



## **Special Eurobarometer 423**

# **CYBER SECURITY**

## **REPORT**

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

[http://ec.europa.eu/public\\_opinion/index\\_en.htm](http://ec.europa.eu/public_opinion/index_en.htm)

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**Special Eurobarometer 423 / Wave EB82.2 – TNS Opinion & Social**

## **Special Eurobarometer 423**

### **Cyber security**

Conducted by TNS Opinion & Social  
at the request of the  
Directorate-General for Home Affairs

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

**TABLE OF CONTENTS**

**INTRODUCTION ..... 2**

**EXECUTIVE SUMMARY ..... 4**

**I. INTERNET USE..... 6**

**1. FREQUENCY OF INTERNET ACCESS ..... 6**

**2. MEANS OF INTERNET ACCESS ..... 12**

**3. ONLINE ACTIVITIES..... 18**

**II. CONCERNS ABOUT INTERNET TRANSACTIONS ..... 23**

**1. CONCERNS..... 23**

**2. IMPACT ON BEHAVIOUR ..... 30**

**III. AWARENESS AND EXPERIENCE OF CYBERCRIMES ..... 41**

**1. LEVEL OF KNOWLEDGE..... 41**

**2. ATTITUDES TO CYBER SECURITY..... 45**

**3. CONCERNS ABOUT AND EXPERIENCE OF SPECIFIC CYBERCRIMES ..... 54**

**3.1. Identity theft..... 57**

**3.2. Scam emails or phone calls ..... 59**

**3.3. Online fraud ..... 61**

**3.4. Offensive material and child pornography..... 63**

**3.5. Access to online services..... 67**

**3.6. Email account hacking..... 69**

**3.7. Online banking fraud..... 71**

**3.8. Cyber extortion ..... 73**

**3.9. Malicious software ..... 75**

**4. FIGHTING CYBERCRIME ..... 79**

**CONCLUSIONS..... 94**

**ANNEXES**

**Technical specifications**

**Questionnaire**

**Tables**

## INTRODUCTION

This report brings together the results of the Special Eurobarometer public opinion survey on "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, including crimes specific to the Internet, online fraud and forgery, and illegal online content.<sup>1</sup>

Whilst the value of the cybercriminal economy as a whole is not precisely known, the losses are thought to represent billions of euros per year. The scale of the problem is itself a threat to law enforcement response capability – with more than 150,000 viruses and other types of malicious code in circulation and a million people victims of cybercrime every day.

Given the development of cybercrime in recent years, the European Commission has designed a coordinated policy in close co-operation with European Union (EU) Member States and the other EU institutions.

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 this survey is to understand EU citizens' experiences and perceptions of** cyber security issues. The survey examines the nature and frequency of Internet usage; their awareness and experience of cybercrime; and the level of concern that they feel about this type of crime.

The findings from this survey update a previous survey which was carried out in May-June 2013 (Special Eurobarometer 404). The 2014 survey repeats most of the questions asked in 2013 in order to provide insight into the evolution of knowledge, behaviour and attitudes towards cyber security in the European Union.

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<sup>1</sup> 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](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 Opinion & Social network in the 28 Member States of the European Union between 11 and 20 October 2014. Some 27.868 respondents from different social and demographic groups were interviewed face-to-face at home in their mother tongue on behalf of the Directorate-General for Home Affairs. The methodology used is that of Eurobarometer surveys as carried out by the Directorate-General for **Communication** ("Strategy, Corporate Communication Actions and Eurobarometer" Unit)<sup>2</sup>. A technical note on the manner in which interviews were conducted by the Institutes within the TNS Opinion & Social network is appended as an annex to this report. Also included are the interview methods and confidence intervals<sup>3</sup>.

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

#### ABBREVIATIONS

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

\* 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 people 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.*

<sup>2</sup> [http://ec.europa.eu/public\\_opinion/index\\_en.htm](http://ec.europa.eu/public_opinion/index_en.htm)

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

## EXECUTIVE SUMMARY

- The survey shows that the levels of Internet use still vary widely: while more than half of EU citizens access the Internet every day (63%), a substantial minority (24%) say that they never use the Internet or do not have access.
- Besides accessing the Internet from a computer (92%), 61% of Internet users access the Internet through a smartphone, and 30% use a touchscreen tablet. The use of smartphones and touchscreen tablets has increased dramatically compared with 2013.
- More than half of Internet users in the EU say they use the Internet to access their e-mail (86%), read news online (63%), access online social networks (60%), buy goods or services online (57%) or do online banking (54%), while 23% sell goods or services. Levels of use of all of these activities have increased since 2013. There is considerable variation in the online activities that respondents undertake in different countries.
- When using the Internet for online banking or shopping, the two most common concerns are about someone misusing personal data (mentioned by 43% of Internet users in the EU) and security of online payments (42%). EU citizens are more concerned about these issues than they were in 2013.
- Internet users are more likely to have changed their online behaviour because of security concerns since 2013: 61% have installed anti-virus software, 49% do not open emails from people they do not know, while 38% say that they are less likely to give personal information on websites. Three in five Internet users (61%) have changed at least one of their online passwords during the past year.
- Just under half (47%) of EU citizens feel well informed about the risks of cybercrime, a slight increase on the 2013 figure (44%).
- Internet users express high levels of concern about cyber security:
  - 89% agree that they avoid disclosing personal information online;
  - 85% agree that the risk of becoming a victim of cybercrime is increasing;
  - 73% agree that they are concerned that their online personal information is not kept secure by websites;
  - 67% agree that they are concerned that this information is not kept secure by public authorities.
- Around two in three Internet users in the EU are concerned about experiencing identity theft (68%) and about discovering malicious software on their device (66%). More than half are concerned about being the victim of bank card or online banking fraud (63%); having their social media or email account hacked (60%); scam emails or phone calls (57%); online fraud (56%);

and accidentally discovering child pornography online (52%). Similar proportions are concerned about not being able to access online services because of cyber-attacks (50%); cyber extortion (47%); and accidentally encountering material which promotes racial hatred or religious extremism (46%).

- These levels of concern about specific types of cybercrimes are considerably higher than in 2013, with the largest increase in relation to identity theft (up 16 percentage points).
- Despite the high levels of concern, three in four Internet users (74%) agree that they are able to protect themselves sufficiently against cybercrime, although 23% disagree.
- The two most common situations experienced by respondents are discovering malicious software on their device (47%) and receiving an email or phone call fraudulently asking for access to their computer, logins or personal details (31%). In each case, 7% of Internet users say that this has happened to them often. Experience of the various types of cybercrime has remained at a similar level, in comparison with the 2013 survey.
- If they experienced or were the victim of cybercrime, most respondents say they would contact the police, especially if the crime was identity theft (84%) or online banking fraud (79%), or if they accidentally encountered child pornography online (76%).
- Various steps are taken to protect children aged under 16 while they are online, such as monitoring their Internet usage (22%), talking to children about risks on the Internet (21%), limiting the time spent online (18%) and adjusting security settings on browser (13%).
- There are differences between countries that can be seen throughout the findings:
  - Respondents in Sweden, the Netherlands and Denmark are more likely to be frequent Internet users (87% or more accessing the Internet at least once a day), and to use the Internet for buying things (80%, 83% and 80% of Internet users respectively) or for online banking (91%, 89% and 94%). They are also more likely to be well informed about the risks of cybercrime (66%, 67% and 67% feeling either very or fairly well informed), and to have taken steps to address security concerns (69%, 65% and 61% say they are less likely to give personal information on websites).
  - By contrast, lower levels of Internet use can be seen in a number of countries such as Romania, Portugal, Greece and Bulgaria (with 54%, 56%, 58% and 60% of respondents using the Internet). In Romania and Bulgaria in particular, respondents feel less well informed about the risks of cybercrime (31% and 34% feeling either very or fairly well informed in these countries).

## I. INTERNET USE

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

### 1. FREQUENCY OF INTERNET ACCESS

#### **- A significant majority of Europeans have Internet access and they are most likely to use it from home on a daily basis -**

Respondents were asked about their use of the Internet at home, at their place of work, and in other locations.

More than half of EU citizens (60%) use the Internet at home every day or almost every day. A further 14% of respondents use the Internet at home less frequently (two or three times a week, about once a week, two or three times a month, or less often), while around one in four (26%) say that they do not access the Internet at home at all; this includes 17% who never use the Internet at home and 9% who say they do not have any Internet access at home<sup>4</sup>.

More than one in three EU citizens (38%) use the Internet at their place of work, and this includes 29% who use the Internet every day or almost every day at work.

In addition, around one in three respondents (34%) use the Internet somewhere else (such as at school, university or at a cyber-café), including 16% who do so every day or almost every day.

There has been an increase in usage at home, work and elsewhere. This is not only seen in the reduced proportion of people who say they never access the Internet or have no access, but also in the increased frequency of Internet usage on a daily basis.

Although not strictly comparable as the question wording is different, the proportion is in line with the 79% of Europeans who use the Internet reported by Eurostat in the most recent EU wide data available<sup>5</sup>.

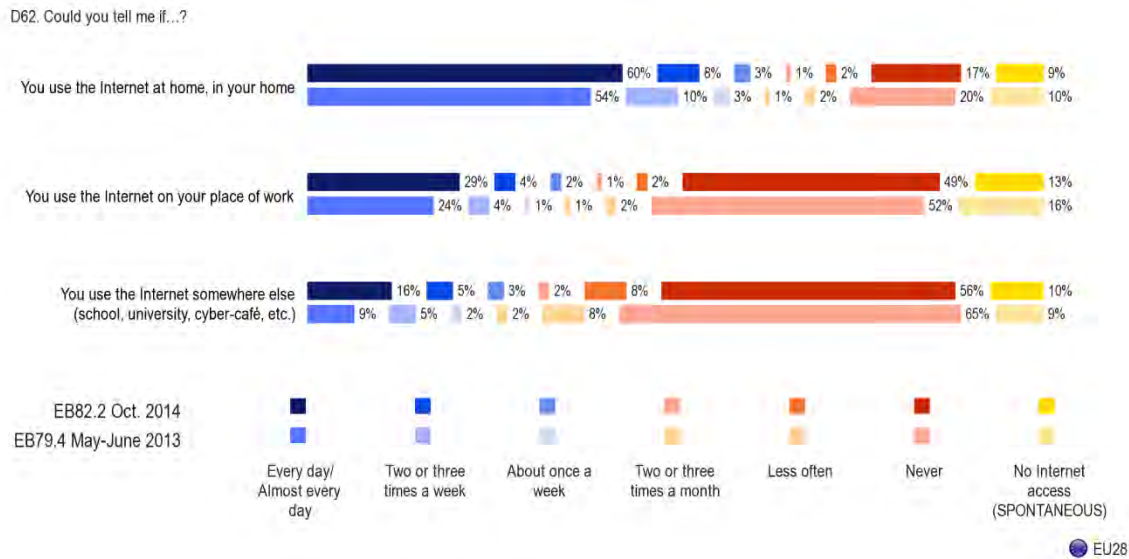
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<sup>4</sup> EB82.2: D62 'Could you tell me if ....? 1. You use the Internet at home, in your home. 2. You use the Internet on your place of work. 3. You use the Internet somewhere else (school, university, cyber-café, etc.).' Possible answers: Every day/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).

EB82.1: D62 'Could you tell me if ....? 1. You use the Internet at home, in your home. 2. You use the Internet on your place of work. 3. You use the Internet somewhere else (school, university, cyber-café, etc.).' Possible answers: Every day/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).

<sup>5</sup> Internet use and frequency of use by individuals, 2013 (% of individuals), Eurostat


































Respondents in every Member State are most likely to use the Internet at home. However, there are large variations between individual Member States in levels of Internet use.

The highest levels of Internet use at home can be seen in Sweden (95%), the Netherlands (95%) and Denmark (94%). The lowest proportions that use the Internet at home can be found in Romania (53%), Portugal (55%), Greece (56%), Bulgaria (60%) and Hungary (61%).

A similar pattern can be seen for Internet use at work. Respondents in Sweden (67%), the Netherlands (65%) and Denmark (64%) are most likely to use the Internet at their place of work, while the lowest proportions can be seen in Romania (22%), Greece (23%), Portugal (25%), Bulgaria (27%), Spain (27%) and Hungary (29%).

The highest use of the Internet at other locations (such as at school, university or at a cyber-café) can also be observed in Denmark (63%), the Netherlands (60%) and Sweden (59%). Respondents in Romania (22%), Hungary (22%), Bulgaria (23%), Greece (24%), Portugal (25%), Slovakia (25%) and Lithuania (25%) are least likely to use the Internet in other locations.

## D62 Use of Internet

	Use the Internet at home	Use the Internet at work	Use the Internet somewhere else
 EU28	74%	38%	34%
 BE	82%	43%	35%
 BG	60%	27%	23%
 CZ	72%	40%	28%
 DK	94%	64%	63%
 DE	77%	37%	33%
 EE	78%	45%	43%
 IE	79%	39%	35%
 EL	56%	23%	24%
 ES	67%	27%	33%
 FR	83%	37%	34%
 HR	68%	41%	43%
 IT	68%	37%	31%
 CY	65%	34%	39%
 LV	74%	40%	36%
 LT	66%	31%	25%
 LU	86%	46%	44%
 HU	61%	29%	22%
 MT	70%	33%	34%
 NL	95%	65%	60%
 AT	70%	46%	40%
 PL	70%	34%	27%
 PT	55%	25%	25%
 RO	53%	22%	22%
 SI	72%	39%	37%
 SK	68%	33%	25%
 FI	85%	51%	43%
 SE	95%	67%	59%
 UK	82%	44%	38%

**Highest percentage per country**

*Lowest percentage per country*

Highest percentage per item

Lowest percentage per item

Base: all respondents (n=27,868 in EU28)

Overall levels of Internet use can be assessed by combining the findings for use at different locations. This shows that a substantial minority of EU citizens (24%) say that they do not access the Internet at all; this includes 18% who never access the Internet and 6% who say they do not have any Internet access. However, if people do use the Internet, they are likely to do so frequently: 63% of EU citizens use the Internet every day (or almost every day), while a smaller proportion (13%) uses the Internet less often (often or sometimes).






























The highest levels of Internet use can be seen in Sweden (96%), the Netherlands (95%) and Denmark (94%). A very high proportion of respondents in these countries access the Internet every day (89% in Sweden, 89% in the Netherlands and 87% in Denmark). In these countries, very few respondents say that they never use the Internet or do not have Internet access (4% in Sweden, 5% in the Netherlands and 6% in Denmark).

The lowest proportions that use the Internet (at all) can be found in Romania (54%), Portugal (56%), Greece (58%) and Bulgaria (60%). Respondents in these countries are also least likely to access the Internet every day (36% in Romania, 47% in Bulgaria, 47% in Greece and 48% in Portugal).

When comparing the total access to the Internet across home, work and elsewhere, there has been an increase of four percentage points from 72% in 2013 to 76% in 2014, with the largest increases seen in Croatia and Cyprus (+ 8 points). There have been very slight decreases in Ireland, Hungary, Slovakia, the Czech Republic and Latvia.

The increase is largely driven by a shift in frequency of usage, from those who tend never to use the Internet (down four points to 18%) and an increase in those who use the Internet on a daily basis (up six points to 63%).

## D62R Use of the Internet

	Every day	Diff. EB82.2 - EB79.4	Often/ Sometimes	Diff. EB82.2 - EB79.4	Never	Diff. EB82.2 - EB79.4	No Internet access (SPONTANEOUS)	Diff. EB82.2 - EB79.4	Total 'Internet access'	Diff. EB82.2 - EB79.4
 EU28	63%	<b>+6</b>	13%	<b>-2</b>	18%	<b>-4</b>	6%	=	76%	<b>+4</b>
 HR	53%	<b>+5</b>	16%	<b>+3</b>	21%	<b>-15</b>	10%	<b>+7</b>	69%	<b>+8</b>
 CY	61%	<b>+11</b>	7%	<b>-3</b>	23%	<b>-3</b>	9%	<b>-5</b>	68%	<b>+8</b>
 BE	72%	<b>+8</b>	11%	<b>-3</b>	15%	<b>-1</b>	2%	<b>-4</b>	83%	<b>+5</b>
 PL	53%	<b>+4</b>	17%	<b>+1</b>	17%	<b>-10</b>	13%	<b>+5</b>	70%	<b>+5</b>
 FI	79%	<b>+7</b>	8%	<b>-2</b>	9%	<b>+1</b>	4%	<b>-6</b>	87%	<b>+5</b>
 ES	59%	<b>+9</b>	11%	<b>-5</b>	28%	<b>-3</b>	2%	<b>-1</b>	70%	<b>+4</b>
 FR	76%	<b>+8</b>	8%	<b>-4</b>	12%	<b>-4</b>	4%	=	84%	<b>+4</b>
 PT	48%	<b>+10</b>	8%	<b>-6</b>	34%	=	10%	<b>-4</b>	56%	<b>+4</b>
 RO	36%	<b>-2</b>	18%	<b>+6</b>	34%	<b>-8</b>	12%	<b>+4</b>	54%	<b>+4</b>
 LU	76%	<b>+4</b>	12%	<b>-1</b>	8%	<b>-2</b>	4%	<b>-1</b>	88%	<b>+3</b>
 MT	61%	<b>+6</b>	9%	<b>-3</b>	25%	<b>-8</b>	5%	<b>+5</b>	70%	<b>+3</b>
 DE	61%	<b>+3</b>	17%	<b>-1</b>	17%	<b>-3</b>	5%	<b>+1</b>	78%	<b>+2</b>
 IT	54%	<b>+5</b>	16%	<b>-3</b>	22%	<b>-3</b>	8%	<b>+1</b>	70%	<b>+2</b>
 AT	60%	<b>+9</b>	11%	<b>-7</b>	15%	<b>-7</b>	14%	<b>+5</b>	71%	<b>+2</b>
 SI	61%	<b>+6</b>	12%	<b>-4</b>	19%	<b>-4</b>	8%	<b>+2</b>	73%	<b>+2</b>
 SE	89%	<b>+2</b>	7%	=	3%	<b>-2</b>	1%	=	96%	<b>+2</b>
 UK	75%	<b>+9</b>	8%	<b>-7</b>	14%	<b>-3</b>	3%	<b>+1</b>	83%	<b>+2</b>
 BG	47%	<b>+3</b>	13%	<b>-2</b>	25%	<b>-1</b>	15%	=	60%	<b>+1</b>
 DK	87%	<b>+3</b>	7%	<b>-2</b>	3%	<b>-1</b>	3%	=	94%	<b>+1</b>
 EE	72%	<b>+5</b>	8%	<b>-4</b>	11%	<b>-3</b>	9%	<b>+2</b>	80%	<b>+1</b>
 NL	89%	<b>+3</b>	6%	<b>-2</b>	3%	<b>-2</b>	2%	<b>+1</b>	95%	<b>+1</b>
 EL	47%	<b>+3</b>	11%	<b>-3</b>	29%	<b>+6</b>	13%	<b>-6</b>	58%	=
 LT	56%	<b>+3</b>	12%	<b>-3</b>	29%	<b>-2</b>	3%	<b>+2</b>	68%	=
 IE	69%	<b>+9</b>	11%	<b>-10</b>	15%	<b>-2</b>	5%	<b>+3</b>	80%	<b>-1</b>
 HU	50%	<b>+10</b>	12%	<b>-11</b>	28%	<b>+8</b>	10%	<b>-7</b>	62%	<b>-1</b>
 SK	55%	<b>+4</b>	14%	<b>-5</b>	24%	<b>-1</b>	7%	<b>+2</b>	69%	<b>-1</b>
 CZ	58%	<b>+2</b>	15%	<b>-4</b>	18%	<b>-1</b>	9%	<b>+3</b>	73%	<b>-2</b>
 LV	66%	<b>+3</b>	9%	<b>-5</b>	23%	<b>+2</b>	2%	=	75%	<b>-2</b>

Base: all respondents (n=27,868 in EU28)

Looking at **socio-demographic variations**, there are large differences in Internet use by age group, with a general pattern of Internet use (and frequent use) decreasing with age. In particular, people aged 55 or over are much less likely than younger age groups to access the Internet (only 47% of those aged 55 or over ever use the Internet), while the youngest age group (15-24 year olds) is most likely to use the Internet every day (92%).





There are also large differences by level of education and occupation. Those staying in education at least until the age of 20 are much more likely to use the Internet, and to use it frequently, than those ending their education at an earlier age. For example, 83% of those who ended their education at the age of 20 or above use the Internet every day, compared with 60% of those ending their education between the ages of 16 and 19, and 23% of those ending their education by the age of 15 or under.

Students and white collar workers are also more likely than those in other occupations or activities to use the Internet and to use it frequently. For example, 95% of students, 91% of managers and 85% of other white-collar workers access the Internet every day.

Self-employed respondents, or those in managerial or other white collar roles are the most likely to use the Internet at their place of work (70%-89%), while the economically inactive segment of respondents (house persons, unemployed and retired) are the least likely to do so (3%-19%).

In addition, Internet usage is higher among men than women (67% of men access the Internet every day, compared with 59% of women).

