲19	48 ▲15	41 ▼5	49 ▲10	21 ▲5	22	19 ▼4
LV		33 ▼25	41 ▼10	20 ▼4	35 ▼11	33 ▼7	31 ▼10	21	23 ▼13
LT		54 ▼8	40 ▲1	37 ▲2	43 ▼2	35 ▲3	22 ▲2	22	15 ▼13
LU		62 ▼14	59 ▼5	45 ▼2	36 ▼21	40 ▼8	39 ▼7	40	27 ▼9
HU		33 ▼24	25 ▼11	26 ▼5	27 ▼8	25 ▼5	13 ▼7	18	13 ▼4
MT		44 ▼16	41 ▼15	27 ▼4	38 ▼3	39 ▼9	33 ▼9	34	25 =
NL		65 ▼17	62 ▼9	60 ▼5	41 ▼3	41 ▼2	62 ▲4	46	25 ▼11
AT		55 ▼18	42 ▼13	38 ▼9	37 ▼5	27 ▼3	26 ▼12	26	29 ▼8
PL		38 ▼5	35 ▲6	22 ▼2	30 =	26 ▼2	18 ▲1	15	14 =
PT		44 ▼6	44 ▲3	34 =	23 ▼7	30 ▲1	13 ▼13	12	16 ▼11
RO		35 ▼7	26 ▼3	19 ▼1	23 ▼8	16 ▼4	17 ▼2	17	16 ▼2
SI		42 ▼16	35 ▼10	29 ▼6	37 ▼8	28 ▼10	26 ▼8	19	17 ▼6
SK		42 ▼9	42 ▲7	15 ▼3	43 ▼2	27 ▼4	15 ▼5	18	18 ▼5
FI		56 ▼16	61 =	50 ▲1	39 ▲2	43 ▼1	46 ▲4	35	28 ▼4
SE		51 ▼25	60 ▼2	58 ▼11	31 ▼12	31 ▼7	50 ▼6	37	18 ▼6
UK		47 ▼3	48 ▲7	47 ▲13	37 ▲6	42 ▲6	38 ▲4	37	25 ▼4

Base: respondents who use the Internet (N=22,466)

Between countries, there is less variation in the proportion of respondents who have changed their security settings. In 24 of the 28 Member States, the proportion of respondents who give this answer has not changed by more than five percentage points since the last survey, and only in the United Kingdom (+12 pp) is the change in double figures.

There has also been little change in the proportion of those who are less likely to buy goods or services online. The largest variation has occurred in Portugal, where the proportion of respondents giving this answer has fallen by eight percentage points.

The proportion of respondents who have cancelled an online purchase because of concerns about the seller or website has not changed significantly in the majority of countries. Only in Belgium (+9 pp) has this figure changed by more than five percentage points.

There has also been little change in most cases in the proportion of those who are less likely to bank online as a result of concerns about the Internet. Portugal (-11 pp) stands out due to the largest change, followed by Croatia (-7 pp), Luxembourg and Slovenia (both -6 pp).

The only significant change in the proportion of respondents giving other answers is observed in Slovakia (+5 pp), but in 25 countries the proportion who say that they have no concerns about online security has increased, with particularly large changes in Latvia, Hungary (both +13 pp), Slovenia (+12 pp) and Croatia (+11 pp).

QD5 Has concern about security issues made you change the way you use the Internet in any of the following ways? (MULTIPLE ANSWERS POSSIBLE)

(%)

		You have changed your security settings (e.g. on your browser, online social network, search engine, etc.)		You are less likely to buy goods or services online		You have cancelled an online purchase because of suspicions about the seller or website		You are less likely to bank online		None/You are not concerned about online security (SPONTANEOUS)		Don't know		
		Oct.-Nov. 2018 - Oct. 2014	Oct.-Nov. 2018 - Oct. 2014	Oct.-Nov. 2018 - Oct. 2014	Oct.-Nov. 2018 - Oct. 2014	Oct.-Nov. 2018 - Oct. 2014	Oct.-Nov. 2018 - Oct. 2014	Other (SPONTANEOUS)	Oct.-Nov. 2018 - Oct. 2014	Oct.-Nov. 2018 - Oct. 2014	Oct.-Nov. 2018 - Oct. 2014	Oct.-Nov. 2018 - Oct. 2014	Oct.-Nov. 2018 - Oct. 2014	
EU28		17	▼ 1	11	▼ 2	10	▲ 3	9	▼ 3	2	▲ 1	15	▲ 4	2
BE		22	▲ 1	15	▼ 4	14	▲ 9	15	▲ 3	3	▲ 2	2	▼ 3	1
BG		10	▲ 2	9	▼ 3	3	▲ 1	8	▼ 4	2	▲ 1	24	▲ 8	5
CZ		12	▲ 3	13	▲ 1	10	▲ 4	8	=	2	▲ 1	9	▲ 3	2
DK		25	▲ 1	15	▼ 1	13	▲ 1	5	▲ 1	3	▲ 1	9	▲ 4	0
DE		17	▼ 8	9	▼ 3	15	▲ 3	4	▼ 4	1	=	17	▲ 9	2
EE		16	=	7	▼ 4	14	▲ 3	1	▼ 4	1	=	14	▲ 7	3
IE		18	▼ 2	15	=	9	▲ 1	13	▼ 4	3	▲ 2	11	=	1
EL		10	▼ 4	19	▼ 1	4	▲ 1	22	▼ 3	2	=	10	▲ 2	0
ES		9	▼ 4	12	▼ 4	6	▲ 1	13	▼ 1	2	▲ 2	20	▲ 4	2
FR		21	=	11	▼ 2	9	▲ 2	10	▼ 4	3	▲ 2	11	▲ 4	1
HR		10	▼ 5	15	▼ 3	13	▲ 3	11	▼ 7	3	▲ 1	17	▲ 11	0
IT		7	▼ 5	9	▼ 6	4	▲ 1	10	▼ 3	4	▲ 2	17	▲ 3	2
CY		10	▼ 1	20	▲ 1	6	▲ 3	12	▼ 3	1	=	18	▲ 4	0
LV		12	▲ 1	6	▲ 1	8	=	5	▲ 2	1	=	22	▲ 13	3
LT		8	=	16	=	7	▲ 3	10	▼ 3	3	▲ 2	11	▲ 2	2
LU		23	▼ 5	12	▼ 6	9	▲ 3	10	▼ 6	4	▲ 2	8	▲ 3	2
HU		12	▲ 2	10	▼ 2	6	▲ 3	14	▼ 4	1	=	25	▲ 13	0
MT		14	▼ 8	11	▲ 5	7	▲ 2	12	=	2	▲ 1	15	▲ 7	6
NL		28	=	11	▼ 5	7	=	5	▼ 3	1	▼ 2	6	▲ 4	1
AT		18	▼ 2	12	▼ 4	17	▲ 5	11	▼ 1	2	▲ 2	13	▲ 9	1
PL		9	▲ 1	8	▼ 1	8	▲ 2	5	▼ 4	2	▲ 1	22	▲ 7	4
PT		9	▼ 6	17	▼ 8	5	▼ 1	13	▼ 11	2	▲ 1	17	▲ 4	1
RO		11	▲ 2	15	▼ 4	8	▲ 4	17	▼ 2	2	▼ 1	26	▲ 9	3
SI		13	▲ 2	11	▼ 5	3	▲ 2	10	▼ 6	2	=	22	▲ 12	1
SK		9	=	6	▲ 1	4	▲ 1	6	▲ 1	8	▲ 5	12	▲ 3	2
FI		32	▲ 5	10	=	10	▲ 3	3	▲ 1	2	▲ 1	12	▲ 4	1
SE		28	▼ 3	17	▼ 7	26	=	6	▼ 3	1	▼ 1	5	▲ 1	0
UK		28	▲ 12	8	=	11	▲ 4	12	▼ 4	3	▲ 2	12	▼ 6	2




Base: respondents who use the Internet (N=22,466)

There are a few differences between **socio-demographic** groups within several of these options.

- Younger respondents are more likely to take actions which require a degree of technical knowledge, while older respondents are more likely to change their behaviour. Those aged between 15 and 24 are more likely than those aged 55 or more to have changed the security settings on their browser (20%; 12%), to regularly change passwords (20%; 16%), and to use more complex passwords than before (32%; 21%). On the other hand, older respondents are more likely only to visit websites they know and trust (36%; 30%), not to open emails from people they do not know (48%; 35%) or only use their own computer (43%; 27%).
- Those who finished their education at or before the age of 15 are twice as likely as those who finished their education at or after the age of 20 to say that they are not concerned about online security (24%; 12%). Those with the highest level of education are significantly more likely than those with the lowest level of education not to give personal information away on websites (44%; 30%), to have changed security settings (21%; 8%), to use different passwords for different sites (36%; 17%), not to open emails from unknown people (52%; 37%), to have installed anti-virus software (52%; 34%), and to use more complex passwords than in the past (34%; 14%).
- Excluding students, where the aforementioned effect of age is visible, there are a few consistent and significant differences between most occupational groups, but managers appear to be the most attuned to the need for attention to security issues. They are less likely to give personal information on websites (46%, compared with 34-38% of other categories of respondents), more likely to have changed security settings (25%; 12-22%), more likely to use different passwords for different sites (40%; 22-32%), more likely to have installed anti-virus software (54%; 38-49%), and more likely to use more complex passwords than before (40%; 18-34%).

QD5 Has concern about security issues made you change the way you use the Internet in any of the following ways?
(MULTIPLE ANSWERS POSSIBLE)

(% - EU)

	You have installed anti-virus software	You do not open emails from people you don't know	You are less likely to give personal information on websites	You only use your own computer	You only visit websites you know and trust	You use different passwords for different sites	You use more complex passwords than in the past	You regularly change your passwords	You have changed your security settings (e.g. on your browser, online)	None/You are not concerned about online security (SPONTANEOUS)	You are less likely to buy goods or services online	You have cancelled an online purchase because of suspicions	You are less likely to bank online	Other (SPONTANEOUS)	Don't know
EU28	47	45	37	34	32	29	27	21	17	15	11	10	9	2	2
 Age															
15-24	45	35	36	27	30	30	32	20	20	15	10	13	11	3	1
25-39	44	44	35	28	30	30	28	23	19	14	9	11	8	2	2
40-54	49	48	39	34	33	31	28	24	17	13	10	9	9	2	1
55 +	48	48	37	43	36	27	21	16	12	18	13	7	10	3	2
 Education (End of)															
15-	34	37	30	32	30	17	14	11	8	24	14	5	14	3	3
16-19	45	43	33	35	32	26	22	20	13	16	10	9	10	2	2
20+	52	52	44	36	35	36	34	25	21	12	10	11	7	2	1
Still studying	48	37	38	27	28	32	34	21	22	15	11	13	10	3	0
 Socio-professional category															
Self-employed	49	44	37	34	31	31	28	24	17	13	8	10	6	2	3
Managers	54	52	46	32	34	40	40	31	25	11	9	14	7	2	1
Other white collars	47	50	36	32	35	31	29	21	16	11	10	10	8	1	1
Manual workers	42	42	34	33	30	25	22	19	14	15	11	9	10	3	2
House persons	38	36	34	34	32	24	18	18	15	20	13	8	11	3	3
Unemployed	41	39	34	32	31	22	23	19	15	19	13	6	12	2	1
Retired	48	47	36	44	36	26	20	15	12	20	12	5	10	3	2
Students	48	37	38	27	28	32	34	21	22	15	11	13	10	3	0

Base: respondents who use the Internet (N=22,466)

3. Impact on security of online accounts

Respondents who use the Internet were asked whether they had changed their passwords to access accounts for a selected list of online services¹⁴.

- Nearly six in ten Internet users have changed their access password for at least one online service during the last 12 months -

Nearly six in ten (58%) Internet users have changed their access password for at least one online service during the last 12 months. The most commonly changed password is the one used for email accounts, which just over a third (34%) mention having changed, although the proportion of respondents doing this has decreased by seven percentage points since the last survey in 2017 and by eleven percentage points since 2015. Nonetheless, the proportion has increased slightly (+3 pp) since 2013.

Just over a quarter (26%, -3 pp) have changed their password for online banking in the last year, while just under a quarter (24%, -5 pp) have done so for social network accounts. While the proportion of those who changed their password for online banking has increased by one percentage point since 2015 and by six percentage points since 2013, the proportion of those who changed their password for social network accounts decreased by five percentage points since 2015 and by two percentage points since 2013.

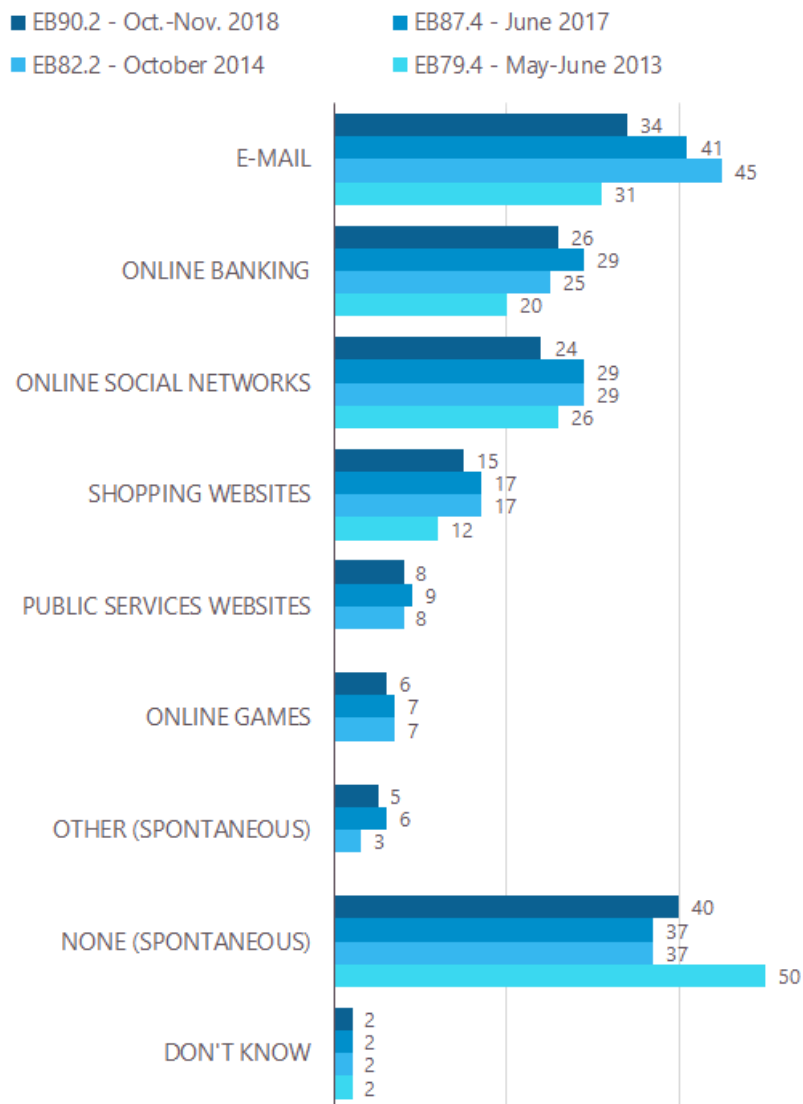
Less than a fifth (15%) of respondents have changed the password of shopping website accounts in 2018. This proportion has seen a decrease of two percentage points since 2017 and 2015 but also an increase of three percentage points since 2013.

In the case of public service websites (8%) and online game accounts (6%), less than one in ten have changed their password. In these three cases, there has been little change since the last two surveys.

In 2018, four in ten (40%) respondents have not changed any passwords to access various accounts and services online during the last 12 months, this compares to 37% in 2017 and 2015 and to 50% in 2013.

¹⁴ QD4. Have you changed your password to access your account(s) for any of the following online services during the last 12 months? (MULTIPLE ANSWERS POSSIBLE) Email; Online social networks; Shopping websites; Online banking; Online games; Public services websites; Other; None; Don't know.

QD4 For which of the following online services, if any, have you changed the password you use to access your account(s) during the last 12 months? (MULTIPLE ANSWERS POSSIBLE)



Base: respondents who use the Internet (N=22,466)

There are some significant differences across countries on the results observed for this question. Around half of those polled in the United Kingdom (48%), Luxembourg (50%) and Finland (51%), Luxembourg (50%) and the United Kingdom (48%) have changed in the last 12 months their **email** password while only around a fifth of respondents have done so in Poland, Portugal (both 21%) and Croatia (19%). Despite these differences, in 20 of the 28 Member States, this is the password most likely to have had been changed.

There are wide country-level differences in the case of **online banking**. As in the previous survey, respondents in the Baltic States are particularly sensitive. Indeed, in Latvia (61%) and Lithuania (51), more than half of the respondents have changed their online banking password during the last 12 months. Furthermore, over four in ten (44%) respondents in Estonia and in the Netherlands (42%) have also done so. However, in 22 of the 28 Member States less than a third of respondents have changed their online banking password, with very few having done so in Bulgaria (6%).

Country-level variation is less wide in the case of **online social networks**, but still significant. In all countries only a minority of respondents have changed these passwords, but this varies from less than a fifth in Italy (14%), Slovakia (15%) and Czechia (16%) to four in ten (40%) respondents in Belgium and nearly as many in Finland (38%).

In almost all countries, less than a quarter of respondents have changed their password on **shopping websites**. The exception is the United Kingdom, where just over three in ten (31%) of those polled give this response. In 11 of the 28 Member States, less than one respondents have changed this kind of password, with the lowest proportion found in Czechia (5%).

In all but one case, less than a fifth of respondents have changed their password on **public services websites** in the last 12 months. Only in the Netherlands (22%) have more than a fifth of respondents done this. In 17 countries, the proportion of those surveyed who give this response is in single figures, with almost no respondents in Bulgaria, Croatia or Slovakia (all 2%) doing so.

In the case of **online games**, the highest proportion of respondents who have changed their passwords on these services in the last 12 months is found in the United Kingdom (13%), followed by Finland and Malta (both 10%). In all other countries, less than one in ten respondents gives this response, with the lowest responses in Bulgaria and Italy (both 2%). This is the option mentioned by the lowest proportion of respondents in 21 of the 28 countries.

In all but four countries, less than one in ten respondents answered that they have changed their passwords on other services, with the exceptions being Belgium (10%), Czechia, Italy and Slovakia (all 12%).

In most countries, at least half of respondents have changed at least one of their passwords. There are five exceptions: Portugal (40%), Spain (43%), Bulgaria (44%), Greece and Croatia (both 45%). At least three quarters of respondents in Luxembourg (75%), Latvia (76%), Belgium and the Netherlands (both 78%) have changed at least one password in the last 12 months.

QD4 For which of the following online services, if any, have you changed the password you use to access your account(s) during the last 12 months?
(MULTIPLE ANSWERS POSSIBLE)
(%)

		E-mail	Online banking	Online social networks	Shopping websites	Public services websites	Online games	Other (SPONTANEOUS)	None	Don't know
EU28		34	26	24	15	8	6	5	40	2
BE		41	30	40	23	7	9	10	22	0
BG		30	6	24	6	2	2	2	46	10
CZ		29	27	16	5	3	4	12	35	4
DK		39	29	32	18	17	9	6	38	1
DE		34	28	18	14	6	5	1	47	3
EE		42	44	31	9	11	7	3	29	2
IE		45	33	33	21	10	9	6	32	0
EL		23	21	30	8	6	5	3	55	0
ES		30	17	17	9	4	5	4	55	2
FR		34	26	26	18	12	5	4	38	0
HR		19	14	24	6	2	7	6	54	1
IT		31	18	14	6	3	2	12	42	2
CY		27	22	28	13	10	8	4	40	1
LV		26	61	20	7	6	4	4	23	1
LT		29	51	20	10	7	6	3	33	1
LU		50	29	34	21	10	8	8	22	3
HU		30	17	20	11	5	5	3	50	0
MT		37	24	27	24	16	10	1	37	3
NL		44	42	29	22	22	7	6	21	1
AT		35	27	23	18	6	9	2	38	2
PL		21	29	23	9	4	4	7	43	4
PT		21	15	20	11	5	4	1	59	1
RO		26	13	31	10	5	6	5	41	5
SI		33	19	21	6	5	3	5	48	0
SK		31	21	15	8	2	3	12	39	5
FI		51	23	38	17	15	10	2	30	1
SE		46	26	36	20	13	8	3	31	0
UK		48	37	35	31	16	13	7	28	1

Highest percentage per country

Lowest percentage per country

Highest percentage per item

Lowest percentage per item

Base: respondents who use the Internet (N=22,466)

In 22 of the 28 Member States, the proportion of respondents who have changed the password they use to access their **email** account decreased, compared to 2017. In most cases the extent of this change is moderate, but in Portugal (-13 pp), Germany (-12 pp), France and Cyprus (both -11 pp) more significant changes have occurred. There have been no comparable increases in the proportion of respondents who give this answer.

The picture is much more mixed in the case of **online banking**. In 11 countries, the proportion of respondents who give this answer has increased since the last survey, with the largest change in Belgium (+10 pp). On the other hand, 16 countries have seen a decrease in this figure, with particularly large changes in Estonia (-16 pp), Austria (-13 pp) and Finland (-12 pp).

In 20 countries the proportion of respondents who have changed their passwords on **online social networks** has also decreased since the last survey, but in most cases this change is within three percentage points of the overall figure. Only Germany (-10 pp) and Lithuania (-11 pp) stand out for particularly large decreases, while Belgium (+8 pp) goes significantly against the trend.

There is only a moderate variation in most countries when it comes to changing passwords on **shopping websites**. The largest changes have occurred in Belgium, where the proportion of respondents who give this answer has risen by nine percentage points, and in Germany, where it has fallen by the same amount.

There has been very little change in the case of passwords on **public service websites**: only in Denmark (+6 pp) does the change exceed three percentage points. The same is true of passwords for online games, where the largest change is four percentage points (in Belgium).

Where other, unspecified responses are concerned, in most cases there has been very little change since the last survey, but a few countries stand out, with significant decreases in Belgium (-11 pp), Malta (-9 pp) and Croatia (-7 pp), while the United Kingdom (+5 pp) goes against the overall trend.

QD4 For which of the following online services, if any, have you changed the password you use to access your account(s) during the last 12 months? (MULTIPLE ANSWERS POSSIBLE)

(%)

	E-mail	Online banking	Online social networks	Shopping websites	Public services websites	Online games	Other (SPONTANEOUS)	None	Don't know
	Oct.-Nov. 2018 - June 2017	Oct.-Nov. 2018 - June 2017	Oct.-Nov. 2018 - June 2017	Oct.-Nov. 2018 - June 2017	Oct.-Nov. 2018 - June 2017	Oct.-Nov. 2018 - June 2017	Oct.-Nov. 2018 - June 2017	Oct.-Nov. 2018 - June 2017	Oct.-Nov. 2018 - June 2017
EU28	34 ▼7	26 ▼3	24 ▼5	15 ▼2	8 ▼1	6 ▼1	5 ▼1	40 ▲3	2
BE	41 ▼2	30 ▲10	40 ▲8	23 ▲9	7 ▲2	9 ▲4	10 ▼11	22 ▲2	0
BG	30 =	6 ▼4	24 ▼5	6 ▼1	2 =	2 ▼2	2 ▼1	46 ▼7	10
CZ	29 ▼1	27 ▼4	16 ▼4	5 ▼4	3 =	4 =	12 ▲2	35 ▲2	4
DK	39 =	29 ▲6	32 ▲3	18 ▲3	17 ▲6	9 ▲2	6 ▼1	38 ▼2	1
DE	34 ▼12	28 ▼3	18 ▼10	14 ▼9	6 =	5 ▼1	1 ▼1	47 ▲10	3
EE	42 =	44 ▼16	31 ▼2	9 ▼2	11 ▲3	7 =	3 ▲2	29 ▲6	2
IE	45 ▼5	33 ▲3	33 ▼5	21 ▼1	10 ▼1	9 ▲2	6 ▼2	32 ▲5	0
EL	23 ▼4	21 ▲3	30 ▼4	8 ▼3	6 =	5 ▼1	3 =	55 ▲6	0
ES	30 ▼3	17 ▼4	17 ▼5	9 =	4 =	5 ▲2	4 ▲2	55 =	2
FR	34 ▼11	26 ▼5	26 ▼8	18 ▼3	12 ▼1	5 ▼3	4 ▼2	38 ▲6	0
HR	19 ▼2	14 ▲6	24 ▲2	6 ▲2	2 ▲1	7 ▲2	6 ▼7	54 ▲6	1
IT	31 ▼6	18 ▼2	14 ▼9	6 ▼1	3 ▼1	2 ▼3	12 ▼1	42 ▲8	2
CY	27 ▼11	22 ▲4	28 ▼8	13 ▲4	10 ▲1	8 ▲3	4 ▼2	40 ▲2	1
LV	26 ▼8	61 ▼7	20 ▼5	7 ▼4	6 ▼3	4 ▼3	4 ▲1	23 ▲2	1
LT	29 ▼7	51 ▼6	20 ▼11	10 =	7 ▼2	6 ▼2	3 ▼6	33 ▲14	1
LU	50 ▼6	29 ▼10	34 ▲1	21 ▼1	10 =	8 ▲1	8 ▲1	22 ▼2	3
HU	30 ▲4	17 ▲3	20 ▼1	11 ▲6	5 ▼2	5 =	3 ▼1	50 ▼7	0
MT	37 ▼10	24 ▲4	27 ▼7	24 =	16 ▲3	10 ▲1	1 ▼9	37 ▲4	3
NL	44 =	42 ▼7	29 =	22 ▲6	22 ▲1	7 ▲2	6 ▲2	21 ▼4	1
AT	35 ▼6	27 ▼13	23 ▼2	18 ▲4	6 ▲1	9 ▲1	2 ▼1	38 ▲8	2
PL	21 ▼3	29 ▼1	23 =	9 ▼3	4 ▼1	4 ▼1	7 ▼1	43 ▲1	4
PT	21 ▼13	15 =	20 ▼8	11 ▲6	5 ▼1	4 =	1 ▼3	59 ▲6	1
RO	26 ▼5	13 ▲6	31 ▲3	10 ▲5	5 ▲2	6 ▲1	5 ▼4	41 ▼6	5
SI	33 ▼6	19 ▲1	21 ▼6	6 ▼4	5 ▼1	3 =	5 ▼1	48 ▲5	0
SK	31 ▲5	21 ▲2	15 ▼6	8 ▲2	2 ▼1	3 =	12 ▲1	39 ▼2	5
FI	51 ▼4	23 ▼12	38 ▼1	17 ▼6	15 ▼1	10 ▼1	2 =	30 ▲4	1
SE	46 ▼3	26 ▼1	36 ▲2	20 ▼2	13 ▼1	8 ▲1	3 =	31 ▼1	0
UK	48 ▼10	37 ▼1	35 ▼5	31 =	16 =	13 ▼1	7 ▲5	28 ▲1	1

Base: respondents who use the Internet (N=22,466)





For the **socio-demographic** breakdown, we will focus on the proportions of respondents who have changed at least one of these passwords in the last 12 months.

- Men (60%) are slightly more likely than women (55%) to have changed at least one password.
- Younger respondents are more likely to have changed at least one of these passwords, with over six in ten (63%) of those aged between 15 and 24 giving this response, compared with just under half (48%) of those aged 55 or more.
- Just over four in ten (41%) respondents who finished their education at or before the age of 15 have changed at least one password in the last 12 months, compared with nearly two thirds (65%) of respondents who finished their education at the age of 20 or more.
- Managers (71%) are significantly more likely than manual workers (55%) to have changed at least one of these passwords.
- Respondents who consider themselves to be well informed about cybercrime (65%) are significantly more likely to have changed passwords than those who consider themselves poorly informed about these issues (48%).

QD4 For which of the following online services, if any, have you changed the password you use to access your account(s) during the last 12 months?

(MULTIPLE ANSWERS POSSIBLE)

(% - EU)

	E-mail	Online social networks	Shopping websites	Online banking	Online games	Public services websites	Other (SPONTANEOUS)	None	Don't know	Total 'Has changed password'
EU28	34	24	15	26	6	8	5	40	2	58
 Gender										
Man	37	24	17	29	8	10	5	38	2	60
Woman	32	24	14	24	4	7	5	43	2	55
 Age										
15-24	38	40	14	21	12	9	4	35	2	63
25-39	39	29	18	30	8	10	5	35	2	63
40-54	36	22	17	30	5	9	5	39	2	59
55 +	27	12	11	22	2	5	6	50	2	48
 Education (End of)										
15-	22	13	10	14	4	4	8	56	3	41
16-19	31	21	13	25	5	7	6	44	2	54
20+	41	26	20	33	6	11	4	34	2	65
Still studying	37	37	13	19	12	9	5	36	1	63
 Socio-professional category										
Self-employed	38	25	16	36	5	9	5	36	2	62
Managers	49	28	25	41	7	14	4	27	1	71
Other white collars	38	25	17	27	5	8	6	36	1	63
Manual workers	31	24	14	23	6	7	6	42	3	55
House persons	27	19	13	21	5	5	3	53	3	44
Unemployed	29	27	9	18	7	9	4	49	2	50
Retired	25	11	11	21	2	6	7	51	2	47
Students	37	37	13	19	12	9	5	36	1	63
Level of info about cybercrime risks										
Well informed	41	29	20	33	8	11	4	34	1	65
Not well informed	25	17	9	17	3	5	7	50	2	48

Base: respondents who use the Internet (N=22,466)

III. AWARENESS AND EXPERIENCE OF CYBERCRIMES

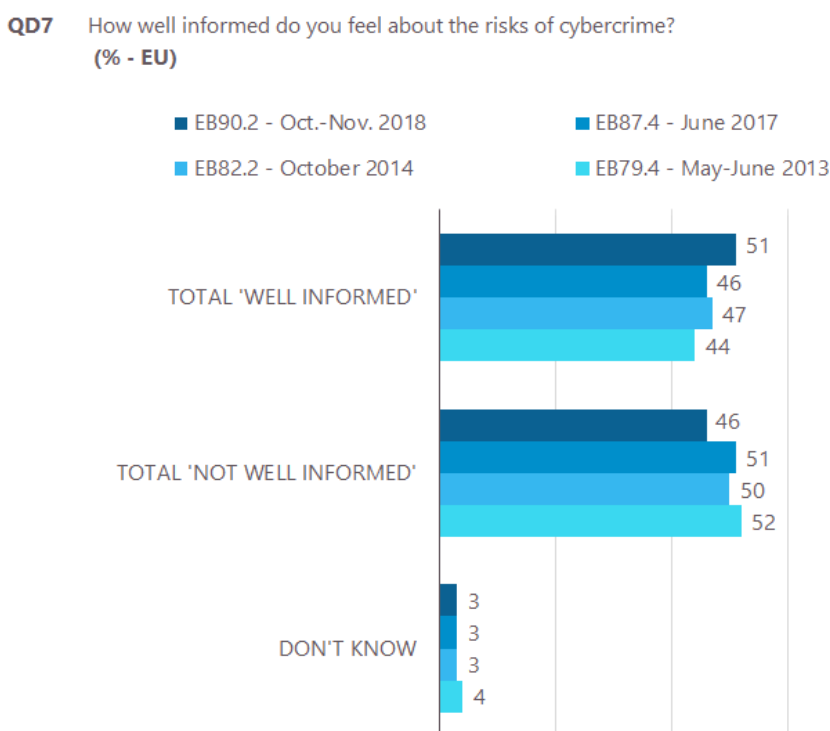
1. Level of knowledge

Respondents were asked how well informed they felt about the risks of cybercrime activity¹⁵.

- Half of respondents consider themselves to be well informed about cybercrime, but this varies significantly across Member States -

As in previous surveys, responses on this issue are fairly evenly divided. Just over half (51%, + 5pp compared with the previous survey) think that they are 'well informed', with one in ten (10%) feeling *very well informed*, and just over four in ten (41%) considering themselves *fairly well informed*.

Nearly half (46%) of respondents say they feel *not well informed* about cybercrime, with nearly a fifth (18%) considering themselves completely uninformed and almost three in ten (28%) saying that they are *not very well informed*. Only a very small proportion of respondents (3%) *do not know* whether they are well informed or not. The proportion of those *not well informed* has decreased by six percentage points since 2013 and by five percentage points since 2017, while the share of respondents who feel *well informed* increased by 7 pp since 2013 and by 5 pp since 2017.



Base: all respondents (N=27,339)

As in the previous survey, there is a significant spread of country-level responses on this issue. In 14 of the 28 Member States, a majority of respondents consider themselves to be 'well informed' about

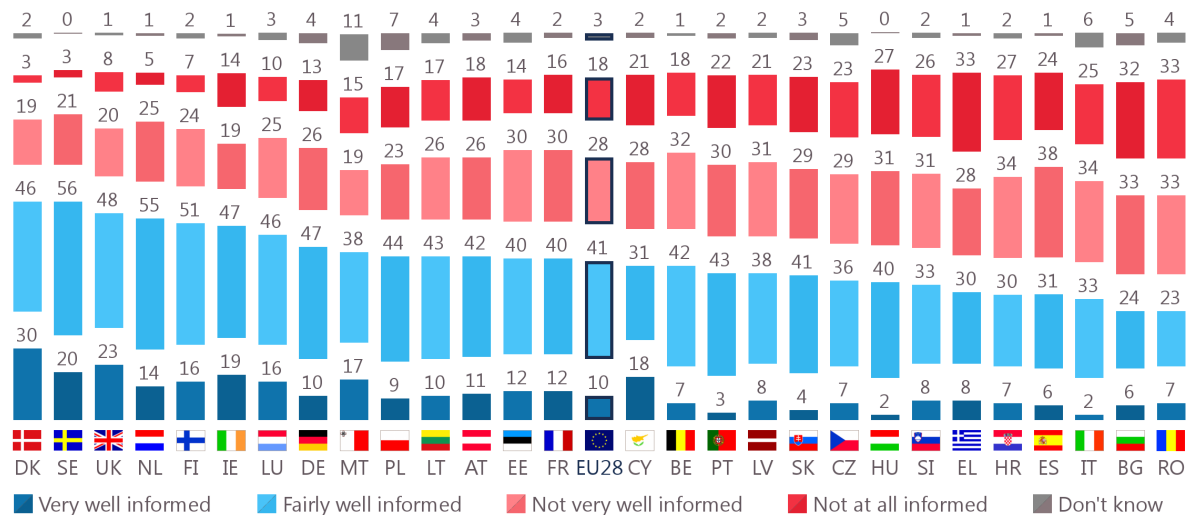
¹⁵ QB10. How well informed do you feel about the risks of cybercrime? Possible answers: Very well informed; Fairly well informed; Not very well informed; Not at all informed; Don't know.

cybercrime, ranging from over three quarters (76%) of respondents in Denmark and Sweden to just over half (52%) in France and Estonia. In Denmark, three in ten (30%) feel 'very well informed'.

At the other end of the spectrum, around two thirds of respondents in Bulgaria (65%) and Romania (66%) feel 'not well informed', as do a majority of respondents in a further 11 countries. Around a third of respondents in Bulgaria (32%), Greece and Romania (both 33%) say they are 'not at all informed', compared with very few of those polled in Denmark, Sweden (both 3%) or the Netherlands (5%).

In most countries, one in seven respondents or less 'do not know' if they are well informed or not, with the exception being Malta, where 11% give this answer.

QD7 How well informed do you feel about the risks of cybercrime? (%)



Base: all respondents (N=27,339)

In 20 of the 28 Member States, the proportion of respondents who consider themselves well informed about the risks of cybercrime has increased since the June 2017 survey. In most cases, this increase is not significantly different from the overall trend, but there have been larger changes in France (+14 pp) and Slovakia (+11 pp). The only significant change against trend is in Slovenia, where the proportion of those who think they are well informed has fallen by seven percentage points.

In most cases there has been only moderate change in the proportion of respondents who consider themselves very well informed, but in Denmark this figure has risen by six percentage points. There have been larger changes in the proportions of those who consider themselves 'fairly well informed', with significant increases in France (+10 pp), Austria (+12 pp) and Slovakia (+14 pp).

In 21 countries, the proportion who consider themselves not well informed has decreased, and it has remained the same in a further three countries. The largest changes have occurred in France (-14 pp) and Austria (-11 pp). The proportion of respondents who consider themselves 'not at all informed' about the risks of cybercrime has increased significantly in Romania (+8 pp) and decreased significantly in Austria (-7 pp), but changes are only moderate elsewhere. In eight countries there has been no change since the last survey. The average change is slightly higher in the case of those who are 'not very well informed', with the largest decreases observed in France (-10 pp), Poland and Romania (both -8 pp).

QD7 How well informed do you feel about the risks of cybercrime?
(%)







		Very well informed		Fairly well informed		Not very well informed		Not at all informed		Don't know	Total 'Well informed'		Total 'Not well informed'		
		Oct.-Nov. 2018	- June 2017	Oct.-Nov. 2018	- June 2017	Oct.-Nov. 2018	- June 2017	Oct.-Nov. 2018	- June 2017	Oct.-Nov. 2018	- June 2017	Oct.-Nov. 2018	- June 2017	Oct.-Nov. 2018	- June 2017
EU28		10	▲ 1	41	▲ 4	28	▼ 4	18	▼ 1	3	51	▲ 5	46	▼ 5	
BE		7	▲ 1	42	▲ 5	32	▼ 7	18	▲ 1	1	49	▲ 6	50	▼ 6	
BG		6	=	24	▲ 3	33	=	32	▼ 5	5	30	▲ 3	65	▼ 5	
CZ		7	▼ 1	36	▲ 6	29	▼ 5	23	▼ 1	5	43	▲ 5	52	▼ 6	
DK		30	▲ 6	46	▼ 6	19	▲ 2	3	▼ 2	2	76	=	22	=	
DE		10	▲ 1	47	▲ 4	26	▼ 6	13	▲ 1	4	57	▲ 5	39	▼ 5	
EE		12	▲ 5	40	▲ 1	30	▼ 6	14	=	4	52	▲ 6	44	▼ 6	
IE		19	▼ 2	47	▲ 6	19	▼ 1	14	▼ 2	1	66	▲ 4	33	▼ 3	
EL		8	=	30	=	28	▼ 3	33	▲ 2	1	38	=	61	▼ 1	
ES		6	▼ 1	31	▲ 3	38	▲ 1	24	▼ 3	1	37	▲ 2	62	▼ 2	
FR		12	▲ 4	40	▲ 10	30	▼ 10	16	▼ 4	2	52	▲ 14	46	▼ 14	
HR		7	▲ 2	30	▼ 2	34	=	27	=	2	37	=	61	=	
IT		2	=	33	▼ 1	34	▲ 1	25	=	6	35	▼ 1	59	▲ 1	
CY		18	▲ 4	31	▼ 4	28	▲ 1	21	▲ 1	2	49	=	49	▲ 2	
LV		8	▲ 1	38	▲ 6	31	▼ 7	21	=	2	46	▲ 7	52	▼ 7	
LT		10	=	43	▲ 4	26	▼ 5	17	=	4	53	▲ 4	43	▼ 5	
LU		16	▲ 4	46	▼ 2	25	▼ 5	10	▲ 1	3	62	▲ 2	35	▼ 4	
HU		2	▼ 3	40	▲ 9	31	▼ 5	27	=	0	42	▲ 6	58	▼ 5	
MT		17	▲ 4	38	▲ 2	19	▼ 6	15	=	11	55	▲ 6	34	▼ 6	
NL		14	=	55	▲ 4	25	▼ 2	5	▼ 2	1	69	▲ 4	30	▼ 4	
AT		11	▼ 3	42	▲ 12	26	▼ 4	18	▼ 7	3	53	▲ 9	44	▼ 11	
PL		9	▲ 2	44	▲ 6	23	▼ 8	17	▼ 1	7	53	▲ 8	40	▼ 9	
PT		3	▼ 3	43	▲ 1	30	▲ 1	22	=	2	46	▼ 2	52	▲ 1	
RO		7	▲ 3	23	▼ 4	33	▼ 8	33	▲ 8	4	30	▼ 1	66	=	
SI		8	▼ 2	33	▼ 5	31	▲ 2	26	▲ 5	2	41	▼ 7	57	▲ 7	
SK		4	▼ 3	41	▲ 14	29	▼ 3	23	▼ 4	3	45	▲ 11	52	▼ 7	
FI		16	▲ 3	51	▲ 2	24	▼ 4	7	▼ 2	2	67	▲ 5	31	▼ 6	
SE		20	▲ 3	56	▲ 6	21	▼ 7	3	▼ 2	0	76	▲ 9	24	▼ 9	
UK		23	▲ 5	48	▲ 3	20	▼ 3	8	▼ 3	1	71	▲ 8	28	▼ 6	

Base: all respondents (N=27,339)

There are a number of **socio-demographic** differences, as follows:

- There is a clear gender difference on this question. Well over half (56%) of men consider themselves 'well informed' about cybercrime, compared with less than half (46%) of women.
- Younger respondents are much more likely to consider themselves 'well informed' about cybercrime: seven in ten (70%) of those aged between 15 and 24 say that they feel 'well informed' compared with a third (33%) of respondents aged 55 or more.
- Level of education also makes a significant difference. Just over a fifth (22%) of those who finished their education at or before the age of 15 say they feel 'well informed' about cybercrime issues, compared with over six in ten (63%) of those who finished their education at the age of 20 or more.
- There is also a clear socio-economic divide. Over two thirds (73%) of managers think that they are 'well informed' about cybercrime compared with just over half of manual workers (51%).
- Over half (55%) of those who never have trouble paying bills think that they are 'well informed' about cybercrime, compared to less than four in ten (38%) of those who frequently struggle to pay bills.
- Over three quarters (77%) or more of those who consider themselves upper class think that they are 'well informed' compared to four in ten (40%) of those who consider themselves as members of the working class.

QD7 How well informed do you feel about the risks of cybercrime?

	Total 'Well informed'	Total 'Not well informed'	Don't know
EU28	51	46	3
 Gender			
Man	56	41	3
Woman	46	51	3
 Age			
15-24	70	28	2
25-39	62	36	2
40-54	58	41	1
55 +	33	62	5
 Education (End of)			
15-	22	72	6
16-19	49	48	3
20+	63	35	2
Still studying	72	26	2
 Socio-professional category			
Self-employed	56	43	1
Managers	73	25	2
Other white collars	60	39	1
Manual workers	51	47	2
House persons	39	57	4
Unemployed	50	48	2
Retired	30	64	6
Students	72	26	2
 Difficulties paying bills			
Most of the time	38	59	3
From time to time	42	54	4
Almost never/ Never	55	42	3
 Consider belonging to			
The working class	40	57	3
The lower middle class	47	50	3
The middle class	56	41	3
The upper middle class	68	30	2
The upper class	77	22	1

Base: all respondents (N=27,339)

2. Attitudes to cyber security

Respondents were asked about their attitudes to several statements on the topic of cybersecurity¹⁶. In each case, a clear majority of respondents agree, although the extent of agreement differs.

- A majority of people in the EU are alert to the problem of cybersecurity -

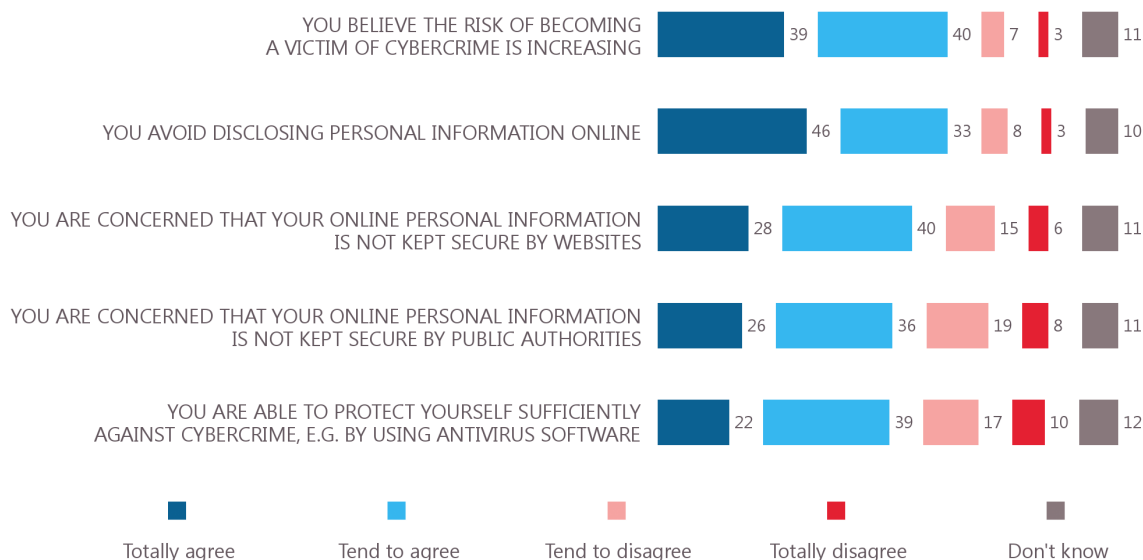
Nearly eight in ten say that they *avoid disclosing personal information online* (79%) and that they believe there is an *increasing risk of being a victim of cybercrime* (79%). Nearly half of respondents (46%) totally agree with the first statement and nearly four in ten (39%) totally agree with the second and very few totally disagree with either statement.

Nearly seven in ten (68%) agree that *online personal information is not being kept secure by websites*. Only just under three in ten (28%) of respondents totally agree with this statement, while less than one in ten (6%) totally disagree.

Just over six in ten (62%) respondents are concerned that *public authorities do not keep their personal information secure*. Just over a quarter (26%) of respondents totally agree with this statement, while just under one in ten (8%) totally disagree.

A similar proportion (61%) say that they are *able to protect themselves against cybercrime*. Just over a fifth (22%) of respondents totally agree with this statement, while one in ten (10%) totally disagree.

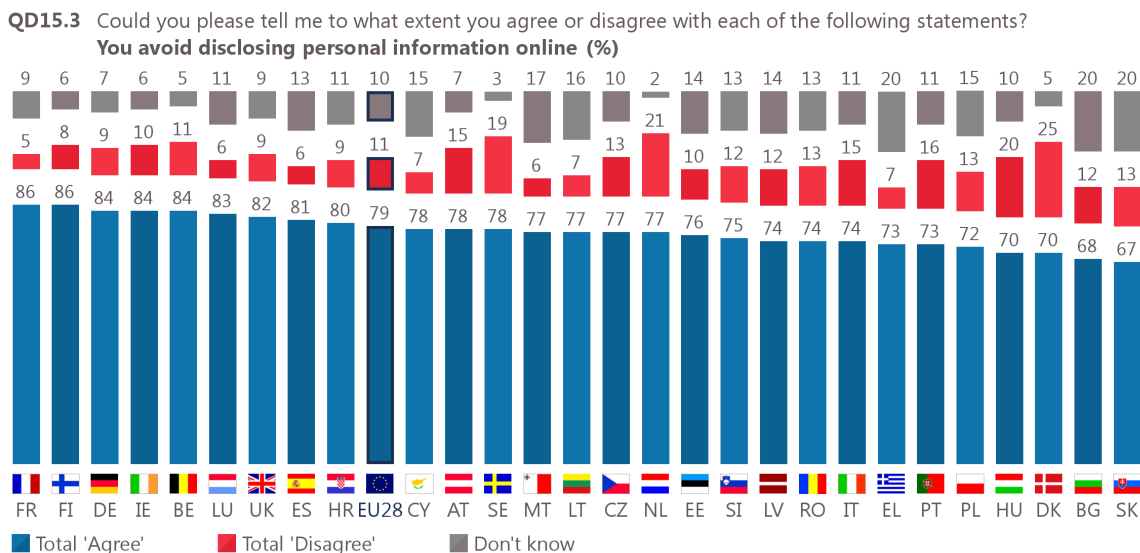
QD15 Could you please tell me to what extent you agree or disagree with each of the following statements?
(% - EU)



Base: all respondents (N=27,339)

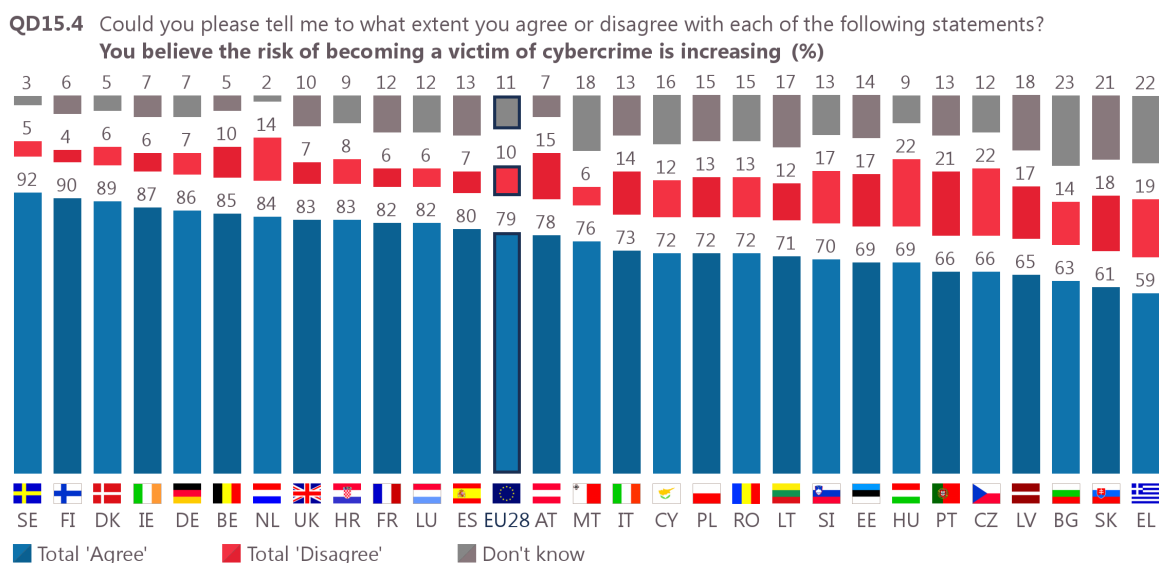
¹⁶ QD15. Could you please tell me to what extent you agree or disagree with each of the following statements? 1. You are concerned that your online personal information is not kept secure by websites. 2. You are concerned that your online personal information is not kept secure by public authorities. 3. You avoid disclosing personal information online. 4. You believe the risk of becoming a victim of cybercrime is increasing. 5. You are able to protect yourself sufficiently against cybercrime, e.g. by using antivirus software. Possible answers: Totally agree; Tend to agree; Tend to disagree; Totally disagree; Don't know.

In all cases, a majority of respondents agree with the statement that they **avoid disclosing personal information online**, ranging from just over two thirds of those polled in Slovakia (67%) and Bulgaria (68%) to nearly nine in ten respondents in Finland and France (both 86%). There is more variation when it comes to the extent of agreement: in France (62%) and Cyprus (61%), over six in ten of those polled totally agree, compared with less than a third (31%) in Slovakia. In all cases the proportion of those who totally disagree is less than one in ten (10%).



Base: all respondents (N=27,339)

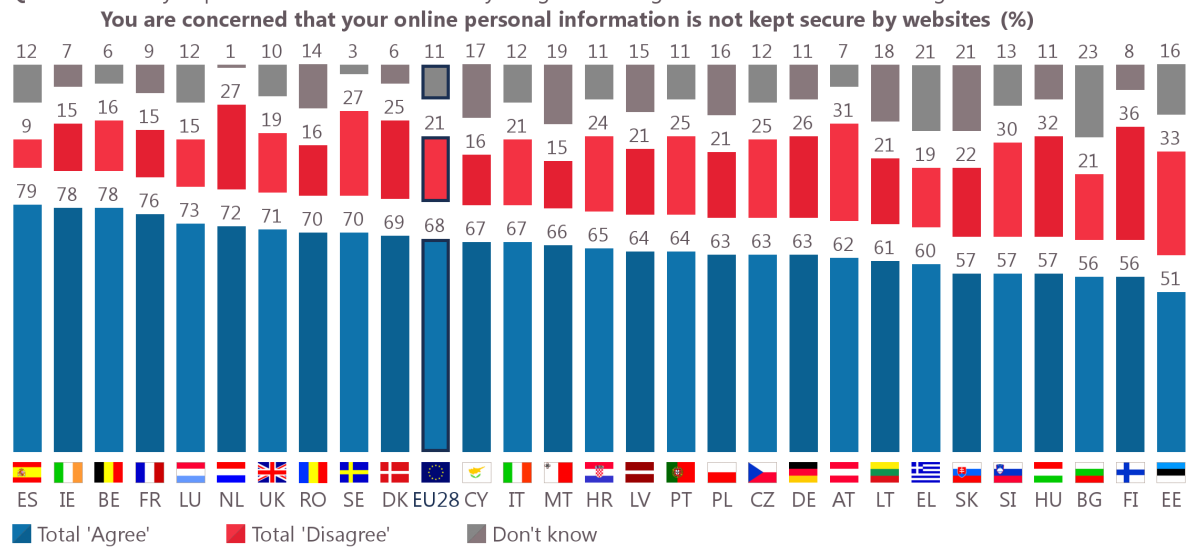
There is a similar level of variation regarding agreement with the statement that the **risk of becoming a victim of cybercrime is increasing**. In all but four countries, at least two thirds (66%) of respondents agree with this statement, with the exceptions being Greece (59%), Slovakia (61%), Bulgaria (63%) and Latvia (65%). In Finland (90%) and Sweden (92%) nine in ten respondents hold this view. In Denmark (56%) and Sweden (62%), a majority of respondents totally agree that there is an increased risk of falling victim to cybercrime, compared with only a fifth of those polled in Portugal (19%) and Slovakia (20%). In most countries only a small minority of respondents totally disagree with the statement, although over one in ten (11%) hold this view in Portugal.



Base: all respondents (N=27,339)

In all 28 Member States a majority of respondents are **concerned that their online personal information is not kept secure by websites**, but this varies from just over half (51%) of those polled in Estonia to nearly eight in ten respondents in Belgium, Ireland (both 78%) and Spain (79%). In the majority of countries less than a third of respondents 'totally agree' that their personal information is insecure, the exceptions being France (38%), Ireland (39%), Cyprus (40%) and Spain (45%). In most countries, less than one in ten respondents 'totally disagrees' that their information is not kept secure, but in Sweden (11%), Portugal, Slovenia (both 12%) and Hungary (13%) over one in ten holds this view.

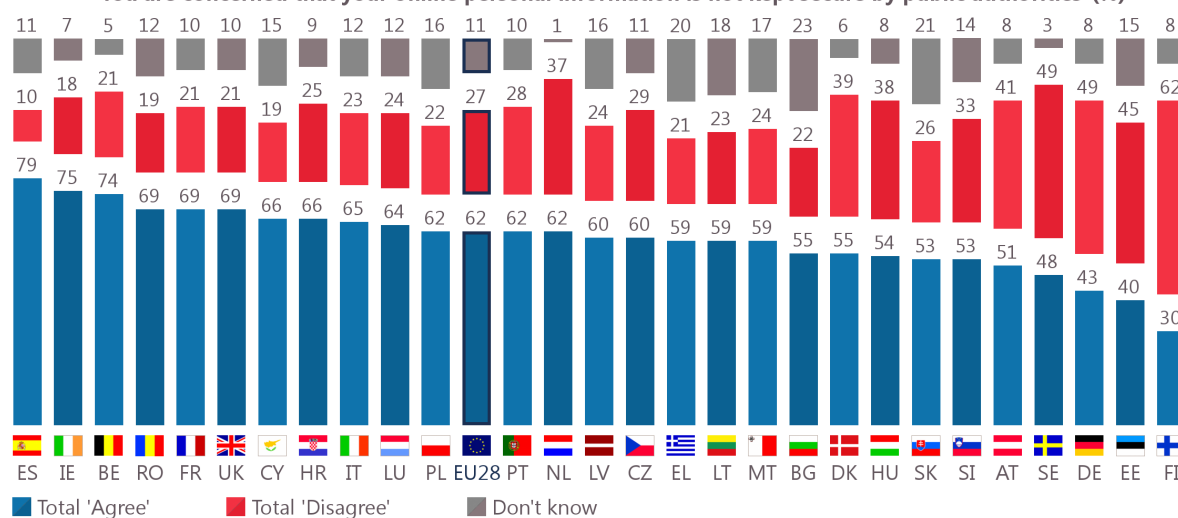
QD15.1 Could you please tell me to what extent you agree or disagree with each of the following statements?



Base: all respondents (N=27,339)

There is substantial country-level variation with respect to whether respondents are **concerned that their online personal information is kept secure by public authorities**. In Spain, nearly eight in ten (79%) of those polled agree with this statement, as do around three quarters of those polled in Belgium (74%) and Ireland (75%). In most countries at least half of the respondents share this concern, but in four countries only a minority of respondents do, with the lowest figure in Finland (30%). There is also a sizeable variation when it comes to the proportion of respondents who 'totally agree'. In Finland (8%) and Estonia (9%), less than one in ten expresses this view, compared with over four in ten (43%) respondents in Spain and nearly as many in Ireland (39%) and Cyprus (40%). In Sweden, nearly a quarter (24%) of respondents totally disagree that there is reason to be concerned that their online information is not being kept secure by public authorities, but in 18 countries less than one in ten gave this answer.

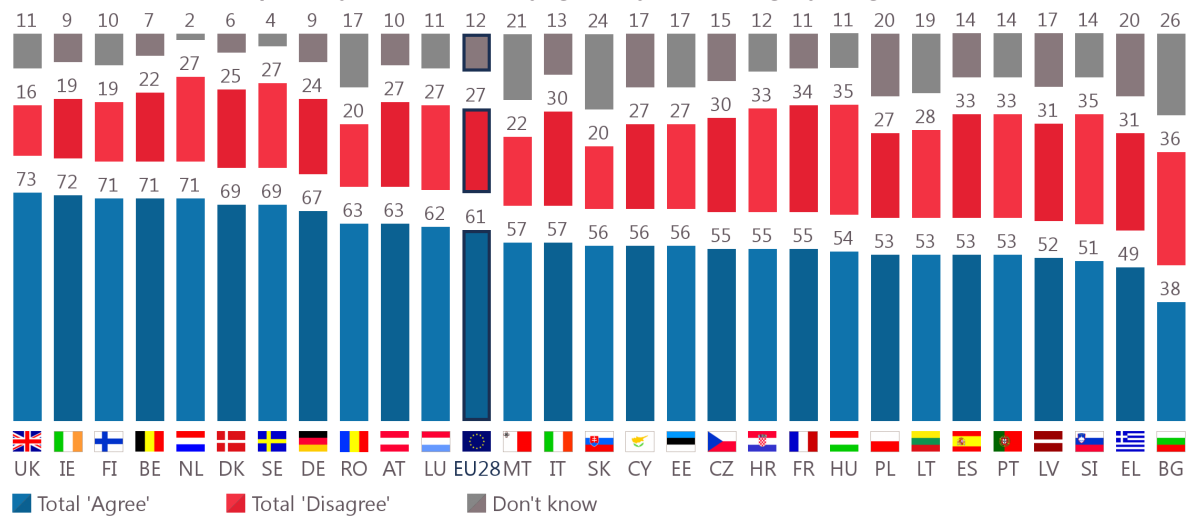
QD15.2 Could you please tell me to what extent you agree or disagree with each of the following statements?
You are concerned that your online personal information is not kept secure by public authorities (%)



Base: all respondents (N=27,339)

In all but two countries, a majority of those polled say that they are **able to protect themselves sufficiently against cybercrime**, ranging from just over half of those polled in Slovenia (51%) and Latvia (52%) to over seven in ten respondents in Ireland (72%) and the United Kingdom (73%). In Greece, nearly half (49%) agree with this statement, but in Bulgaria fewer than four in ten (38%) do. The proportion of respondents who totally agree with this statement varies from just over one in ten of those polled in Bulgaria, Estonia and Portugal (all 13%) to three in ten respondents in Germany (30%), Cyprus and Ireland (both 31%). In all countries, less than a fifth totally disagree with the statement, ranging from just under a fifth in Spain (18%) and Bulgaria (19%) to very few of those polled in Finland (3%).

QD15.5 Could you please tell me to what extent you agree or disagree with each of the following statements?
You are able to protect yourself sufficiently against cybercrime, e.g. by using antivirus software (%)



Base: all respondents (N=27,339)

For the **socio-demographic** breakdown, we examine the proportion of respondents who agree with the statements. There are few significant differences.

- Men are slightly more likely to totally agree with each statement than women. The difference between the two groups is between 2 and 3 pp in all statements, except for those who think that they are able to protect themselves sufficiently against the cybercrime (66% of men vs 57% of women).
- Where age is concerned, the most significant differences are between respondents aged 55 or more and those in younger age cohorts. The oldest respondents are less likely to be concerned that their online personal information is not kept secure by websites (56%, compared with 74-77%) or by public authorities (52%; 67-70%), less likely to avoid disclosing information online (69%; 85-86%), and less likely to agree that there is an increasing risk of becoming a victim of cybercrime (68%; 83-87%). Older respondents are also significantly less likely to protect themselves against cybercrime by using antivirus software (46%; 66-75%).
- There are also significant differences between educational groups on this question. For each issue, other than the statement that the respondent is able to protect themselves sufficiently against cybercrime, the proportion of respondents who finished their education at or before the age of 15 who agree is between 20 and 30 percentage points less than it is among those who finished their education aged 16 or older. Those who completed education at a later age are more likely to believe that the risk of becoming a victim of cybercrime is increasing, more likely to avoid disclosing information online, they are more likely to be concerned about personal information online, but they are also more likely to say they can protect themselves sufficiently against cybercrime.

QD15 Could you please tell me to what extent you agree or disagree with each of the following statements?
(% - EU)

	You believe the risk of becoming a victim of cybercrime is increasing		You avoid disclosing personal information online		You are concerned that your online personal information is not kept secure by websites		You are concerned that your online personal information is not kept secure by public authorities		You are able to protect yourself sufficiently against cybercrime, e.g. by using antivirus software	
	Total 'Agree'	Total 'Disagree'	Total 'Agree'	Total 'Disagree'	Total 'Agree'	Total 'Disagree'	Total 'Agree'	Total 'Disagree'	Total 'Agree'	Total 'Disagree'
EU28	79	10	79	11	68	21	62	27	61	27
Gender										
Man	80	11	80	12	69	22	63	29	66	24
Woman	77	10	78	10	67	20	61	26	57	29
Age										
15-24	83	13	85	13	74	24	68	29	75	22
25-39	86	10	86	12	77	20	70	27	72	24
40-54	87	8	85	11	76	20	67	29	66	28
55 +	68	10	69	10	56	20	52	26	46	30
Education (End of)										
15-	59	12	58	12	48	20	46	25	36	33
16-19	79	10	81	10	70	19	64	26	61	27
20+	87	9	86	11	74	22	65	31	68	26
Still studying	85	12	86	13	75	23	67	31	77	21

Base: respondents who use the Internet (N=22,466)

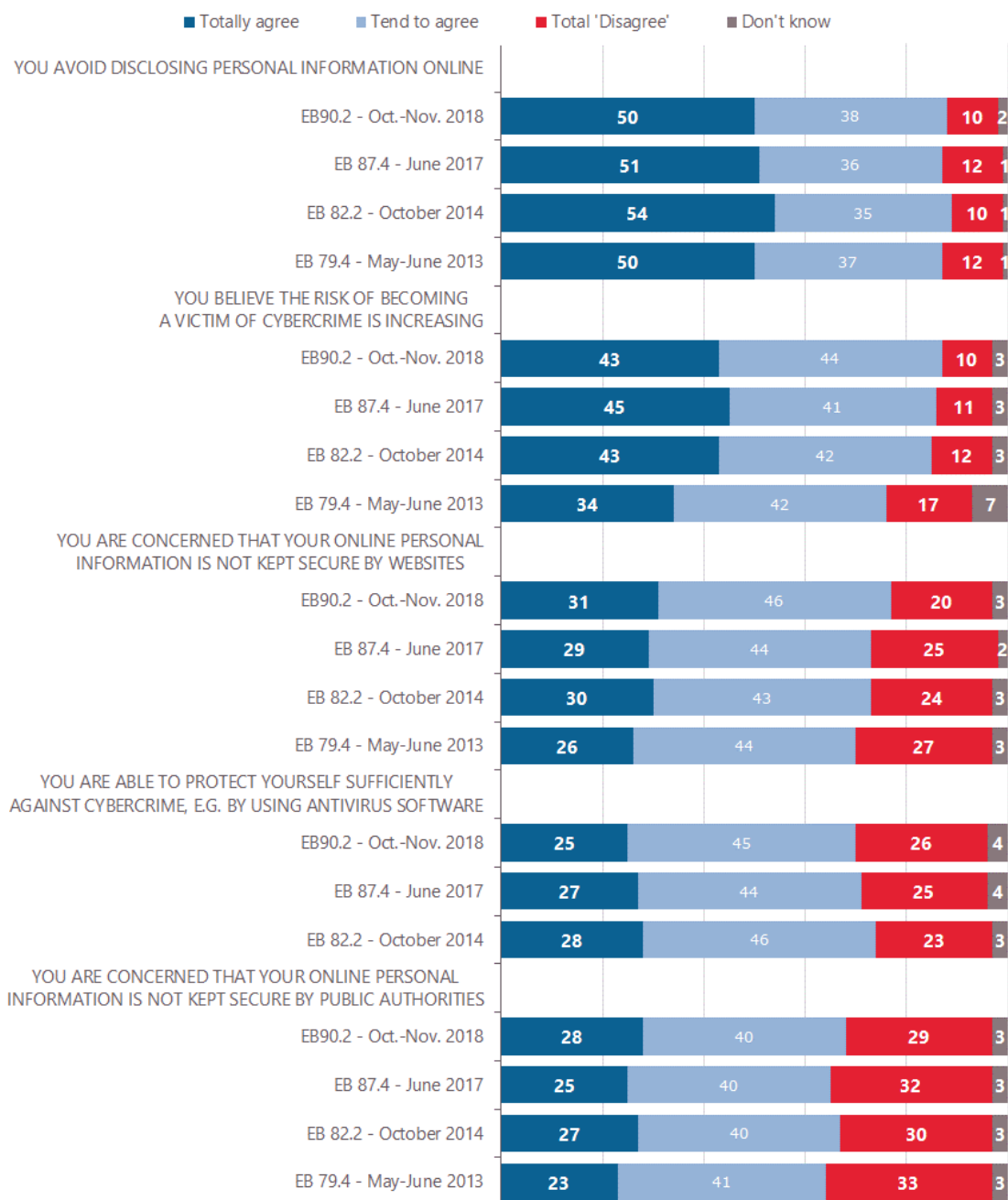
To compare results with those of the previous survey, it is necessary to change the sample base. In the previous survey, only those who use the Internet were asked this question, while in the current survey this question was asked to all respondents. When eliminating non-Internet users from the current survey, we find that there is very little difference between the two survey waves on this question. Only in the case of those concerned that their online information is not being kept secure by websites do we see a slight increase of four percentage points.

However, when comparing the results of Internet users within this survey to those of 2013 there are notable differences. For example the number of respondents who believe the risk of becoming a victim of cybercrime is increasing has risen from 76% in 2013 to 87% in 2018.

In addition, the proportion of those concerned that their online personal information is not kept secure by websites has increased from 70% in 2013 to 77% in 2018.

The proportion of respondents concerned that their online personal information is not kept secure by public authorities has also increased. In 2013 64% admitted to having such concerns, but the figure is now 68%.

QD15R Could you please tell me to what extent you agree or disagree with each of the following statements?
(% - EU)



Base: respondents who use the Internet (N=22,466)

In most countries there has been very little change since the previous survey in the proportion of respondents who avoid disclosing information online. The largest increase has occurred in Sweden (+8 pp), followed by the Netherlands and Greece (both +5 pp).

In 22 countries the proportion of those who believe that there is a greater risk these days of becoming a victim of cybercrime has increased, but in most cases only by a negligible amount. The largest increase has occurred in Cyprus (+7 pp), followed by Malta (+6 pp) and Romania (+6 pp), while Bulgaria stands out for a significant decrease: the proportion of respondents who agree with the statement has fallen here by nine percentage points since the last survey.

The proportion of respondents who are concerned that their online personal information is not being kept secure by websites has increased since the last survey in 24 countries. In most cases this is in the single figures, but there have been particularly noteworthy changes in Sweden (+13 pp), Romania, Estonia and Belgium (all +11 pp). There have been no decreases of similar magnitude.






























The picture is more mixed in the case of those who agree that they can protect themselves sufficiently against cybercrime. In nine countries, the proportion of respondents who agree has increased, with the largest increase in Romania (+9 pp). However, in 14 countries the proportion of those who agree has decreased, with the largest change observed in Slovenia (-8 pp). Five countries have seen no change since the last survey.

In 18 countries the proportion of respondents who are concerned that their online personal information is not being kept secure by authorities has increased since the last survey. Three countries stand out for particularly large increases: Belgium (+16 pp), Romania (+12 pp) and Sweden (+11 pp). Portugal (-6 pp) is the only country to go significantly against the trend, while in seven countries there has been no change.

Base: respondents who use the Internet (N=22,466)

QD15R Could you please tell me to what extent you agree or disagree with each of the following statements?