## D62R - Use of the Internet

	Every day	Often/ Sometimes	Never	No Internet access (SPONTANEOUS)	Total 'Internet access'
EU28	63%	13%	18%	6%	76%
 <b>Gender</b>					
Man	67%	12%	16%	5%	79%
Woman	59%	13%	21%	7%	72%
 <b>Age</b>					
15-24	92%	5%	2%	1%	97%
25-39	84%	11%	4%	1%	95%
40-54	70%	16%	11%	3%	86%
55 +	33%	14%	39%	14%	47%
 <b>Education (End of)</b>					
15-	23%	12%	49%	16%	35%
16-19	60%	17%	17%	6%	77%
20+	83%	9%	6%	2%	92%
Still studying	95%	4%	0%	1%	99%
 <b>Socio-professional category</b>					
Self-employed	76%	14%	9%	1%	90%
Managers	91%	7%	1%	1%	98%
Other white collars	85%	10%	4%	1%	95%
Manual workers	66%	18%	13%	3%	84%
House persons	45%	17%	29%	9%	62%
Unemployed	68%	12%	16%	4%	80%
Retired	28%	13%	43%	16%	41%
Students	95%	4%	0%	1%	99%

Base: all respondents (n=27,868 in EU28)

## 2. MEANS OF INTERNET ACCESS

### - Use of smartphones and tablets is increasing rapidly, although computers remain the most common means of accessing the Internet -

The vast majority of Internet users (92%) say that they access the Internet from a computer (either a desktop, laptop or netbook), while over half (61%) access the Internet through a smartphone. In addition, 30% use a touchscreen tablet, while 11% access the Internet from a TV<sup>6</sup>.

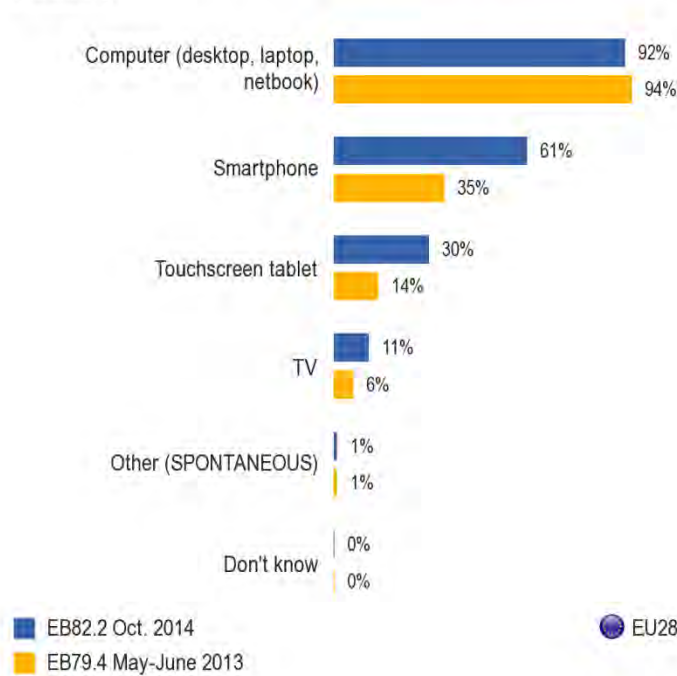
Comparisons can be made with the Special Eurobarometer Survey conducted in May-June 2013 (EB79.4). It is clear that the use of smartphones and touchscreen tablets has increased substantially in the last year.

<sup>6</sup> EB82.2: QB2 'What devices do you use to access the Internet?' (MULTIPLE ANSWERS POSSIBLE) Possible answers: Computer (desktop, laptop, netbook); Touchscreen tablet; Smartphone; TV; Other (SPONTANEOUS); Don't know.

EB79.4: QC2 'What devices do you use to access the Internet?' (MULTIPLE ANSWERS POSSIBLE) Possible answers: Desktop computer; Laptop computer/Netbook; Tablet computer/Touchscreen; Smartphone; TV; Other (SPONTANEOUS); Don't know.

The proportion that accesses the Internet through a smartphone has increased by 26 percentage points (from 35% to 61%), while there has been an increase in the use of touchscreen tablets of 16 points (from 14% to 30%).

QB2. What devices do you use to access the Internet? (MULTIPLE ANSWERS POSSIBLE)



Base: respondents who use the Internet (D62) (n=21,015 in EU28)

Looking at the findings for individual countries, access through a computer (desktop, laptop or netbook) is the most common method in all countries, with the largest proportions observed in Latvia (98%) and the Netherlands (98%). Respondents are least likely to access the Internet through a computer in Ireland (86%), Spain (87%), Cyprus (87%), Austria (88%) and the UK (88%).

The proportion that accesses the Internet via a smartphone varies considerably by country. The highest proportions can be seen in Spain (85%)<sup>7</sup>, Sweden (79%), Denmark (74%), the Netherlands (73%) and Austria (72%)<sup>8</sup>, while the lowest proportions can be found in Bulgaria (35%), Slovakia (38%), Portugal (38%) and Poland (40%).

There are also large variations in the use of touchscreen tablets: respondents are most likely to use a touchscreen tablet in the Netherlands (57%), Denmark (52%) and the UK (50%), while the lowest figures can be seen in Hungary (16%), Lithuania (16%), Poland (17%) and Germany (18%).






























<sup>7</sup> This corresponds with the large increase in mobile access seen in Spain in the 2014 (which now stands at the 3<sup>rd</sup> highest mobile access in the EU) and the highest increase in mobile Internet usage (the biggest increase seen in the EU). [http://ec.europa.eu/public\\_opinion/archives/ebs/ebs\\_414\\_en.pdf](http://ec.europa.eu/public_opinion/archives/ebs/ebs_414_en.pdf) (pages 23, 54)

<sup>8</sup> These countries were also seen as those with the highest level of personal mobile Internet access in the same report (page 55).



Respondents in the Netherlands (26%), the UK (21%) and Sweden (20%) are most likely to access the Internet from a TV, while less than 5% use a TV for Internet access in the following countries: Portugal (3%), Slovakia (3%), Greece (3%), Bulgaria (4%), the Czech Republic (4%), Italy (4%) and Hungary (4%).

QB2 What devices do you use to access the Internet? (MULTIPLE ANSWERS POSSIBLE)

	Computer (desktop, laptop, netbook)	Smartphone	Touchscreen tablet	TV	Other (SPONTA- NEOUS)	Don't know
 EU28	92%	61%	30%	11%	1%	0%
 BE	94%	51%	39%	11%	1%	0%
 BG	95%	35%	20%	4%	0%	0%
 CZ	93%	44%	21%	4%	0%	0%
 DK	97%	74%	52%	18%	1%	0%
 DE	96%	56%	18%	8%	0%	0%
 EE	96%	55%	28%	9%	0%	0%
 IE	86%	69%	39%	12%	1%	0%
 EL	92%	48%	25%	3%	0%	0%
 ES	87%	85%	28%	9%	0%	0%
 FR	94%	55%	33%	14%	0%	0%
 HR	92%	62%	24%	6%	0%	0%
 IT	90%	68%	20%	4%	0%	1%
 CY	87%	59%	42%	12%	0%	0%
 LV	98%	46%	24%	12%	1%	0%
 LT	95%	52%	16%	11%	0%	0%
 LU	93%	63%	44%	15%	0%	0%
 HU	92%	47%	16%	4%	0%	0%
 MT	92%	60%	36%	8%	0%	0%
 NL	98%	73%	57%	26%	4%	0%
 AT	88%	72%	33%	7%	2%	0%
 PL	94%	40%	17%	6%	0%	1%
 PT	93%	38%	22%	3%	0%	0%
 RO	90%	43%	24%	6%	1%	0%
 SI	94%	55%	27%	9%	1%	0%
 SK	94%	38%	24%	3%	1%	0%
 FI	94%	68%	40%	18%	1%	0%
 SE	96%	79%	46%	20%	1%	0%
 UK	88%	69%	50%	21%	1%	0%

**Highest percentage per country**

Highest percentage per item

*Lowest percentage per country*

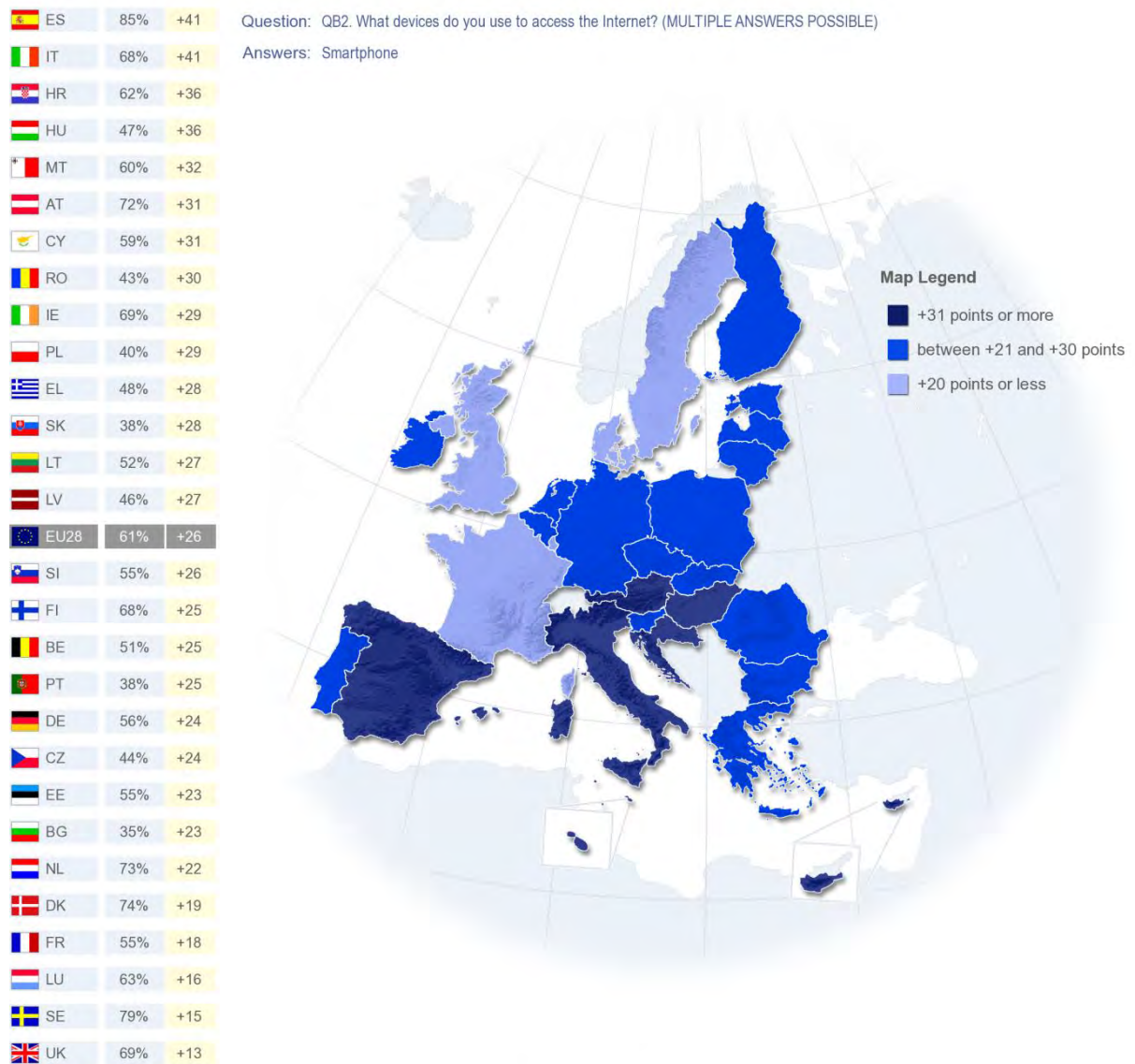
Lowest percentage per item

Base: respondents who use the Internet (D62) (n=21,015 in EU28)



Since the 2013 survey, an increase in the use of smartphones and touchscreen tablets can be seen in all of the countries surveyed.

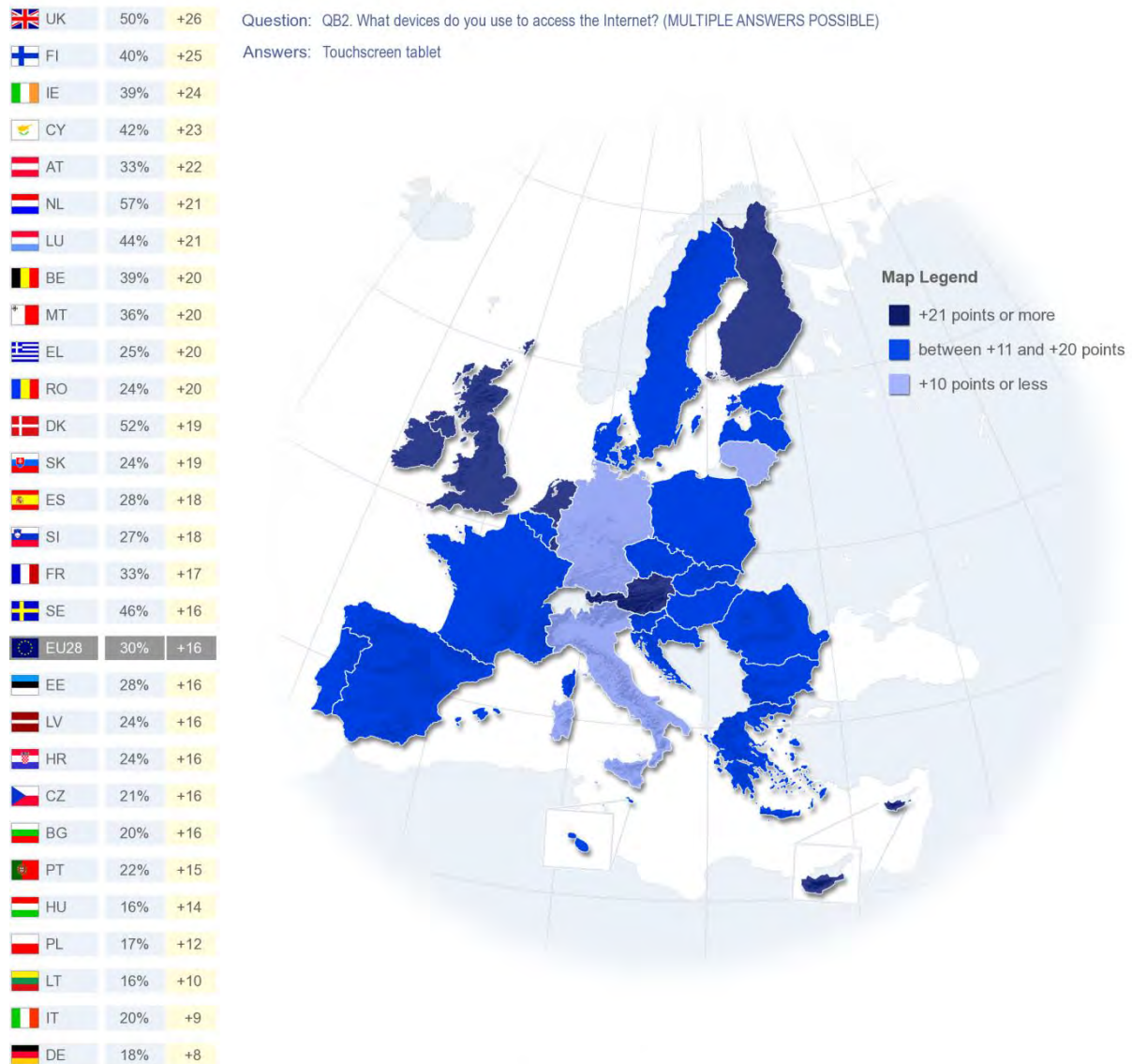
The largest increases in the use of smartphones can be seen in Spain (up 41 percentage points since 2013), Italy (up 41 points), Croatia (up 36 points) and Hungary (up 36 points). The lowest increases can be observed in countries where use of smartphones was already high in 2013, such as the UK (up 13 points), Sweden (up 15 points) and Luxembourg (up 16 points).



Evolution 2014-2013

Base: respondents who use the Internet (D62) (n=21,015 in EU28)

The largest increases in Internet access via touchscreen tablets can be observed in the UK (up 26 percentage points since 2013), Finland (up 25 points), Ireland (up 24 points) and Cyprus (up 23 points). The smallest increases can be seen in Germany (up 8 points) and Italy (up 9 points).



Evolution 2014-2013

Base: respondents who use the Internet (D62) (n=21,015 in EU28)

The main **socio-demographic differences** in means of accessing the Internet are by age. The use of a smartphone for Internet access is much higher among younger people, ranging from 85% among 15-24 year olds to 30% of those aged 55 or over. Use of a tablet is also lower among those aged 55 or over compared with younger age groups (22% compared with at least 31% in other age groups).

The use of all of the various devices is higher among those leaving education at a later stage. The differences are most pronounced for use of a smartphone and for a touchscreen tablet.

For example, 64% of those leaving education at the age of 20 or over use a smartphone to access the Internet, falling to 54% among those leaving education between the ages of 16 and 19, and 43% of those ending their education at the age of 15 or under. Use of a touchscreen tablet ranges from 37% for those leaving education at the age of 20 or over, to 25% of those leaving education between the ages of 16 and 19, and 19% of those ending their education by the age of 15.

In addition, managers are more likely than other socio-professional categories to use a touchscreen tablet (46% compared with no more than 33% in any other group) and a TV (18% compared with no more than 12% in any other group).

The one difference by gender is that men are more likely than women to use a smartphone (63% compared with 58%).

Daily Internet users are more likely than less frequent users to make use of all of the various devices. The difference is greatest for use of a smartphone (67% among daily Internet users, compared with 27% of those who use the Internet less often) and a touchscreen tablet (34% compared with 12%).

**QB2 What devices do you use to access the Internet? (MULTIPLE ANSWERS POSSIBLE)**

	Computer (desktop, laptop, netbook)	Smartphone	Touchscreen tablet	TV	Other (SPONTA- NEOUS)	Don't know
EU28	92%	61%	30%	11%	1%	0%
<b>Gender</b>						
Man	94%	63%	31%	12%	1%	0%
Woman	91%	58%	29%	10%	0%	0%
<b>Age</b>						
15-24	90%	85%	31%	13%	1%	0%
25-39	91%	72%	34%	13%	1%	0%
40-54	94%	58%	31%	11%	0%	0%
55 +	95%	30%	22%	8%	0%	0%
<b>Education (End of)</b>						
15-	88%	43%	19%	8%	1%	0%
16-19	91%	54%	25%	9%	1%	0%
20+	95%	64%	37%	13%	1%	0%
Still studying	93%	86%	33%	12%	1%	0%
<b>Socio-professional category</b>						
Self-employed	94%	64%	32%	11%	1%	1%
Managers	97%	72%	46%	18%	1%	0%
Other white collars	95%	63%	32%	9%	0%	0%
Manual workers	89%	61%	27%	11%	1%	0%
House persons	87%	48%	26%	8%	0%	0%
Unemployed	86%	66%	22%	10%	1%	0%
Retired	95%	24%	20%	8%	0%	0%
Students	93%	86%	33%	12%	1%	0%
<b>Use of the Internet</b>						
Every day	94%	67%	34%	12%	1%	0%
Often/ Sometimes	86%	27%	12%	4%	0%	1%

Base: respondents who use the Internet (D62) (n=21,015 in EU28)

### 3. ONLINE ACTIVITIES

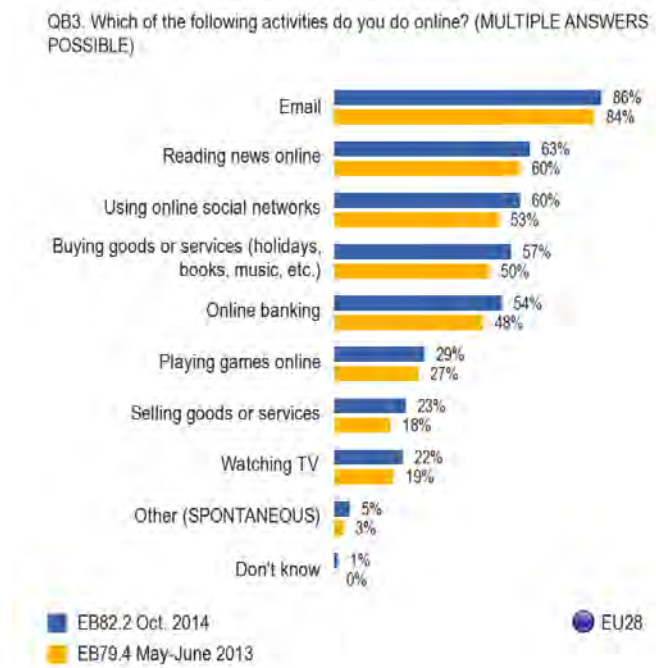
#### - There is considerable variation by country in the proportion that conduct banking online, buy or sell goods or services online or watch TV online -

Internet users were asked about the various activities that they do online. The vast majority of Internet users across the EU use email (86%), while more than half of respondents do each of the following activities: read news online (63%), use online social networks (60%), buy goods or services (57%), and do online banking (54%).

Internet users in the EU are less likely to say that they play games online (29%), sell goods or services (23%) or watch TV (22%)<sup>9</sup>.

In total, seven in ten respondents (70%) conduct any kind of online financial transactions, either buying or selling goods or services or online banking. This compares with 66% of Internet users conducting any kind of financial transactions in 2013, an increase of four percentage points.

Overall, Internet users are more likely to conduct certain online activities compared with 2013. The largest increases can be seen for using online social networks (from 53% to 60%), buying goods or services (from 50% to 57%) and online banking (from 48% to 54%).



Base: respondents who use the Internet (D62) (n=21,015 in EU28)

<sup>9</sup> EB82.2: QB3 'Which of the following activities do you do online?' (MULTIPLE ANSWERS POSSIBLE) Possible answers: Online banking; Buying goods or services (holidays, books, music, etc.); Selling goods or services; Using online social networks; Email; Reading news online; Playing games online; Watching TV; Other (SPONTANEOUS); Don't know.