(% - TOTAL 'AGREE')

		You avoid disclosing personal information online		You believe the risk of becoming a victim of cybercrime is increasing		You are concerned that your online personal information is not kept secure by websites		You are able to protect yourself sufficiently against cybercrime, e.g. by using antivirus software		You are concerned that your online personal information is not kept secure by public authorities	
		Oct.-Nov. 2018 - June 2017		Oct.-Nov. 2018 - June 2017		Oct.-Nov. 2018 - June 2017		Oct.-Nov. 2018 - June 2017		Oct.-Nov. 2018 - June 2017	
EU28		88	▲ 1	87	▲ 1	77	▲ 4	70	▼ 1	68	▲ 3
BE		89	▲ 3	89	▲ 5	83	▲11	75	▲ 5	78	▲16
BG		85	▼ 3	78	▼ 9	73	▲ 1	52	=	70	▼ 3
CZ		85	=	73	▲ 1	71	▲ 5	62	▼ 1	66	▲ 6
DK		72	=	92	▲ 3	72	▲ 6	72	▼ 5	57	▲ 3
DE		90	▲ 1	91	▲ 1	70	▲ 6	75	▼ 3	46	=
EE		86	▲ 1	78	▲ 2	58	▲11	66	=	44	▲ 9
IE		88	=	92	▲ 3	84	▲ 7	78	▲ 2	80	▲ 8
EL		95	▲ 5	79	▲ 5	80	▲ 7	70	▲ 3	77	▲ 8
ES		93	▼ 2	92	▼ 1	93	▲ 2	63	▼ 1	91	▲ 4
FR		93	▲ 2	88	▲ 3	82	▲ 6	62	▼ 1	75	▲ 7
HR		93	▲ 4	92	▲ 5	73	▼ 1	66	▼ 6	72	=
IT		83	=	83	▼ 2	77	=	69	=	75	=
CY		93	=	87	▲ 7	80	▲ 4	69	▲ 1	77	▲ 8
LV		84	▲ 3	73	=	76	▲ 9	63	▲ 4	69	▲ 8
LT		93	▲ 3	86	▲ 5	76	▲ 6	68	▼ 1	73	▲ 5
LU		90	=	88	▼ 1	79	▲ 1	68	▼ 2	69	=
HU		77	▼ 1	77	▲ 2	67	▲ 7	63	▼ 1	59	▲ 7
MT		93	▲ 1	90	▲ 6	81	▲ 7	77	▲ 1	70	=
NL		78	▲ 5	84	▲ 1	72	▲ 7	72	▼ 6	62	▲ 7
AT		83	▲ 3	83	▲ 1	69	▲ 1	72	=	57	▼ 5
PL		84	▼ 2	83	▲ 1	73	▼ 2	63	▲ 4	71	=
PT		91	▼ 4	84	▼ 4	83	▼ 4	70	▼ 4	80	▼ 6
RO		87	▲ 3	85	▲ 6	84	▲11	76	▲ 9	82	▲12
SI		89	▼ 1	84	▲ 1	69	▲ 6	63	▼ 8	62	▲ 2
SK		79	▲ 2	74	▲ 3	68	▲ 5	68	▲ 7	62	=
FI		91	▲ 3	95	▲ 1	59	▲ 4	76	▼ 6	29	▲ 3
SE		80	▲ 8	94	▲ 3	72	▲13	71	=	49	▲11
UK		87	▼ 2	88	▲ 2	77	▲ 5	80	▼ 3	74	▲ 7

Base: respondents who use the Internet (N=22,466)

3. Concerns about becoming a victim of specific cybercrimes

Respondents were asked whether they were concerned about the possibility that they might become a victim of several different types of cybercrime¹⁷.

- The majority of Europeans express concerns about becoming the victim of cybercrime –

For each of the cybercrimes mentioned, a majority of respondents express at least some degree of concern about becoming a victim of that crime. Around seven in ten express concern about falling victim to the *infection of devices with malicious software* (71%), *identity theft* (70%) or *bank card or online banking fraud* (70%). Slightly fewer are concerned about the possibility of *encountering child pornography* (67%), *hacking of online social networks or email accounts* (67%), or *online material which promotes racial hatred or religious extremism* (65%). Around six in ten respondents are concerned about the prospect of falling victim to *cyber-attacks which shut them out of online services* (61%), *demands for payment in return for regaining control of a device* (60%), *fraudulent emails or phone calls* (60%), or online fraud where *goods are not delivered, are counterfeit, or are not as advertised* (58%).

In most cases there has been only moderate change since the June 2017 survey. The exceptions are online child pornography and material promoting racial hatred or religious extremism. In both cases, the proportions of respondents who are concerned about experiencing or falling victim to these cybercrimes have risen by 14 percentage points.

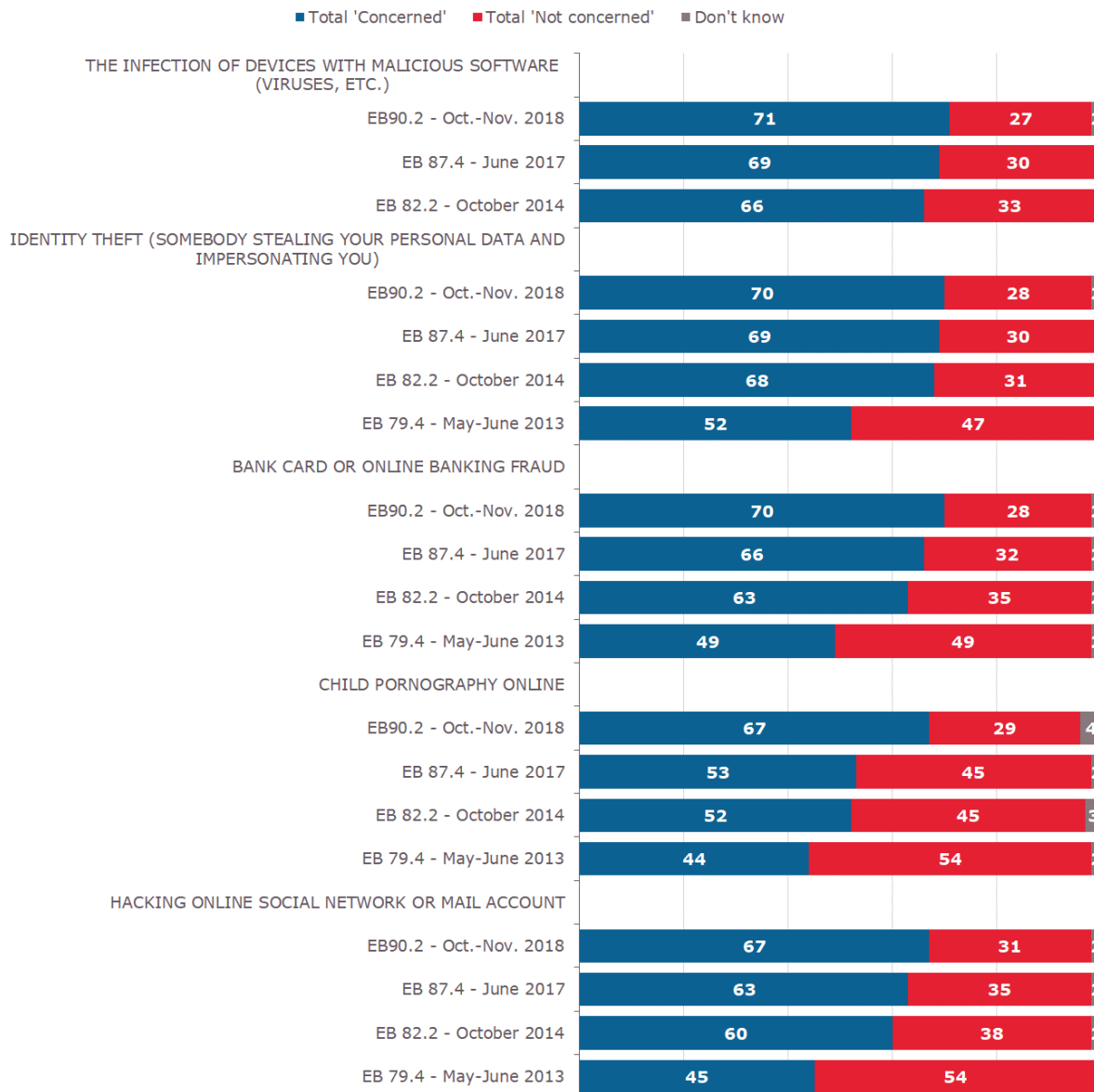
Concerns about experiencing different types of cybercrime have increased since 2013 – in most cases substantially. The most dramatic increase is seen in concerns about experiencing online material which promotes racial hatred or religious extremism (+30 pp), cyber-attacks which prevent access to online services like banking or public services (+24 pp), child pornography online (+23 pp), hacking of online social networks or mail accounts (+22 pp), bank card or online banking fraud (+21 pp).

There has also been increase of more than ten percentage points in the proportion of respondents who say they are concerned about experiencing identity theft (+18 pp), fraudulent emails or phone calls asking for personal details (+17 pp), online fraud (+16 pp) or demands for payment in return for regaining control of their device (+13 pp). Since 2014 there has also been a five-point increase in the proportion of those who are concerned about the infection of devices with malicious software.

For most of these situations, the largest increase is observed between 2013 and 2014, although there has been a steadier year-on-year increase when it comes to concerns about experiencing online material which promotes racial hatred or religious extremism, or demands for payment in return for getting back control of the respondent's device.

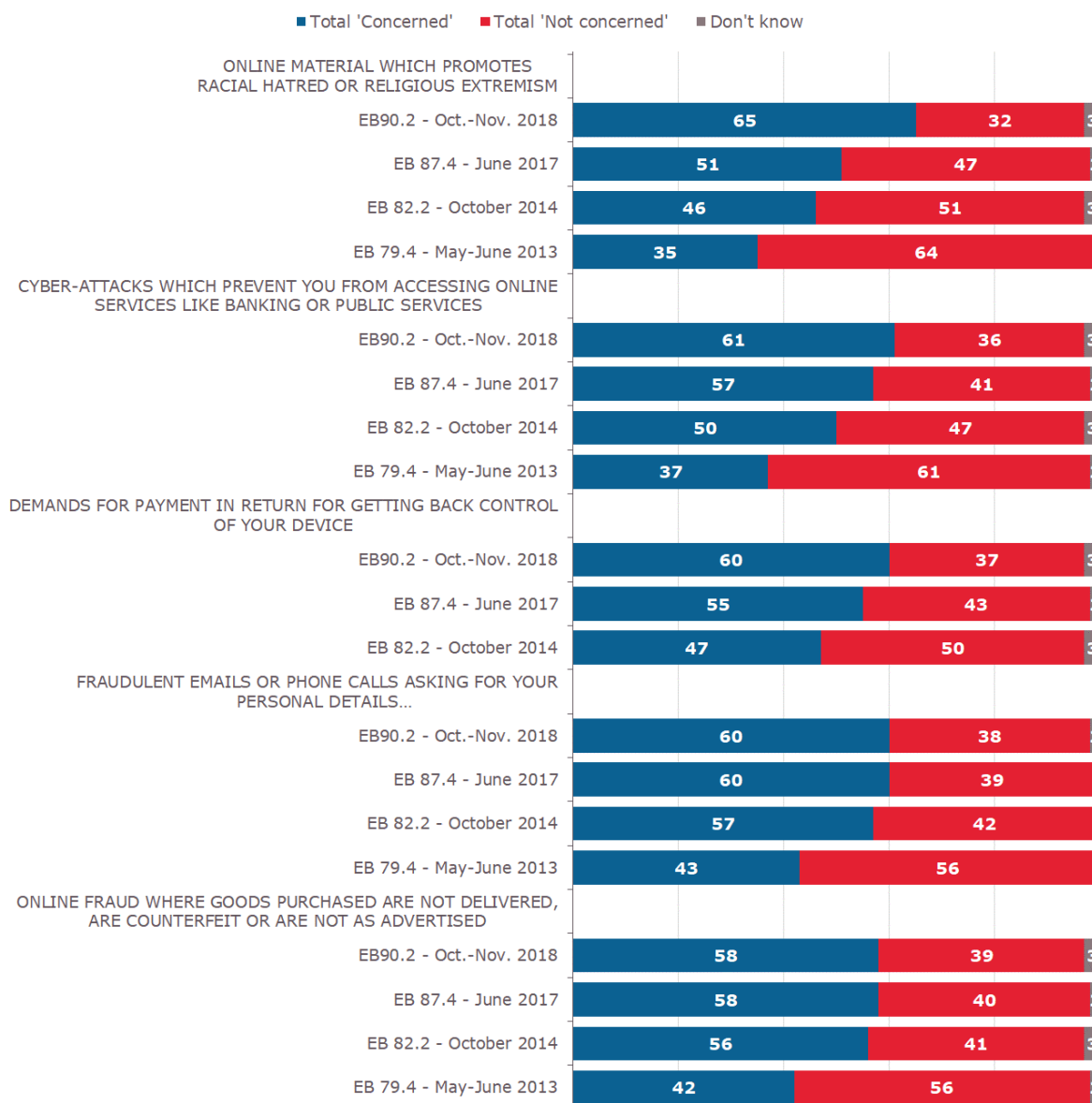
¹⁷ QD8. Cybercrimes include many different types of criminal activity. How concerned are you personally about experiencing or being a victim of the following situations? The infection of devices with malicious software. Identity theft (somebody stealing your personal data and impersonating you). Bank card or online banking fraud. Child pornography online. Hacking online social network or mail account. Online material which promotes racial hatred or religious extremism. Cyber-attacks which prevent you from accessing online services like banking or public services. Demands for payment in return for getting back control of your device. Fraudulent emails or phone calls asking for your personal details (including access to your computer, logins, banking or payment information). Online fraud where goods purchased are not delivered, are counterfeit or are not as advertised. (ONE ANSWER ONLY) Very concerned; Fairly concerned; Not very concerned; Not at all concerned; Don't know.

QD8 Cybercrimes can include many different types of criminal activity. How concerned are you personally about experiencing or being a victim of the following situations?
(% - EU)



Base: respondents who use the Internet (N=22,466)

QD8 Cybercrimes can include many different types of criminal activity. How concerned are you personally about experiencing or being a victim of the following situations?
(% - EU)



Base: respondents who use the Internet (N=22,466)

Two countries stand out in particular in the country-level breakdown. Ireland has the highest proportion of respondents expressing concern in each of the ten situations mentioned, while in seven situations Sweden has the lowest or joint-lowest proportion of respondents who express concern, as does Estonia in five situations. It is also noteworthy that in Romania there is very little difference on these questions, with the proportion of respondents who express concern varying by only three percentage points across all ten situations. The overall distribution of countries is similar across each of the cases.

In 13 of the 28 Member States, **the infection of devices with malicious software** is the most common response. In all countries a majority of those polled express some degree of concern about this, but it varies from only half (50%) in Estonia and Sweden to over eight in ten respondents in Lithuania (81%), Belgium (82%) and Ireland (83%).

In all but one country, the majority of respondents express concern about **identity theft**. The exception is Estonia, where less than half (47%) give this answer. In 18 countries at least two thirds of respondents mention this issue, and in Ireland over eight in ten (84%) do. In six countries it is the most frequently chosen answer.

There is a similar pattern in the case of **bank card or online banking fraud**. In Estonia, less than half (49%) of respondents are concerned about falling victim to this kind of cybercrime, compared to over eight in ten respondents in Ireland (87%), Lithuania (84%), Latvia and Belgium (both 82%). In 11 countries this is the situation that the highest proportion of respondents are concerned about.

Sweden stands out for having a particularly low proportion of respondents who are concerned about the prospect of being exposed to or being a victim of **child pornography**, at only three in ten (30%) of those polled. In four other countries, less than half of the respondents express concern about this. At the other end of the scale, over eight in ten (84%) of those surveyed in Ireland say that they are concerned about child pornography, closely followed by Spain (82%) and Latvia (80%).

Ireland (84%) again stands out for the high proportion of respondents who are concerned about falling victim to a **hacking attack on their social network or mail account**. In Estonia, only just over four in ten (44%) are concerned about this.

In five countries, only a minority of respondents express concern about **encountering online material which promotes racial hatred or extremism**, but this varies from less than four in ten (38%) of those polled in Sweden to nearly half (49%) in the Netherlands. In three countries, more than three quarters of respondents are concerned about this form of cybercrime: France (77%), Spain (78%) and Ireland (82%).

In all but three countries, at least half of respondents express concern about **cyberattacks which prevent access to banking or public services**. In Lithuania, Romania (both 74%) and Belgium (75%) around three quarters give this response, while in Ireland over eight in ten (81%) do.

There is a wide spread of answers in the case of **demands for payment in return for getting back control over a device**. In Sweden, less than a third (32%) are concerned about this, as are less than four in ten (38%) of those polled in Estonia. At the other end of the scale, over three quarters (76%) of respondents in Romania and eight in ten (80%) of those polled in Ireland express concern about falling victim to this cybercrime.

Only just over a quarter (27%) of respondents in Sweden are concerned about the possibility of being the victim of **fraudulent emails or phone calls asking for personal details**, as are only a minority of those polled in the Netherlands (36%), Estonia (38%), Denmark (41%) and Finland (47%). On the other hand, over three quarters of respondents in Romania (76%) and Ireland (78%) are concerned about this possibility.

The largest country-level disparity can be seen in the case of **online fraud where goods purchased are not delivered, are counterfeit, or are not as advertised**. In Sweden, less than a quarter (24%) of respondents give this answer, as do a minority of those polled in a further six countries. However, in 15 countries at least six in ten express some degree of concern about this possibility, and in Ireland nearly eight in ten (79%) do.

QD8 Cybercrimes include many different types of criminal activity. How concerned are you personally about experiencing or being a victim of the following situations?
 (% -TOTAL 'CONCERNED')

		The infection of devices with malicious software (viruses, etc.)	Identity theft (somebody stealing your personal data and impersonating you)	Bank card or online banking fraud	Child pornography online	Hacking online social network or mail account	Online material which promotes racial hatred or religious extremism	Cyber-attacks which prevent you from accessing online services like banking or public services	Demands for payment in return for getting back control of your device	Fraudulent emails or phone calls asking for your personal details (including access to your computer, logins, banking or payment information)	Online fraud where goods purchased are not delivered, are counterfeit or are not as advertised
EU28		71	70	70	67	67	65	61	60	60	58
BE		82	75	82	73	78	71	75	72	73	67
BG		75	71	71	67	69	65	65	64	72	67
CZ		74	73	77	68	70	60	69	64	65	69
DK		54	60	62	49	58	42	47	46	41	44
DE		61	55	55	55	56	57	50	43	51	45
EE		50	47	49	48	44	39	46	38	38	39
IE		83	84	87	84	84	82	81	80	78	79
EL		75	68	60	60	64	52	56	51	58	63
ES		72	78	76	82	74	78	62	73	61	63
FR		75	79	80	79	72	77	55	64	65	57
HR		74	75	73	74	71	66	62	69	62	63
IT		78	77	75	70	73	69	71	69	68	67
CY		75	78	72	78	76	69	63	68	68	68
LV		76	78	82	80	74	66	68	72	62	60
LT		81	79	84	75	75	70	74	70	66	72
LU		69	73	74	67	70	67	54	57	63	50
HU		60	61	58	54	56	50	55	52	61	57
MT		68	70	71	65	73	65	64	60	64	66
NL		62	55	58	48	59	49	55	43	36	34
AT		63	54	59	58	56	55	50	52	54	49
PL		76	71	74	72	71	71	71	69	69	71
PT		75	68	64	61	67	58	60	60	63	61
RO		77	77	77	77	77	74	74	76	76	74
SI		59	57	56	61	53	53	50	51	50	50
SK		67	63	61	43	57	43	60	56	57	59
FI		68	65	68	64	64	60	59	46	47	46
SE		50	60	53	30	50	38	46	32	27	24
UK		71	76	76	70	68	72	67	62	63	63

Highest percentage per country

Lowest percentage per country

Highest percentage per item

Lowest percentage per item

Base: respondents who use the Internet (N=22,466)

Overall, the majority of countries show consistent patterns of increase in the proportion of respondents who are concerned about these situations. In Belgium, there has been double-figure increase in all ten cases. Despite the generally low proportion of respondents in Sweden who express concern, in eight cases this proportion has increased since the June 2017 survey.

In most countries there has been at most a moderate change in the proportion of respondents who are concerned about the infection of devices with malicious software. Eighteen countries have registered an increase, but this varies from only one percentage point in Ireland and Denmark to 12 percentage points in Belgium.

In 17 countries there has been an increase in the proportion of those polled who are concerned about identity theft, with the largest increases in Sweden (+11 pp) and Belgium (+10 pp), while the largest decreases are in Bulgaria (-8 pp) and Austria (-7 pp).

In most cases the change in the proportion of respondents who are concerned about bank card or online banking fraud does not significantly differ from the average change across the EU, but Romania, Lithuania, Ireland (all +10 pp) and in particular Belgium (+18 pp) have recorded more substantial increases since the last survey.

In all but one country, the proportion of respondents who are concerned about the possibility of experiencing or falling victim to online child pornography has increased since the last survey. In 18 countries, the increase is in the double figures, and in seven cases it is 20 percentage points or more. The largest change has occurred in Finland, where the proportion of respondents concerned about this situation has risen by 30 percentage points¹⁸, closely followed by the Netherlands (+27 pp). However, in Malta (+1 pp), Poland (+3 pp), Austria (+3 pp) and Italy (+3 pp) there has been only a negligible increase, while in Portugal there has been no change.

In several countries, the proportion of respondents who mention hacking online social networks has risen since the last survey, with the highest increases occurring in Belgium (+18 pp) and the Netherlands (+16 pp), followed by Sweden (+13 pp) and Ireland (+11 pp). No country has registered a significant decrease in the proportion of respondents who give this answer.

¹⁸ It is presumed that the significant increase in awareness in Finland might be due to media coverage of an online sexual harassment case and sexual crimes against girls aged 13–15 years that occurred in the last months of year 2018.

QD8 Cybercrimes include many different types of criminal activity. How concerned are you personally about experiencing or being a victim of the following situations?
(% -TOTAL 'CONCERNED')

		The infection of devices with malicious software (viruses, etc.)		Identity theft (somebody stealing your personal data and impersonating you)		Bank card or online banking fraud		Child pornography online		Hacking online social network or mail account	
		Oct.-Nov. 2018 - June 2017		Oct.-Nov. 2018 - June 2017		Oct.-Nov. 2018 - June 2017		Oct.-Nov. 2018 - June 2017		Oct.-Nov. 2018 - June 2017	
EU28		71	▲ 2	70	▲ 1	70	▲ 4	67	▲ 14	67	▲ 4
BE		82	▲ 12	75	▲ 10	82	▲ 18	73	▲ 21	78	▲ 18
BG		75	▼ 3	71	▼ 8	71	▲ 3	67	▲ 4	69	▼ 3
CZ		74	▲ 2	73	▼ 1	77	▲ 2	68	▲ 8	70	▲ 7
DK		54	▲ 1	60	▲ 1	62	▲ 2	49	▲ 12	58	▲ 5
DE		61	▼ 3	55	=	55	▲ 6	55	▲ 22	56	▲ 5
EE		50	▼ 5	47	▲ 2	49	=	48	▲ 22	44	▲ 2
IE		83	▲ 9	84	▲ 8	87	▲ 10	84	▲ 24	84	▲ 11
EL		75	▲ 8	68	▲ 7	60	▲ 7	60	▲ 10	64	▲ 4
ES		72	▼ 3	78	=	76	=	82	▲ 9	74	▲ 1
FR		75	▲ 6	79	▲ 3	80	▲ 2	79	▲ 20	72	=
HR		74	▲ 9	75	▲ 3	73	▲ 5	74	▲ 7	71	▲ 4
IT		78	▲ 1	77	▲ 2	75	▲ 4	70	▲ 3	73	=
CY		75	▼ 2	78	▲ 5	72	▲ 6	78	▲ 13	76	▲ 5
LV		76	▲ 2	78	▲ 3	82	▲ 7	80	▲ 15	74	▲ 6
LT		81	▲ 9	79	▲ 3	84	▲ 10	75	▲ 13	75	▲ 6
LU		69	▲ 2	73	▼ 1	74	▲ 3	67	▲ 15	70	▲ 7
HU		60	▼ 4	61	▼ 1	58	=	54	▲ 7	56	▲ 2
MT		68	▼ 9	70	▼ 6	71	▼ 1	65	▲ 1	73	▼ 3
NL		62	▲ 8	55	▲ 6	58	▲ 9	48	▲ 27	59	▲ 16
AT		63	▼ 3	54	▼ 7	59	▲ 2	58	▲ 3	56	▼ 1
PL		76	▼ 1	71	▼ 5	74	▲ 3	72	▲ 3	71	▲ 6
PT		75	▲ 4	68	▼ 1	64	▲ 2	61	=	67	▲ 1
RO		77	▲ 8	77	▲ 7	77	▲ 10	77	▲ 18	77	▲ 10
SI		59	▲ 4	57	▲ 3	56	▲ 2	61	▲ 16	53	▲ 2
SK		67	▲ 5	63	▲ 7	61	▲ 6	43	▲ 12	57	▲ 6
FI		68	▲ 7	65	▲ 7	68	▲ 5	64	▲ 30	64	▲ 4
SE		50	▲ 6	60	▲ 11	53	▲ 8	30	▲ 16	50	▲ 13
UK		71	▼ 3	76	▼ 2	76	▼ 1	70	▲ 13	68	▲ 3

Base: respondents who use the Internet (N=22,466)

All countries have seen an increase in the proportion of respondents who express concern about the possibility of being exposed to online material which promotes racial hatred or religious extremism, but the extent of this change varies significantly. In Malta, Poland and Portugal (all +3 pp) change is only minimal, but in 20 of the 28 Member States the extent of the increase is at least in double digits, and it is particularly high in the Netherlands (+29 pp), Finland (+28 pp) and Belgium (+27 pp).

In the case of cyberattacks which prevent access to online services, the picture is more varied. In Belgium, the proportion of respondents who give this answer has risen by 24 percentage points, and by more than ten percentage points in Sweden (+11 pp), Ireland, Greece (both +13 pp), Romania (+14 pp) and the Netherlands (+15 pp). However, there has been no change in four countries.

There is a similar picture in the case of demands for payment in return for getting back control of your device. In Belgium, the proportion of respondents who give this answer has risen by 16 percentage points, closely followed by Romania, Greece and Ireland (all +13 pp).

In 22 countries, the change in the proportion of respondents who are concerned about fraudulent emails is no more than five percentage points. However, both Romania (+11 pp) and Belgium (+15 pp) have seen more significant changes, while in the Netherlands the proportion of respondents who are concerned about this situation has fallen by six percentage points.

There has also been little change in most countries in the case of online fraud where goods purchased are not delivered, are counterfeit or are not as advertised. In Belgium, this figure has risen by 12 percentage points, and in Ireland and Greece by eight percentage points. On the other hand, it has fallen by seven percentage points in Austria.

QD8 Cybercrimes include many different types of criminal activity. How concerned are you personally about experiencing or being a victim of the following situations?
(% -TOTAL 'CONCERNED')

		Online material which promotes racial hatred or religious extremism		Cyber-attacks which prevent you from accessing online services like banking or public services		Demands for payment in return for getting back control of your device		Fraudulent emails or phone calls asking for your personal details (including access to your computer, logins, banking or payment information)		Online fraud where goods purchased are not delivered, are counterfeit or are not as advertised	
		Oct.-Nov. 2018 - June 2017		Oct.-Nov. 2018 - June 2017		Oct.-Nov. 2018 - June 2017		Oct.-Nov. 2018 - June 2017		Oct.-Nov. 2018 - June 2017	
EU28		65	▲14	61	▲4	60	▲5	60	=	58	=
BE		71	▲27	75	▲24	72	▲16	73	▲15	67	▲12
BG		65	▲5	65	▲6	64	▼1	72	▼1	67	▲4
CZ		60	▲12	69	▲2	64	▲1	65	▲1	69	=
DK		42	▲10	47	=	46	▲2	41	▼4	44	▼1
DE		57	▲23	50	▲8	43	▲1	51	▲1	45	▲3
EE		39	▲18	46	▲4	38	▲4	38	=	39	▲3
IE		82	▲22	81	▲13	80	▲13	78	▲5	79	▲8
EL		52	▲13	56	▲13	51	▲13	58	▲5	63	▲8
ES		78	▲12	62	▲2	73	▲4	61	▼3	63	▼1
FR		77	▲22	55	▼4	64	▲7	65	▼1	57	▼3
HR		66	▲11	62	=	69	▲10	62	▼3	63	▼2
IT		69	▲5	71	▲3	69	▲5	68	▼1	67	=
CY		69	▲13	63	▲7	68	▲10	68	▲2	68	▲4
LV		66	▲17	68	▲1	72	▲9	62	▼1	60	=
LT		70	▲17	74	▲9	70	▲9	66	▲2	72	▲3
LU		67	▲18	54	▼2	57	▲3	63	▲7	50	▼1
HU		50	▲6	55	▲3	52	▲1	61	▲5	57	▲3
MT		65	▲3	64	=	60	▼2	64	▼4	66	▼4
NL		49	▲29	55	▲15	43	▲6	36	▼6	34	▼5
AT		55	▲7	50	=	52	▲4	54	▼1	49	▼7
PL		71	▲3	71	▲1	69	▲3	69	▼3	71	▼3
PT		58	▲3	60	▲5	60	▲2	63	▲3	61	▲2
RO		74	▲17	74	▲14	76	▲13	76	▲11	74	▲7
SI		53	▲14	50	▲2	51	▲2	50	▼1	50	▲2
SK		43	▲9	60	▲8	56	▲11	57	▲7	59	▲1
FI		60	▲28	59	▲8	46	▲5	47	▲6	46	▼4
SE		38	▲20	46	▲11	32	▲7	27	=	24	▼2
UK		72	▲11	67	▲2	62	▲2	63	▼5	63	▼3

Base: respondents who use the Internet (N=22,466)

There are some **socio-demographic** differences, although they are not relevant in all cases.

- Women are consistently more likely than men to express concern about falling victim to cybercrime in each of the named situations, although the difference is only moderate, varying between five and eight percentage points.
- While education is not significant in each case, there are several instances in which those with lower levels of education are somewhat less likely to express concern. These are cyberattacks which prevent the accessing of public services, the infection of devices with malicious software, identity theft, the hacking of online networks, and bank card or online banking fraud. In these instances, respondents who finished their education at or before the age of 15 were between four and eight percentage points less likely than those who finished their education at an older age to express concern about the possibility of becoming a victim of cybercrime.

QD8 Cybercrimes include many different types of criminal activity. How concerned are you personally about experiencing or being a victim of the following situations?

(% Total 'Concerned' - EU)

	The infection of devices with malicious software (viruses, etc.)	Identity theft (somebody stealing your personal data and impersonating you)	Bank card or online banking fraud	Child pornography online	Hacking online social network or mail account	Online material which promotes racial hatred or religious extremism	Cyber-attacks which prevent you from accessing online services like banking or public services	Demands for payment in return for getting back control of your device	Fraudulent emails or phone calls asking for your personal details (including access to your computer, logins, banking or payment information)	Online fraud where goods purchased are not delivered, are counterfeit or are not as advertised
EU28	71	70	70	67	67	65	61	60	60	58
 Gender										
Man	68	67	67	63	63	62	58	57	57	55
Woman	73	73	73	70	71	69	64	62	64	61
 Education (End of)										
15-	65	66	64	66	62	63	56	58	61	54
16-19	71	71	71	69	67	66	62	61	63	60
20+	71	70	72	66	67	66	62	58	59	56
Still studying	71	68	65	64	70	66	58	58	56	60

Base: respondents who use the Internet (N=22,466)

4. Perception of specific cybercrimes

Respondents were asked to what extent they considered a range of cybercrimes to be serious crimes¹⁹.

- The majority of Europeans think that cybercrimes are serious crimes, but the proportion who regard them as very serious varies significantly between countries –

Respondents are almost unanimous (96%) in their opinion that *child pornography* is a serious crime, with over eight in ten (82%) seeing this as a very serious crime and just a very small minority say it is a minor crime.

Almost all (95%) of those polled say that *online banking fraud* is a serious crime, and over seven in ten (71%) see this as a very serious crime, while just under a quarter (24%) say that it is fairly serious.

The vast majority (95%) of respondents see *identity theft* as a serious crime, and seven in ten (70%) say that it is a very serious crime, while a quarter (25%) say that it is a fairly serious crime.

Over nine in ten (91%) respondents see cyber extortion (the *demanding of a payment for the restoration of control to the user's electronic device*) as a serious crime. Nearly six in ten (58%) regard it as a very serious crime, while a third (33%) say that it is a fairly serious crime. Few think it is a minor crime (6%) and almost no respondents (1%) think it is not a crime at all.

Just over nine in ten (91%) of those polled say that *material promoting racial hatred or religious extremism* is a serious crime, with over six in ten (61%) saying that it is a very serious crime, and three in ten (30%) regarding it as a fairly serious crime. Almost no respondents (1%) think that it is not a crime at all, while 6% think it is a minor crime.

Nearly nine in ten (87%) respondents regard *cyber-attacks which prevent you from accessing online services* to be a serious crime. Nearly half (48%) see this crime as very serious, while nearly four in ten (39%) say it is fairly serious. Less than one in ten (9%) say it is a minor crime, and very few (2%) think it is not a crime at all.

Over eight in ten (85%) respondents see *hacking online social networks and email accounts* as a serious crime, with similar proportions seeing this as a very serious crime (44%) or as a fairly serious crime (41%). Just over one in ten (12%) see it as a minor crime, while almost none of those polled think it is not a crime at all (1%).

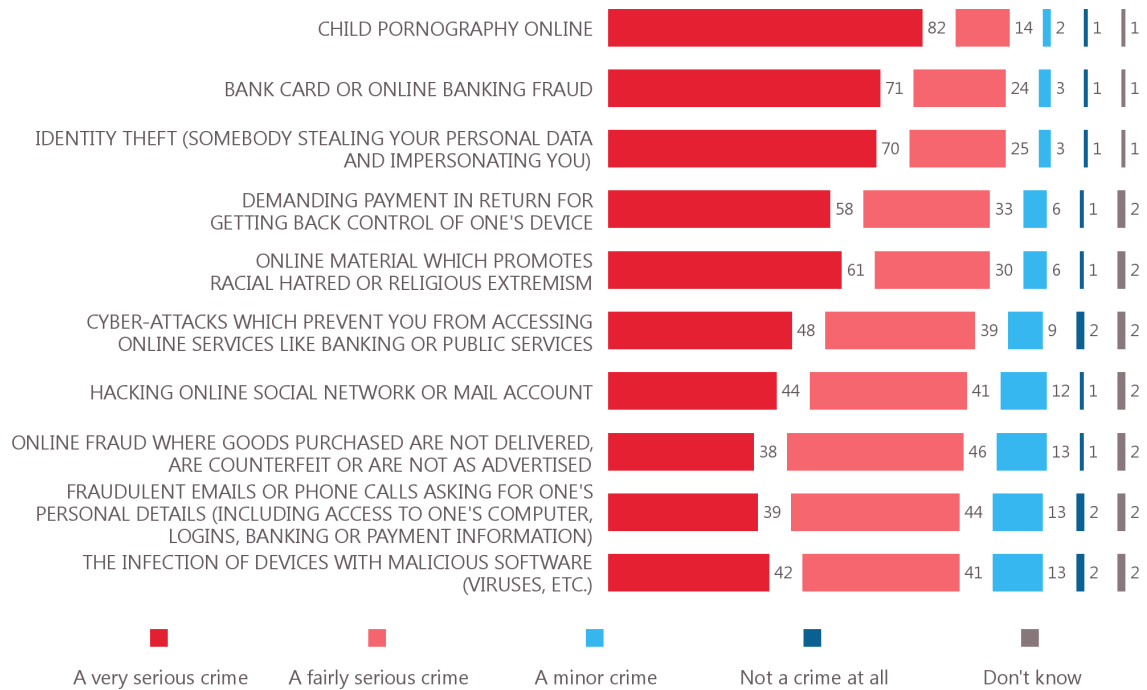
The majority (84%) of respondents regard *online fraud* as a serious crime, with nearly four in ten (38%) seeing it as a very serious crime, and just under half (46%) regarding it as fairly serious. Over one in ten (13%) regard it as a minor crime, and very few (1%) do not see it as a crime at all.

Over eight in ten (83%) regard *fraudulent emails or phone calls* as a serious crime, with nearly four in ten (39%) considering this a very serious crime, and a similar proportion seeing it as a fairly serious crime (44%). Just over one in ten (13%) see it as a minor crime, and only 2% think it is not a crime at all.

¹⁹ Q9D. Please tell me, for each of the following situations, if you think it is a very serious crime, a fairly serious crime, a minor crime, or not a crime at all? Fraudulent emails or phone calls asking for one's personal details (including access to one's computer, logins, banking or payment information). Online fraud where purchases are not delivered, are counterfeit or are not as advertised. Cyber-attacks which prevent you from accessing online services like banking or public services. The infection of devices with malicious software (viruses etc.). Identity theft (someone stealing your personal data and impersonating you). Child pornography online. Online material which promotes racial hatred or religious extremism. Hacking online social network or email accounts. Bank card or online banking fraud. Demanding payment in return for getting back control of one's device. (ONE ANSWER ONLY) A very serious crime; A fairly serious crime; A minor crime; Not a crime at all; Don't know.

Over eight in ten (83%) of respondents say that the infection of devices with malicious software such as viruses is a serious crime, with similar proportions saying this is very serious (42%) or fairly serious (41%). Just over one in ten (13%) see it as a minor crime, while 2% say it is not a crime at all.

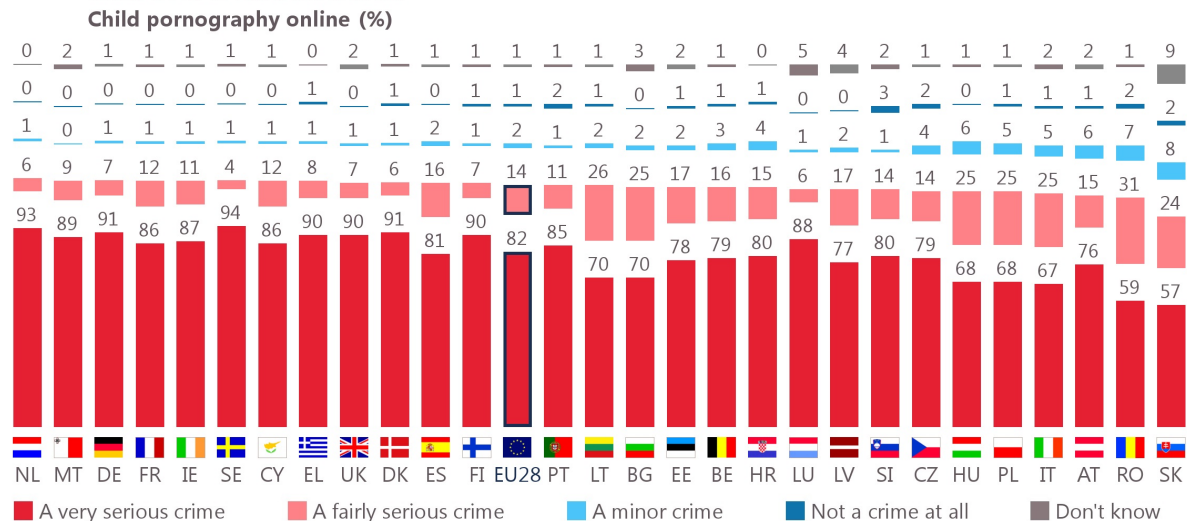
QD9 Please tell me, for each of the following situations, if you think it is a very serious crime, a fairly serious crime, a minor crime or not a crime at all? (% - EU)



Base: respondents who use the Internet (N=22,466)

With the exception of Slovakia (81%), in all countries at least nine in ten of those polled say that **child pornography** is a serious crime. However, there is more country-level variation among those who say that it is a very serious crime. In 21 of the 28 Member States at least three quarters of respondents give this answer, with the highest proportions in the Netherlands (93%) and Sweden (94%), but in Slovakia (57%) and Romania (59%) less than six in ten give this answer. In all countries only a tiny minority of respondents say that this is not a crime at all.

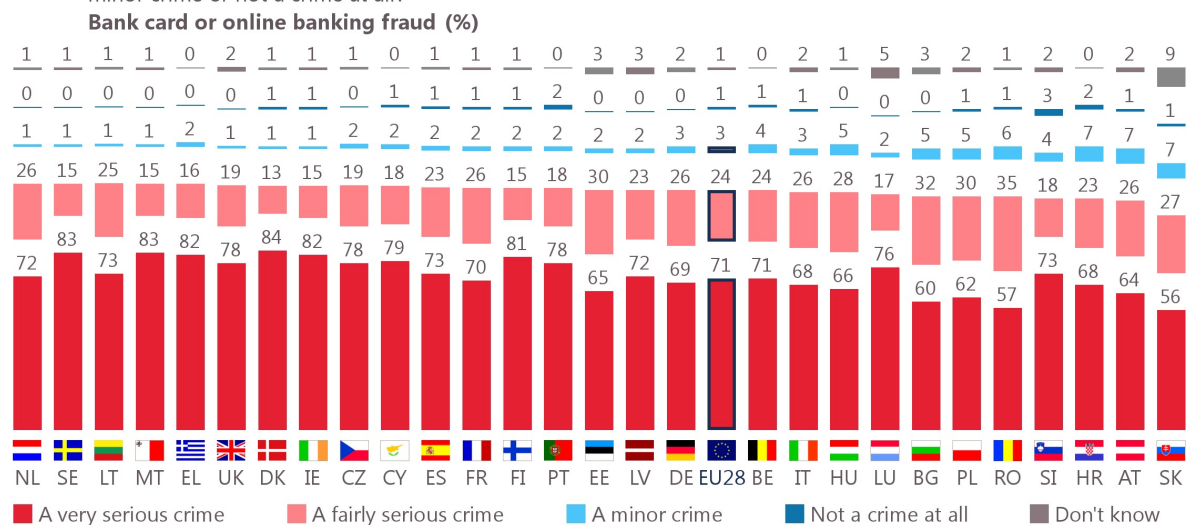
QD9.6 Please tell me, for each of the following situations, if you think it is a very serious crime, a fairly serious crime, a minor crime or not a crime at all?



Base: respondents who use the Internet (N=22,466)

In all but one country at least nine in ten say that **online banking fraud** is a serious crime, the exception being Slovakia (83%). A majority of respondents in all countries say that this is a very serious crime, but there is more variation in this case, ranging from under six in ten of those polled in Slovakia (56%) and Romania (57%) to over eight in ten in Malta, Sweden (both 83%) and Denmark (84%).

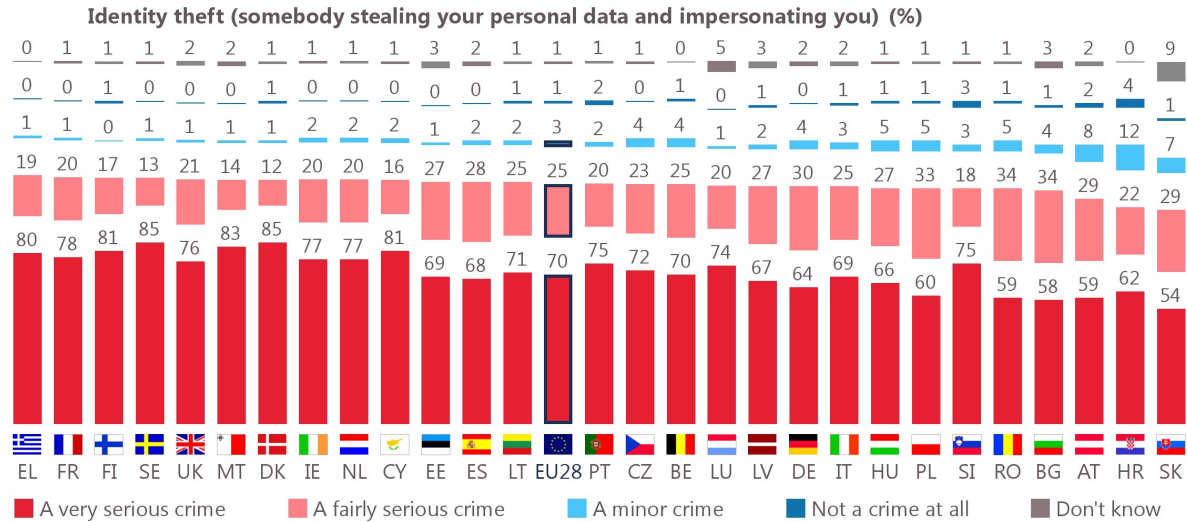
QD9.9 Please tell me, for each of the following situations, if you think it is a very serious crime, a fairly serious crime, a minor crime or not a crime at all?



Base: respondents who use the Internet (N=22,466)

There is widespread consensus at the country level that **identity theft** is a serious crime. In almost all countries, at least nine in ten respondents give this answer, and in Finland, France, Sweden (all 98%) and Greece (99%) nearly all of those polled do. The figure is somewhat lower in Slovakia (83%), Croatia (84%) and Austria (88%). In all countries a majority of respondents see identity theft as a very serious crime, but this varies from over eight in ten of those polled in Malta (83%), Denmark (85%) and Sweden (85%) to less than six in ten in Slovakia (54%) and Bulgaria (58%). The highest proportion of respondents who think that this is not a crime is found in Croatia (4%).

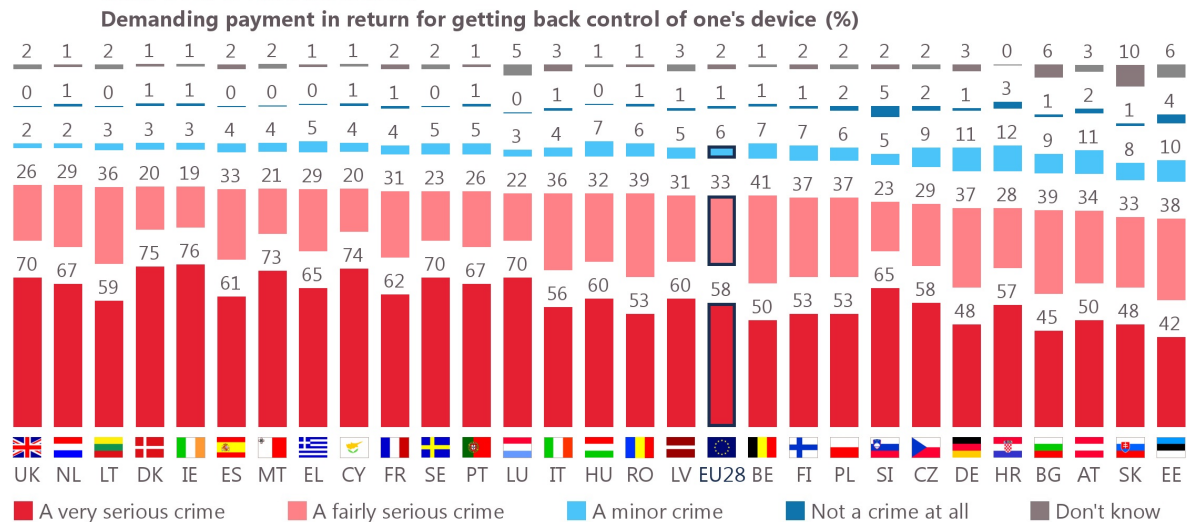
QD9.5 Please tell me, for each of the following situations, if you think it is a very serious crime, a fairly serious crime, a minor crime or not a crime at all?



Base: respondents who use the Internet (N=22,466)

In all countries, at least eight in ten of those polled see **cyber extortion** as a serious crime, with the lowest proportions in Estonia (80%) and Slovakia (81%) and the highest in the Netherlands and the United Kingdom (both 96%). Again, there is much more variation when it comes to those who think it is a very serious crime: in Estonia (42%) and Bulgaria (45%) less than half of those surveyed hold this view, compared with over seven in ten of those polled in Malta (73%), Cyprus (74%), Denmark (75%) and Ireland (76%).

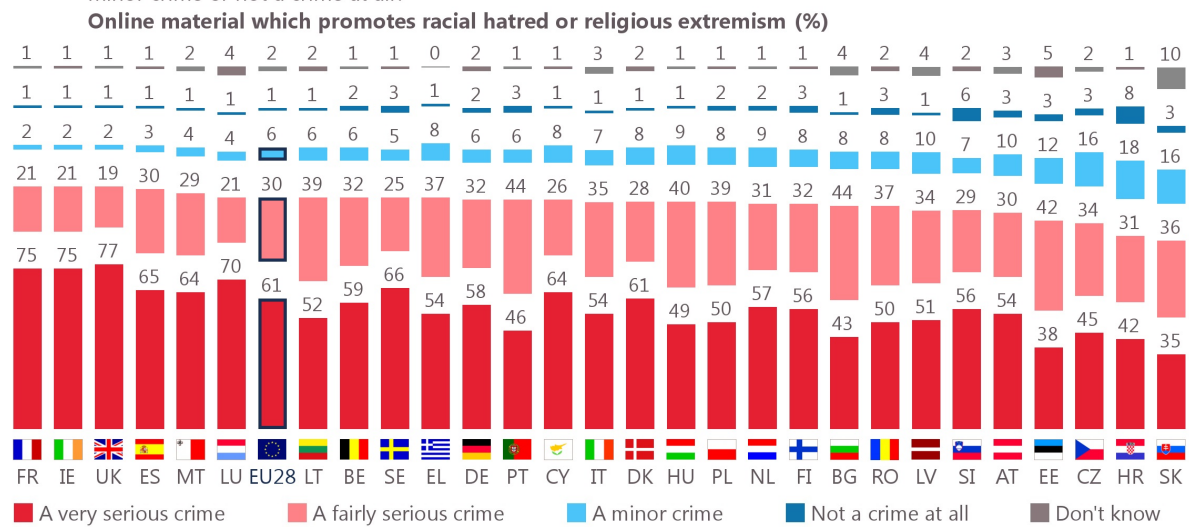
QD9.10 Please tell me, for each of the following situations, if you think it is a very serious crime, a fairly serious crime, a minor crime or not a crime at all?



Base: respondents who use the Internet (N=22,466)

In all countries, a majority of respondents regard the **online dissemination of material which promotes racial hatred or religious extremism** as a serious crime, ranging from just over seven in ten of those polled in Slovakia (71%) and Croatia (73%) to nearly all respondents in France, Ireland and the United Kingdom (all 96%). There are much larger differences in the proportion of respondents who see it as a very serious crime: while in 21 countries a majority hold this view, this ranges from half (50%) of those polled in Poland and Romania to three quarters or more in France, Ireland (both 75%) and the United Kingdom (77%). In seven countries, a minority of respondents consider material promoting racial hatred or religious extremism to be a very serious crime, with less than four in ten holding this view in Slovakia (35%) and Estonia (38%). In almost all countries very few respondents say that this is not a crime at all, the exceptions being Slovenia (6%) and Croatia (8%).

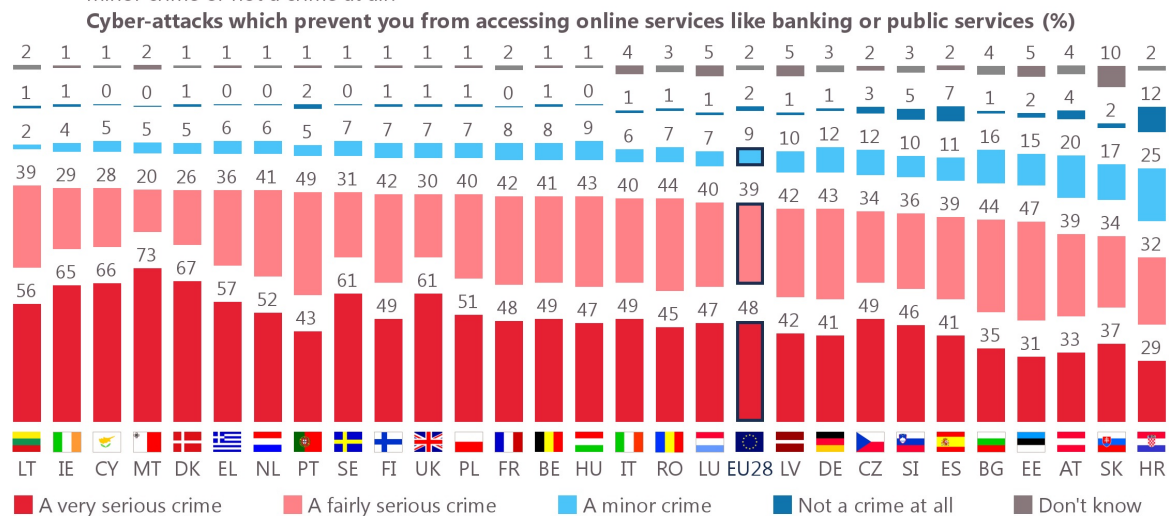
QD9.7 Please tell me, for each of the following situations, if you think it is a very serious crime, a fairly serious crime, a minor crime or not a crime at all?



Base: respondents who use the Internet (N=22,466)

In 23 of the 28 Member States, at least eight in ten respondents regard **cyber-attacks which prevent access to online services** as a serious crime, with particularly high levels of agreement in Cyprus, Ireland (both 94%) and Lithuania (95%). Again, Croatia (61%) stands out for a significantly lower proportion of respondents who regard this as a serious crime. In 10 countries, a majority of respondents see cyber-attacks as a very serious crime, with nearly three quarters (73%) of those polled in Malta holding this view. On the other hand, less than a third of respondents in Estonia (31%) and Croatia (29%) have this view. Croatia again stands out for the relatively high proportion of respondents who think that this is not a crime at all: over one in ten (12%) express this view.

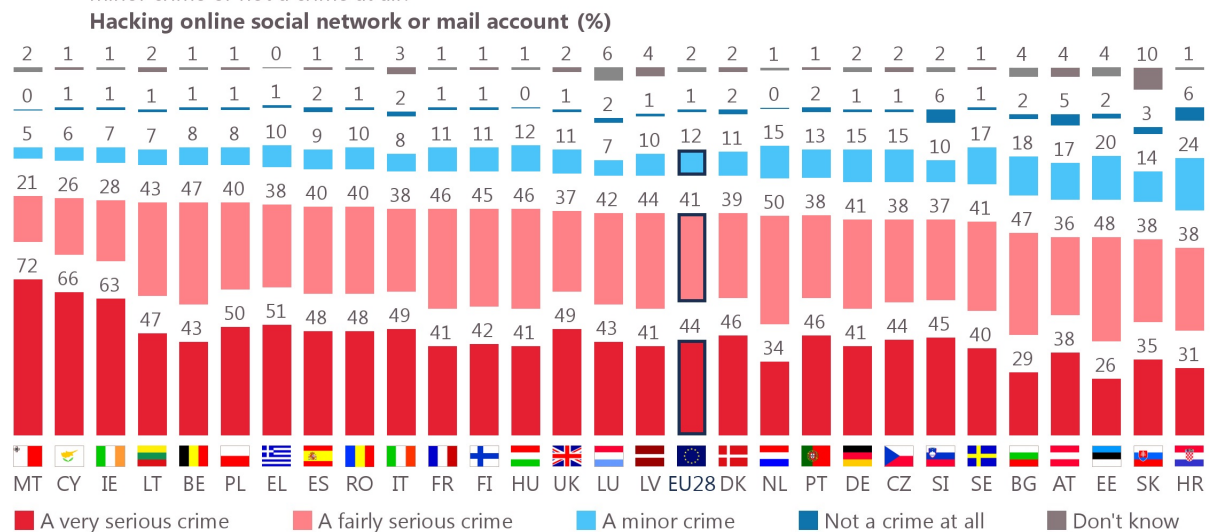
QD9.3 Please tell me, for each of the following situations, if you think it is a very serious crime, a fairly serious crime, a minor crime or not a crime at all?



Base: respondents who use the Internet (N=22,466)

In 23 of the 28 Member States at least eight in ten see **hacking online social network or email accounts** as a serious crime. None of the countries stands out for a particularly large proportion of respondents who hold this opinion, but in Croatia less than seven in ten (69%) do. There is much more variation among those who see it as a very serious crime. In Estonia (26%) and Bulgaria (29%) less than three in ten respondents think so, and in all but five countries only a minority of respondents hold this view. However, a significant majority of respondents in Ireland (63%), Cyprus (66%) and Malta (72%) are of this opinion. The highest proportions of those who think hacking of online social network or email accounts is not a crime are found in Austria (5%), Croatia and Slovenia (both 6%).

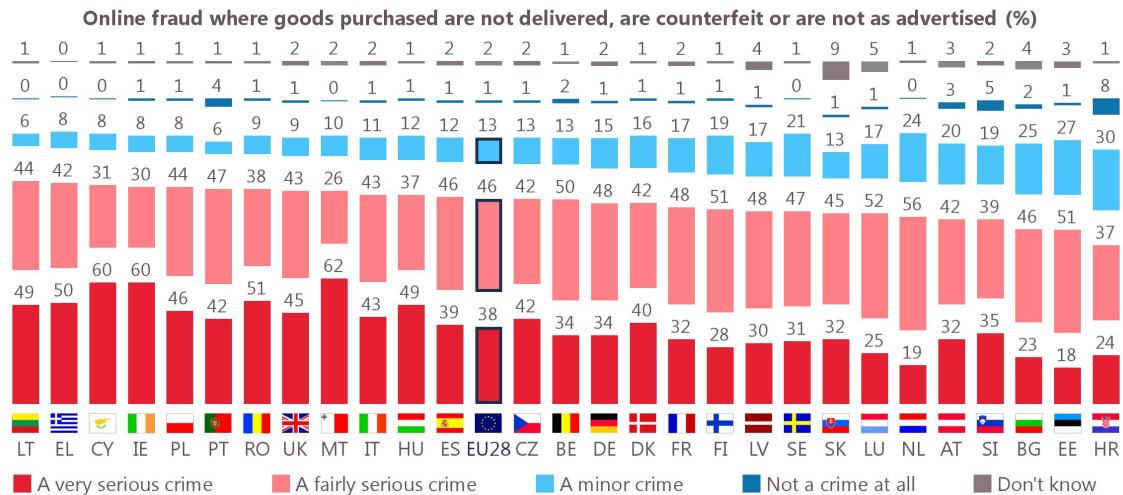
QD9.8 Please tell me, for each of the following situations, if you think it is a very serious crime, a fairly serious crime, a minor crime or not a crime at all?



Base: respondents who use the Internet (N=22,466)

In all but four countries at least three quarters of respondents consider online fraud to be a serious crime, and in five cases at least nine in ten do. The largest proportion of respondents who give this answer is found in Greece (92%) and Lithuania (93%), while the smallest is in Croatia (61%). In Ireland, Cyprus (both 60%) and Malta (62%) at least six in ten see online fraud as a very serious crime, but in Estonia (18%) and the Netherlands (19%) less than a fifth hold this opinion. In most countries only a very small proportion of respondents do not consider it a crime at all, but in Croatia nearly one in ten (8%) of those polled give this answer.

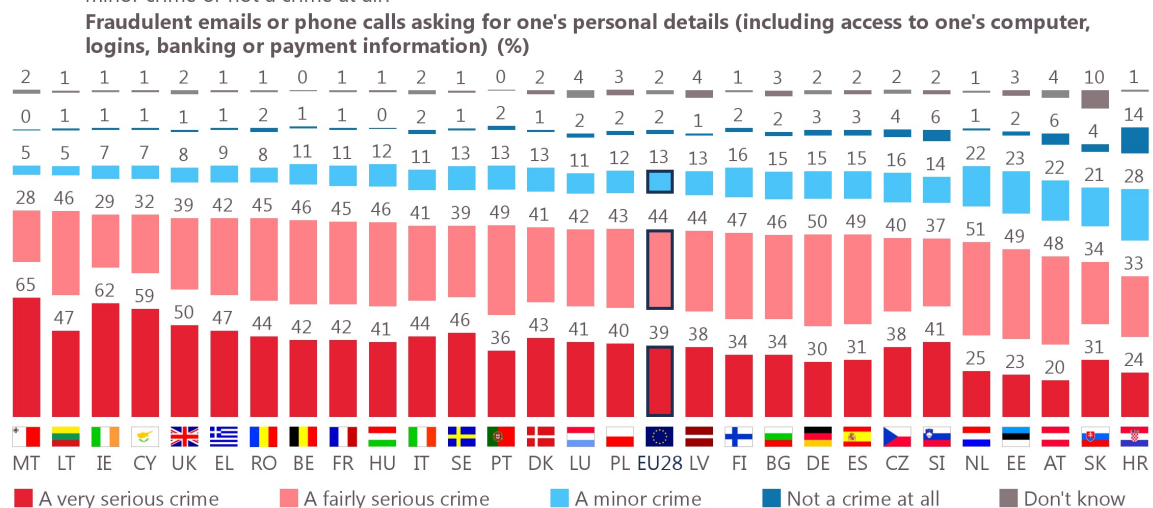
QD9.2 Please tell me, for each of the following situations, if you think it is a very serious crime, a fairly serious crime, a minor crime or not a crime at all?



Base: respondents who use the Internet (N=22,466)

In all countries a majority of respondents regard **scam emails or phone calls** as a serious crime, and in all but two cases at least two thirds of respondents have this opinion, the exceptions being Croatia (57%) and Slovakia (65%). In four countries, at least nine in ten respondents think this is a serious crime: these are Cyprus, Ireland (both 91%), Lithuania and Malta (both 93%). There are large differences in the proportion of respondents who see this as a very serious crime: in Malta (65%) and Ireland (62%) over six in ten respondents hold this view, compared with only a fifth (20%) of those polled in Austria. Croatia stands out for a high proportion of respondents who do not regard this as a crime at all, at over one in ten (14%) of those polled.

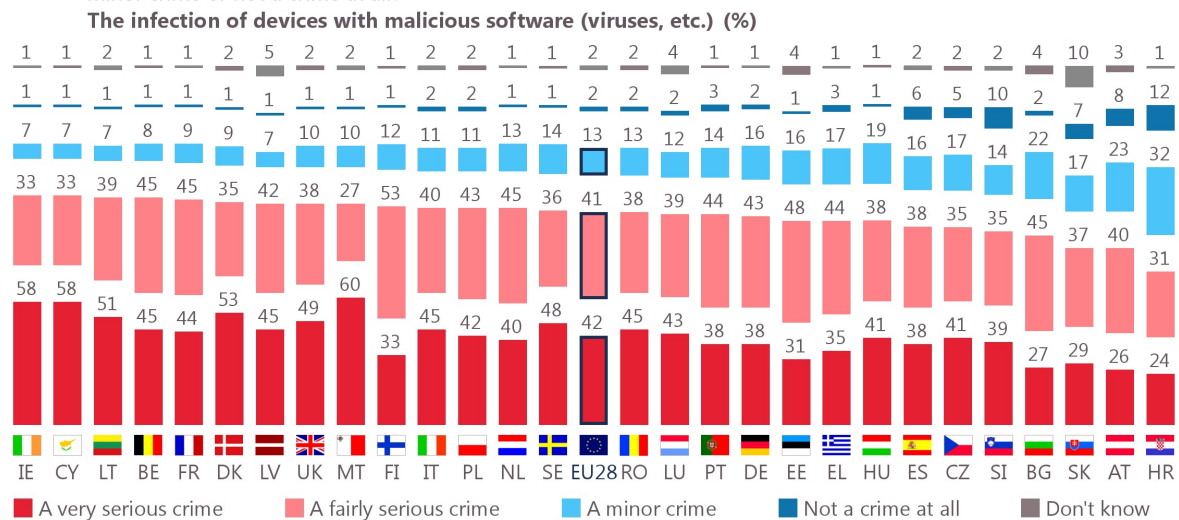
QD9.1 Please tell me, for each of the following situations, if you think it is a very serious crime, a fairly serious crime, a minor crime or not a crime at all?



Base: respondents who use the Internet (N=22,466)

In all countries a majority of respondents regard the **dissemination of malicious software** as a serious crime, but in Croatia less than six in ten (55%) hold this view. Elsewhere, at least two thirds think it is a serious crime, rising to around nine in ten of those polled in Belgium and Lithuania (both 90%), Cyprus and Ireland (both 91%). There are significant differences in the proportion of those who think that this is a very serious crime: in Croatia (24%) and Austria (26%) only around a quarter hold this view, but in five countries a majority of respondents give this answer, with around six in ten doing so in Cyprus, Ireland (both 58%) and Malta (60%). In Croatia (12%) and Slovenia (10%) at least one in ten think this is not a crime at all.

QD9.4 Please tell me, for each of the following situations, if you think it is a very serious crime, a fairly serious crime, a minor crime or not a crime at all?



Base: respondents who use the Internet (N=22,466)

Given the high level of consensus that these are serious crimes, the **socio-demographic** analysis focuses on the proportion of respondents who think these are very serious crimes, in which there is more variation.

- Women are more likely to see fraudulent emails or phone calls (41%, compared with 36% of men), material promoting racial hatred (64%; 58%) and hacking online accounts (47%; 42%) as very serious crimes, but otherwise there are no significant gender differences on these questions.
- The older the respondent, the more likely they are to see these crimes as very serious. There are particularly large differences in the case of malicious software (52% of those aged 55 or more, compared with 33% of those aged between 15 and 24), and hacking online social network or mail accounts (52%; 38%).
- There are few differences in the case of education. Those who finished their education at or before the age of 15 are more likely than those who finished their education at or after the age of 20 to think that online fraud (45%, compared to 37%) or hacking online social network or mail accounts (51%; 44%) constitute very serious crimes, while those who have higher levels of education are more likely to consider child pornography to be a very serious crime (85%; 79%).

QD9 Please tell me, for each of the following situations, if you think it is a very serious crime, a fairly serious crime, a minor crime or not a crime at all?

(% A very serious crime - EU)

	Child pornography online	Bank card or online banking fraud	Identity theft (somebody stealing your personal data and impersonating you)	Demanding payment in return for getting back control of one's device	Online material which promotes racial hatred or religious extremism	Cyber-attacks which prevent you from accessing online services like banking or public services	Hacking online social network or mail account	Online fraud where goods purchased are not delivered, are counterfeit or are not as advertised	Fraudulent emails or phone calls asking for one's personal details (including access to one's computer, logins, banking or payment information)	The infection of devices with malicious software (viruses, etc.)
EU28	82	71	70	58	61	48	44	38	39	42
Gender										
Man	80	69	69	57	58	47	42	37	36	40
Woman	83	73	72	60	64	50	47	40	41	44
Age										
15-24	79	65	67	53	56	44	38	32	31	33
25-39	81	69	68	56	59	44	41	35	36	37
40-54	83	72	71	59	62	49	44	38	39	42
55 +	83	76	73	64	66	54	52	44	46	52
Education (End of)										
15-	79	71	69	60	62	50	51	45	42	45
16-19	82	71	69	58	60	48	46	40	41	43
20+	85	73	73	61	64	50	44	37	38	43
Still studying	78	65	67	52	55	43	37	31	30	30

Base: respondents who use the Internet (N=22,466)

IV. FIGHTING CYBERCRIME

1. Respondents' awareness of other people who have direct and indirect experience of cybercrime

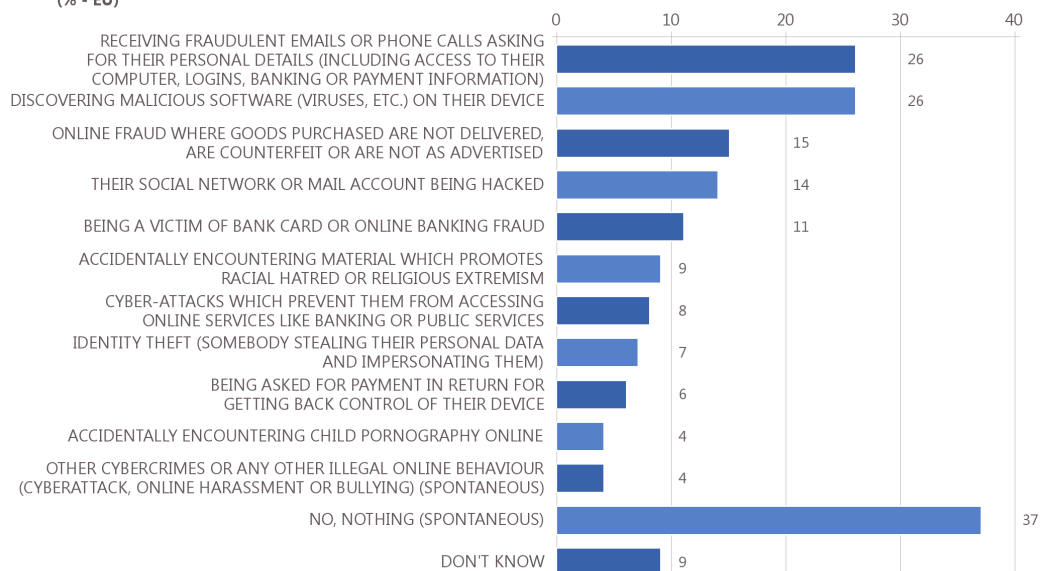
Respondents were asked whether, during the last three years, their family, friends or any acquaintances had been the victim of a cybercrime²⁰.

- Just over half of respondents know someone who has been victim of cybercrime in the last three years –

Over half (54%) of respondents know of at least one case of a family member, friend or acquaintance falling victim to cybercrime. Just over a third (37%) are not aware of any such cases, while just under one in ten (9%) do not know whether this has occurred.

The two most frequently mentioned types of cybercrime respondents are aware to have been experienced by family, friends or acquaintances, are *receiving fraudulent emails or phone calls* and *discovering malicious software such as viruses* (both 26%). Somewhat fewer respondents mentioned cases of *online fraud* (15%), *hacking of social network or email accounts* (14%) and *bank card or online banking fraud* (11%). Fewer than one in ten respondents mentions cases of *accidentally encountering material which promotes racial hatred or extremism* (9%), *cyberattacks which prevent accessing online services* (8%), *identity theft* (7%), *being asked for payment to regain control of their device* (6%), *accidentally encountering child pornography or other cybercrimes* (both 4%).

QD11 In the last three years, have your family, friends or acquaintances experienced or been a victim of any of these situations? Please tell me all that apply. (MULTIPLE ANSWERS POSSIBLE)
(% - EU)



Base: respondents who use the Internet (N=22,466)

²⁰ QD11. In the last three years, have your family, friends or acquaintances experienced or been a victim of any of these situations? (MULTIPLE ANSWERS POSSIBLE) 1. Receiving fraudulent e-mails or phone calls asking for their personal details (including access to their computer, logins, banking or payment information). 2. Online fraud where goods purchased are not delivered, are counterfeit or are not as advertised. 3. Cyber-attacks which prevent them from accessing online services like banking or public services. 4. Discovering malicious software (viruses etc.) on their devices. 5. Identity theft (somebody stealing their personal data and impersonating them). 6. Accidentally encountering child pornography online. 7. Their social network or mail account being hacked. 8. Being a victim of bank card or online banking fraud. 9. Being asked for payment in return for getting back control of their device. 10. Other cybercrimes or any other illegal online behaviour (cyberattack, online harassment or bullying). No, nothing. Don't know.

There are significant differences in the results observed at the country level.