EB79.4: QC3 'Which of the following activities do you do online?' (MULTIPLE ANSWERS POSSIBLE) Possible answers: Online banking; Buying goods or services (holidays, books, music, etc.); Selling goods or services; Using online social networks; Email; Reading news online; Playing games online; Watching TV; Other (SPONTANEOUS); None (SPONTANEOUS); Don't know.

In almost all Member States, most respondents use the Internet to access e-mail. In Finland online banking is as frequently used as email (93%).

In five Member States, most use the Internet to read online news: Lithuania (89%), Poland (82%), Croatia (81%), Greece (76%), and Cyprus (74%). In Romania, most respondents (64%) use the Internet to access online social networks.

There are some differences in online activity by country. Specifically, respondents in Estonia (90%), Lithuania (89%), Latvia (85%) and Slovenia (84%) are most likely across the EU to use the Internet for online news; this compares with only 46% in France.

Almost all Internet users in Denmark (98%), the Netherlands (97%), Austria (95%) and Sweden (95%) use the Internet for email, but this is much lower in Romania (48%). Respondents in Cyprus (66%) and Greece (68%) are also less likely than those in other countries to use the Internet for email.

Respondents are most likely to purchase goods or services online in the Netherlands (83%), Denmark (80%) and Sweden (80%). The lowest proportions can be observed in Portugal (20%), Romania (22%) and Bulgaria (28%).

Respondents in Denmark (94%), Sweden (91%) and the Netherlands (89%) are also most likely to use the Internet for online banking, along with Finland (93%) and Estonia (89%). People in Bulgaria (13%) and Romania (13%) and Greece (15%) are least likely to use the Internet for online banking.

Respondents in the Netherlands are also the most likely to use the Internet to sell goods or services (44%), followed by those in Sweden (38%) and Denmark (35%) while very low proportions can be found in Cyprus (3%) and Greece (4%).






























Watching TV via the Internet is most common among respondents Sweden (58%), Denmark (48%) and Finland (48%), but much lower proportions can be seen in Hungary (8%) and Italy (9%).

At least half of Internet users in every Member State use online social networks, and the highest proportions can be observed in Portugal (76%), Denmark (74%), Latvia (73%) and Malta (73%).

Internet users in Greece (44%), Cyprus (43%), Portugal (41%) and Austria (40%) are most likely to say that they play games online, as do at least one in five respondents in all Member States.



## QB3 Which of the following activities do you do online? (MULTIPLE ANSWERS POSSIBLE)

	Email	Reading news online	Using online social networks	Buying goods or services (holidays, books, music, etc.)	Online banking	Playing games online	Selling goods or services	Watching TV	Other (SPONTANEOUS)	Don't know
 EU28	86%	63%	60%	57%	54%	29%	23%	22%	5%	1%
 BE	91%	59%	63%	56%	70%	30%	27%	20%	3%	0%
 BG	81%	65%	67%	28%	13%	30%	7%	17%	9%	0%
 CZ	92%	64%	52%	54%	65%	30%	20%	17%	1%	1%
 DK	98%	81%	74%	80%	94%	33%	35%	48%	3%	0%
 DE	90%	59%	52%	68%	49%	22%	25%	13%	5%	1%
 EE	92%	90%	63%	56%	89%	30%	17%	29%	2%	0%
 IE	84%	57%	63%	69%	61%	25%	24%	34%	3%	1%
 EL	68%	76%	72%	36%	15%	44%	4%	16%	11%	0%
 ES	88%	66%	71%	40%	41%	22%	8%	18%	9%	1%
 FR	88%	46%	51%	62%	62%	29%	34%	21%	5%	0%
 HR	77%	81%	60%	30%	35%	36%	13%	15%	6%	0%
 IT	81%	64%	63%	32%	38%	30%	8%	9%	6%	1%
 CY	66%	74%	55%	41%	35%	43%	3%	29%	10%	0%
 LV	88%	85%	73%	48%	81%	39%	12%	38%	4%	0%
 LT	83%	89%	64%	50%	73%	32%	18%	31%	4%	0%
 LU	91%	60%	63%	62%	65%	31%	17%	25%	8%	0%
 HU	82%	72%	62%	32%	29%	32%	9%	8%	3%	1%
 MT	81%	71%	73%	68%	58%	38%	15%	41%	4%	1%
 NL	97%	76%	68%	83%	89%	35%	44%	42%	4%	0%
 AT	95%	63%	62%	59%	64%	40%	31%	20%	8%	0%
 PL	79%	82%	59%	49%	57%	25%	21%	17%	3%	2%
 PT	82%	67%	76%	20%	26%	41%	12%	13%	13%	1%
 RO	48%	55%	64%	22%	13%	36%	13%	18%	7%	1%
 SI	89%	84%	58%	43%	45%	26%	19%	21%	4%	0%
 SK	84%	55%	54%	44%	51%	21%	14%	11%	4%	2%
 FI	93%	82%	62%	70%	93%	36%	29%	48%	5%	0%
 SE	95%	79%	71%	80%	91%	30%	38%	58%	4%	0%
 UK	90%	59%	59%	77%	63%	38%	29%	40%	3%	1%

Highest percentage per country

Lowest percentage per country

Highest percentage per item

Lowest percentage per item

Base: respondents who use the Internet (D62) (n=21,015 in EU28)

There have been increases in the use of Internet for various online activities across different Member States. The largest increases are as follows:

- Email: Bulgaria (up 10 percentage points since 2013) and Croatia (up 10 points);
- Reading news online: Ireland and Luxembourg (up 7 points in each case);
- Online social networks: Spain (up 13 points), Italy (up 13 points) and Romania (up 10 points);
- Buying goods or services: Ireland (up 18 points), Estonia (up 15 points) and Hungary (up 15 points);
- Online banking: Hungary and Austria (up 12 points in each case);
- Selling goods or services: Belgium (up 11 points), Austria (up 10 points), Poland (up 10 points) and Sweden (up 10 points);
- Watching TV: Malta (up 17 points), Denmark (up 12 points) and Latvia (up 11 points).

There have been no large increases in the proportions that play games online (the largest increase is of 5 percentage points).

The only decreases of any substance in the last 12 months have been in the proportions that use online social networks (down 6 points among respondents in Slovakia), reading news online (down 8 points among those in the Czech Republic) and watching TV (down 6 points among those in both Bulgaria and Romania).

Looking at **socio-demographic differences**, respondents who finished their education at the age of 20 or over are more likely than those who finished their education earlier to use the Internet for most of the various activities, particularly online banking (69% compared with 50% of those ending their education between the age of 16 and 19, and 34% of those who ended their education at the age of 15 or under) and buying goods or services (68% compared with 53% of those ending their education between the age of 16 and 19, and 36% of those who ended their education by the age of 15 or below). The one exception is playing games online, where there is no difference by education level.

The proportion that uses the Internet for social networks, online games and watching television is higher among younger age groups. For example, 86% of 15-24 year olds access social networks, falling to 31% of those aged 55 or over. However, the 15-24 age group is the least likely to do online banking (39%). The middle age groups (25-39 and 40-54) are most likely to use the Internet for buying or selling goods or services; for example, 61% of 25-39 year olds and 59% of 40-54 year olds buy goods or services online, compared with 52% of 15-24 year olds and 50% of those aged 55 or over.

Men are more likely than women to use the Internet for most of the activities; for example 26% of men sell goods or services online, compared with 19% of women. The exception is using online social networks: women are more likely than men to do this (62% compared with 58%).

Frequent Internet users (who use the Internet daily) are more likely to use the Internet for all of the various activities, compared with less frequent users. For example, 62% of daily Internet users buy goods or services online, compared with 28% of less frequent users.

Respondents who feel well informed about the risks of cybercrime are more likely to use the Internet for all of the various activities, compared with those who do not feel well informed. This is especially the case for online banking (60% vs. 46%) and buying goods or services (64% vs. 47%).

**QB3 Which of the following activities do you do online? (MULTIPLE ANSWERS POSSIBLE)**

	Email	Reading news online	Using online social networks	Buying goods or services (holidays, books, music, etc.)	Online banking	Playing games online	Selling goods or services	Watching TV	Other (SPONTANEOUS)	Don't know
EU28	86%	63%	60%	57%	54%	29%	23%	22%	5%	1%
<b>Gender</b>										
Man	87%	66%	58%	59%	56%	32%	26%	25%	5%	1%
Woman	86%	60%	62%	54%	52%	27%	19%	19%	5%	1%
<b>Age</b>										
15-24	86%	63%	86%	52%	39%	50%	20%	34%	4%	1%
25-39	88%	65%	72%	61%	60%	34%	28%	25%	4%	1%
40-54	87%	64%	55%	59%	60%	23%	24%	20%	5%	1%
55 +	84%	60%	31%	50%	50%	16%	15%	13%	7%	1%
<b>Education (End of)</b>										
15-	72%	51%	46%	36%	34%	27%	12%	11%	12%	1%
16-19	84%	58%	55%	53%	50%	29%	21%	17%	5%	1%
20+	93%	73%	60%	68%	69%	24%	28%	27%	3%	0%
Still studying	88%	64%	87%	52%	36%	51%	20%	36%	5%	0%
<b>Use of the Internet</b>										
Every day	90%	66%	65%	62%	59%	32%	25%	26%	4%	0%
Often/ Sometimes	65%	46%	33%	28%	25%	15%	9%	6%	10%	3%
<b>Level of information about cybercrime risks</b>										
Total 'Well informed'	90%	68%	64%	64%	60%	33%	26%	27%	4%	0%
Total 'Not well informed'	81%	56%	54%	47%	46%	25%	19%	15%	6%	1%

Base: respondents who use the Internet (D62) (n=21,015 in EU28)



## II. CONCERNS ABOUT INTERNET TRANSACTIONS

This chapter examines the concerns that Internet users have about using the Internet for things like online banking or buying things online. It then finds out whether respondents have changed their Internet behaviour as a result of any concerns.

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

### 1. CONCERNS

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

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

The two most common concerns are about someone misusing personal data (mentioned by 43%) and security of online payments (42%). Some respondents also express a preference for conducting transactions in person (26%), while 22% are concerned about not receiving goods or services that they buy online. Around one in six Internet users (18%) say they have no concerns about using the Internet for things like online banking or buying things online<sup>10</sup>.

EU citizens are more likely to have concerns now than in 2013. Specifically, larger proportions are concerned about someone misusing personal data (43% compared with 37%), security of online payments (42% compared with 35%), and not receiving goods or services that they buy online (22% compared with 15%). Correspondingly, the proportion that has no concerns has decreased (from 23% to 18%).

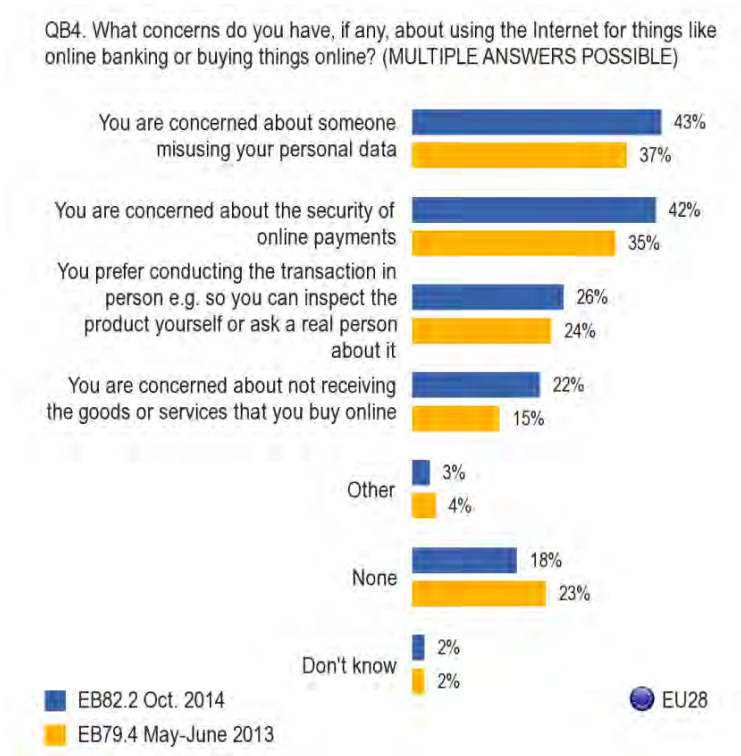
The increase in the level of concern may also reflect the media landscape shortly before and during the time that fieldwork was taking place. Interviewing took place within the context of widespread reporting of the Shellshock virus and the publication of a UN report on mass internet surveillance, amongst other stories of the time<sup>11</sup>.

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<sup>10</sup> EB82.2: QB4 'What concerns do you have, if any, about using the Internet for things like online banking or buying things online?' (DO NOT SHOW CARD – DO NOT READ OUT – MULTIPLE ANSWERS POSSIBLE). Possible answers: You prefer conducting the transaction in person e.g. so you can inspect the product yourself or ask a real person about them; You are concerned about the security of online payments; You are concerned about someone misusing your personal data; You are concerned about not receiving the goods or services that you buy online; Other; None; Don't know.

EB79.4: QC5 'What concerns do you have, if any, about using the Internet for things like online banking or buying things online?' (DO NOT SHOW CARD – DO NOT READ OUT – MULTIPLE ANSWERS POSSIBLE). Possible answers: You prefer conducting the transaction in person e.g. so you can inspect the product yourself or ask a real person about them; You are concerned about the security of online payments; You are concerned about someone taking/ misusing your personal data; You are concerned about not receiving the goods or services that you buy online; Other; None; Don't know.

<sup>11</sup> <http://www.theguardian.com/technology/2014/sep/25/shellshock-bug-heartbleed>  
<http://www.theguardian.com/world/2014/oct/15/internet-surveillance-report-edward-snowden-leaks>
































Base: respondents who use the Internet (D62) (n=21,015 in EU28)

The concerns of Internet users vary by country. Respondents in Germany (58%), Spain (52%) and Luxembourg (50%) are most likely to have concerns about someone misusing personal data, while respondents in Ireland (53%) are most concerned about the security of online payments.

The preference for a personal transaction is strongest among respondents in Greece (53%), Portugal (46%), Spain (41%) and Croatia (40%), while respondents are most likely to be concerned about not receiving goods or services in Czech Republic (32%), Croatia (32%) and the Netherlands (31%).

In some countries, a relatively large proportion of Internet users have no concerns over online banking or buying things online. The highest proportions can be seen in Denmark (32%), Poland (27%) and Estonia (25%).

QB4 What concerns do you have, if any, about using the Internet for things like online banking or buying things online?  
(MULTIPLE ANSWERS POSSIBLE)

	You are concerned about someone misusing your personal data	You are concerned about the security of online payments	You prefer conducting the transaction in person e.g. so you can inspect the product yourself or ask a real person about it	You are concerned about not receiving the goods or services that you buy online	Other	None	Don't know
 EU28	43%	42%	26%	22%	3%	18%	2%
 BE	41%	43%	21%	24%	3%	21%	1%
 BG	40%	22%	38%	18%	2%	17%	6%
 CZ	43%	37%	28%	32%	1%	13%	1%
 DK	42%	30%	18%	24%	5%	32%	1%
 DE	58%	45%	21%	26%	2%	17%	2%
 EE	34%	32%	26%	26%	2%	25%	3%
 IE	45%	53%	26%	19%	3%	16%	1%
 EL	43%	36%	53%	19%	2%	12%	0%
 ES	52%	47%	41%	25%	3%	10%	1%
 FR	45%	48%	23%	23%	4%	16%	1%
 HR	47%	41%	40%	32%	4%	12%	1%
 IT	38%	37%	32%	20%	3%	14%	1%
 CY	45%	34%	37%	29%	3%	20%	0%
 LV	41%	31%	29%	20%	4%	18%	2%
 LT	41%	40%	31%	29%	4%	19%	1%
 LU	50%	45%	26%	21%	7%	19%	2%
 HU	34%	33%	37%	22%	3%	20%	0%
 MT	34%	27%	26%	26%	4%	23%	3%
 NL	44%	39%	19%	31%	9%	15%	2%
 AT	41%	35%	31%	26%	5%	21%	1%
 PL	25%	29%	17%	23%	2%	27%	9%
 PT	30%	36%	46%	17%	2%	18%	2%
 RO	28%	36%	35%	22%	4%	19%	5%
 SI	49%	45%	33%	29%	5%	13%	1%
 SK	33%	27%	27%	20%	5%	16%	6%
 FI	37%	38%	25%	20%	6%	24%	1%
 SE	40%	41%	27%	15%	10%	24%	0%
 UK	39%	49%	15%	15%	2%	21%	3%

**Highest percentage per country**

*Lowest percentage per country*

Highest percentage per item

Lowest percentage per item






























Base: respondents who use the Internet (D62) (n=21,015 in EU28)

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

- Compared with the 2013 survey, people are now more likely to be concerned about someone misusing personal data in Lithuania (up 18 percentage points), Spain (up 17 points), Estonia (up 16 points), Ireland (up 16 points) and Czech Republic (up 15 points).
- The largest increases in concern over security of online payments can be seen in Ireland (up 17 points) and Spain (up 14 points).
- People are more likely to express a preference for transactions in person in Latvia (up 17 percentage points), Estonia (up 14 points) and Slovenia (up 14 points). The largest decrease can be found in Denmark (down 12 points).
- Respondents are more likely to be concerned about not receiving goods or services in Slovenia (up 15 percentage points) and Lithuania (up 12 points).

Overall, levels of concern have increased across the EU since the 2013 survey, and the proportions that say they have no concerns have decreased in most Member States. The largest decreases can be seen in Finland (down 18 percentage points), Czech Republic (down 16 points) and Slovakia (down 16 points).

QB4 What concerns do you have, if any, about using the Internet for things like online banking or buying things online? (MULTIPLE ANSWERS POSSIBLE)

	You are concerned about someone misusing your personal data	Diff. EB82.2 - EB79.4	You are concerned about the security of online payments	Diff. EB82.2 - EB79.4	You prefer conducting the transaction in person e.g. so you can inspect the product yourself or ask a real person about it	Diff. EB82.2 - EB79.4	You are concerned about not receiving the goods or services that you buy online	Diff. EB82.2 - EB79.4	Other	Diff. EB82.2 - EB79.4	None	Diff. EB82.2 - EB79.4	Don't know	Diff. EB82.2 - EB79.4
 EU28	43%	<b>+6</b>	42%	<b>+7</b>	26%	<b>+2</b>	22%	<b>+7</b>	3%	<b>-1</b>	18%	<b>-5</b>	2%	=
 BE	41%	<b>+3</b>	43%	<b>+6</b>	21%	<b>-4</b>	24%	<b>+6</b>	3%	<b>+1</b>	21%	<b>+4</b>	1%	=
 BG	40%	<b>+7</b>	22%	<b>+3</b>	38%	<b>-4</b>	18%	<b>+5</b>	2%	<b>+1</b>	17%	<b>+4</b>	6%	<b>-2</b>
 CZ	43%	<b>+15</b>	37%	<b>+6</b>	28%	<b>+5</b>	32%	<b>+4</b>	1%	=	13%	<b>-16</b>	1%	=
 DK	42%	<b>+13</b>	30%	<b>+1</b>	18%	<b>-12</b>	24%	<b>+10</b>	5%	<b>-3</b>	32%	<b>-6</b>	1%	=
 DE	58%	<b>+5</b>	45%	<b>+12</b>	21%	<b>-1</b>	26%	<b>+6</b>	2%	<b>-2</b>	17%	<b>-6</b>	2%	<b>+1</b>
 EE	34%	<b>+16</b>	32%	<b>+10</b>	26%	<b>+14</b>	26%	<b>+9</b>	2%	<b>-4</b>	25%	<b>-14</b>	3%	=
 IE	45%	<b>+16</b>	53%	<b>+17</b>	26%	<b>+6</b>	19%	<b>+9</b>	3%	<b>+1</b>	16%	<b>-14</b>	1%	=
 EL	43%	<b>+7</b>	36%	<b>-2</b>	53%	<b>+5</b>	19%	<b>+3</b>	2%	<b>+2</b>	12%	<b>-3</b>	0%	=
 ES	52%	<b>+17</b>	47%	<b>+14</b>	41%	<b>+1</b>	25%	<b>+11</b>	3%	=	10%	<b>-10</b>	1%	<b>-1</b>
 FR	45%	<b>+2</b>	48%	<b>+2</b>	23%	<b>+1</b>	23%	<b>+6</b>	4%	<b>-2</b>	16%	<b>-2</b>	1%	=
 HR	47%	<b>+12</b>	41%	<b>+8</b>	40%	<b>+5</b>	32%	<b>+7</b>	4%	<b>+1</b>	12%	<b>-9</b>	1%	=
 IT	38%	<b>+6</b>	37%	<b>+10</b>	32%	<b>-1</b>	20%	<b>+10</b>	3%	<b>+1</b>	14%	<b>-3</b>	1%	<b>-2</b>
 CY	45%	<b>-3</b>	34%	<b>-2</b>	37%	<b>+1</b>	29%	<b>+8</b>	3%	<b>+2</b>	20%	<b>+5</b>	0%	=
 LV	41%	<b>+12</b>	31%	<b>+5</b>	29%	<b>+17</b>	20%	<b>+8</b>	4%	<b>-2</b>	18%	<b>-14</b>	2%	=
 LT	41%	<b>+18</b>	40%	<b>+11</b>	31%	<b>+12</b>	29%	<b>+12</b>	4%	<b>-1</b>	19%	<b>-12</b>	1%	<b>-2</b>
 LU	50%	<b>+9</b>	45%	<b>+2</b>	26%	<b>-1</b>	21%	<b>+6</b>	7%	<b>+1</b>	19%	<b>-11</b>	2%	<b>+1</b>
 HU	34%	<b>+11</b>	33%	<b>+9</b>	37%	<b>-9</b>	22%	<b>+10</b>	3%	<b>+2</b>	20%	<b>-4</b>	0%	=
 MT	34%	<b>+12</b>	27%	<b>+3</b>	26%	<b>+2</b>	26%	<b>+10</b>	4%	<b>+1</b>	23%	<b>-10</b>	3%	=
 NL	44%	<b>+3</b>	39%	<b>+4</b>	19%	<b>-1</b>	31%	<b>+6</b>	9%	<b>+4</b>	15%	<b>-8</b>	2%	<b>+2</b>
 AT	41%	<b>+3</b>	35%	<b>+5</b>	31%	<b>+6</b>	26%	<b>+5</b>	5%	<b>+1</b>	21%	<b>-11</b>	1%	=
 PL	25%	<b>+7</b>	29%	<b>+9</b>	17%	=	23%	<b>+11</b>	2%	<b>+2</b>	27%	<b>-13</b>	9%	<b>+1</b>
 PT	30%	<b>+1</b>	36%	<b>+1</b>	46%	<b>-3</b>	17%	<b>+3</b>	2%	<b>+1</b>	18%	<b>+5</b>	2%	<b>+1</b>
 RO	28%	<b>-5</b>	36%	<b>-1</b>	35%	<b>+3</b>	22%	<b>-2</b>	4%	<b>+1</b>	19%	<b>+1</b>	5%	=
 SI	49%	<b>+3</b>	45%	<b>-1</b>	33%	<b>+14</b>	29%	<b>+15</b>	5%	<b>-3</b>	13%	<b>-12</b>	1%	=
 SK	33%	<b>-1</b>	27%	<b>+4</b>	27%	<b>+3</b>	20%	<b>-3</b>	5%	<b>+2</b>	16%	<b>-16</b>	6%	<b>+5</b>
 FI	37%	<b>+12</b>	38%	<b>+6</b>	25%	<b>+10</b>	20%	<b>+9</b>	6%	<b>-3</b>	24%	<b>-18</b>	1%	<b>+1</b>
 SE	40%	<b>+12</b>	41%	<b>+6</b>	27%	<b>+12</b>	15%	<b>+3</b>	10%	<b>-3</b>	24%	<b>-10</b>	0%	<b>-2</b>
 UK	39%	<b>+5</b>	49%	<b>+1</b>	15%	<b>+8</b>	15%	<b>+10</b>	2%	<b>-4</b>	21%	<b>-5</b>	3%	=

Base: respondents who use the Internet (D62) (n=21,015 in EU28)

Looking at **socio-demographic variations**, respondents who left education at an earlier age are more likely to prefer to conduct transactions in person (34% of those ending education by the age of 15 or under, falling to 28% of those ending education between the ages of 16 and 19, and 21% of those ending education at the age of 20 or over). Otherwise, findings are generally consistent by level of education.

Findings are generally similar across age groups, although some differences can be seen. Older respondents are more likely to prefer to conduct transactions in person (31% of those aged 55 or over, compared with 23%-26% in younger age groups). Concerns over security of online payments are also greater among older people: 45% of 40-54 year olds and 44% of those aged 55 or over, compared with 38% of 15-24 year olds and 40% of those aged 25-39.

The youngest age group (aged 15-24) is least likely to be concerned about someone misusing their personal data (37% compared with at least 44% in other age groups). However, older people aged 55 or over are least likely to be concerned about not receiving goods or services (17% compared with 22%-26% in other age groups).

Less frequent Internet users (who use the Internet less than once a day) are more likely to prefer to conduct transactions in person (39%), compared with daily Internet users (23%). By contrast, daily Internet users are more likely than less frequent users to be concerned about someone misusing personal data (44% compared with 38%) and about not receiving goods or services (23% compared with 18%).

There are some differences when looking at those who conduct online financial transactions. These respondents are slightly more likely to be concerned about someone misusing their personal data, but even so are less likely to prefer conducting the transaction in person.

QB4 What concerns do you have, if any, about using the Internet for things like online banking or buying things online? (MULTIPLE ANSWERS POSSIBLE)

	You are concerned about someone misusing your personal data	You are concerned about the security of online payments	You prefer conducting the transaction in person e.g. so you can inspect the product yourself or ask a real person about it	You are concerned about not receiving the goods or services that you buy online	Other	None	Don't know
EU28	43%	42%	26%	22%	3%	18%	2%
<b>Age</b>							
15-24	37%	38%	23%	26%	4%	19%	2%
25-39	45%	40%	23%	25%	3%	18%	2%
40-54	44%	45%	26%	22%	4%	16%	2%
55 +	44%	44%	31%	17%	3%	18%	2%
<b>Education (End of)</b>							
15-	40%	42%	34%	18%	3%	17%	3%
16-19	44%	42%	28%	23%	3%	17%	2%
20+	46%	44%	21%	22%	3%	18%	2%
Still studying	37%	36%	22%	26%	3%	21%	2%
<b>Use of the Internet</b>							
Every day	44%	42%	23%	23%	3%	18%	2%
Often/ Sometimes	38%	40%	39%	18%	3%	15%	4%
<b>Activities done online</b>							
Online banking	45%	43%	15%	23%	3%	21%	1%
Buying goods/ services	47%	44%	16%	25%	3%	20%	1%
Selling goods/ services	47%	42%	15%	28%	4%	20%	1%
Online social networks	43%	41%	23%	25%	3%	19%	2%
Email	45%	43%	24%	23%	3%	18%	2%
Reading news	45%	42%	25%	24%	3%	18%	2%
Playing games	40%	39%	24%	24%	3%	21%	2%
Watching TV	44%	42%	20%	25%	4%	20%	2%

Base: respondents who use the Internet (D62) (n=21,015 in EU28)

## 2. IMPACT ON BEHAVIOUR

### - Internet users are more likely to have changed their online behaviour because of security concerns since 2013 -

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

The actions that respondents are most likely to take are installing anti-virus software (61%) and not opening emails from people they do not know (49%). Other changes include being less likely to give personal information on websites (38%), only using their own computer (38%) only visiting websites that they know and trust (36%), using different passwords for different sites (31%) and regularly changing their passwords (27%).

Other actions are mentioned less frequently: 18% have changed their security settings on browser, 13% say they are less likely to buy goods online and 12% are less likely to bank online. In addition, 7% have cancelled an online purchase because of suspicions about the seller or website. However, 11% of respondents say they have not made any changes because of concerns about security issues<sup>12</sup>.

The answer options for this question differ from the 2013 survey. In 2013, respondents were not asked about regularly changing passwords; this option was added for the 2014 survey. Comparing the findings with those from the previous survey shows that the figures for many individual actions have increased. The largest increases can be seen for installing anti-virus software (up 15 percentage points), only using the respondent's own computer (up 12 points), not opening emails from people they do not know (up 9 points), and using different passwords for different sites (up 7 points). Overall, respondents are more likely to have changed their online behaviour due to security issues (an increase of 7 points).

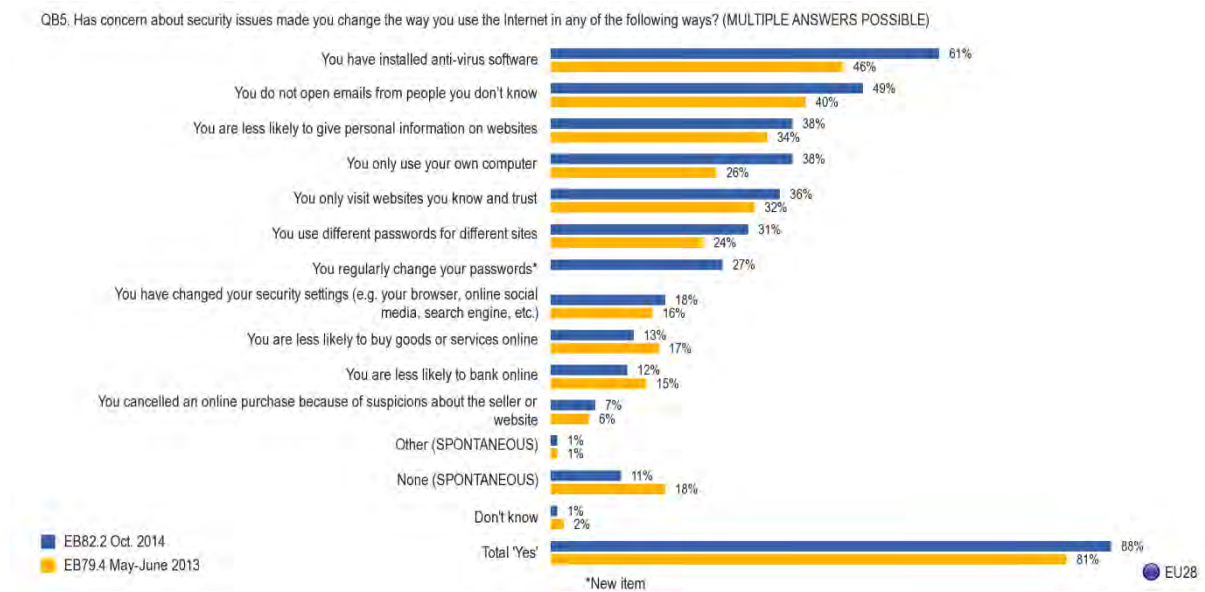
There have been decreases in the proportion saying that they are less likely to buy goods or services online (down 4 percentage points) and in the proportion saying they are less likely to bank online (down 3 points).

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<sup>12</sup> EB82.2: QB5 'Has concern about security issues made you change the way you use the Internet in any of the following ways?' (MULTIPLE ANSWERS POSSIBLE) Possible answers: 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. your browser, online social media, search engine, etc.); 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; You have installed anti-virus software; You cancelled an online purchase because of suspicions about the seller or website; You regularly change your passwords; Other (SPONTANEOUS); None (SPONTANEOUS); Don't know.

EB79.4: QC6 'Has concern about security issues made you change the way you use the Internet in any of the following ways?' (MULTIPLE ANSWERS POSSIBLE) Possible answers: Less likely to buy goods online; Less likely to bank online; Less likely to give personal information on websites; Changing security settings (e.g. your browser, online social media, search engine, etc.); Only visit websites you know and trust; Use different passwords for different sites; Do not open emails from people you don't know; Only use your own computer; Have installed anti-virus software; Cancelled an online purchase because of suspicions about the seller or website; Other (SPONTANEOUS); None (SPONTANEOUS); Don't know.





Base: respondents who use the Internet (D62) (n=21,015 in EU28)

Looking at individual countries, respondents are most likely to say that they have changed the way they use the Internet because of concerns about security issues in the Netherlands (98%), Sweden (96%), Denmark (95%) and Austria (95%). The lowest proportions can be observed in Poland (78%), Romania (80%) and the UK (80%).

In every Member State, except Bulgaria and Cyprus, most respondents have installed anti-virus software. In Bulgaria, one in four (38%) do not open emails from unknown people instead, while in Cyprus, around half (46%) only use their own computer.

Looking at the variations by Member State for specific types of concern:

- Respondents in the Netherlands (82%), Denmark (77%), Sweden (76%) and Luxembourg (76%) are most likely to say that they have installed anti-virus software, while people in Bulgaria (34%), Cyprus (41%), Romania (42%) and Poland (43%) are least likely to say they have done this.
- High proportions can also be seen in Denmark (73%) and the Netherlands (71%) in relation to not opening emails from people they do not know. The lowest proportions can be seen in Poland and Romania (29% in each case).
- The highest proportions that say they are less likely to give personal information on websites because of security concerns can be seen in Sweden (69%), the Netherlands (65%) and Denmark (61%). Respondents in Slovakia (18%) and Romania (20%) are least likely to say this.
- Respondents in Luxembourg (57%) and Germany (51%) are most likely to say that they only use their own computer, while the lowest proportion can be observed in Italy (25%).

- People are most likely to say that they only visit websites that they know and trust in Luxembourg (48%), Malta (48%), France (46%) and Belgium (45%). The lowest proportion can be found in Romania (20%).
- The highest proportions that say they use different passwords for different sites can be seen in the Netherlands (58%) and Sweden (56%), while the lowest figures can be found in Greece (16%), Cyprus (16%) and Poland (17%).
- Respondents in Poland are also the least likely to say they regularly change their passwords (14%), while respondents in Austria (37%), the Netherlands, Germany, Latvia and Luxembourg (all 36%) are most likely to say they do this.
- Respondents in Sweden (31%), Luxembourg (28%), the Netherlands (28%) and Finland (27%) are most likely to say that they have changed their security settings, while those in Bulgaria (8%), Lithuania (8%), Poland (8%), Czech Republic (9%), Romania (9%) and Slovakia (9%) are least likely to say this.
- The highest proportions that say they are less likely to buy goods or services online can be seen in Portugal (25%) and Sweden (24%), while this is lowest among respondents in Slovakia (5%), Latvia (5%) and Malta (6%).
- The highest proportions that say they are less likely to bank online can be observed in Greece (25%) and Portugal (24%), while the lowest proportions can be seen in Finland (2%) and Latvia (3%).
- Respondents in Sweden (26%) are much more likely than those in other countries to say that they have cancelled an online purchase because of suspicions about the seller or website.

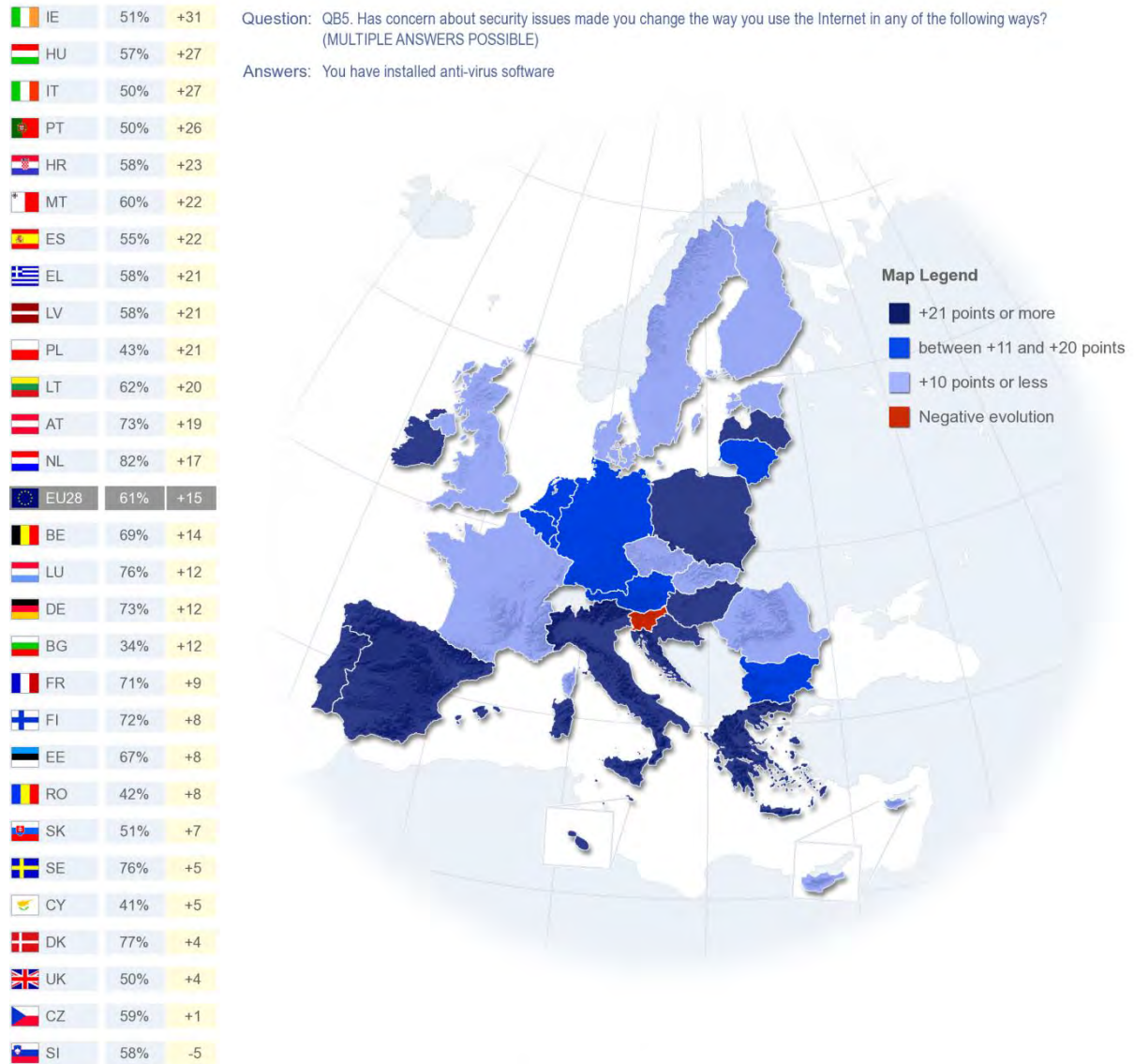
QB5 Has concern about security issues made you change the way you use the Internet in any of the following ways? (MULTIPLE ANSWERS POSSIBLE)

	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 regularly change your passwords	You have changed your security settings (e.g. your browser, online social media, search engine, etc.)	You are less likely to buy goods or services online	You are less likely to bank online	You cancelled an online purchase because of suspicions about the seller or website	Other (SPONTANEOUS)	None (SPONTANEOUS)	Don't know	Total 'Yes'
EU28	61%	49%	38%	38%	36%	31%	27%	18%	13%	12%	7%	1%	11%	1%	88%
NL	82%	71%	65%	44%	43%	58%	36%	28%	16%	8%	7%	3%	2%	0%	98%
SE	76%	62%	69%	43%	38%	56%	24%	31%	24%	9%	26%	2%	4%	0%	96%
DK	77%	73%	61%	43%	41%	49%	17%	24%	16%	4%	12%	2%	5%	0%	95%
AT	73%	55%	47%	42%	30%	38%	37%	20%	16%	12%	12%	0%	4%	1%	95%
CZ	59%	55%	38%	45%	39%	22%	25%	9%	12%	8%	6%	1%	6%	0%	94%
LU	76%	64%	47%	57%	48%	46%	36%	28%	18%	16%	6%	2%	5%	1%	94%
BE	69%	52%	38%	49%	45%	28%	26%	21%	19%	12%	5%	1%	5%	1%	93%
EL	58%	49%	39%	32%	43%	16%	27%	14%	20%	25%	3%	2%	8%	0%	92%
FR	71%	58%	41%	45%	46%	32%	26%	21%	13%	14%	7%	1%	7%	1%	92%
HR	58%	34%	31%	38%	29%	25%	22%	15%	18%	18%	10%	2%	6%	2%	92%
FI	72%	61%	49%	37%	44%	42%	32%	27%	10%	2%	7%	1%	8%	1%	92%
DE	73%	63%	54%	51%	34%	40%	36%	25%	12%	8%	12%	1%	8%	1%	91%
EE	67%	64%	33%	45%	42%	37%	34%	16%	11%	5%	11%	1%	7%	2%	91%
LV	58%	51%	24%	46%	40%	41%	36%	11%	5%	3%	8%	1%	9%	1%	90%
LT	62%	39%	35%	45%	32%	20%	28%	8%	16%	13%	4%	1%	9%	1%	90%
MT	60%	56%	31%	41%	48%	42%	25%	22%	6%	12%	5%	1%	8%	2%	90%
SI	58%	45%	35%	45%	38%	34%	23%	11%	16%	16%	1%	2%	10%	1%	90%
SK	51%	35%	18%	45%	31%	20%	23%	9%	5%	5%	3%	3%	9%	2%	89%
IE	51%	43%	43%	36%	42%	35%	26%	20%	15%	17%	8%	1%	11%	1%	88%
HU	57%	36%	31%	35%	30%	20%	17%	10%	12%	18%	3%	1%	12%	1%	87%
PT	50%	41%	34%	30%	29%	26%	27%	15%	25%	24%	6%	1%	13%	0%	87%
CY	41%	37%	33%	46%	39%	16%	23%	11%	19%	15%	3%	1%	14%	0%	86%
IT	50%	36%	21%	25%	32%	22%	25%	12%	15%	13%	3%	2%	14%	2%	85%
ES	55%	46%	25%	30%	33%	26%	24%	13%	16%	14%	5%	0%	16%	0%	84%
BG	34%	38%	32%	34%	32%	19%	20%	8%	12%	12%	2%	1%	16%	3%	81%
RO	42%	29%	20%	31%	20%	19%	18%	9%	19%	19%	4%	3%	17%	3%	80%
UK	50%	41%	34%	31%	36%	34%	29%	16%	8%	16%	7%	1%	18%	2%	80%
PL	43%	29%	24%	30%	28%	17%	14%	8%	9%	9%	6%	1%	15%	7%	78%

<b>Highest percentage per country</b>	<i>Lowest percentage per country</i>
Highest percentage per item	Lowest percentage per item

Base: respondents who use the Internet (D62) (n=21,015 in EU28)

Across the EU as a whole, the largest increase since 2013 has been in the proportion that have installed anti-virus software (up 15 percentage points). Looking at the findings for individual countries, the largest increases in the proportions that have installed anti-virus software can be seen in Ireland (up 31 percentage points), Hungary (up 27 points), Italy (up 27 points) and Portugal (up 26 points). On the other hand, respondents in Slovenia are less likely to have installed anti-virus software.



Evolution 2014-2013

Base: respondents who use the Internet (D62) (n=21,015 in EU28)

Frequent Internet users (who use it every day) are more likely than less frequent users to say they have made changes such as installing anti-virus software (64% compared with 45%) and using different passwords (35% compared with 13%).

These patterns are reflected in the differences by level of education. Respondents who continued their education until the age of 20 or over (who are typically more frequent Internet users) are more likely to say that they have made various changes than those who finished their education at a younger age.