In 11 countries, **receiving fraudulent e-mails** is the cybercrime most commonly experienced by respondents' family, friends or acquaintances, or at least the first most commonly experienced cybercrime. Receiving fraudulent e-mails it is the second most common cybercrime in 12 countries, and the third most common in a further three. In Denmark, Sweden (both 52%) and the Netherlands (50%) at least half of the respondents mention that someone among their family, friends or acquaintances has experienced this form of cybercrime, but in most countries less than four in ten respondents say so. In Portugal (3%), Poland (7%) and Romania (9%) the proportion of respondents who know someone that has received fraudulent e-mails is less than one in ten of those polled.

In 19 countries, **discovering malicious software** is the most or joint most frequently experienced form of cybercrime respondents are aware to have been experienced by a family member, friends or acquaintances, and in the remaining nine countries, it is the second most experienced form of cybercrime of which respondents are aware. This form of cybercrime is mentioned by a minority of respondents in all countries, but it ranges from less than one in ten (9%) of those polled in Romania to over four in ten respondents in the Netherlands (42%), Luxembourg (44%) and Belgium (45%).

In five countries, the second most common form of cybercrime is **online fraud where goods purchased are not delivered, are counterfeit or not as advertised**. In a further 15 countries this is the third most common form of cybercrime. There is less variation in this case: while in Portugal, Romania (both 7%), Slovakia (8%) and Bulgaria (9%) less than one in ten of those polled gives this response, in Denmark (25%), the Netherlands (26%) and Belgium (27%) a quarter or more of those polled know someone who has experienced this crime.

In two countries, the second or joint second most common form of cybercrime is **hacking a social network or e-mail account**. This is the third or joint third most common form of cybercrime in another eight countries. In 22 countries, less than a fifth mention this form of cybercrime, with the lowest proportion of respondents in Portugal (3%), Italy (5%) and Slovakia (5%). At the other end of the scale, nearly a third (32%) of respondents in France mention this.

In 18 countries, less than one in ten respondents mention **bank card or online banking fraud**. However, this form of cybercrime is significantly more likely to be mentioned in the United Kingdom (20%), Luxembourg (21%), Sweden (23%), Denmark (24%) and France (27%).

Sweden (32%) stands out for the particularly high proportion of respondents who mention **accidentally encountering material which promotes racial hatred or religious extremism**. In all other countries, less than a fifth of the respondents mention this cybercrime, with particularly few doing so in Portugal (2%), Greece (3%), Bulgaria and Italy (both 4%).

There is a similar pattern in the case of **cyber-attacks which prevent the access to online services like banking or public services**. In Finland, a quarter (25%) of those polled mention cyber-attacks, as do nearly a fifth in Belgium and the Netherlands (both 18%). In 20 countries, less than one in ten give this answer.

In 23 countries less than one in ten respondents mention **identity theft**. However, nearly a fifth (19%) of respondents in Belgium give this answer.

In the Netherlands (14%) and in Belgium (13%) are observed the highest proportions of respondents who mention the cybercrime of **being asked for payment in return for getting back control over a device**. In 24 countries, less than one in ten respondents mention this.

In all countries, less than one in ten respondents mention **accidentally encountering child pornography**. With the exception of Slovakia (10%), this is also the case when it comes to other, unspecified cybercrimes.

QD11 In the last three years, have your family, friends or acquaintances experienced or been a victim of any of these situations? Please tell me all that apply. (MULTIPLE ANSWERS POSSIBLE)
(%)

		Receiving fraudulent emails or phone calls asking for their personal details (including access to their computer, logins, banking or payment information)	Discovering malicious software (viruses, etc.) on their device	Online fraud where goods purchased are not delivered, are counterfeit or are not as advertised	Their social network or mail account being hacked	Being a victim of bank card or online banking fraud	Accidentally encountering material which promotes racial hatred or religious extremism	Cyber-attacks which prevent them from accessing online services like banking or public services	Identity theft (somebody stealing their personal data and impersonating them)	Being asked for payment in return for getting back control of their device	Accidentally encountering child pornography online	Other cybercrimes or any other illegal online behaviour (cyberattack, online harassment or bullying) (SPONTANEOUS)	No, nothing (SPONTANEOUS)	Don't know
EU28		26	26	15	14	11	9	8	7	6	4	4	37	9
BE		40	45	27	28	16	19	18	19	13	8	7	15	2
BG		12	16	9	10	2	4	3	3	1	3	3	41	22
CZ		23	29	17	10	5	7	4	4	8	2	7	27	13
DK		52	37	25	25	24	15	13	7	6	3	2	28	5
DE		26	25	14	10	5	10	4	4	10	2	1	43	9
EE		28	32	19	17	7	12	9	7	5	4	2	35	11
IE		35	18	13	17	14	7	9	8	4	3	4	36	8
EL		10	35	11	11	1	3	1	2	3	3	2	46	9
ES		13	20	10	8	6	5	6	7	4	3	2	55	6
FR		42	39	19	32	27	13	11	14	8	7	4	24	6
HR		14	26	17	11	3	19	5	4	4	6	4	32	13
IT		16	21	13	5	6	4	5	5	3	6	9	38	12
CY		20	26	20	16	10	7	5	9	6	2	4	46	9
LV		20	22	16	15	6	8	6	6	3	3	2	43	11
LT		15	21	14	8	2	5	2	2	3	3	6	50	6
LU		44	44	22	25	21	14	13	12	8	6	7	23	5
HU		14	15	12	6	3	5	5	4	1	3	2	61	4
MT		35	20	16	8	9	11	2	3	4	3	1	37	13
NL		50	42	26	23	13	15	18	6	14	3	3	19	7
AT		23	35	22	10	6	11	9	8	6	6	1	31	10
PL		7	19	11	6	3	8	5	5	3	4	5	48	11
PT		3	12	7	3	3	2	3	3	1	3	1	55	20
RO		9	9	7	7	3	5	4	5	2	8	4	43	28
SI		17	27	21	14	9	6	6	3	3	2	5	48	4
SK		11	17	8	5	4	8	5	5	3	4	10	49	8
FI		36	35	21	13	14	16	25	9	5	4	2	35	3
SE		52	38	23	29	23	32	12	16	10	4	2	21	4
UK		37	22	15	18	20	6	10	11	4	3	5	33	8
		1st MOST FREQUENTLY MENTIONED ITEM												
		2nd MOST FREQUENTLY MENTIONED ITEM												
		3rd MOST FREQUENTLY MENTIONED ITEM												

Base: respondents who use the Internet (N=22,466)

There are a few **socio-demographic** differences on this question.

- In most cases, those with higher levels of education are more likely to report that someone they know has been the victim of a cybercrime. For instance, over a third (35%) of those who finished their education aged 20+ say that a family member, friends or acquaintances have received fraudulent emails or phone calls at some point in the last three years, compared with only 14% among those who finished their education aged 15-. The same is true about discovering malicious software on their device (33%; 15%), experiencing the hacking of their social network or mail account (19%; 6%) and experiencing bank card or online banking fraud (14%; 8%).
- In several cases, managers are more likely than those in other occupational groups to know someone who has been a victim of cybercrime. This likelihood is particularly significant for the following forms of cybercrime: receiving fraudulent emails (41%, compared with 20-29% of those in other social groups) and discovering malicious software (36%, compared with 16-32%).
- Those aged 15-24 are more likely than those aged 55+ to have experienced online fraud (21%; 11%), to have discovered malicious software (31%; 21%) or to have had their social network or mail account hacked (19%; 9%).

QD11 In the last three years, have your family, friends or acquaintances experienced or been a victim of any of these situations? Please tell me all that apply. (MULTIPLE ANSWERS POSSIBLE)
(% - EU)

	No, nothing (SPONTANEOUS)	Receiving fraudulent emails or phone calls asking for their personal details (including access to their computer, logins, banking or payment information)	Discovering malicious software (viruses, etc.) on their device	Online fraud where goods purchased are not delivered, are counterfeit or are not as advertised	Their social network or mail account being hacked	Being a victim of bank card or online banking fraud	Accidentally encountering material which promotes racial hatred or religious extremism	Cyber-attacks which prevent them from accessing online services like banking or public services	Identity theft (somebody stealing their personal data and impersonating them)	Being asked for payment in return for getting back control of their device	Accidentally encountering child pornography online	Other cybercrimes or any other illegal online behaviour (cyberattack, online harassment or bullying) (SPONTANEOUS)	Don't know
EU28	37	26	26	15	14	11	9	8	7	6	4	4	9
Age													
15-24	34	25	31	21	19	11	15	9	9	5	6	4	7
25-39	34	28	28	17	18	12	10	7	8	7	4	4	9
40-54	37	29	27	14	14	12	8	8	7	7	4	4	9
55 +	43	23	21	11	9	10	5	6	6	5	3	4	10
Education (End of)													
15-	50	14	15	8	6	8	5	6	5	4	2	6	11
16-19	41	22	21	14	11	10	6	6	6	5	4	5	10
20+	31	35	33	17	19	14	11	10	9	8	5	3	9
Still studying	34	26	32	20	18	10	17	9	8	6	5	4	7
Socio-professional category													
Self-employed	35	26	28	19	15	14	7	6	8	8	4	4	10
Managers	27	41	36	20	21	16	13	13	10	8	4	2	6
Other white collars	34	29	27	17	13	11	10	8	7	6	4	5	9
Manual workers	40	22	23	14	15	11	7	7	8	5	5	4	9
House persons	45	20	16	10	10	8	5	4	5	4	4	5	12
Unemployed	45	22	25	14	14	8	8	5	8	5	4	4	8
Retired	44	22	20	9	8	9	5	6	6	5	2	5	11
Students	34	26	32	20	18	10	17	9	8	6	5	4	7

Base: respondents who use the Internet (N=22,466)

2. Frequency of being a victim

Respondents were asked whether and how often during the last three years they personally had been the victim of a cybercrime²¹.

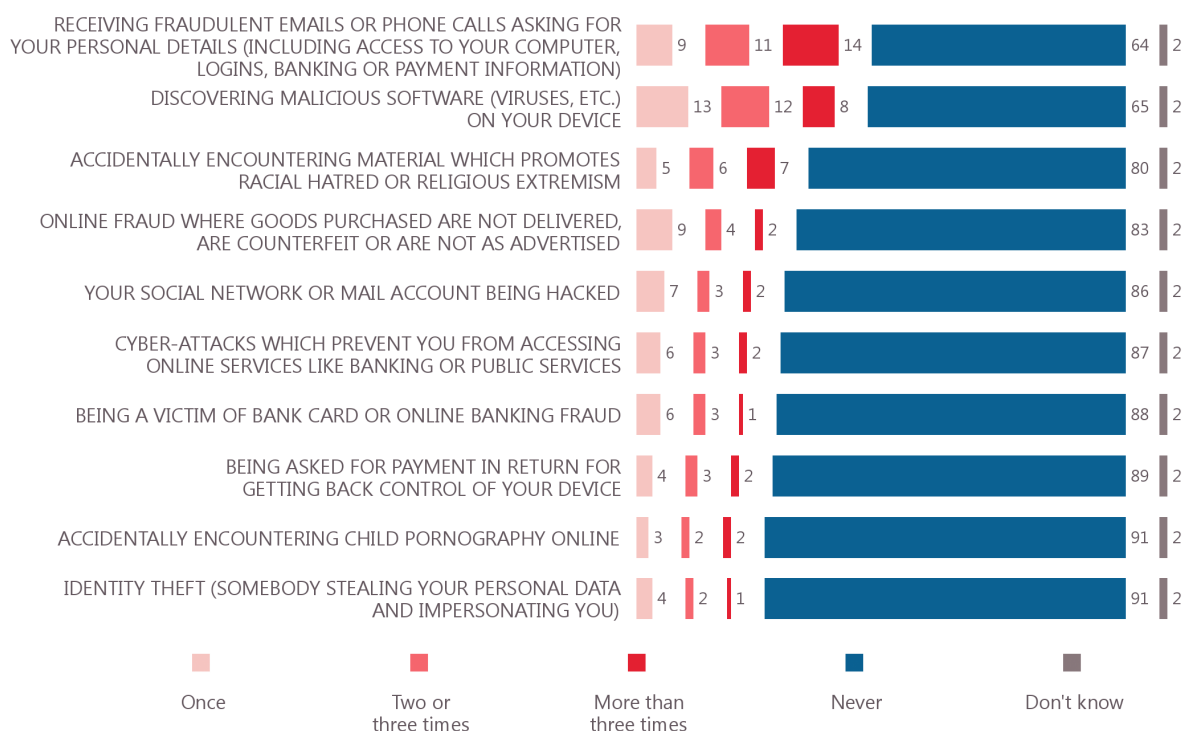
- Most people were not victim of any form of cybercrime in the last three years, but this varies between countries –

For all forms of cybercrime identified, only a minority of respondents say that they have been a victim of the named form of cybercrime at least once in the last three years. The forms of cybercrime most commonly experienced by respondents are the *receipt of fraudulent emails or phone calls* (34%) and *discovering malicious software* (33%), which around a third of those polled report experiencing. In all other cases, less than a fifth of respondents report having been a victim of these situations. The forms of cybercrime least experienced by respondents are *accidentally encountering child pornography* or *identity theft* (both 7%).

In most cases, the proportion of respondents who have experienced this once is larger than the proportion of those who have experienced it more often. However, the proportion of those who have received fraudulent emails more than three times (14%) is greater than the proportion of those who have received them only once (9%).

²¹ QD10. In the last three years, how often have you personally experienced or been a victim of any of these situations? (MULTIPLE ANSWERS POSSIBLE) 1. Receiving fraudulent e-mails or phone calls asking for their personal details (including access to their computer, logins, banking or payment information). 2. Online fraud where goods purchased are not delivered, are counterfeit or are not as advertised. 3. Cyber-attacks which prevent them from accessing online services like banking or public services. 4. Discovering malicious software (viruses etc.) on their devices. 5. Identity theft (somebody stealing their personal data and impersonating them). 6. Accidentally encountering child pornography online. 7. Their social network or mail account being hacked. 8. Being a victim of bank card or online banking fraud. 9. Being asked for payment in return for getting back control of their device. 10. Other cybercrimes or any other illegal online behaviour (cyberattack, online harassment or bullying). No, nothing. Don't know.

QD10 In the last three years, how often have you personally experienced or been a victim of each the following situations? (% - EU)



Base: respondents who use the Internet (N=22,466)

The country-level breakdown shows substantial variation on this question. In eight of the ten situations, Greece has the lowest proportion of respondents who mentioned to have experienced the crime in question at least once, while Belgium stands out for a consistently high – if not always the highest – level of responses.

There is significant variation among those who report to have **received fraudulent emails or phone calls** at least once in the last three years. In the Netherlands (58%), Sweden (59%) and Denmark (62%) around six in ten respondents give this answer, compared with only one in ten respondents in Greece (9%) and Portugal (10%). In 10 of the 28 Member States, this is the form of cybercrime experienced by the largest or joint largest, percentage of respondents.

In 19 countries, the largest or joint largest proportion of respondents report to have **discovered malicious software on their device** at least once in the last three years. Only in Luxembourg (53%) is this a majority response, but with the exception of Bulgaria (19%) at least a fifth of those polled give this answer.

As in the previous question regarding acquaintances' experiences, Sweden stands out for the large proportion of respondents who report to have **accidentally encountered material that promotes racial hatred or religious extremism**, with nearly half (47%) giving this answer. In all other cases, no more than three in ten report experienced this form of cybercrime, and in Bulgaria (6%), Greece and Portugal (both 7%) less than one in ten did.

In Belgium, the proportion of respondents who report having been victim of **online fraud** is nearly a quarter (23%) of those polled. In most other countries at least one in ten respondents mention to have been a victim of this form of cybercrime, but in Greece (5%), Portugal (7%), Slovakia and Spain (both 9%) less than one in ten did.

Belgium also has the highest proportion of respondents who have experienced **the hacking of their social network or mail account**, at just over a fifth (21%) of those polled, followed by France (19%) and Luxembourg (18%).

In Finland, over a third (35%) of respondents **have experienced cyber-attacks which prevented them from accessing online services**. This figure is significantly lower in other countries, although nearly a fifth of those in the Netherlands and Belgium (both 19%) have also experienced this form of cybercrime.

In all countries, less than a fifth of respondents report to have been victim of **bank card or online banking fraud**, with the highest proportion of respondents giving this answer observed in Luxembourg (18%), followed by France and the United Kingdom (both 17%), while in Greece hardly any (1%) of those surveyed have experienced this.

While nearly a fifth (19%) of respondents in Belgium mention **to have been asked for payment in return for regaining control of their device**, in 22 countries less than one in ten have had this experience.

The same is true in what concerns the proportion of respondents that **have accidentally encountered child pornography online**: while nearly a fifth of respondents in Romania (19%) give this answer, in 22 countries less than one in ten respondents do so.

Identity theft is uncommon in all countries. Belgium (14%) has the highest proportion of respondents that say to have been victim of this form of cybercrime, but in 24 countries less than one in ten respondents have experienced this type of crime, and in Greece very few (2%) have.

QD10 In the last three years, how often have you personally experienced or been a victim of each the following situations?

(% - TOTAL 'AT LEAST ONCE')

		Receiving fraudulent emails or phone calls asking for your personal details (including access to your computer, logins, banking or payment information)	Discovering malicious software (viruses, etc.) on your device	Accidentally encountering material which promotes racial hatred or religious extremism	Online fraud where goods purchased are not delivered, are counterfeit or are not as advertised	Your social network or mail account being hacked	Cyber-attacks which prevent you from accessing online services like banking or public services	Being a victim of bank card or online banking fraud	Being asked for payment in return for getting back control of your device	Accidentally encountering child pornography online	Identity theft (somebody stealing your personal data and impersonating you)
EU28		34	33	18	15	12	11	10	9	7	7
BE		48	47	27	23	21	19	15	19	13	14
BG		12	19	6	8	9	3	3	3	4	3
CZ		31	39	18	18	11	9	7	11	6	6
DK		62	37	24	17	13	12	13	5	5	3
DE		33	38	21	15	8	7	5	13	3	5
EE		31	38	22	19	14	12	5	4	6	5
IE		38	24	13	14	15	10	13	8	6	9
EL		9	27	7	5	5	2	1	2	3	2
ES		18	22	10	9	7	7	6	6	7	6
FR		52	46	21	16	19	15	17	8	9	9
HR		19	30	23	13	8	8	5	6	9	6
IT		25	25	13	10	8	7	8	8	11	7
CY		26	34	15	21	17	7	8	8	6	9
LV		24	28	17	16	10	10	5	5	5	6
LT		17	25	12	14	7	5	3	3	3	3
LU		51	53	24	21	18	17	18	9	11	9
HU		19	24	13	14	14	12	10	10	11	11
MT		50	29	15	19	10	3	7	5	7	5
NL		58	40	26	17	12	19	4	9	4	3
AT		33	39	19	21	15	16	10	13	10	10
PL		16	26	14	16	9	8	8	7	8	7
PT		10	24	7	7	7	8	6	7	6	5
RO		15	24	17	13	15	12	12	12	19	12
SI		24	34	12	15	12	8	5	5	5	5
SK		16	21	13	9	8	8	8	8	8	7
FI		47	43	30	15	11	35	7	5	4	4
SE		59	40	47	15	14	17	14	8	7	7
UK		51	29	14	19	17	12	17	6	3	9
		Highest percentage per country					Lowest percentage per country				
		Highest percentage per item					Lowest percentage per item				

Base: respondents who use the Internet (N=22,466)

There are some **socio-demographic** differences, but they are not significant and consistent across all the situations mentioned.

- Those aged 15-24 are less likely to have been victim of fraudulent emails (29%, vs 34-38% among those aged 40+). On the other hand, those aged 55+ are less likely than those aged 15-39 to have been the victim of online fraud 9%; 17%-18%), malicious software (27%; 34-39%), accidentally encountering material which promotes online extremism (12%; 16% [40-54 years], 20% [25-39 years], 28% [15-24 years]) or the hacking of their social network or mail account (9%; 11-16%).
- Education is relevant in some cases but not in others. Those who finished their education aged 20+ are more likely than those who finished education aged 15-, to say they have been the victim of fraudulent emails or phone calls (43%; 23%); malicious software (40%; 21%); or accidentally encountering material which promotes online extremism (21%; 10%).
- There are few significant differences between occupational groups, but managers are more likely than those in other occupational categories to mention receiving fraudulent emails (48%, compared with 30-35% of those in other occupations), or discovering malicious software (43%; 24-41%).

QD10 In the last three years, how often have you personally experienced or been a victim of each the following situations?
(% Total 'At least once' - EU)

	Receiving fraudulent emails or phone calls asking for your personal details (including access to your computer, logins, banking or payment information)	Discovering malicious software (viruses, etc.) on your device	Accidentally encountering material which promotes racial hatred or religious extremism	Online fraud where goods purchased are not delivered, are counterfeit or are not as advertised	Your social network or mail account being hacked	Cyber-attacks which prevent you from accessing online services like banking or public services	Being a victim of bank card or online banking fraud	Being asked for payment in return for getting back control of your device	Accidentally encountering child pornography online	Identity theft (somebody stealing your personal data and impersonating you)
EU28	34	33	18	15	12	11	10	9	7	7
Age										
15-24	29	39	28	17	16	12	8	9	10	8
25-39	35	34	20	18	14	11	10	9	8	7
40-54	38	35	16	15	11	11	12	10	7	7
55 +	34	27	12	9	9	9	8	8	5	6
Education (End of)										
15-	23	21	10	10	7	8	7	8	6	6
16-19	30	28	14	13	10	9	9	8	6	7
20+	43	40	21	16	12	13	11	10	6	7
Still studying	31	41	27	19	17	11	8	8	10	8
Socio-professional category										
Self-employed	35	35	17	17	13	10	12	11	6	7
Managers	48	43	23	19	14	15	14	11	8	8
Other white collars	35	34	20	15	12	12	10	9	8	7
Manual workers	30	31	17	14	12	10	11	9	7	8
House persons	30	27	12	16	12	7	10	8	7	9
Unemployed	30	26	17	14	11	10	8	5	7	7
Retired	34	24	9	8	7	7	6	7	4	5
Students	31	41	27	19	17	11	8	8	10	8

Base: respondents who use the Internet (N=22,466)

3. Action taken by respondents who have been a victim of a cybercrime

Respondents who said that they had personally experienced or been a victim of a cybercrime were asked whether they had taken any action in response²².

- A majority of respondents took action when victim of cybercrime, but this varies by crime—

The proportion of respondents who took at least one action in response to a cybercrime varies by the crime in question. Over eight in ten (83%) of the respondents that have been victim of *bank card or online banking fraud* at least once in the last three years took action in response, while slightly fewer (79%) did so among after experiencing *online fraud*.

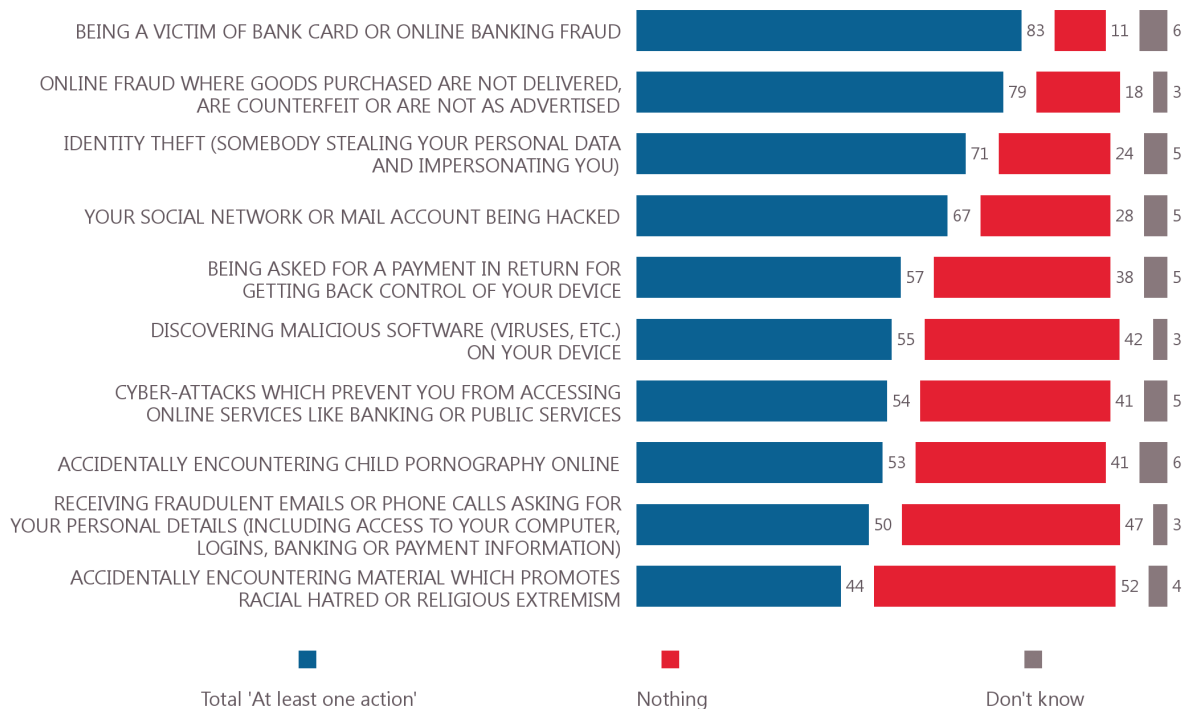
Very similarly, just over seven in ten (71%) of those that have been victim of *identity theft* took action in response, and over two thirds (67%) did the same among those who *had their social network or email account hacked*.

A majority of the respondents that, at least once in the last three years, *have been asked for a payment in return for getting back control of a device* (57%), *have discovered malicious software on their devices* (55%), *have been victim of cyber-attacks which prevent them access to banking or public services* (54%), or *have accidentally encountered child pornography online* (53%) took action in response.

Half (50%) of the respondents that *have received fraudulent emails or phone calls* also took action in response, but less than half (44%) did so among those that have *accidentally encountered material which promotes racial hatred or religious extremism*.

²² QD12. What have you done in each of the situations you have personally experienced or been a victim of? (MULTIPLE ANSWERS POSSIBLE)
Nothing. You contacted your Internet service provider. You contacted a consumer protection organisation. You reported the situation through an official website or e-mail address (other than one belonging to the police). Other. Don't know.

QD12 What have you done in each of the situations you have personally experienced or been a victim of? (MULTIPLE ANSWERS POSSIBLE) (% - EU)



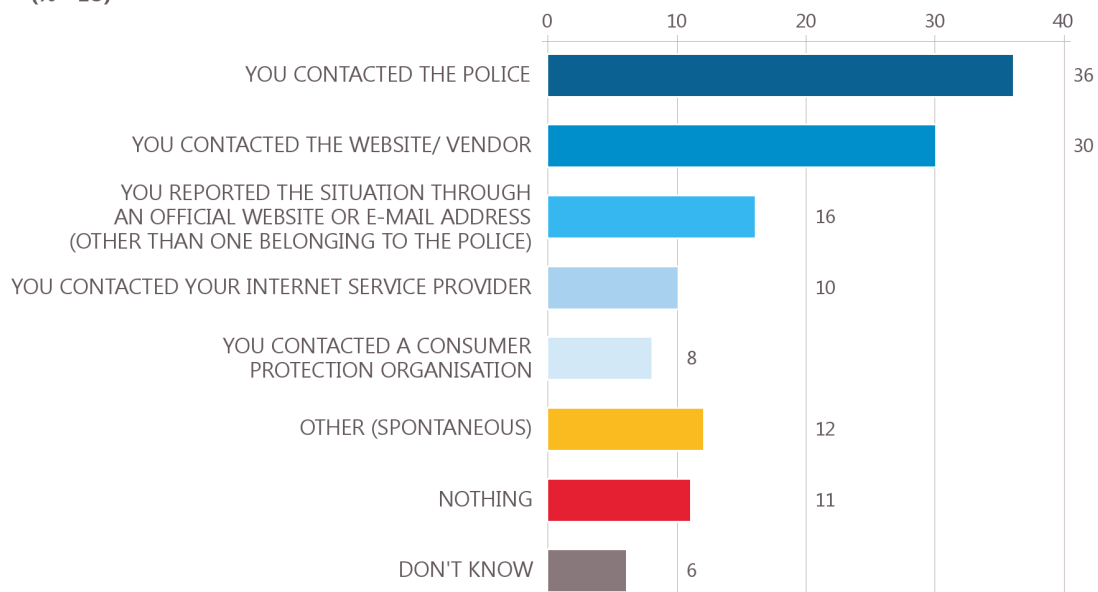
Base: respondents who use the Internet (N=22,466)

More than one third (36%) of respondents who experienced online banking fraud said they contacted the police as a result, while three in ten (30%) contacted the website or the vendor. More than one in ten (16%) say they reported the situation via an official website or email address, while one in ten (10%) contacted their internet provider, and 8% contacted a consumer organisation.

Just over one in ten said they did nothing in response (11%).

QD12.9 What have you done in each of the situations you have personally experienced or been a victim of?
(MULTIPLE ANSWERS POSSIBLE)

Being a victim of bank card or online banking fraud
(% - EU)



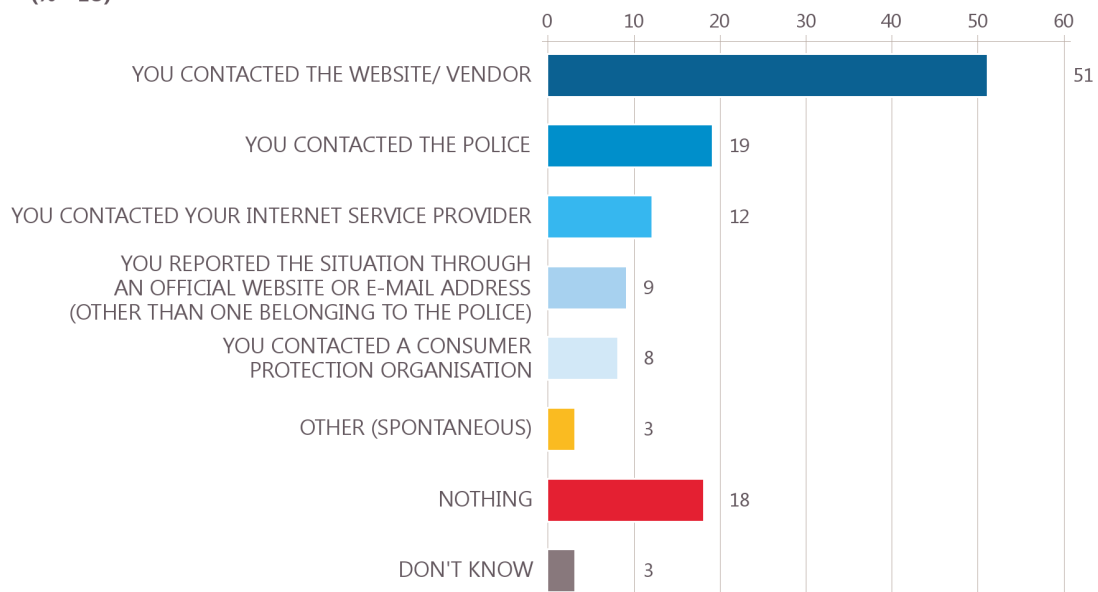
Base: respondents who have experienced online banking fraud (N=2,198)

Due to low sample size, a country level analysis was not possible.

Just over half (51%) of those who experienced online fraud contacted the website or the vendor about it, while almost one in five (19%) contacted the police. Just over one in ten (12%) said they contacted their Internet service provider, while 9% reported the situation through an official website or email address, and 8% contacted a consumer protection organisation.

Almost one in five (18%) said they did nothing in response to experiencing this kind of online fraud.

QD12.2 What have you done in each of the situations you have personally experienced or been a victim of?
(MULTIPLE ANSWERS POSSIBLE)
Online fraud where goods purchased are not delivered, are counterfeit or are not as advertised
(% - EU)



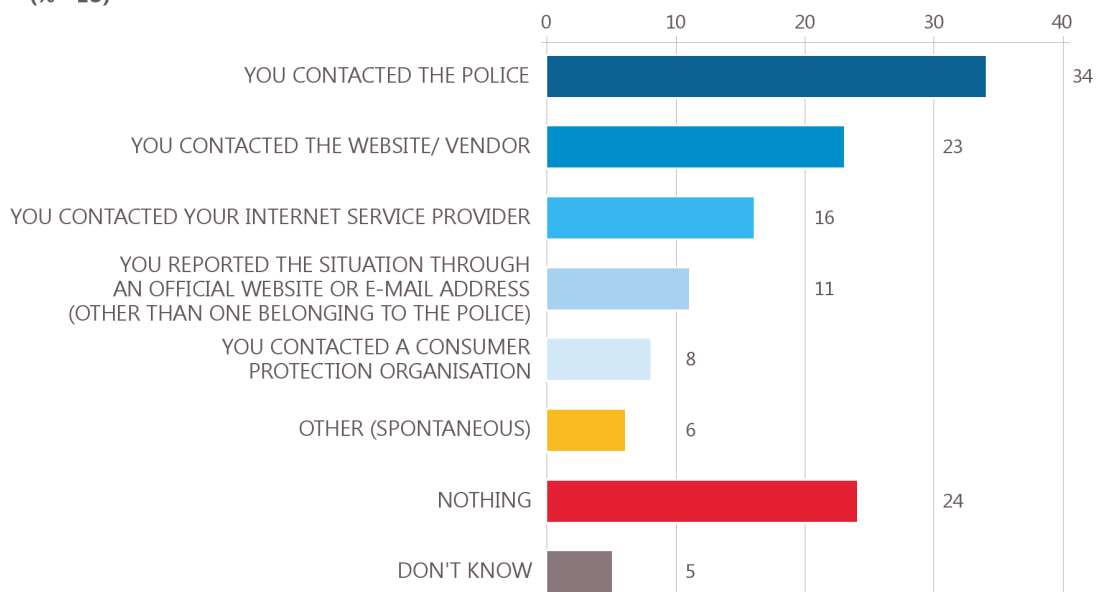
Base: respondents who have experienced online fraud (N=3,277)

Due to low sample size, a country level analysis was not possible.

Responses to the experience of identity theft are more varied. More than one third (34%) say they contacted the police, while almost one quarter (23%) contacted the website or the vendor and 16% contacted their Internet service provider. Just over one in ten (11%) reported the situation via an official website or email, while 8% contacted a consumer protection organisation. However, the second most common action in response to experiencing identity theft was to do nothing (24%).

QD12.5 What have you done in each of the situations you have personally experienced or been a victim of?
(MULTIPLE ANSWERS POSSIBLE)

Identity theft (somebody stealing your personal data and impersonating you)
(% - EU)



Base: respondents who have been victim of identity theft (N=1,559)

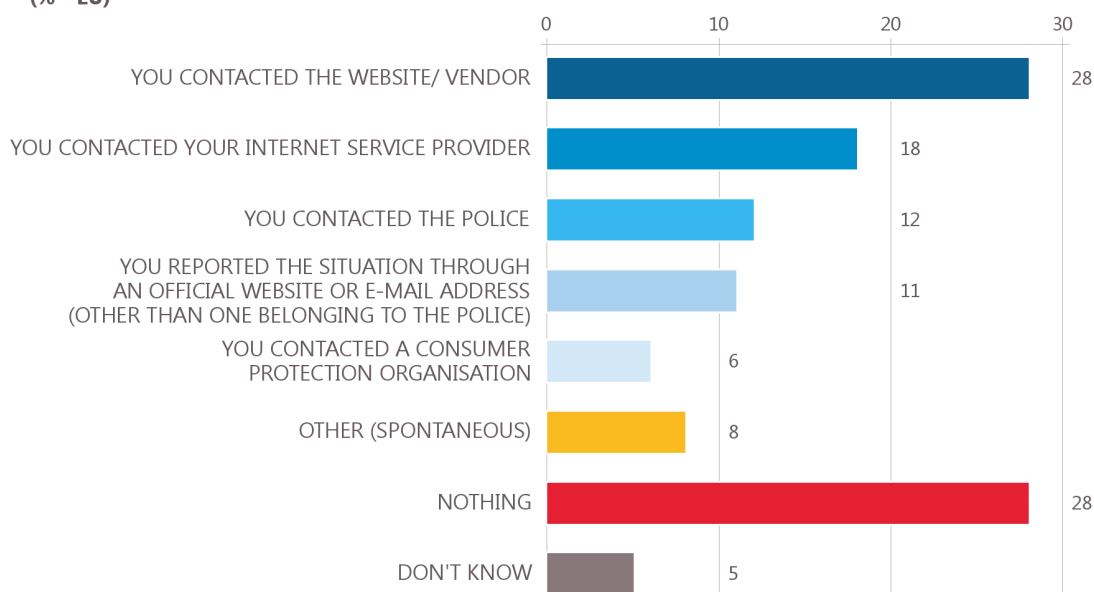
Due to low sample size, a country level analysis was not possible.

Among respondents whose social network or mail account was hacked, more than one quarter (28%) contacted the website or vendor. However, the same proportion (28%) say they did nothing in response.

Almost one in five (18%) contacted their Internet service provider, while 12% contacted the police, 11% reported the situation through an official website or email and 6% contacted a consumer protection organisation.

QD12.8 What have you done in each of the situations you have personally experienced or been a victim of?
(MULTIPLE ANSWERS POSSIBLE)

Your social network or mail account being hacked
(% - EU)



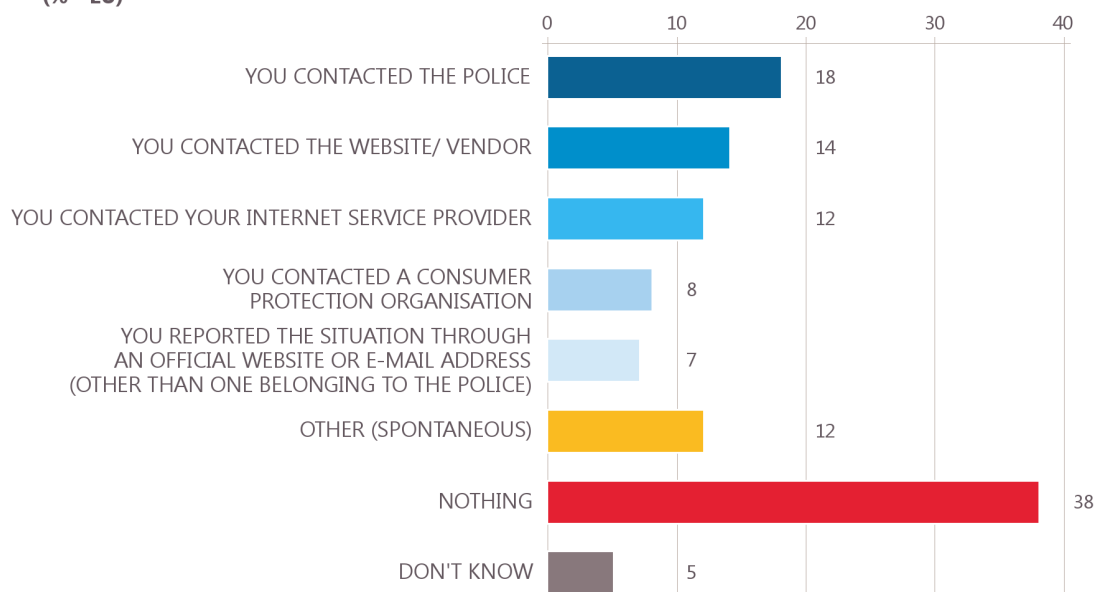
Base: respondents who had their social network or mail account hacked (N=2,683)

Due to low sample size, a country level analysis was not possible.

Amongst respondents who have been asked for a payment for getting back control of their device, the most common response was to do nothing (38%). Fewer than one in five say they contacted the police (18%), the website or the vendor (14%), or their Internet service provider. Less than one in ten contacted a consumer protection organisation (8%) or reported the situation via an official website or email address (7%).

QD12.10 What have you done in each of the situations you have personally experienced or been a victim of? (MULTIPLE ANSWERS POSSIBLE)

Being asked for a payment in return for getting back control of your device
(% - EU)



Base: respondents who have been asked for a payment for getting back control of their device (N=1,940)

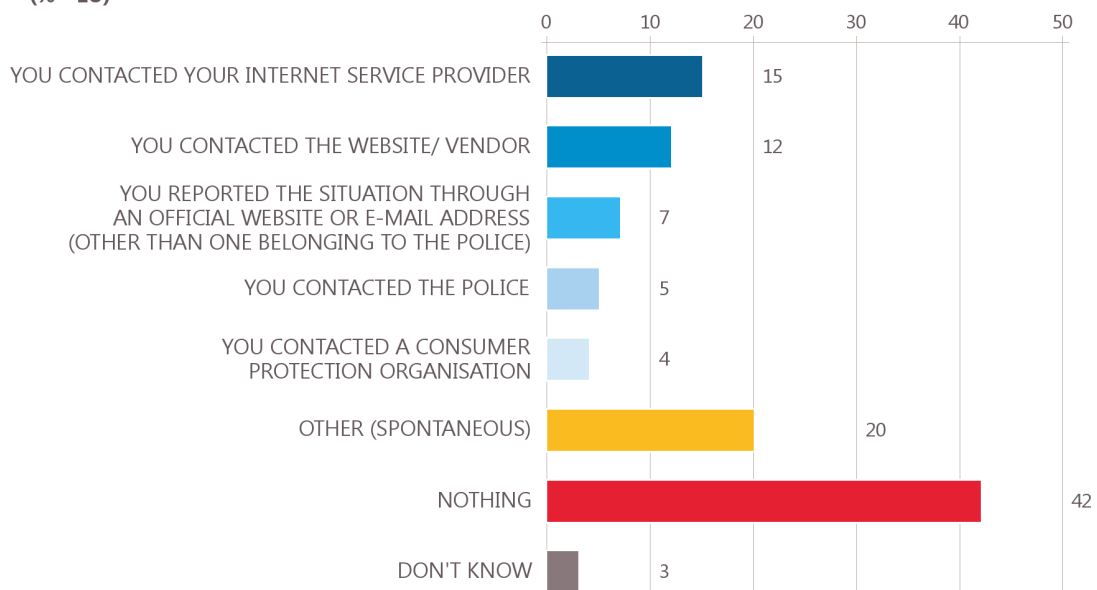
Due to low sample size, a country level analysis was not possible.

More than four in ten (42%) respondents who discovered malicious software on their device say they did nothing in response. More than one in ten contacted their Internet service provider (15%) or the website or vendor (12%). Fewer than one in ten said they reported the situation via an official email or website (7%), contacted the police (5%) or a consumer organisation. One in five (20%) say they took another action.

However, the most common action was to do nothing (42%).

QD12.4 What have you done in each of the situations you have personally experienced or been a victim of?
(MULTIPLE ANSWERS POSSIBLE)

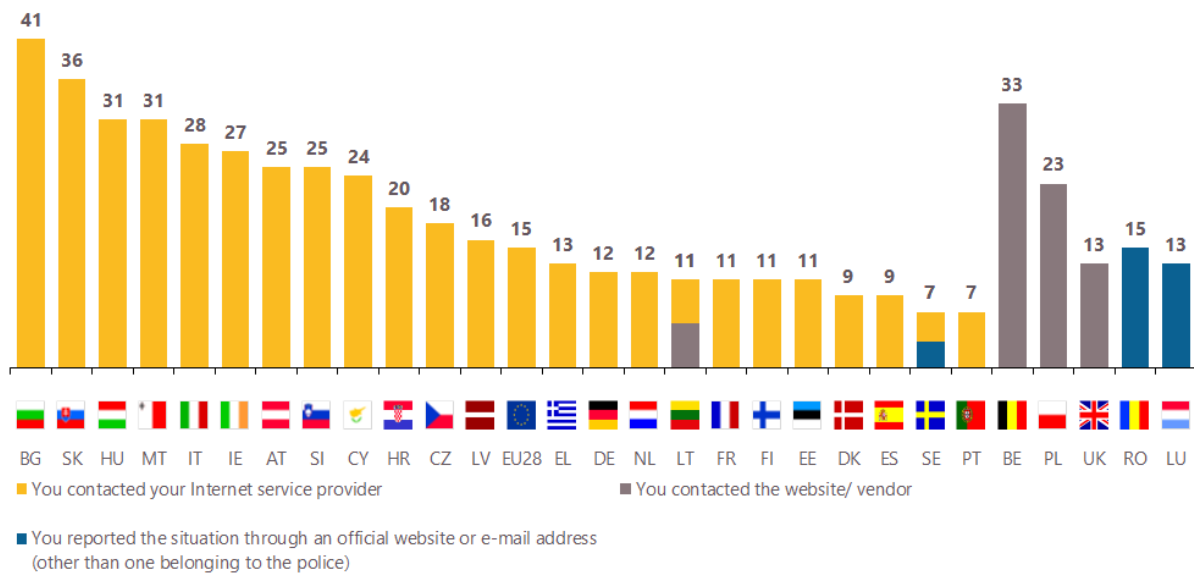
Discovering malicious software (viruses, etc.) on your device
(% - EU)



Base: respondents who have discovered malicious software (N=7,402)

In 21 countries, the most common response to discovering malicious software was for respondents to contact their Internet service provider, although proportions range from 41% in Bulgaria, 36% in Slovakia, 31% in Hungary and Malta to 7% in Portugal and 9% in Denmark and Spain. In three countries the most common action taken was to contact the website or the vendor, while in two countries respondents are most likely to say they reported the situation through an official website or email address. In Lithuania respondents are equally likely to have contacted their Internet service provider or the website/vendor, while in Sweden respondents are equally likely to have contacted their Internet service provider or reported the situation through an official website or email address.²³

QD12.4 What have you done in each of the situations you have personally experienced or been a victim of?
(MULTIPLE ANSWERS POSSIBLE)
Discovering malicious software (viruses, etc.) on your device
(% - THE MOST MENTIONED ANSWER BY COUNTRY)



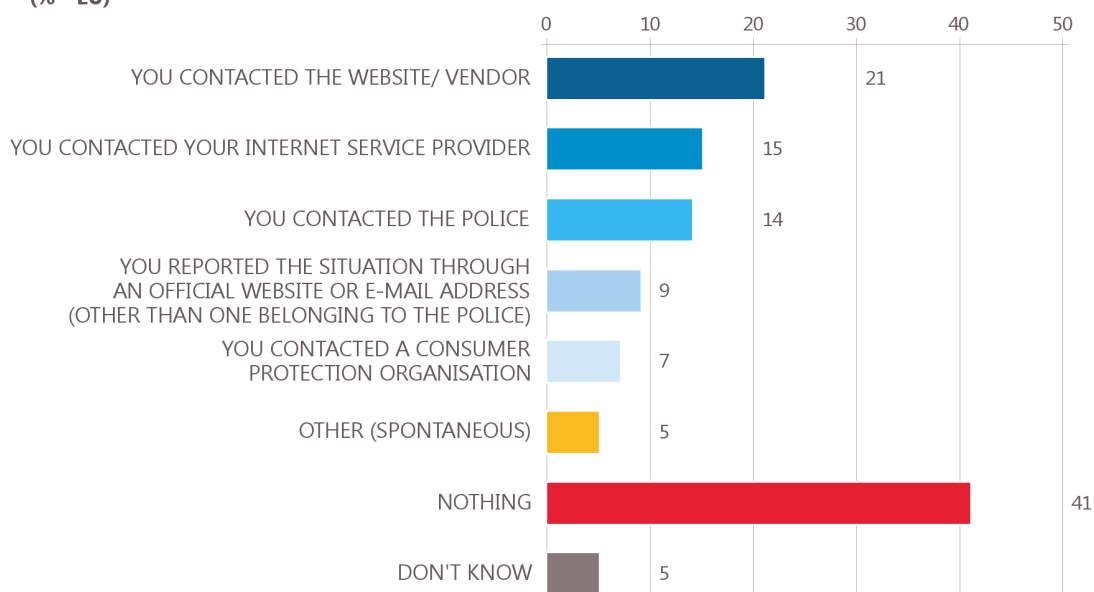
Base: respondents who have discovered malicious software (N=7,402)

²³ Care should be taken interpreting the results for CY (129), MT (105) and RO (146), due to low base sizes.

Just over one in five (21%) respondents who have been victims of cyberattacks which prevent from accessing online services like banking or public services contacted the website or the vendor in response. More than one in ten say they contacted their Internet service provider (15%) or the police (14%), while 9% reported the situation through an official website or email and 7% contacted a consumer protection organisation.

However, most of the victims of cyberattacks (41%) did nothing in response.

QD12.3 What have you done in each of the situations you have personally experienced or been a victim of?
(MULTIPLE ANSWERS POSSIBLE)
Cyber-attacks which prevent you from accessing online services like banking or public services
(% - EU)



Base: respondents who have been victims of cyberattacks which prevent from accessing online services like banking or public services (N=2,372)

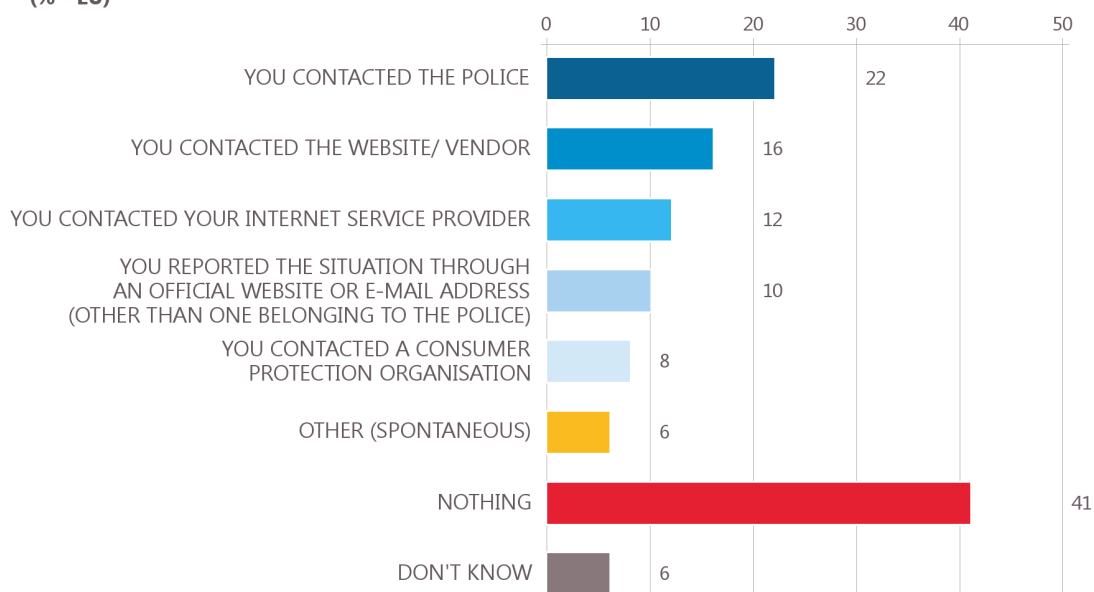
Due to low sample size, a country level analysis was not possible.

Just over one in five (22%) respondents who accidentally encountered child pornography online say they contacted the police as a result. Around one in seven (16%) say they contacted the website or the vendor, while 12% contacted their Internet service provider and 10% reported the situation through an official website or email address. Almost one in ten (8%) contacted a consumer protection organisation.

However, once again the most common response was to do nothing (41%).

QD12.6 What have you done in each of the situations you have personally experienced or been a victim of?
(MULTIPLE ANSWERS POSSIBLE)

Accidentally encountering child pornography online
(% - EU)



Base: respondents who use have accidentally encountered child pornography online (N=1,564)

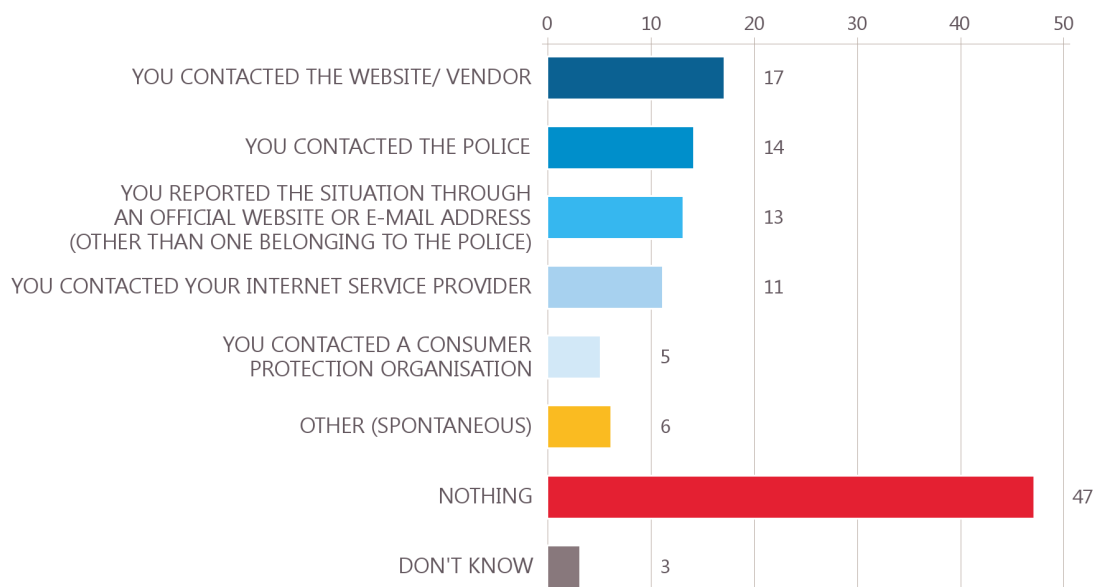
Due to low sample size, a country level analysis was not possible.

Fewer than one in five took any specific action as a result of receiving fraudulent emails or phone calls asking for personal details. The most common action was to contact the website or the vendor (17%), while 14% contacted the police, 13% reported the situation via an official website or email and 11% contacted their Internet service provider. Just one in twenty (5%) contacted a consumer protection organisation.

By far the most common reaction to receiving fraudulent emails or phone calls asking for personal details was to do nothing (47%).

QD12.1 What have you done in each of the situations you have personally experienced or been a victim of?
(MULTIPLE ANSWERS POSSIBLE)

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



Base: respondents who have received fraudulent emails or phone calls asking for personal details (N=7,768)

Care should be taken interpreting the country level results for this question, as the sample size is low in a number of countries.

There is a degree of variety in the most common action taken in each country as a result of receiving fraudulent emails or phone calls asking for personal details. In six countries respondents are most likely to say they contacted the website or vendor, although proportions vary from 37% in Belgium to 13% in Finland. In the United Kingdom, Greece and Estonia respondents are equally likely to mention this action and reporting the situation via an official email or website. In Croatia respondents are equally likely to mention both of these actions and contacting their Internet service provider.

In 13 countries respondents are most likely to say they contacted the police, although once again there is a degree of variation between countries: from 45% in Hungary to 9% in Denmark. In Sweden respondents are equally likely to mention this and contacting the website or vendor, while in Luxembourg respondents are equally likely to mention contacting the police and reporting the incident via an official website or email. The Netherlands is the only other country where respondents are most likely to say they reported the situation through an official website or email.

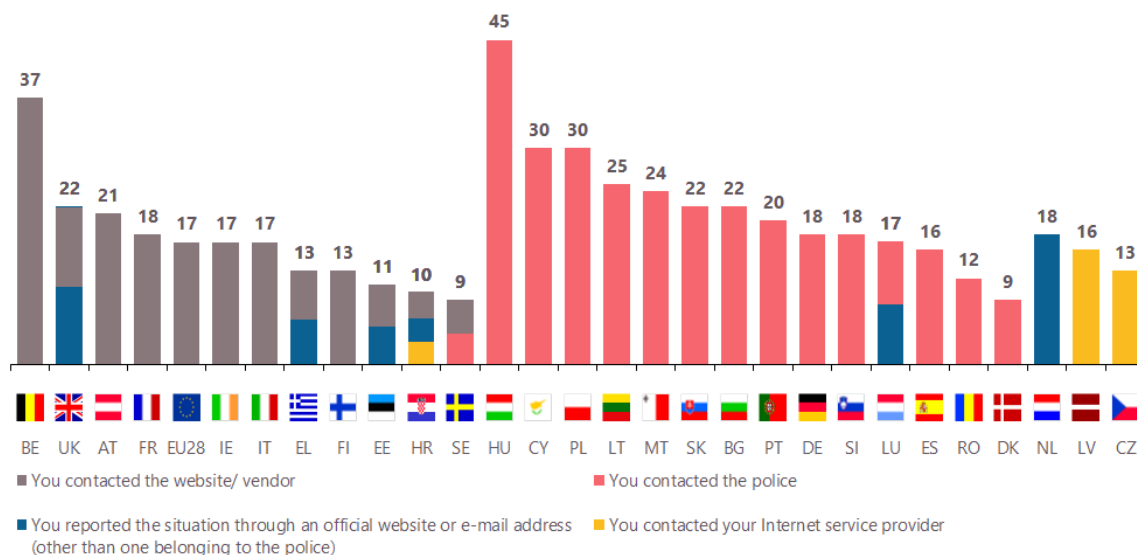
Finally, in Latvia and the Czechia respondents are most likely to say they contacted their Internet service provider as a result of receiving fraudulent emails or phone calls asking for personal details.²⁴

QD12.1 What have you done in each of the situations you have personally experienced or been a victim of?

(MULTIPLE ANSWERS POSSIBLE)

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

(% - THE MOST MENTIONED ANSWER BY COUNTRY)



Base: respondents who have received fraudulent emails or phone calls asking for personal details (N=7,768)

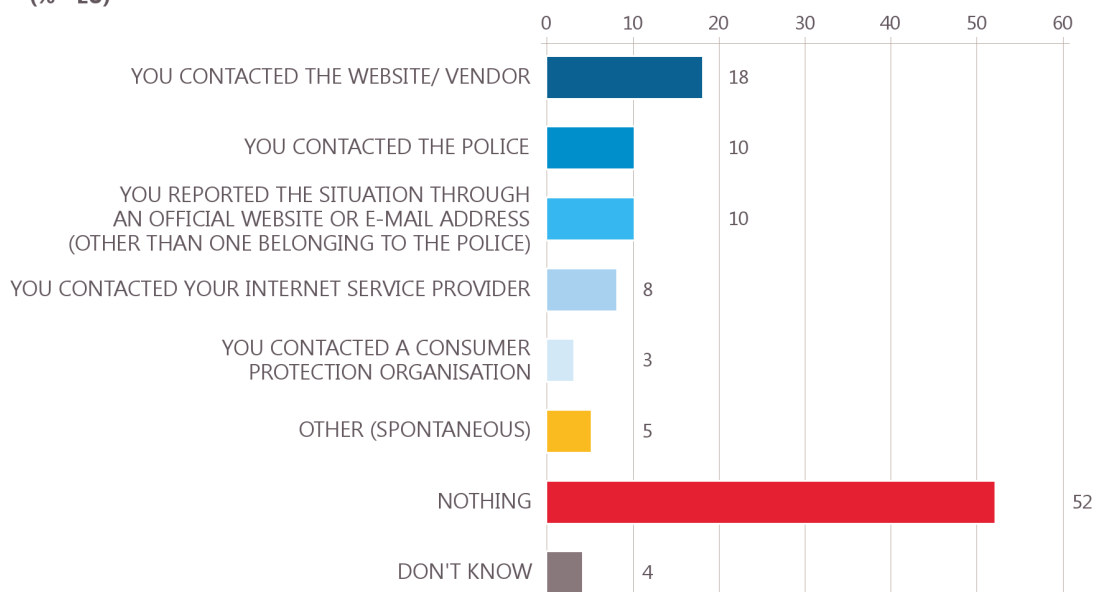
²⁴ Care should be taken interpreting the results for BG (80), EL (60), ES (138), HR (146), CY (102), LT (124), HU (147), PL (118), PT (69), RO (94) and SK (120) due to low base sizes.

As a result of accidentally encountering material promoting racial hatred or religious extremism, almost one in five (18%) say they contacted the website or vendor. One in ten say they contacted the police (10%) or reported the situation through an official website or email (10%). Almost one in ten say they contacted their Internet service provider, while 3% contacted a consumer protection organisation.

The majority (52%) of respondents who accidentally encountered material promoting racial hatred or religious extremism say they did nothing.

QD12.7 What have you done in each of the situations you have personally experienced or been a victim of? (MULTIPLE ANSWERS POSSIBLE)

Accidentally encountering material which promotes racial hatred or religious extremism (% - EU)






Base: respondents who have accidentally encountered material promoting racial hatred or religious extremism (N=3,930)

Due to low sample size, a country level analysis was not possible.

There are some **socio-demographic** differences on this question, but few are particularly large.

- Women are more likely than men to have taken action in response to cyber-attacks (57%; 52%), accidentally encountering child pornography (59%; 50%) or material that promotes racial hatred or religious extremism (47%; 42%), and bank card or online banking fraud (86%; 81%).
- Respondents aged 15-24 are less likely than those in older age categories to have taken action in response to fraudulent emails (41%; 51-52%), cyber-attacks (47%; 54-57%), discovering malicious software (48%; 55-58%) or bank card or online banking fraud (75%; 82-86%). On the other hand, those aged 55+ are less likely than younger respondents to have taken action in instances of accidentally encountering child pornography (40%; 53-60%) or material which promotes racial hatred or religious extremism (35%; 43-48%) and identity theft (60%; 70-73%).
- Respondents who finished their education aged 15- are not as likely as those with higher levels of education to have taken action in response to accidentally encountering child pornography (39%; 52%-58%). On the other hand, they are more likely than the better-educated to have taken action in response to the hacking of their social network or mail account (78%; 63-69%).

QD12 What have you done in each of the situations you have personally experienced or been a victim of?
(MULTIPLE ANSWERS POSSIBLE)
(% Total ' At least one action' - EU)

	Being a victim of bank card or online banking fraud	Online fraud where goods purchased are not delivered, are counterfeit or are not as advertised	Identity theft (somebody stealing your personal data and impersonating you)	Your social network or mail account being hacked	Being asked for a payment in return for getting back control of your device	Discovering malicious software (viruses, etc.) on your device	Cyber-attacks which prevent you from accessing online services like banking or public services	Accidentally encountering child pornography online	Receiving fraudulent emails or phone calls asking for your personal details (including access to your computer, logins, banking or payment information)	Accidentally encountering material which promotes racial hatred or religious extremism
EU28	83	79	71	67	57	55	54	53	50	44
 Gender										
Man	81	79	70	66	55	53	52	50	49	42
Woman	86	79	71	67	58	56	57	59	51	47
 Age										
15-24	75	73	73	66	57	48	47	53	41	43
25-39	86	82	76	70	61	55	54	58	51	45
40-54	85	82	73	65	53	55	56	60	51	48
55 +	82	73	60	65	56	58	57	40	52	35
 Education (End of)										
15-	81	78	66	78	57	58	62	39	46	41
16-19	81	79	68	69	59	56	59	58	53	43
20+	88	81	76	63	53	54	52	52	49	43
Still studying	77	74	69	66	55	49	42	49	44	47

Base: respondents who use the Internet (N=22,466)

4. Children protection

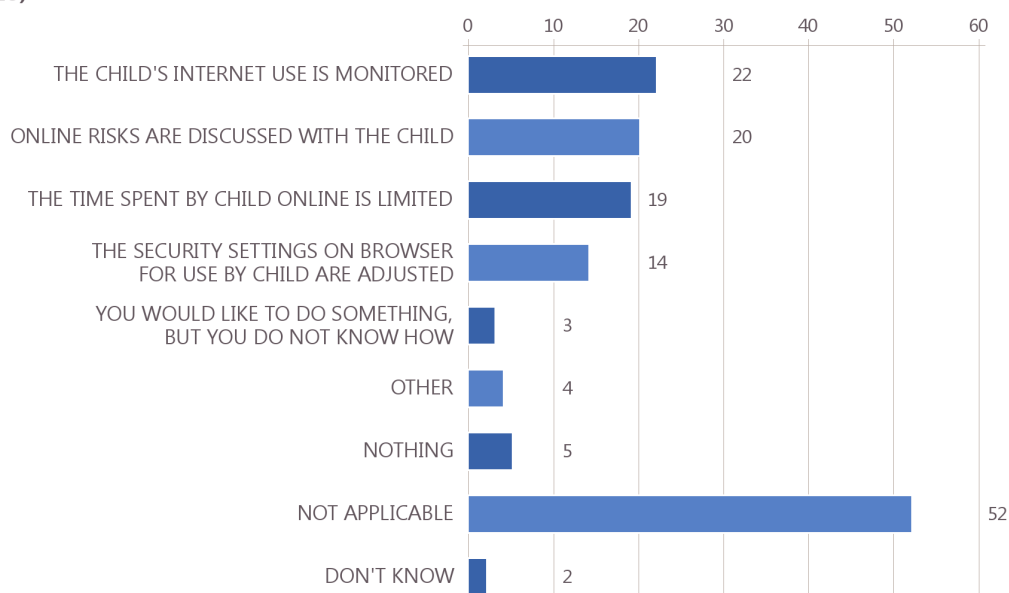
Respondents were asked what they did to protect children in their household from online harassment such as bullying or grooming²⁵.

- Over a third of respondents take action to protect children in their household from online harassment -

For just over half (52%) of those surveyed, this question is not applicable. Just over a third (36%) of respondents take at least one action to protect children. The most common actions, mentioned by around a fifth of respondents, are *monitoring child's use of the Internet* (22%), *discussing online risks with the child* (20%), and *limiting the time spent by the child online* (19%).

Somewhat fewer mention *adjusting browser settings* (14%). A minority of respondents *would like to do something but are not sure how* (3%), mention *other, unspecified actions* (4%), or say that they *would do nothing* (5%).

QD6 Thinking about the online harassment of children under the age of 16 (e.g. bullying or grooming), what, if anything, is done in your household to protect them while they are online? (MULTIPLE ANSWERS POSSIBLE)
(% - EU)



Base: all respondents (N=27,339)

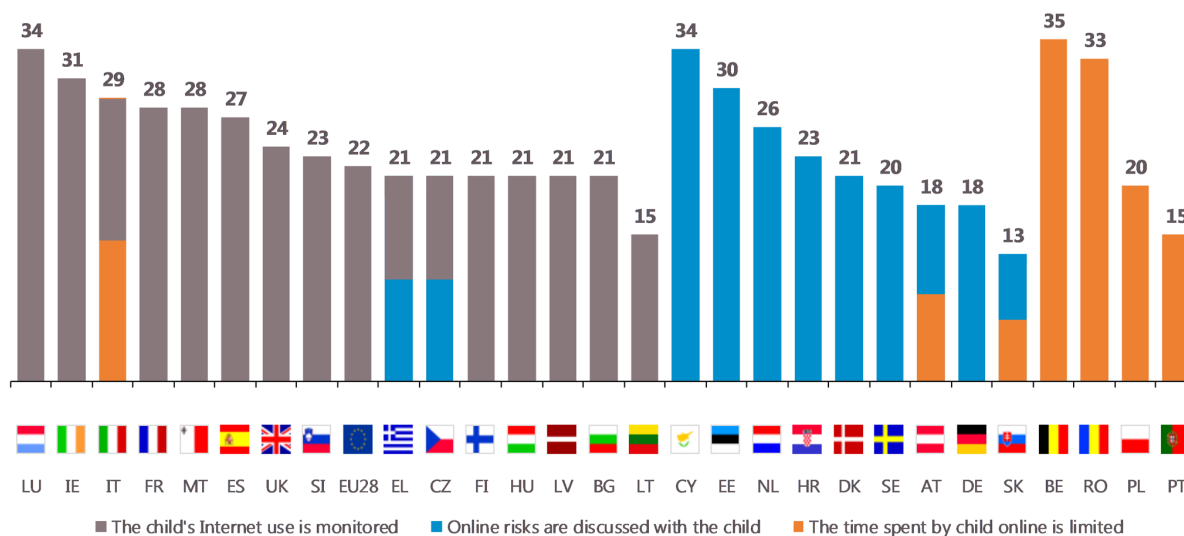
²⁵ QD6. Thinking about the online harassment of children under the age of 16 (e.g. bullying or grooming), what, if anything, is done in your household to protect them while they are online? (MULTIPLE ANSWERS POSSIBLE) The security settings on browser for use by child are adjusted. The time spent by child online is limited. Online risks are discussed with the child. You would like to do something, but you do not know how. Other. Nothing. Not applicable. Don't know.

At the country level, there are clear differences in the extent to which certain actions are taken to protect children from online harassment. In 16 countries, the most common or joint most common action taken is to **monitor child's Internet use**. However, the proportion of respondents who do this varies from less than a fifth of those polled in Lithuania (15%) to over a third (34%) of respondents in Luxembourg.

There is a similar spread of responses in the case of those who **discuss online risks with their child**, which is the most common or joint most common response in 11 countries. In Slovakia, just over one in ten (13%) of those polled give this response, compared with over a third of respondents in Cyprus (34%).

In seven countries, the most common – or joint most common – response is to **limit the amount of time a child spends online**. A third or more of those polled in Romania (33%) and Belgium (35%) give this response, compared with just over one in ten (13% of those in Slovakia).

QD6 Thinking about the online harassment of children under the age of 16 (e.g. bullying or grooming), what, if anything, is done in your household to protect them while they are online? (MULTIPLE ANSWERS POSSIBLE)
 (% - THE MOST MENTIONED ANSWER BY COUNTRY)

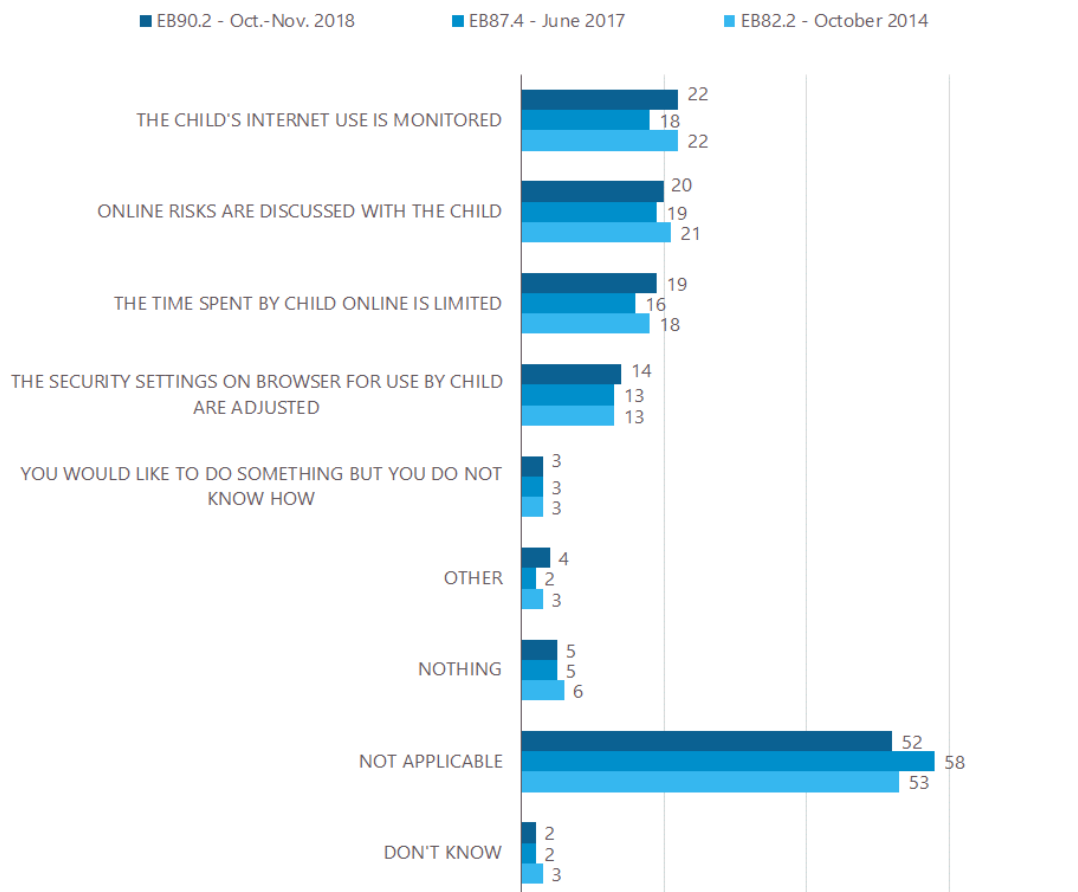


Base: all respondents (N=27,339)

Compared to 2017, respondents are now slightly more likely to say children under the age of 16 in the household have their Internet use monitored (+4 pp) or that time spent online by the child is limited (+3 pp). There has been little change in the other actions taken (0-1 pp).

The long-term trend since 2014 shows little change (0-1 pp).

QD6 Thinking about online harassment of children under the age of 16 (e.g. bullying or grooming), what, if anything, is done in your household to protect them while they are online?
(% - EU)



Base: all respondents (N=27,339)

In most cases, there have not been significant changes at the country level since June 2017. In 22 countries, the proportion of respondents who mention monitoring the Internet use has increased, although in most cases negligibly so. The largest change has occurred in Luxembourg, where the proportion of respondents giving this answer has risen by 11 percentage points. Italy (+8 pp), Spain (+8 pp), Czechia, Greece and Slovenia (all +7 pp) have also seen a significant increase.

In Estonia, the proportion of respondents who say that they discuss online risks with their child has increased by nine percentage points, but has decreased by the same amount in Malta and Portugal. The proportion of those who limit the amount of time their child spends on the Internet has increased significantly in Belgium (+12 pp) and Romania (+10 pp), but in most other countries there has been little change. The situation is similar in the case of those who change security settings: in Romania (+12 pp) and Belgium (+9 pp) there has been a significant increase since the last survey, but elsewhere change is at most moderate in magnitude. Malta (-5 pp) is the only country to have experienced a significant decrease in the proportion of respondents who change security settings.

There has been very little change at the country level in the proportion of respondents who would like to do something to protect their children online but do not know how. Where other responses are concerned, there has been a significant increase in Czechia and Slovakia (both +10 pp). In 18 countries, the proportion of respondents who do nothing to protect their child from online harassment has decreased since the last survey, with the largest changes occurring in Portugal (-10 pp), Slovenia and Italy (both -9 pp). On the other hand, the proportion of respondents who do nothing has increased by five percentage points in Denmark and Finland.

QD6 Thinking about the online harassment of children under the age of 16 (e.g. bullying or grooming), what, if anything, is done in your household to protect them while they are online? (MULTIPLE ANSWERS POSSIBLE) (%)

		The child's Internet use is monitored		Online risks are discussed with the child		The time spent by child online is limited		The security settings on browser for use by child are adjusted		You would like to do something, but you do not know how		Other		Nothing		Not applicable		Don't know	
		Oct.-Nov. 2018	June 2017	Oct.-Nov. 2018	June 2017	Oct.-Nov. 2018	June 2017	Oct.-Nov. 2018	June 2017	Oct.-Nov. 2018	June 2017	Oct.-Nov. 2018	June 2017	Oct.-Nov. 2018	June 2017	Oct.-Nov. 2018	June 2017	Oct.-Nov. 2018	June 2017
EU28		22	▲ 4	20	▲ 1	19	▲ 3	14	▲ 1	3	=	4	▲ 3	5	▼ 3	52	▼ 6	2	
BE		26	▼ 2	31	▼ 1	35	▲ 12	28	▲ 9	7	▲ 1	11	▲ 9	1	=	29	▼ 17	1	
BG		21	▲ 1	16	▼ 4	18	=	11	=	6	=	1	▲ 1	2	▼ 3	52	▼ 4	7	
CZ		21	▲ 7	21	▲ 3	19	▲ 6	10	▲ 2	5	▲ 3	12	▲ 10	4	▼ 7	42	▼ 18	2	
DK		11	▼ 1	21	▼ 1	10	▼ 1	6	▼ 3	3	▲ 1	8	▲ 4	9	▲ 5	57	▼ 12	1	
DE		15	▼ 1	18	▼ 3	13	▼ 3	10	▼ 3	1	▼ 2	1	=	8	=	61	=	2	
EE		23	▲ 5	30	▲ 9	19	▲ 4	10	▲ 1	3	▲ 1	2	▲ 1	1	▼ 1	61	▼ 9	2	
IE		31	▲ 5	20	=	24	▲ 2	18	=	4	▲ 1	6	▲ 5	5	=	42	▼ 15	1	
EL		21	▲ 7	21	▲ 5	18	▲ 6	10	▲ 2	2	▲ 1	1	=	3	▼ 6	63	▼ 5	0	
ES		27	▲ 8	18	▲ 2	21	▲ 5	13	▲ 4	2	=	2	▲ 1	6	▲ 2	58	▼ 12	0	
FR		28	▲ 4	22	▲ 1	20	▲ 3	11	▼ 2	2	=	5	▲ 2	4	▼ 2	53	▼ 4	1	
HR		21	▲ 4	23	▲ 6	22	▲ 5	16	▲ 4	4	▲ 1	4	▲ 3	12	▼ 6	47	▼ 2	0	
IT		29	▲ 8	24	▲ 3	29	▲ 5	24	▲ 6	7	▲ 1	5	▲ 4	8	▼ 9	31	▼ 6	2	
CY		26	▲ 2	34	▲ 6	21	=	17	▲ 4	6	=	7	▲ 5	6	=	41	▼ 17	2	
LV		21	▲ 2	18	▲ 3	13	▼ 3	7	=	1	▼ 1	6	▲ 5	4	▼ 3	57	▼ 8	1	
LT		15	▲ 2	14	▲ 2	12	▲ 1	5	=	2	▼ 1	6	▲ 3	4	▼ 5	64	▼ 4	1	
LU		34	▲ 11	29	=	26	▲ 5	18	▲ 1	3	▼ 2	12	▲ 7	4	▼ 2	35	▼ 22	3	
HU		21	▲ 5	15	▲ 2	14	▲ 4	13	▲ 6	2	▼ 2	1	=	5	▼ 6	56	▼ 6	1	
MT		28	=	14	▼ 9	19	▲ 2	14	▼ 5	2	▼ 1	3	▲ 2	0	▼ 4	53	▲ 1	9	
NL		18	▲ 5	26	▲ 5	11	▲ 1	11	▲ 2	2	▲ 1	9	▲ 6	3	=	54	▼ 16	1	
AT		15	▲ 4	18	▲ 4	18	▲ 3	16	▲ 4	4	▼ 2	4	▲ 1	7	▲ 1	52	▼ 12	2	
PL		19	▲ 5	15	▲ 1	20	▲ 6	13	▲ 4	2	=	2	▲ 2	3	▼ 1	50	▼ 16	5	
PT		13	▼ 1	11	▼ 9	15	=	9	▼ 1	6	▲ 3	2	=	1	▼ 10	62	▲ 3	2	
RO		27	▲ 6	30	▲ 6	33	▲ 10	26	▲ 12	9	▲ 5	4	▲ 3	2	▼ 8	35	▼ 9	5	
SI		23	▲ 7	20	▲ 2	17	▲ 2	10	=	2	▼ 1	9	▲ 7	6	▼ 9	48	▼ 8	1	
SK		8	=	13	▲ 3	13	▲ 4	5	=	4	=	11	▲ 10	1	▼ 5	59	▼ 13	3	
FI		21	▲ 1	20	▲ 1	17	▼ 1	12	▼ 2	1	▼ 1	5	▲ 2	13	▲ 5	53	▼ 8	1	
SE		14	▲ 2	20	▲ 2	11	▲ 2	8	▲ 1	4	▲ 3	5	▲ 1	10	▲ 3	59	▼ 11	1	
UK		24	▲ 3	18	▲ 2	15	▲ 1	16	=	1	=	5	▲ 4	4	▼ 3	59	▲ 1	1	

Base: all respondents (N=27,339)





There are few significant **socio-demographic** differences on this question.

- Over four in ten (42%) of those who finished their education aged 20+ say that they take at least one of these actions, compared to only just over a fifth (22%) among those who finished their education aged 15-.
- While there are differences between age groups, these are largely accounted for by the fact that middle-aged respondents (those between the ages of 25 and 54) are significantly more likely than those in younger or older age groups to have children who live at home.
- Those who live in a household with a partner and with children are more likely to say that they take at least one action compared to single parent households (63% vs. 51%).

QD6 Thinking about the online harassment of children under the age of 16 (e.g. bullying or grooming), what, if anything, is done in your household to protect them while they are online?

(DO NOT SHOW SCREEN - DO NOT READ OUT - MULTIPLE ANSWERS POSSIBLE)

(% - EU)

	The child's internet use is monitored	Online risks are discussed with the child	The time spent by child online is limited	The security settings on browser for use by child are adjusted	You would like to do something, but you do not know how	Other	Nothing	Not applicable	Don't know	Total 'Something is done'
EU28	22	20	19	14	3	4	5	52	2	36
 Age										
15-24	20	17	15	13	3	4	8	51	1	34
25-39	33	26	29	22	3	5	6	38	2	49
40-54	32	33	28	21	4	4	4	37	1	53
55 +	11	9	10	7	3	4	5	69	3	19
 Education (End of)										
15-	13	11	11	7	3	3	5	66	3	22
16-19	23	19	19	15	3	4	5	50	2	37
20+	27	26	24	18	4	4	5	47	1	42
Still studying	20	20	16	13	2	4	7	51	1	37
 Socio-professional category										
Self-employed	27	26	26	19	3	3	5	47	1	43
Managers	28	32	26	21	3	5	5	42	1	47
Other white collars	30	27	26	23	4	5	4	40	1	49
Manual workers	28	23	23	17	3	4	5	44	2	44
House persons	26	21	20	14	5	3	4	48	2	41
Unemployed	28	20	24	14	3	4	8	45	2	40
Retired	10	8	8	5	3	4	5	71	3	16
Students	20	20	16	13	2	4	7	51	1	37
 Household situation										
Single Household without children	13	11	11	8	3	4	6	64	2	22
Single Household with children	31	29	25	17	4	4	6	36	2	51
Multiple Household without children	12	10	11	9	3	4	5	67	2	22
Household with children	41	38	35	26	4	3	5	26	1	63

Base: all respondents (N=27,339)

V. PERCEPTION OF INSTITUTIONS' RESPONSIBILITY TO PROVIDE ASSISTANCE TO CITIZENS FOR THE DIFFERENT TYPES OF CYBERCRIMES

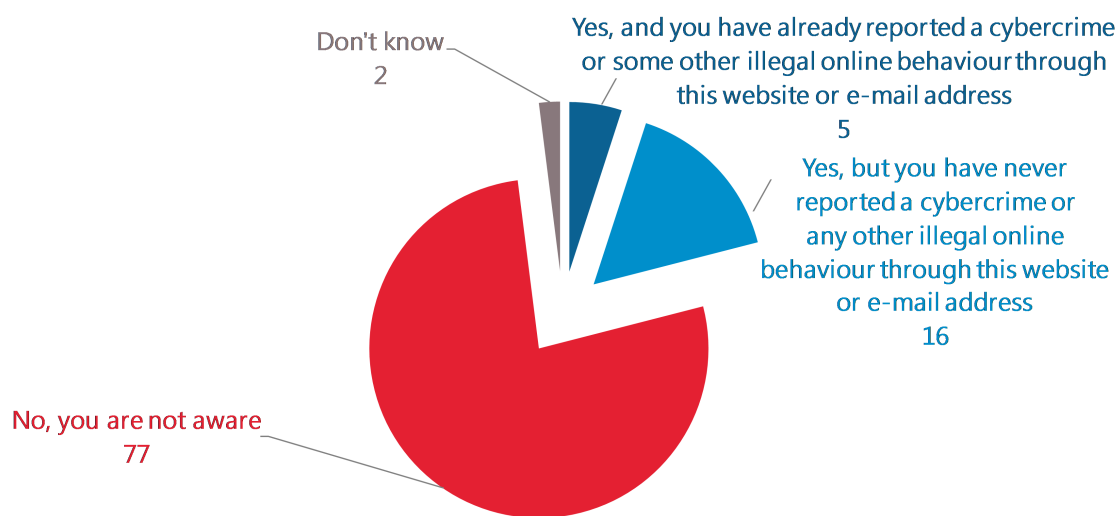
1. Knowledge of official website for reporting cybercrimes

Respondents were asked whether they were aware of the existence of an official website or e-mail address where they could report a cybercrime or other illegal forms of online behaviour²⁶.

- Less than a quarter of Europeans are aware of the existence of an official website or e-mail address for reporting cybercrimes -

Over three quarters (77%) of respondents say that they *are not aware* of the existence of a website or e-mail address for reporting cybercrime. Just over a fifth (21%) *are aware* of these resources, and a mere 5% of those polled have used them to report a cybercrime.

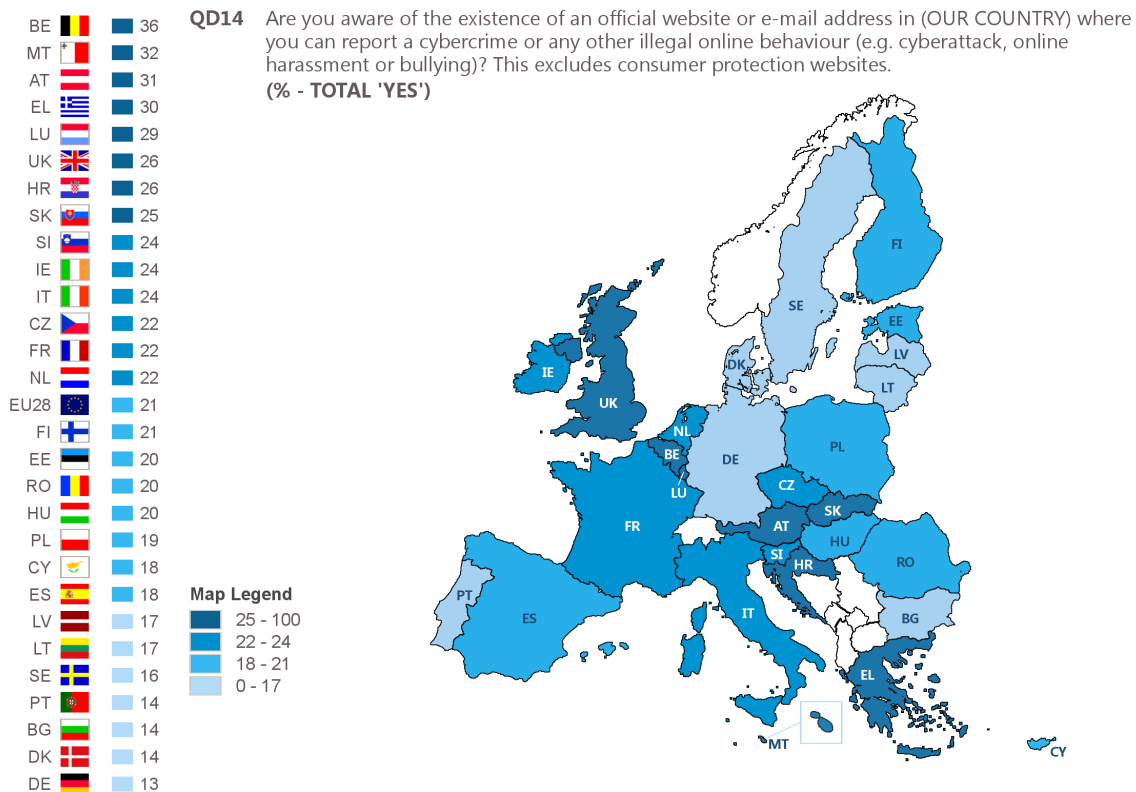
QD14 Are you aware of the existence of an official website or e-mail address in (OUR COUNTRY) where you can report a cybercrime or any other illegal online behaviour (e.g. cyberattack, online harassment or bullying)? This excludes consumer protection websites. (% - EU)



Base: all respondents (N=27,339)

Awareness of the existence of these resources varies from country to country. In Germany (13%), Denmark, Bulgaria and Portugal (all 14%) only a minority have heard of them, compared to over three in ten respondents in Austria (31%) and Malta (32%) and over a third (36%) of respondents in Belgium. There is no clear regional distribution of awareness of these resources.

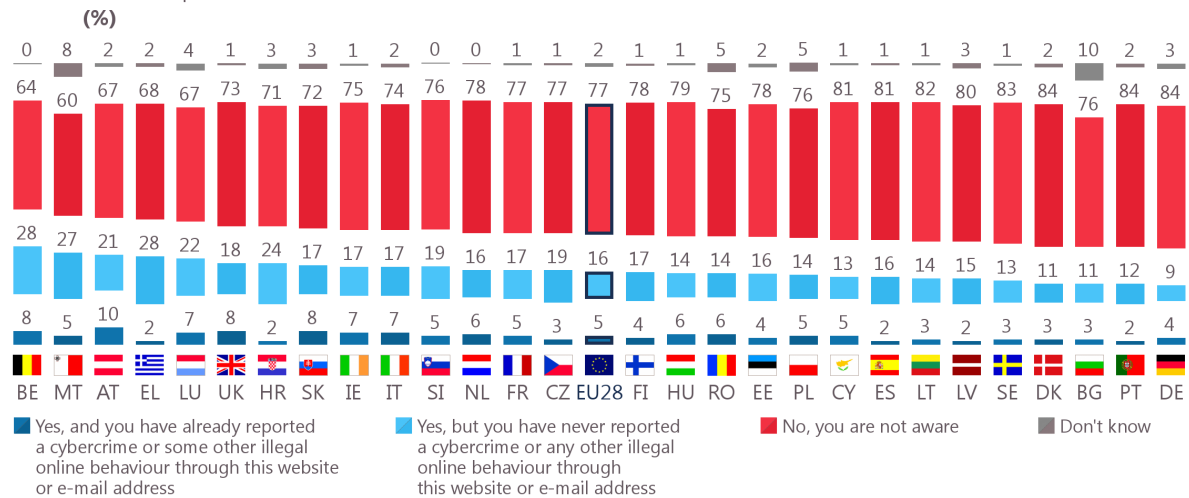
²⁶ QD14. Are you aware of the existence of an official website or e-mail address in (OUR COUNTRY) where you can report a cybercrime or any other illegal online behaviour (e.g. cyberattack, online harassment or bullying)? This excludes consumer protection websites. (ONE ANSWER ONLY) Yes, and you have already reported a cybercrime or some other illegal online behaviour through this website or e-mail address. Yes, but you have never reported a cybercrime or any other illegal online behaviour through this website or e-mail address. No, you are not aware. Don't know.



Base: all respondents (N=27,339)

In all but one country, the proportion of respondents who have made use of these services to report cybercrimes is lower than 10%. Austria is the exception, where one in ten respondents (10%) have done this.

QD14 Are you aware of the existence of an official website or e-mail address in (OUR COUNTRY) where you can report a cybercrime or any other illegal online behaviour (e.g. cyberattack, online harassment or bullying)? This excludes consumer protection websites. (%)







Base: all respondents (N=27,339)

There are several socio-demographic differences, as follows:

- Men are more likely than women to say that they have heard of resources for reporting cybercrime (25%; 17%) but no more likely to have made use of them.
- Respondents aged 55 or more are less likely than those in younger age groups to have heard of these resources (13%; 23-28%).
- There is a significant disparity in awareness between those who have different levels of education. Less than one in ten (9%) of those who finished their education at the age of 15 or less are aware of these resources, compared to a quarter (25%) of those who finished their education aged 20 or more.
- Managers (32%) are more likely than those in other occupational groups (14%-26%) to have heard of these resources.

QD14 Are you aware of the existence of an official website or e-mail address in (OUR COUNTRY) where you can report a cybercrime or any other illegal online behaviour (e.g. cyberattack, online harassment or bullying)? This excludes consumer protection websites.
(% - EU)

	No, you are not aware	Total 'Yes'	Don't know
EU28	77	21	2
 Gender			
Man	73	25	2
Woman	81	17	2
 Age			
15-24	70	28	2
25-39	71	27	2
40-54	75	23	2
55 +	84	13	3
 Education (End of)			
15-	88	9	3
16-19	78	20	2
20+	73	25	2
Still studying	72	26	2
 Socio-professional category			
Self-employed	73	25	2
Managers	66	32	2
Other white collars	73	26	1
Manual workers	76	21	3
House persons	84	14	2
Unemployed	77	21	2
Retired	85	11	4
Students	72	26	2

Base: all respondents (N=27,339)

2. Actions taken in case of becoming a victim of cybercrime

Whether or not they had previously been a victim of the various types of cybercrime mentioned above, respondents were asked whether they would take action if these situations happened to them²⁷.

- The majority of Europeans would take action if they were a victim of cybercrime -

In each situation, a majority of respondents would take action.

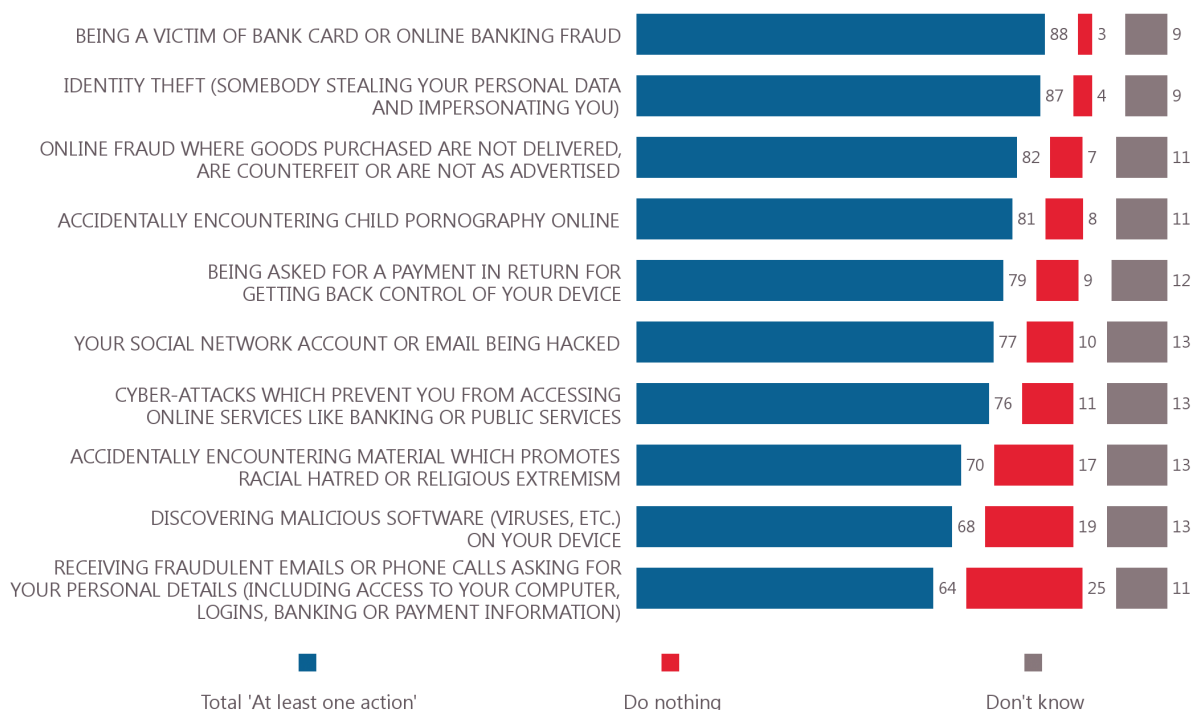
Respondents are most likely to take action if they were a victim of *bank card or online banking fraud* (88%) or *identity theft* (87%), with nearly nine in ten of those polled giving this answer.

Just over eight in ten say they would take action if they were the victim of *online fraud* (82%) or *accidentally encountered child pornography online* (81%), and just under eight in ten (79%) would act if they were asked for a payment to regain control of a device.

Just over three quarters of respondents say they would take action if *their social network or email account were hacked* (77%) or if they were a victim of *cyber-attacks* (76%).

Slightly fewer respondents say that they would act if they *accidentally encountered materials which promote racial hatred or religious extremism* (70%), or if they *discovered malicious software* (68%). Just less than two thirds (64%) say they would act if they were a victim of *fraudulent emails or phone calls*.

QD13 Regardless of whether or not, you have previously been a cybercrime victim, what would you do if you experienced or were a victim of the following situations? You would: (MULTIPLE ANSWERS POSSIBLE) (% - EU)

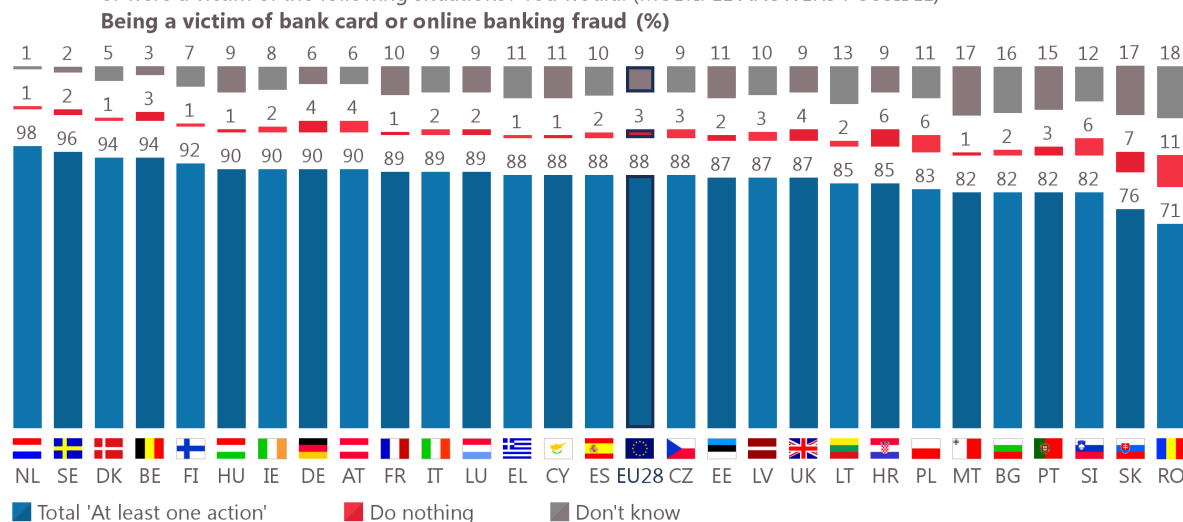


Base: all respondents (N=27,339)

²⁷ QD13. Regardless of whether or not, you have previously been a cybercrime victim, what would you do if you experienced or were a victim of the following situations? You would: (MULTIPLE ANSWERS POSSIBLE) Do nothing. Contact the police. Contact the website/vendor. Contact your Internet service provider. Contact a consumer protection organisation. Report the situation through an official website or e-mail address. Other. Don't know.

In the Netherlands (98%) and Sweden (96%) nearly all of those polled say that they would take action if they were a victim of **bank card or online banking fraud**. In all but two countries at least eight in ten would take action; the exceptions are Slovakia (76%) and Romania (71%). In these two countries the share of those who said they do not know how they would act is the largest and represents 17% in Slovakia and 18% in Romania.

QD13.9 Regardless of whether or not, you have previously been a cybercrime victim, what would you do if you experienced or were a victim of the following situations? You would: (MULTIPLE ANSWERS POSSIBLE)

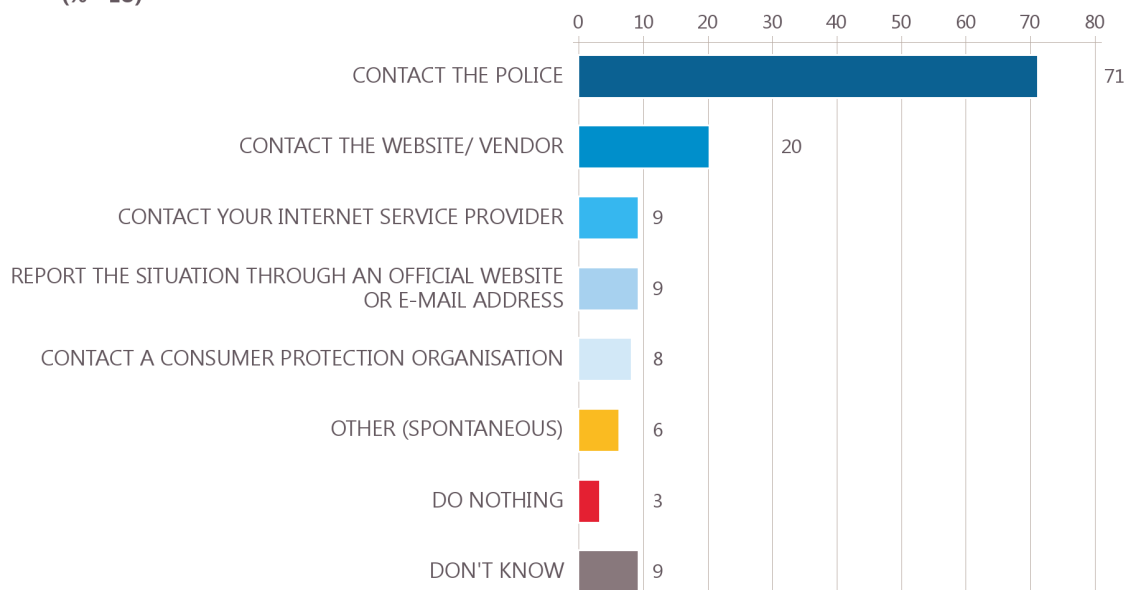


Base: all respondents (N=27,339)

Across all respondents, 71% say that if they were a victim of **online banking fraud** they would contact the police. This is by far the most common proposed action, and the only one mentioned by a majority. One in five (20%) say they would contact the website or the vendor, while less than one in ten say they would take all the other actions.

QD13.9 Regardless of whether or not, you have previously been a cybercrime victim, what would you do if you experienced or were a victim of the following situations? You would: (MULTIPLE ANSWERS POSSIBLE)

Being a victim of bank card or online banking fraud (% - EU)

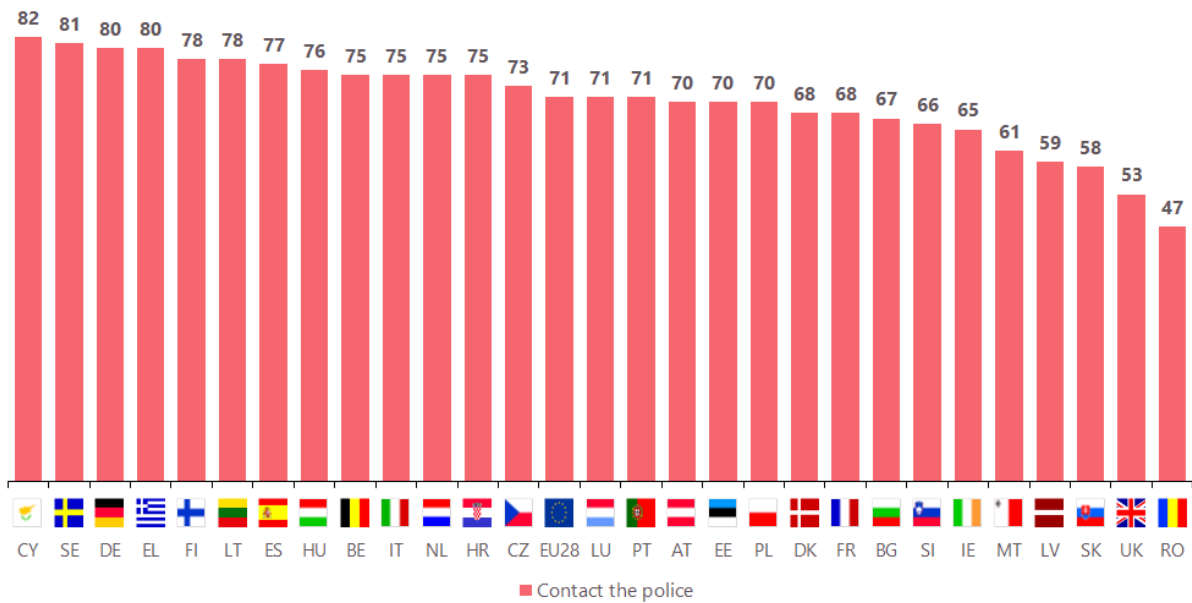


Base: all respondents (N=27,339)

In each country respondents are most likely to say they would contact the police if they were the victim of **online banking fraud**, although the proportion varies from at least eight in ten in Cyprus (82%), Sweden (81%), Germany and Greece (both 80%) to 47% in Romania and 53% in the United Kingdom.

QD13.9 Regardless of whether or not, you have previously been a cybercrime victim, what would you do if you experienced or were a victim of the following situations? You would: (MULTIPLE ANSWERS POSSIBLE)

Being a victim of bank card or online banking fraud
 (% - THE MOST MENTIONED ANSWER BY COUNTRY)

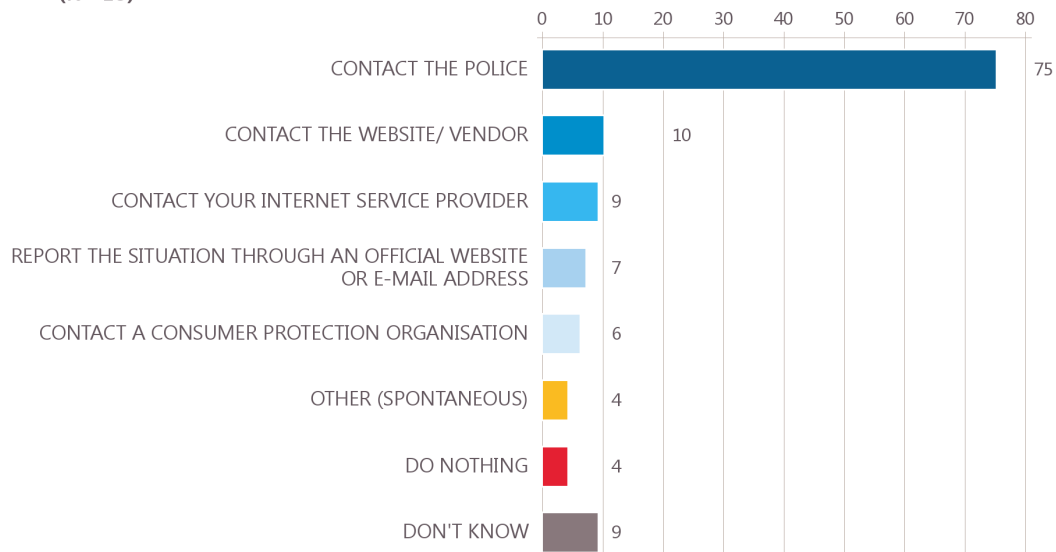


Base: all respondents (N=27,339)

Three quarters (75%) of respondents say that if they experienced **identity theft** they would contact the police. This is by far the most mentioned response. In contrast just 10% would contact the website or the vendor, and less than one in ten would contact their Internet service provider (9%), report the situation through an official website or email (7%) or contact a consumer protection organisation (6%).

QD13.5 Regardless of whether or not, you have previously been a cybercrime victim, what would you do if you experienced or were a victim of the following situations? You would: (MULTIPLE ANSWERS POSSIBLE)

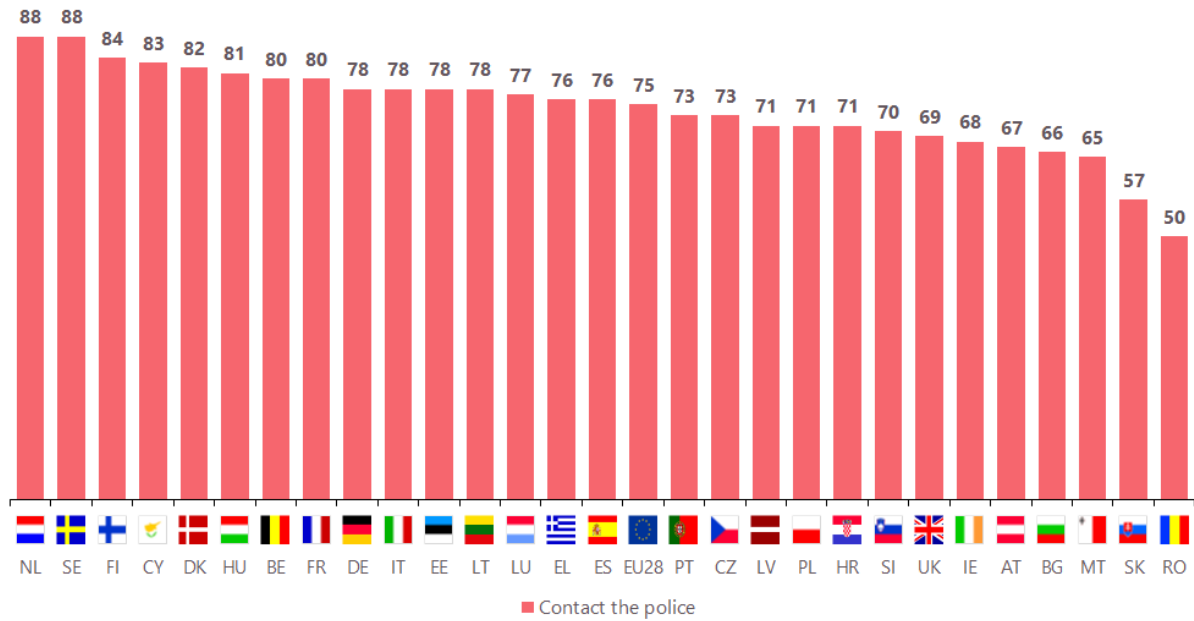
Identity theft (somebody stealing your personal data and impersonating you)
(% - EU)



Base: all respondents (N=27,339)

In each country, contacting the police is the most mentioned action respondents would take in response to experiencing **identity theft**, with proportions ranging from 88% in the Netherlands and Sweden and 84% in Finland to 50% in Romania and 57% in Slovakia.

QD13.5 Regardless of whether or not, you have previously been a cybercrime victim, what would you do if you experienced or were a victim of the following situations? You would: (MULTIPLE ANSWERS POSSIBLE)
Identity theft (somebody stealing your personal data and impersonating you)
 (% - THE MOST MENTIONED ANSWER BY COUNTRY)

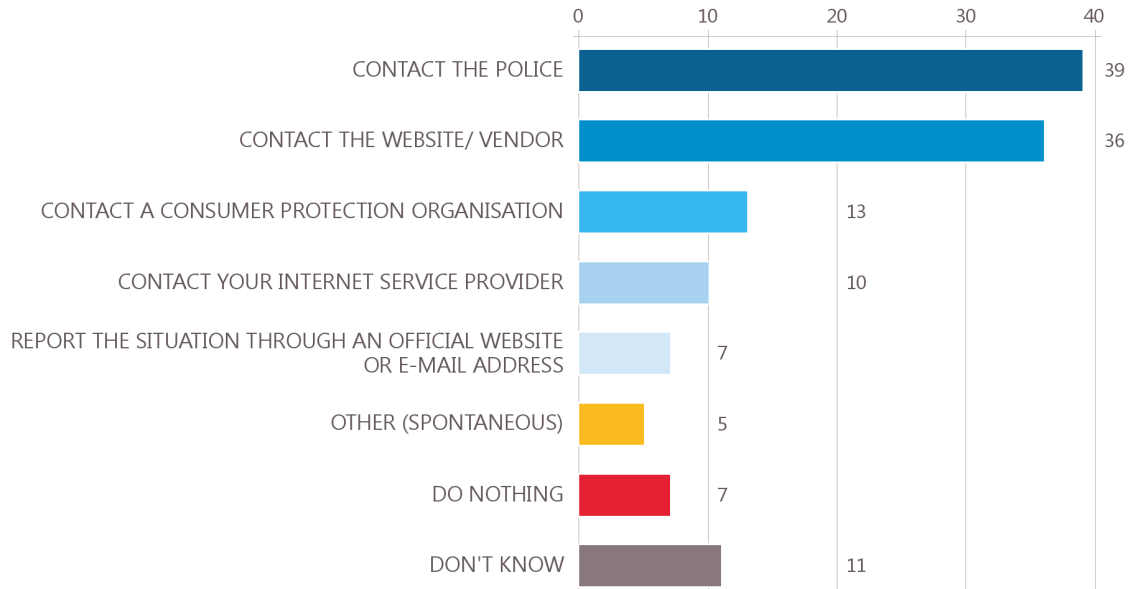


Base: all respondents (N=27,339)

If they experienced **online fraud**, more than one third of respondents say they would contact the police (39%), the website or the vendor (36%). Just over one in ten would contact a consumer protection organisation (13%) while 10% would contact their Internet service provider and 7% would report the situation through an official website or email address.

QD13.2 Regardless of whether or not, you have previously been a cybercrime victim, what would you do if you experienced or were a victim of the following situations? You would: (MULTIPLE ANSWERS POSSIBLE)

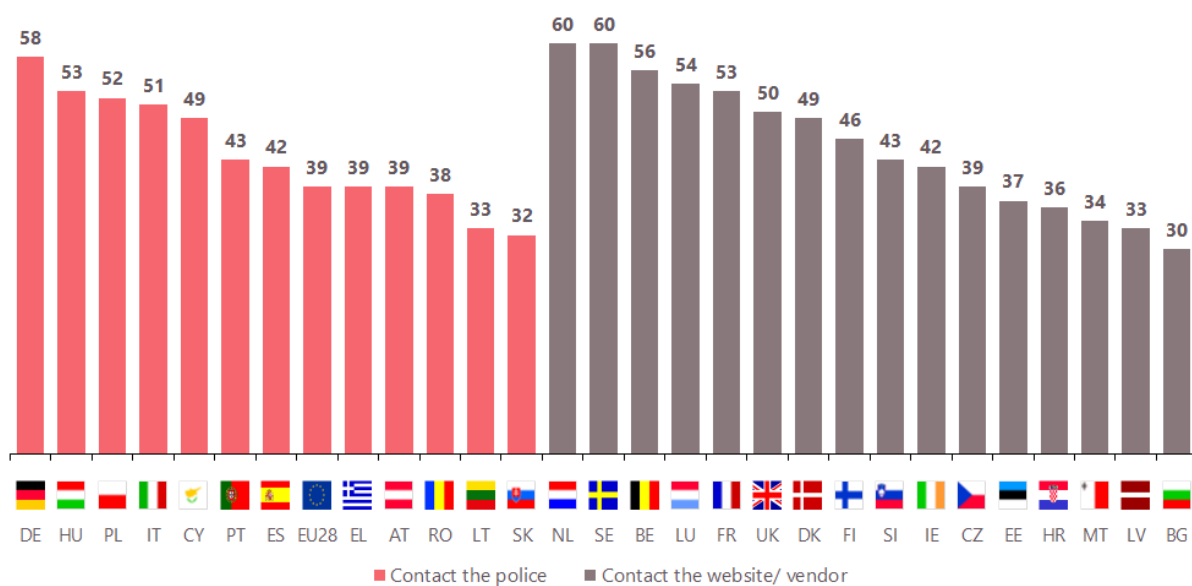
Online fraud where goods purchased are not delivered, are counterfeit or are not as advertised
(% - EU)



Base: all respondents (N=27,339)

In 12 countries, respondents are most likely to say they would contact the police if they experienced **online fraud**, although proportions range from 58% in Germany to 32% in Slovakia. In the remaining 16 countries respondents are most likely to say they would contact the website or the vendor, although once again there is a large variation in proportion: from 60% in the Netherlands and Sweden to 30% in Bulgaria.

QD13.2 Regardless of whether or not, you have previously been a cybercrime victim, what would you do if you experienced or were a victim of the following situations? You would: (MULTIPLE ANSWERS POSSIBLE)
Online fraud where goods purchased are not delivered, are counterfeit or are not as advertised
 (% - THE MOST MENTIONED ANSWER BY COUNTRY)

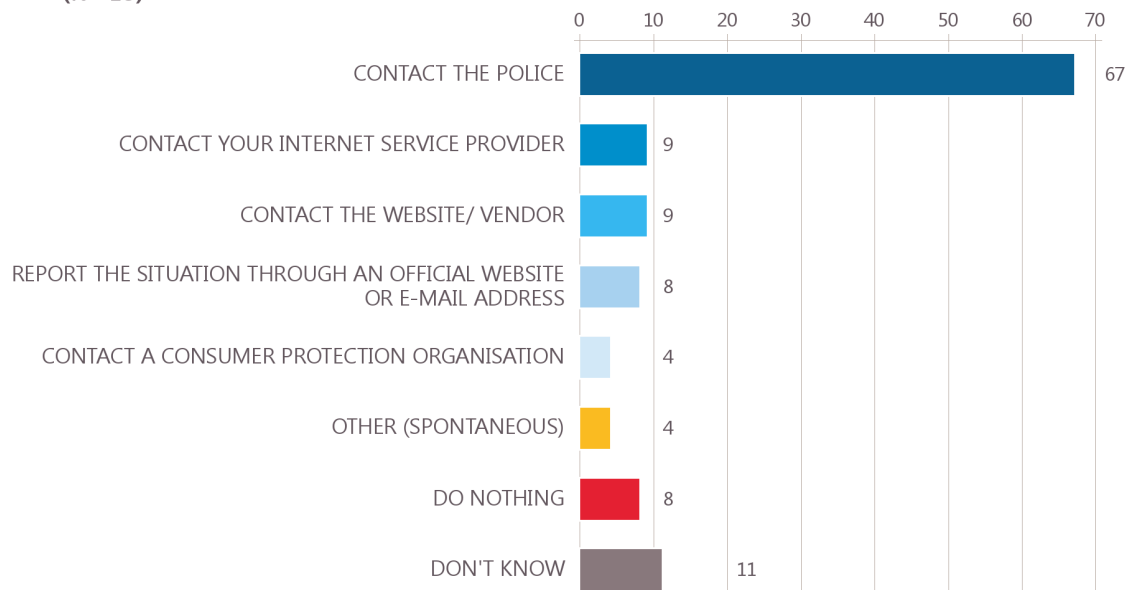


Base: all respondents (N=27,339)

If they accidentally encountered **child pornography online**, more than two thirds (67%) of respondents would contact the police. This is the only action mentioned by at least one in ten respondents. Almost one in ten would contact their Internet service provider or the website or vendor (both 9%), while 8% would report the situation through an official website or email and just 4% would contact a consumer protection organisation.

QD13.6 Regardless of whether or not, you have previously been a cybercrime victim, what would you do if you experienced or were a victim of the following situations? You would: (MULTIPLE ANSWERS POSSIBLE)

Accidentally encountering child pornography online
(% - EU)

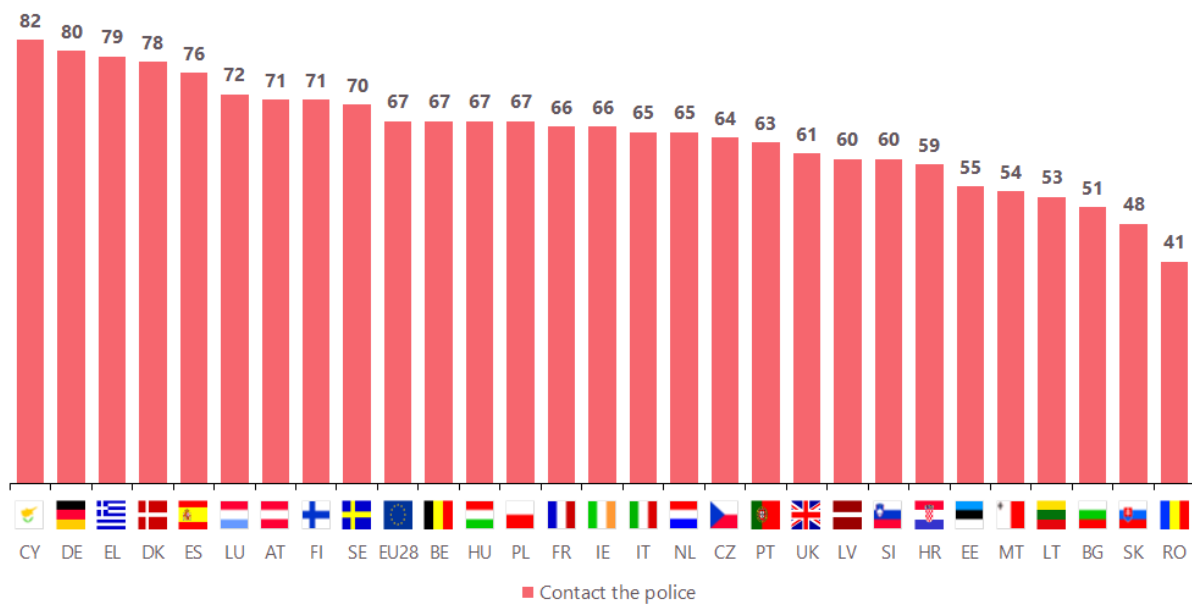


Base: all respondents (N=27,339)

Contacting the police is the most likely action respondents in each country would take in response to accidentally encountering **child pornography online**, and it is mentioned by the majority in all but two countries. Respondents in Cyprus (82%), Germany (80%) and Greece (79%) are the most likely to say they would do this, compared to 41% in Romania and 48% in Slovakia.

QD13.6 Regardless of whether or not, you have previously been a cybercrime victim, what would you do if you experienced or were a victim of the following situations? You would: (MULTIPLE ANSWERS POSSIBLE)

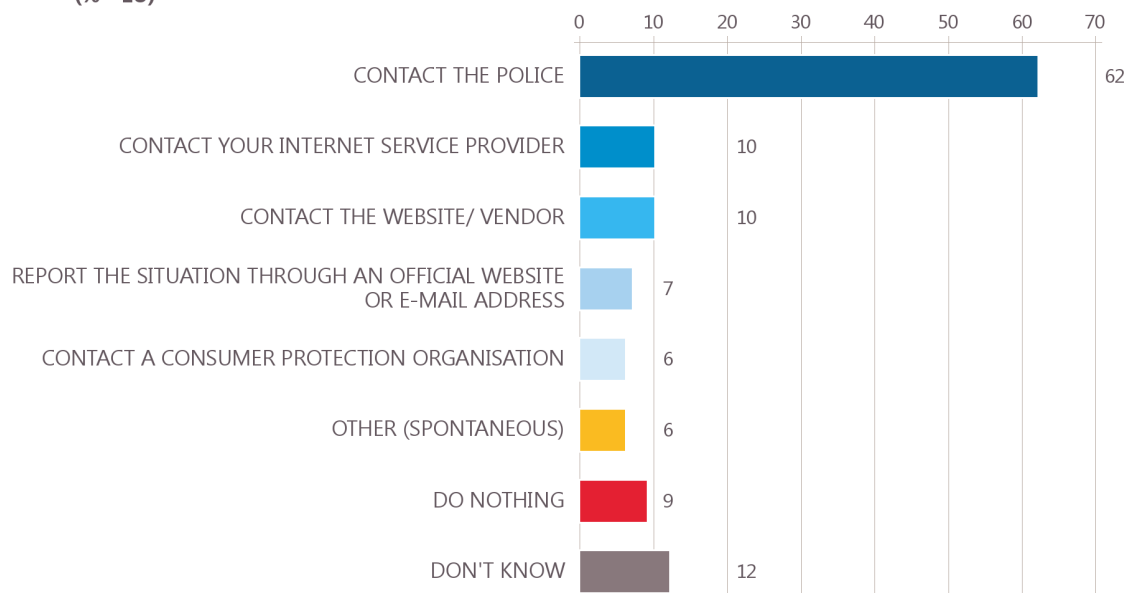
Accidentally encountering child pornography online
 (% - THE MOST MENTIONED ANSWER BY COUNTRY)



Base: all respondents (N=27,339)

If they were faced with **being asked for payment in return for getting back control of their device**, contacting the police is the only action mentioned by more than one in ten respondents (62%). One in ten would contact their Internet service provider, the website or the vendor (both 10%), while 7% would report the situation through an official website or email and 6% would contact a consumer protection organisation.

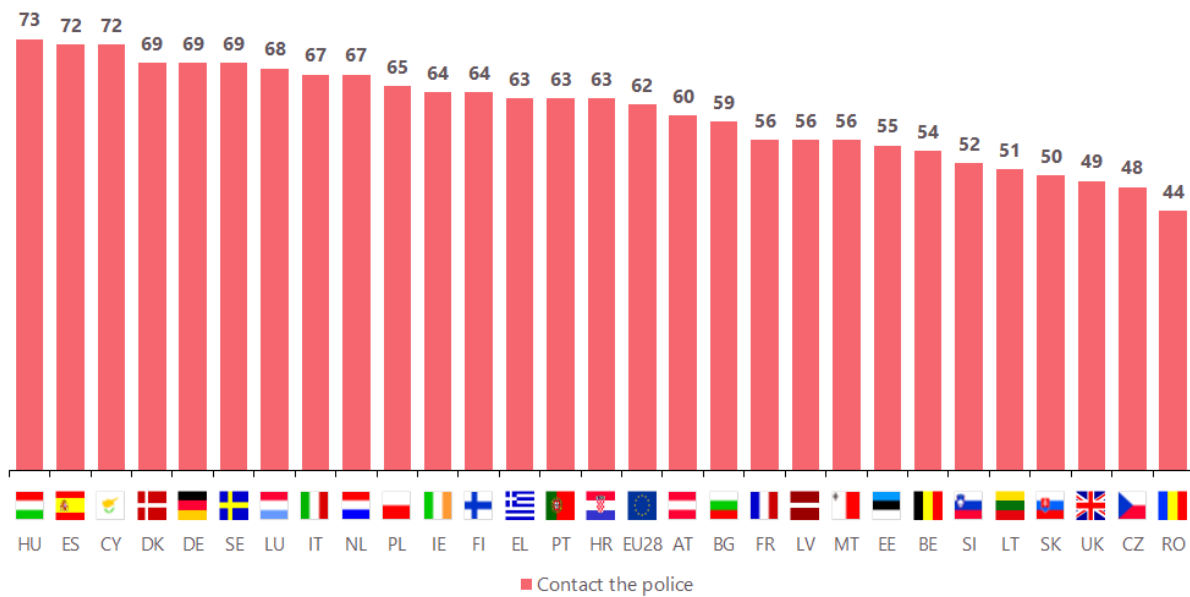
QD13.10 Regardless of whether or not, you have previously been a cybercrime victim, what would you do if you experienced or were a victim of the following situations? You would: (MULTIPLE ANSWERS POSSIBLE)
Being asked for a payment in return for getting back control of your device
 (% - EU)



Base: all respondents (N=27,339)

In each Member State, respondents are most likely to say they would contact the police if they were **asked for a payment in return for getting back control of their device**, with proportions ranging from 73% in Hungary and 72% in Spain and Cyprus to 44% in Romania, 48% in Czechia and 49% in the United Kingdom.

QD13.10 Regardless of whether or not, you have previously been a cybercrime victim, what would you do if you experienced or were a victim of the following situations? You would: (MULTIPLE ANSWERS POSSIBLE)
Being asked for a payment in return for getting back control of your device
 (% - THE MOST MENTIONED ANSWER BY COUNTRY)

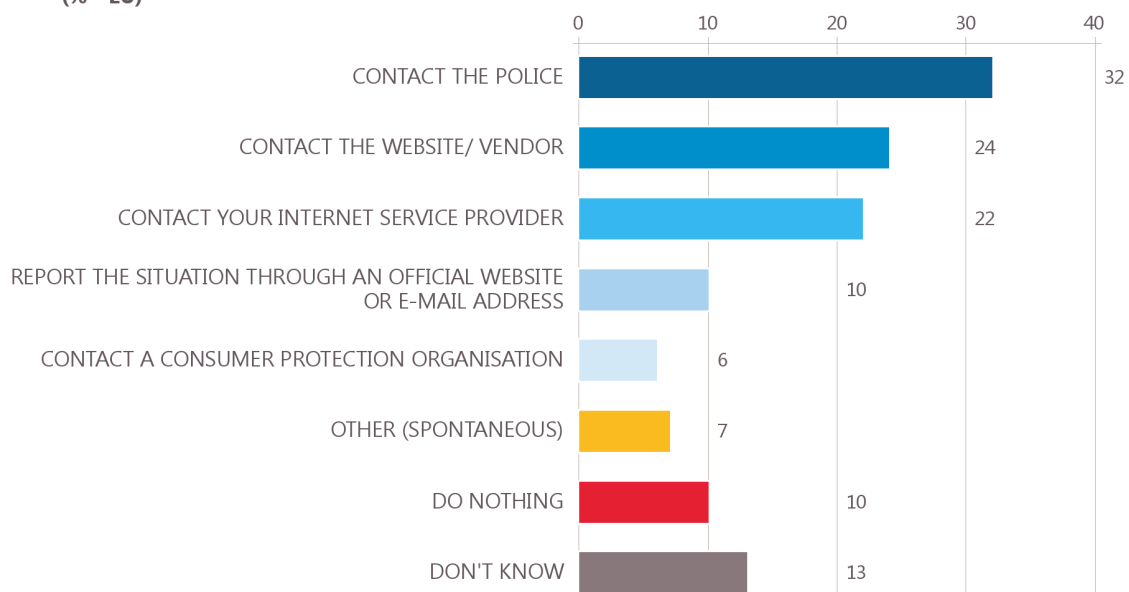


Base: all respondents (N=27,339)

Responses to **having a social network or email account hacked** are more varied. Almost one third (32%) say they would contact the police, while 24% would contact the website or the vendor and 22% would contact their Internet service provider. One in ten (10%) would report the situation through an official website or email address, while 6% would contact a consumer protection organisation .

QD13.8 Regardless of whether or not, you have previously been a cybercrime victim, what would you do if you experienced or were a victim of the following situations? You would: (MULTIPLE ANSWERS POSSIBLE)

Your social network account or email being hacked
(% - EU)

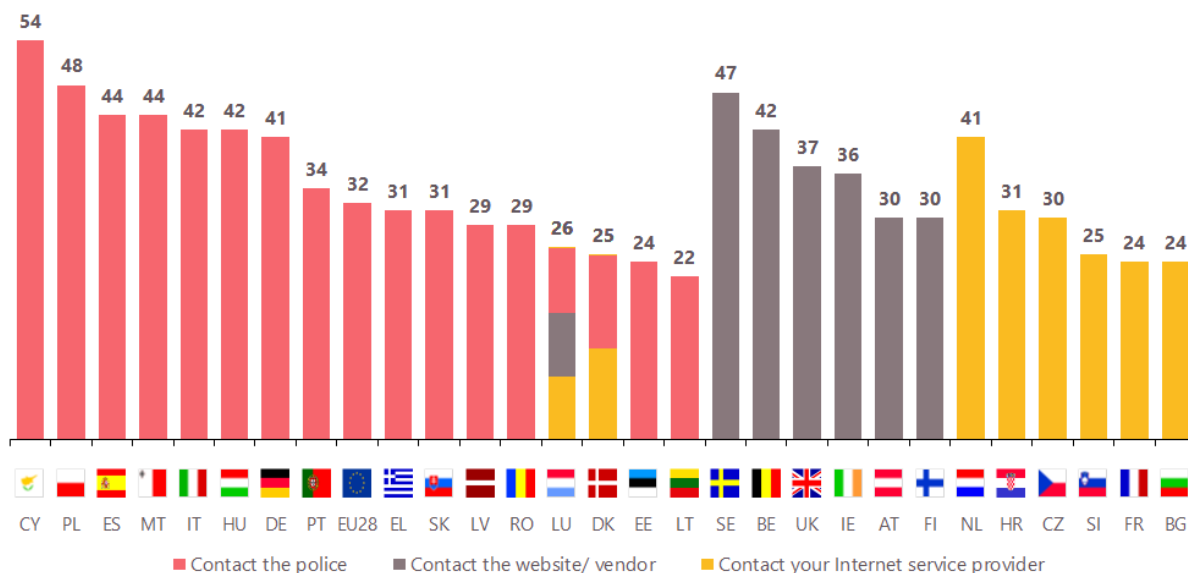


Base: all respondents (N=27,339)

In 14 countries, respondents are most likely to say they would contact the police if their **social network account or email was hacked**, although the proportion ranges from 54% in Cyprus to 22% in Lithuania. In six countries respondents are most likely to contact the website or the vendor, while in a further six they are most likely to contact their Internet service provider. In Luxembourg respondents are equally likely to say they would take each of these three actions, while in Denmark contacting the police or contacting the Internet service provider both rank first.

QD13.8 Regardless of whether or not, you have previously been a cybercrime victim, what would you do if you experienced or were a victim of the following situations? You would: (MULTIPLE ANSWERS POSSIBLE)

Your social network account or email being hacked
 (% - THE MOST MENTIONED ANSWER BY COUNTRY)

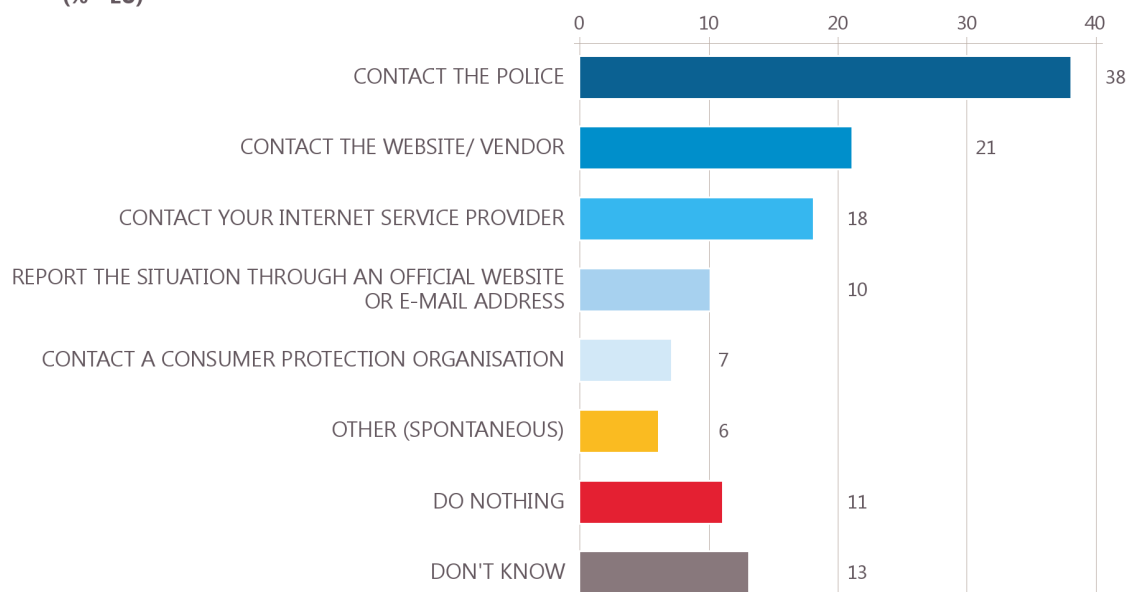


Base: all respondents (N=27,339)

If they experienced **cyber-attacks that prevented them from accessing online services**, almost four in ten respondents (38%) say they would contact the police. Just over one in five (21%) would contact the website or the vendor, while 18% would contact their internet service provider and 10% would report the situation through an official website or email address. Just 7% would contact a consumer protection organisation about this.

QD13.3 Regardless of whether or not, you have previously been a cybercrime victim, what would you do if you experienced or were a victim of the following situations? You would: (MULTIPLE ANSWERS POSSIBLE)

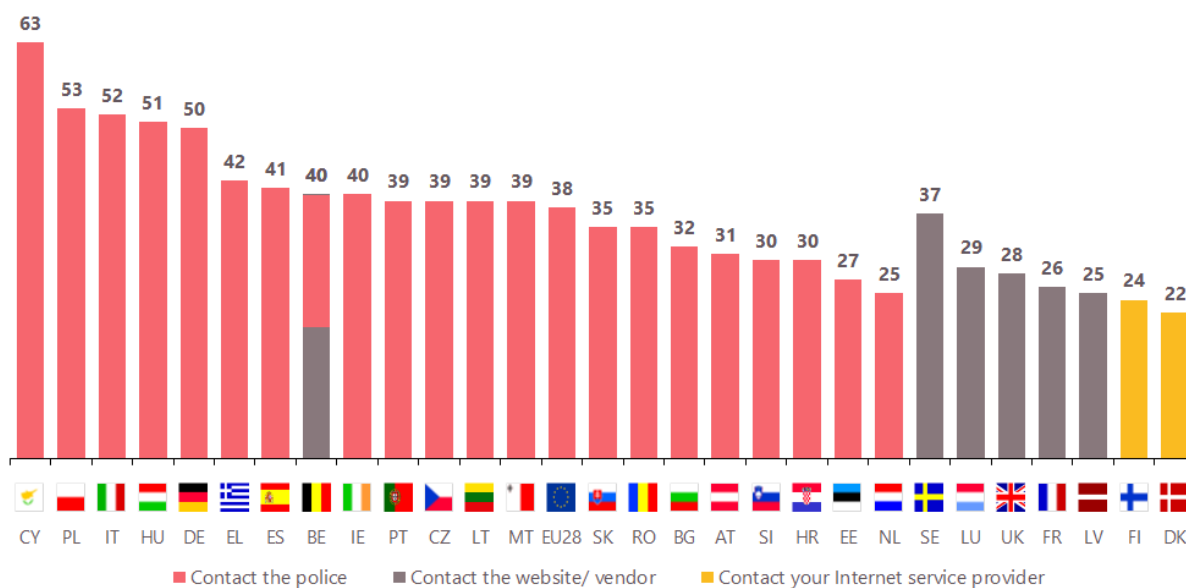
Cyber-attacks which prevent you from accessing online services like banking or public services
(% - EU)



Base: all respondents (N=27,339)

In 20 countries, respondents would contact the police if they experienced **cyber-attacks**, while in five countries respondents are most likely to say they would contact the website or the vendor. In Belgium respondents are equally likely to mention both of these actions. In Finland and Denmark respondents are most likely to say they would contact their internet service provider.

QD13.3 Regardless of whether or not, you have previously been a cybercrime victim, what would you do if you experienced or were a victim of the following situations? You would: (MULTIPLE ANSWERS POSSIBLE)
Cyber-attacks which prevent you from accessing online services like banking or public services
 (% - THE MOST MENTIONED ANSWER BY COUNTRY)



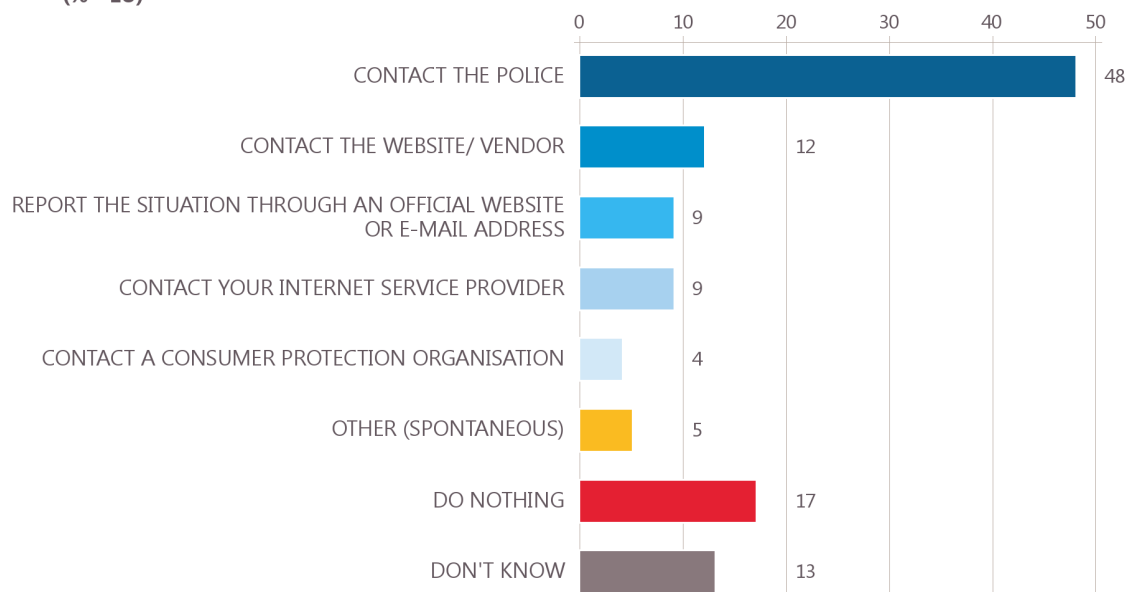
Base: all respondents (N=27,339)

Almost half (48%) of respondents would contact the police if they **accidentally encountered material that promoted racial hatred or religious extremism**. This is by far the most mentioned action. Just over one in ten (12%) would contact the website of vendor, while fewer than one in ten would report the situation through an official website or email (9%), contact their Internet service provider (9%) or contact a consumer protection organisation (4%).

Almost one in five (17%) say they would do nothing in this situation.