For example, 37% of those who ended their education at the age of 20 or above say that they use different passwords for different sites, falling to 27% of those who finished education at the age of 16-19, and 23% of those who ended their education by the age of 15.

There are also differences by age; specifically in relation to not opening emails from people they do not know (54%), only visiting websites they know and trust (41%) and only using their own computer (50%). By contrast, older people aged 55 or over are less likely to change settings or passwords: 12% of respondents aged 55 or over have changed their security settings, 22% regularly change their passwords, and 28% use different passwords for different sites. Younger people aged 15-24 are most likely to use different passwords for different sites (37%).

Respondents who feel well informed about the risks of cybercrime are more likely to have made some changes, compared with those who do not feel well informed. For example, 32% of well informed respondents regularly change their passwords compared with 19% of respondents who do not feel well informed. The same pattern applies to using different passwords for different sites (36% vs. 25%).

QB5 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 regularly change your passwords	You have changed your security settings (e.g. your browser, online social media, search engine, etc.)	You are less likely to buy goods or services online	You are less likely to bank online	You cancelled an online purchase because of suspicions about the seller or website	Other (SPONTANEOUS)	None (SPONTANEOUS)	Don't know	Total 'Yes'
EU28	61%	49%	38%	38%	36%	31%	27%	18%	13%	12%	7%	1%	11%	1%	88%
<b>Age</b>															
15-24	60%	41%	38%	27%	30%	37%	28%	21%	12%	12%	8%	1%	11%	1%	88%
25-39	58%	47%	36%	34%	35%	32%	29%	20%	12%	12%	9%	1%	11%	1%	87%
40-54	62%	51%	39%	40%	35%	31%	28%	18%	14%	11%	8%	1%	10%	1%	88%
55+	63%	54%	39%	50%	41%	28%	22%	12%	16%	14%	5%	1%	11%	2%	87%
<b>Education (End of)</b>															
15-	51%	39%	32%	42%	32%	23%	20%	8%	17%	15%	4%	2%	18%	1%	81%
16-19	60%	49%	37%	41%	37%	27%	26%	15%	14%	13%	7%	1%	11%	2%	87%
20+	64%	54%	42%	39%	38%	37%	30%	21%	12%	10%	9%	1%	9%	1%	90%
Still studying	60%	41%	37%	26%	27%	38%	27%	23%	13%	12%	8%	1%	12%	1%	87%
<b>Use of the Internet</b>															
Every day	64%	51%	40%	38%	37%	35%	30%	20%	13%	12%	8%	1%	10%	1%	89%
Often/ Sometimes	45%	39%	28%	39%	30%	13%	14%	7%	17%	15%	5%	2%	16%	3%	82%
<b>Level of information about cybercrime risks</b>															
Total 'Well informed'	64%	51%	39%	37%	36%	36%	32%	22%	12%	11%	8%	1%	10%	1%	89%
Total 'Not well informed'	56%	47%	37%	39%	36%	25%	19%	12%	15%	14%	7%	1%	13%	2%	85%

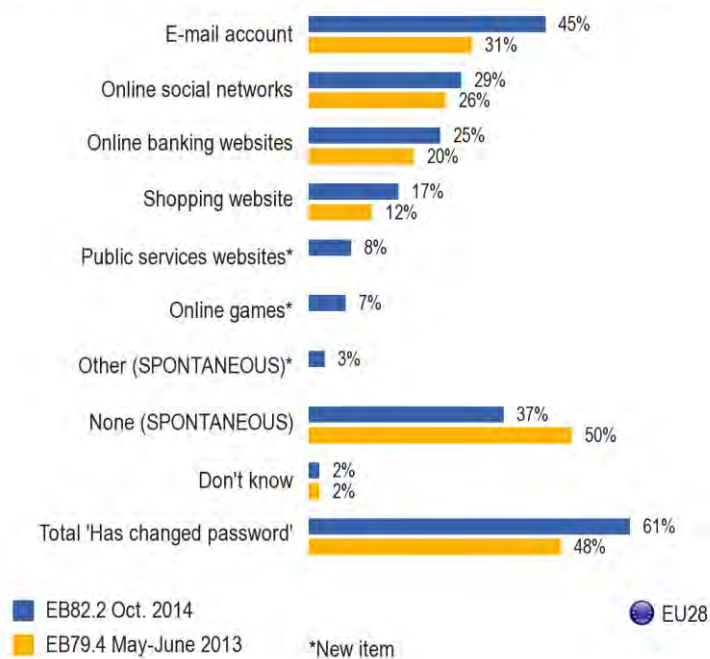
Base: respondents who use the Internet (D62) (n=21,015 in EU28)



A separate question looked at the impact on the behaviour of Internet users, by asking respondents whether they had changed their password to access online services during the previous 12 months.

In total, more than half of Internet users across the EU (61%) have changed their password to access an online service. Respondents are most likely to have changed their password to access an email account (45%), while 29% have changed their password to access online social networks, 25% to access online banking websites and 17% for shopping websites. Internet users are less likely to have changed their password to access public services websites (8%) or online games (7%)<sup>13</sup>.

QB11. Have you changed your password to access to any of the following online services during the last 12 months? (MULTIPLE ANSWERS POSSIBLE)



Base: respondents who use the Internet (D62) (n=21,015 in EU28)

The question wording differs between the 2013 and 2014 surveys. In 2014, three new answer options were added: online games, public services websites and other (spontaneous answer). As a result, the overall increase in the proportion that has changed their password for any of the services (from 48% to 61%) should be treated with a degree of caution. Similarly, the category 'email account' (in 2014) has been modified from 'web-based email' (in 2013) and this may partly explain the increase of 14 percentage points for this answer.

<sup>13</sup> EB82.2: QB11 'Have you changed your password to access to any of the following online services during the last 12 months?' (MULTIPLE ANSWERS POSSIBLE) Possible answers: E-mail account; Online social networks; Shopping website; Online banking websites; Online games; Public services websites; Other (SPONTANEOUS); None (SPONTANEOUS); Don't know.

EB79.4: QC13 'Have you changed your password to access to any of the following online services during the past 12 months?' (MULTIPLE ANSWERS POSSIBLE) Possible answers: Web-based e-mail; Online social networks; Shopping website (e.g. travel agents); Online banking websites; None (SPONTANEOUS); Don't know.






























There have been increases in the proportions that have changed their password for various services. Specifically, respondents are more likely to have changed their password for online banking websites (up 5 percentage points), shopping websites (up 5 points) and to access online social networks (up 3 points).

The highest proportions of Internet users that have changed their password to access online services can be found in Latvia (79%), Estonia (77%), Finland (77%), the Netherlands (76%), the UK (73%) and Luxembourg (72%). Internet users are least likely to have changed their password to access online services in Bulgaria (41%), Hungary (46%), Spain (49%), Poland (49%) and Greece (50%).

Looking at specific online services:

- Respondents in the UK (61%) and Finland (59%) are most likely to say they have changed the password on their email account in the past 12 months, while respondents in Bulgaria (22%) and Romania (27%) are least likely to say they have done this.
- The highest proportions that have changed their password for online social networks can be seen in Portugal (42%) and the UK (39%).
- Respondents in Latvia (63%), Estonia (55%) and Lithuania (52%) are most likely to say they have changed the password on online banking websites, while the lowest proportions can be observed in Bulgaria (4%), Romania (6%) and Greece (7%).
- Respondents in the UK (39%) are much more likely than those in other Member States to say that they have changed their password for shopping websites. The lowest proportions can be seen in Hungary (3%) and Slovakia (5%).
- The highest proportions that have changed their password for public services websites can be seen in the Netherlands (20%) and the UK (16%). Respondents in the UK are also most likely to have changed their password for online games (15%).

QB11 Have you changed your password to access to any of the following online services during the last 12 months? (MULTIPLE ANSWERS POSSIBLE)

		E-mail account	Online social networks	Online banking websites	Shopping website	Public services websites	Online games	Other (SPONTANEOUS)	None (SPONTANEOUS)	Don't know	Total 'Has changed password'
	EU28	45%	29%	25%	17%	8%	7%	3%	37%	2%	61%
	LV	40%	32%	<b>63%</b>	14%	8%	6%	2%	20%	2%	79%
	EE	51%	29%	55%	10%	8%	5%	3%	22%	1%	77%
	FI	59%	34%	34%	24%	12%	10%	3%	22%	1%	77%
	NL	48%	29%	44%	14%	<b>20%</b>	6%	6%	23%	1%	76%
	UK	<b>61%</b>	39%	38%	<b>39%</b>	16%	<b>15%</b>	2%	27%	1%	73%
	LU	53%	33%	31%	26%	7%	8%	4%	27%	1%	72%
	LT	36%	24%	52%	8%	5%	3%	4%	29%	2%	69%
	SE	47%	30%	27%	23%	14%	6%	4%	30%	1%	69%
	AT	51%	30%	29%	13%	5%	9%	3%	33%	0%	67%
	DE	54%	29%	26%	22%	6%	7%	4%	32%	2%	66%
	IE	50%	35%	27%	21%	10%	9%	3%	36%	1%	63%
	SK	40%	27%	19%	5%	4%	4%	7%	32%	5%	63%
	MT	46%	36%	19%	29%	12%	7%	2%	36%	2%	62%
	BE	49%	36%	20%	13%	5%	6%	1%	38%	1%	61%
	CZ	38%	<b>20%</b>	29%	9%	<b>2%</b>	4%	4%	37%	2%	61%
	DK	40%	32%	23%	14%	14%	8%	5%	39%	0%	61%
	HR	36%	37%	9%	8%	4%	7%	6%	38%	2%	61%
	IT	40%	24%	19%	7%	6%	6%	3%	38%	2%	61%
	PT	41%	<b>42%</b>	13%	10%	8%	9%	2%	39%	1%	60%
	FR	39%	26%	27%	19%	8%	6%	2%	41%	1%	58%
	SI	37%	23%	16%	9%	5%	<b>2%</b>	10%	42%	1%	57%
	CY	33%	33%	11%	10%	4%	6%	5%	44%	0%	55%
	RO	27%	37%	6%	9%	4%	9%	3%	44%	2%	53%
	EL	33%	34%	7%	8%	3%	6%	1%	50%	0%	50%
	ES	39%	28%	15%	10%	4%	3%	1%	50%	1%	49%
	PL	30%	23%	22%	7%	3%	3%	2%	47%	4%	49%
	HU	33%	22%	9%	<b>3%</b>	4%	4%	3%	53%	1%	46%
	BG	<b>22%</b>	28%	<b>4%</b>	6%	3%	5%	1%	56%	3%	41%

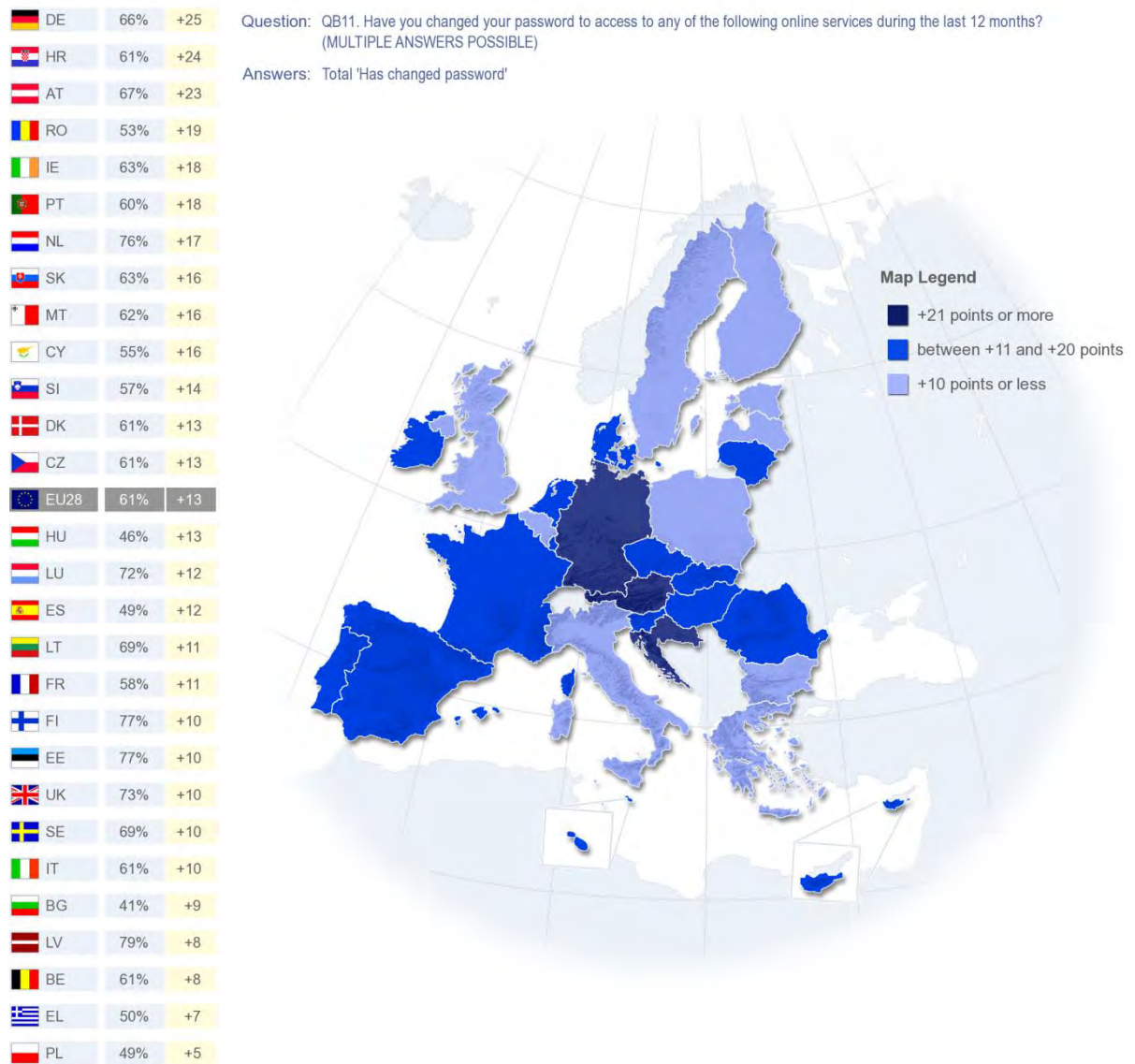
**Highest percentage per country**    *Lowest percentage per country*  
**Highest percentage per item**    *Lowest percentage per item*

Base: respondents who use the Internet (D62) (n=21,015 in EU28)



In all countries, an increase can be seen in the proportion that has changed their password for any services since 2013, in line with the overall increase across the EU. The largest increases can be observed in Germany (up 25 percentage points), Croatia (up 24 points) and Austria (up 23 points).

As noted above, three new answer options were added to this question in 2014 (online games and public services websites). Therefore, the changes should be treated with a degree of caution.



Evolution 2014-2013

Base: respondents who use the Internet (D62) (n=21,015 in EU28)

Younger respondents are more likely than older respondents to have changed their password to access online services, the proportion ranging from 70% of 15-24 year olds to 51% of those aged 55 or over. In particular, there is a large difference in the proportion that has changed their password to access online social networks (50% of 15-24 year olds, falling to 12% of those aged 55 or over).

Men are more likely than women to have changed their password to access online services (65% compared with 58%).

There are also differences by level of education. Those who finished their education at the age of 20 or over (67%) are more likely to have changed their password than those ending their education between the ages of 16 and 19 (57%) or at the age of 15 or under (47%).

In addition, frequent users of the Internet and respondents who feel well informed about the risks of cybercrime are more likely than their counterparts to say they have changed their password to access online services (66% vs. 40% and 68% vs. 52%).

**QB11 Have you changed your password to access to any of the following online services during the last 12 months? (MULTIPLE ANSWERS POSSIBLE)**

	E-mail account	Online social networks	Online banking websites	Shopping website	Public services websites	Online games	Other (SPONTANEOUS)	None (SPONTANEOUS)	Don't know	Total 'Has changed password'
EU28	45%	29%	25%	17%	8%	7%	3%	37%	2%	61%
<b>Gender</b>										
Man	48%	30%	28%	19%	10%	9%	3%	34%	1%	65%
Woman	41%	29%	22%	16%	6%	5%	2%	40%	2%	58%
<b>Age</b>										
15-24	49%	50%	19%	17%	8%	14%	3%	29%	1%	70%
25-39	49%	36%	29%	20%	9%	8%	3%	32%	2%	66%
40-54	45%	24%	28%	18%	9%	6%	2%	39%	1%	60%
55 +	36%	12%	20%	14%	6%	2%	3%	47%	2%	51%
<b>Education (End of)</b>										
15-	32%	18%	14%	12%	5%	7%	4%	52%	1%	47%
16-19	41%	26%	23%	16%	6%	6%	3%	41%	2%	57%
20+	50%	30%	32%	21%	10%	6%	2%	32%	2%	67%
Still studying	50%	48%	18%	17%	9%	15%	3%	29%	1%	70%
<b>Use of the Internet</b>										
Every day	48%	33%	28%	19%	9%	8%	3%	33%	1%	66%
Often/ Sometimes	26%	13%	10%	8%	2%	3%	3%	57%	3%	40%
<b>Level of information about cybercrime risks</b>										
Total 'Well informed'	51%	35%	30%	22%	10%	9%	3%	30%	1%	68%
Total 'Not well informed'	35%	22%	18%	11%	4%	4%	3%	46%	2%	52%

Base: respondents who use the Internet (D62) (n=21,015 in EU28)

### III. AWARENESS AND EXPERIENCE OF CYBERCRIMES

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

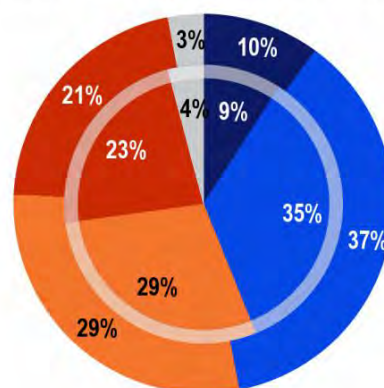
The questions on level of knowledge and online harassment cover all respondents, while the remainder of the chapter (on attitudes, experience and concerns) are based only on those who ever use the Internet.

#### 1. LEVEL OF KNOWLEDGE

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

Just under half of EU citizens (47%) say that they feel well informed about the risks of cybercrime; specifically, 10% feel very well informed and 37% feel fairly well informed. However, 29% do not feel very well informed and 21% say they do not feel informed at all about the risks of cybercrime<sup>14</sup>.

QB1. 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

Inner pie : EB79.4 May-June 2013

Outer pie : EB82.2 Oct. 2014

● EU28

Base: all respondents (n=27,868 in EU28)

<sup>14</sup> EB82.2: QB1 '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.

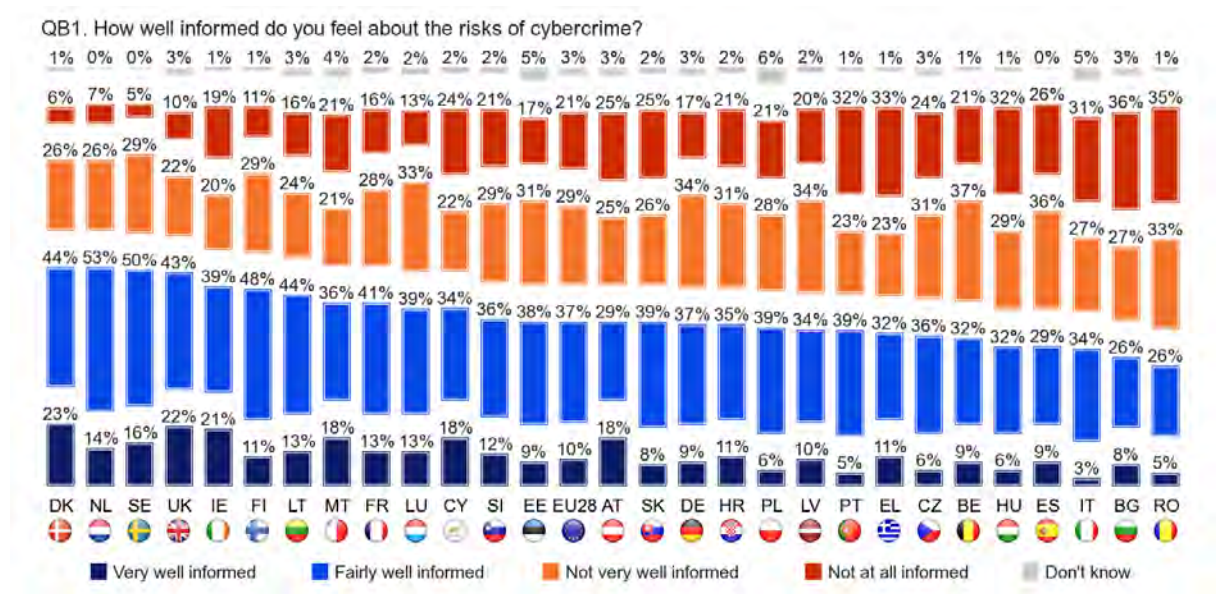
EB79.4: QC8 'How well informed do you feel about the risks of cybercrime?' Possible answers: Very well informed; Fairly well informed; Not very well informed; Not at all informed; Don't know.

Compared with the 2013 survey, there has been a slight increase in the proportion of EU citizens who feel well informed about the risks of cybercrime. In this survey, 47% feel very or fairly well informed, compared with 44% in 2013. There has been a corresponding decrease in the proportion that say they are not at all informed (from 23% in 2013 to 21% in this survey).