QD13.7 Regardless of whether or not, you have previously been a cybercrime victim, what would you do if you experienced or were a victim of the following situations? You would: (MULTIPLE ANSWERS POSSIBLE)

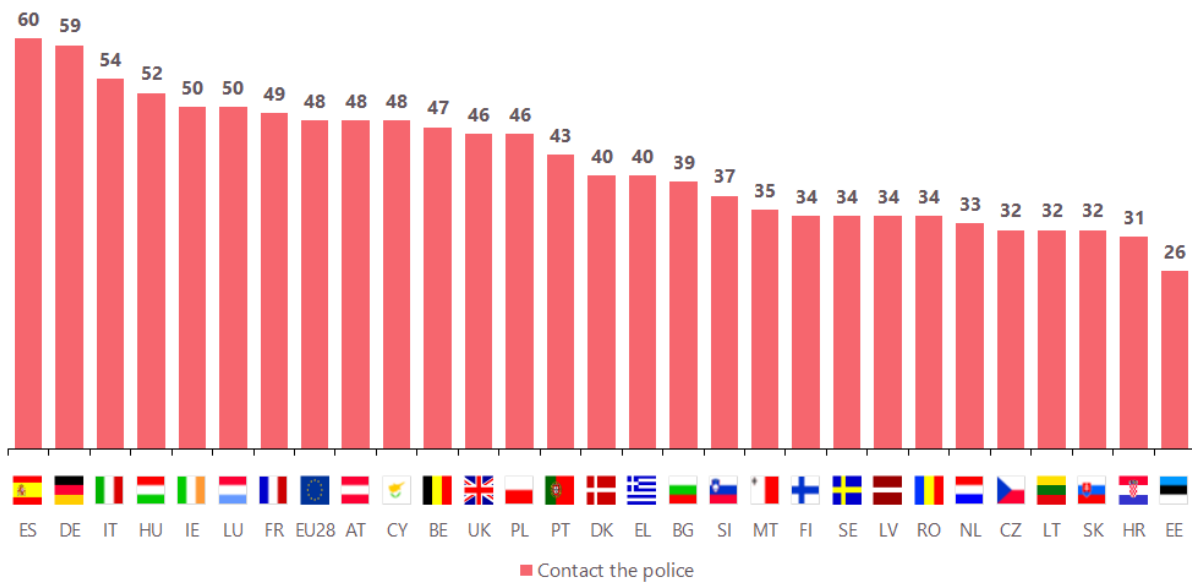
Accidentally encountering material which promotes racial hatred or religious extremism
(% - EU)



Base: all respondents (N=27,339)

In all 28 Member States, respondents are most likely to say they would contact the police if they **accidentally encountered material that promoted racial hatred or religious extremism**, although the proportion ranges from 60% in Spain and 59% in Denmark to 26% in Estonia.

QD13.7 Regardless of whether or not, you have previously been a cybercrime victim, what would you do if you experienced or were a victim of the following situations? You would: (MULTIPLE ANSWERS POSSIBLE)
Accidentally encountering material which promotes racial hatred or religious extremism
 (% - THE MOST MENTIONED ANSWER BY COUNTRY)



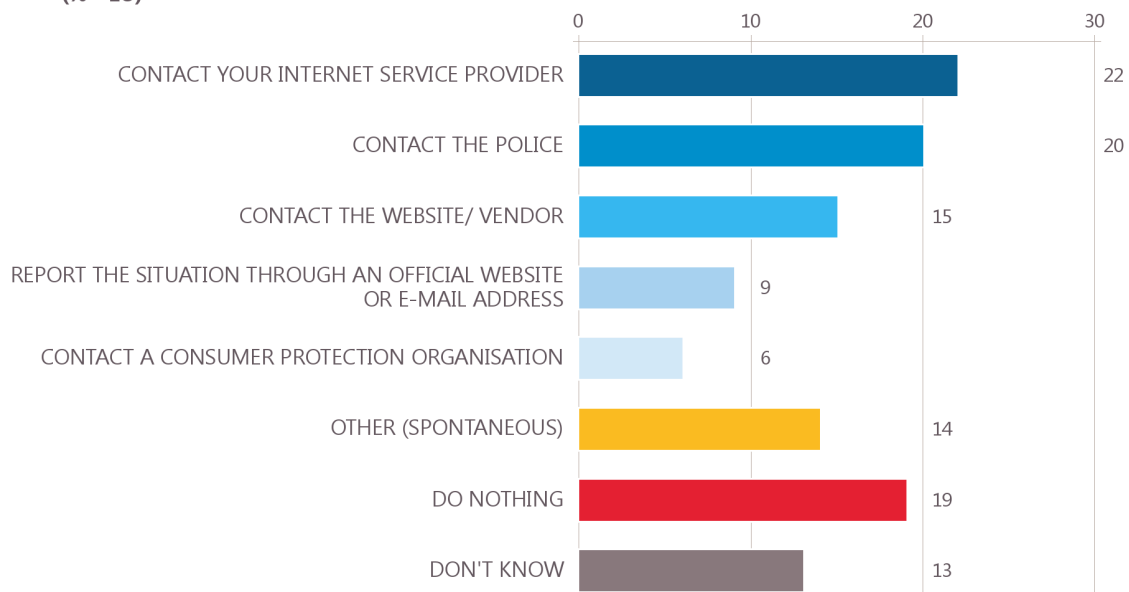
Base: all respondents (N=27,339)

If they **discovered malicious software on their device**, the respondents would take various actions.. At least one in five would contact their Internet service provider (22%) or the police (20%), while 15% would contact they website or the vendor. Fewer than one in ten would report the situation via an official website or email (9%) or contact a consumer protection organisation (6%).

It is worth noting that almost one in five (19%) say they would do nothing.

QD13.4 Regardless of whether or not, you have previously been a cybercrime victim, what would you do if you experienced or were a victim of the following situations? You would: (MULTIPLE ANSWERS POSSIBLE)

Discovering malicious software (viruses, etc.) on your device
(% - EU)

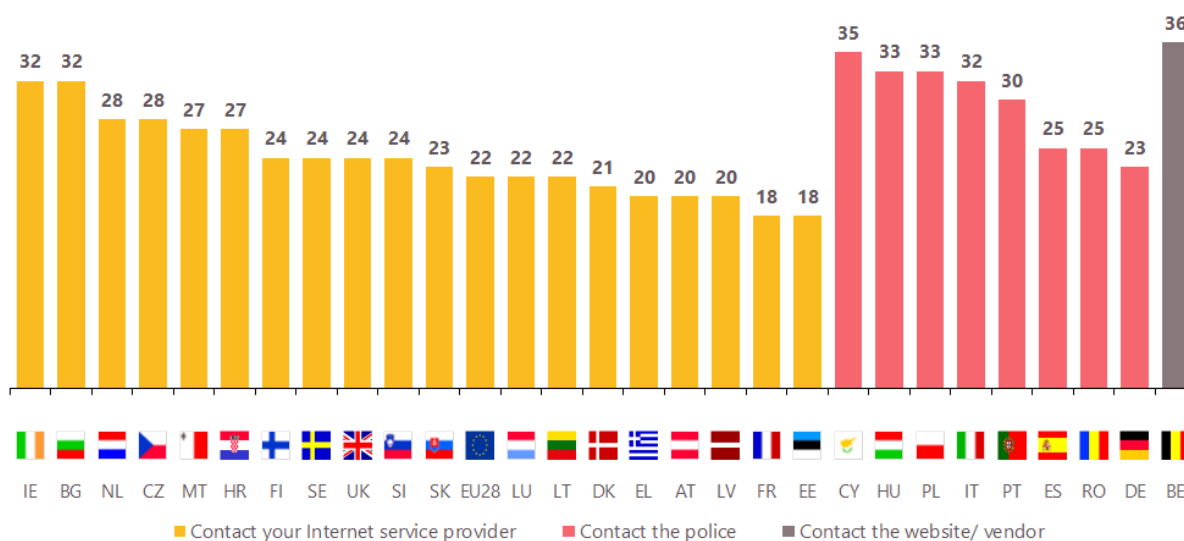


Base: all respondents (N=27,339)

In 19 countries respondents are most likely to say they would contact their Internet service provider if they discovered **malicious software on their device**. In eight countries respondents are most likely to call the police in this situation, while in Belgium they are most likely to contact the website or the vendor.

QD13.4 Regardless of whether or not, you have previously been a cybercrime victim, what would you do if you experienced or were a victim of the following situations? You would: (MULTIPLE ANSWERS POSSIBLE)

Discovering malicious software (viruses, etc.) on your device
 (% - THE MOST MENTIONED ANSWER BY COUNTRY)



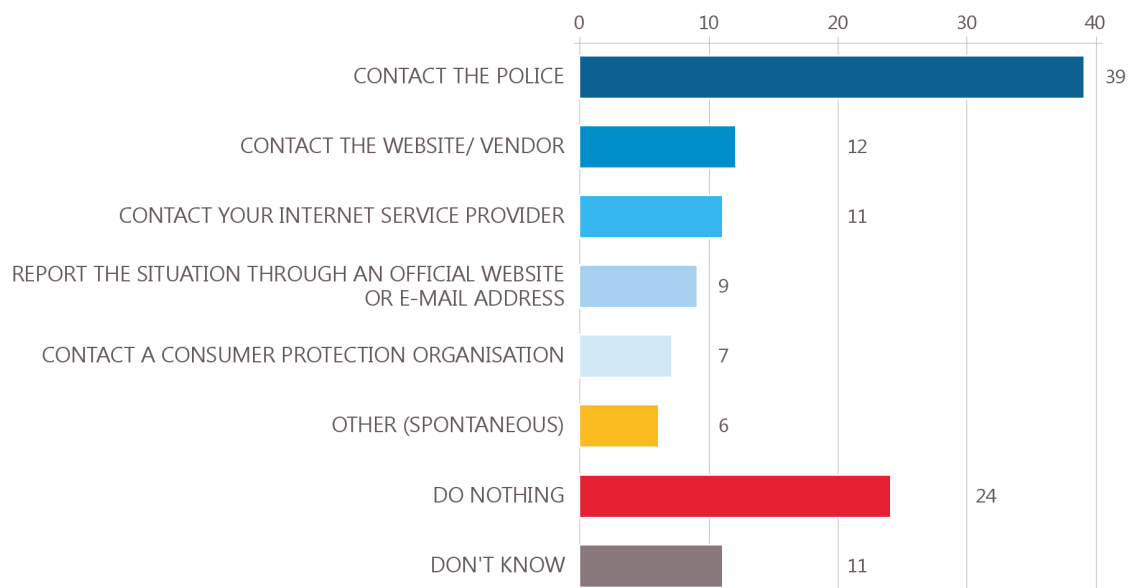
Base: all respondents (N=27,339)

If they **received fraudulent emails or phone calls asking for personal details**, almost four in ten (39%) respondents say they would call the police. More than one in ten would contact the website or the vendor (12%) or their Internet service provider (11%), while 9% would report the situation via an official website or email. 7% would contact a consumer protection organisation.

However, almost one quarter (24%), would do nothing in response.

QD13.1 Regardless of whether or not, you have previously been a cybercrime victim, what would you do if you experienced or were a victim of the following situations? You would: (MULTIPLE ANSWERS POSSIBLE)

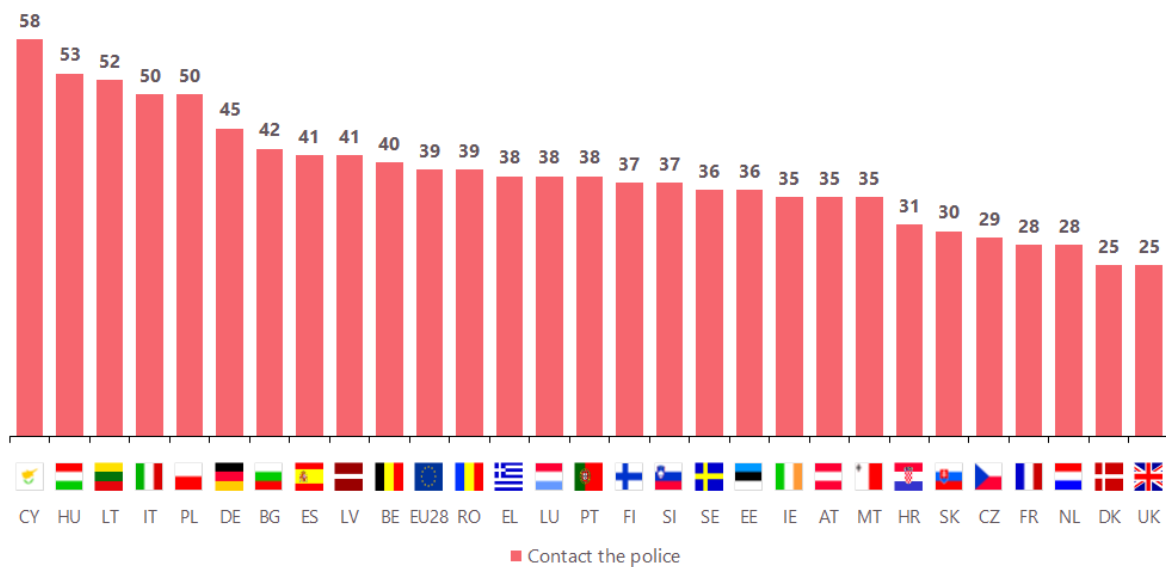
Receiving fraudulent emails or phone calls asking for your personal details (including access to your computer, logins, banking or payment information) (% - EU)



Base: all respondents (N=27,339)

In all countries respondents most often say they would contact the police if they **received fraudulent emails or phone calls asking for personal details**, with the proportion ranging from 58% in Cyprus, 53% in Hungary and 52% in Lithuania to 25% in Denmark and the United Kingdom, and 28% in France and the Netherlands.

QD13.1 Regardless of whether or not, you have previously been a cybercrime victim, what would you do if you experienced or were a victim of the following situations? You would: (MULTIPLE ANSWERS POSSIBLE)
Receiving fraudulent emails or phone calls asking for your personal details (including access to your computer, logins, banking or payment information)
 (% - THE MOST MENTIONED ANSWER BY COUNTRY)



Base: all respondents (N=27,339)

The table below highlights the situations where respondents in each country are most likely to take at least one action.

Across all Member States, **online banking fraud** and **identity theft** are the experiences most likely to result in respondents taking action. In fact, these two situations rank either first or second in each Member State. In 24 countries, respondents are most likely to take at least one action if they were a victim of banking fraud, although in Belgium, France, Croatia and Cyprus this situation ranks first, on a par with taking action over identity theft. Identity theft is also the situation most likely to result in taking action in a further four countries.

Belgium and France are the only countries where **online fraud** is the second most likely event to cause respondents to take action. In 14 countries this situation is the third most likely to result in respondents taking action (in Portugal and Malta equally with one other item), while in Slovenia and Poland it ranks equal third with accidentally encountering child pornography online.

In Cyprus **accidentally encountering child pornography online** is the second most likely event to cause respondents to take action, while this is the third most mentioned situation in eight countries (including Slovenia and Poland).

Croatia is the only country where **being asked for payment in return for regaining control of their device** is the second most mentioned situation where respondents would take action. It is the third most mentioned in eight countries – including Portugal (equal with online fraud) and Belgium (equal with social network or email being hacked and cyber-attacks).

A **social network account or email being hacked** is the third most mentioned situation in Belgium and Malta (along with online fraud) to result in taking action. In Malta **cyber-attacks** are the second most likely scenario where respondents would take action (along with identity theft). In Belgium this is the third most mentioned situation (along with two other situations).

None of the other situations rank in the top three in any of the countries surveyed.

QD13 Regardless of whether or not, you have previously been a cybercrime victim, what would you do if you experienced or were a victim of the following situations? You would: (MULTIPLE ANSWERS POSSIBLE)

(% - TOTAL 'AT LEAST ONE ACTION')

		Being a victim of bank card or online banking fraud	Identity theft (somebody stealing your personal data and impersonating you)	Online fraud where goods purchased are not delivered, are counterfeit or are not as advertised	Accidentally encountering child pornography online	Being asked for a payment in return for getting back control of your device	Your social network account or email being hacked	Cyber-attacks which prevent you from accessing online services like banking or public services	Accidentally encountering material which promotes racial hatred or religious extremism	Discovering malicious software (viruses, etc.) on your device	Receiving fraudulent emails or phone calls asking for your personal details (including access to your computer, logins, banking or payment information)
EU28		88	87	82	81	79	77	76	70	68	64
BE		94	94	89	85	88	88	88	74	80	79
BG		82	80	70	69	74	60	65	58	62	65
CZ		88	86	81	75	69	73	75	49	65	59
DK		94	92	86	87	87	82	74	67	71	55
DE		90	88	84	86	81	81	79	74	64	66
EE		87	85	80	69	73	73	69	47	69	57
IE		90	86	82	81	84	83	81	75	77	66
EL		88	86	81	85	77	67	71	59	57	63
ES		88	85	82	84	82	77	74	74	69	64
FR		89	89	83	81	77	74	72	74	65	63
HR		85	85	76	74	79	74	73	60	62	59
IT		89	90	86	81	85	80	85	76	80	71
CY		88	88	83	85	81	81	79	64	72	71
LV		87	86	78	73	76	74	73	56	69	71
LT		85	84	75	66	68	64	71	53	62	66
LU		89	87	81	83	85	80	77	71	71	64
HU		90	91	86	84	87	81	83	72	79	75
MT		82	80	77	70	76	77	80	54	71	54
NL		98	96	91	84	87	88	76	66	74	64
AT		90	88	83	86	82	80	75	76	69	64
PL		83	82	80	80	78	72	76	66	67	66
PT		82	83	77	73	77	71	63	59	72	56
RO		71	74	70	68	69	63	68	62	62	66
SI		82	81	74	74	73	66	70	58	63	63
SK		76	75	70	64	71	66	68	54	59	61
FI		92	90	85	81	81	84	61	60	62	59
SE		96	95	89	81	83	84	79	61	69	53
UK		87	84	82	78	75	75	75	72	61	57
		1st MOST FREQUENTLY MENTIONED ITEM									
		2nd MOST FREQUENTLY MENTIONED ITEM									
		3rd MOST FREQUENTLY MENTIONED ITEM									

Base: all respondents (N=27,339)

There are two significant and consistent **socio-demographic** differences on this question.

- In all but one case, respondents aged 55+ are less likely to say that they would take action. For example, less than eight in ten (79%) of the oldest respondents say that they would take action if they were the victim of bank card or online banking fraud, compared with 91-94% of those in other age groups.
- In each case, those who finished their education aged 15- are less likely than those who remained in education until the age of 20 or beyond to say that they would take action. In all cases, the difference is at least 10 percentage points in magnitude, and in the case of online fraud, 24 percentage points separate the two groups, with just under two thirds (65%) of the least well-educated saying that they would take action in this case, compared with just under nine in ten (89%) of those with the highest level of education.

QD13.1 Regardless of whether or not, you have previously been a cybercrime victim, what would you do if you experienced or were a victim of the following situations? You would:

(MULTIPLE ANSWERS POSSIBLE)

(% Total ' At least one action' - EU)

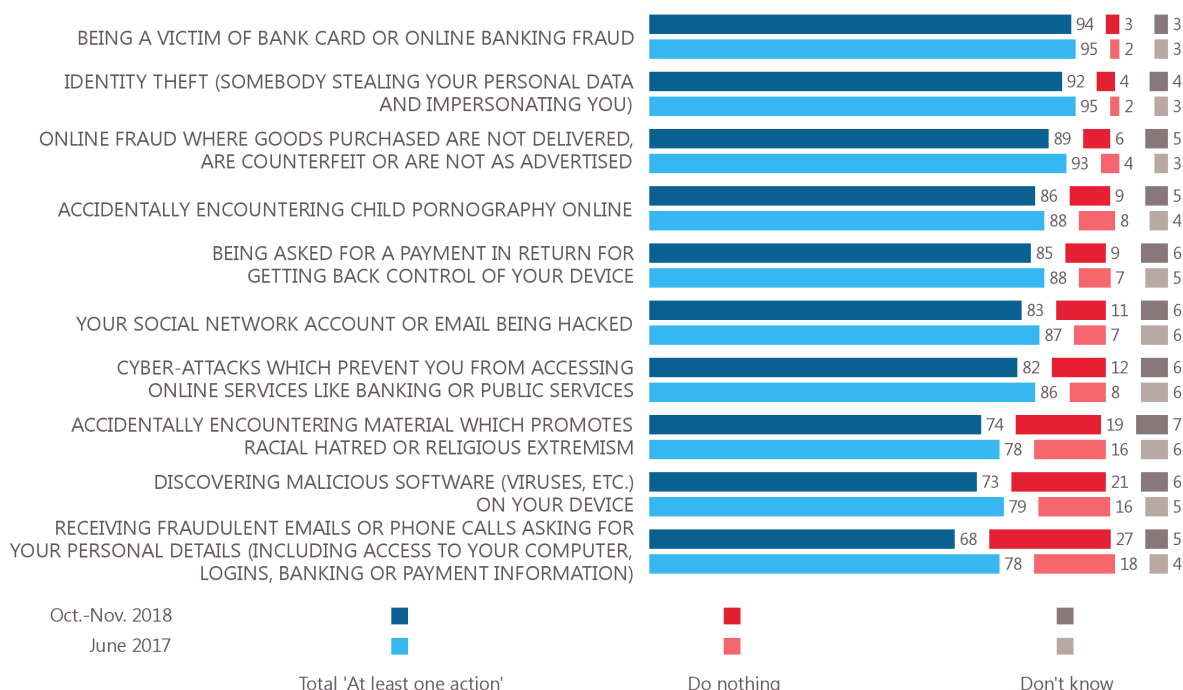
	Being a victim of bank card or online banking fraud	Identity theft (somebody stealing your personal data and impersonating you)	Online fraud where goods purchased are not delivered, are counterfeit or are not as advertised	Accidentally encountering child pornography online	Being asked for a payment in return for getting back control of your device	Your social network account or email being hacked	Cyber-attacks which prevent you from accessing online services like banking or public services	Accidentally encountering material which promotes racial hatred or religious extremism	Discovering malicious software (viruses, etc.) on your device	Receiving fraudulent emails or phone calls asking for your personal details (including access to your computer, logins, banking or payment information)
EU28	88	87	82	81	79	77	76	70	68	64
 Age										
15-24	91	91	87	82	82	81	79	71	68	62
25-39	94	93	90	88	85	83	82	74	70	66
40-54	94	92	89	87	84	83	82	74	74	68
55 +	79	79	72	73	72	67	67	65	62	62
 Education (End of)										
15-	72	71	65	67	65	60	60	59	56	55
16-19	89	88	83	82	80	77	78	71	69	67
20+	94	93	89	86	85	83	81	74	71	67
Still studying	92	92	89	83	84	84	80	76	68	61

Base: all respondents (N=27,339)

To compare these figures with those observed in the previous wave it is necessary to subtract from the current survey the proportion of respondents who do not use the Internet, as in the previous survey this question was asked only to Internet users.

In most cases there has been little to moderate change. However, there are more significant differences in the proportion of those who would take action if their social network account or email were hacked (-4 pp), if they discovered malicious software on their device (-6 pp) or if they received fraudulent emails or phone calls (-10 pp).

QD13R Regardless of whether or not, you have previously been a cybercrime victim, what would you do if you experienced or were a victim of the following situations? You would: (MULTIPLE ANSWERS POSSIBLE)
(% - EU)



Base: respondents who use the Internet (N=22,466)

There has been little change in any of the 28 Member States in the proportion of respondents who would take action if they were a victim of bank card or online banking fraud. The largest decrease has occurred in Croatia and the United Kingdom (both -5 pp), while the largest increase has occurred in Hungary and Estonia (both +4 pp).

There has also been little change in the case of identity theft, although the United Kingdom stands out for a substantial decline in the proportion of respondents who would take action (-9 pp), while in Hungary (+4 pp) the proportion of respondents has increased against the general trend.






























In 22 countries the proportion of respondents who say they would take action if they were a victim of online fraud has decreased since the last survey. In most cases this change does not differ significantly from the EU-wide decrease of four percentage points, but Croatia (-10 pp) and the UK (-8 pp) stand out due to more substantial change.

In Croatia, the proportion of respondents who would take action after accidentally encountering child pornography has decreased by 13 percentage points. In most of the remaining countries there has been only moderate change, but there has been a significant increase in Portugal (+8 pp) and Estonia (+7 pp), against the usual trend.

In 19 countries, the proportion of respondents who would take action after being asked for a payment to get back control of a device has decreased since the last survey. Czechia has seen a 12 percentage

point decrease in this proportion, while the largest increase, against the overall trend, has occurred in Estonia and Luxembourg (both +5 pp).

QD13R Regardless of whether or not, you have previously been a cybercrime victim, what would you do if you experienced or were a victim of the following situations? You would: (MULTIPLE ANSWERS POSSIBLE)
(% - TOTAL 'AT LEAST ONE ACTION')

		Being a victim of bank card or online banking fraud		Identity theft (somebody stealing your personal data and impersonating you)		Online fraud where goods purchased are not delivered, are counterfeit or are not as advertised		Accidentally encountering child pornography online		Being asked for a payment in return for getting back control of your device	
		Oct.-Nov. 2018 - June 2017		Oct.-Nov. 2018 - June 2017		Oct.-Nov. 2018 - June 2017		Oct.-Nov. 2018 - June 2017		Oct.-Nov. 2018 - June 2017	
EU28		94	▼ 1	92	▼ 3	89	▼ 4	86	▼ 2	85	▼ 3
BE		96	▼ 1	96	▼ 1	91	▼ 3	87	▲ 5	90	=
BG		90	▼ 2	89	▼ 1	83	▼ 5	77	▼ 5	84	▼ 4
CZ		94	▼ 3	91	▼ 4	88	▼ 6	81	▼ 3	75	▼ 12
DK		97	▼ 1	94	▼ 3	89	▼ 7	89	▼ 1	90	▼ 1
DE		94	▼ 1	92	▼ 3	89	▼ 6	89	=	85	▼ 6
EE		95	▲ 4	93	▲ 1	89	▲ 3	75	▲ 7	81	▲ 5
IE		94	▲ 1	91	=	86	▼ 4	85	▼ 1	88	▲ 2
EL		99	▲ 1	98	▲ 1	94	▼ 2	94	=	89	▼ 5
ES		95	▼ 1	94	▼ 3	91	▼ 2	91	▼ 1	90	▼ 2
FR		94	▼ 1	94	▼ 1	90	▼ 2	86	▼ 1	82	▼ 1
HR		92	▼ 5	91	▼ 5	83	▼ 10	78	▼ 13	86	▼ 8
IT		96	=	96	=	93	▼ 3	87	▼ 6	91	▼ 4
CY		97	=	98	▲ 1	93	▼ 3	94	=	91	▼ 1
LV		94	▲ 1	92	▲ 2	86	▲ 2	80	▲ 3	83	▲ 2
LT		94	▼ 3	93	▼ 2	88	▼ 5	77	▼ 4	78	▼ 8
LU		93	=	92	▼ 3	86	▼ 7	87	▼ 3	90	▲ 5
HU		96	▲ 4	96	▲ 4	93	▲ 3	89	▲ 2	94	▲ 3
MT		93	▲ 3	90	▼ 1	89	▲ 1	80	▼ 3	89	▲ 1
NL		98	=	96	▼ 1	92	▲ 1	84	▲ 2	87	▲ 1
AT		94	▼ 1	93	▼ 1	88	▼ 5	90	▼ 2	86	▼ 8
PL		91	▼ 4	91	▼ 4	89	▼ 5	87	▼ 1	85	▼ 6
PT		95	▲ 1	94	▼ 1	93	▲ 4	84	▲ 8	90	▲ 1
RO		79	▼ 3	81	▼ 5	78	▼ 5	73	▼ 4	77	▼ 1
SI		93	▼ 3	91	▼ 4	84	▼ 7	84	▼ 4	85	▼ 6
SK		86	▼ 1	85	▼ 1	81	▼ 4	71	▼ 5	81	▼ 1
FI		98	=	95	▼ 3	90	▼ 6	87	▼ 2	86	▼ 4
SE		98	=	97	▼ 1	91	▼ 3	82	▼ 1	85	▼ 2
UK		91	▼ 5	87	▼ 9	84	▼ 8	81	▼ 8	78	▼ 4

Base: respondents who use the Internet (N=22,466)

Twenty countries follow the EU-level trend of a decrease in the proportion of respondents who would take action if their social network account or email were hacked, with the largest change observed in Poland (-12 pp). In Estonia (+7 pp) and Latvia (+6 pp) there has been an increase contrary to the overall trend.

In 24 countries there has been a decrease in the proportion of respondents who would take action, and in five cases this is in double figures, with the largest change in Finland (-14 pp).

Twenty countries have seen a decrease in the proportion of respondents who would act on accidentally encountering material which promotes racial hatred or religious extremism. In Czechia, the proportion of respondents who give this answer has decreased by 18 percentage points since the last survey, while the Netherlands have seen a five percentage point increase.






























There is a similar picture in the case of malicious software; in twenty countries the proportion of respondents who would take action in this situation has fallen since the last survey, with the United Kingdom registering a 15 percentage point decrease. However, there have also been significant changes contrary to the overall trend, with Estonia (+7 pp) and Luxembourg (+6 pp) seeing a larger proportion of respondents saying they would act in such a situation.

Consistent with the significant overall decrease in the proportion of respondents who would take action if they were a victim of fraudulent emails or phone calls, 19 countries have experienced a double-digit decline in the proportion of respondents who give this answer, with particularly large changes in Croatia (-26 pp) and Malta (-23 pp.)

QD13R Regardless of whether or not, you have previously been a cybercrime victim, what would you do if you experienced or were a victim of the following situations? You would:

(MULTIPLE ANSWERS POSSIBLE)

(% - TOTAL 'AT LEAST ONE ACTION')

		Your social network account or email being hacked		Cyber-attacks which prevent you from accessing online services like banking or public services		Accidentally encountering material which promotes racial hatred or religious extremism		Discovering malicious software (viruses, etc.) on your device		Receiving fraudulent emails or phone calls asking for your personal details (including access to your computer, logins, banking or payment information)	
		Oct.-Nov. 2018 - June 2017		Oct.-Nov. 2018 - June 2017		Oct.-Nov. 2018 - June 2017		Oct.-Nov. 2018 - June 2017		Oct.-Nov. 2018 - June 2017	
EU28		83	▼ 4	82	▼ 4	74	▼ 4	73	▼ 6	68	▼10
BE		91	▲ 3	91	▲ 2	75	▲ 7	82	▼ 3	81	▲ 1
BG		73	▼ 7	77	▼ 5	63	▼11	75	▼11	71	▼14
CZ		81	▼ 5	81	▼ 9	52	▼18	70	▼13	63	▼19
DK		85	▼ 3	77	▼13	69	▼ 3	73	▼ 4	56	▼11
DE		86	▼ 3	84	▼ 2	77	▲ 1	67	▼10	68	▼ 5
EE		82	▲ 7	76	▼ 1	50	=	77	▲ 7	60	▼ 1
IE		88	▲ 5	86	=	78	▲ 1	82	=	68	▼10
EL		84	▼ 7	86	▼ 3	69	▼ 9	72	▼13	73	▼15
ES		85	▼ 3	82	▼ 3	80	▼ 4	76	▼ 4	71	▼ 8
FR		79	▼ 3	77	▼ 5	78	▼ 1	69	▲ 2	66	▼12
HR		82	▼ 6	79	▼13	63	▼14	67	▼13	61	▼26
IT		88	▼ 6	92	▼ 2	80	▼10	87	▼ 6	76	▼14
CY		92	▼ 2	88	▼ 8	70	▼ 9	82	▼11	78	▼12
LV		83	▲ 6	80	▼ 3	60	=	76	▼ 1	76	▲ 2
LT		77	▼ 5	83	▼ 7	61	▼12	74	▼ 5	71	▼12
LU		85	▲ 2	82	▼ 1	75	▼ 6	75	▲ 6	68	▼12
HU		89	▲ 1	91	▲ 1	77	▼ 5	86	▲ 1	80	▼ 9
MT		89	▼ 1	90	=	58	▼13	81	▼ 1	58	▼23
NL		89	▲ 4	76	▼ 4	66	▲ 5	75	▲ 3	64	▼ 5
AT		87	▼ 3	81	▼ 7	80	▼ 3	73	▼ 5	66	▼14
PL		80	▼12	86	▼ 7	72	▼ 9	75	▼13	73	▼14
PT		86	▼ 2	73	▼10	68	▲ 2	87	▲ 1	65	▼10
RO		69	▼ 7	76	▼ 4	68	▼ 4	67	▼ 5	73	▼ 6
SI		77	▼ 9	82	▼11	66	▼13	74	▼ 7	71	▼12
SK		75	▼ 6	78	▼ 6	60	▼13	67	▼12	70	▼10
FI		89	▼ 1	64	▼14	64	▼ 8	66	▼ 2	62	▼13
SE		86	=	81	▼ 3	62	=	70	=	54	▼ 2
UK		79	▼ 5	78	▼ 4	74	▼ 7	63	▼15	57	▼13

Base: respondents who use the Internet (N=22,466)

CONCLUSION

This report has examined attitudes, perceptions and experiences of respondents in the European Union regarding cybersecurity. It has confirmed the persistent relevance of many of the findings observed in previous surveys on this topic.

There are clearly reasons to be concerned about Europeans' exposure to cybercrimes, particularly as forms of cyber attacks become more sophisticated. An increasing proportion of Europeans use the Internet on a daily basis through a variety of devices, particularly smartphones, to perform tasks such as shopping and online banking. This makes them an attractive target to cybercriminals.

Europeans remain highly alert to security threats, but also confident that they can protect themselves against them. While only just over half of those polled consider themselves well informed about cybercrime, around six in ten think that they know what actions to take to protect themselves from it. However, underneath an encouraging overall picture there is still considerable variation on these questions. Younger and better educated respondents are more likely to be aware of cybercrimes and confident that they can protect themselves against the risk of falling victim to them. There is significant variation in knowledge about cybercrimes at the country level : respondents in countries with particularly high levels of Internet use, such as Denmark and Sweden, are more likely to consider themselves well informed about cybercrime. With Internet use increasing across Europe, it will be necessary to ensure that awareness of the risks linked to online activities keeps pace with growing exposure to those risks.

As previous surveys have also shown, there are high levels of concern about cyber security across the EU. Respondents remain particularly worried that their personal data will be misused and that the security of online payments will be compromised, and are especially alert to the possibility of falling victim to malicious software, identity theft, and online and banking fraud. However, the proportion of Europeans who are concerned about these threats is still significantly greater than the proportion of those who have been a victim of cybercrime themselves, or who know somebody who has been a victim. While the proportion of Europeans who use the Internet is increasing, and their risk of falling victim to cybercrime is growing, this does not correlate with a significant rise in the proportion of Europeans who are aware of having fallen victim to these crimes.

When it comes to taking action in response to cybercrime, the findings are quite encouraging. The majority of respondents say that they would take action if they fell victim to cybercrime. While this might seem to be a case of good intentions, these may not always be put into practice. Nevertheless, the majority of those who *have* experienced cybercrimes have taken action. However, this needs to be set against the fact that only a minority of Europeans are aware of official resources available to report cybercrimes, and that very few have actually used them.

This report has shown that awareness of the problem of cybercrime is generally high across Europe as a whole, in spite of the variation in country-level awareness and differences in respondents' perceptions of whether they are adequately informed or not about the problem. However, some groups – particularly older people and the less well educated – are more vulnerable to the risks of cybercrime. The fact that these disparities have persisted across several iterations of this survey, while access to the Internet has expanded across all countries and social groups, suggests that these vulnerabilities are likely to persist unless these groups are specifically targeted with the aim of raising their awareness of the risks they face, and equipping them with the knowledge they need to respond in an effective manner.

TECHNICAL SPECIFICATIONS

Between the 24th October and the 7th November 2018, Kantar Public carried out the wave 90.2 of the EUROBAROMETER survey, on request of the EUROPEAN COMMISSION, Directorate-General for Communication, "Media Monitoring, Media Analysis and Eurobarometer" Unit.

The wave 90.2 covers the population of the respective nationalities of the European Union Member States, resident in each of the 28 Member States and aged 15 years and over.

	COUNTRIES	INSTITUTES	N° INTERVIEWS	DATES		POPULATION 15+	PROPORTION EU28
					FIELDWORK		
BE	Belgium	Kantar Belgium (Kantar TNS)	1,034	25/10/2018	07/11/2018	9,693,779	2.25%
BG	Bulgaria	Kantar TNS BBSS	1,021	24/10/2018	04/11/2018	6,537,535	1.52%
CZ	Czech Rep.	Kantar CZ	1,015	25/10/2018	06/11/2018	9,238,431	2.14%
DK	Denmark	Kantar Gallup	1,003	24/10/2018	07/11/2018	4,838,729	1.12%
DE	Germany	Kantar Deutschland	1,510	24/10/2018	06/11/2018	70,160,634	16.26%
EE	Estonia	Kantar Emor	1,017	24/10/2018	05/11/2018	1,160,064	0.27%
IE	Ireland	Behaviour & Attitudes	1,001	24/10/2018	06/11/2018	3,592,162	0.83%
EL	Greece	Taylor Nelson Sofres Market Research	1,004	24/10/2018	05/11/2018	9,937,810	2.30%
ES	Spain	TNS Investigación de Mercados y Opinión	1,011	24/10/2018	03/11/2018	39,445,245	9.14%
FR	France	Kantar Public France	1,013	24/10/2018	05/11/2018	54,097,255	12.54%
HR	Croatia	Hendal	1,017	25/10/2018	07/11/2018	3,796,476	0.88%
IT	Italy	Kantar Italia	1,015	24/10/2018	05/11/2018	52,334,536	12.13%
CY	Rep. Of Cyprus	CYMAR Market Research	506	24/10/2018	04/11/2018	741,308	0.17%
LV	Latvia	Kantar TNS Latvia	1,000	25/10/2018	06/11/2018	1,707,082	0.40%
LT	Lithuania	TNS LT	1,000	24/10/2018	05/11/2018	2,513,384	0.58%
LU	Luxembourg	ILReS	506	24/10/2018	07/11/2018	457,127	0.11%
HU	Hungary	Kantar Hoffmann	1,020	25/10/2018	05/11/2018	8,781,161	2.04%
MT	Malta	MISCO International	505	24/10/2018	06/11/2018	364,171	0.08%
NL	Netherlands	TNS NIPO	1,022	24/10/2018	05/11/2018	13,979,215	3.24%
AT	Austria	Info Research Austria Institut für Markt- und Meinungsforschung	1,035	24/10/2018	04/11/2018	7,554,711	1.75%
PL	Poland	Kantar Polska	1,034	24/10/2018	06/11/2018	33,444,171	7.75%
PT	Portugal	Markttest – Marketing, Organização e Formação	1,007	25/10/2018	05/11/2018	8,480,126	1.97%
RO	Romania	Centrul Pentru Studierea Opiniei si Pietei (CSOP)	1,009	24/10/2018	06/11/2018	16,852,701	3.91%
SI	Slovenia	Mediana DOO	1,020	24/10/2018	04/11/2018	1,760,032	0.41%
SK	Slovakia	Kantar Slovakia	998	24/10/2018	07/11/2018	4,586,024	1.06%
FI	Finland	Kantar TNS Oy	1,003	24/10/2018	07/11/2018	4,747,810	1.10%
SE	Sweden	Kantar Sifo	1,011	24/10/2018	06/11/2018	7,998,763	1.85%
UK	United Kingdom	Kantar UK Limited	1,002	24/10/2018	05/11/2018	52,651,777	12.20%
	TOTAL EU28		27,339	24/10/2018	07/11/2018	431,452,219	100%*

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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), Kantar Public 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 here.

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%		

QUESTIONNAIRE

ASK Q1 TO Q5 IF "USE THE INTERNET", CODE 1 TO 5 IN D62.1 OR D62.2 OR D62.3 OR D62.4 – OTHERS GO TO Q6

Q1 What devices do you use to access the Internet?

(SHOW SCREEN – READ OUT – ROTATE – MULTIPLE ANSWERS POSSIBLE)

Computer (desktop or portable computer)	1,
Tablet	2,
Smartphone	3,
TV	4,
Games console	5,
Other (SPONTANEOUS)	6
DK	7

Q2 Which of the following activities do you do online?

(SHOW SCREEN – READ OUT – ROTATE – 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,
Sending or receiving email	5,
Reading the news	6,
Gaming online	7,
Watching TV	8,
Reading blogs, forums, etc	9,
Listening to radio and podcast	10,
Accessing public services (e.g. e-Administration)	11,
Watching videos, listening to music, etc.	12,
Follow courses online (e-Learning)	13
Other (SPONTANEOUS)	14
DK	15

Q3 What concerns do you have, if any, about using the Internet for activities such as online banking or buying goods and services online?

(DO NOT SHOW SCREEN – DO NOT READ OUT – MULTIPLE ANSWERS POSSIBLE)

You cannot inspect the goods or ask a real person for advice	1,
You are concerned about the security of online payments	2,
You are concerned about someone misusing your personal data	3,
You are afraid that you might not receive the goods or services that you buy online	4,
Other (SPONTANEOUS)	5
None	6
DK	7

- Q4 For which of the following online services, if any, have you changed the password you use to access your account(s) during the last 12 months?**
(SHOW SCREEN – READ OUT – MULTIPLE ANSWERS POSSIBLE)
- | | |
|-------------------------|----|
| Email | 1, |
| Online social networks | 2, |
| Shopping websites | 3, |
| Online banking | 4, |
| Online games | 5, |
| Public service websites | 6, |
| Other (SPONTANEOUS) | 7 |
| None | 8 |
| DK | 9 |
- Q5 Has concern about security issues made you change the way you use the Internet in any of the following ways?**
(SHOW SCREEN – READ OUT – ROTATE – MULTIPLE ANSWERS POSSIBLE)
- | | |
|--|-----|
| You are less likely to buy goods or services online | 1, |
| You are less likely to bank online | 2, |
| You are less likely to give personal information on websites | 3, |
| You have changed your security settings (e.g. on your browser, online social network, search engine, etc.) | 4, |
| You only visit websites you know and trust | 5, |
| You use different passwords for different sites | 6, |
| You do not open emails from people you don't know | 7, |
| You only use your own computer | 8, |
| You have installed anti-virus software | 9, |
| You have cancelled an online purchase because of suspicions about the seller or website | 10, |
| You regularly change your passwords | 11, |
| You use more complex passwords than in the past | 12, |
| Other (SPONTANEOUS) | 13 |
| None/You are not concerned about online security (SPONTANEOUS) | 14 |
| DK | 15 |

ASK ALL

- Q6 Thinking about the online harassment of children under the age of 16 (e.g. bullying or grooming), what, if anything, is done in your household to protect them while they are online?**
(DO NOT SHOW SCREEN – DO NOT READ OUT – MULTIPLE ANSWERS POSSIBLE)
- | | |
|--|----|
| The child's Internet use is monitored | 1, |
| The security settings on browser for use by child are adjusted | 2, |
| The time spent by child online is limited | 3, |
| Online risks are discussed with the child | 4, |
| You would like to do something, but you do not know how | 5, |
| Other | 6, |
| Nothing | 7 |
| Not applicable | 8 |
| DK | 9 |

Q7 Thinking about the online harassment of children under the age of 16 (e.g. bullying or grooming), what, if anything, is done in your household to protect them while they are online?

(DO NOT SHOW SCREEN – DO NOT READ OUT – MULTIPLE ANSWERS POSSIBLE)

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

ASK Q8 TO Q12 IF "USE THE INTERNET" CODE 1 TO 5 IN D62.1 OR D62.2 OR D62.3 OR D62.4 – OTHERS GO TO Q13

Q8 Cybercrimes include many different types of criminal activity. How concerned are you personally about experiencing or being a victim of the following situations?

(SHOW SCREEN – READ OUT – ONE ANSWER PER LINE)

		Very concerned	Fairly concerned	Not very concerned	Not at all concerned	DK
1	Fraudulent emails or phone calls asking for your personal details (including access to your computer, logins, banking or payment information)	1	2	3	4	5
2	Online fraud where goods purchased are not delivered, are counterfeit or are not as advertised	1	2	3	4	5
3	Cyber-attacks which prevent you from accessing online services like banking or public services	1	2	3	4	5
4	The infection of devices with malicious software (viruses, etc.)	1	2	3	4	5
5	Identity theft (somebody stealing your personal data and impersonating you)	1	2	3	4	5
6	Child pornography online	1	2	3	4	5
7	Online material which promotes racial hatred or religious extremism	1	2	3	4	5
8	Hacking online social network or mail account	1	2	3	4	5
9	Bank card or online banking fraud	1	2	3	4	5
10	Demands for payment in return for getting back control of your device	1	2	3	4	5

Q9 Please tell me, for each of the following situations, if you think it is a very serious crime, a fairly serious crime, a minor crime or not a crime at all?

(SHOW SCREEN – READ OUT – ONE ANSWER PER LINE)

		A very serious crime	A fairly serious crime	A minor crime	Not a crime at all	DK
1	Fraudulent emails or phone calls asking for one's personal details (including access to one's computer, logins, banking or payment information)	1	2	3	4	5
2	Online fraud where goods purchased are not delivered, are counterfeit or are not as advertised	1	2	3	4	5
3	Cyber-attacks which prevent you from accessing online services like banking or public services	1	2	3	4	5
4	The infection of devices with malicious software (viruses, etc.)	1	2	3	4	5
5	Identity theft (somebody stealing your personal data and impersonating you)	1	2	3	4	5
6	Child pornography online	1	2	3	4	5
7	Online material which promotes racial hatred or religious extremism	1	2	3	4	5
8	Hacking online social network or mail account	1	2	3	4	5
9	Bank card or online banking fraud	1	2	3	4	5
10	Demanding payment in return for getting back control of one's device	1	2	3	4	5

Q10 In the last three years, how often have you personally experienced or been a victim of each the following situations?

(SHOW SCREEN – READ OUT – ONE ANSWER PER LINE)

		Once	Two or three times	More than three times	Never	DK
1	Receiving fraudulent emails or phone calls asking for your personal details (including access to your computer, logins, banking or payment information)	1	2	3	4	5
2	Online fraud where goods purchased are not delivered, are counterfeit or are not as advertised	1	2	3	4	5
3	Cyber-attacks which prevent you from accessing online services like banking or public services	1	2	3	4	5
4	Discovering malicious software (viruses, etc.) on your device	1	2	3	4	5
5	Identity theft (somebody stealing your personal data and impersonating you)	1	2	3	4	5
6	Accidentally encountering child pornography online	1	2	3	4	5

7	Accidentally encountering material which promotes racial hatred or religious extremism	1	2	3	4	5
8	Your social network or mail account being hacked	1	2	3	4	5
9	Being a victim of bank card or online banking fraud	1	2	3	4	5
10	Being asked for payment in return for getting back control of your device	1	2	3	4	5

Q11 In the last three years, have your family, friends or acquaintances experienced or been a victim of any of these situations? Please tell me all that apply.

(SHOW SCREEN – READ OUT – SEVERAL ANSWERS POSSIBLE)

Receiving fraudulent emails or phone calls asking for their personal details (including access to their computer, logins, banking or payment information)	1,
Online fraud where goods purchased are not delivered, are counterfeit or are not as advertised	2,
Cyber-attacks which prevent them from accessing online services like banking or public services	3,
Discovering malicious software (viruses, etc.) on their device	4,
Identity theft (somebody stealing their personal data and impersonating them)	5,
Accidentally encountering child pornography online	6,
Accidentally encountering material which promotes racial hatred or religious extremism	7,
Their social network or mail account being hacked	8,
Being a victim of bank card or online banking fraud	9,
Being asked for payment in return for getting back control of their device	10,
Other cybercrimes or any other illegal online behaviour (cyberattack, online harassment or bullying) (SPONTANEOUS)	11,
No, nothing (SPONTANEOUS)	12
DK	13

ASK Q12 FOR EACH SITUATION WHERE RESPONDENTS HAVE BEEN A VICTIM (CODES 1 TO 3 IN Q10)**Q12 What have you done in each of the situations you have personally experienced or been a victim of?***(SHOW SCREEN – READ OUT – MULTIPLE ANSWERS POSSIBLE PER LINE)*

		Nothing	You contacted the police (M)	You contacted the website/vendor	You contacted your Internet service provider	You contacted a consumer protection organisation	You reported the situation through an official website or e-mail address (other than one belonging to the police)	Other (SPONT ANEUS)	DK
1	Receiving fraudulent emails or phone calls asking for your personal details (including access to your computer, logins, banking or payment information)	1	2	3	4	5	6	7	8
2	Online fraud where goods purchased are not delivered, are counterfeit or are not as advertised	1	2	3	4	5	6	7	8
3	Cyber-attacks which prevent you from accessing online services like banking or public services	1	2	3	4	5	6	7	8
4	Discovering malicious software (viruses, etc.) on your device	1	2	3	4	5	6	7	8
5	Identity theft (somebody stealing your personal data and impersonating you)	1	2	3	4	5	6	7	8
6	Accidentally encountering child pornography online	1	2	3	4	5	6	7	8
7	Accidentally encountering material which promotes racial hatred or religious extremism	1	2	3	4	5	6	7	8
8	Your social network or mail account being hacked	1	2	3	4	5	6	7	8

9	Being a victim of bank card or online banking fraud	1	2	3	4	5	6	7	8
10	Being asked for a payment in return for getting back control of your device	1	2	3	4	5	6	7	8

ASK ALL**Q13** **Regardless of whether or not, you have previously been a cybercrime victim, what would you do if you experienced or were a victim of the following situations? You would:***(SHOW SCREEN – READ OUT – MULTIPLE ANSWERS POSSIBLE PER LINE)*

		Do nothing	Contact the police	Contact the website/vendor	Contact your Internet service provider	Contact a consumer protection organisation	Report the situation through an official website or e-mail address	Other (SPONTA NEOUS)	DK
1	Receiving fraudulent emails or phone calls asking for your personal details (including access to your computer, logins, banking or payment information)	1	2	3	4	5	6	7	8
2	Online fraud where goods purchased are not delivered, are counterfeit or are not as advertised	1	2	3	4	5	6	7	8
3	Cyber-attacks which prevent you from accessing online services like banking or public services	1	2	3	4	5	6	7	8
4	Discovering malicious software (viruses, etc.) on your device	1	2	3	4	5	6	7	8
5	Identity theft (somebody stealing your personal data and impersonating you)	1	2	3	4	5	6	7	8
6	Accidentally encountering child pornography online	1	2	3	4	5	6	7	8
7	Accidentally encountering material which promotes racial hatred or religious extremism	1	2	3	4	5	6	7	8
8	Your social network account or email being hacked	1	2	3	4	5	6	7	8
9	Being a victim of bank card or online banking fraud	1	2	3	4	5	6	7	8
10	Being asked for a payment in return for getting back control of your device	1	2	3	4	5	6	7	8

Q14 Are you aware of the existence of an official website or e-mail address in (OUR COUNTRY) where you can report a cybercrime or any other illegal online behaviour (e.g. cyberattack, online harassment or bullying)? This excludes consumer protection websites

(ONE ANSWER ONLY)

Yes, and you have already reported a cybercrime or some other illegal online behaviour through this website or e-mail address	1
Yes, but you have never reported a cybercrime or any other illegal online behaviour through this website or e-mail address	2
No, you are not aware	3
DK	3

Q15 Could you please tell me to what extent you agree or disagree with each of the following statements?

(SHOW SCREEN – READ OUT – ROTATE – ONE ANSWER PER LINE)

		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 is increasing	1	2	3	4	5
5	You are able to protect yourself sufficiently against cybercrime, e.g. by using antivirus software	1	2	3	4	5

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Tables

QD1 What devices do you use to access the Internet?

(MULTIPLE ANSWERS POSSIBLE)

(%)

(IF 'USE THE INTERNET', CODE 1 TO 5 IN D62.1, D62.2, D62.3 OR D62.4)

		Computer (desktop or portable computer)		Tablet		Smartphone		TV		Games console		Other (SPONTANEOUS)		Don't know
		Oct.-Nov. 2018	Diff. Oct.-Nov. 2018 - June 2017	Oct.-Nov. 2018	Diff. Oct.-Nov. 2018 - June 2017	Oct.-Nov. 2018	Diff. Oct.-Nov. 2018 - June 2017	Oct.-Nov. 2018	Diff. Oct.-Nov. 2018 - June 2017	Oct.-Nov. 2018	Diff. Oct.-Nov. 2018 - June 2017	Oct.-Nov. 2018	Diff. Oct.-Nov. 2018 - June 2017	
EU28		79	-6	40	0	84	5	22	4	11	N.A	0	-1	0
BE		88	-2	49	5	78	6	29	13	13	N.A	0	0	0
BG		74	-12	25	-3	87	5	9	0	2	N.A	0	0	2
CZ		81	-8	34	6	75	12	16	7	5	N.A	0	-1	0
DK		92	-1	58	-3	86	6	36	4	10	N.A	1	-2	0
DE		81	-8	39	-2	84	5	21	1	10	N.A	1	1	0
EE		90	-1	32	-5	76	3	25	4	7	N.A	0	-1	0
IE		67	-7	53	-2	87	-1	37	5	16	N.A	0	-1	0
EL		74	-8	42	3	85	8	9	3	6	N.A	0	0	0
ES		72	-4	38	0	96	2	25	9	11	N.A	1	1	0
FR		87	0	37	-2	74	4	22	4	13	N.A	0	-1	0
HR		71	-10	27	-2	91	4	17	5	4	N.A	0	-1	0
IT		77	-4	31	2	93	5	11	5	5	N.A	0	0	0
CY		57	-11	48	-2	91	2	20	-4	10	N.A	0	0	0
LV		83	-8	34	0	79	13	21	-1	4	N.A	0	-1	0
LT		86	-4	31	-1	80	5	28	3	6	N.A	1	1	0
LU		83	-7	53	-1	86	2	32	6	18	N.A	0	-2	0
HU		76	-7	19	-2	75	4	17	8	4	N.A	0	-2	0
MT		75	-11	47	-1	78	1	16	-2	8	N.A	2	2	0
NL		93	-4	62	-5	91	5	41	1	15	N.A	0	-2	0
AT		76	-9	47	4	88	2	28	13	18	N.A	1	0	0
PL		77	-7	17	-2	75	10	11	1	4	N.A	1	-2	0
PT		71	-14	33	-12	86	4	10	-1	4	N.A	0	0	0
RO		50	-22	24	-6	91	12	11	3	4	N.A	1	-1	0
SI		82	-9	32	-3	84	4	17	-3	2	N.A	0	-1	0
SK		82	1	34	1	67	2	9	2	3	N.A	1	1	0
FI		89	-3	52	-3	87	6	30	3	14	N.A	0	-1	0
SE		93	-2	47	-8	89	0	31	-2	9	N.A	1	-1	0
UK		75	-4	65	8	84	4	38	11	23	N.A	0	-1	0

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Tables

QD2 Which of the following activities do you do online?

(MULTIPLE ANSWERS POSSIBLE)

(%)

(IF 'USE THE INTERNET', CODE 1 TO 5 IN D62.1, D62.2, D62.3 OR D62.4)

		Online banking		Buying goods or services (holidays, books, music, etc.)		Selling goods or services		Using online social networks	
		Oct.-Nov. 2018	Diff. Oct.-Nov. 2018 - June 2017	Oct.-Nov. 2018	Diff. Oct.-Nov. 2018 - June 2017	Oct.-Nov. 2018	Diff. Oct.-Nov. 2018 - June 2017	Oct.-Nov. 2018	Diff. Oct.-Nov. 2018 - June 2017
EU28		59	1	57	-3	24	0	62	-5
BE		70	-2	50	-6	31	6	64	-7
BG		19	0	40	-2	15	3	74	-5
CZ		67	3	53	-3	29	1	59	0
DK		93	0	78	-2	40	5	73	-5
DE		56	1	67	-6	26	-3	52	-8
EE		83	-3	59	-1	24	3	64	-9
IE		71	2	58	-14	21	0	62	-14
EL		31	3	42	-1	8	-1	76	-4
ES		48	-4	42	-5	12	-2	69	-4
FR		65	0	57	-5	29	-4	57	-5
HR		47	13	32	2	20	5	65	-6
IT		46	6	42	0	15	2	61	-6
CY		42	0	46	-5	7	-1	64	-7
LV		81	-1	51	-2	15	-2	65	-10
LT		73	-6	56	-3	31	3	72	-1
LU		73	-4	60	-11	21	-1	60	-3
HU		37	1	36	-6	15	0	59	-14
MT		45	-18	56	-12	25	7	70	-12
NL		92	0	84	-1	44	-5	69	-7
AT		64	-6	57	-11	34	7	65	1
PL		57	-3	53	3	22	3	58	-2
PT		41	-2	38	2	13	4	83	-3
RO		14	-3	27	-4	18	1	76	-1
SI		45	-8	43	-12	27	3	61	-4
SK		55	4	51	1	21	-1	61	-7
FI		93	0	69	0	29	0	70	-2
SE		92	0	79	-4	32	-3	77	-2
UK		72	5	73	-3	27	1	62	-4

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Tables

QD2 Which of the following activities do you do online?

(MULTIPLE ANSWERS POSSIBLE)

(%)

(IF 'USE THE INTERNET', CODE 1 TO 5 IN D62.1, D62.2, D62.3 OR D62.4)

		Sending or receiving email		Reading the news		Gaming online		Watching TV	
		Oct.-Nov. 2018	Diff. Oct.-Nov. 2018 - June 2017	Oct.-Nov. 2018	Diff. Oct.-Nov. 2018 - June 2017	Oct.-Nov. 2018	Diff. Oct.-Nov. 2018 - June 2017	Oct.-Nov. 2018	Diff. Oct.-Nov. 2018 - June 2017
EU28		80	-3	69	-1	27	-6	32	1
BE		82	-10	65	-3	23	-6	33	1
BG		60	-9	65	-7	30	1	25	3
CZ		81	-7	68	-11	30	0	24	4
DK		94	-1	81	-1	42	-1	58	-1
DE		86	-3	65	-6	25	-2	30	4
EE		88	-3	85	-8	28	-5	38	-6
IE		78	-4	63	-4	18	-10	43	-4
EL		65	-1	78	-6	41	-6	25	3
ES		76	-3	71	-6	23	-5	30	3
FR		88	-2	66	24	31	-12	31	0
HR		68	4	81	6	34	-6	17	-1
IT		72	2	67	-1	24	-9	19	5
CY		60	-10	71	-10	38	-1	32	-6
LV		79	-4	81	-6	32	-5	44	-4
LT		75	-6	81	-11	32	-5	36	-5
LU		87	-5	78	5	30	0	32	-3
HU		71	-7	70	-6	33	-8	17	2
MT		73	-9	73	-3	33	-3	34	-15
NL		97	-1	77	-5	29	-8	52	-2
AT		86	-5	66	-10	40	-1	36	8
PL		65	-6	80	-1	22	0	18	1
PT		77	-8	53	-19	29	-11	16	-16
RO		49	-7	48	-14	30	-4	27	3
SI		76	-11	73	-10	22	-8	23	-11
SK		77	-2	61	-2	23	-5	20	7
FI		91	-3	88	0	32	-4	54	-4
SE		94	-3	85	-2	29	-10	66	-5
UK		84	0	66	-5	25	-11	47	-1

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Tables

QD2 Which of the following activities do you do online?

(MULTIPLE ANSWERS POSSIBLE)

(%)

(IF 'USE THE INTERNET', CODE 1 TO 5 IN D62.1, D62.2, D62.3 OR D62.4)

		Reading blogs, forums, etc		Listening to radio and podcast		Accessing public services (e.g. e-Administration)		Watching videos, listening to music, etc.	
		Oct.-Nov. 2018	Diff. Oct.-Nov. 2018 - June 2017	Oct.-Nov. 2018	Diff. Oct.-Nov. 2018 - June 2017	Oct.-Nov. 2018	Diff. Oct.-Nov. 2018 - June 2017	Oct.-Nov. 2018	Diff. Oct.-Nov. 2018 - June 2017
EU28		34	N.A	27	N.A	38	N.A	55	N.A
BE		28	N.A	28	N.A	49	N.A	61	N.A
BG		50	N.A	25	N.A	19	N.A	55	N.A
CZ		32	N.A	15	N.A	23	N.A	52	N.A
DK		37	N.A	49	N.A	86	N.A	64	N.A
DE		22	N.A	21	N.A	22	N.A	53	N.A
EE		42	N.A	34	N.A	67	N.A	61	N.A
IE		34	N.A	35	N.A	35	N.A	48	N.A
EL		48	N.A	26	N.A	31	N.A	62	N.A
ES		35	N.A	29	N.A	40	N.A	59	N.A
FR		35	N.A	29	N.A	75	N.A	60	N.A
HR		40	N.A	20	N.A	21	N.A	58	N.A
IT		32	N.A	16	N.A	20	N.A	39	N.A
CY		23	N.A	22	N.A	34	N.A	54	N.A
LV		42	N.A	31	N.A	47	N.A	64	N.A
LT		49	N.A	22	N.A	40	N.A	66	N.A
LU		32	N.A	32	N.A	53	N.A	62	N.A
HU		39	N.A	8	N.A	22	N.A	38	N.A
MT		41	N.A	19	N.A	37	N.A	57	N.A
NL		42	N.A	41	N.A	44	N.A	67	N.A
AT		35	N.A	28	N.A	33	N.A	54	N.A
PL		34	N.A	22	N.A	21	N.A	44	N.A
PT		34	N.A	17	N.A	44	N.A	62	N.A
RO		36	N.A	20	N.A	9	N.A	46	N.A
SI		42	N.A	24	N.A	32	N.A	54	N.A
SK		38	N.A	18	N.A	19	N.A	37	N.A
FI		43	N.A	35	N.A	75	N.A	65	N.A
SE		50	N.A	61	N.A	68	N.A	74	N.A
UK		36	N.A	39	N.A	43	N.A	61	N.A

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Tables

QD2 Which of the following activities do you do online?

(MULTIPLE ANSWERS POSSIBLE)

(%)

(IF 'USE THE INTERNET', CODE 1 TO 5 IN D62.1, D62.2, D62.3 OR D62.4)

		Follow courses online (e-Learning)		Other (SPONTANEOUS)		Don't know
		Oct.-Nov. 2018	Diff. Oct.-Nov. 2018 - June 2017	Oct.-Nov. 2018	Diff. Oct.-Nov. 2018 - June 2017	
EU28		16	N.A	2	-1	1
BE		15	N.A	2	1	0
BG		10	N.A	2	-2	2
CZ		11	N.A	1	-1	0
DK		27	N.A	2	-3	0
DE		11	N.A	1	-2	2
EE		32	N.A	1	0	1
IE		19	N.A	1	0	0
EL		13	N.A	3	-2	0
ES		20	N.A	5	1	0
FR		14	N.A	3	2	0
HR		10	N.A	2	-4	0
IT		9	N.A	2	-1	1
CY		16	N.A	1	-3	0
LV		14	N.A	4	-1	0
LT		13	N.A	2	-1	0
LU		16	N.A	2	-2	1
HU		7	N.A	1	-1	0
MT		13	N.A	3	0	0
NL		28	N.A	1	-1	0
AT		18	N.A	6	0	1
PL		11	N.A	1	-2	0
PT		7	N.A	3	2	0
RO		14	N.A	2	-3	2
SI		13	N.A	3	0	0
SK		7	N.A	3	-1	2
FI		32	N.A	1	-1	0
SE		26	N.A	2	-3	0
UK		27	N.A	2	-1	1

October–November 2018





























Tables

QD3 What concerns do you have, if any, about using the Internet for activities such as online banking or buying goods and services online?

(MULTIPLE ANSWERS POSSIBLE)

(%)

(IF 'USE THE INTERNET', CODE 1 TO 5 IN D62.1, D62.2, D62.3 OR D62.4)






























		You cannot inspect the goods or ask a real person for advice		You are concerned about the security of online payments		You are concerned about someone misusing your personal data		You are afraid that you might not receive the goods or services that you buy online		Other		None		Don't know
		Oct.-Nov. 2018	Diff. Oct.-Nov. 2018 - June 2017	Oct.-Nov. 2018	Diff. Oct.-Nov. 2018 - June 2017	Oct.-Nov. 2018	Diff. Oct.-Nov. 2018 - June 2017	Oct.-Nov. 2018	Diff. Oct.-Nov. 2018 - June 2017	Oct.-Nov. 2018	Diff. Oct.-Nov. 2018 - June 2017	Oct.-Nov. 2018	Diff. Oct.-Nov. 2018 - June 2017	
EU28		24	-3	43	1	43	-2	23	0	5	1	19	0	2
BE		32	-5	58	19	41	-3	25	1	4	-6	8	2	0
BG		23	-24	34	-1	42	3	20	-2	3	2	20	6	7
CZ		28	1	44	4	43	0	30	-4	2	0	13	-2	5
DK		17	0	28	0	41	1	19	-3	8	-2	33	-2	1
DE		29	8	39	-4	45	-10	25	3	2	-2	26	2	3
EE		32	-2	27	1	33	0	32	3	6	3	26	-6	4
IE		30	0	52	-2	45	4	18	2	3	-1	12	-4	1
EL		22	-22	45	5	49	10	23	4	7	5	19	4	1
ES		15	-23	53	5	46	-5	22	-3	4	0	17	2	1
FR		19	-3	49	3	45	0	18	-3	5	0	17	0	1
HR		26	-26	46	12	50	8	33	5	4	-4	14	4	3
IT		23	-9	44	1	40	-3	19	-2	4	1	17	5	1
CY		23	-24	42	-2	62	8	28	-9	2	-2	15	1	1
LV		16	-16	33	1	35	-5	20	-10	8	4	30	8	1
LT		33	-5	34	-2	39	-8	32	-5	6	1	22	6	0
LU		26	-6	45	-7	49	-6	19	-4	9	3	15	0	3
HU		37	-6	43	17	34	1	23	2	3	-2	17	-3	1
MT		30	0	37	9	38	13	36	13	5	-2	23	-2	4
NL		17	-3	42	6	44	3	24	-6	12	1	16	-5	1
AT		26	5	34	-11	32	-13	25	-2	7	-1	24	5	2
PL		16	-10	27	-8	32	-4	26	-3	3	1	22	7	8
PT		15	-13	38	-9	49	-2	35	0	2	0	20	3	2
RO		34	-9	34	2	34	3	32	4	9	3	17	2	5
SI		35	-4	38	-7	43	-9	26	-6	5	0	25	4	1
SK		26	-1	42	10	35	0	30	0	7	1	15	-2	6
FI		15	-18	34	-10	36	-11	16	-11	8	-1	31	9	2
SE		29	1	40	5	45	6	20	2	8	-1	23	-7	1
UK		28	11	49	4	47	2	19	5	5	3	15	-12	1

QD4 For which of the following online services, if any, have you changed the password you use to access your account(s) during the last 12 months?

(MULTIPLE ANSWERS POSSIBLE)

(%)

(IF 'USE THE INTERNET', CODE 1 TO 5 IN D62.1, D62.2, D62.3 OR D62.4)





























		E-mail		Online social networks		Shopping websites		Online banking	
		Oct.-Nov. 2018	Diff. Oct.-Nov. 2018 - June 2017	Oct.-Nov. 2018	Diff. Oct.-Nov. 2018 - June 2017	Oct.-Nov. 2018	Diff. Oct.-Nov. 2018 - June 2017	Oct.-Nov. 2018	Diff. Oct.-Nov. 2018 - June 2017
EU28		34	-7	24	-5	15	-2	26	-3
BE		41	-2	40	8	23	9	30	10
BG		30	0	24	-5	6	-1	6	-4
CZ		29	-1	16	-4	5	-4	27	-4
DK		39	0	32	3	18	3	29	6
DE		34	-12	18	-10	14	-9	28	-3
EE		42	0	31	-2	9	-2	44	-16
IE		45	-5	33	-5	21	-1	33	3
EL		23	-4	30	-4	8	-3	21	3
ES		30	-3	17	-5	9	0	17	-4
FR		34	-11	26	-8	18	-3	26	-5
HR		19	-2	24	2	6	2	14	6
IT		31	-6	14	-9	6	-1	18	-2
CY		27	-11	28	-8	13	4	22	4
LV		26	-8	20	-5	7	-4	61	-7
LT		29	-7	20	-11	10	0	51	-6
LU		50	-6	34	1	21	-1	29	-10
HU		30	4	20	-1	11	6	17	3
MT		37	-10	27	-7	24	0	24	4
NL		44	0	29	0	22	6	42	-7
AT		35	-6	23	-2	18	4	27	-13
PL		21	-3	23	0	9	-3	29	-1
PT		21	-13	20	-8	11	6	15	0
RO		26	-5	31	3	10	5	13	6
SI		33	-6	21	-6	6	-4	19	1
SK		31	5	15	-6	8	2	21	2
FI		51	-4	38	-1	17	-6	23	-12
SE		46	-3	36	2	20	-2	26	-1
UK		48	-10	35	-5	31	0	37	-1

QD4 For which of the following online services, if any, have you changed the password you use to access your account(s) during the last 12 months?