There is some variation by country in the extent to which respondents feel well informed about cybercrime. Respondents in Denmark (67%), the Netherlands (67%), Sweden (66%) and the UK (65%) are most likely to feel very or fairly well informed. The highest proportions that say they feel ‘very’ well informed can be found in Denmark (23%) and the UK (22%), as well as Ireland (21%).

People are least likely to feel well informed in Romania (31%) and Bulgaria (34%), and respondents in these two countries are also most likely to say that they do not feel informed at all (35% and 36% respectively).

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



Base: all respondents (n=27,868 in EU28)

In most countries, respondents are more likely now than they were in 2013 to feel well informed about the risks of cybercrime, reflecting the overall increase across the EU. The largest increases can be seen in Austria (up 14 percentage points), Portugal (up 13 points) and Slovakia (up 10 points).

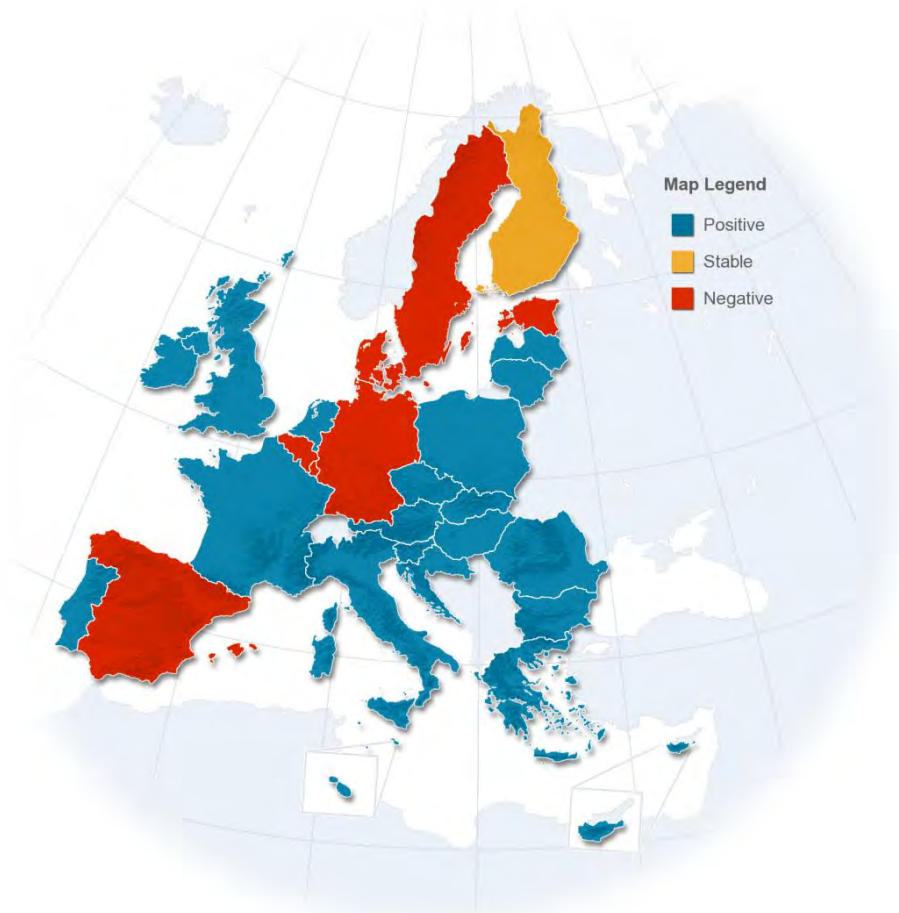
In some countries, there has been a decrease in the proportion of respondents who feel well informed, most notably Luxembourg (down 10 percentage points) and Denmark (down 7 points).

Overall, while there is still variation between Member States, the differences are less pronounced than in the 2013 survey.



Question: QB1. How well informed do you feel about the risks of cybercrime?  
 Answers: Total 'Well informed'

AT	47%	+14
PT	44%	+13
SK	47%	+10
MT	54%	+9
CY	52%	+9
HU	38%	+9
EL	43%	+8
BG	34%	+8
RO	31%	+8
IE	60%	+7
NL	67%	+6
UK	65%	+5
FR	54%	+5
LT	57%	+4
HR	46%	+4
CZ	42%	+4
IT	37%	+4
EU28	47%	+3
PL	45%	+3
LV	44%	+2
SI	48%	+1
FI	59%	=
DE	46%	-1
ES	38%	-1
SE	66%	-3
EE	47%	-5
BE	41%	-5
DK	67%	-7
LU	52%	-10



Evolution 2014-2013

Base: all respondents (n=27,868 in EU28)

Findings differ by frequency of Internet use. Respondents that access the Internet every day are more likely to feel well informed (64%) than those accessing the Internet less often (37%) or not at all (13%).

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

Younger respondents tend to feel better informed than older respondents. The proportion that feels very or fairly well informed ranges from 67% among 15-24 year olds to 31% among those aged 55 or over. Men are more likely than women to feel well informed (53% compared with 43%).

Respondents who stayed in education until at least the age of 20 (61%) are more likely to feel well informed about cybercrime than those ending their education between the age of 16 and 19 (46%) or by the age of 15 or under (22%). Managers (69%) and students (70%) are particularly likely to feel well informed.

**QB1 How well informed do you feel about the risks of cybercrime?**

	Total 'Well informed'	Total 'Not well informed'	Don't know
EU28	47%	50%	3%
<b>Gender</b>			
Man	53%	45%	2%
Woman	43%	54%	3%
<b>Age</b>			
15-24	67%	32%	1%
25-39	60%	39%	1%
40-54	50%	48%	2%
55 +	31%	64%	5%
<b>Education (End of)</b>			
15-	22%	72%	6%
16-19	46%	52%	2%
20+	61%	38%	1%
Still studying	70%	29%	1%
<b>Socio-professional category</b>			
Self-employed	55%	44%	1%
Managers	69%	30%	1%
Other white collars	59%	40%	1%
Manual workers	48%	50%	2%
House persons	32%	64%	4%
Unemployed	45%	53%	2%
Retired	29%	65%	6%
Students	70%	29%	1%
<b>Use of the Internet</b>			
Every day	64%	35%	1%
Often/ Sometimes	37%	62%	1%
Never	13%	80%	7%

Base: all respondents (n=27,868 in EU28)

## 2. ATTITUDES TO CYBER SECURITY

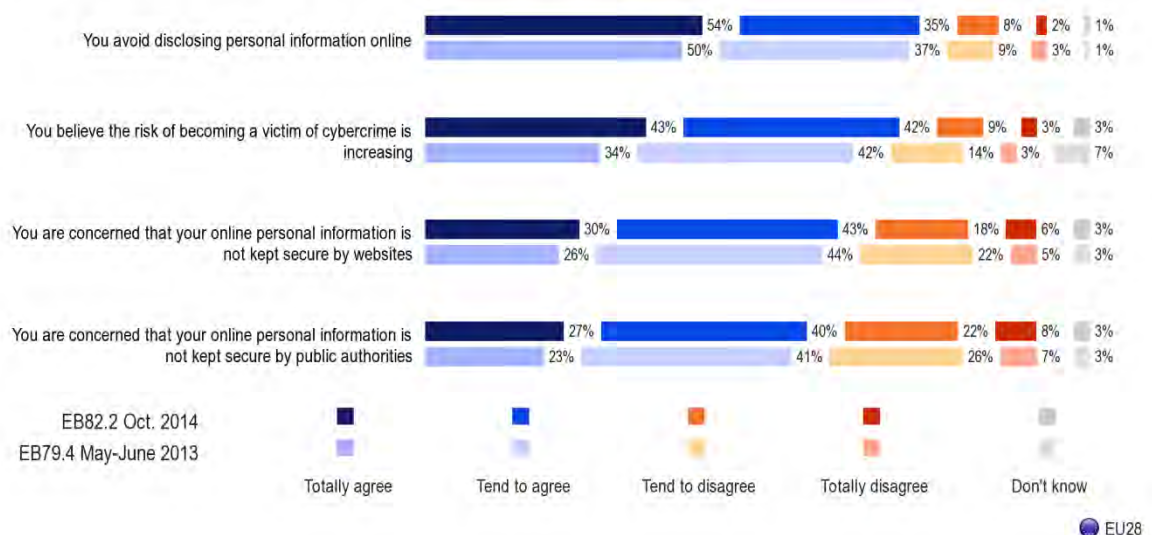
### - Internet users express high levels of concern about cyber security the risks of cybercrime -

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

The vast majority of Internet users agree that they avoid disclosing personal information online (89%, including 54% who totally agree), while 85% agree that the risk of becoming a victim of cybercrime is increasing. Only small proportions of respondents disagree with these statements (10% and 12% respectively).

A clear majority also agree that they are concerned that their online personal information is not kept secure by websites (73%), while 24% disagree. Most respondents are also concerned that this information is not kept secure by public authorities (67%), with 30% disagreeing with this statement<sup>15</sup>.

QB10. Could you please tell me to what extent you agree or disagree with each of the following statements?



Base: respondents who use the Internet (D62) (n=21,015 in EU28)

<sup>15</sup> EB82.2: QB10 '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 taking precautions or by using antivirus software. Possible answers: Totally agree; Tend to agree; Tend to disagree; Totally disagree; Don't know.

EB79.4: QC12 'Could you please tell me to what extent you agree or disagree with each of the following statements?' 1) You are concerned that your online personal information is not kept secure by websites. 2) You are concerned that your online personal information is not kept secure by public authorities. 3) You avoid disclosing personal information online. 4) You believe the risk of becoming a victim of cybercrime has increased in the past year. Possible answers: Totally agree; Tend to agree; Tend to disagree; Totally disagree; Don't know.

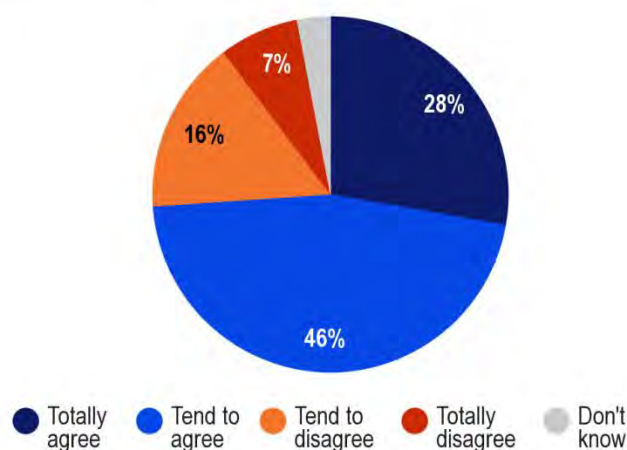
Comparisons with the 2013 survey indicate that respondents have become slightly more concerned about cybercrime in the last year. There have been increases in the proportion that agree that they are concerned that their online personal information is not kept secure by websites (up 3 percentage points) or by public authorities (up 3 percentage points). Respondents are also more likely to agree that they avoid disclosing personal information online (up 2 points).

There has been a larger increase (of 9 percentage points) in the proportion that agree that the risk of becoming a victim of cybercrime is increasing, although this should be treated with caution, since the question wording has changed (the 2013 question asked whether respondents agreed that the risk of becoming a victim of cybercrime "has increased in the past year").

Despite these concerns, around three in four Internet users (74%) agree that they are able to protect themselves sufficiently against cybercrime, while 23% disagree.

QB10.5. 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 taking precautions or by using antivirus software



 EU28

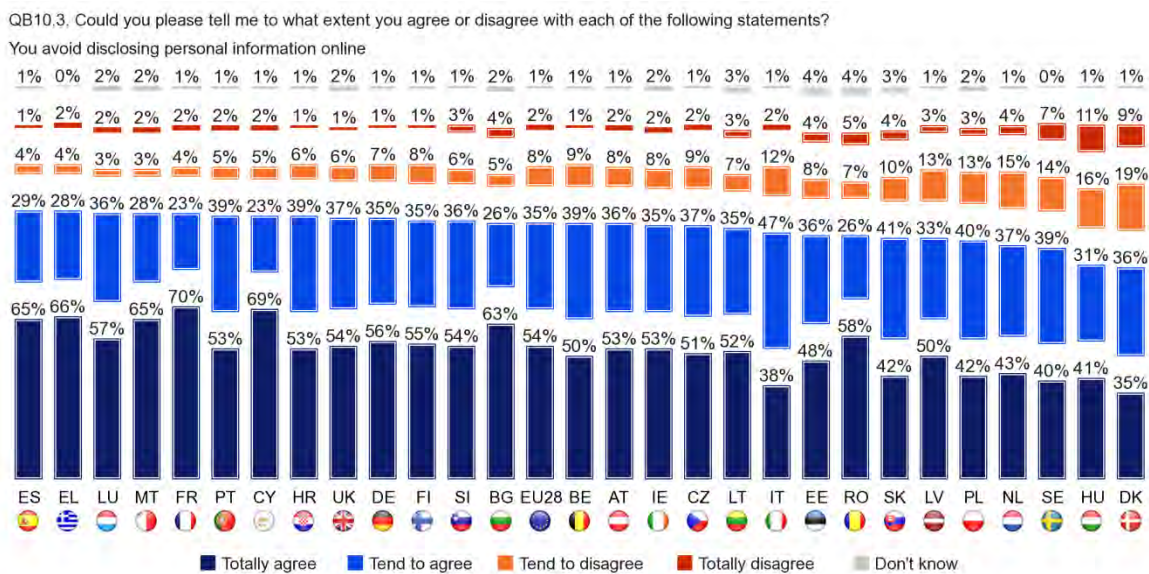
Base: respondents who use the Internet (D62) (n=21,015 in EU28)



Findings are similar across most EU countries in relation to avoiding disclosing personal information online. Respondents in Greece and Spain are most likely to agree (94% in each case). The lowest proportions that agree with the statement can be found in Denmark (71%) and Hungary (72%); in these two countries, more than one in four Internet users disagree that they avoid disclosing personal information online (28% and 27% respectively).

Most Member States have seen an increase in the proportion of respondents that agree that they avoid disclosing personal information online. The largest increases can be found in Malta (up 13 percentage points since 2013) and Ireland (up 12 points).

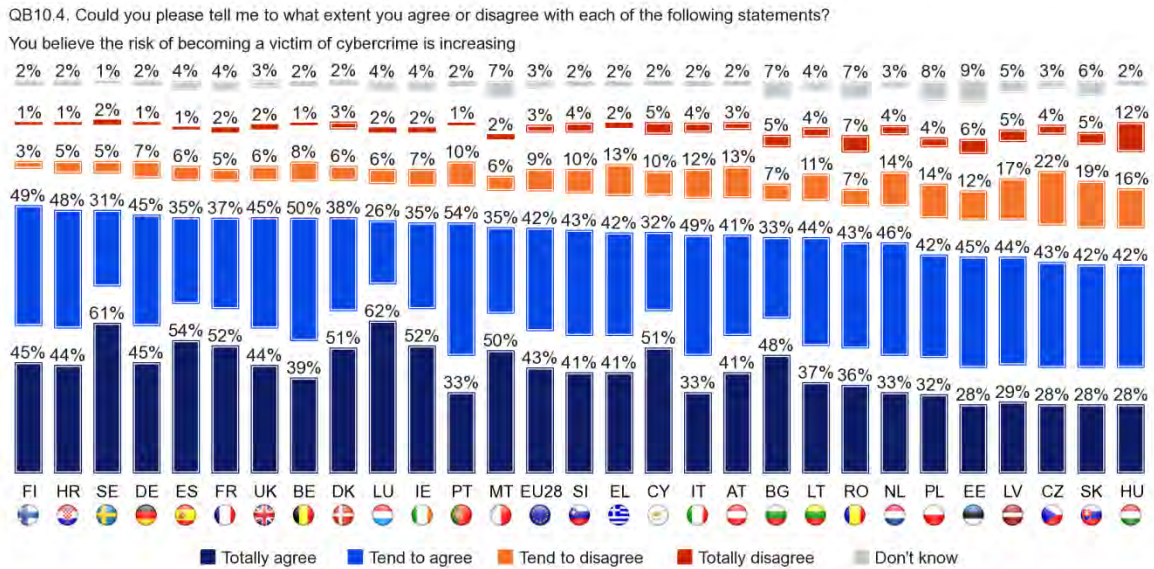
By far the largest decrease in agreement can be seen in Hungary (down 14 percentage points).



Base: respondents who use the Internet (D62) (n=21,015 in EU28)

In all EU countries, at least 70% of Internet users agree that the risk of becoming a victim of cybercrime is increasing. The highest proportions can be observed in Finland (94%), Croatia (92%) and Sweden (92%); in Luxembourg (62%) and Sweden (61%), large proportions ‘totally agree’.

The lowest levels of agreement can be seen in Hungary (70%), Slovakia (70%), Czech Republic (71%), Estonia (73%) and Latvia (73%).

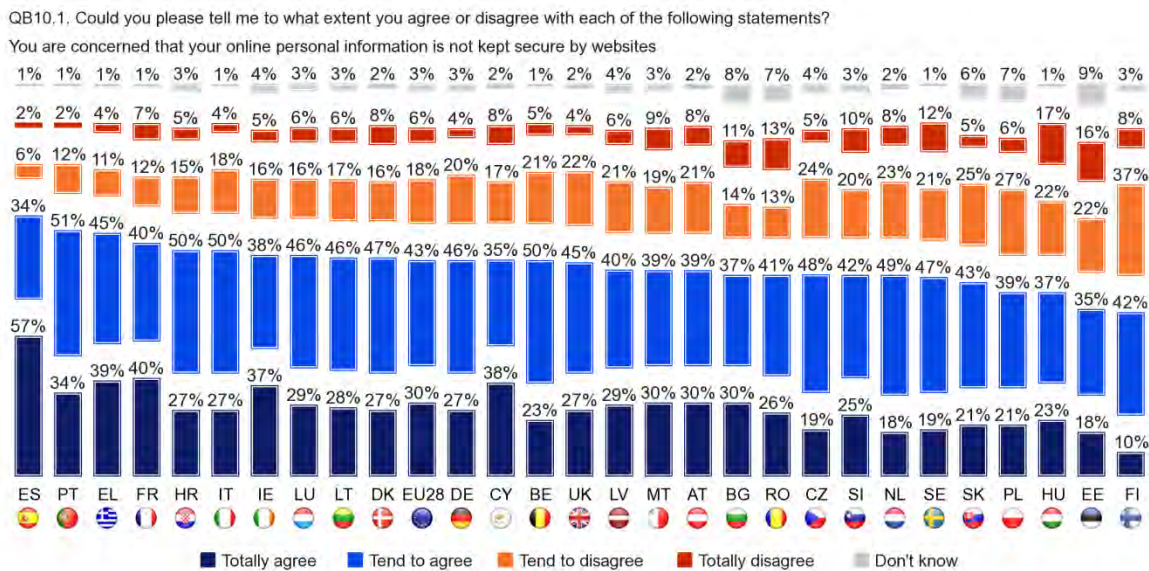


Base: respondents who use the Internet (D62) (n=21,015 in EU28)

There is variation between Member States in the proportion of Internet users that agree that they are concerned that their online personal information is not kept secure by websites. Respondents in Spain (91%), Portugal (85%) and Greece (84%) are most likely to agree, and in Greece more than half of respondents ‘totally agree’ (57%).

Respondents in Finland (52%) and Estonia (53%) are less likely to agree than in other countries, and in Finland a high proportion of respondents disagree with the statement (45%).

The largest increases in the proportion of respondents that are concerned that their online personal information is not kept secure by websites can be observed in the UK (an increase of 11 percentage points from the 2013 survey), Portugal (up 9 points), Denmark (up 8 points) and Ireland (up 8 points). By contrast, the largest decrease in agreement can be seen in Poland (down 11 points).



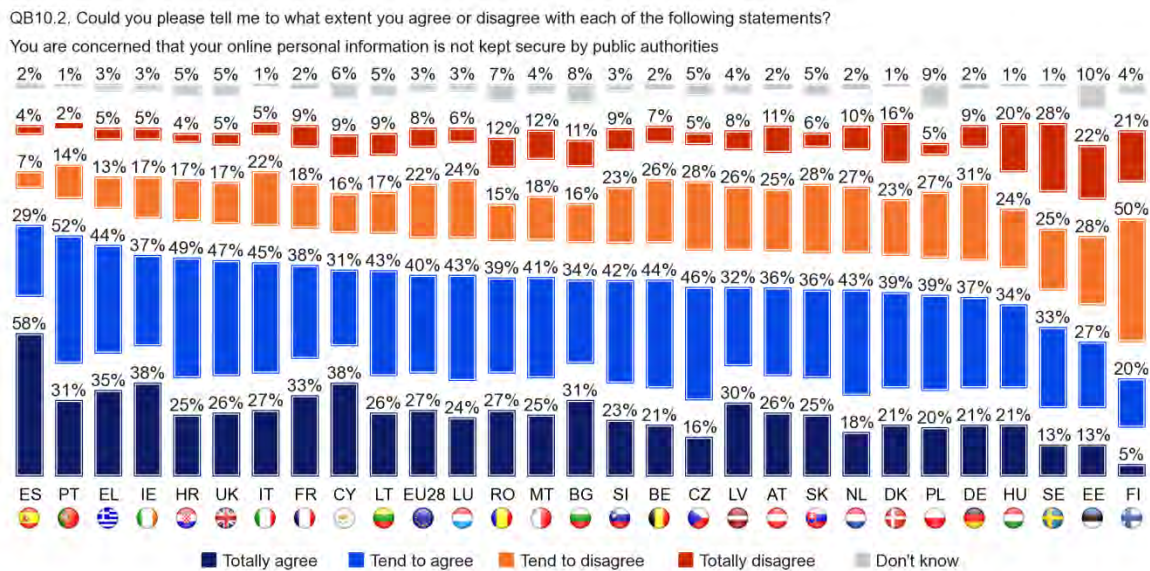
Base: respondents who use the Internet (D62) (n=21,015 in EU28)

Respondents in Spain are most likely to agree that they are concerned that their online personal information is not kept secure by public authorities (87%, including 58% who 'totally agree'). A high proportion can also be observed in Portugal (83%).