(MULTIPLE ANSWERS POSSIBLE)

(%)

(IF 'USE THE INTERNET', CODE 1 TO 5 IN D62.1, D62.2, D62.3 OR D62.4)

		Online games		Public services websites		Other (SPONTANEOUS)		None		Don't know		Total 'Has changed password' - June 2017
		Oct.-Nov. 2018	Diff. Oct.-Nov. 2018 - June 2017	Oct.-Nov. 2018	Diff. Oct.-Nov. 2018 - June 2017	Oct.-Nov. 2018	Diff. Oct.-Nov. 2018 - June 2017	Oct.-Nov. 2018	Diff. Oct.-Nov. 2018 - June 2017	Oct.-Nov. 2018	Diff. Oct.-Nov. 2018 - June 2017	
EU28		6	-1	8	-1	5	-1	40	3	2	58	-4
BE		9	4	7	2	10	-11	22	2	0	78	-1
BG		2	-2	2	0	2	-1	46	-7	10	44	0
CZ		4	0	3	0	12	2	35	2	4	61	-4
DK		9	2	17	6	6	-1	38	-2	1	61	2
DE		5	-1	6	0	1	-1	47	10	3	50	-10
EE		7	0	11	3	3	2	29	6	2	69	-7
IE		9	2	10	-1	6	-2	32	5	0	67	-4
EL		5	-1	6	0	3	0	55	6	0	45	-6
ES		5	2	4	0	4	2	55	0	2	43	-2
FR		5	-3	12	-1	4	-2	38	6	0	61	-6
HR		7	2	2	1	6	-7	54	6	1	45	-5
IT		2	-3	3	-1	12	-1	42	8	2	56	-8
CY		8	3	10	1	4	-2	40	2	1	60	0
LV		4	-3	6	-3	4	1	23	2	1	76	-1
LT		6	-2	7	-2	3	-6	33	14	1	66	-13
LU		8	1	10	0	8	1	22	-2	3	75	1
HU		5	0	5	-2	3	-1	50	-7	0	50	8
MT		10	1	16	3	1	-9	37	4	3	60	-4
NL		7	2	22	1	6	2	21	-4	1	78	4
AT		9	1	6	1	2	-1	38	8	2	60	-8
PL		4	-1	4	-1	7	-1	43	1	4	53	-1
PT		4	0	5	-1	1	-3	59	6	1	40	-6
RO		6	1	5	2	5	-4	41	-6	5	54	3
SI		3	0	5	-1	5	-1	48	5	0	52	-4
SK		3	0	2	-1	12	1	39	-2	5	56	3
FI		10	-1	15	-1	2	0	30	4	1	69	-4
SE		8	1	13	-1	3	0	31	-1	0	69	2
UK		13	-1	16	0	7	5	28	1	1	70	-1






























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Tables

QD5 Has concern about security issues made you change the way you use the Internet in any of the following ways?
(MULTIPLE ANSWERS POSSIBLE)

(%)

(IF 'USE THE INTERNET', CODE 1 TO 5 IN D62.1, D62.2, D62.3 OR D62.4)

		You are less likely to buy goods or services online		You are less likely to bank online		You are less likely to give personal information on websites		You have changed your security settings (e.g. on your browser, online social network, search engine, etc.)	
		Oct.-Nov. 2018	Diff. Oct.-Nov. 2018 - Oct. 2014	Oct.-Nov. 2018	Diff. Oct.-Nov. 2018 - Oct. 2014	Oct.-Nov. 2018	Diff. Oct.-Nov. 2018 - Oct. 2014	Oct.-Nov. 2018	Diff. Oct.-Nov. 2018 - Oct. 2014
EU28		11	-2	9	-3	37	-1	17	-1
BE		15	-4	15	3	38	0	22	1
BG		9	-3	8	-4	22	-10	10	2
CZ		13	1	8	0	30	-8	12	3
DK		15	-1	5	1	50	-11	25	1
DE		9	-3	4	-4	45	-9	17	-8
EE		7	-4	1	-4	33	0	16	0
IE		15	0	13	-4	35	-8	18	-2
EL		19	-1	22	-3	43	4	10	-4
ES		12	-4	13	-1	25	0	9	-4
FR		11	-2	10	-4	44	3	21	0
HR		15	-3	11	-7	25	-6	10	-5
IT		9	-6	10	-3	21	0	7	-5
CY		20	1	12	-3	48	15	10	-1
LV		6	1	5	2	20	-4	12	1
LT		16	0	10	-3	37	2	8	0
LU		12	-6	10	-6	45	-2	23	-5
HU		10	-2	14	-4	26	-5	12	2
MT		11	5	12	0	27	-4	14	-8
NL		11	-5	5	-3	60	-5	28	0
AT		12	-4	11	-1	38	-9	18	-2
PL		8	-1	5	-4	22	-2	9	1
PT		17	-8	13	-11	34	0	9	-6
RO		15	-4	17	-2	19	-1	11	2
SI		11	-5	10	-6	29	-6	13	2
SK		6	1	6	1	15	-3	9	0
FI		10	0	3	1	50	1	32	5
SE		17	-7	6	-3	58	-11	28	-3
UK		8	0	12	-4	47	13	28	12






























October–November 2018

Tables

QD5 Has concern about security issues made you change the way you use the Internet in any of the following ways?
(MULTIPLE ANSWERS POSSIBLE)

(%)

(IF 'USE THE INTERNET', CODE 1 TO 5 IN D62.1, D62.2, D62.3 OR D62.4)

		You only visit websites you know and trust		You use different passwords for different sites		You do not open emails from people you don't know		You only use your own computer	
		Oct.-Nov. 2018	Diff. Oct.-Nov. 2018 - Oct. 2014	Oct.-Nov. 2018	Diff. Oct.-Nov. 2018 - Oct. 2014	Oct.-Nov. 2018	Diff. Oct.-Nov. 2018 - Oct. 2014	Oct.-Nov. 2018	Diff. Oct.-Nov. 2018 - Oct. 2014
EU28		32	-4	29	-2	45	-4	34	-4
BE		45	0	34	6	55	3	47	-2
BG		28	-4	12	-7	33	-5	22	-12
CZ		35	-4	22	0	47	-8	41	-4
DK		39	-2	45	-4	64	-9	39	-4
DE		22	-12	36	-4	48	-15	43	-8
EE		39	-3	34	-3	57	-7	36	-9
IE		38	-4	32	-3	42	-1	38	2
EL		42	-1	15	-1	43	-6	39	7
ES		30	-3	23	-3	37	-9	27	-3
FR		40	-6	31	-1	54	-4	34	-11
HR		23	-6	17	-8	27	-7	27	-11
IT		31	-1	16	-6	34	-2	21	-4
CY		49	10	21	5	56	19	41	-5
LV		33	-7	31	-10	41	-10	35	-11
LT		35	3	22	2	40	1	43	-2
LU		40	-8	39	-7	59	-5	36	-21
HU		25	-5	13	-7	25	-11	27	-8
MT		39	-9	33	-9	41	-15	38	-3
NL		41	-2	62	4	62	-9	41	-3
AT		27	-3	26	-12	42	-13	37	-5
PL		26	-2	18	1	35	6	30	0
PT		30	1	13	-13	44	3	23	-7
RO		16	-4	17	-2	26	-3	23	-8
SI		28	-10	26	-8	35	-10	37	-8
SK		27	-4	15	-5	42	7	43	-2
FI		43	-1	46	4	61	0	39	2
SE		31	-7	50	-6	60	-2	31	-12
UK		42	6	38	4	48	7	37	6






























October–November 2018

Tables

QD5 Has concern about security issues made you change the way you use the Internet in any of the following ways?
(MULTIPLE ANSWERS POSSIBLE)

(%)

(IF 'USE THE INTERNET', CODE 1 TO 5 IN D62.1, D62.2, D62.3 OR D62.4)






























		You have installed anti-virus software		You have cancelled an online purchase because of suspicions about the seller or website		You regularly change your passwords		You use more complex passwords than in the past	
		Oct.-Nov. 2018	Diff. Oct.-Nov. 2018 - Oct. 2014	Oct.-Nov. 2018	Diff. Oct.-Nov. 2018 - Oct. 2014	Oct.-Nov. 2018	Diff. Oct.-Nov. 2018 - Oct. 2014	Oct.-Nov. 2018	Diff. Oct.-Nov. 2018 - Oct. 2014
EU28		47	-14	10	3	21	-6	27	N.A
BE		52	-17	14	9	24	-2	32	N.A
BG		29	-5	3	1	18	-2	19	N.A
CZ		41	-18	10	4	16	-9	25	N.A
DK		63	-14	13	1	16	-1	35	N.A
DE		59	-14	15	3	25	-11	31	N.A
EE		53	-14	14	3	24	-10	26	N.A
IE		38	-13	9	1	25	-1	25	N.A
EL		52	-6	4	1	24	-3	14	N.A
ES		35	-20	6	1	17	-7	18	N.A
FR		52	-19	9	2	24	-2	35	N.A
HR		35	-23	13	3	14	-8	16	N.A
IT		35	-15	4	1	15	-10	15	N.A
CY		37	-4	6	3	19	-4	22	N.A
LV		33	-25	8	0	23	-13	21	N.A
LT		54	-8	7	3	15	-13	22	N.A
LU		62	-14	9	3	27	-9	40	N.A
HU		33	-24	6	3	13	-4	18	N.A
MT		44	-16	7	2	25	0	34	N.A
NL		65	-17	7	0	25	-11	46	N.A
AT		55	-18	17	5	29	-8	26	N.A
PL		38	-5	8	2	14	0	15	N.A
PT		44	-6	5	-1	16	-11	12	N.A
RO		35	-7	8	4	16	-2	17	N.A
SI		42	-16	3	2	17	-6	19	N.A
SK		42	-9	4	1	18	-5	18	N.A
FI		56	-16	10	3	28	-4	35	N.A
SE		51	-25	26	0	18	-6	37	N.A
UK		47	-3	11	4	25	-4	37	N.A

QD5 Has concern about security issues made you change the way you use the Internet in any of the following ways?

(MULTIPLE ANSWERS POSSIBLE)

(%)

(IF 'USE THE INTERNET', CODE 1 TO 5 IN D62.1, D62.2, D62.3 OR D62.4)

		Other (SPONTANEOUS)		None/ You are not concerned about online security (SPONTANEOUS)		Don't know
		Oct.-Nov. 2018	Diff. Oct.-Nov. 2018 - Oct. 2014	Oct.-Nov. 2018	Diff. Oct.-Nov. 2018 - Oct. 2014	
EU28		2	1	15	4	2
BE		3	2	2	-3	1
BG		2	1	24	8	5
CZ		2	1	9	3	2
DK		3	1	9	4	0
DE		1	0	17	9	2
EE		1	0	14	7	3
IE		3	2	11	0	1
EL		2	0	10	2	0
ES		2	2	20	4	2
FR		3	2	11	4	1
HR		3	1	17	11	0
IT		4	2	17	3	2
CY		1	0	18	4	0
LV		1	0	22	13	3
LT		3	2	11	2	2
LU		4	2	8	3	2
HU		1	0	25	13	0
MT		2	1	15	7	6
NL		1	-2	6	4	1
AT		2	2	13	9	1
PL		2	1	22	7	4
PT		2	1	17	4	1
RO		2	-1	26	9	3
SI		2	0	22	12	1
SK		8	5	12	3	2
FI		2	1	12	4	1
SE		1	-1	5	1	0
UK		3	2	12	-6	2






























October–November 2018

Tables

QD6 Thinking about the online harassment of children under the age of 16 (e.g. bullying or grooming), what, if anything, is done in your household to protect them while they are online?

(MULTIPLE ANSWERS POSSIBLE)

(%)

		The child's Internet use is monitored		The security settings on browser for use by child are adjusted		The time spent by child online is limited		Online risks are discussed with the child	
		Oct.-Nov. 2018	Diff. Oct.-Nov. 2018 - June 2017	Oct.-Nov. 2018	Diff. Oct.-Nov. 2018 - June 2017	Oct.-Nov. 2018	Diff. Oct.-Nov. 2018 - June 2017	Oct.-Nov. 2018	Diff. Oct.-Nov. 2018 - June 2017
EU28		22	4	14	1	19	3	20	1
BE		26	-2	28	9	35	12	31	-1
BG		21	1	11	0	18	0	16	-4
CZ		21	7	10	2	19	6	21	3
DK		11	-1	6	-3	10	-1	21	-1
DE		15	-1	10	-3	13	-3	18	-3
EE		23	5	10	1	19	4	30	9
IE		31	5	18	0	24	2	20	0
EL		21	7	10	2	18	6	21	5
ES		27	8	13	4	21	5	18	2
FR		28	4	11	-2	20	3	22	1
HR		21	4	16	4	22	5	23	6
IT		29	8	24	6	29	5	24	3
CY		26	2	17	4	21	0	34	6
LV		21	2	7	0	13	-3	18	3
LT		15	2	5	0	12	1	14	2
LU		34	11	18	1	26	5	29	0
HU		21	5	13	6	14	4	15	2
MT		28	0	14	-5	19	2	14	-9
NL		18	5	11	2	11	1	26	5
AT		15	4	16	4	18	3	18	4
PL		19	5	13	4	20	6	15	1
PT		13	-1	9	-1	15	0	11	-9
RO		27	6	26	12	33	10	30	6
SI		23	7	10	0	17	2	20	2
SK		8	0	5	0	13	4	13	3
FI		21	1	12	-2	17	-1	20	1
SE		14	2	8	1	11	2	20	2
UK		24	3	16	0	15	1	18	2



























October–November 2018

Tables

QD6 Thinking about the online harassment of children under the age of 16 (e.g. bullying or grooming), what, if anything, is done in your household to protect them while they are online?

(MULTIPLE ANSWERS POSSIBLE)






























(%)

		You would like to do something, but you do not know how		Other		Nothing		Not applicable		Don't know		Total 'Something is done'	
		Oct.-Nov. 2018	Diff. Oct.-Nov. 2018 - June 2017	Oct.-Nov. 2018	Diff. Oct.-Nov. 2018 - June 2017	Oct.-Nov. 2018	Diff. Oct.-Nov. 2018 - June 2017	Oct.-Nov. 2018	Diff. Oct.-Nov. 2018 - June 2017	Oct.-Nov. 2018	Diff. Oct.-Nov. 2018 - June 2017	Oct.-Nov. 2018	Diff. Oct.-Nov. 2018 - June 2017
EU28		3	0	4	3	5	-3	52	-6	2	36	5	
BE		7	1	11	9	1	0	29	-17	1	56	8	
BG		6	0	1	1	2	-3	52	-4	7	33	2	
CZ		5	3	12	10	4	-7	42	-18	2	36	10	
DK		3	1	8	4	9	5	57	-12	1	27	1	
DE		1	-2	1	0	8	0	61	0	2	28	0	
EE		3	1	2	1	1	-1	61	-9	2	34	8	
IE		4	1	6	5	5	0	42	-15	1	45	8	
EL		2	1	1	0	3	-6	63	-5	0	30	7	
ES		2	0	2	1	6	2	58	-12	0	34	9	
FR		2	0	5	2	4	-2	53	-4	1	37	3	
HR		4	1	4	3	12	-6	47	-2	0	35	6	
IT		7	1	5	4	8	-9	31	-6	2	51	11	
CY		6	0	7	5	6	0	41	-17	2	44	9	
LV		1	-1	6	5	4	-3	57	-8	1	33	7	
LT		2	-1	6	3	4	-5	64	-4	1	24	5	
LU		3	-2	12	7	4	-2	35	-22	3	47	13	
HU		2	-2	1	0	5	-6	56	-6	1	37	13	
MT		2	-1	3	2	0	-4	53	1	9	34	-3	
NL		2	1	9	6	3	0	54	-16	1	34	8	
AT		4	-2	4	1	7	1	52	-12	2	35	10	
PL		2	0	2	2	3	-1	50	-16	5	38	11	
PT		6	3	2	0	1	-10	62	3	2	29	1	
RO		9	5	4	3	2	-8	35	-9	5	50	12	
SI		2	-1	9	7	6	-9	48	-8	1	36	11	
SK		4	0	11	10	1	-5	59	-13	3	24	7	
FI		1	-1	5	2	13	5	53	-8	1	30	2	
SE		4	3	5	1	10	3	59	-11	1	27	5	
UK		1	0	5	4	4	-3	59	1	1	32	0	

October–November 2018

Tables

























QD7 How well informed do you feel about the risks of cybercrime?
(%)

		Very well informed		Fairly well informed		Not very well informed		Not at all informed		Don't know	Total 'Well informed'		Total 'Not well informed'	
		Oct.-Nov. 2018	Diff. Oct.-Nov. 2018 - June 2017	Oct.-Nov. 2018	Diff. Oct.-Nov. 2018 - June 2017	Oct.-Nov. 2018	Diff. Oct.-Nov. 2018 - June 2017	Oct.-Nov. 2018	Diff. Oct.-Nov. 2018 - June 2017		Oct.-Nov. 2018	Diff. Oct.-Nov. 2018 - June 2017	Oct.-Nov. 2018	Diff. Oct.-Nov. 2018 - June 2017
EU28		10	1	41	4	28	-4	18	-1	3	51	5	46	-5
BE		7	1	42	5	32	-7	18	1	1	49	6	50	-6
BG		6	0	24	3	33	0	32	-5	5	30	3	65	-5
CZ		7	-1	36	6	29	-5	23	-1	5	43	5	52	-6
DK		30	6	46	-6	19	2	3	-2	2	76	0	22	0
DE		10	1	47	4	26	-6	13	1	4	57	5	39	-5
EE		12	5	40	1	30	-6	14	0	4	52	6	44	-6
IE		19	-2	47	6	19	-1	14	-2	1	66	4	33	-3
EL		8	0	30	0	28	-3	33	2	1	38	0	61	-1
ES		6	-1	31	3	38	1	24	-3	1	37	2	62	-2
FR		12	4	40	10	30	-10	16	-4	2	52	14	46	-14
HR		7	2	30	-2	34	0	27	0	2	37	0	61	0
IT		2	0	33	-1	34	1	25	0	6	35	-1	59	1
CY		18	4	31	-4	28	1	21	1	2	49	0	49	2
LV		8	1	38	6	31	-7	21	0	2	46	7	52	-7
LT		10	0	43	4	26	-5	17	0	4	53	4	43	-5
LU		16	4	46	-2	25	-5	10	1	3	62	2	35	-4
HU		2	-3	40	9	31	-5	27	0	0	42	6	58	-5
MT		17	4	38	2	19	-6	15	0	11	55	6	34	-6
NL		14	0	55	4	25	-2	5	-2	1	69	4	30	-4
AT		11	-3	42	12	26	-4	18	-7	3	53	9	44	-11
PL		9	2	44	6	23	-8	17	-1	7	53	8	40	-9
PT		3	-3	43	1	30	1	22	0	2	46	-2	52	1
RO		7	3	23	-4	33	-8	33	8	4	30	-1	66	0
SI		8	-2	33	-5	31	2	26	5	2	41	-7	57	7
SK		4	-3	41	14	29	-3	23	-4	3	45	11	52	-7
FI		16	3	51	2	24	-4	7	-2	2	67	5	31	-6
SE		20	3	56	6	21	-7	3	-2	0	76	9	24	-9
UK		23	5	48	3	20	-3	8	-3	1	71	8	28	-6

QD8.1 Cybercrimes include many different types of criminal activity. How concerned are you personally about experiencing or being a victim of the following situations?

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





























(IF 'USE THE INTERNET', CODE 1 TO 5 IN D62.1, D62.2, D62.3 OR D62.4)

		Very concerned		Fairly concerned		Not very concerned		Not at all concerned		Don't know	Total 'Concerned'		Total 'Not concerned'	
		Oct.-Nov. 2018	Diff. Oct.-Nov. 2018 - June 2017	Oct.-Nov. 2018	Diff. Oct.-Nov. 2018 - June 2017	Oct.-Nov. 2018	Diff. Oct.-Nov. 2018 - June 2017	Oct.-Nov. 2018	Diff. Oct.-Nov. 2018 - June 2017		Oct.-Nov. 2018	Diff. Oct.-Nov. 2018 - June 2017	Oct.-Nov. 2018	Diff. Oct.-Nov. 2018 - June 2017
EU28		22	-4	38	4	26	0	12	-1	2	60	0	38	-1
BE		26	3	47	12	19	-11	7	-4	1	73	15	26	-15
BG		24	-7	48	6	17	3	8	-3	3	72	-1	25	0
CZ		35	6	30	-5	24	1	9	-2	2	65	1	33	-1
DK		15	-3	26	-1	35	3	23	1	1	41	-4	58	4
DE		15	-5	36	6	34	1	13	-3	2	51	1	47	-2
EE		12	0	26	0	39	3	19	-4	4	38	0	58	-1
IE		45	7	33	-2	16	1	5	-6	1	78	5	21	-5
EL		20	1	38	4	26	-1	15	-5	1	58	5	41	-6
ES		27	-7	34	4	25	-1	13	3	1	61	-3	38	2
FR		28	-1	37	0	20	0	13	-1	2	65	-1	33	-1
HR		27	0	35	-3	25	5	13	-1	0	62	-3	38	4
IT		21	-2	47	1	22	0	8	1	2	68	-1	30	1
CY		38	2	30	0	18	1	13	-2	1	68	2	31	-1
LV		32	-1	30	0	23	4	13	-2	2	62	-1	36	2
LT		29	1	37	1	24	3	9	-5	1	66	2	33	-2
LU		24	1	39	6	20	-11	12	2	5	63	7	32	-9
HU		30	10	31	-5	24	-1	14	-4	1	61	5	38	-5
MT		29	-3	35	-1	18	1	13	1	5	64	-4	31	2
NL		11	-2	25	-4	41	4	23	2	0	36	-6	64	6
AT		16	-9	38	8	28	0	17	0	1	54	-1	45	0
PL		25	-3	44	0	22	0	8	3	1	69	-3	30	3
PT		15	-12	48	15	26	8	10	-12	1	63	3	36	-4
RO		32	2	44	9	15	-3	7	-4	2	76	11	22	-7
SI		20	1	30	-2	28	-4	21	5	1	50	-1	49	1
SK		9	1	48	6	27	-5	10	-3	6	57	7	37	-8
FI		13	-2	34	8	35	-3	17	-3	1	47	6	52	-6
SE		10	2	17	-2	40	3	32	-4	1	27	0	72	-1
UK		26	-11	37	6	24	2	11	2	2	63	-5	35	4

QD8.2 Cybercrimes include many different types of criminal activity. How concerned are you personally about experiencing or being a victim of the following situations?

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





























(IF 'USE THE INTERNET', CODE 1 TO 5 IN D62.1, D62.2, D62.3 OR D62.4)

		Very concerned		Fairly concerned		Not very concerned		Not at all concerned		Don't know	Total 'Concerned'		Total 'Not concerned'	
		Oct.-Nov. 2018	Diff. Oct.-Nov. 2018 - June 2017	Oct.-Nov. 2018	Diff. Oct.-Nov. 2018 - June 2017	Oct.-Nov. 2018	Diff. Oct.-Nov. 2018 - June 2017	Oct.-Nov. 2018	Diff. Oct.-Nov. 2018 - June 2017		Oct.-Nov. 2018	Diff. Oct.-Nov. 2018 - June 2017	Oct.-Nov. 2018	Diff. Oct.-Nov. 2018 - June 2017
EU28		22	0	36	0	27	-1	12	0	3	58	0	39	-1
BE		23	6	44	6	25	-7	6	-5	2	67	12	31	-12
BG		20	-7	47	11	19	2	10	-5	4	67	4	29	-3
CZ		36	4	33	-4	20	0	8	-1	3	69	0	28	-1
DK		14	1	30	-2	36	1	17	-1	3	44	-1	53	0
DE		14	0	31	3	38	-2	14	-1	3	45	3	52	-3
EE		9	0	30	3	36	-1	19	-2	6	39	3	55	-3
IE		43	9	36	-1	14	-2	5	-7	2	79	8	19	-9
EL		27	8	36	0	21	-1	16	-6	0	63	8	37	-7
ES		31	0	32	-1	22	1	13	0	2	63	-1	35	1
FR		18	-1	39	-2	23	-1	15	1	5	57	-3	38	0
HR		30	2	33	-4	22	4	15	1	0	63	-2	37	5
IT		26	4	41	-4	22	0	8	0	3	67	0	30	0
CY		40	9	28	-5	18	2	13	-3	1	68	4	31	-1
LV		28	2	32	-2	21	4	14	-3	5	60	0	35	1
LT		29	5	43	-2	17	-1	8	-3	3	72	3	25	-4
LU		17	3	33	-4	29	-3	13	1	8	50	-1	42	-2
HU		28	10	29	-7	26	0	16	-2	1	57	3	42	-2
MT		27	1	39	-5	17	2	12	0	5	66	-4	29	2
NL		7	-1	27	-4	47	6	17	0	2	34	-5	64	6
AT		21	-5	28	-2	33	4	16	2	2	49	-7	49	6
PL		29	-2	42	-1	22	1	6	2	1	71	-3	28	3
PT		16	-5	45	7	26	4	12	-5	1	61	2	38	-1
RO		41	10	33	-3	16	1	8	-4	2	74	7	24	-3
SI		18	2	32	0	27	-2	21	0	2	50	2	48	-2
SK		12	1	47	0	25	1	10	-2	6	59	1	35	-1
FI		11	-3	35	-1	39	7	13	-3	2	46	-4	52	4
SE		4	0	20	-2	50	2	22	-2	4	24	-2	72	0
UK		21	-7	42	4	25	0	10	3	2	63	-3	35	3

QD8.3 Cybercrimes include many different types of criminal activity. How concerned are you personally about experiencing or being a victim of the following situations?

Cyber-attacks which prevent you from accessing online services like banking or public services (%)





























(IF 'USE THE INTERNET', CODE 1 TO 5 IN D62.1, D62.2, D62.3 OR D62.4)

		Very concerned		Fairly concerned		Not very concerned		Not at all concerned		Don't know	Total 'Concerned'		Total 'Not concerned'	
		Oct.-Nov. 2018	Diff. Oct.-Nov. 2018 - June 2017	Oct.-Nov. 2018	Diff. Oct.-Nov. 2018 - June 2017	Oct.-Nov. 2018	Diff. Oct.-Nov. 2018 - June 2017	Oct.-Nov. 2018	Diff. Oct.-Nov. 2018 - June 2017		Oct.-Nov. 2018	Diff. Oct.-Nov. 2018 - June 2017	Oct.-Nov. 2018	Diff. Oct.-Nov. 2018 - June 2017
EU28		24	2	37	2	25	-3	11	-2	3	61	4	36	-5
BE		29	12	46	12	18	-18	6	-6	1	75	24	24	-24
BG		24	-2	41	8	19	1	11	-7	5	65	6	30	-6
CZ		37	4	32	-2	19	1	9	-3	3	69	2	28	-2
DK		17	-2	30	2	34	-2	17	1	2	47	0	51	-1
DE		16	3	34	5	34	-6	13	-2	3	50	8	47	-8
EE		12	3	34	1	34	0	14	-5	6	46	4	48	-5
IE		48	11	33	2	13	-5	4	-8	2	81	13	17	-13
EL		22	9	34	4	24	-2	19	-10	1	56	13	43	-12
ES		29	-1	33	3	22	-4	14	2	2	62	2	36	-2
FR		20	-2	35	-2	25	1	15	0	5	55	-4	40	1
HR		31	5	31	-5	25	5	13	-3	0	62	0	38	2
IT		27	2	44	1	19	-1	7	-2	3	71	3	26	-3
CY		36	11	27	-4	20	1	16	-6	1	63	7	36	-5
LV		34	-1	34	2	17	1	11	-1	4	68	1	28	0
LT		34	8	40	1	16	-5	7	-5	3	74	9	23	-10
LU		20	-1	34	-1	27	-3	12	2	7	54	-2	39	-1
HU		24	5	31	-2	26	0	17	-4	2	55	3	43	-4
MT		28	-2	36	2	17	1	14	-2	5	64	0	31	-1
NL		17	9	38	6	35	-6	9	-9	1	55	15	44	-15
AT		19	-3	31	3	31	1	17	-2	2	50	0	48	-1
PL		28	3	43	-2	22	-1	6	1	1	71	1	28	0
PT		19	-6	41	11	26	8	13	-12	1	60	5	39	-4
RO		33	6	41	8	15	-4	8	-6	3	74	14	23	-10
SI		22	4	28	-2	24	-7	23	3	3	50	2	47	-4
SK		11	0	49	8	25	-3	9	-5	6	60	8	34	-8
FI		18	4	41	4	33	0	7	-8	1	59	8	40	-8
SE		11	3	35	8	36	-7	16	-5	2	46	11	52	-12
UK		30	-1	37	3	19	-4	11	2	3	67	2	30	-2

QD8.4 Cybercrimes include many different types of criminal activity. How concerned are you personally about experiencing or being a victim of the following situations?

The infection of devices with malicious software (viruses, etc.) (%)





























(IF 'USE THE INTERNET', CODE 1 TO 5 IN D62.1, D62.2, D62.3 OR D62.4)

		Very concerned		Fairly concerned		Not very concerned		Not at all concerned		Don't know	Total 'Concerned'		Total 'Not concerned'	
		Oct.-Nov. 2018	Diff. Oct.-Nov. 2018 - June 2017	Oct.-Nov. 2018	Diff. Oct.-Nov. 2018 - June 2017	Oct.-Nov. 2018	Diff. Oct.-Nov. 2018 - June 2017	Oct.-Nov. 2018	Diff. Oct.-Nov. 2018 - June 2017		Oct.-Nov. 2018	Diff. Oct.-Nov. 2018 - June 2017	Oct.-Nov. 2018	Diff. Oct.-Nov. 2018 - June 2017
EU28		29	0	42	2	20	-2	7	-1	2	71	2	27	-3
BE		30	4	52	8	13	-10	4	-2	1	82	12	17	-12
BG		31	-9	44	6	14	3	7	-2	4	75	-3	21	1
CZ		41	5	33	-3	18	0	6	-2	2	74	2	24	-2
DK		19	-1	35	2	30	-1	14	-1	2	54	1	44	-2
DE		20	-5	41	2	30	3	7	-1	2	61	-3	37	2
EE		16	-2	34	-3	33	4	13	0	4	50	-5	46	4
IE		45	4	38	5	12	-2	3	-8	2	83	9	15	-10
EL		32	8	43	0	16	-4	9	-4	0	75	8	25	-8
ES		37	5	35	-8	18	1	8	1	2	72	-3	26	2
FR		32	2	43	4	15	-5	8	-2	2	75	6	23	-7
HR		36	6	38	3	18	0	8	-6	0	74	9	26	-6
IT		30	1	48	0	15	-2	4	0	3	78	1	19	-2
CY		46	1	29	-3	14	2	10	0	1	75	-2	24	2
LV		39	2	37	0	13	1	8	-3	3	76	2	21	-2
LT		39	9	42	0	12	-4	5	-5	2	81	9	17	-9
LU		25	0	44	2	19	-1	6	-5	6	69	2	25	-6
HU		25	1	35	-5	25	1	14	3	1	60	-4	39	4
MT		33	-1	35	-8	16	4	11	2	5	68	-9	27	6
NL		17	1	45	7	29	-4	8	-5	1	62	8	37	-9
AT		21	-10	42	7	25	3	10	-2	2	63	-3	35	1
PL		31	2	45	-3	19	0	4	1	1	76	-1	23	1
PT		20	-9	55	13	15	-7	9	2	1	75	4	24	-5
RO		38	5	39	3	14	-2	7	-2	2	77	8	21	-4
SI		25	3	34	1	20	-6	20	2	1	59	4	40	-4
SK		17	-1	50	6	19	-2	8	-5	6	67	5	27	-7
FI		20	-1	48	8	24	-4	7	-3	1	68	7	31	-7
SE		12	1	38	5	35	-2	13	-5	2	50	6	48	-7
UK		30	-8	41	5	19	0	8	2	2	71	-3	27	2

QD8.5 Cybercrimes include many different types of criminal activity. How concerned are you personally about experiencing or being a victim of the following situations?

Identity theft (somebody stealing your personal data and impersonating you) (%)





























(IF 'USE THE INTERNET', CODE 1 TO 5 IN D62.1, D62.2, D62.3 OR D62.4)

		Very concerned		Fairly concerned		Not very concerned		Not at all concerned		Don't know	Total 'Concerned'		Total 'Not concerned'	
		Oct.-Nov. 2018	Diff. Oct.-Nov. 2018 - June 2017	Oct.-Nov. 2018	Diff. Oct.-Nov. 2018 - June 2017	Oct.-Nov. 2018	Diff. Oct.-Nov. 2018 - June 2017	Oct.-Nov. 2018	Diff. Oct.-Nov. 2018 - June 2017		Oct.-Nov. 2018	Diff. Oct.-Nov. 2018 - June 2017	Oct.-Nov. 2018	Diff. Oct.-Nov. 2018 - June 2017
EU28		34	1	36	0	20	-2	8	0	2	70	1	28	-2
BE		34	4	41	6	19	-7	5	-3	1	75	10	24	-10
BG		37	-2	34	-6	17	7	9	-1	3	71	-8	26	6
CZ		46	7	27	-8	18	0	7	1	2	73	-1	25	1
DK		29	4	31	-3	25	-4	13	2	2	60	1	38	-2
DE		21	0	34	0	34	2	9	-2	2	55	0	43	0
EE		18	4	29	-2	36	-1	13	-2	4	47	2	49	-3
IE		52	10	32	-2	10	-5	4	-4	2	84	8	14	-9
EL		32	8	36	-1	20	-3	12	-4	0	68	7	32	-7
ES		48	2	30	-2	14	-2	7	1	1	78	0	21	-1
FR		43	6	36	-3	12	-3	7	-2	2	79	3	19	-5
HR		45	9	30	-6	18	2	7	-4	0	75	3	25	-2
IT		36	4	41	-2	14	-5	6	1	3	77	2	20	-4
CY		52	10	26	-5	11	-4	11	-1	0	78	5	22	-5
LV		48	4	30	-1	11	-3	9	0	2	78	3	20	-3
LT		45	4	34	-1	15	-1	5	-2	1	79	3	20	-3
LU		35	4	38	-5	15	-4	6	1	6	73	-1	21	-3
HU		29	3	32	-4	24	0	14	0	1	61	-1	38	0
MT		35	2	35	-8	13	1	12	3	5	70	-6	25	4
NL		19	5	36	1	34	-4	10	-3	1	55	6	44	-7
AT		20	-7	34	0	29	3	15	3	2	54	-7	44	6
PL		33	0	38	-5	20	0	7	4	2	71	-5	27	4
PT		24	-11	44	10	23	8	8	-8	1	68	-1	31	0
RO		36	-3	41	10	13	-4	8	0	2	77	7	21	-4
SI		30	7	27	-4	21	-10	20	5	2	57	3	41	-5
SK		18	4	45	3	23	-5	8	-4	6	63	7	31	-9
FI		27	7	38	0	27	-7	7	0	1	65	7	34	-7
SE		19	6	41	5	28	-11	11	-1	1	60	11	39	-12
UK		39	-6	37	4	13	-3	9	4	2	76	-2	22	1

QD8.6 Cybercrimes include many different types of criminal activity. How concerned are you personally about experiencing or being a victim of the following situations?

Child pornography online (%)





























(IF 'USE THE INTERNET', CODE 1 TO 5 IN D62.1, D62.2, D62.3 OR D62.4)

		Very concerned		Fairly concerned		Not very concerned		Not at all concerned		Don't know	Total 'Concerned'		Total 'Not concerned'	
		Oct.-Nov. 2018	Diff. Oct.-Nov. 2018 - June 2017	Oct.-Nov. 2018	Diff. Oct.-Nov. 2018 - June 2017	Oct.-Nov. 2018	Diff. Oct.-Nov. 2018 - June 2017	Oct.-Nov. 2018	Diff. Oct.-Nov. 2018 - June 2017		Oct.-Nov. 2018	Diff. Oct.-Nov. 2018 - June 2017	Oct.-Nov. 2018	Diff. Oct.-Nov. 2018 - June 2017
EU28		41	14	26	0	17	-9	12	-7	4	67	14	29	-16
BE		39	17	34	4	16	-18	9	-3	2	73	21	25	-21
BG		35	3	32	1	15	-1	11	-4	7	67	4	26	-5
CZ		47	12	21	-4	18	-3	11	-4	3	68	8	29	-7
DK		30	9	19	3	27	-3	19	-11	5	49	12	46	-14
DE		35	20	20	2	21	-13	19	-13	5	55	22	40	-26
EE		26	15	22	7	24	-6	18	-19	10	48	22	42	-25
IE		62	27	22	-3	8	-12	5	-13	3	84	24	13	-25
EL		37	16	23	-6	22	-4	17	-6	1	60	10	39	-10
ES		60	14	22	-5	12	-6	5	-3	1	82	9	17	-9
FR		51	21	28	-1	9	-12	8	-10	4	79	20	17	-22
HR		48	15	26	-8	16	-1	9	-5	1	74	7	25	-6
IT		32	7	38	-4	18	-5	8	0	4	70	3	26	-5
CY		62	24	16	-11	9	-7	11	-7	2	78	13	20	-14
LV		55	16	25	-1	8	-5	8	-7	4	80	15	16	-12
LT		42	14	33	-1	14	-6	7	-9	4	75	13	21	-15
LU		44	21	23	-6	17	-11	10	-6	6	67	15	27	-17
HU		26	7	28	0	23	-3	21	-3	2	54	7	44	-6
MT		34	5	31	-4	16	-3	14	1	5	65	1	30	-2
NL		28	19	20	8	27	-11	22	-18	3	48	27	49	-29
AT		27	0	31	3	22	-3	16	-3	4	58	3	38	-6
PL		41	11	31	-8	19	-7	7	3	2	72	3	26	-4
PT		29	-1	32	1	29	13	9	-14	1	61	0	38	-1
RO		41	12	36	6	12	-9	9	-5	2	77	18	21	-14
SI		36	14	25	2	17	-16	20	-1	2	61	16	37	-17
SK		12	6	31	6	31	-2	17	-10	9	43	12	48	-12
FI		43	27	21	3	21	-13	13	-18	2	64	30	34	-31
SE		18	12	12	4	27	-10	38	-10	5	30	16	65	-20
UK		46	7	24	6	13	-12	12	-3	5	70	13	25	-15

QD8.7 Cybercrimes include many different types of criminal activity. How concerned are you personally about experiencing or being a victim of the following situations?

Online material which promotes racial hatred or religious extremism (%)





























(IF 'USE THE INTERNET', CODE 1 TO 5 IN D62.1, D62.2, D62.3 OR D62.4)

		Very concerned		Fairly concerned		Not very concerned		Not at all concerned		Don't know	Total 'Concerned'		Total 'Not concerned'	
		Oct.-Nov. 2018	Diff. Oct.-Nov. 2018 - June 2017	Oct.-Nov. 2018	Diff. Oct.-Nov. 2018 - June 2017	Oct.-Nov. 2018	Diff. Oct.-Nov. 2018 - June 2017	Oct.-Nov. 2018	Diff. Oct.-Nov. 2018 - June 2017		Oct.-Nov. 2018	Diff. Oct.-Nov. 2018 - June 2017	Oct.-Nov. 2018	Diff. Oct.-Nov. 2018 - June 2017
EU28		33	12	32	2	20	-9	12	-6	3	65	14	32	-15
BE		29	14	42	13	20	-20	8	-6	1	71	27	28	-26
BG		27	5	38	0	19	0	12	-5	4	65	5	31	-5
CZ		31	10	29	2	25	-2	12	-9	3	60	12	37	-11
DK		22	9	20	1	32	-5	22	-6	4	42	10	54	-11
DE		28	16	29	7	25	-16	15	-9	3	57	23	40	-25
EE		15	8	24	10	33	-3	21	-17	7	39	18	54	-20
IE		54	22	28	0	11	-11	5	-12	2	82	22	16	-23
EL		23	11	29	2	29	-2	18	-12	1	52	13	47	-14
ES		51	15	27	-3	14	-10	7	-3	1	78	12	21	-13
FR		46	22	31	0	11	-13	9	-11	3	77	22	20	-24
HR		34	11	32	0	23	-4	11	-6	0	66	11	34	-10
IT		28	7	41	-2	19	-5	9	0	3	69	5	28	-5
CY		46	20	23	-7	17	-6	13	-6	1	69	13	30	-12
LV		35	15	31	2	20	-5	11	-10	3	66	17	31	-15
LT		35	16	35	1	19	-7	7	-12	4	70	17	26	-19
LU		35	18	32	0	17	-16	9	-5	7	67	18	26	-21
HU		23	7	27	-1	28	-2	20	-5	2	50	6	48	-7
MT		29	4	36	-1	16	-2	13	-4	6	65	3	29	-6
NL		21	15	28	14	31	-11	19	-17	1	49	29	50	-28
AT		24	3	31	4	25	-6	16	-3	4	55	7	41	-9
PL		27	4	44	-1	22	-4	6	1	1	71	3	28	-3
PT		22	-2	36	5	31	12	10	-15	1	58	3	41	-3
RO		34	9	40	8	15	-7	9	-5	2	74	17	24	-12
SI		28	12	25	2	23	-11	22	-4	2	53	14	45	-15
SK		11	4	32	5	33	-1	16	-10	8	43	9	49	-11
FI		28	16	32	12	26	-14	12	-14	2	60	28	38	-28
SE		18	13	20	7	29	-10	31	-11	2	38	20	60	-21
UK		42	11	30	0	14	-11	11	0	3	72	11	25	-11

QD8.8 Cybercrimes include many different types of criminal activity. How concerned are you personally about experiencing or being a victim of the following situations?

Hacking online social network or mail account (%)

(IF 'USE THE INTERNET', CODE 1 TO 5 IN D62.1, D62.2, D62.3 OR D62.4)

		Very concerned		Fairly concerned		Not very concerned		Not at all concerned		Don't know	Total 'Concerned'		Total 'Not concerned'	
		Oct.-Nov. 2018	Diff. Oct.-Nov. 2018 - June 2017	Oct.-Nov. 2018	Diff. Oct.-Nov. 2018 - June 2017	Oct.-Nov. 2018	Diff. Oct.-Nov. 2018 - June 2017	Oct.-Nov. 2018	Diff. Oct.-Nov. 2018 - June 2017		Oct.-Nov. 2018	Diff. Oct.-Nov. 2018 - June 2017	Oct.-Nov. 2018	Diff. Oct.-Nov. 2018 - June 2017
EU28		29	2	38	2	22	-2	9	-2	2	67	4	31	-4
BE		29	7	49	11	16	-13	5	-4	1	78	18	21	-17
BG		27	-4	42	1	18	6	9	-4	4	69	-3	27	2
CZ		39	6	31	1	19	-3	8	-4	3	70	7	27	-7
DK		22	1	36	4	25	-5	15	-1	2	58	5	40	-6
DE		21	2	35	3	30	-3	12	-2	2	56	5	42	-5
EE		14	2	30	0	37	3	14	-6	5	44	2	51	-3
IE		53	12	31	-1	10	-3	4	-8	2	84	11	14	-11
EL		26	4	38	0	22	0	14	-3	0	64	4	36	-3
ES		42	-1	32	2	17	-3	8	1	1	74	1	25	-2
FR		32	-3	40	3	16	0	9	-2	3	72	0	25	-2
HR		35	5	36	-1	19	3	10	-5	0	71	4	29	-2
IT		28	1	45	-1	17	-4	7	3	3	73	0	24	-1
CY		52	15	24	-10	13	0	10	-4	1	76	5	23	-4
LV		42	5	32	1	14	-2	9	-4	3	74	6	23	-6
LT		37	6	38	0	16	-1	7	-5	2	75	6	23	-6
LU		30	4	40	3	14	-8	9	-2	7	70	7	23	-10
HU		27	7	29	-5	29	1	14	-3	1	56	2	43	-2
MT		33	1	40	-4	11	-1	11	1	5	73	-3	22	0
NL		18	6	41	10	30	-9	10	-6	1	59	16	40	-15
AT		23	-3	33	2	25	1	16	-1	3	56	-1	41	0
PL		31	6	40	0	22	-5	6	1	1	71	6	28	-4
PT		22	-8	45	9	23	5	9	-6	1	67	1	32	-1
RO		37	4	40	6	13	-3	8	-3	2	77	10	21	-6
SI		25	4	28	-2	22	-7	23	4	2	53	2	45	-3
SK		13	2	44	4	27	1	9	-9	7	57	6	36	-8
FI		24	4	40	0	28	1	7	-5	1	64	4	35	-4
SE		13	5	37	8	33	-10	16	-3	1	50	13	49	-13
UK		34	4	34	-1	20	-2	9	-1	3	68	3	29	-3

QD8.9 Cybercrimes include many different types of criminal activity. How concerned are you personally about experiencing or being a victim of the following situations?

Bank card or online banking fraud (%)






























(IF 'USE THE INTERNET', CODE 1 TO 5 IN D62.1, D62.2, D62.3 OR D62.4)

		Very concerned		Fairly concerned		Not very concerned		Not at all concerned		Don't know	Total 'Concerned'		Total 'Not concerned'	
		Oct.-Nov. 2018	Diff. Oct.-Nov. 2018 - June 2017	Oct.-Nov. 2018	Diff. Oct.-Nov. 2018 - June 2017	Oct.-Nov. 2018	Diff. Oct.-Nov. 2018 - June 2017	Oct.-Nov. 2018	Diff. Oct.-Nov. 2018 - June 2017		Oct.-Nov. 2018	Diff. Oct.-Nov. 2018 - June 2017	Oct.-Nov. 2018	Diff. Oct.-Nov. 2018 - June 2017
EU28		37	5	33	-1	18	-3	10	-1	2	70	4	28	-4
BE		38	9	44	9	13	-13	4	-5	1	82	18	17	-18
BG		35	-3	36	6	14	1	10	-4	5	71	3	24	-3
CZ		55	7	22	-5	14	0	7	-2	2	77	2	21	-2
DK		30	5	32	-3	25	-2	11	-1	2	62	2	36	-3
DE		25	7	30	-1	27	-4	15	-2	3	55	6	42	-6
EE		22	7	27	-7	34	2	13	-3	4	49	0	47	-1
IE		59	14	28	-4	7	-4	4	-7	2	87	10	11	-11
EL		32	13	28	-6	22	5	17	-11	1	60	7	39	-6
ES		52	3	24	-3	14	2	8	-2	2	76	0	22	0
FR		45	3	35	-1	10	-2	7	-2	3	80	2	17	-4
HR		43	11	30	-6	17	1	10	-4	0	73	5	27	-3
IT		37	8	38	-4	15	-3	7	-1	3	75	4	22	-4
CY		50	7	22	-1	13	-1	14	-4	1	72	6	27	-5
LV		53	6	29	1	8	-2	8	-4	2	82	7	16	-6
LT		48	10	36	0	9	-7	6	-2	1	84	10	15	-9
LU		43	11	31	-8	14	-3	6	-2	6	74	3	20	-5
HU		30	6	28	-6	23	2	18	-2	1	58	0	41	0
MT		35	0	36	-1	9	-4	15	3	5	71	-1	24	-1
NL		20	5	38	4	32	-4	9	-5	1	58	9	41	-9
AT		26	-1	33	3	24	-2	15	-1	2	59	2	39	-3
PL		37	7	37	-4	18	-4	7	2	1	74	3	25	-2
PT		25	-6	39	8	23	5	12	-6	1	64	2	35	-1
RO		36	-1	41	11	13	0	7	-6	3	77	10	20	-6
SI		34	9	22	-7	21	-4	20	0	3	56	2	41	-4
SK		17	3	44	3	23	-2	9	-6	7	61	6	32	-8
FI		32	8	36	-3	24	-3	7	-2	1	68	5	31	-5
SE		19	7	34	1	32	-8	14	-1	1	53	8	46	-9
UK		42	0	34	-1	14	-1	8	1	2	76	-1	22	0

QD8.10 Cybercrimes include many different types of criminal activity. How concerned are you personally about experiencing or being a victim of the following situations?






























Demands for payment in return for getting back control of your device (%)

(IF 'USE THE INTERNET', CODE 1 TO 5 IN D62.1, D62.2, D62.3 OR D62.4)

		Very concerned		Fairly concerned		Not very concerned		Not at all concerned		Don't know	Total 'Concerned'		Total 'Not concerned'	
		Oct.-Nov. 2018	Diff. Oct.-Nov. 2018 - June 2017	Oct.-Nov. 2018	Diff. Oct.-Nov. 2018 - June 2017	Oct.-Nov. 2018	Diff. Oct.-Nov. 2018 - June 2017	Oct.-Nov. 2018	Diff. Oct.-Nov. 2018 - June 2017		Oct.-Nov. 2018	Diff. Oct.-Nov. 2018 - June 2017	Oct.-Nov. 2018	Diff. Oct.-Nov. 2018 - June 2017
EU28		28	3	32	2	24	-4	13	-2	3	60	5	37	-6
BE		30	9	42	7	20	-11	7	-5	1	72	16	27	-16
BG		26	-6	38	5	19	3	11	-4	6	64	-1	30	-1
CZ		38	3	26	-2	22	1	10	-3	4	64	1	32	-2
DK		23	1	23	1	30	-2	21	-1	3	46	2	51	-3
DE		18	2	25	-1	35	-3	19	1	3	43	1	54	-2
EE		16	5	22	-1	39	5	17	-7	6	38	4	56	-2
IE		53	16	27	-3	11	-5	7	-8	2	80	13	18	-13
EL		23	8	28	5	31	0	17	-12	1	51	13	48	-12
ES		46	5	27	-1	16	-4	9	-1	2	73	4	25	-5
FR		32	6	32	1	18	-4	14	-5	4	64	7	32	-9
HR		37	8	32	2	18	-3	12	-5	1	69	10	30	-8
IT		29	4	40	1	19	-8	8	1	4	69	5	27	-7
CY		47	15	21	-5	17	0	13	-8	2	68	10	30	-8
LV		45	9	27	0	13	-2	11	-5	4	72	9	24	-7
LT		36	13	34	-4	16	-4	8	-8	6	70	9	24	-12
LU		32	10	25	-7	21	-5	15	0	7	57	3	36	-5
HU		26	6	26	-5	27	3	20	-3	1	52	1	47	0
MT		26	-2	34	0	16	-4	17	2	7	60	-2	33	-2
NL		16	2	27	4	36	-3	19	-4	2	43	6	55	-7
AT		17	-8	35	12	27	-2	19	-4	2	52	4	46	-6
PL		29	3	40	0	22	-7	8	4	1	69	3	30	-3
PT		20	-8	40	10	29	13	10	-14	1	60	2	39	-1
RO		35	1	41	12	14	-3	8	-5	2	76	13	22	-8
SI		29	8	22	-6	24	-4	22	0	3	51	2	46	-4
SK		13	2	43	9	26	-5	10	-8	8	56	11	36	-13
FI		20	7	26	-2	36	2	16	-6	2	46	5	52	-4
SE		10	2	22	5	42	2	24	-10	2	32	7	66	-8
UK		33	0	29	2	22	-2	13	1	3	62	2	35	-1

QD9.1 Please tell me, for each of the following situations, if you think it is a very serious crime, a fairly serious crime, a minor crime or not a crime at all?






























Fraudulent emails or phone calls asking for one's personal details (including access to one's computer, logins, (IF 'USE THE INTERNET', CODE 1 TO 5 IN D62.1, D62.2 ,D62.3 OR D62.4)

		A very serious crime	A fairly serious crime	A minor crime	Not a crime at all	Don't know	Total 'A serious crime'	Total 'A minor crime/ Not a crime at all'
EU28		39	44	13	2	2	83	15
BE		42	46	11	1	0	88	12
BG		34	46	15	2	3	80	17
CZ		38	40	16	4	2	78	20
DK		43	41	13	1	2	84	14
DE		30	50	15	3	2	80	18
EE		23	49	23	2	3	72	25
IE		62	29	7	1	1	91	8
EL		47	42	9	1	1	89	10
ES		31	49	15	3	2	80	18
FR		42	45	11	1	1	87	12
HR		24	33	28	14	1	57	42
IT		44	41	11	2	2	85	13
CY		59	32	7	1	1	91	8
LV		38	44	13	1	4	82	14
LT		47	46	5	1	1	93	6
LU		41	42	11	2	4	83	13
HU		41	46	12	0	1	87	12
MT		65	28	5	0	2	93	5
NL		25	51	22	1	1	76	23
AT		20	48	22	6	4	68	28
PL		40	43	12	2	3	83	14
PT		36	49	13	2	0	85	15
RO		44	45	8	2	1	89	10
SI		41	37	14	6	2	78	20
SK		31	34	21	4	10	65	25
FI		34	47	16	2	1	81	18
SE		46	39	13	1	1	85	14
UK		50	39	8	1	2	89	9

QD9.2 Please tell me, for each of the following situations, if you think it is a very serious crime, a fairly serious crime, a minor crime or not a crime at all?

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






























(IF 'USE THE INTERNET', CODE 1 TO 5 IN D62.1, D62.2, D62.3 OR D62.4)

		A very serious crime	A fairly serious crime	A minor crime	Not a crime at all	Don't know	Total 'A serious crime'	Total 'A minor crime/ Not a crime at all'
EU28		38	46	13	1	2	84	14
BE		34	50	13	2	1	84	15
BG		23	46	25	2	4	69	27
CZ		42	42	13	1	2	84	14
DK		40	42	16	1	1	82	17
DE		34	48	15	1	2	82	16
EE		18	51	27	1	3	69	28
IE		60	30	8	1	1	90	9
EL		50	42	8	0	0	92	8
ES		39	46	12	1	2	85	13
FR		32	48	17	1	2	80	18
HR		24	37	30	8	1	61	38
IT		43	43	11	1	2	86	12
CY		60	31	8	0	1	91	8
LV		30	48	17	1	4	78	18
LT		49	44	6	0	1	93	6
LU		25	52	17	1	5	77	18
HU		49	37	12	1	1	86	13
MT		62	26	10	0	2	88	10
NL		19	56	24	0	1	75	24
AT		32	42	20	3	3	74	23
PL		46	44	8	1	1	90	9
PT		42	47	6	4	1	89	10
RO		51	38	9	1	1	89	10
SI		35	39	19	5	2	74	24
SK		32	45	13	1	9	77	14
FI		28	51	19	1	1	79	20
SE		31	47	21	0	1	78	21
UK		45	43	9	1	2	88	10

QD9.3 Please tell me, for each of the following situations, if you think it is a very serious crime, a fairly serious crime, a minor crime or not a crime at all?

Cyber-attacks which prevent you from accessing online services like banking or public services (%)






























(IF 'USE THE INTERNET', CODE 1 TO 5 IN D62.1, D62.2, D62.3 OR D62.4)

		A very serious crime	A fairly serious crime	A minor crime	Not a crime at all	Don't know	Total 'A serious crime'	Total 'A minor crime/ Not a crime at all'
EU28		48	39	9	2	2	87	11
BE		49	41	8	1	1	90	9
BG		35	44	16	1	4	79	17
CZ		49	34	12	3	2	83	15
DK		67	26	5	1	1	93	6
DE		41	43	12	1	3	84	13
EE		31	47	15	2	5	78	17
IE		65	29	4	1	1	94	5
EL		57	36	6	0	1	93	6
ES		41	39	11	7	2	80	18
FR		48	42	8	0	2	90	8
HR		29	32	25	12	2	61	37
IT		49	40	6	1	4	89	7
CY		66	28	5	0	1	94	5
LV		42	42	10	1	5	84	11
LT		56	39	2	1	2	95	3
LU		47	40	7	1	5	87	8
HU		47	43	9	0	1	90	9
MT		73	20	5	0	2	93	5
NL		52	41	6	0	1	93	6
AT		33	39	20	4	4	72	24
PL		51	40	7	1	1	91	8
PT		43	49	5	2	1	92	7
RO		45	44	7	1	3	89	8
SI		46	36	10	5	3	82	15
SK		37	34	17	2	10	71	19
FI		49	42	7	1	1	91	8
SE		61	31	7	0	1	92	7
UK		61	30	7	1	1	91	8

QD9.4 Please tell me, for each of the following situations, if you think it is a very serious crime, a fairly serious crime, a minor crime or not a crime at all?

The infection of devices with malicious software (viruses, etc.) (%)






























(IF 'USE THE INTERNET', CODE 1 TO 5 IN D62.1, D62.2, D62.3 OR D62.4)

		A very serious crime	A fairly serious crime	A minor crime	Not a crime at all	Don't know	Total 'A serious crime'	Total 'A minor crime/ Not a crime at all'
EU28		42	41	13	2	2	83	15
BE		45	45	8	1	1	90	9
BG		27	45	22	2	4	72	24
CZ		41	35	17	5	2	76	22
DK		53	35	9	1	2	88	10
DE		38	43	16	2	1	81	18
EE		31	48	16	1	4	79	17
IE		58	33	7	1	1	91	8
EL		35	44	17	3	1	79	20
ES		38	38	16	6	2	76	22
FR		44	45	9	1	1	89	10
HR		24	31	32	12	1	55	44
IT		45	40	11	2	2	85	13
CY		58	33	7	1	1	91	8
LV		45	42	7	1	5	87	8
LT		51	39	7	1	2	90	8
LU		43	39	12	2	4	82	14
HU		41	38	19	1	1	79	20
MT		60	27	10	1	2	87	11
NL		40	45	13	1	1	85	14
AT		26	40	23	8	3	66	31
PL		42	43	11	2	2	85	13
PT		38	44	14	3	1	82	17
RO		45	38	13	2	2	83	15
SI		39	35	14	10	2	74	24
SK		29	37	17	7	10	66	24
FI		33	53	12	1	1	86	13
SE		48	36	14	1	1	84	15
UK		49	38	10	1	2	87	11

QD9.5 Please tell me, for each of the following situations, if you think it is a very serious crime, a fairly serious crime, a minor crime or not a crime at all?

Identity theft (somebody stealing your personal data and impersonating you) (%)






























(IF 'USE THE INTERNET', CODE 1 TO 5 IN D62.1, D62.2, D62.3 OR D62.4)

		A very serious crime	A fairly serious crime	A minor crime	Not a crime at all	Don't know	Total 'A serious crime'	Total 'A minor crime/ Not a crime at all'
EU28		70	25	3	1	1	95	4
BE		70	25	4	1	0	95	5
BG		58	34	4	1	3	92	5
CZ		72	23	4	0	1	95	4
DK		85	12	1	1	1	97	2
DE		64	30	4	0	2	94	4
EE		69	27	1	0	3	96	1
IE		77	20	2	0	1	97	2
EL		80	19	1	0	0	99	1
ES		68	28	2	0	2	96	2
FR		78	20	1	0	1	98	1
HR		62	22	12	4	0	84	16
IT		69	25	3	1	2	94	4
CY		81	16	2	0	1	97	2
LV		67	27	2	1	3	94	3
LT		71	25	2	1	1	96	3
LU		74	20	1	0	5	94	1
HU		66	27	5	1	1	93	6
MT		83	14	1	0	2	97	1
NL		77	20	2	0	1	97	2
AT		59	29	8	2	2	88	10
PL		60	33	5	1	1	93	6
PT		75	20	2	2	1	95	4
RO		59	34	5	1	1	93	6
SI		75	18	3	3	1	93	6
SK		54	29	7	1	9	83	8
FI		81	17	0	1	1	98	1
SE		85	13	1	0	1	98	1
UK		76	21	1	0	2	97	1

QD9.6 Please tell me, for each of the following situations, if you think it is a very serious crime, a fairly serious crime, a minor crime or not a crime at all?

Child pornography online (%)






























(IF 'USE THE INTERNET', CODE 1 TO 5 IN D62.1, D62.2, D62.3 OR D62.4)

		A very serious crime	A fairly serious crime	A minor crime	Not a crime at all	Don't know	Total 'A serious crime'	Total 'A minor crime/ Not a crime at all'
EU28		82	14	2	1	1	96	3
BE		79	16	3	1	1	95	4
BG		70	25	2	0	3	95	2
CZ		79	14	4	2	1	93	6
DK		91	6	1	1	1	97	2
DE		91	7	1	0	1	98	1
EE		78	17	2	1	2	95	3
IE		87	11	1	0	1	98	1
EL		90	8	1	1	0	98	2
ES		81	16	2	0	1	97	2
FR		86	12	1	0	1	98	1
HR		80	15	4	1	0	95	5
IT		67	25	5	1	2	92	6
CY		86	12	1	0	1	98	1
LV		77	17	2	0	4	94	2
LT		70	26	2	1	1	96	3
LU		88	6	1	0	5	94	1
HU		68	25	6	0	1	93	6
MT		89	9	0	0	2	98	0
NL		93	6	1	0	0	99	1
AT		76	15	6	1	2	91	7
PL		68	25	5	1	1	93	6
PT		85	11	1	2	1	96	3
RO		59	31	7	2	1	90	9
SI		80	14	1	3	2	94	4
SK		57	24	8	2	9	81	10
FI		90	7	1	1	1	97	2
SE		94	4	1	0	1	98	1
UK		90	7	1	0	2	97	1

QD9.7 Please tell me, for each of the following situations, if you think it is a very serious crime, a fairly serious crime, a minor crime or not a crime at all?

Online material which promotes racial hatred or religious extremism (%)






























(IF 'USE THE INTERNET', CODE 1 TO 5 IN D62.1, D62.2, D62.3 OR D62.4)

		A very serious crime	A fairly serious crime	A minor crime	Not a crime at all	Don't know	Total 'A serious crime'	Total 'A minor crime/ Not a crime at all'
EU28		61	30	6	1	2	91	7
BE		59	32	6	2	1	91	8
BG		43	44	8	1	4	87	9
CZ		45	34	16	3	2	79	19
DK		61	28	8	1	2	89	9
DE		58	32	6	2	2	90	8
EE		38	42	12	3	5	80	15
IE		75	21	2	1	1	96	3
EL		54	37	8	1	0	91	9
ES		65	30	3	1	1	95	4
FR		75	21	2	1	1	96	3
HR		42	31	18	8	1	73	26
IT		54	35	7	1	3	89	8
CY		64	26	8	1	1	90	9
LV		51	34	10	1	4	85	11
LT		52	39	6	1	2	91	7
LU		70	21	4	1	4	91	5
HU		49	40	9	1	1	89	10
MT		64	29	4	1	2	93	5
NL		57	31	9	2	1	88	11
AT		54	30	10	3	3	84	13
PL		50	39	8	2	1	89	10
PT		46	44	6	3	1	90	9
RO		50	37	8	3	2	87	11
SI		56	29	7	6	2	85	13
SK		35	36	16	3	10	71	19
FI		56	32	8	3	1	88	11
SE		66	25	5	3	1	91	8
UK		77	19	2	1	1	96	3

QD9.8 Please tell me, for each of the following situations, if you think it is a very serious crime, a fairly serious crime, a minor crime or not a crime at all?

Hacking online social network or mail account (%)






























(IF 'USE THE INTERNET', CODE 1 TO 5 IN D62.1, D62.2, D62.3 OR D62.4)

		A very serious crime	A fairly serious crime	A minor crime	Not a crime at all	Don't know	Total 'A serious crime'	Total 'A minor crime/ Not a crime at all'
EU28		44	41	12	1	2	85	13
BE		43	47	8	1	1	90	9
BG		29	47	18	2	4	76	20
CZ		44	38	15	1	2	82	16
DK		46	39	11	2	2	85	13
DE		41	41	15	1	2	82	16
EE		26	48	20	2	4	74	22
IE		63	28	7	1	1	91	8
EL		51	38	10	1	0	89	11
ES		48	40	9	2	1	88	11
FR		41	46	11	1	1	87	12
HR		31	38	24	6	1	69	30
IT		49	38	8	2	3	87	10
CY		66	26	6	1	1	92	7
LV		41	44	10	1	4	85	11
LT		47	43	7	1	2	90	8
LU		43	42	7	2	6	85	9
HU		41	46	12	0	1	87	12
MT		72	21	5	0	2	93	5
NL		34	50	15	0	1	84	15
AT		38	36	17	5	4	74	22
PL		50	40	8	1	1	90	9
PT		46	38	13	2	1	84	15
RO		48	40	10	1	1	88	11
SI		45	37	10	6	2	82	16
SK		35	38	14	3	10	73	17
FI		42	45	11	1	1	87	12
SE		40	41	17	1	1	81	18
UK		49	37	11	1	2	86	12

QD9.9 Please tell me, for each of the following situations, if you think it is a very serious crime, a fairly serious crime, a minor crime or not a crime at all?

Bank card or online banking fraud (%)






























(IF 'USE THE INTERNET', CODE 1 TO 5 IN D62.1, D62.2, D62.3 OR D62.4)

		A very serious crime	A fairly serious crime	A minor crime	Not a crime at all	Don't know	Total 'A serious crime'	Total 'A minor crime/ Not a crime at all'
EU28		71	24	3	1	1	95	4
BE		71	24	4	1	0	95	5
BG		60	32	5	0	3	92	5
CZ		78	19	2	0	1	97	2
DK		84	13	1	1	1	97	2
DE		69	26	3	0	2	95	3
EE		65	30	2	0	3	95	2
IE		82	15	1	1	1	97	2
EL		82	16	2	0	0	98	2
ES		73	23	2	1	1	96	3
FR		70	26	2	1	1	96	3
HR		68	23	7	2	0	91	9
IT		68	26	3	1	2	94	4
CY		79	18	2	1	0	97	3
LV		72	23	2	0	3	95	2
LT		73	25	1	0	1	98	1
LU		76	17	2	0	5	93	2
HU		66	28	5	0	1	94	5
MT		83	15	1	0	1	98	1
NL		72	26	1	0	1	98	1
AT		64	26	7	1	2	90	8
PL		62	30	5	1	2	92	6
PT		78	18	2	2	0	96	4
RO		57	35	6	1	1	92	7
SI		73	18	4	3	2	91	7
SK		56	27	7	1	9	83	8
FI		81	15	2	1	1	96	3
SE		83	15	1	0	1	98	1
UK		78	19	1	0	2	97	1






























QD9.10 Please tell me, for each of the following situations, if you think it is a very serious crime, a fairly serious crime, a minor crime or not a crime at all?

Demanding payment in return for getting back control of one's device (%)

(IF 'USE THE INTERNET', CODE 1 TO 5 IN D62.1, D62.2, D62.3 OR D62.4)

		A very serious crime	A fairly serious crime	A minor crime	Not a crime at all	Don't know	Total 'A serious crime'	Total 'A minor crime/ Not a crime at all'
EU28		58	33	6	1	2	91	7
BE		50	41	7	1	1	91	8
BG		45	39	9	1	6	84	10
CZ		58	29	9	2	2	87	11
DK		75	20	3	1	1	95	4
DE		48	37	11	1	3	85	12
EE		42	38	10	4	6	80	14
IE		76	19	3	1	1	95	4
EL		65	29	5	0	1	94	5
ES		61	33	4	0	2	94	4
FR		62	31	4	1	2	93	5
HR		57	28	12	3	0	85	15
IT		56	36	4	1	3	92	5
CY		74	20	4	1	1	94	5
LV		60	31	5	1	3	91	6
LT		59	36	3	0	2	95	3
LU		70	22	3	0	5	92	3
HU		60	32	7	0	1	92	7
MT		73	21	4	0	2	94	4
NL		67	29	2	1	1	96	3
AT		50	34	11	2	3	84	13
PL		53	37	6	2	2	90	8
PT		67	26	5	1	1	93	6
RO		53	39	6	1	1	92	7
SI		65	23	5	5	2	88	10
SK		48	33	8	1	10	81	9
FI		53	37	7	1	2	90	8
SE		70	23	5	0	2	93	5
UK		70	26	2	0	2	96	2






























QD10.1 In the last three years, how often have you personally experienced or been a victim of each the following situations?
Receiving fraudulent emails or phone calls asking for your personal details (including access to your computer, logins, banking or payment information) (%)
 (IF 'USE THE INTERNET', CODE 1 TO 5 IN D62.1, D62.2, D62.3 OR D62.4)

		Once	Two or three times	More than three times	Never	Don't know	Total 'At least once'
EU28		9	11	14	64	2	34
BE		19	15	14	50	2	48
BG		5	4	3	85	3	12
CZ		12	9	10	67	2	31
DK		8	13	41	36	2	62
DE		9	12	12	65	2	33
EE		11	10	10	66	3	31
IE		13	13	12	59	3	38
EL		4	3	2	90	1	9
ES		6	7	5	81	1	18
FR		13	15	24	47	1	52
HR		8	6	5	81	0	19
IT		8	9	8	73	2	25
CY		15	7	4	74	0	26
LV		10	6	8	76	0	24
LT		7	7	3	82	1	17
LU		13	18	20	44	5	51
HU		8	8	3	80	1	19
MT		12	18	20	47	3	50
NL		12	16	30	41	1	58
AT		12	12	9	66	1	33
PL		5	6	5	82	2	16
PT		3	4	3	90	0	10
RO		7	5	3	83	2	15
SI		9	7	8	76	0	24
SK		7	6	3	78	6	16
FI		10	14	23	51	2	47
SE		9	15	35	41	0	59
UK		12	16	23	46	3	51






























QD10.2 In the last three years, how often have you personally experienced or been a victim of each the following situations?

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

(IF 'USE THE INTERNET', CODE 1 TO 5 IN D62.1, D62.2, D62.3 OR D62.4)

		Once	Two or three times	More than three times	Never	Don't know	Total 'At least once'
EU28		9	4	2	83	2	15
BE		15	6	2	75	2	23
BG		4	3	1	89	3	8
CZ		12	4	2	79	3	18
DK		11	5	1	82	1	17
DE		11	3	1	83	2	15
EE		8	7	4	78	3	19
IE		9	4	1	82	4	14
EL		4	1	0	94	1	5
ES		5	2	2	90	1	9
FR		9	5	2	82	2	16
HR		8	4	1	87	0	13
IT		6	3	1	88	2	10
CY		12	6	3	79	0	21
LV		8	6	2	83	1	16
LT		8	5	1	85	1	14
LU		11	6	4	74	5	21
HU		8	4	2	85	1	14
MT		9	7	3	75	6	19
NL		13	4	0	83	0	17
AT		12	6	3	78	1	21
PL		9	4	3	82	2	16
PT		3	3	1	92	1	7
RO		6	5	2	86	1	13
SI		7	6	2	84	1	15
SK		5	3	1	85	6	9
FI		9	4	2	83	2	15
SE		11	3	1	84	1	15
UK		13	4	2	78	3	19






























QD10.3 In the last three years, how often have you personally experienced or been a victim of each the following situations?
Cyber-attacks which prevent you from accessing online services like banking or public services (%)
 (IF 'USE THE INTERNET', CODE 1 TO 5 IN D62.1, D62.2, D62.3 OR D62.4)

		Once	Two or three times	More than three times	Never	Don't know	Total 'At least once'
EU28		6	3	2	87	2	11
BE		10	6	3	79	2	19
BG		1	1	1	93	4	3
CZ		5	2	2	89	2	9
DK		8	2	2	86	2	12
DE		4	2	1	91	2	7
EE		7	3	2	84	4	12
IE		6	3	1	86	4	10
EL		1	1	0	97	1	2
ES		3	3	1	92	1	7
FR		9	4	2	83	2	15
HR		3	3	2	90	2	8
IT		4	2	1	91	2	7
CY		3	3	1	92	1	7
LV		6	2	2	89	1	10
LT		3	2	0	92	3	5
LU		7	6	4	76	7	17
HU		4	5	3	88	0	12
MT		1	1	1	92	5	3
NL		8	7	4	80	1	19
AT		6	6	4	82	2	16
PL		2	4	2	89	3	8
PT		2	4	2	91	1	8
RO		5	4	3	87	1	12
SI		3	3	2	91	1	8
SK		3	4	1	85	7	8
FI		11	15	9	61	4	35
SE		9	5	3	80	3	17
UK		7	3	2	84	4	12

QD10.4 In the last three years, how often have you personally experienced or been a victim of each the following situations?

Discovering malicious software (viruses, etc.) on your device (%)






























(IF 'USE THE INTERNET', CODE 1 TO 5 IN D62.1, D62.2, D62.3 OR D62.4)

		Once	Two or three times	More than three times	Never	Don't know	Total 'At least once'
EU28		13	12	8	65	2	33
BE		22	16	9	52	1	47
BG		6	10	3	76	5	19
CZ		12	13	14	59	2	39
DK		16	13	8	60	3	37
DE		16	13	9	60	2	38
EE		13	14	11	59	3	38
IE		9	10	5	72	4	24
EL		11	9	7	72	1	27
ES		7	8	7	76	2	22
FR		18	16	12	52	2	46
HR		11	13	6	70	0	30
IT		11	10	4	73	2	25
CY		12	12	10	65	1	34
LV		8	10	10	71	1	28
LT		10	8	7	72	3	25
LU		18	21	14	42	5	53
HU		9	8	7	75	1	24
MT		16	6	7	67	4	29
NL		17	13	10	59	1	40
AT		14	14	11	59	2	39
PL		7	9	10	72	2	26
PT		12	9	3	75	1	24
RO		8	9	7	75	1	24
SI		12	12	10	66	0	34
SK		9	8	4	73	6	21
FI		16	17	10	55	2	43
SE		18	12	10	59	1	40
UK		11	12	6	67	4	29

QD10.5 In the last three years, how often have you personally experienced or been a victim of each the following situations?

Identity theft (somebody stealing your personal data and impersonating you) (%)






























(IF 'USE THE INTERNET', CODE 1 TO 5 IN D62.1, D62.2, D62.3 OR D62.4)

		Once	Two or three times	More than three times	Never	Don't know	Total 'At least once'
EU28		4	2	1	91	2	7
BE		8	4	2	84	2	14
BG		1	1	1	93	4	3
CZ		4	2	0	91	3	6
DK		3	0	0	95	2	3
DE		3	1	1	94	1	5
EE		3	1	1	92	3	5
IE		6	2	1	88	3	9
EL		1	0	1	97	1	2
ES		3	2	1	93	1	6
FR		6	2	1	89	2	9
HR		2	2	2	94	0	6
IT		3	3	1	91	2	7
CY		6	1	2	91	0	9
LV		4	1	1	93	1	6
LT		2	0	1	95	2	3
LU		6	2	1	85	6	9
HU		3	5	3	88	1	11
MT		3	0	2	89	6	5
NL		2	0	1	96	1	3
AT		5	3	2	87	3	10
PL		2	3	2	91	2	7
PT		2	2	1	94	1	5
RO		4	6	2	87	1	12
SI		2	2	1	95	0	5
SK		3	3	1	87	6	7
FI		2	1	1	94	2	4
SE		5	2	0	92	1	7
UK		6	3	0	87	4	9

QD10.6 In the last three years, how often have you personally experienced or been a victim of each the following situations?

Accidentally encountering child pornography online (%)






























(IF 'USE THE INTERNET', CODE 1 TO 5 IN D62.1, D62.2, D62.3 OR D62.4)

		Once	Two or three times	More than three times	Never	Don't know	Total 'At least once'
EU28		3	2	2	91	2	7
BE		7	4	2	85	2	13
BG		2	1	1	93	3	4
CZ		4	1	1	92	2	6
DK		2	2	1	93	2	5
DE		2	1	0	96	1	3
EE		2	2	2	91	3	6
IE		2	3	1	91	3	6
EL		2	1	0	96	1	3
ES		3	2	2	92	1	7
FR		4	3	2	89	2	9
HR		2	4	3	90	1	9
IT		5	4	2	87	2	11
CY		2	3	1	94	0	6
LV		2	1	2	94	1	5
LT		1	2	0	95	2	3
LU		6	3	2	84	5	11
HU		3	4	4	88	1	11
MT		3	3	1	88	5	7
NL		2	1	1	95	1	4
AT		4	4	2	88	2	10
PL		2	2	4	90	2	8
PT		2	2	2	94	0	6
RO		7	7	5	80	1	19
SI		2	2	1	94	1	5
SK		3	4	1	86	6	8
FI		2	1	1	94	2	4
SE		3	2	2	92	1	7
UK		2	1	0	93	4	3

QD10.7 In the last three years, how often have you personally experienced or been a victim of each the following situations?

Accidentally encountering material which promotes racial hatred or religious extremism (%)






























(IF 'USE THE INTERNET', CODE 1 TO 5 IN D62.1, D62.2, D62.3 OR D62.4)

		Once	Two or three times	More than three times	Never	Don't know	Total 'At least once'
EU28		5	6	7	80	2	18
BE		10	9	8	71	2	27
BG		2	3	1	90	4	6
CZ		7	5	6	80	2	18
DK		4	8	12	74	2	24
DE		7	6	8	77	2	21
EE		4	7	11	74	4	22
IE		5	4	4	84	3	13
EL		3	2	2	92	1	7
ES		3	4	3	89	1	10
FR		6	7	8	77	2	21
HR		3	7	13	76	1	23
IT		5	4	4	85	2	13
CY		5	6	4	85	0	15
LV		3	8	6	82	1	17
LT		4	4	4	85	3	12
LU		10	6	8	71	5	24
HU		1	7	5	86	1	13
MT		6	5	4	79	6	15
NL		8	7	11	73	1	26
AT		6	8	5	79	2	19
PL		3	5	6	84	2	14
PT		3	2	2	93	0	7
RO		7	6	4	82	1	17
SI		3	3	6	87	1	12
SK		3	6	4	81	6	13
FI		5	10	15	68	2	30
SE		5	12	30	53	0	47
UK		3	5	6	82	4	14

QD10.8 In the last three years, how often have you personally experienced or been a victim of each the following situations?

Your social network or mail account being hacked (%)






























(IF 'USE THE INTERNET', CODE 1 TO 5 IN D62.1, D62.2, D62.3 OR D62.4)

		Once	Two or three times	More than three times	Never	Don't know	Total 'At least once'
EU28		7	3	2	86	2	12
BE		13	6	2	77	2	21
BG		4	3	2	88	3	9
CZ		6	3	2	86	3	11
DK		10	2	1	85	2	13
DE		5	2	1	91	1	8
EE		9	3	2	83	3	14
IE		9	4	2	82	3	15
EL		3	1	1	94	1	5
ES		3	3	1	92	1	7
FR		12	5	2	79	2	19
HR		4	2	2	91	1	8
IT		4	3	1	90	2	8
CY		9	4	4	82	1	17
LV		6	2	2	89	1	10
LT		4	2	1	91	2	7
LU		12	3	3	76	6	18
HU		5	5	4	85	1	14
MT		7	2	1	84	6	10
NL		9	2	1	87	1	12
AT		7	5	3	83	2	15
PL		3	3	3	89	2	9
PT		3	3	1	92	1	7
RO		6	6	3	84	1	15
SI		6	4	2	88	0	12
SK		2	4	2	86	6	8
FI		7	2	2	87	2	11
SE		10	3	1	84	2	14
UK		11	5	1	79	4	17

QD10.9 In the last three years, how often have you personally experienced or been a victim of each the following situations?

Being a victim of bank card or online banking fraud (%)



























(IF 'USE THE INTERNET', CODE 1 TO 5 IN D62.1, D62.2, D62.3 OR D62.4)

		Once	Two or three times	More than three times	Never	Don't know	Total 'At least once'
EU28		6	3	1	88	2	10
BE		8	5	2	83	2	15
BG		1	1	1	94	3	3
CZ		4	2	1	90	3	7
DK		9	3	1	86	1	13
DE		4	1	0	94	1	5
EE		3	1	1	92	3	5
IE		9	3	1	84	3	13
EL		0	1	0	98	1	1
ES		3	2	1	93	1	6
FR		11	4	2	81	2	17
HR		2	2	1	95	0	5
IT		3	3	2	90	2	8
CY		5	2	1	91	1	8
LV		3	1	1	94	1	5
LT		2	1	0	95	2	3
LU		11	4	3	77	5	18
HU		2	5	3	89	1	10
MT		5	1	1	87	6	7
NL		4	0	0	95	1	4
AT		3	4	3	88	2	10
PL		3	2	3	90	2	8
PT		2	2	2	94	0	6
RO		4	6	2	87	1	12
SI		3	1	1	95	0	5
SK		3	3	2	86	6	8
FI		5	1	1	91	2	7
SE		11	2	1	86	0	14
UK		14	2	1	79	4	17

QD10.10 In the last three years, how often have you personally experienced or been a victim of each the following situations?

Being asked for payment in return for getting back control of your device (%)

(IF 'USE THE INTERNET', CODE 1 TO 5 IN D62.1, D62.2, D62.3 OR D62.4)

		Once	Two or three times	More than three times	Never	Don't know	Total 'At least once'
EU28		4	3	2	89	2	9
BE		9	6	4	79	2	19
BG		1	1	1	94	3	3
CZ		5	4	2	87	2	11
DK		3	1	1	94	1	5
DE		8	2	3	86	1	13
EE		2	1	1	93	3	4
IE		4	2	2	88	4	8
EL		1	1	0	97	1	2
ES		3	2	1	93	1	6
FR		5	2	1	90	2	8
HR		2	3	1	94	0	6
IT		3	4	1	90	2	8
CY		5	2	1	91	1	8
LV		3	1	1	94	1	5
LT		1	2	0	95	2	3
LU		6	1	2	85	6	9
HU		2	5	3	89	1	10
MT		2	2	1	89	6	5
NL		7	1	1	90	1	9
AT		5	6	2	85	2	13
PL		2	2	3	91	2	7
PT		2	3	2	93	0	7
RO		3	6	3	87	1	12
SI		3	1	1	95	0	5
SK		3	4	1	86	6	8
FI		3	1	1	93	2	5
SE		4	2	2	92	0	8
UK		4	2	0	90	4	6

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Tables

QD11 In the last three years, have your family, friends or acquaintances experienced or been a victim of any of these situations? Please tell me all that apply.

(MULTIPLE ANSWERS POSSIBLE)

(%)

(IF 'USE THE INTERNET'; CODE 1 TO 5 IN D62.1, D62.2, D62.3 OR D62.4)






























		Receiving fraudulent emails or phone calls asking for their personal details (including access to their computer, logins, banking or payment information)	Online fraud where goods purchased are not delivered, are counterfeit or are not as advertised	Cyber-attacks which prevent them from accessing online services like banking or public services	Discovering malicious software (viruses, etc.) on their device	Identity theft (somebody stealing their personal data and impersonating them)	Accidentally encountering child pornography online	Accidentally encountering material which promotes racial hatred or religious extremism
EU28		26	15	8	26	7	4	9
BE		40	27	18	45	19	8	19
BG		12	9	3	16	3	3	4
CZ		23	17	4	29	4	2	7
DK		52	25	13	37	7	3	15
DE		26	14	4	25	4	2	10
EE		28	19	9	32	7	4	12
IE		35	13	9	18	8	3	7
EL		10	11	1	35	2	3	3
ES		13	10	6	20	7	3	5
FR		42	19	11	39	14	7	13
HR		14	17	5	26	4	6	19
IT		16	13	5	21	5	6	4
CY		20	20	5	26	9	2	7
LV		20	16	6	22	6	3	8
LT		15	14	2	21	2	3	5
LU		44	22	13	44	12	6	14
HU		14	12	5	15	4	3	5
MT		35	16	2	20	3	3	11
NL		50	26	18	42	6	3	15
AT		23	22	9	35	8	6	11
PL		7	11	5	19	5	4	8
PT		3	7	3	12	3	3	2
RO		9	7	4	9	5	8	5
SI		17	21	6	27	3	2	6
SK		11	8	5	17	5	4	8
FI		36	21	25	35	9	4	16
SE		52	23	12	38	16	4	32
UK		37	15	10	22	11	3	6

QD11 In the last three years, have your family, friends or acquaintances experienced or been a victim of any of these situations? Please tell me all that apply.

(MULTIPLE ANSWERS POSSIBLE)

(%)






























(IF 'USE THE INTERNET', CODE 1 TO 5 IN D62.1, D62.2, D62.3 OR D62.4)

		Their social network or mail account being hacked	Being a victim of bank card or online banking fraud	Being asked for payment in return for getting back control of their device	Other cybercrimes or any other illegal online behaviour (cyberattack, online harassment or bullying) (SPONTANEOUS)	No, nothing (SPONTANEOUS)	Don't know
EU28		14	11	6	4	37	9
BE		28	16	13	7	15	2
BG		10	2	1	3	41	22
CZ		10	5	8	7	27	13
DK		25	24	6	2	28	5
DE		10	5	10	1	43	9
EE		17	7	5	2	35	11
IE		17	14	4	4	36	8
EL		11	1	3	2	46	9
ES		8	6	4	2	55	6
FR		32	27	8	4	24	6
HR		11	3	4	4	32	13
IT		5	6	3	9	38	12
CY		16	10	6	4	46	9
LV		15	6	3	2	43	11
LT		8	2	3	6	50	6
LU		25	21	8	7	23	5
HU		6	3	1	2	61	4
MT		8	9	4	1	37	13
NL		23	13	14	3	19	7
AT		10	6	6	1	31	10
PL		6	3	3	5	48	11
PT		3	3	1	1	55	20
RO		7	3	2	4	43	28
SI		14	9	3	5	48	4
SK		5	4	3	10	49	8
FI		13	14	5	2	35	3
SE		29	23	10	2	21	4
UK		18	20	4	5	33	8

QD12.1 What have you done in each of the situations you have personally experienced or been a victim of?
(MULTIPLE ANSWERS POSSIBLE)






























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

(IF 'HAS PERSONALLY EXPERIENCED OR BEEN A VICTIM OF THE SITUATION', CODE 1 TO 3 IN QD10)

		Nothing	You contacted the police	You contacted the website/ vendor	You contacted your Internet service provider	You contacted a consumer protection organisation	You reported the situation through an official website or e-mail address (other than one belonging to the police)	Other (SPONTANEOUS)	Don't know	Total 'At least one action'
EU28		47	14	17	11	5	13	6	3	50
BE		30	23	37	15	6	15	2	2	68
BG		34	22	12	18	5	7	11	2	64
CZ		55	9	12	13	5	10	4	4	41
DK		59	9	7	5	2	5	19	2	39
DE		55	18	14	6	4	4	6	2	43
EE		59	10	11	7	4	11	11	1	40
IE		54	9	17	15	5	13	5	3	43
EL		52	5	13	10	7	13	25	0	48
ES		53	16	9	9	6	6	12	6	41
FR		44	11	18	13	2	16	8	2	54
HR		68	8	10	10	6	10	2	3	29
IT		51	15	17	10	6	11	2	2	47
CY		44	30	10	18	4	5	7	0	56
LV		50	9	9	16	3	9	13	3	47
LT		57	25	2	8	0	3	6	3	40
LU		36	17	12	16	5	17	9	6	58
HU		25	45	44	31	5	2	2	4	71
MT		51	24	7	9	3	5	6	7	42
NL		50	8	16	7	4	18	8	2	48
AT		37	16	21	19	15	8	13	2	61
PL		34	30	17	17	12	10	4	4	62
PT		46	20	7	16	7	8	6	2	52
RO		39	12	11	10	8	9	6	16	45
SI		47	18	11	12	2	10	11	3	50
SK		38	22	12	14	7	10	12	2	60
FI		62	9	13	7	2	9	4	1	37
SE		67	9	9	4	2	8	9	0	33
UK		40	12	22	14	6	22	3	3	57






























QD12.2 What have you done in each of the situations you have personally experienced or been a victim of?
(MULTIPLE ANSWERS POSSIBLE)

Online fraud where goods purchased are not delivered, are counterfeit or are not as advertised (%)
(IF 'HAS PERSONALLY EXPERIENCED OR BEEN A VICTIM OF THE SITUATION', CODE 1 TO 3 IN QD10)

		Nothing	You contacted the police	You contacted the website/ vendor	You contacted your Internet service provider	You contacted a consumer protection organisation	You reported the situation through an official website or e-mail address (other than one belonging to the police)	Other (SPONTANEOUS)	Don't know	Total 'At least one action'
EU28		18	19	51	12	8	9	3	3	79
BE		11	28	58	16	14	13	2	0	89
BG		23	21	47	5	13	8	0	0	77
CZ		23	16	46	8	10	9	3	1	76
DK		22	13	58	0	2	8	11	3	75
DE		14	30	46	14	1	2	3	3	83
EE		20	9	54	8	20	10	3	3	77
IE		20	23	46	18	11	11	2	1	79
EL		19	12	59	12	21	24	3	0	81
ES		21	23	47	19	13	5	0	6	73
FR		15	6	71	5	2	7	2	3	82
HR		32	10	41	20	15	11	0	2	66
IT		17	24	47	23	8	8	3	2	81
CY		18	19	46	20	13	9	1	3	79
LV		21	4	53	15	8	4	2	5	74
LT		18	9	61	8	4	5	7	2	80
LU		14	13	57	14	4	14	3	5	81
HU		10	37	55	32	13	6	3	3	87
MT		12	19	56	8	4	13	4	0	88
NL		14	22	63	2	8	10	3	0	86
AT		13	15	46	22	22	13	8	3	84
PL		18	30	38	17	14	7	1	3	79
PT		32	17	30	8	10	2	8	5	63
RO		24	18	20	11	10	9	8	19	57
SI		17	11	60	15	8	1	1	3	80
SK		33	22	24	22	16	1	6	1	66
FI		22	22	62	8	5	7	3	0	78
SE		28	10	61	6	12	8	1	0	72
UK		21	9	47	7	8	21	2	5	74

QD12.3 What have you done in each of the situations you have personally experienced or been a victim of?
(MULTIPLE ANSWERS POSSIBLE)






























Cyber-attacks which prevent you from accessing online services like banking or public services (%)
(IF 'HAS PERSONALLY EXPERIENCED OR BEEN A VICTIM OF THE SITUATION', CODE 1 TO 3 IN QD10)

		Nothing	You contacted the police	You contacted the website/ vendor	You contacted your Internet service provider	You contacted a consumer protection organisation	You reported the situation through an official website or e-mail address (other than one belonging to the police)	Other (SPONTANEOUS)	Don't know	Total 'At least one action'
EU28		41	14	21	15	7	9	5	5	54
BE		16	25	46	29	12	13	2	4	80
BG		21	32	15	30	9	6	0	0	79
CZ		40	16	17	18	6	9	2	5	55
DK		58	9	8	11	0	4	9	6	36
DE		44	19	12	14	3	6	7	5	51
EE		52	7	11	11	0	17	7	1	47
IE		26	27	31	28	9	13	0	6	68
EL		60	11	25	11	11	15	0	0	40
ES		62	21	14	9	1	3	0	4	34
FR		41	7	22	15	5	9	9	4	55
HR		43	12	13	24	7	5	3	2	55
IT		28	20	13	24	12	14	3	5	67
CY		24	27	10	28	3	28	0	0	76
LV		44	5	8	22	7	7	6	9	47
LT		30	27	10	13	4	10	7	6	64
LU		26	17	20	16	3	12	16	5	69
HU		10	40	48	43	12	2	1	8	82
MT		0	56	14	14	0	9	35	0	100
NL		68	2	7	8	1	8	8	3	29
AT		24	16	29	18	11	11	13	5	71
PL		25	33	23	16	16	9	0	6	69
PT		37	17	22	12	0	3	11	10	53
RO		18	10	19	12	14	16	16	23	59
SI		21	26	23	30	6	11	9	2	77
SK		48	21	14	14	13	5	7	6	46
FI		68	5	12	9	1	8	3	1	31
SE		65	2	19	4	2	7	5	0	35
UK		40	9	31	13	9	11	1	3	57

QD12.4 What have you done in each of the situations you have personally experienced or been a victim of?
(MULTIPLE ANSWERS POSSIBLE)

Discovering malicious software (viruses, etc.) on your device (%)






























(IF 'HAS PERSONALLY EXPERIENCED OR BEEN A VICTIM OF THE SITUATION', CODE 1 TO 3 IN QD10)

		Nothing	You contacted the police	You contacted the website/ vendor	You contacted your Internet service provider	You contacted a consumer protection organisation	You reported the situation through an official website or e-mail address (other than one belonging to the police)	Other (SPONTANEOUS)	Don't know	Total 'At least one action'
EU28		42	5	12	15	4	7	20	3	55
BE		31	9	33	21	8	12	7	2	67
BG		24	4	6	41	4	4	21	6	70
CZ		49	3	8	18	6	9	12	2	49
DK		42	2	3	9	1	3	39	5	53
DE		50	4	10	12	3	2	21	3	47
EE		33	4	10	11	1	7	36	5	62
IE		35	7	21	27	8	13	5	3	62
EL		41	2	8	13	4	3	37	1	58
ES		45	8	7	9	3	4	28	3	52
FR		42	2	9	11	1	9	26	4	54
HR		47	3	9	20	3	11	18	2	51
IT		32	8	24	28	5	9	5	3	65
CY		32	15	10	24	8	5	18	1	67
LV		30	5	8	16	5	10	29	4	66
LT		46	3	11	11	1	2	23	5	49
LU		28	4	10	10	7	13	29	5	67
HU		25	19	27	31	8	3	16	2	73
MT		28	9	19	31	1	4	16	5	67
NL		43	1	3	12	2	6	36	1	56
AT		24	3	16	25	9	5	37	2	74
PL		30	12	23	21	8	13	13	6	64
PT		15	4	3	7	4	2	65	2	83
RO		35	13	8	12	11	15	10	12	53
SI		34	6	13	25	2	5	27	4	62
SK		31	7	7	36	5	5	15	5	64
FI		48	2	7	11	1	5	26	3	49
SE		46	3	4	7	2	7	35	0	54
UK		52	4	13	12	2	12	6	5	43

QD12.5 What have you done in each of the situations you have personally experienced or been a victim of?
(MULTIPLE ANSWERS POSSIBLE)

Identity theft (somebody stealing your personal data and impersonating you) (%)






























(IF 'HAS PERSONALLY EXPERIENCED OR BEEN A VICTIM OF THE SITUATION', CODE 1 TO 3 IN QD10)

		Nothing	You contacted the police	You contacted the website/ vendor	You contacted your Internet service provider	You contacted a consumer protection organisation	You reported the situation through an official website or e-mail address (other than one belonging to the police)	Other (SPONTANEOUS)	Don't know	Total 'At least one action'
EU28		24	34	23	16	8	11	6	5	71
BE		8	67	35	21	15	15	0	1	91
BG		14	38	23	20	10	7	5	0	86
CZ		30	26	16	18	13	7	2	0	70
DK		14	40	27	13	0	1	10	6	80
DE		37	29	20	12	1	4	9	0	63
EE		20	24	30	9	0	12	19	3	77
IE		18	30	29	26	13	6	1	8	74
EL		54	30	18	18	9	9	0	0	46
ES		34	45	10	7	0	6	7	9	57
FR		25	33	16	15	2	10	10	6	69
HR		27	39	15	20	4	3	0	2	71
IT		22	19	32	22	13	13	5	4	74
CY		20	49	9	9	5	16	0	0	80
LV		36	24	9	5	7	4	13	13	51
LT		30	33	10	11	0	0	8	5	65
LU		13	42	23	19	18	10	7	5	82
HU		9	43	41	43	9	0	4	3	88
MT		16	31	8	18	0	3	12	16	68
NL		36	30	10	10	8	4	10	0	64
AT		20	13	32	26	25	12	11	3	77
PL		12	39	24	23	13	12	3	5	83
PT		42	30	18	4	3	0	0	13	45
RO		20	19	12	7	16	10	18	22	58
SI		26	39	15	17	6	8	11	6	68
SK		44	23	15	22	2	0	0	6	50
FI		16	37	39	10	12	3	5	0	84
SE		19	45	25	4	8	14	4	9	72
UK		21	38	30	16	13	20	0	5	74

QD12.6 What have you done in each of the situations you have personally experienced or been a victim of?
(MULTIPLE ANSWERS POSSIBLE)

Accidentally encountering child pornography online (%)






























(IF 'HAS PERSONALLY EXPERIENCED OR BEEN A VICTIM OF THE SITUATION', CODE 1 TO 3 IN QD10)

		Nothing	You contacted the police	You contacted the website/ vendor	You contacted your Internet service provider	You contacted a consumer protection organisation	You reported the situation through an official website or e-mail address (other than one belonging to the police)	Other (SPONTANEOUS)	Don't know	Total 'At least one action'
EU28		41	22	16	12	8	10	6	6	53
BE		22	48	39	21	12	18	2	1	77
BG		24	24	14	15	8	11	9	6	70
CZ		55	22	13	5	14	4	3	2	43
DK		35	42	3	8	4	4	12	0	65
DE		74	12	8	2	4	3	0	0	26
EE		56	11	4	3	0	12	9	4	40
IE		40	18	28	32	9	6	3	7	53
EL		71	19	6	0	6	14	0	0	29
ES		40	34	11	3	1	9	7	7	53
FR		54	11	8	7	5	12	12	4	42
HR		46	28	18	16	8	5	0	1	53
IT		38	22	18	16	10	10	2	5	57
CY		46	36	7	0	7	5	0	0	54
LV		55	9	4	6	4	6	14	9	36
LT		36	40	5	5	0	0	5	5	59
LU		30	32	10	5	7	12	7	6	64
HU		14	38	52	32	10	1	0	6	80
MT		64	12	11	11	0	0	4	8	28
NL		60	10	6	9	2	11	6	3	37
AT		24	20	24	30	15	13	11	3	73
PL		9	32	33	24	18	8	4	7	84
PT		31	33	5	18	8	2	0	5	64
RO		32	17	14	12	13	15	8	18	50
SI		42	27	20	19	12	8	2	0	58
SK		48	13	12	26	4	1	0	5	47
FI		60	24	1	0	3	2	5	6	34
SE		65	13	12	8	5	7	0	1	34
UK		32	21	11	7	0	15	11	10	58

QD12.7 What have you done in each of the situations you have personally experienced or been a victim of?
(MULTIPLE ANSWERS POSSIBLE)

Accidentally encountering material which promotes racial hatred or religious extremism (%)






























(IF 'HAS PERSONALLY EXPERIENCED OR BEEN A VICTIM OF THE SITUATION', CODE 1 TO 3 IN QD10)

		Nothing	You contacted the police	You contacted the website/ vendor	You contacted your Internet service provider	You contacted a consumer protection organisation	You reported the situation through an official website or e-mail address (other than one belonging to the police)	Other (SPONTANEOUS)	Don't know	Total 'At least one action'
EU28		52	10	18	8	3	10	5	4	44
BE		41	26	27	10	8	15	2	3	56
BG		46	20	14	10	2	7	4	5	49
CZ		66	9	7	7	2	3	3	5	29
DK		62	5	14	1	0	10	9	1	37
DE		60	7	17	5	0	4	9	2	38
EE		74	2	5	1	0	6	9	3	23
IE		52	19	18	10	6	9	6	2	46
EL		55	5	7	13	13	24	1	0	45
ES		42	26	10	1	1	15	5	10	48
FR		51	9	17	4	1	16	5	2	47
HR		70	8	10	9	3	3	6	0	30
IT		51	11	16	14	7	7	2	7	42
CY		53	9	9	13	2	13	0	2	45
LV		72	2	10	3	2	8	5	2	26
LT		53	11	10	5	3	10	7	3	44
LU		48	14	11	4	1	17	5	5	47
HU		24	37	38	31	10	2	5	4	72
MT		65	14	6	6	1	6	4	6	29
NL		65	2	18	4	1	8	5	1	34
AT		48	8	20	12	11	7	9	4	48
PL		28	23	25	15	6	14	4	3	69
PT		35	20	14	7	3	13	11	4	61
RO		28	18	17	11	11	12	10	20	52
SI		52	7	11	15	3	14	8	2	46
SK		57	16	8	12	3	4	3	8	35
FI		64	7	14	7	0	4	2	4	32
SE		66	3	16	2	0	10	5	0	34
UK		50	3	24	11	4	12	1	5	45

QD12.8 What have you done in each of the situations you have personally experienced or been a victim of?
(MULTIPLE ANSWERS POSSIBLE)

Your social network or mail account being hacked (%)




























(IF 'HAS PERSONALLY EXPERIENCED OR BEEN A VICTIM OF THE SITUATION', CODE 1 TO 3 IN QD10)

		Nothing	You contacted the police	You contacted the website/ vendor	You contacted your Internet service provider	You contacted a consumer protection organisation	You reported the situation through an official website or e-mail address (other than one belonging to the police)	Other (SPONTANEOUS)	Don't know	Total 'At least one action'
EU28		28	12	28	18	6	11	8	5	67
BE		20	18	42	27	9	18	3	0	80
BG		20	13	17	35	4	13	11	3	77
CZ		42	9	21	24	4	9	5	0	58
DK		34	8	12	12	2	9	32	0	66
DE		27	13	36	13	0	5	12	1	72
EE		37	6	25	10	1	10	20	2	61
IE		31	13	38	23	8	11	0	3	66
EL		55	5	5	5	7	24	14	0	45
ES		29	27	15	12	0	10	8	6	65
FR		31	7	27	14	2	11	10	6	63
HR		30	16	15	28	7	10	2	1	69
IT		15	19	26	31	11	14	2	6	79
CY		28	26	20	26	3	7	8	1	71
LV		28	5	20	18	6	16	19	5	67
LT		38	7	21	2	5	13	14	2	60
LU		16	15	24	16	14	15	13	6	78
HU		20	27	43	31	10	7	3	4	76
MT		22	0	22	12	5	9	31	5	73
NL		33	3	20	11	1	9	30	1	66
AT		21	8	35	22	12	14	17	6	73
PL		13	30	27	22	23	8	6	6	81
PT		22	29	18	14	7	10	12	4	74
RO		31	11	13	6	8	13	11	22	47
SI		27	11	22	32	2	5	18	1	72
SK		42	18	14	18	12	8	4	3	55
FI		31	12	24	16	1	7	15	1	68
SE		39	7	29	6	3	10	15	0	61
UK		31	5	30	19	7	11	1	9	60

QD12.9 What have you done in each of the situations you have personally experienced or been a victim of?
(MULTIPLE ANSWERS POSSIBLE)

Being a victim of bank card or online banking fraud (%)






























(IF 'HAS PERSONALLY EXPERIENCED OR BEEN A VICTIM OF THE SITUATION', CODE 1 TO 3 IN QD10)

		Nothing	You contacted the police	You contacted the website/ vendor	You contacted your Internet service provider	You contacted a consumer protection organisation	You reported the situation through an official website or e-mail address (other than one belonging to the police)	Other (SPONTANEOUS)	Don't know	Total 'At least one action'
EU28		11	36	30	10	8	16	12	6	83
BE		10	56	39	20	8	15	1	4	86
BG		5	37	25	15	4	13	13	0	95
CZ		23	36	17	17	7	8	4	0	77
DK		10	22	24	1	5	13	37	4	86
DE		13	55	25	8	2	10	5	0	87
EE		15	17	11	17	0	17	23	0	85
IE		12	30	40	14	11	16	4	2	86
EL		44	52	24	13	0	28	13	0	56
ES		19	36	27	9	5	3	10	10	71
FR		8	47	22	4	3	10	31	2	90
HR		28	44	24	13	5	0	2	3	69
IT		12	38	21	24	13	17	2	9	79
CY		32	40	15	25	0	0	5	0	68
LV		19	20	18	21	7	1	9	13	68
LT		29	32	5	5	0	6	7	14	57
LU		5	44	20	7	8	19	20	3	92
HU		8	29	51	48	5	2	1	8	84
MT		7	17	31	6	15	8	11	11	82
NL		13	29	31	10	4	25	13	0	87
AT		12	12	32	20	24	19	15	9	79
PL		20	30	22	19	24	4	5	3	77
PT		32	34	13	10	14	3	0	8	60
RO		26	19	11	9	10	12	14	23	51
SI		19	22	20	40	10	7	2	0	81
SK		37	20	13	17	10	1	5	9	54
FI		9	45	32	18	5	2	9	0	91
SE		9	44	42	1	3	13	16	0	91
UK		3	23	45	2	10	31	5	10	87

QD12.10 What have you done in each of the situations you have personally experienced or been a victim of?
(MULTIPLE ANSWERS POSSIBLE)






























Being asked for a payment in return for getting back control of your device (%)

(IF 'HAS PERSONALLY EXPERIENCED OR BEEN A VICTIM OF THE SITUATION', CODE 1 TO 3 IN QD10)

		Nothing	You contacted the police	You contacted the website/ vendor	You contacted your internet service provider	You contacted a consumer protection organisation	You reported the situation through an official website or e-mail address (other than one belonging to the police)	Other (SPONTANEOUS)	Don't know	Total 'At least one action'
EU28		38	18	14	12	8	7	12	5	57
BE		23	29	34	21	9	21	2	2	75
BG		20	33	14	17	6	8	12	10	70
CZ		57	15	9	6	2	2	7	3	40
DK		33	25	0	8	10	4	23	4	63
DE		52	12	12	5	2	3	16	1	47
EE		42	3	22	2	9	12	11	10	48
IE		33	30	19	25	7	9	4	4	63
EL		53	8	7	17	7	10	24	0	47
ES		37	28	2	14	0	2	10	9	54
FR		45	8	10	7	5	8	16	7	48
HR		34	34	19	14	4	2	5	2	64
IT		23	29	22	19	20	12	2	7	70
CY		28	36	12	12	11	7	8	0	72
LV		33	18	12	6	2	0	22	9	58
LT		30	37	4	12	0	0	12	9	61
LU		34	24	6	9	12	15	9	5	61
HU		8	35	43	45	9	2	8	4	88
MT		43	42	4	0	0	0	0	14	43
NL		47	16	4	4	3	5	24	2	51
AT		22	13	25	18	21	15	13	6	72
PL		17	32	21	28	17	10	0	7	76
PT		32	29	19	14	7	2	2	4	64
RO		34	6	14	5	7	8	16	25	41
SI		47	9	19	12	0	11	10	0	53
SK		36	22	9	14	6	2	9	10	54
FI		48	14	9	4	0	2	20	4	48
SE		48	16	10	11	11	5	13	0	52
UK		33	16	9	10	16	5	12	9	58

QD13.1 Regardless of whether or not, you have previously been a cybercrime victim, what would you do if you experienced or were a victim of the following situations? You would:
(MULTIPLE ANSWERS POSSIBLE)






























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

		Do nothing	Contact the police	Contact the website/ vendor	Contact your Internet service provider	Contact a consumer protection organisation	Report the situation through an official website or e-mail address	Other (SPONTANEOUS)	Don't know	Total 'At least one action'
EU28		25	39	12	11	7	9	6	11	64
BE		17	40	32	16	8	14	4	4	79
BG		13	42	6	14	5	6	6	22	65
CZ		26	29	8	13	3	6	9	15	59
DK		38	25	6	5	3	6	20	7	55
DE		27	45	8	8	6	4	6	7	66
EE		28	36	5	6	4	8	10	15	57
IE		24	35	22	20	6	10	4	10	66
EL		18	38	9	14	8	9	11	19	63
ES		22	41	9	7	5	9	6	14	64
FR		26	28	13	14	7	12	7	11	63
HR		29	31	10	16	7	9	7	12	59
IT		17	50	15	10	8	7	4	12	71
CY		14	58	7	12	6	5	5	15	71
LV		16	41	13	13	6	7	7	13	71
LT		18	52	5	6	5	5	5	16	66
LU		24	38	11	9	7	13	10	12	64
HU		13	53	16	14	4	3	5	12	75
MT		29	35	6	9	3	2	12	17	54
NL		34	28	16	9	9	22	6	2	64
AT		29	35	13	12	15	9	9	7	64
PL		19	50	11	7	4	5	4	15	66
PT		20	38	12	13	7	6	5	24	56
RO		16	39	12	10	11	7	8	18	66
SI		21	37	7	13	4	9	8	16	63
SK		16	30	11	15	9	6	8	23	61
FI		33	37	15	9	3	9	5	8	59
SE		44	36	10	5	5	9	7	3	53
UK		34	25	17	12	7	16	3	9	57

QD13R.1 Regardless of whether or not, you have previously been a cybercrime victim, what would you do if you experienced or were a victim of the following situations? You would:
(MULTIPLE ANSWERS POSSIBLE)

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






























(IF 'USE THE INTERNET', CODE 1 TO 5 IN D62.1, D62.2, D62.3 OR D62.4)

		Do nothing		Contact the police		Contact the website/ vendor		Contact your Internet service provider	
		Oct.-Nov. 2018	Diff. Oct.-Nov. 2018 - June 2017	Oct.-Nov. 2018	Diff. Oct.-Nov. 2018 - June 2017	Oct.-Nov. 2018	Diff. Oct.-Nov. 2018 - June 2017	Oct.-Nov. 2018	Diff. Oct.-Nov. 2018 - June 2017
EU28		27	9	40	-13	14	-1	12	-4
BE		17	0	42	-12	34	11	17	0
BG		15	10	43	-26	9	0	19	1
CZ		28	14	31	-13	10	-7	15	-5
DK		39	10	25	-13	6	-4	6	-5
DE		29	4	45	-11	9	0	9	-3
EE		33	4	39	0	6	-2	7	-3
IE		26	11	35	-12	25	11	22	-1
EL		23	13	41	-21	12	-4	19	0
ES		24	7	45	-17	11	0	9	-1
FR		28	9	29	-12	15	-2	16	-7
HR		35	25	31	-32	12	0	20	-2
IT		19	13	53	-16	19	5	12	-5
CY		17	9	63	-6	9	1	16	6
LV		18	0	43	-9	16	6	15	5
LT		23	8	56	-12	7	-3	8	-4
LU		26	9	41	-13	12	-2	10	-9
HU		14	9	56	-12	20	7	17	-1
MT		35	20	42	-25	9	0	11	0
NL		34	6	28	-1	17	-6	9	-5
AT		29	13	35	-16	14	-8	14	-2
PL		21	14	55	-11	14	-5	10	-1
PT		22	1	43	-15	16	3	18	1
RO		17	5	45	-13	11	0	11	3
SI		22	7	42	-16	9	-3	17	-2
SK		18	9	33	-16	15	-6	20	0
FI		35	13	38	-18	16	3	10	-1
SE		44	5	36	-5	11	3	5	-2
UK		36	10	23	-14	19	-4	13	-9

QD13R.1 Regardless of whether or not, you have previously been a cybercrime victim, what would you do if you experienced or were a victim of the following situations? You would:
(MULTIPLE ANSWERS POSSIBLE)

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






























(IF 'USE THE INTERNET', CODE 1 TO 5 IN D62.1, D62.2, D62.3 OR D62.4)

		Contact a consumer protection organisation		Report the situation through an official website or e-mail address		Other (SPONTANEOUS)		Don't know	Total 'At least one action'	
		Oct.-Nov. 2018	Diff. Oct.-Nov. 2018 - June 2017	Oct.-Nov. 2018	Diff. Oct.-Nov. 2018 - June 2017	Oct.-Nov. 2018	Diff. Oct.-Nov. 2018 - June 2017		Oct.-Nov. 2018	Diff. Oct.-Nov. 2018 - June 2017
EU28		7	0	11	11	5	-2	5	68	-10
BE		9	-1	15	15	2	-5	2	81	1
BG		6	-3	8	8	4	-1	14	71	-14
CZ		4	-2	7	7	8	-1	9	63	-19
DK		3	1	6	6	21	7	5	56	-11
DE		7	0	5	5	5	-8	3	68	-5
EE		5	3	10	10	9	0	7	60	-1
IE		7	0	11	11	3	-2	6	68	-10
EL		11	2	13	13	13	2	4	73	-15
ES		6	1	12	12	5	1	5	71	-8
FR		8	-1	14	14	6	-2	6	66	-12
HR		9	5	11	11	6	0	4	61	-26
IT		9	-1	8	8	2	-2	5	76	-14
CY		7	-3	6	6	5	1	5	78	-12
LV		7	5	8	8	6	-1	6	76	2
LT		7	0	6	6	3	0	6	71	-12
LU		8	3	14	14	9	-2	6	68	-12
HU		5	-1	4	4	4	2	6	80	-9
MT		5	-1	2	2	8	1	7	58	-23
NL		9	2	22	22	6	-5	2	64	-5
AT		17	5	10	10	9	4	5	66	-14
PL		5	-1	6	6	3	1	6	73	-14
PT		10	5	8	8	6	-1	13	65	-10
RO		10	2	9	9	8	4	10	73	-6
SI		5	1	12	12	7	-2	7	71	-12
SK		11	5	7	7	7	2	12	70	-10
FI		4	0	10	10	4	-1	3	62	-13
SE		5	2	10	10	7	-2	2	54	-2
UK		7	0	18	18	3	-5	7	57	-13

QD13.2 Regardless of whether or not, you have previously been a cybercrime victim, what would you do if you experienced or were a victim of the following situations? You would:






























(MULTIPLE ANSWERS POSSIBLE)

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

		Do nothing	Contact the police	Contact the website/ vendor	Contact your Internet service provider	Contact a consumer protection organisation	Report the situation through an official website or e-mail address	Other (SPONTANEOUS)	Don't know	Total 'At least one action'
EU28		7	39	36	10	13	7	5	11	82
BE		7	35	56	13	14	11	5	4	89
BG		6	24	30	8	14	6	5	24	70
CZ		8	35	39	8	15	4	6	11	81
DK		6	36	49	4	13	9	11	8	86
DE		8	58	22	9	8	3	4	8	84
EE		4	24	37	7	29	5	7	16	80
IE		7	34	42	18	15	9	3	11	82
EL		4	39	35	11	27	8	6	15	81
ES		5	42	30	8	10	8	6	13	82
FR		5	20	53	9	12	7	6	12	83
HR		12	23	36	16	20	10	7	12	76
IT		4	51	26	12	13	7	3	10	86
CY		4	49	25	16	16	4	1	13	83
LV		6	22	33	16	18	4	5	16	78
LT		5	33	31	7	12	6	5	20	75
LU		6	21	54	8	16	9	4	13	81
HU		3	53	26	13	15	3	3	11	86
MT		6	28	34	12	10	6	11	17	77
NL		5	36	60	5	18	12	6	4	91
AT		11	39	33	13	32	8	6	6	83
PL		8	52	23	10	6	4	4	12	80
PT		4	43	35	11	10	6	3	19	77
RO		12	38	19	11	15	7	7	18	70
SI		12	19	43	10	12	6	5	14	74
SK		10	32	24	11	14	4	5	20	70
FI		7	44	46	6	17	5	3	8	85
SE		7	36	60	4	24	11	3	4	89
UK		9	20	50	9	13	14	5	9	82






























QD13R.2 Regardless of whether or not, you have previously been a cybercrime victim, what would you do if you experienced or were a victim of the following situations? You would:
(MULTIPLE ANSWERS POSSIBLE)

Online fraud where goods purchased are not delivered, are counterfeit or are not as advertised (%)
(IF 'USE THE INTERNET', CODE 1 TO 5 IN D62.1, D62.2, D62.3 OR D62.4)

		Do nothing		Contact the police		Contact the website/ vendor		Contact your Internet service provider	
		Oct.-Nov. 2018	Diff. Oct.-Nov. 2018 - June 2017	Oct.-Nov. 2018	Diff. Oct.-Nov. 2018 - June 2017	Oct.-Nov. 2018	Diff. Oct.-Nov. 2018 - June 2017	Oct.-Nov. 2018	Diff. Oct.-Nov. 2018 - June 2017
EU28		6	2	41	-11	42	2	11	0
BE		7	4	35	-8	60	7	14	5
BG		7	4	25	-17	40	9	12	2
CZ		8	5	37	-8	45	6	9	-1
DK		6	4	37	-3	52	-8	4	2
DE		8	5	61	-8	25	-14	10	-4
EE		4	-2	25	-2	44	12	8	0
IE		8	4	35	-10	46	17	20	4
EL		4	1	38	-20	48	13	15	5
ES		5	1	45	-18	37	12	10	-1
FR		4	-1	21	-11	60	6	9	-3
HR		14	11	24	-26	43	7	18	2
IT		3	2	54	-12	32	9	14	3
CY		4	0	51	-4	32	4	20	8
LV		6	-2	23	-9	39	8	19	13
LT		5	0	36	-12	41	8	9	-3
LU		6	3	22	-15	59	1	9	1
HU		2	-3	55	-2	34	13	17	3
MT		6	0	32	-17	45	5	15	9
NL		5	0	36	-9	61	10	5	0
AT		9	5	39	-11	38	-1	15	2
PL		8	6	57	-3	30	-2	13	1
PT		2	-3	48	-13	48	16	15	3
RO		13	5	43	-11	24	5	11	3
SI		11	4	20	-18	52	8	13	4
SK		10	5	36	-20	29	12	14	1
FI		7	5	47	-11	51	6	7	2
SE		6	4	36	-12	62	3	4	1
UK		9	4	20	-17	54	0	10	-2

QD13R.2 Regardless of whether or not, you have previously been a cybercrime victim, what would you do if you experienced or were a victim of the following situations? You would:
(MULTIPLE ANSWERS POSSIBLE)






























Online fraud where goods purchased are not delivered, are counterfeit or are not as advertised (%)
(IF 'USE THE INTERNET', CODE 1 TO 5 IN D62.1, D62.2, D62.3 OR D62.4)

		Contact a consumer protection organisation		Report the situation through an official website or e-mail address		Other (SPONTANEOUS)		Don't know	Total 'At least one action'	
		Oct.-Nov. 2018	Diff. Oct.-Nov. 2018 - June 2017	Oct.-Nov. 2018	Diff. Oct.-Nov. 2018 - June 2017	Oct.-Nov. 2018	Diff. Oct.-Nov. 2018 - June 2017		Oct.-Nov. 2018	Diff. Oct.-Nov. 2018 - June 2017
EU28		14	-2	9	9	3	-2	5	89	-4
BE		14	-5	12	12	3	0	2	91	-3
BG		18	-11	8	8	3	-2	10	83	-5
CZ		17	-2	5	5	4	-1	4	88	-6
DK		13	-1	9	9	10	-1	5	89	-7
DE		9	-3	3	3	3	-7	3	89	-6
EE		35	2	6	6	6	0	7	89	3
IE		16	-2	10	10	2	-3	6	86	-4
EL		36	13	12	12	8	1	2	94	-2
ES		11	0	10	10	4	1	4	91	-2
FR		12	-5	8	8	5	0	6	90	-2
HR		24	5	12	12	5	-1	3	83	-10
IT		16	-5	9	9	1	-1	4	93	-3
CY		20	0	5	5	1	-3	3	93	-3
LV		19	-3	5	5	3	-4	8	86	2
LT		16	-5	7	7	3	-3	7	88	-5
LU		17	7	11	11	3	-4	8	86	-7
HU		17	0	4	4	2	-1	5	93	3
MT		12	1	8	8	6	-1	5	89	1
NL		18	4	12	12	6	2	3	92	1
AT		35	12	10	10	5	1	3	88	-5
PL		8	-4	6	6	3	1	3	89	-5
PT		13	6	8	8	3	1	5	93	4
RO		17	3	10	10	6	2	9	78	-5
SI		14	-4	7	7	4	-4	5	84	-7
SK		17	4	5	5	4	-1	9	81	-4
FI		19	-3	5	5	2	-1	3	90	-6
SE		25	1	11	11	3	-1	3	91	-3
UK		15	-2	16	16	3	-3	7	84	-8

QD13.3 Regardless of whether or not, you have previously been a cybercrime victim, what would you do if you experienced or were a victim of the following situations? You would:






























(MULTIPLE ANSWERS POSSIBLE)

Cyber-attacks which prevent you from accessing online services like banking or public services (%)

		Do nothing	Contact the police	Contact the website/ vendor	Contact your Internet service provider	Contact a consumer protection organisation	Report the situation through an official website or e-mail address	Other (SPONTANEOUS)	Don't know	Total 'At least one action'
EU28		11	38	21	18	7	10	6	13	76
BE		8	40	40	23	11	15	5	4	88
BG		6	32	9	22	8	7	5	29	65
CZ		10	39	14	21	5	7	8	15	75
DK		17	20	20	22	5	7	18	9	74
DE		11	50	18	15	5	4	6	10	79
EE		14	27	14	22	3	9	9	17	69
IE		7	40	31	28	11	12	3	12	81
EL		7	42	12	18	15	12	8	22	71
ES		12	41	20	11	6	9	6	14	74
FR		15	22	26	15	5	12	9	13	72
HR		15	30	15	28	8	11	7	12	73
IT		3	52	21	20	9	10	4	12	85
CY		5	63	12	17	5	3	2	16	79
LV		10	22	25	22	4	6	7	17	73
LT		5	39	14	20	6	5	5	24	71
LU		9	26	29	22	8	14	11	14	77
HU		6	51	24	22	6	5	4	11	83
MT		2	39	18	15	6	11	14	18	80
NL		21	25	21	23	10	19	8	3	76
AT		15	31	24	24	18	13	11	10	75
PL		9	53	14	13	6	6	5	15	76
PT		8	39	16	14	10	6	6	29	63
RO		12	35	12	15	13	10	8	20	68
SI		14	30	16	22	5	10	6	16	70
SK		10	35	13	19	8	7	6	22	68
FI		29	17	22	24	3	9	3	10	61
SE		16	30	37	22	4	13	6	5	79
UK		14	22	28	22	8	16	5	11	75






























QD13R.3 Regardless of whether or not, you have previously been a cybercrime victim, what would you do if you experienced or were a victim of the following situations? You would:
(MULTIPLE ANSWERS POSSIBLE)

Cyber-attacks which prevent you from accessing online services like banking or public services (%)
(IF 'USE THE INTERNET', CODE 1 TO 5 IN D62.1, D62.2, D62.3 OR D62.4)

		Do nothing		Contact the police		Contact the website/ vendor		Contact your Internet service provider	
		Oct.-Nov. 2018	Diff. Oct.-Nov. 2018 - June 2017	Oct.-Nov. 2018	Diff. Oct.-Nov. 2018 - June 2017	Oct.-Nov. 2018	Diff. Oct.-Nov. 2018 - June 2017	Oct.-Nov. 2018	Diff. Oct.-Nov. 2018 - June 2017
EU28		12	4	40	0	25	-1	21	-4
BE		8	-1	42	5	42	5	25	-1
BG		7	2	36	-2	13	-2	30	-1
CZ		10	5	43	8	15	-12	24	-5
DK		17	11	20	-1	21	-7	23	-9
DE		11	2	52	2	20	-1	18	-7
EE		16	3	29	13	17	-2	26	-15
IE		8	0	42	9	34	9	30	-1
EL		8	1	48	0	17	-8	24	-1
ES		13	4	45	-7	25	6	14	-8
FR		15	5	22	-7	30	4	17	-9
HR		17	12	31	-12	18	-3	33	-4
IT		3	2	57	0	26	6	24	1
CY		6	3	68	15	15	-2	21	-3
LV		11	3	24	-4	30	5	25	4
LT		6	-2	43	3	18	-6	27	-10
LU		9	0	28	-6	32	6	23	-2
HU		5	0	53	2	31	12	28	1
MT		3	0	44	-6	25	5	20	1
NL		21	5	25	13	21	-22	23	-4
AT		13	6	32	-1	28	-10	28	-1
PL		8	6	58	8	18	-11	17	-6
PT		8	-2	41	-6	23	4	19	-5
RO		13	4	42	1	13	-6	16	-5
SI		12	7	33	-15	20	-6	28	-3
SK		11	6	39	-10	16	-8	24	2
FI		31	13	18	-9	24	-7	26	0
SE		16	4	30	11	39	-3	23	-3
UK		14	3	22	-4	31	-4	23	-5

QD13R.3 Regardless of whether or not, you have previously been a cybercrime victim, what would you do if you experienced or were a victim of the following situations? You would:
(MULTIPLE ANSWERS POSSIBLE)






























Cyber-attacks which prevent you from accessing online services like banking or public services (%)
(IF 'USE THE INTERNET', CODE 1 TO 5 IN D62.1, D62.2, D62.3 OR D62.4)

		Contact a consumer protection organisation		Report the situation through an official website or e-mail address		Other (SPONTANEOUS)		Don't know	Total 'At least one action'	
		Oct.-Nov. 2018	Diff. Oct.-Nov. 2018 - June 2017	Oct.-Nov. 2018	Diff. Oct.-Nov. 2018 - June 2017	Oct.-Nov. 2018	Diff. Oct.-Nov. 2018 - June 2017		Oct.-Nov. 2018	Diff. Oct.-Nov. 2018 - June 2017
EU28		8	2	11	11	5	-7	6	82	-4
BE		12	2	16	16	3	-10	1	91	2
BG		10	0	9	9	3	-6	16	77	-5
CZ		6	2	8	8	6	-6	9	81	-9
DK		5	2	8	8	18	-4	6	77	-13
DE		6	-1	4	4	5	-13	5	84	-2
EE		4	3	10	10	8	-4	8	76	-1
IE		12	5	13	13	2	-9	6	86	0
EL		20	14	18	18	9	-4	6	86	-3
ES		7	3	11	11	4	-1	5	82	-3
FR		5	0	13	13	8	-6	8	77	-5
HR		10	6	13	13	5	-8	4	79	-13
IT		11	1	12	12	2	-8	5	92	-2
CY		7	-3	3	3	2	-5	6	88	-8
LV		4	1	7	7	6	-10	9	80	-3
LT		8	3	7	7	4	-4	11	83	-7
LU		9	6	15	15	10	-12	9	82	-1
HU		7	0	6	6	4	-3	4	91	1
MT		7	3	14	14	10	-6	7	90	0
NL		10	6	19	19	8	-2	3	76	-4
AT		20	10	15	15	11	5	6	81	-7
PL		7	3	8	8	4	0	6	86	-7
PT		13	7	9	9	7	-8	19	73	-10
RO		12	7	12	12	7	1	11	76	-4
SI		7	4	13	13	5	-8	6	82	-11
SK		9	4	8	8	6	0	11	78	-6
FI		4	1	10	10	2	-3	5	64	-14
SE		4	3	13	13	6	-8	3	81	-3
UK		9	2	18	18	4	-9	8	78	-4

QD13.4 Regardless of whether or not, you have previously been a cybercrime victim, what would you do if you experienced or were a victim of the following situations? You would:

(MULTIPLE ANSWERS POSSIBLE)






























Discovering malicious software (viruses, etc.) on your device (%)

		Do nothing	Contact the police	Contact the website/ vendor	Contact your Internet service provider	Contact a consumer protection organisation	Report the situation through an official website or e-mail address	Other (SPONTANEOUS)	Don't know	Total 'At least one action'
EU28		19	20	15	22	6	9	14	13	68
BE		15	17	36	31	7	15	8	5	80
BG		10	15	8	32	3	6	10	28	62
CZ		21	10	9	28	4	7	18	14	65
DK		21	8	8	21	2	5	37	8	71
DE		26	23	14	21	5	3	13	10	64
EE		12	9	8	18	2	6	33	19	69
IE		11	24	27	32	11	13	6	12	77
EL		19	12	10	20	7	8	20	24	57
ES		16	25	9	14	5	7	20	15	69
FR		21	8	11	18	5	12	21	14	65
HR		25	13	10	27	5	11	14	13	62
IT		8	32	25	29	8	10	5	12	80
CY		11	35	13	29	5	5	8	17	72
LV		13	11	14	20	4	6	22	18	69
LT		12	13	6	22	6	4	20	26	62
LU		15	7	15	22	7	16	23	14	71
HU		9	33	21	28	6	6	9	12	79
MT		10	21	14	27	3	6	16	19	71
NL		22	6	9	28	3	12	31	4	74
AT		23	13	14	20	12	6	27	8	69
PL		17	33	11	16	4	5	11	16	67
PT		7	30	13	15	9	6	22	21	72
RO		17	25	12	16	12	10	8	21	62
SI		21	14	9	24	4	9	18	16	63
SK		16	13	12	23	5	7	10	25	59
FI		27	5	12	24	3	8	21	11	62
SE		25	7	12	24	3	9	30	6	69
UK		26	10	17	24	7	15	7	13	61

QD13R.4 Regardless of whether or not, you have previously been a cybercrime victim, what would you do if you experienced or were a victim of the following situations? You would:
(MULTIPLE ANSWERS POSSIBLE)

Discovering malicious software (viruses, etc.) on your device (%)






























(IF 'USE THE INTERNET', CODE 1 TO 5 IN D62.1, D62.2, D62.3 OR D62.4)

		Do nothing		Contact the police		Contact the website/ vendor		Contact your Internet service provider	
		Oct.-Nov. 2018	Diff. Oct.-Nov. 2018 - June 2017	Oct.-Nov. 2018	Diff. Oct.-Nov. 2018 - June 2017	Oct.-Nov. 2018	Diff. Oct.-Nov. 2018 - June 2017	Oct.-Nov. 2018	Diff. Oct.-Nov. 2018 - June 2017
EU28		21	5	19	-6	17	1	25	-4
BE		16	4	16	-10	38	11	33	1
BG		12	6	15	-12	11	1	44	3
CZ		23	11	10	-4	11	-3	31	-6
DK		22	5	8	1	8	-3	22	-8
DE		29	10	24	0	16	6	23	-1
EE		14	-7	9	2	9	0	21	-3
IE		12	1	24	-3	29	7	36	-1
EL		23	10	12	-12	14	-5	26	2
ES		18	3	27	-4	11	-3	18	-2
FR		23	-1	8	-7	13	-3	20	-11
HR		30	15	14	-19	13	0	32	5
IT		8	4	33	-13	30	17	35	4
CY		13	8	35	-9	16	-3	36	9
LV		15	0	11	-6	17	1	23	0
LT		15	-3	14	-9	7	-12	27	-2
LU		16	-8	8	-1	16	-3	23	-5
HU		10	1	33	3	26	6	33	2
MT		11	-2	23	-14	18	3	35	8
NL		22	-3	6	1	9	-7	28	-4
AT		22	4	13	-6	16	-7	22	-5
PL		18	11	33	-4	13	-9	21	-5
PT		7	-2	31	-1	18	1	21	-3
RO		21	5	28	-2	14	-5	18	-1
SI		20	2	15	-12	11	-1	30	-1
SK		18	7	12	-18	15	-7	30	1
FI		29	1	5	-6	13	-1	26	-6
SE		26	2	7	-2	12	0	25	-3
UK		27	12	10	-8	19	-4	26	-11

QD13R.4 Regardless of whether or not, you have previously been a cybercrime victim, what would you do if you experienced or were a victim of the following situations? You would:
(MULTIPLE ANSWERS POSSIBLE)






























Discovering malicious software (viruses, etc.) on your device (%)

(IF 'USE THE INTERNET', CODE 1 TO 5 IN D62.1, D62.2, D62.3 OR D62.4)

		Contact a consumer protection organisation		Report the situation through an official website or e-mail address		Other (SPONTANEOUS)		Don't know	Total 'At least one action'	
		Oct.-Nov. 2018	Diff. Oct.-Nov. 2018 - June 2017	Oct.-Nov. 2018	Diff. Oct.-Nov. 2018 - June 2017	Oct.-Nov. 2018	Diff. Oct.-Nov. 2018 - June 2017		Oct.-Nov. 2018	Diff. Oct.-Nov. 2018 - June 2017
EU28		6	1	10	10	15	-5	6	73	-6
BE		7	-2	17	17	6	-13	2	82	-3
BG		4	-3	8	8	9	-9	13	75	-11
CZ		4	0	8	8	18	-8	7	70	-13
DK		2	-1	5	5	39	5	5	73	-4
DE		5	-1	3	3	13	-22	4	67	-10
EE		2	1	7	7	36	0	9	77	7
IE		11	4	15	15	6	-1	6	82	0
EL		8	3	11	11	28	-4	5	72	-13
ES		6	3	9	9	20	-3	6	76	-4
FR		5	1	13	13	21	5	8	69	2
HR		6	3	13	13	12	-8	3	67	-13
IT		9	-1	12	12	3	-8	5	87	-6
CY		7	0	7	7	9	0	5	82	-11
LV		4	2	7	7	24	-2	9	76	-1
LT		7	2	5	5	23	4	11	74	-5
LU		7	4	18	18	24	3	9	75	6
HU		8	2	8	8	11	-3	4	86	1
MT		3	1	8	8	13	-1	8	81	-1
NL		3	1	12	12	31	5	3	75	3
AT		12	4	7	7	29	11	5	73	-5
PL		5	0	7	7	11	1	7	75	-13
PT		12	9	8	8	30	4	6	87	1
RO		11	7	13	13	6	-3	12	67	-5
SI		5	3	11	11	20	0	6	74	-7
SK		6	2	9	9	11	1	15	67	-12
FI		3	2	9	9	22	5	5	66	-2
SE		3	2	9	9	31	1	4	70	0
UK		8	3	17	17	5	-11	10	63	-15

QD13.5 Regardless of whether or not, you have previously been a cybercrime victim, what would you do if you experienced or were a victim of the following situations? You would:
(MULTIPLE ANSWERS POSSIBLE)






























Identity theft (somebody stealing your personal data and impersonating you) (%)

		Do nothing	Contact the police	Contact the website/ vendor	Contact your Internet service provider	Contact a consumer protection organisation	Report the situation through an official website or e-mail address	Other (SPONTANEOUS)	Don't know	Total 'At least one action'
EU28		4	75	10	9	6	7	4	9	87
BE		3	80	26	12	6	9	3	3	94
BG		3	66	4	8	6	4	5	17	80
CZ		5	73	8	10	4	5	4	9	86
DK		3	82	6	8	6	5	11	5	92
DE		6	78	12	9	4	3	4	6	88
EE		3	78	3	4	3	6	5	12	85
IE		4	68	22	22	10	9	2	10	86
EL		1	76	9	12	9	9	7	13	86
ES		3	76	4	4	3	6	4	12	85
FR		2	80	7	7	5	7	4	9	89
HR		7	71	8	17	5	6	2	8	85
IT		2	78	10	8	7	8	3	8	90
CY		1	83	6	13	3	3	2	11	88
LV		3	71	7	9	3	3	6	11	86
LT		2	78	2	5	3	3	3	14	84
LU		2	77	10	7	6	13	7	11	87
HU		2	81	14	11	3	2	2	7	91
MT		3	65	7	11	6	5	9	17	80
NL		2	88	6	10	9	12	6	2	96
AT		6	67	18	18	22	12	6	6	88
PL		7	71	9	7	4	4	4	11	82
PT		3	73	11	11	11	5	4	14	83
RO		11	50	9	11	12	7	6	15	74
SI		7	70	4	9	3	8	4	12	81
SK		8	57	7	11	7	4	6	17	75
FI		3	84	10	8	4	5	3	7	90
SE		2	88	14	8	7	9	5	3	95
UK		7	69	15	11	10	13	3	9	84

QD13R.5 Regardless of whether or not, you have previously been a cybercrime victim, what would you do if you experienced or were a victim of the following situations? You would:
(MULTIPLE ANSWERS POSSIBLE)

Identity theft (somebody stealing your personal data and impersonating you) (%)






























(IF 'USE THE INTERNET', CODE 1 TO 5 IN D62.1, D62.2, D62.3 OR D62.4)

		Do nothing		Contact the police		Contact the website/ vendor		Contact your Internet service provider	
		Oct.-Nov. 2018	Diff. Oct.-Nov. 2018 - June 2017	Oct.-Nov. 2018	Diff. Oct.-Nov. 2018 - June 2017	Oct.-Nov. 2018	Diff. Oct.-Nov. 2018 - June 2017	Oct.-Nov. 2018	Diff. Oct.-Nov. 2018 - June 2017
EU28		4	2	81	-4	12	0	10	-1
BE		2	1	83	-5	28	13	13	0
BG		3	1	73	-9	6	1	11	2
CZ		5	3	78	2	9	-2	11	-1
DK		3	2	85	-8	6	-1	8	1
DE		6	3	82	-3	14	-1	11	-5
EE		3	-1	86	4	4	-4	5	-2
IE		4	0	71	-1	25	11	24	6
EL		0	-2	84	-3	12	0	17	7
ES		3	2	85	-7	6	1	4	-2
FR		2	-1	86	-2	8	-3	8	-3
HR		8	7	77	-11	10	0	21	7
IT		1	-1	84	1	12	4	9	-3
CY		1	-2	92	5	7	1	16	11
LV		4	0	77	-1	9	0	10	5
LT		2	-1	87	-2	3	-3	7	-1
LU		2	-1	81	-7	11	0	8	-1
HU		2	-2	85	3	17	8	13	4
MT		3	-2	79	-5	9	-2	14	8
NL		2	1	88	-2	6	-2	10	1
AT		4	1	71	3	20	-5	21	1
PL		6	5	79	-1	12	-1	9	-1
PT		2	0	83	-5	15	5	15	3
RO		12	5	58	-14	10	3	10	5
SI		6	3	79	-8	5	-4	11	1
SK		8	4	65	-2	8	-5	14	1
FI		3	3	90	-2	11	1	9	-1
SE		2	1	90	-3	15	2	8	-1
UK		6	4	72	-15	16	1	12	1

QD13R.5 Regardless of whether or not, you have previously been a cybercrime victim, what would you do if you experienced or were a victim of the following situations? You would:
(MULTIPLE ANSWERS POSSIBLE)






























Identity theft (somebody stealing your personal data and impersonating you) (%)

(IF 'USE THE INTERNET', CODE 1 TO 5 IN D62.1, D62.2, D62.3 OR D62.4)

		Contact a consumer protection organisation		Report the situation through an official website or e-mail address		Other (SPONTANEOUS)		Don't know	Total 'At least one action'	
		Oct.-Nov. 2018	Diff. Oct.-Nov. 2018 - June 2017	Oct.-Nov. 2018	Diff. Oct.-Nov. 2018 - June 2017	Oct.-Nov. 2018	Diff. Oct.-Nov. 2018 - June 2017		Oct.-Nov. 2018	Diff. Oct.-Nov. 2018 - June 2017
EU28		7	1	8	8	3	-3	4	92	-3
BE		7	0	10	10	2	-1	2	96	-1
BG		7	-2	6	6	4	0	8	89	-1
CZ		4	0	6	6	3	-3	4	91	-4
DK		6	4	5	5	10	0	3	94	-3
DE		4	-4	4	4	3	-8	2	92	-3
EE		3	2	7	7	4	-1	4	93	1
IE		11	6	10	10	2	-2	5	91	0
EL		13	7	13	13	8	0	2	98	1
ES		4	2	8	8	2	0	3	94	-3
FR		5	-1	8	8	3	-1	4	94	-1
HR		6	3	8	8	1	-2	1	91	-5
IT		9	-1	9	9	1	-1	3	96	0
CY		4	-4	4	4	1	-3	1	98	1
LV		4	1	4	4	5	0	4	92	2
LT		4	-2	4	4	2	0	5	93	-2
LU		7	4	14	14	6	-2	6	92	-3
HU		4	0	3	3	2	0	2	96	4
MT		7	5	7	7	4	-3	7	90	-1
NL		9	4	12	12	5	-1	2	96	-1
AT		24	13	14	14	6	2	3	93	-1
PL		6	1	6	6	3	1	3	91	-4
PT		15	11	8	8	4	2	4	94	-1
RO		13	7	10	10	5	1	7	81	-5
SI		3	0	10	10	4	-2	3	91	-4
SK		8	3	5	5	4	0	7	85	-1
FI		5	-1	6	6	2	-2	2	95	-3
SE		7	2	9	9	5	-6	1	97	-1
UK		11	5	14	14	2	-6	7	87	-9

QD13.6 Regardless of whether or not, you have previously been a cybercrime victim, what would you do if you experienced or were a victim of the following situations? You would:
(MULTIPLE ANSWERS POSSIBLE)






























Accidentally encountering child pornography online (%)

		Do nothing	Contact the police	Contact the website/ vendor	Contact your Internet service provider	Contact a consumer protection organisation	Report the situation through an official website or e-mail address	Other (SPONTANEOUS)	Don't know	Total 'At least one action'
EU28		8	67	9	9	4	8	4	11	81
BE		10	67	23	12	5	11	4	5	85
BG		8	51	5	9	4	6	6	23	69
CZ		11	64	4	8	2	4	5	14	75
DK		7	78	6	7	3	5	9	6	87
DE		7	80	5	4	3	4	3	7	86
EE		13	55	5	2	2	9	6	18	69
IE		8	66	17	17	6	8	3	11	81
EL		2	79	6	8	5	11	6	13	85
ES		5	76	2	2	1	6	3	11	84
FR		7	66	8	9	4	12	4	12	81
HR		14	59	9	13	5	8	6	12	74
IT		7	65	11	9	5	9	3	12	81
CY		3	82	5	8	3	2	2	12	85
LV		12	60	6	7	3	4	4	15	73
LT		11	53	5	7	4	6	4	23	66
LU		7	72	8	10	5	13	4	10	83
HU		6	67	17	13	5	3	3	10	84
MT		13	54	4	8	1	3	10	17	70
NL		13	65	5	15	3	14	6	3	84
AT		7	71	15	14	14	12	5	7	86
PL		8	67	9	7	3	4	4	12	80
PT		5	63	11	11	10	6	3	22	73
RO		14	41	12	10	12	8	7	18	68
SI		11	60	4	7	2	10	5	15	74
SK		17	48	5	11	3	2	6	19	64
FI		10	71	11	7	1	6	3	9	81
SE		14	70	12	9	3	11	3	5	81
UK		11	61	14	16	4	10	3	11	78

QD13R.6 Regardless of whether or not, you have previously been a cybercrime victim, what would you do if you experienced or were a victim of the following situations? You would:
(MULTIPLE ANSWERS POSSIBLE)

Accidentally encountering child pornography online (%)






























(IF 'USE THE INTERNET', CODE 1 TO 5 IN D62.1, D62.2, D62.3 OR D62.4)