Respondents in Finland (25%) are by far the least likely to agree. Low levels of agreement can also be seen in Estonia (40%) and Sweden (46%).

In Denmark, a large increase can be seen in the proportion of respondents that are concerned that their online personal information is not kept secure by public authorities (an increase of 19 percentage points from the 2013 survey). Large increases can also be found in Ireland (up 13 points), Romania (up 12 points), Portugal (up 10 points), Austria (up 9 points) and the UK (up 9 points).

The largest decreases in agreement can be seen in Poland (down 12 percentage points), Estonia (down 8 points) and Lithuania (down 6 points).
































Base: respondents who use the Internet (D62) (n=21,015 in EU28)



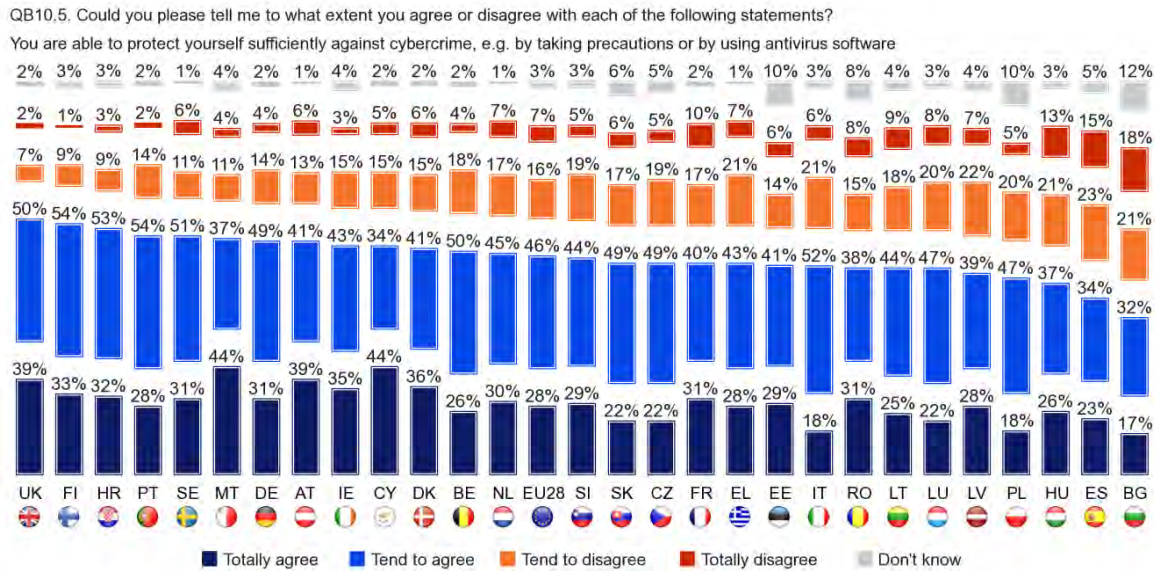
QB10 Could you please tell me to what extent you agree or disagree with each of the following statements?

% Total 'Agree'

	You avoid disclosing personal information online	Diff. EB82.2 - EB79.4	You believe the risk of becoming a victim of cybercrime is increasing	Diff. EB82.2 - EB79.4	You are concerned that your online personal information is not kept secure by websites	Diff. EB82.2 - EB79.4	You are concerned that your online personal information is not kept secure by public authorities	Diff. EB82.2 - EB79.4
 EU28	89%	<b>+2</b>	85%	<b>+9</b>	73%	<b>+3</b>	67%	<b>+3</b>
 BE	89%	<b>+2</b>	89%	<b>+8</b>	73%	<b>+1</b>	65%	<b>+1</b>
 BG	89%	<b>+4</b>	81%	<b>+6</b>	67%	<b>+7</b>	65%	<b>+5</b>
 CZ	88%	<b>+2</b>	71%	<b>+3</b>	67%	<b>+1</b>	62%	<b>-2</b>
 DK	71%	<b>+1</b>	89%	<b>+5</b>	74%	<b>+8</b>	60%	<b>+19</b>
 DE	91%	<b>-1</b>	90%	<b>+11</b>	73%	<b>+3</b>	58%	<b>+5</b>
 EE	84%	<b>-1</b>	73%	<b>+4</b>	53%	<b>-7</b>	40%	<b>-8</b>
 IE	88%	<b>+12</b>	87%	<b>+19</b>	75%	<b>+8</b>	75%	<b>+13</b>
 EL	94%	<b>+1</b>	83%	<b>+12</b>	84%	<b>+5</b>	79%	<b>+3</b>
 ES	94%	<b>+3</b>	89%	<b>+10</b>	91%	<b>+7</b>	87%	<b>+7</b>
 FR	93%	<b>-1</b>	89%	<b>+11</b>	80%	<b>+1</b>	71%	<b>=</b>
 HR	92%	<b>+5</b>	92%	<b>+12</b>	77%	<b>+6</b>	74%	<b>+6</b>
 IT	85%	<b>+7</b>	82%	<b>+14</b>	77%	<b>+7</b>	72%	<b>+7</b>
 CY	92%	<b>-3</b>	83%	<b>-7</b>	73%	<b>-5</b>	69%	<b>-3</b>
 LV	83%	<b>+1</b>	73%	<b>+20</b>	69%	<b>=</b>	62%	<b>-2</b>
 LT	87%	<b>-4</b>	81%	<b>-6</b>	74%	<b>=</b>	69%	<b>-6</b>
 LU	93%	<b>-1</b>	88%	<b>+4</b>	75%	<b>-1</b>	67%	<b>+1</b>
 HU	72%	<b>-14</b>	70%	<b>-1</b>	60%	<b>=</b>	55%	<b>=</b>
 MT	93%	<b>+13</b>	85%	<b>+16</b>	69%	<b>-2</b>	66%	<b>+4</b>
 NL	80%	<b>+1</b>	79%	<b>-6</b>	67%	<b>+5</b>	61%	<b>=</b>
 AT	89%	<b>+4</b>	82%	<b>+6</b>	69%	<b>+1</b>	62%	<b>+9</b>
 PL	82%	<b>-5</b>	74%	<b>+4</b>	60%	<b>-11</b>	59%	<b>-12</b>
 PT	92%	<b>+2</b>	87%	<b>+12</b>	85%	<b>+9</b>	83%	<b>+10</b>
 RO	84%	<b>+5</b>	79%	<b>+10</b>	67%	<b>+7</b>	66%	<b>+12</b>
 SI	90%	<b>+1</b>	84%	<b>+8</b>	67%	<b>+1</b>	65%	<b>+2</b>
 SK	83%	<b>-2</b>	70%	<b>+2</b>	64%	<b>-4</b>	61%	<b>-2</b>
 FI	90%	<b>+7</b>	94%	<b>+10</b>	52%	<b>+3</b>	25%	<b>+1</b>
 SE	79%	<b>-5</b>	92%	<b>+4</b>	66%	<b>+5</b>	46%	<b>+7</b>
 UK	91%	<b>+2</b>	89%	<b>+15</b>	72%	<b>+11</b>	73%	<b>+9</b>

Base: respondents who use the Internet (D62) (n=21,015 in EU28)

Respondents in the UK (89%), Finland (87%) and Croatia (85%) are most likely to agree that they are able to protect themselves sufficiently against cybercrime. The lowest proportions of agreement can be observed in Bulgaria (49%) and Spain (57%), where large proportions disagree (39% and 38% respectively); In Bulgaria, almost two out of ten respondents (18%) ‘totally disagree’ that they are able to protect themselves sufficiently against cybercrime.



Base: respondents who use the Internet (D62) (n=21,015 in EU28)

Looking at **socio-demographic variations**, there is very little variation in attitudes to cybercrime across socio-demographic groups. The differences that do exist are as follows:

- Younger respondents (aged 15-24) are slightly less likely than older respondents to agree with most statements: they are less likely to agree that they are concerned that their online personal information is not kept secure by websites (70% agree) or by public authorities (61%); that they avoid disclosing personal information online (84%); and that they believe the risk of becoming a victim of cybercrime is increasing (81%). The exception is that younger people aged 15-24 are more likely to agree that they are able to protect themselves sufficiently against cybercrime (79%).
- If respondents feel well informed about the risks of cybercrime, they are more likely to agree that they are able to protect themselves sufficiently (81% compared with 64% who do not feel well informed). By contrast, respondents who feel well informed about the risks of cybercrime are less likely to agree that they are concerned that their online personal information is not kept secure by public authorities (66% compared with 69%).

- Daily Internet users are more likely than less frequent users to agree that they are able to protect themselves sufficiently against cybercrime (76% compared with 64%). They are also slightly more likely to agree that they are concerned that their online personal information is not kept secure by websites (75% compared with 71%) and that the risk of becoming a victim of cybercrime is increasing (86% compared with 82%).

QB10 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 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 taking precautions or by using antivirus software
EU28	89%	85%	73%	67%	74%
<b>Age</b>					
15-24	84%	81%	70%	61%	79%
25-39	88%	85%	74%	69%	75%
40-54	90%	87%	76%	69%	72%
55 +	91%	87%	74%	66%	71%
<b>Use of the Internet</b>					
Every day	89%	86%	75%	67%	76%
Often/ Sometimes	89%	82%	71%	66%	64%
<b>Level of information about cybercrime risks</b>					
Total 'Well informed'	88%	85%	73%	66%	81%
Total 'Not well informed'	89%	85%	75%	69%	64%

Base: respondents who use the Internet (D62) (n=21,015 in EU28)

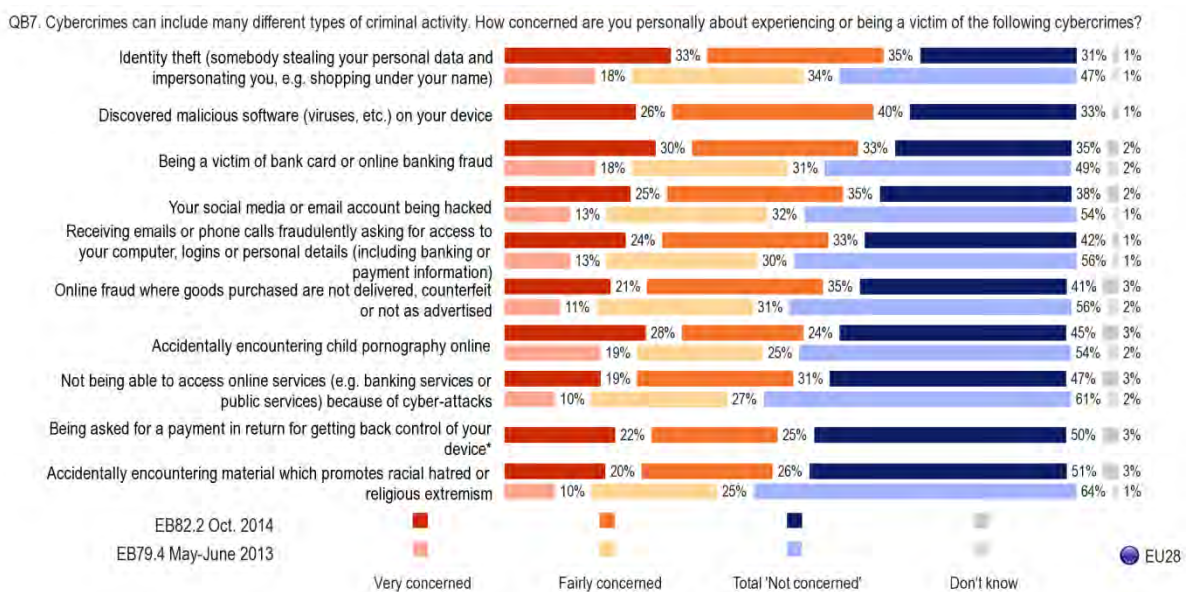


3. CONCERNS ABOUT AND EXPERIENCE OF SPECIFIC CYBERCRIMES

- EU citizens have become increasingly concerned about becoming a victim of cybercrime -

This section looks at Internet users’ concerns about, and experience of, different types of cybercrime.

When asked how **concerned** they are about experiencing or being a victim of different types of cybercrime, Internet users are most likely to say they are concerned about identify theft (68% are concerned about this) and discovering malicious software on their device (66%). Internet users also express concern about being the victim of bank card or online banking fraud (63%) and about their social media or email account being hacked (60%)<sup>16</sup>.



\*New item

Base: respondents who use the Internet (D62) (n=21,015 in EU28)

<sup>16</sup> EB82.2: QB7 'Cybercrimes can include many different types of criminal activity. How concerned are you personally about experiencing or being a victim of the following cybercrimes? 1. Identity theft (somebody stealing your personal data and impersonating you, e.g. shopping under your name). 2. Receiving emails or phone calls fraudulently asking for access to your computer, logins, or personal details (including banking or payment information). 3. Online fraud where goods purchased were not delivered, counterfeit or not as advertised. 4. Accidentally encountering child pornography online. 5. Accidentally encountering material which promotes racial hatred or religious extremism. 6. Not being able to access online services (e.g. banking services or public services) because of cyber-attacks. 7. Your social media or email account being hacked. 8. Being a victim of bank card or online banking fraud. 9. Being asked for a payment in return for getting back control of your device. 10. Discovered malicious software (viruses, etc.) on your device. Possible answers: Very concerned; Fairly concerned; Not very concerned; Not at all concerned; Don't know.

EB79.4: QC10 'And how concerned are you personally about experiencing or being a victim of the following cybercrimes? 1. Identity theft (somebody stealing your personal data and impersonating you, e.g. shopping under your name). 2. Receiving emails or phone calls fraudulently asking for access to your computer, logins, or personal details (including banking or payment information). 3. Online fraud where goods purchased were not delivered, counterfeit or not as advertised. 4. Accidentally encountering child pornography online. 5. Accidentally encountering material which promotes racial hatred or religious extremism. 6. Not being able to access online services (e.g. banking services) because of cyber-attacks. 7. Your social media or email account being hacked. 8. Being a victim of credit card or banking fraud online. Possible answers: Very concerned; Fairly concerned; Not very concerned; Not at all concerned; Don't know.

More than half of Internet users are concerned about the following types of cybercrime: receiving emails or phone calls fraudulently asking for computer access or details (57%), online fraud where goods purchased are not delivered, are counterfeit or not as advertised (56%) and accidentally discovering child pornography online (52%).

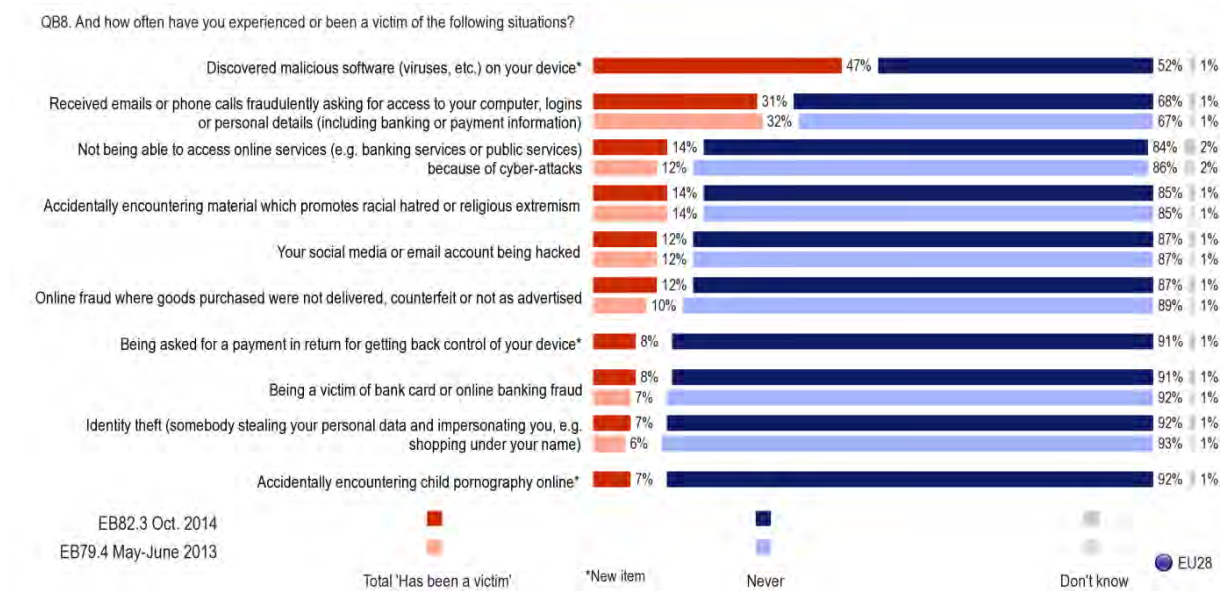
Slightly lower proportions are concerned about not being able to access online services because of cyber-attacks (50%), being asked for a payment in return for getting back control of your device (47%) and accidentally encountering material which promotes racial hatred or religious extremism (46%).

For all of the items that were included in the 2013 survey (all items except being asked for a payment in return for getting back control of your device and discovering malicious software), Internet users express greater levels of concern in 2014 than they did in 2013, with increases ranging from 8 percentage points (for encountering child pornography online) to 16 points (for identity theft).

The two most common situations **experienced** by respondents are discovering malicious software on their device (47%) and receiving an email or phone call fraudulently asking for access to their computer, logins or personal details (31%). In each case, 7% of Internet users say that this has happened to them often<sup>17</sup>.

In addition, 14% of Internet users say that they have not been able to access online services because of cyber-attacks, while the same proportion (14%) have accidentally encountered material which promotes racial hatred or religious extremism, 12% have had their social media or email account hacked, and 12% have experienced online fraud (where goods are not delivered, counterfeit or not as advertised). Furthermore, 16% of Internet users who say they buy online goods or services have experienced online fraud.

Across the EU, 8% of Internet users say they have been asked for payment in return for getting back control of their device, 8% say they have been a victim of credit card or banking fraud online, 7% say they have experienced identity theft, and 7% say they have accidentally encountered child pornography online.



Base: respondents who use the Internet (D62) (n=21,015 in EU28)

<sup>17</sup> EB82.2: QB8 'And how often have you experienced or been a victim of the following situations?' 1. Identity theft (somebody stealing your personal data and impersonating you, e.g. shopping under your name). 2. Received emails or phone calls fraudulently asking for access to your computer, logins, or personal details (including banking or payment information). 3. Online fraud where goods purchased were not delivered, counterfeit or not as advertised. 4. Accidentally encountering child pornography online. 5. Accidentally encountering material which promotes racial hatred or religious extremism. 6. Not being able to access online services (e.g. banking services or public services) because of cyber-attacks. 7. Your social media or email account being hacked. 8. Being a victim of bank card or online banking fraud. 9. Being asked for a payment in return for getting back control of your device. 10. Discovered malicious software (viruses, etc.) on your device. Possible answers: Often; Occasionally; Never; Don't know.

EB79.4: QC9 'Cybercrimes can include many different types of criminal activity. How often have you experienced or been a victim of the following situations?' 1. Identity theft (somebody stealing your personal data and impersonating you, e.g. shopping under your name). 2. Received emails or phone calls fraudulently asking for access to your computer, logins, or personal details (including banking or payment information). 3. Online fraud where goods purchased were not delivered, counterfeit or not as advertised. 4. Accidentally encountering material which promotes racial hatred or religious extremism. 5. Not being able to access online services (e.g. banking services) because of cyber-attacks. 6. Your social media or email account being hacked. 7. Being a victim of credit card or banking fraud online. Possible answers: Often; Occasionally; Never; Don't know.

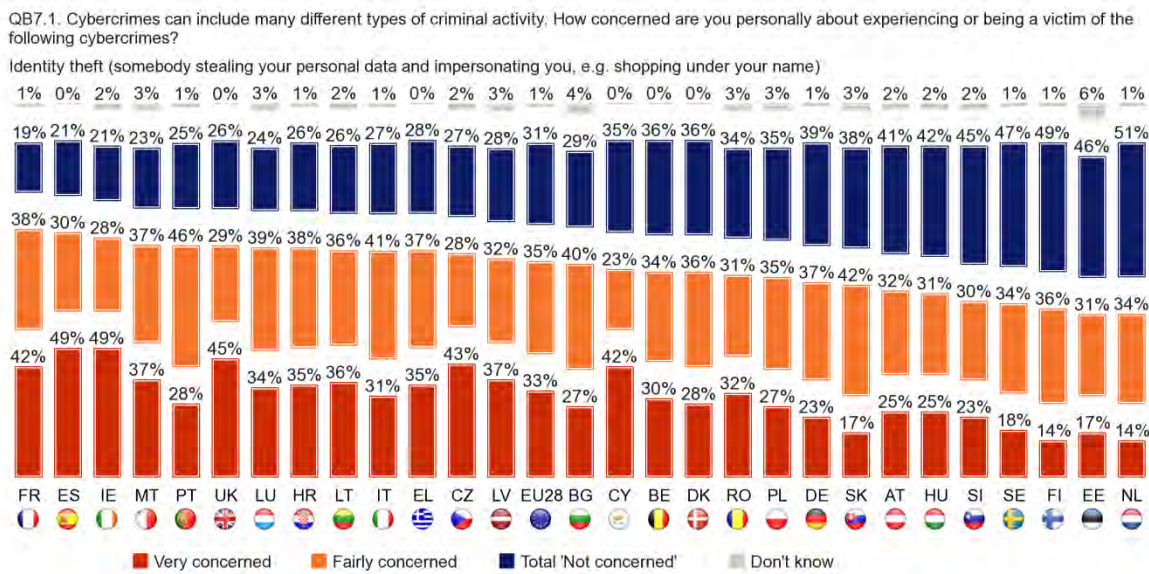
For the items that were also included in the 2013 survey, the levels of experience have mostly remained similar. There have been slight increases (of two percentage points) in the proportions that have not been able to access online services (up from 12% to 14%) and have experienced online fraud (up from 10% to 12%).