		Do nothing		Contact the police		Contact the website/ vendor		Contact your Internet service provider	
		Oct.-Nov. 2018	Diff. Oct.-Nov. 2018 - June 2017	Oct.-Nov. 2018	Diff. Oct.-Nov. 2018 - June 2017	Oct.-Nov. 2018	Diff. Oct.-Nov. 2018 - June 2017	Oct.-Nov. 2018	Diff. Oct.-Nov. 2018 - June 2017
EU28		9	1	72	-4	10	-1	10	-1
BE		10	-4	70	3	25	11	13	0
BG		9	3	56	-13	7	1	13	2
CZ		12	1	70	4	4	-2	10	-1
DK		7	1	81	1	6	0	7	1
DE		8	-1	85	3	6	-5	5	-4
EE		15	-5	61	2	6	1	3	-1
IE		9	2	69	-2	18	9	19	3
EL		2	-3	87	2	8	3	12	6
ES		6	0	83	-3	3	-2	3	-3
FR		8	-1	71	-1	9	-2	10	-3
HR		17	13	63	-19	11	3	15	7
IT		7	4	70	-6	13	4	11	0
CY		4	-2	90	5	6	0	10	6
LV		13	-2	66	0	8	2	8	3
LT		12	-4	62	-2	6	-4	9	-1
LU		7	1	76	-8	9	1	11	2
HU		7	0	70	1	21	9	17	2
MT		14	4	67	-9	5	1	10	6
NL		13	-1	66	-3	5	-3	15	0
AT		6	1	75	-2	18	-1	16	0
PL		8	2	73	2	11	-4	9	0
PT		4	-14	72	5	14	5	15	2
RO		18	5	46	-6	13	0	9	0
SI		10	1	69	-9	5	-2	9	1
SK		19	6	54	-4	6	-2	14	3
FI		10	2	76	-3	12	1	8	-2
SE		15	3	71	-5	12	3	9	-2
UK		11	5	64	-14	16	-1	16	-1

QD13R.6 Regardless of whether or not, you have previously been a cybercrime victim, what would you do if you experienced or were a victim of the following situations? You would:
(MULTIPLE ANSWERS POSSIBLE)






























Accidentally encountering child pornography online (%)

(IF 'USE THE INTERNET', CODE 1 TO 5 IN D62.1, D62.2, D62.3 OR D62.4)

		Contact a consumer protection organisation		Report the situation through an official website or e-mail address		Other (SPONTANEOUS)		Don't know	Total 'At least one action'	
		Oct.-Nov. 2018	Diff. Oct.-Nov. 2018 - June 2017	Oct.-Nov. 2018	Diff. Oct.-Nov. 2018 - June 2017	Oct.-Nov. 2018	Diff. Oct.-Nov. 2018 - June 2017		Oct.-Nov. 2018	Diff. Oct.-Nov. 2018 - June 2017
EU28		5	0	9	9	3	-1	5	86	-2
BE		5	-3	12	12	2	-2	3	87	5
BG		6	-1	8	8	3	-1	14	77	-5
CZ		2	0	5	5	4	-3	7	81	-3
DK		4	2	6	6	8	1	4	89	-1
DE		3	-2	4	4	2	-5	3	89	0
EE		2	2	11	11	4	-2	10	75	7
IE		6	2	9	9	3	1	6	85	-1
EL		7	3	16	16	7	-1	4	94	0
ES		2	0	8	8	2	0	3	91	-1
FR		4	-1	13	13	3	-1	6	86	-1
HR		6	4	9	9	4	-1	5	78	-13
IT		6	-2	10	10	1	-2	6	87	-6
CY		4	-1	3	3	2	0	2	94	0
LV		3	2	5	5	3	-2	7	80	3
LT		6	0	8	8	4	-1	11	77	-4
LU		6	3	14	14	4	-1	6	87	-3
HU		6	2	4	4	2	1	4	89	2
MT		1	-2	3	3	6	0	6	80	-3
NL		3	-1	14	14	6	2	3	84	2
AT		15	7	14	14	5	2	4	90	-2
PL		3	-2	5	5	3	2	5	87	-1
PT		14	9	9	9	4	1	12	84	8
RO		12	4	10	10	5	0	9	73	-4
SI		2	1	13	13	4	-2	6	84	-4
SK		4	0	3	3	5	0	10	71	-5
FI		1	0	6	6	2	0	3	87	-2
SE		3	2	11	11	2	-2	3	82	-1
UK		5	2	11	11	2	-1	8	81	-8






























QD13.7 Regardless of whether or not, you have previously been a cybercrime victim, what would you do if you experienced or were a victim of the following situations? You would:
(MULTIPLE ANSWERS POSSIBLE)

Accidentally encountering material which promotes racial hatred or religious extremism (%)

		Do nothing	Contact the police	Contact the website/ vendor	Contact your Internet service provider	Contact a consumer protection organisation	Report the situation through an official website or e-mail address	Other (SPONTANEOUS)	Don't know	Total 'At least one action'
EU28		17	48	12	9	4	9	5	13	70
BE		22	47	25	14	7	12	4	4	74
BG		16	39	4	8	3	6	7	26	58
CZ		35	32	5	10	2	5	6	16	49
DK		24	40	10	7	3	7	14	9	67
DE		17	59	11	6	2	4	4	9	74
EE		31	26	6	2	2	8	7	22	47
IE		14	50	20	19	7	10	3	11	75
EL		19	40	7	9	6	13	7	22	59
ES		14	60	3	2	3	9	4	12	74
FR		14	49	12	10	5	14	5	12	74
HR		27	31	10	14	4	9	8	13	60
IT		10	54	13	10	5	11	3	14	76
CY		22	48	8	10	2	6	5	14	64
LV		27	34	9	8	2	6	5	17	56
LT		22	32	8	8	5	8	4	25	53
LU		17	50	11	10	4	15	5	12	71
HU		15	52	14	12	4	4	4	13	72
MT		26	35	4	8	0	5	10	20	54
NL		31	33	12	15	5	18	4	3	66
AT		15	48	19	14	13	13	7	9	76
PL		18	46	11	9	2	4	6	16	66
PT		13	43	11	10	7	6	4	28	59
RO		19	34	11	11	11	10	7	19	62
SI		25	37	4	8	3	11	6	17	58
SK		26	32	5	13	3	4	8	20	54
FI		28	34	17	9	1	9	3	12	60
SE		34	34	20	8	2	13	5	5	61
UK		16	46	19	14	4	12	4	12	72






























QD13R.7 Regardless of whether or not, you have previously been a cybercrime victim, what would you do if you experienced or were a victim of the following situations? You would:
(MULTIPLE ANSWERS POSSIBLE)

Accidentally encountering material which promotes racial hatred or religious extremism (%)
(IF 'USE THE INTERNET', CODE 1 TO 5 IN D62.1, D62.2, D62.3 OR D62.4)

		Do nothing		Contact the police		Contact the website/ vendor		Contact your Internet service provider	
		Oct.-Nov. 2018	Diff. Oct.-Nov. 2018 - June 2017	Oct.-Nov. 2018	Diff. Oct.-Nov. 2018 - June 2017	Oct.-Nov. 2018	Diff. Oct.-Nov. 2018 - June 2017	Oct.-Nov. 2018	Diff. Oct.-Nov. 2018 - June 2017
EU28		19	3	51	-8	14	0	11	-1
BE		23	-3	49	2	27	10	15	5
BG		20	10	41	-14	6	-1	11	1
CZ		38	16	34	-6	5	-5	11	-2
DK		25	6	41	-8	10	-4	7	1
DE		18	-1	61	0	13	0	7	-6
EE		36	3	27	-9	7	-1	3	-1
IE		15	2	52	-1	22	9	21	4
EL		22	3	45	-16	10	1	14	5
ES		16	4	64	-11	4	-3	3	0
FR		15	-1	52	-7	14	-1	11	-3
HR		32	16	31	-25	12	1	17	6
IT		11	5	56	-13	16	7	12	-1
CY		26	10	51	-1	10	-3	13	5
LV		31	3	36	-9	11	3	9	6
LT		26	3	35	-12	11	-2	10	-6
LU		18	3	52	-12	12	-1	11	-1
HU		16	6	55	-4	18	4	15	-1
MT		32	14	42	-13	5	-5	10	4
NL		31	-2	33	-4	12	-2	15	1
AT		14	2	50	-6	22	-2	16	2
PL		20	9	48	-6	14	-4	11	-1
PT		14	-14	47	-3	15	5	14	1
RO		22	7	39	-3	11	-5	11	3
SI		26	8	41	-21	5	-3	10	1
SK		30	14	34	-11	6	-6	17	3
FI		30	8	37	-14	19	2	10	-1
SE		35	3	34	-5	21	3	8	0
UK		16	2	47	-17	21	0	14	-1



























QD13R.7 Regardless of whether or not, you have previously been a cybercrime victim, what would you do if you experienced or were a victim of the following situations? You would:
(MULTIPLE ANSWERS POSSIBLE)

Accidentally encountering material which promotes racial hatred or religious extremism (%)
(IF 'USE THE INTERNET', CODE 1 TO 5 IN D62.1, D62.2, D62.3 OR D62.4)

		Contact a consumer protection organisation		Report the situation through an official website or e-mail address		Other (SPONTANEOUS)		Don't know	Total 'At least one action'	
		Oct.-Nov. 2018	Diff. Oct.-Nov. 2018 - June 2017	Oct.-Nov. 2018	Diff. Oct.-Nov. 2018 - June 2017	Oct.-Nov. 2018	Diff. Oct.-Nov. 2018 - June 2017		Oct.-Nov. 2018	Diff. Oct.-Nov. 2018 - June 2017
EU28		5	0	11	11	4	-1	7	74	-4
BE		8	1	13	13	3	-1	2	75	7
BG		4	-2	8	8	5	-3	17	63	-11
CZ		2	-2	6	6	5	-5	10	52	-18
DK		3	1	8	8	13	4	6	69	-3
DE		3	-2	5	5	3	-5	5	77	1
EE		2	1	10	10	6	-1	14	50	0
IE		8	2	11	11	3	1	7	78	1
EL		8	3	18	18	8	-4	9	69	-9
ES		4	2	12	12	2	-1	4	80	-4
FR		5	-1	16	16	4	-1	7	78	-1
HR		5	3	12	12	7	0	5	63	-14
IT		6	-2	14	14	1	-2	9	80	-10
CY		3	-6	8	8	4	-1	4	70	-9
LV		3	1	8	8	3	-3	9	60	0
LT		6	-1	10	10	3	-2	13	61	-12
LU		4	1	16	16	4	-3	7	75	-6
HU		5	0	5	5	3	0	7	77	-5
MT		1	-1	6	6	6	-2	10	58	-13
NL		5	0	18	18	4	-1	3	66	5
AT		14	7	14	14	7	3	6	80	-3
PL		3	-1	6	6	5	3	8	72	-9
PT		9	4	9	9	5	2	18	68	2
RO		11	3	12	12	6	1	10	68	-4
SI		4	3	14	14	5	-3	8	66	-13
SK		3	-2	5	5	7	0	10	60	-13
FI		1	-1	10	10	2	0	6	64	-8
SE		2	1	13	13	5	-2	3	62	0
UK		5	3	14	14	3	-1	10	74	-7

QD13.8 Regardless of whether or not, you have previously been a cybercrime victim, what would you do if you experienced or were a victim of the following situations? You would:
(MULTIPLE ANSWERS POSSIBLE)






























Your social network account or email being hacked (%)

		Do nothing	Contact the police	Contact the website/ vendor	Contact your Internet service provider	Contact a consumer protection organisation	Report the situation through an official website or e-mail address	Other (SPONTANEOUS)	Don't know	Total 'At least one action'
EU28		10	32	24	22	6	10	7	13	77
BE		7	27	42	31	8	14	4	5	88
BG		11	20	8	24	5	8	9	29	60
CZ		12	22	14	30	6	10	10	15	73
DK		9	25	22	25	5	8	21	9	82
DE		10	41	25	22	6	3	6	9	81
EE		9	24	21	15	2	12	14	18	73
IE		6	30	36	33	11	14	3	11	83
EL		10	31	14	20	11	14	13	23	67
ES		9	44	16	14	5	12	6	14	77
FR		12	21	23	24	6	12	10	14	74
HR		14	30	16	31	7	13	10	12	74
IT		6	42	25	24	7	10	3	14	80
CY		5	54	13	24	5	6	5	14	81
LV		9	29	22	20	5	8	7	17	74
LT		11	22	15	18	5	8	8	25	64
LU		7	26	26	26	6	17	12	13	80
HU		6	42	26	24	5	7	4	13	81
MT		3	44	15	19	3	7	11	20	77
NL		8	19	23	41	6	19	13	4	88
AT		11	27	30	26	19	9	14	9	80
PL		11	48	14	12	4	6	6	17	72
PT		5	34	20	15	9	10	10	24	71
RO		17	29	12	14	13	11	7	20	63
SI		17	24	9	25	5	15	9	17	66
SK		11	31	10	21	7	8	8	23	66
FI		7	29	30	29	3	11	6	9	84
SE		11	18	47	19	3	16	11	5	84
UK		13	11	37	24	5	15	5	12	75

QD13R.8 Regardless of whether or not, you have previously been a cybercrime victim, what would you do if you experienced or were a victim of the following situations? You would:
(MULTIPLE ANSWERS POSSIBLE)

Your social network account or email being hacked (%)






























(IF 'USE THE INTERNET', CODE 1 TO 5 IN D62.1, D62.2, D62.3 OR D62.4)

		Do nothing		Contact the police		Contact the website/ vendor		Contact your Internet service provider	
		Oct.-Nov. 2018	Diff. Oct.-Nov. 2018 - June 2017	Oct.-Nov. 2018	Diff. Oct.-Nov. 2018 - June 2017	Oct.-Nov. 2018	Diff. Oct.-Nov. 2018 - June 2017	Oct.-Nov. 2018	Diff. Oct.-Nov. 2018 - June 2017
EU28		11	4	33	-7	28	-1	26	-2
BE		7	0	28	-8	46	13	33	0
BG		14	6	23	-14	11	-4	33	1
CZ		12	5	24	1	16	-12	35	1
DK		9	3	26	-7	23	4	26	-5
DE		11	5	43	-8	29	4	25	-5
EE		10	-3	26	2	26	0	17	-6
IE		7	-2	31	2	39	11	36	2
EL		11	4	35	-12	19	-7	28	1
ES		10	4	48	-13	20	3	17	3
FR		14	3	21	-10	27	-1	26	-3
HR		15	6	31	-15	20	-1	38	9
IT		6	4	45	-12	31	17	29	-1
CY		6	2	59	0	16	0	31	12
LV		10	-3	31	3	26	-2	23	3
LT		12	-3	26	-7	19	-7	23	-5
LU		7	-2	27	-5	28	-3	27	-3
HU		6	0	44	1	33	6	28	-1
MT		3	-2	51	-4	19	-4	25	2
NL		8	-2	19	5	23	-16	41	5
AT		9	3	28	-7	34	-5	30	-1
PL		12	9	52	3	19	-14	16	-3
PT		4	-1	36	-2	28	-8	20	-8
RO		20	7	33	-9	12	-10	16	1
SI		17	5	28	-13	10	-9	31	0
SK		12	5	34	-10	12	-11	27	5
FI		7	1	31	-8	33	3	31	-3
SE		11	2	18	-5	49	-2	20	-1
UK		13	3	11	-9	41	-7	26	-7

QD13R.8 Regardless of whether or not, you have previously been a cybercrime victim, what would you do if you experienced or were a victim of the following situations? You would:
(MULTIPLE ANSWERS POSSIBLE)

Your social network account or email being hacked (%)

(IF 'USE THE INTERNET', CODE 1 TO 5 IN D62.1, D62.2, D62.3 OR D62.4)






























		Contact a consumer protection organisation		Report the situation through an official website or e-mail address		Other (SPONTANEOUS)		Don't know	Total 'At least one action'	
		Oct.-Nov. 2018	Diff. Oct.-Nov. 2018 - June 2017	Oct.-Nov. 2018	Diff. Oct.-Nov. 2018 - June 2017	Oct.-Nov. 2018	Diff. Oct.-Nov. 2018 - June 2017		Oct.-Nov. 2018	Diff. Oct.-Nov. 2018 - June 2017
EU28		7	1	12	12	6	-3	6	83	-4
BE		9	0	15	15	2	-8	2	91	3
BG		7	-2	12	12	6	-4	13	73	-7
CZ		8	4	12	12	9	-2	7	81	-5
DK		5	3	9	9	21	2	6	85	-3
DE		6	-1	3	3	5	-12	3	86	-3
EE		2	1	14	14	14	0	8	82	7
IE		12	8	15	15	2	-2	5	88	5
EL		15	10	20	20	18	-1	5	84	-7
ES		5	-1	15	15	4	-1	5	85	-3
FR		6	1	14	14	9	2	7	79	-3
HR		8	4	17	17	8	-5	3	82	-6
IT		9	-1	13	13	1	-7	6	88	-6
CY		6	-3	7	7	6	-2	2	92	-2
LV		6	3	10	10	5	-3	7	83	6
LT		7	0	11	11	8	2	11	77	-5
LU		6	3	18	18	13	2	8	85	2
HU		6	0	8	8	4	0	5	89	1
MT		4	0	9	9	7	-1	8	89	-1
NL		6	3	19	19	13	3	3	89	4
AT		20	10	10	10	16	9	4	87	-3
PL		5	1	9	9	5	1	8	80	-12
PT		12	8	13	13	13	8	10	86	-2
RO		14	9	14	14	5	0	11	69	-7
SI		6	4	19	19	9	-3	6	77	-9
SK		9	6	10	10	7	2	13	75	-6
FI		3	0	12	12	6	0	4	89	-1
SE		3	2	17	17	11	0	3	86	0
UK		6	3	17	17	3	-4	8	79	-5

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Tables

QD13.9 Regardless of whether or not, you have previously been a cybercrime victim, what would you do if you experienced or were a victim of the following situations? You would:
(MULTIPLE ANSWERS POSSIBLE)






























Being a victim of bank card or online banking fraud (%)

		Do nothing	Contact the police	Contact the website/ vendor	Contact your Internet service provider	Contact a consumer protection organisation	Report the situation through an official website or e-mail address	Other (SPONTANEOUS)	Don't know	Total 'At least one action'
EU28		3	71	20	9	8	9	6	9	88
BE		3	75	35	14	8	12	3	3	94
BG		2	67	8	6	7	5	6	16	82
CZ		3	73	13	15	6	7	4	9	88
DK		1	68	26	8	5	7	22	5	94
DE		4	80	13	8	5	3	4	6	90
EE		2	70	16	7	4	7	10	11	87
IE		2	65	34	22	12	12	3	8	90
EL		1	80	10	9	15	9	9	11	88
ES		2	77	14	7	4	7	4	10	88
FR		1	68	23	7	5	10	11	10	89
HR		6	75	11	15	7	9	4	9	85
IT		2	75	15	11	8	8	2	9	89
CY		1	82	9	14	4	3	2	11	88
LV		3	59	21	15	5	5	7	10	87
LT		2	78	7	4	3	3	3	13	85
LU		2	71	16	8	7	14	20	9	89
HU		1	76	16	11	5	3	5	9	90
MT		1	61	13	8	4	9	14	17	82
NL		1	75	34	8	10	21	8	1	98
AT		4	70	27	18	25	12	8	6	90
PL		6	70	13	8	4	5	5	11	83
PT		3	71	17	11	10	7	5	15	82
RO		11	47	11	12	11	10	7	18	71
SI		6	66	16	12	5	10	4	12	82
SK		7	58	10	12	8	4	6	17	76
FI		1	78	25	13	6	7	4	7	92
SE		2	81	42	8	8	11	8	2	96
UK		4	53	36	10	13	16	4	9	87

QD13R.9 Regardless of whether or not, you have previously been a cybercrime victim, what would you do if you experienced or were a victim of the following situations? You would:
(MULTIPLE ANSWERS POSSIBLE)

Being a victim of bank card or online banking fraud (%)






























(IF 'USE THE INTERNET', CODE 1 TO 5 IN D62.1, D62.2, D62.3 OR D62.4)

		Do nothing		Contact the police		Contact the website/ vendor		Contact your Internet service provider	
		Oct.-Nov. 2018	Diff. Oct.-Nov. 2018 - June 2017	Oct.-Nov. 2018	Diff. Oct.-Nov. 2018 - June 2017	Oct.-Nov. 2018	Diff. Oct.-Nov. 2018 - June 2017	Oct.-Nov. 2018	Diff. Oct.-Nov. 2018 - June 2017
EU28		3	1	76	0	23	1	11	1
BE		3	2	77	0	38	10	15	6
BG		3	1	75	-1	12	3	9	1
CZ		3	2	78	7	15	-8	18	7
DK		1	0	70	1	28	4	8	3
DE		4	1	84	-2	15	-4	9	-3
EE		2	-2	76	13	18	1	8	-5
IE		2	-1	67	2	37	17	24	9
EL		0	-1	89	-2	13	1	13	6
ES		2	1	85	-3	18	4	9	1
FR		1	-1	73	0	25	1	8	-1
HR		7	6	82	-4	14	3	17	3
IT		1	0	82	0	18	5	13	0
CY		1	-1	91	9	11	3	17	8
LV		3	1	65	4	24	5	16	12
LT		2	0	88	4	9	-1	5	-4
LU		2	0	75	-1	17	-2	9	3
HU		1	-3	81	4	20	7	13	1
MT		2	-2	73	-3	18	4	10	1
NL		1	0	75	13	34	-13	8	4
AT		3	0	73	-2	31	4	20	2
PL		5	4	77	1	16	-4	10	1
PT		2	0	80	-4	23	10	15	5
RO		12	4	55	-12	13	3	12	6
SI		4	1	75	1	18	-5	16	5
SK		6	2	67	-3	12	-4	14	2
FI		1	1	83	0	27	1	14	3
SE		1	0	83	7	43	4	8	4
UK		3	1	56	-5	39	8	11	1

QD13R.9 Regardless of whether or not, you have previously been a cybercrime victim, what would you do if you experienced or were a victim of the following situations? You would:
(MULTIPLE ANSWERS POSSIBLE)

Being a victim of bank card or online banking fraud (%)






























(IF 'USE THE INTERNET', CODE 1 TO 5 IN D62.1, D62.2, D62.3 OR D62.4)

		Contact a consumer protection organisation		Report the situation through an official website or e-mail address		Other (SPONTANEOUS)		Don't know	Total 'At least one action'	
		Oct.-Nov. 2018	Diff. Oct.-Nov. 2018 - June 2017	Oct.-Nov. 2018	Diff. Oct.-Nov. 2018 - June 2017	Oct.-Nov. 2018	Diff. Oct.-Nov. 2018 - June 2017		Oct.-Nov. 2018	Diff. Oct.-Nov. 2018 - June 2017
EU28		9	2	10	10	5	-10	3	94	-1
BE		9	1	13	13	2	-11	1	96	-1
BG		9	-2	7	7	4	-5	7	90	-2
CZ		8	3	8	8	3	-11	3	94	-3
DK		6	3	7	7	22	-8	2	97	-1
DE		5	-2	4	4	3	-14	2	94	-1
EE		4	1	8	8	9	-6	3	95	4
IE		13	4	13	13	2	-16	4	94	1
EL		20	14	14	14	11	1	1	99	1
ES		5	3	8	8	2	-2	3	95	-1
FR		6	0	11	11	11	-12	5	94	-1
HR		8	4	12	12	3	-6	1	92	-5
IT		10	-1	10	10	1	-6	3	96	0
CY		5	-3	4	4	2	-8	2	97	0
LV		5	2	6	6	5	-16	3	94	1
LT		5	-2	4	4	2	-5	4	94	-3
LU		8	4	15	15	17	-12	5	93	0
HU		6	1	3	3	5	-1	3	96	4
MT		5	2	11	11	11	-3	5	93	3
NL		10	5	21	21	8	-8	1	98	0
AT		27	12	14	14	8	2	3	94	-1
PL		5	2	7	7	4	-2	4	91	-4
PT		14	8	10	10	6	-15	3	95	1
RO		12	5	13	13	5	0	9	79	-3
SI		6	1	13	13	3	-12	3	93	-3
SK		10	6	5	5	5	0	8	86	-1
FI		7	1	8	8	3	-10	1	98	0
SE		8	4	11	11	7	-11	1	98	0
UK		14	5	18	18	3	-26	6	91	-5

QD13.10 Regardless of whether or not, you have previously been a cybercrime victim, what would you do if you experienced or were a victim of the following situations? You would:

(MULTIPLE ANSWERS POSSIBLE)






























Being asked for a payment in return for getting back control of your device (%)

		Do nothing	Contact the police	Contact the website/ vendor	Contact your Internet service provider	Contact a consumer protection organisation	Report the situation through an official website or e-mail address	Other (SPONTANEOUS)	Don't know	Total 'At least one action'
EU28		9	62	10	10	6	7	6	12	79
BE		8	54	33	18	8	13	4	4	88
BG		4	59	5	7	4	4	6	22	74
CZ		15	48	5	14	5	5	8	16	69
DK		6	69	6	9	4	4	16	7	87
DE		12	69	7	8	4	3	5	7	81
EE		8	55	7	7	3	4	9	19	73
IE		6	64	22	21	10	10	2	10	84
EL		5	63	7	12	7	8	10	18	77
ES		6	72	5	5	3	5	4	12	82
FR		10	56	9	8	4	8	8	13	77
HR		11	63	11	16	7	11	4	10	79
IT		4	67	13	11	7	8	3	11	85
CY		4	72	7	14	4	4	2	15	81
LV		8	56	8	10	3	2	7	16	76
LT		5	51	5	8	4	3	5	27	68
LU		4	68	7	8	7	13	9	11	85
HU		3	73	14	11	5	3	2	10	87
MT		4	56	8	10	6	4	11	20	76
NL		11	67	8	18	8	13	10	2	87
AT		9	60	14	19	20	12	8	9	82
PL		8	65	8	8	4	3	4	14	78
PT		6	63	11	13	9	6	6	17	77
RO		12	44	10	11	10	9	7	19	69
SI		11	52	8	12	4	8	6	16	73
SK		9	50	9	13	6	6	6	20	71
FI		8	64	9	11	4	6	5	11	81
SE		12	69	13	12	6	8	9	5	83
UK		11	49	16	14	6	9	5	14	75

QD13R.10 Regardless of whether or not, you have previously been a cybercrime victim, what would you do if you experienced or were a victim of the following situations? You would:
(MULTIPLE ANSWERS POSSIBLE)

Being asked for a payment in return for getting back control of your device (%)

(IF 'USE THE INTERNET', CODE 1 TO 5 IN D62.1, D62.2, D62.3 OR D62.4)

		Do nothing		Contact the police		Contact the website/ vendor		Contact your Internet service provider	
		Oct.-Nov. 2018	Diff. Oct.-Nov. 2018 - June 2017	Oct.-Nov. 2018	Diff. Oct.-Nov. 2018 - June 2017	Oct.-Nov. 2018	Diff. Oct.-Nov. 2018 - June 2017	Oct.-Nov. 2018	Diff. Oct.-Nov. 2018 - June 2017
EU28		9	2	67	-3	12	0	12	-2
BE		8	1	56	-12	36	15	20	3
BG		5	2	68	-7	7	1	10	-2
CZ		16	9	52	-1	6	-6	16	-3
DK		6	1	72	-1	7	0	9	-2
DE		13	6	73	-5	8	-1	9	-4
EE		9	-3	62	13	8	2	8	-7
IE		6	-1	67	3	24	11	22	2
EL		5	0	72	-2	9	-1	16	1
ES		7	3	80	-4	6	0	6	-1
FR		10	-1	62	4	10	-5	9	-8
HR		12	9	67	-10	13	1	19	2
IT		4	2	72	-5	16	7	14	-2
CY		6	0	80	6	9	1	17	6
LV		9	0	62	3	10	2	12	3
LT		7	-4	60	0	7	-5	11	-7
LU		4	-4	73	6	8	-5	9	-3
HU		2	-3	79	4	17	7	14	1
MT		4	-2	69	-6	11	2	12	4
NL		11	2	68	6	8	-2	18	-1
AT		8	4	62	-8	16	-4	22	3
PL		8	4	72	2	10	-6	10	-1
PT		5	-1	73	-3	15	1	18	4
RO		14	3	50	-7	10	-1	12	3
SI		8	1	61	-1	10	-3	15	-9
SK		9	2	57	-1	10	-8	16	-1
FI		8	3	69	2	10	-8	12	-1
SE		12	3	71	1	13	4	12	-1
UK		10	1	52	-8	17	-2	15	-3


























October–November 2018

Tables

QD13R.10 Regardless of whether or not, you have previously been a cybercrime victim, what would you do if you experienced or were a victim of the following situations? You would:
(MULTIPLE ANSWERS POSSIBLE)






























Being asked for a payment in return for getting back control of your device (%)

(IF 'USE THE INTERNET', CODE 1 TO 5 IN D62.1, D62.2, D62.3 OR D62.4)

		Contact a consumer protection organisation		Report the situation through an official website or e-mail address		Other (SPONTANEOUS)		Don't know	Total 'At least one action'	
		Oct.-Nov. 2018	Diff. Oct.-Nov. 2018 - June 2017	Oct.-Nov. 2018	Diff. Oct.-Nov. 2018 - June 2017	Oct.-Nov. 2018	Diff. Oct.-Nov. 2018 - June 2017		Oct.-Nov. 2018	Diff. Oct.-Nov. 2018 - June 2017
EU28		6	0	8	8	5	-2	6	85	-3
BE		8	-2	14	14	2	-5	2	90	0
BG		5	-3	5	5	3	-1	11	84	-4
CZ		6	1	7	7	8	-3	9	75	-12
DK		4	2	4	4	15	0	4	90	-1
DE		5	-3	3	3	4	-10	2	85	-6
EE		3	1	4	4	9	-3	10	81	5
IE		11	6	11	11	2	-2	6	88	2
EL		10	5	12	12	12	-1	6	89	-5
ES		4	1	6	6	2	-2	3	90	-2
FR		4	-2	9	9	7	0	8	82	-1
HR		8	6	14	14	2	-4	2	86	-8
IT		8	-2	9	9	1	-3	5	91	-4
CY		4	-4	5	5	1	-2	3	91	-1
LV		4	2	3	3	6	-3	8	83	2
LT		5	-2	5	5	3	-2	15	78	-8
LU		7	5	14	14	8	-1	6	90	5
HU		6	0	4	4	2	-1	4	94	3
MT		8	1	4	4	7	1	7	89	1
NL		8	2	14	14	10	0	2	87	1
AT		22	9	14	14	8	4	6	86	-8
PL		5	2	4	4	3	1	7	85	-6
PT		12	7	9	9	7	2	5	90	1
RO		11	5	11	11	6	1	9	77	-1
SI		5	2	10	10	5	-4	7	85	-6
SK		8	4	7	7	5	1	10	81	-1
FI		4	-5	7	7	5	2	6	86	-4
SE		6	3	8	8	9	-2	3	85	-2
UK		7	1	10	10	3	-4	12	78	-4






























QD14 Are you aware of the existence of an official website or e-mail address in (OUR COUNTRY) where you can report a cybercrime or any other illegal online behaviour (e.g. cyberattack, online harassment or bullying)? This excludes consumer protection websites.

(%)

		Yes, and you have already reported a cybercrime or some other illegal online behaviour through this website or e-mail address	Yes, but you have never reported a cybercrime or any other illegal online behaviour through this website or e-mail address	No, you are not aware	Don't know	Total 'Yes'
EU28		5	16	77	2	21
BE		8	28	64	0	36
BG		3	11	76	10	14
CZ		3	19	77	1	22
DK		3	11	84	2	14
DE		4	9	84	3	13
EE		4	16	78	2	20
IE		7	17	75	1	24
EL		2	28	68	2	30
ES		2	16	81	1	18
FR		5	17	77	1	22
HR		2	24	71	3	26
IT		7	17	74	2	24
CY		5	13	81	1	18
LV		2	15	80	3	17
LT		3	14	82	1	17
LU		7	22	67	4	29
HU		6	14	79	1	20
MT		5	27	60	8	32
NL		6	16	78	0	22
AT		10	21	67	2	31
PL		5	14	76	5	19
PT		2	12	84	2	14
RO		6	14	75	5	20
SI		5	19	76	0	24
SK		8	17	72	3	25
FI		4	17	78	1	21
SE		3	13	83	1	16
UK		8	18	73	1	26

QD15.1 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 (%)




























		Totally agree	Tend to agree	Tend to disagree	Totally disagree	Don't know	Total 'Agree'	Total 'Disagree'
EU28		28	40	15	6	11	68	21
BE		28	50	12	4	6	78	16
BG		23	33	12	9	23	56	21
CZ		22	41	19	6	12	63	25
DK		30	39	18	7	6	69	25
DE		21	42	21	5	11	63	26
EE		12	39	26	7	16	51	33
IE		39	39	11	4	7	78	15
EL		27	33	12	7	21	60	19
ES		45	34	5	4	12	79	9
FR		38	38	10	5	9	76	15
HR		32	33	19	5	11	65	24
IT		28	39	13	8	12	67	21
CY		40	27	9	7	17	67	16
LV		30	34	15	6	15	64	21
LT		25	36	15	6	18	61	21
LU		31	42	13	2	12	73	15
HU		25	32	19	13	11	57	32
MT		25	41	8	7	19	66	15
NL		26	46	22	5	1	72	27
AT		23	39	21	10	7	62	31
PL		20	43	16	5	16	63	21
PT		20	44	13	12	11	64	25
RO		32	38	10	6	14	70	16
SI		26	31	18	12	13	57	30
SK		17	40	18	4	21	57	22
FI		14	42	31	5	8	56	36
SE		20	50	16	11	3	70	27
UK		27	44	14	5	10	71	19

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Tables






























QD15R.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 (%)**

(IF 'USE THE INTERNET', CODE 1 TO 5 IN D62.1, D62.2, D62.3 OR D62.4)

		Totally agree		Tend to agree		Tend to disagree		Totally disagree		Don't know	Total 'Agree'		Total 'Disagree'	
		Oct.-Nov. 2018	Diff. Oct.-Nov. 2018 - June 2017	Oct.-Nov. 2018	Diff. Oct.-Nov. 2018 - June 2017	Oct.-Nov. 2018	Diff. Oct.-Nov. 2018 - June 2017	Oct.-Nov. 2018	Diff. Oct.-Nov. 2018 - June 2017		Oct.-Nov. 2018	Diff. Oct.-Nov. 2018 - June 2017	Oct.-Nov. 2018	Diff. Oct.-Nov. 2018 - June 2017
EU28		31	2	46	2	16	-3	4	-2	3	77	4	20	-5
BE		30	9	53	2	13	-11	3	-1	1	83	11	16	-12
BG		28	-4	45	5	16	0	5	-1	6	73	1	21	-1
CZ		23	5	48	0	22	-5	4	0	3	71	5	26	-5
DK		31	7	41	-1	19	-3	7	-3	2	72	6	26	-6
DE		22	1	48	5	24	-3	3	-3	3	70	6	27	-6
EE		13	1	45	10	30	-2	7	-9	5	58	11	37	-11
IE		41	5	43	2	12	-5	3	0	1	84	7	15	-5
EL		34	6	46	1	16	-4	3	-3	1	80	7	19	-7
ES		52	-7	41	9	5	-1	1	-1	1	93	2	6	-2
FR		39	1	43	5	12	-3	4	-4	2	82	6	16	-7
HR		35	7	38	-8	23	8	3	-5	1	73	-1	26	3
IT		32	5	45	-5	15	-3	4	0	4	77	0	19	-3
CY		48	13	32	-9	12	0	5	-5	3	80	4	17	-5
LV		35	4	41	5	16	-2	4	-5	4	76	9	20	-7
LT		31	4	45	2	17	-3	4	-3	3	76	6	21	-6
LU		33	-2	46	3	14	-2	2	-1	5	79	1	16	-3
HU		29	7	38	0	23	-1	8	-6	2	67	7	31	-7
MT		29	8	52	-1	11	-7	5	1	3	81	7	16	-6
NL		26	5	46	2	22	-2	5	-4	1	72	7	27	-6
AT		25	-1	44	2	23	-2	6	-1	2	69	1	29	-3
PL		22	-2	51	0	20	1	3	0	4	73	-2	23	1
PT		25	-7	58	3	13	3	3	1	1	83	-4	16	4
RO		38	5	46	6	10	-6	4	-2	2	84	11	14	-8
SI		31	4	38	2	22	-4	7	-2	2	69	6	29	-6
SK		19	1	49	4	20	-3	3	-2	9	68	5	23	-5
FI		14	3	45	1	33	-3	5	-2	3	59	4	38	-5
SE		20	2	52	11	17	-5	10	-8	1	72	13	27	-13
UK		29	3	48	2	16	-4	3	-1	4	77	5	19	-5

QD15.2 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 (%)

		Totally agree	Tend to agree	Tend to disagree	Totally disagree	Don't know	Total 'Agree'	Total 'Disagree'
EU28		26	36	19	8	11	62	27
BE		25	49	17	4	5	74	21
BG		23	32	11	11	23	55	22
CZ		22	38	23	6	11	60	29
DK		21	34	24	15	6	55	39
DE		16	27	36	13	8	43	49
EE		9	31	32	13	15	40	45
IE		39	36	14	4	7	75	18
EL		29	30	14	7	20	59	21
ES		43	36	6	4	11	79	10
FR		34	35	14	7	10	69	21
HR		30	36	18	7	9	66	25
IT		26	39	15	8	12	65	23
CY		40	26	12	7	15	66	19
LV		26	34	17	7	16	60	24
LT		25	34	15	8	18	59	23
LU		27	37	19	5	12	64	24
HU		26	28	22	16	8	54	38
MT		22	37	15	9	17	59	24
NL		20	42	28	9	1	62	37
AT		19	32	27	14	8	51	41
PL		24	38	18	4	16	62	22
PT		18	44	15	13	10	62	28
RO		31	38	12	7	12	69	19
SI		23	30	21	12	14	53	33
SK		18	35	20	6	21	53	26
FI		8	22	43	19	8	30	62
SE		12	36	25	24	3	48	49
UK		27	42	16	5	10	69	21

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Tables

QD15R.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 (%)
 (IF 'USE THE INTERNET', CODE 1 TO 5 IN D62.1, D62.2, D62.3 OR D62.4)

		Totally agree		Tend to agree		Tend to disagree		Totally disagree		Don't know	Total 'Agree'		Total 'Disagree'	
		Oct.-Nov. 2018	Diff. Oct.-Nov. 2018 - June 2017	Oct.-Nov. 2018	Diff. Oct.-Nov. 2018 - June 2017	Oct.-Nov. 2018	Diff. Oct.-Nov. 2018 - June 2017	Oct.-Nov. 2018	Diff. Oct.-Nov. 2018 - June 2017	Oct.-Nov. 2018	Oct.-Nov. 2018	Diff. Oct.-Nov. 2018 - June 2017	Oct.-Nov. 2018	Diff. Oct.-Nov. 2018 - June 2017
EU28		28	3	40	0	22	-1	7	-2	3	68	3	29	-3
BE		26	9	52	7	18	-13	4	-2	0	78	16	22	-15
BG		28	-3	42	0	15	-2	8	1	7	70	-3	23	-1
CZ		23	8	43	-2	26	-5	4	0	4	66	6	30	-5
DK		21	1	36	2	25	0	16	-3	2	57	3	41	-3
DE		17	5	29	-5	38	2	13	-3	3	46	0	51	-1
EE		8	-1	36	10	37	-1	13	-10	6	44	9	50	-11
IE		41	5	39	3	15	-5	4	-1	1	80	8	19	-6
EL		36	12	41	-4	19	-4	3	-4	1	77	8	22	-8
ES		49	-4	42	8	6	-3	2	-1	1	91	4	8	-4
FR		36	7	39	0	16	-3	6	-3	3	75	7	22	-6
HR		33	7	39	-7	22	6	5	-4	1	72	0	27	2
IT		30	4	45	-4	17	-2	4	0	4	75	0	21	-2
CY		47	18	30	-10	15	-4	5	-4	3	77	8	20	-8
LV		29	0	40	8	19	-1	6	-6	6	69	8	25	-7
LT		31	2	42	3	17	-3	6	-2	4	73	5	23	-5
LU		28	-3	41	3	21	-4	5	2	5	69	0	26	-2
HU		28	9	31	-2	26	-1	14	-5	1	59	7	40	-6
MT		24	5	46	-5	18	-4	8	3	4	70	0	26	-1
NL		20	3	42	4	28	-4	9	-3	1	62	7	37	-7
AT		21	-1	36	-4	29	3	11	1	3	57	-5	40	4
PL		27	4	44	-4	22	2	3	-1	4	71	0	25	1
PT		23	-9	57	3	14	4	5	2	1	80	-6	19	6
RO		38	8	44	4	12	-4	4	-5	2	82	12	16	-9
SI		27	2	35	0	26	0	9	-2	3	62	2	35	-2
SK		20	1	42	-1	24	-1	5	0	9	62	0	29	-1
FI		7	3	22	0	47	-2	20	-2	4	29	3	67	-4
SE		12	1	37	10	25	1	25	-12	1	49	11	50	-11
UK		28	2	46	5	17	-5	4	-2	5	74	7	21	-7

QD15.3 Could you please tell me to what extent you agree or disagree with each of the following statements?






























You avoid disclosing personal information online (%)

		Totally agree	Tend to agree	Tend to disagree	Totally disagree	Don't know	Total 'Agree'	Total 'Disagree'
EU28		46	33	8	3	10	79	11
BE		39	45	9	2	5	84	11
BG		39	29	6	6	20	68	12
CZ		42	35	9	4	10	77	13
DK		39	31	18	7	5	70	25
DE		55	29	7	2	7	84	9
EE		41	35	8	2	14	76	10
IE		47	37	7	3	6	84	10
EL		47	26	3	4	20	73	7
ES		48	33	3	3	13	81	6
FR		62	24	3	2	9	86	5
HR		53	27	5	4	11	80	9
IT		40	34	9	6	11	74	15
CY		61	17	3	4	15	78	7
LV		49	25	8	4	14	74	12
LT		45	32	3	4	16	77	7
LU		46	37	5	1	11	83	6
HU		38	32	13	7	10	70	20
MT		40	37	2	4	17	77	6
NL		35	42	18	3	2	77	21
AT		40	38	10	5	7	78	15
PL		33	39	10	3	15	72	13
PT		44	29	8	8	11	73	16
RO		40	34	10	3	13	74	13
SI		47	28	6	6	13	75	12
SK		31	36	10	3	20	67	13
FI		49	37	7	1	6	86	8
SE		36	42	12	7	3	78	19
UK		41	41	6	3	9	82	9






























QD15R.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 (%)

(IF 'USE THE INTERNET', CODE 1 TO 5 IN D62.1, D62.2, D62.3 OR D62.4)

		Totally agree		Tend to agree		Tend to disagree		Totally disagree		Don't know	Total 'Agree'		Total 'Disagree'	
		Oct.-Nov. 2018	Diff. Oct.-Nov. 2018 - June 2017	Oct.-Nov. 2018	Diff. Oct.-Nov. 2018 - June 2017	Oct.-Nov. 2018	Diff. Oct.-Nov. 2018 - June 2017	Oct.-Nov. 2018	Diff. Oct.-Nov. 2018 - June 2017		Oct.-Nov. 2018	Diff. Oct.-Nov. 2018 - June 2017	Oct.-Nov. 2018	Diff. Oct.-Nov. 2018 - June 2017
EU28		50	-1	38	2	8	-1	2	-1	2	88	1	10	-2
BE		41	-3	48	6	10	-3	1	0	0	89	3	11	-3
BG		46	-7	39	4	8	1	4	1	3	85	-3	12	2
CZ		44	-2	41	2	10	-2	3	1	2	85	0	13	-1
DK		39	2	33	-2	19	3	7	-4	2	72	0	26	-1
DE		56	6	34	-5	8	-1	1	-1	1	90	1	9	-2
EE		46	0	40	1	9	-1	2	-1	3	86	1	11	-2
IE		48	-2	40	2	8	-2	3	2	1	88	0	11	0
EL		59	2	36	3	4	-4	1	-1	0	95	5	5	-5
ES		53	-11	40	9	4	0	1	0	2	93	-2	5	0
FR		67	0	26	2	4	-2	2	0	1	93	2	6	-2
HR		60	8	33	-4	5	-1	2	-2	0	93	4	7	-3
IT		44	6	39	-6	11	-2	3	0	3	83	0	14	-2
CY		73	1	20	-1	3	1	3	-1	1	93	0	6	0
LV		55	4	29	-1	9	-4	3	-1	4	84	3	12	-5
LT		55	-4	38	7	4	-3	2	0	1	93	3	6	-3
LU		49	-11	41	11	5	-3	1	1	4	90	0	6	-2
HU		39	-3	38	2	16	2	6	-1	1	77	-1	22	1
MT		47	5	46	-4	2	-3	2	0	3	93	1	4	-3
NL		35	0	43	5	18	-3	3	-3	1	78	5	21	-6
AT		40	-6	43	9	11	-5	4	0	2	83	3	15	-5
PL		38	-4	46	2	12	2	2	0	2	84	-2	14	2
PT		54	-8	37	4	7	4	2	1	0	91	-4	9	5
RO		47	-3	40	6	9	1	2	-1	2	87	3	11	0
SI		55	-3	34	2	7	0	3	1	1	89	-1	10	1
SK		36	0	43	2	11	-2	2	-1	8	79	2	13	-3
FI		52	-2	39	5	7	-2	1	-1	1	91	3	8	-3
SE		36	1	44	7	13	-2	7	-5	0	80	8	20	-7
UK		42	-10	45	8	7	0	2	0	4	87	-2	9	0

QD15.4 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 is increasing (%)

		Totally agree	Tend to agree	Tend to disagree	Totally disagree	Don't know	Total 'Agree'	Total 'Disagree'
EU28		39	40	7	3	11	79	10
BE		37	48	8	2	5	85	10
BG		30	33	8	6	23	63	14
CZ		27	39	17	5	12	66	22
DK		56	33	5	1	5	89	6
DE		43	43	5	2	7	86	7
EE		23	46	13	4	14	69	17
IE		50	37	4	2	7	87	6
EL		26	33	12	7	22	59	19
ES		46	34	5	2	13	80	7
FR		47	35	4	2	12	82	6
HR		48	35	5	3	9	83	8
IT		32	41	8	6	13	73	14
CY		45	27	6	6	16	72	12
LV		29	36	13	4	18	65	17
LT		34	37	7	5	17	71	12
LU		42	40	5	1	12	82	6
HU		30	39	13	9	9	69	22
MT		37	39	2	4	18	76	6
NL		39	45	11	3	2	84	14
AT		36	42	10	5	7	78	15
PL		28	44	10	3	15	72	13
PT		19	47	10	11	13	66	21
RO		34	38	9	4	15	72	13
SI		35	35	9	8	13	70	17
SK		20	41	14	4	21	61	18
FI		46	44	3	1	6	90	4
SE		62	30	3	2	3	92	5
UK		42	41	4	3	10	83	7






























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Tables






























QD15R.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 is increasing (%)






























(IF 'USE THE INTERNET', CODE 1 TO 5 IN D62.1, D62.2, D62.3 OR D62.4)

		Totally agree		Tend to agree		Tend to disagree		Totally disagree		Don't know	Total 'Agree'		Total 'Disagree'	
		Oct.-Nov. 2018	Diff. Oct.-Nov. 2018 - June 2017	Oct.-Nov. 2018	Diff. Oct.-Nov. 2018 - June 2017	Oct.-Nov. 2018	Diff. Oct.-Nov. 2018 - June 2017	Oct.-Nov. 2018	Diff. Oct.-Nov. 2018 - June 2017	Oct.-Nov. 2018	Oct.-Nov. 2018	Diff. Oct.-Nov. 2018 - June 2017	Oct.-Nov. 2018	Diff. Oct.-Nov. 2018 - June 2017
EU28		43	-2	44	3	8	-1	2	0	3	87	1	10	-1
BE		38	3	51	2	8	-5	2	0	1	89	5	10	-5
BG		35	-13	43	4	10	4	4	2	8	78	-9	14	6
CZ		29	6	44	-5	20	-1	3	0	4	73	1	23	-1
DK		57	2	35	1	5	0	1	-2	2	92	3	6	-2
DE		45	-7	46	8	6	-1	1	0	2	91	1	7	-1
EE		25	-4	53	6	15	1	3	-1	4	78	2	18	0
IE		52	0	40	3	4	-2	1	-1	3	92	3	5	-3
EL		33	5	46	0	16	-4	2	-2	3	79	5	18	-6
ES		53	-7	39	6	5	2	1	1	2	92	-1	6	3
FR		50	3	38	0	5	-3	2	0	5	88	3	7	-3
HR		55	11	37	-6	5	0	2	-1	1	92	5	7	-1
IT		36	1	47	-3	10	1	3	0	4	83	-2	13	1
CY		54	7	33	0	7	-5	3	-3	3	87	7	10	-8
LV		33	-1	40	1	15	2	4	-2	8	73	0	19	0
LT		41	2	45	3	8	-4	3	-1	3	86	5	11	-5
LU		44	-9	44	8	6	-1	1	0	5	88	-1	7	-1
HU		33	4	44	-2	15	0	7	-1	1	77	2	22	-1
MT		42	4	48	2	3	-8	3	2	4	90	6	6	-6
NL		39	-1	45	2	11	-2	3	0	2	84	1	14	-2
AT		37	-3	46	4	12	0	3	-1	2	83	1	15	-1
PL		31	0	52	1	12	1	2	-1	3	83	1	14	0
PT		24	-6	60	2	10	1	4	3	2	84	-4	14	4
RO		41	6	44	0	9	-1	3	-1	3	85	6	12	-2
SI		42	-4	42	5	10	-1	5	1	1	84	1	15	0
SK		24	-3	50	6	15	-2	2	-2	9	74	3	17	-4
FI		48	-6	47	7	4	0	0	-1	1	95	1	4	-1
SE		63	-1	31	4	3	-1	1	-3	2	94	3	4	-4
UK		44	-4	44	6	5	-1	2	0	5	88	2	7	-1

QD15.5 Could you please tell me to what extent you agree or disagree with each of the following statements?
You are able to protect yourself sufficiently against cybercrime, e.g. by using antivirus software (%)

		Totally agree	Tend to agree	Tend to disagree	Totally disagree	Don't know	Total 'Agree'	Total 'Disagree'
EU28		22	39	17	10	12	61	27
BE		20	51	16	6	7	71	22
BG		13	25	17	19	26	38	36
CZ		16	39	20	10	15	55	30
DK		28	41	18	7	6	69	25
DE		30	37	16	8	9	67	24
EE		13	43	18	9	17	56	27
IE		31	41	13	6	9	72	19
EL		19	30	15	16	20	49	31
ES		19	34	15	18	14	53	33
FR		20	35	20	14	11	55	34
HR		22	33	16	17	12	55	33
IT		18	39	18	12	13	57	30
CY		31	25	15	12	17	56	27
LV		23	29	18	13	17	52	31
LT		19	34	16	12	19	53	28
LU		22	40	19	8	11	62	27
HU		22	32	19	16	11	54	35
MT		21	36	9	13	21	57	22
NL		23	48	19	8	2	71	27
AT		24	39	17	10	10	63	27
PL		16	37	19	8	20	53	27
PT		13	40	16	17	14	53	33
RO		27	36	13	7	17	63	20
SI		20	31	18	17	14	51	35
SK		18	38	15	5	24	56	20
FI		18	53	16	3	10	71	19
SE		21	48	17	10	4	69	27
UK		27	46	11	5	11	73	16

QD15R.5 Could you please tell me to what extent you agree or disagree with each of the following statements?
You are able to protect yourself sufficiently against cybercrime, e.g. by using antivirus software (%)
 (IF 'USE THE INTERNET', CODE 1 TO 5 IN D62.1, D62.2, D62.3 OR D62.4)






























		Totally agree		Tend to agree		Tend to disagree		Totally disagree		Don't know	Total 'Agree'		Total 'Disagree'	
		Oct.-Nov. 2018	Diff. Oct.-Nov. 2018 - June 2017	Oct.-Nov. 2018	Diff. Oct.-Nov. 2018 - June 2017	Oct.-Nov. 2018	Diff. Oct.-Nov. 2018 - June 2017	Oct.-Nov. 2018	Diff. Oct.-Nov. 2018 - June 2017	Oct.-Nov. 2018	Oct.-Nov. 2018	Diff. Oct.-Nov. 2018 - June 2017	Oct.-Nov. 2018	Diff. Oct.-Nov. 2018 - June 2017
EU28		25	-2	45	1	18	0	8	1	4	70	-1	26	1
BE		21	3	54	2	18	-5	5	-1	2	75	5	23	-6
BG		17	-5	35	5	24	0	15	-2	9	52	0	39	-2
CZ		17	1	45	-2	23	-1	8	1	7	62	-1	31	0
DK		29	-8	43	3	19	5	6	-1	3	72	-5	25	4
DE		33	0	42	-3	18	2	5	1	2	75	-3	23	3
EE		15	-3	51	3	21	1	8	0	5	66	0	29	1
IE		33	-1	45	3	14	0	5	-1	3	78	2	19	-1
EL		26	3	44	0	21	0	8	-3	1	70	3	29	-3
ES		22	-4	41	3	19	-1	15	1	3	63	-1	34	0
FR		22	-6	40	5	22	0	13	1	3	62	-1	35	1
HR		26	3	40	-9	19	3	12	2	3	66	-6	31	5
IT		22	2	47	-2	20	-2	8	2	3	69	0	28	0
CY		38	7	31	-6	19	-1	10	1	2	69	1	29	0
LV		28	5	35	-1	20	1	11	-6	6	63	4	31	-5
LT		23	-6	45	5	19	-1	9	2	4	68	-1	28	1
LU		24	2	44	-4	21	0	6	0	5	68	-2	27	0
HU		23	0	40	-1	23	1	12	1	2	63	-1	35	2
MT		28	2	49	-1	11	-5	8	5	4	77	1	19	0
NL		23	-7	49	1	19	4	8	2	1	72	-6	27	6
AT		27	-2	45	2	18	-1	6	-1	4	72	0	24	-2
PL		19	5	44	-1	23	-5	6	0	8	63	4	29	-5
PT		16	-6	54	2	18	1	9	4	3	70	-4	27	5
RO		34	7	42	2	15	-2	5	-2	4	76	9	20	-4
SI		24	-6	39	-2	22	4	12	3	3	63	-8	34	7
SK		22	2	46	5	16	-6	4	-2	12	68	7	20	-8
FI		19	-10	57	4	17	4	3	0	4	76	-6	20	4
SE		22	-2	49	2	17	2	10	0	2	71	0	27	2
UK		29	-6	51	3	12	3	3	0	5	80	-3	15	3

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Tables






























D62.1 Could you tell me if...?

You use the Internet at home, in your home (%)

		Every day or almost every day		Two or three times a week		About once a week		Two or three times a month	
		Oct.-Nov. 2018	Diff. Oct.-Nov. 2018 - June 2017	Oct.-Nov. 2018	Diff. Oct.-Nov. 2018 - June 2017	Oct.-Nov. 2018	Diff. Oct.-Nov. 2018 - June 2017	Oct.-Nov. 2018	Diff. Oct.-Nov. 2018 - June 2017
EU28		69	4	7	-1	2	0	1	0
BE		75	1	10	3	2	1	0	-1
BG		58	5	6	-1	2	1	1	0
CZ		67	9	9	-1	3	0	1	0
DK		87	2	4	-2	1	1	1	0
DE		70	0	10	1	3	0	0	0
EE		72	2	6	0	1	-1	1	1
IE		76	-2	9	3	2	1	1	1
EL		58	6	5	-2	2	0	0	-1
ES		66	8	5	-2	1	0	0	0
FR		73	3	6	0	2	0	1	0
HR		63	8	5	-2	2	0	1	0
IT		59	10	10	-1	3	0	1	0
CY		68	7	4	-2	1	0	1	1
LV		70	1	6	0	2	-1	1	0
LT		61	-1	6	1	2	1	1	1
LU		79	-3	6	0	2	1	1	0
HU		62	7	7	-2	1	-2	1	0
MT		65	1	5	-2	2	1	0	0
NL		92	0	3	-2	1	0	0	0
AT		66	4	11	-1	4	0	1	0
PL		61	6	7	-3	3	-2	2	0
PT		62	1	5	1	1	0	1	1
RO		51	7	4	-3	1	-2	1	1
SI		61	-4	6	-1	3	2	1	0
SK		63	6	8	0	3	0	1	0
FI		81	1	5	1	2	0	1	0
SE		89	-1	3	0	1	0	1	0
UK		82	3	4	-1	2	1	0	0

D62.1 Could you tell me if...?

You use the Internet at home, in your home (%)






























		Less often		Never		No Internet access (SPONTANEOUS)	
		Oct.-Nov. 2018	Diff. Oct.-Nov. 2018 - June 2017	Oct.-Nov. 2018	Diff. Oct.-Nov. 2018 - June 2017	Oct.-Nov. 2018	Diff. Oct.-Nov. 2018 - June 2017
EU28		1	0	17	-3	3	0
BE		2	1	9	-5	2	0
BG		1	0	21	-8	11	3
CZ		2	0	15	-8	3	0
DK		1	1	4	-1	2	-1
DE		2	0	12	-2	3	1
EE		2	1	11	0	7	-3
IE		0	-1	11	-3	1	1
EL		1	1	25	-5	9	1
ES		1	-1	25	-4	2	-1
FR		1	0	15	-2	2	-1
HR		3	1	20	-3	6	-4
IT		2	-1	22	-4	3	-4
CY		1	0	17	-4	8	-2
LV		1	0	17	-1	3	1
LT		1	0	21	-4	8	2
LU		1	1	7	-1	4	2
HU		1	-1	26	-2	2	0
MT		0	0	19	0	9	0
NL		1	1	2	1	1	0
AT		1	0	9	-5	8	2
PL		1	0	25	1	1	-2
PT		0	-2	26	0	5	-1
RO		2	0	41	0	0	-3
SI		6	3	17	-2	6	2
SK		1	-2	23	-4	1	0
FI		1	0	7	-3	3	1
SE		2	1	3	0	1	0
UK		0	-1	12	0	0	-2

October–November 2018

Tables

D62.2 Could you tell me if...?

You use the Internet on your place of work (%)






























		Every day or almost every day		Two or three times a week		About once a week		Two or three times a month	
		Oct.-Nov. 2018	Diff. Oct.-Nov. 2018 - June 2017	Oct.-Nov. 2018	Diff. Oct.-Nov. 2018 - June 2017	Oct.-Nov. 2018	Diff. Oct.-Nov. 2018 - June 2017	Oct.-Nov. 2018	Diff. Oct.-Nov. 2018 - June 2017
EU28		37	3	5	1	1	-1	1	0
BE		47	8	8	3	1	0	1	1
BG		29	5	6	1	1	0	0	0
CZ		37	7	7	1	1	-2	1	1
DK		55	-1	3	0	2	0	1	0
DE		34	-3	5	1	1	0	0	0
EE		48	5	3	0	1	-1	1	1
IE		42	0	8	3	2	0	1	1
EL		26	5	3	-1	0	-1	0	-1
ES		32	5	3	1	1	0	0	0
FR		35	5	4	2	1	0	1	1
HR		38	7	5	2	2	0	1	0
IT		33	5	7	1	2	-1	0	-1
CY		40	9	4	1	1	0	1	0
LV		39	3	4	0	1	-1	1	0
LT		33	1	4	0	0	-1	1	1
LU		46	-4	7	3	3	2	1	1
HU		31	6	5	-2	2	0	1	1
MT		33	0	4	0	2	1	0	0
NL		58	0	4	0	1	0	1	1
AT		40	-1	7	3	2	-2	1	1
PL		28	5	6	-3	2	-1	1	-2
PT		36	1	4	0	1	0	0	0
RO		29	6	5	0	2	1	0	0
SI		38	-2	3	1	1	0	0	0
SK		37	9	4	0	1	0	0	0
FI		49	5	3	-1	1	-1	1	1
SE		61	1	4	1	1	0	0	0
UK		45	0	4	1	1	0	1	1

October-November 2018

Tables






























D62.2 Could you tell me if...?

You use the Internet on your place of work (%)

		Less often		Never		No Internet access (SPONTANEOUS)	
		Oct.-Nov. 2018	Diff. Oct.-Nov. 2018 - June 2017	Oct.-Nov. 2018	Diff. Oct.-Nov. 2018 - June 2017	Oct.-Nov. 2018	Diff. Oct.-Nov. 2018 - June 2017
EU28		3	1	44	-4	9	0
BE		2	0	29	-20	12	8
BG		4	1	45	-9	15	2
CZ		6	2	41	-9	7	0
DK		1	0	26	-2	12	3
DE		5	1	47	-1	8	2
EE		3	1	33	-4	11	-2
IE		4	2	35	-9	8	3
EL		3	2	45	-6	23	2
ES		3	0	49	-9	12	3
FR		3	0	44	-9	12	1
HR		5	0	34	-13	15	4
IT		3	1	44	-1	11	-4
CY		3	0	37	-8	14	-2
LV		3	1	43	-4	9	1
LT		1	-1	52	-1	9	1
LU		3	2	30	-2	10	-2
HU		2	-1	54	-3	5	-1
MT		2	1	42	-2	17	0
NL		1	0	26	-2	9	1
AT		4	1	32	-8	14	6
PL		2	0	55	5	6	-4
PT		3	1	45	0	11	-2
RO		3	2	58	-5	3	-4
SI		7	3	42	-6	9	4
SK		4	0	49	-11	5	2
FI		2	1	37	-8	7	3
SE		1	-1	21	-7	12	6
UK		3	1	40	0	6	-3






























D62.3 Could you tell me if...?

You use the Internet on your mobile device (laptop, smartphone, tablet, etc.) (%)

		Every day or almost every day		Two or three times a week		About once a week		Two or three times a month	
		Oct.-Nov. 2018	Diff. Oct.-Nov. 2018 - June 2017	Oct.-Nov. 2018	Diff. Oct.-Nov. 2018 - June 2017	Oct.-Nov. 2018	Diff. Oct.-Nov. 2018 - June 2017	Oct.-Nov. 2018	Diff. Oct.-Nov. 2018 - June 2017
EU28		64	6	7	0	2	0	1	0
BE		66	5	10	2	3	0	1	0
BG		57	10	5	-1	2	1	1	0
CZ		56	15	7	-1	4	1	1	0
DK		83	7	3	-1	1	0	0	-1
DE		65	2	9	1	2	0	1	0
EE		64	5	3	-1	1	0	0	0
IE		69	-5	10	5	2	0	1	1
EL		53	6	6	0	1	0	0	-1
ES		66	6	6	-2	2	1	0	0
FR		62	6	6	1	2	0	1	0
HR		61	13	5	-2	3	1	2	0
IT		63	10	9	0	3	-1	1	0
CY		65	10	4	-2	2	1	0	-1
LV		62	9	5	0	1	-2	1	0
LT		55	5	5	0	1	0	0	0
LU		76	2	4	-2	3	1	0	0
HU		50	8	6	-4	2	-1	1	0
MT		56	0	5	0	2	0	0	0
NL		90	5	4	0	1	0	0	0
AT		62	4	12	0	5	2	1	0
PL		50	8	7	-1	2	-2	2	-2
PT		59	5	7	0	1	0	1	1
RO		46	5	6	-1	2	-1	1	1
SI		58	4	5	0	1	-1	1	0
SK		50	9	7	2	2	0	1	0
FI		77	6	5	0	1	-1	1	0
SE		84	1	2	-1	1	0	1	1
UK		75	5	5	0	2	1	1	0

D62.3 Could you tell me if...?

You use the Internet on your mobile device (laptop, smartphone, tablet, etc.) (%)






























		Less often		Never		No Internet access (SPONTANEOUS)	
		Oct.-Nov. 2018	Diff. Oct.-Nov. 2018 - June 2017	Oct.-Nov. 2018	Diff. Oct.-Nov. 2018 - June 2017	Oct.-Nov. 2018	Diff. Oct.-Nov. 2018 - June 2017
EU28		1	-1	22	-5	3	0
BE		2	-1	15	-7	3	1
BG		1	0	24	-11	10	1
CZ		3	0	26	-15	3	0
DK		1	-1	10	-3	2	-1
DE		3	1	17	-4	3	0
EE		2	1	23	-4	7	-1
IE		1	0	16	-1	1	0
EL		1	0	29	-6	10	1
ES		1	0	23	-5	2	0
FR		2	0	25	-6	2	-1
HR		2	-2	21	-8	6	-2
IT		1	-1	20	-5	3	-3
CY		2	1	19	-8	8	-1
LV		2	1	26	-9	3	1
LT		0	-1	34	-6	5	2
LU		1	0	13	-2	3	1
HU		1	-1	38	-2	2	0
MT		1	1	26	-2	10	1
NL		1	0	4	-4	0	-1
AT		1	0	11	-10	8	4
PL		1	-1	36	0	2	-2
PT		0	-1	27	-4	5	-1
RO		1	0	43	-1	1	-3
SI		4	0	25	-5	6	2
SK		2	-2	36	-9	2	0
FI		1	0	12	-7	3	2
SE		3	2	8	-3	1	0
UK		1	0	16	-3	0	-3

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Tables






























D62.4 Could you tell me if...?

You use the Internet somewhere else (school, university, cyber-café, etc.) (%)

		Every day or almost every day		Two or three times a week		About once a week		Two or three times a month	
		Oct.-Nov. 2018	Diff. Oct.-Nov. 2018 - June 2017	Oct.-Nov. 2018	Diff. Oct.-Nov. 2018 - June 2017	Oct.-Nov. 2018	Diff. Oct.-Nov. 2018 - June 2017	Oct.-Nov. 2018	Diff. Oct.-Nov. 2018 - June 2017
EU28		19	3	5	0	4	0	2	-1
BE		25	9	10	3	9	5	5	3
BG		10	0	5	2	4	2	4	0
CZ		12	3	8	3	4	-1	4	1
DK		28	3	3	-2	3	-1	4	0
DE		12	-3	5	0	3	1	2	-1
EE		28	11	4	-1	3	0	2	0
IE		28	4	7	-1	5	0	3	0
EL		14	4	6	0	4	0	5	1
ES		28	11	4	0	1	-2	1	0
FR		17	5	3	-1	2	-1	1	-1
HR		22	3	8	1	6	0	4	2
IT		13	2	7	2	4	-2	4	0
CY		32	15	6	-6	6	1	2	-1
LV		33	10	4	-1	4	1	2	0
LT		16	2	6	2	5	1	2	0
LU		30	4	6	3	4	1	3	2
HU		17	5	5	0	6	1	5	1
MT		26	-1	5	0	7	3	0	-1
NL		33	9	7	-2	4	-1	2	-1
AT		19	4	9	1	8	2	6	-1
PL		14	4	4	0	4	-3	2	-3
PT		26	7	7	3	3	0	2	0
RO		21	2	6	1	4	1	2	1
SI		23	3	4	-1	3	-1	2	-1
SK		14	2	4	3	1	-1	2	0
FI		24	3	6	2	4	1	3	0
SE		16	-2	6	1	5	0	5	2
UK		26	2	5	0	4	1	1	-1

D62.4 Could you tell me if...?






























You use the Internet somewhere else (school, university, cyber-café, etc.) (%)

		Less often		Never		No Internet access (SPONTANEOUS)	
		Oct.-Nov. 2018	Diff. Oct.-Nov. 2018 - June 2017	Oct.-Nov. 2018	Diff. Oct.-Nov. 2018 - June 2017	Oct.-Nov. 2018	Diff. Oct.-Nov. 2018 - June 2017
EU28		9	1	56	-3	5	0
BE		10	-2	38	-19	3	1
BG		12	2	54	-8	11	2
CZ		14	2	54	-9	4	1
DK		13	-3	45	2	4	1
DE		14	0	60	1	4	2
EE		9	-1	47	-8	7	-1
IE		13	2	40	-7	4	2
EL		9	1	53	-5	9	-1
ES		7	2	55	-10	4	-1
FR		6	-1	66	-2	5	1
HR		10	-1	43	-5	7	0
IT		7	1	58	-1	7	-2
CY		5	-4	40	-4	9	-1
LV		6	-1	49	-9	2	0
LT		5	-1	61	-7	5	3
LU		11	0	38	-14	8	4
HU		5	-2	59	-6	3	1
MT		4	2	47	-3	11	0
NL		11	2	41	-7	2	0
AT		13	-1	39	-9	6	4
PL		7	0	64	5	5	-3
PT		6	-1	51	-8	5	-1
RO		7	5	58	-6	2	-4
SI		13	2	49	-5	6	3
SK		12	3	64	-7	3	0
FI		14	3	47	-10	2	1
SE		20	4	46	-5	2	0
UK		7	0	53	0	4	-2

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Tables

D62R Use of the Internet
(%)

		Every day		Often/ Sometimes		Never		No Internet access (SPONTANEOUS)	
		Oct.-Nov. 2018	Diff. Oct.-Nov. 2018 - June 2017	Oct.-Nov. 2018	Diff. Oct.-Nov. 2018 - June 2017	Oct.-Nov. 2018	Diff. Oct.-Nov. 2018 - June 2017	Oct.-Nov. 2018	Diff. Oct.-Nov. 2018 - June 2017
EU28		73	3	9	0	16	-3	2	0
BE		79	3	11	2	9	-4	1	-1
BG		64	7	6	-1	22	-7	8	1
CZ		71	9	12	-2	14	-9	3	2
DK		89	2	5	-1	4	-1	2	0
DE		75	1	12	1	11	-3	2	1
EE		74	0	9	2	12	-1	5	-1
IE		80	-1	9	3	10	-3	1	1
EL		61	6	6	-2	25	-5	8	1
ES		71	3	6	0	21	-4	2	1
FR		77	4	9	0	13	-3	1	-1
HR		67	8	9	-1	18	-7	6	0
IT		69	7	10	-1	18	-4	3	-2
CY		71	6	5	0	17	-5	7	-1
LV		74	1	8	-1	17	0	1	0
LT		66	2	7	0	24	-4	3	2
LU		83	-2	7	0	8	1	2	1
HU		66	7	8	-4	25	-3	1	0
MT		66	0	7	1	19	-1	8	0
NL		95	2	4	0	1	-1	0	-1
AT		74	4	10	0	11	-7	5	3
PL		63	6	11	-6	25	2	1	-2
PT		65	1	6	0	24	-2	5	1
RO		54	7	6	-4	40	-1	0	-2
SI		64	-3	13	3	17	-3	6	3
SK		65	5	11	-1	23	-4	1	0
FI		83	2	7	0	8	-4	2	2
SE		92	-1	4	0	3	1	1	0
UK		83	2	6	0	11	-1	0	-1