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

### 3.1. IDENTITY THEFT

Across the EU as a whole, 68% of Internet users say they are very or fairly concerned about identity theft. The highest levels of concern can be observed in France (where 80% are concerned) and Spain (79%). Respondents in Estonia and the Netherlands (48% in each country) are least likely to be concerned about identity theft.

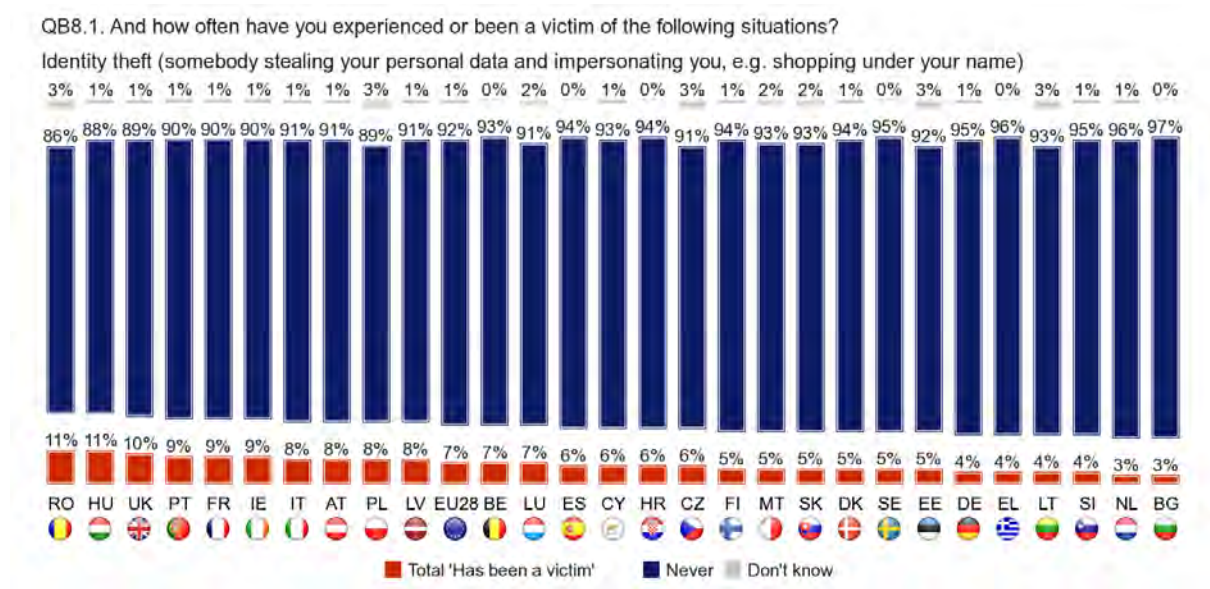
EU citizens are more concerned about identity theft than they were in 2013. Across the EU as a whole, there has been an increase of 16 percentage points in the proportion very or fairly concerned. The largest increases can be seen in Croatia (up 26 percentage points) and Denmark (up 25 points). There are no significant decreases in any Member State.



Base: respondents who use the Internet (D62) (n=21,015 in EU28)

On average across the EU, 7% of Internet users say they have experienced or been a victim of identity theft. This figure is similar in most EU countries, although respondents in Hungary and Romania (11% in each country) are more likely to say they have experienced identify theft. The lowest levels can be found in Bulgaria and the Netherlands (both 3%).

The largest increases since 2013 can be found in Romania (up 6 percentage points) and France (up 5 points), while the largest decrease can be seen in Malta (down 6 points).



Base: respondents who use the Internet (D62) (n=21,015 in EU28)



### 3.2. SCAM EMAILS OR PHONE CALLS

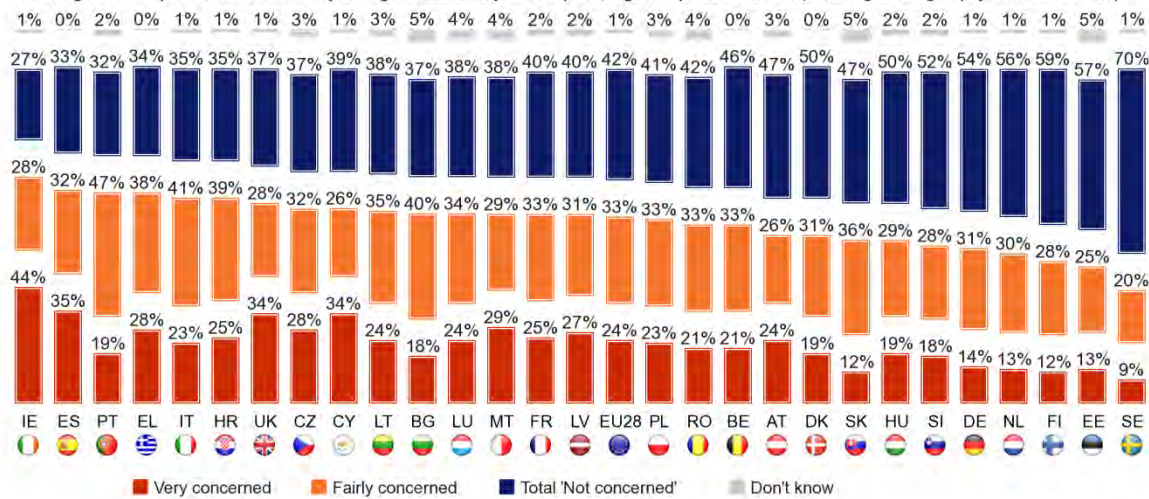
The level of concern about emails or phone calls that fraudulently ask for computer access or other details is generally consistent across the EU, although respondents in Ireland (72%) are more likely than those in other countries to say they are concerned, and this includes 44% who are ‘very concerned’. High levels of concern can also be seen in Spain (67% concerned), Greece (66%) and Portugal (66%).

By far the lowest figure can be found in Sweden (just 29% are concerned), while relatively low figures can also be seen in Estonia (38%), Finland (40%) and the Netherlands (43%).

Across the EU, respondents are more likely to say they are concerned about this type of cybercrime than they were in 2013 (up 14 percentage points). The largest increases can be seen in Croatia (up 24 percentage points), the UK (up 23 points), Greece (up 21 points), Spain (up 20 points), Denmark (up 19 points) and Ireland (up 18 points). A 6-point decrease can be seen in Cyprus, from 66% to 60%.

QB7.2. Cybercrimes can include many different types of criminal activity. How concerned are you personally about experiencing or being a victim of the following cybercrimes?

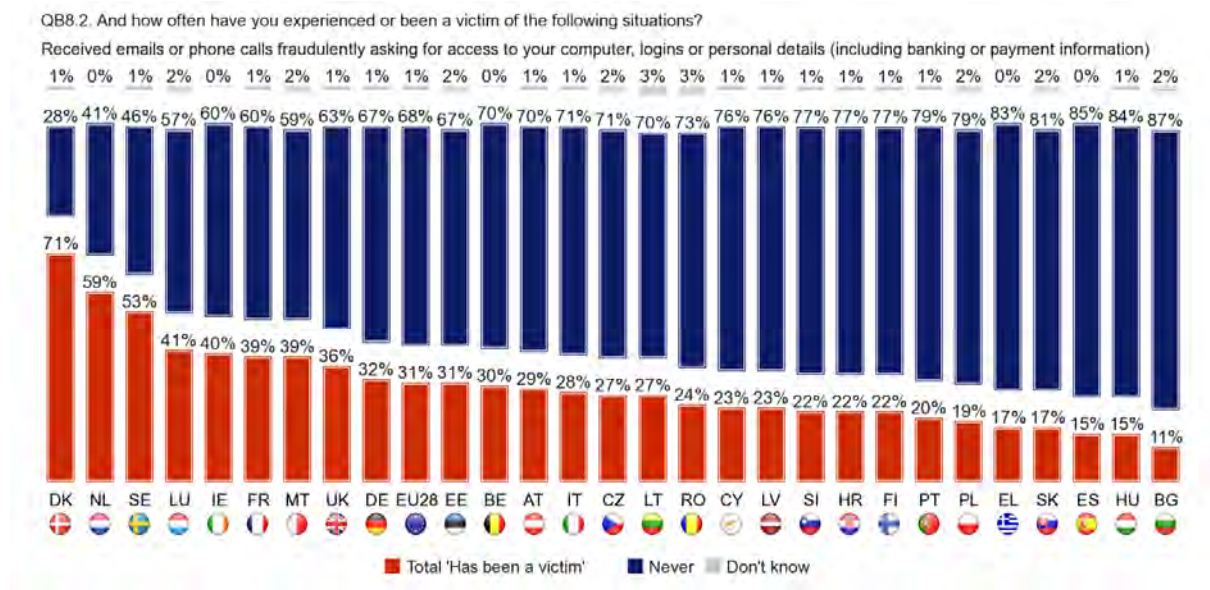
Receiving emails or phone calls fraudulently asking for access to your computer, logins or personal details (including banking or payment information)



Base: respondents who use the Internet (D62) (n=21,015 in EU28)

There is considerable variation by country in the proportion that say they have received emails or phone calls fraudulently asking for computer access or other details. More than half of respondents in Denmark (71%), the Netherlands (59%) and Sweden (53%) say they have experienced this. The lowest figures can be seen in Bulgaria (11%), Spain (15%) and Hungary (15%).

Across the EU, the proportion that say they have experienced this type of crime has remained similar between 2013 and 2014. The largest increases can be observed in Croatia (up 10 percentage points), Denmark (up 7 points), Romania (up 7 points) and Czech Republic (up 6 points). The largest decreases can be seen in the UK (down 13 percentage points), Cyprus (down 8 points) and Spain (down 7 points).



Base: respondents who use the Internet (D62) (n=21,015 in EU28)

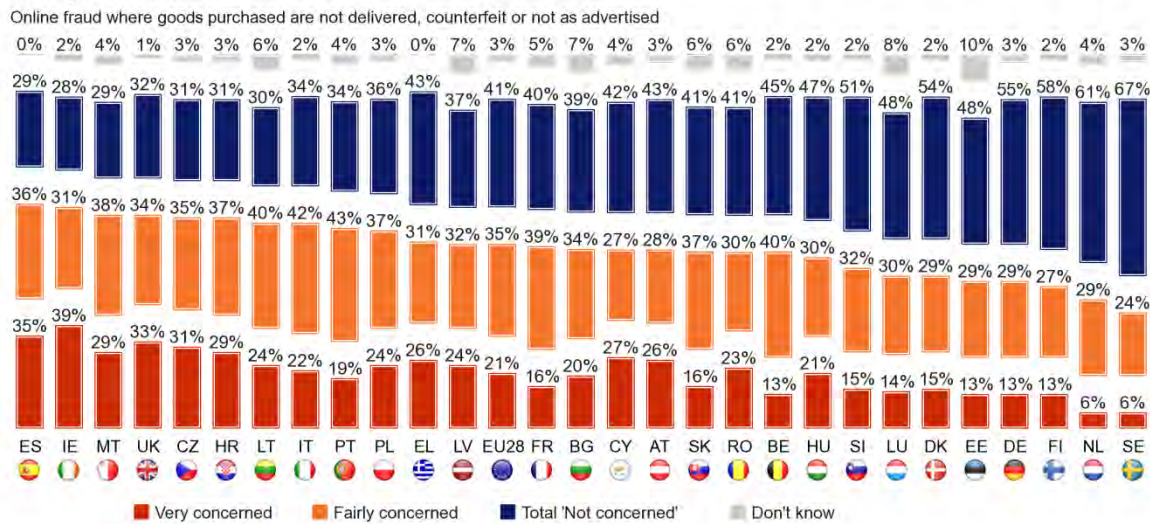


### 3.3. ONLINE FRAUD

On average, 56% of Internet users across the EU say that they are very or fairly concerned about online fraud. Respondents in Spain (71%) and Ireland (70%) are most likely to say they are concerned, with a high proportion of respondents in Ireland saying they are ‘very concerned’ (39%). Respondents in Sweden (30%) and the Netherlands (35%) are least likely to say they are concerned about online fraud.

Across the EU, respondents are more likely to say they are concerned about online fraud than they were in 2013 (up 14 percentage points), and there are no significant decreases in any Member States. The largest increases can be observed in the UK (up 26 percentage points), Spain (up 24 points), Ireland (up 23 points), Croatia (up 23 points) and Italy (up 21 points).

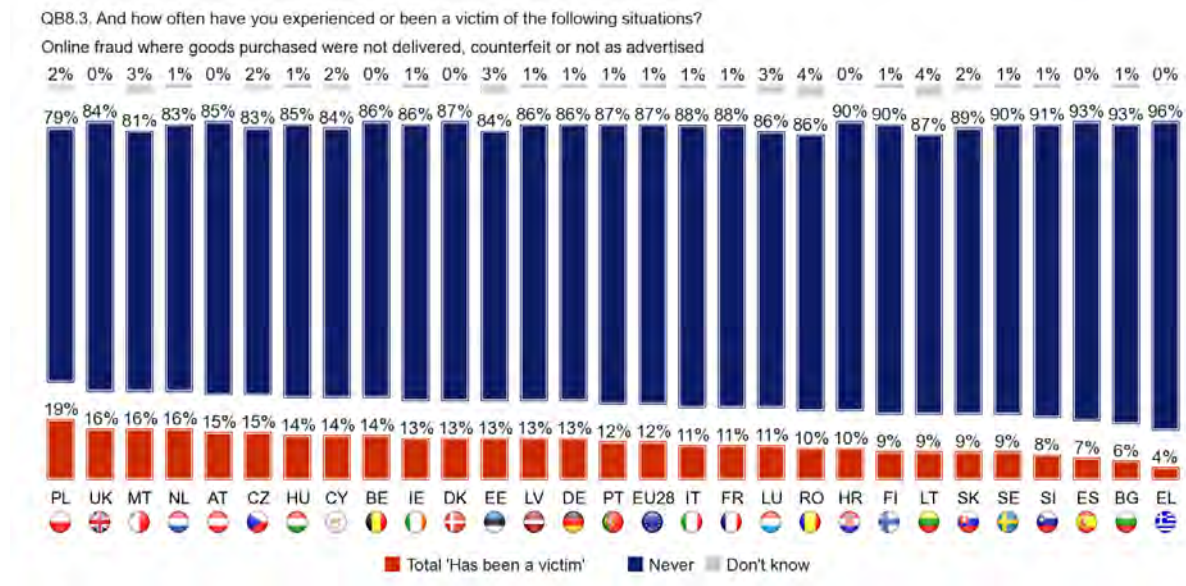
QB7.3. Cybercrimes can include many different types of criminal activity. How concerned are you personally about experiencing or being a victim of the following cybercrimes?



Base: respondents who use the Internet (D62) (n=21,015 in EU28)

The proportion of Internet users that say they have experienced online fraud (12% on average across the EU) is similar in most EU countries. The highest figure can be found in Poland (19%), while respondents in Greece (4%) and Bulgaria (6%) are least likely to have experienced online fraud.

Across the EU as a whole, there has been an increase of 2 percentage points since 2013 in the proportion that has experienced online fraud. The largest increases have been in Poland and Portugal (up 7 percentage points in each country). There have been no significant decreases in the proportions that have experienced online fraud.



Base: respondents who use the Internet (D62) (n=21,015 in EU28)

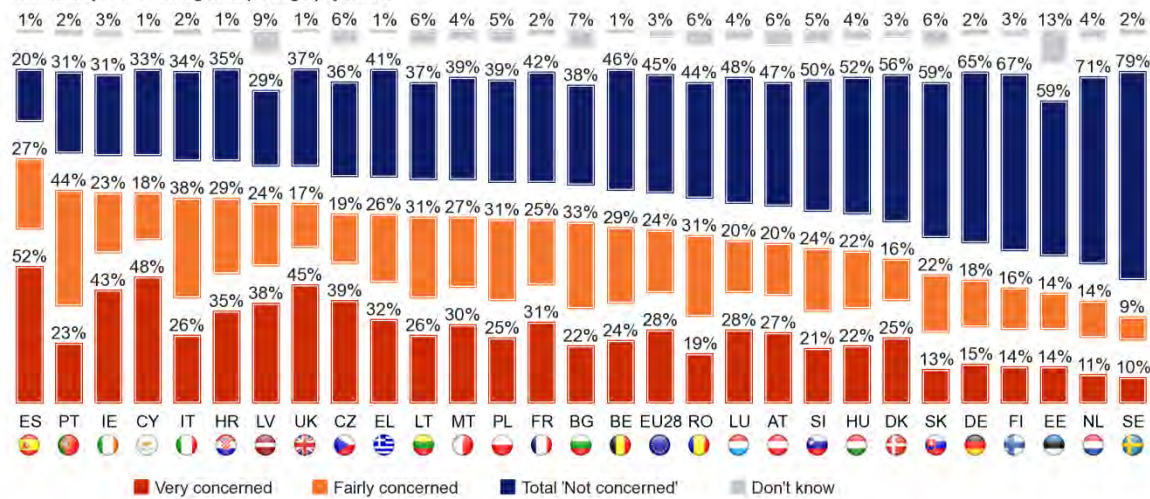
### 3.4. OFFENSIVE MATERIAL AND CHILD PORNOGRAPHY

Respondents in Spain are much more likely than those in other countries to say they are very or fairly concerned about accidentally encountering child pornography online (79%). Respondents in Sweden (19%) and the Netherlands (25%) once again express the lowest levels of concern.

Across the EU, there has been an increase of 8 percentage points in the proportion that are concerned about this issue, compared with 2013 survey. Most individual countries show an increase, with the largest seen in Spain (up 20 percentage points), the UK (up 20 points), Italy (up 19 points), Ireland (up 18 points) and Croatia (up 18 points). There have been significant decreases in Czech Republic (down 10 percentage points), Finland (down 6 points) and Latvia (down 5 points).

QB7.4. Cybercrimes can include many different types of criminal activity. How concerned are you personally about experiencing or being a victim of the following cybercrimes?

Accidentally encountering child pornography online

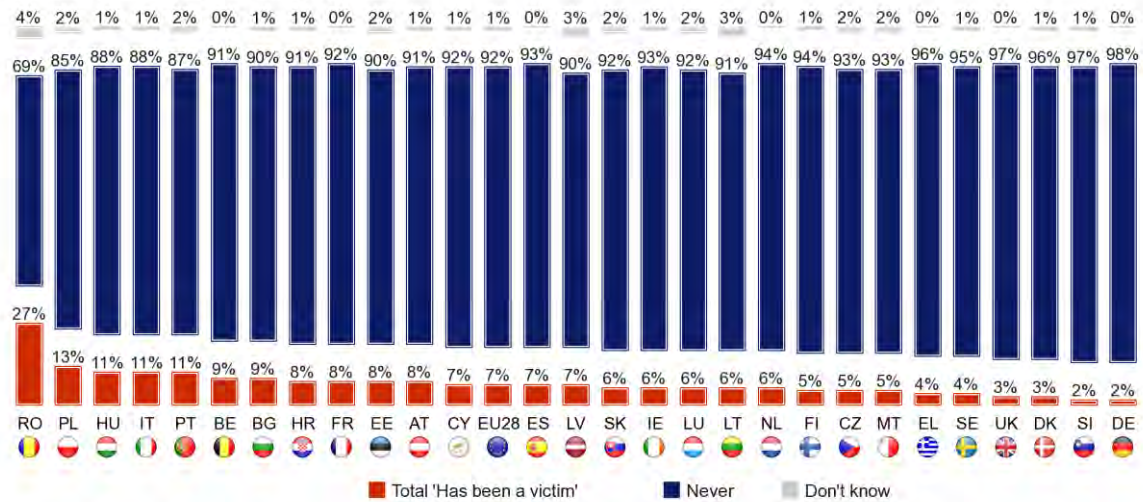


Base: respondents who use the Internet (D62) (n=21,015 in EU28)

Across the EU as a whole, 7% of Internet users say that they have accidentally encountered child pornography online. By far the highest proportion can be seen in Romania (27%). While the difference is striking, it reflects a 30% increase between 2012 and 2013 in child pornography complaints reported in Romania to Safernet.ro<sup>18</sup> and the increased level of concern about the problem since 2013 (+11 points up to 50%). Respondents in Germany (2%), Slovenia (2%), Denmark (3%) and the UK (3%) are least likely to say that they have accidentally encountered child pornography online.

QB8.4. And how often have you experienced or been a victim of the following situations?

Accidentally encountering child pornography online



Base: respondents who use the Internet (D62) (n=21,015 in EU28)

<sup>18</sup> <http://www.safernet.ro/noutati.html> « Safernet.ro, hotline dezvoltat de asociația Focus în cadrul proiectului Sigur.Info, la care se raportează conținuturile online ilegale sau dăunătoare copiilor, a înregistrat progrese semnificative de la an la an în ceea ce privește numărul de sesizări primite. Astfel, în anul 2013, Safernet.ro a primit un număr total de 1.300 de sesizări, cu aproximativ 35% mare decât în 2012 și cu aproape 138% mai mare decât în 2011. De asemenea, și numărul de sesizări valide privind materiale referitoare la pornografie infantilă online a crescut cu peste 30% față de 2012 și cu aproape 240% față de 2011. În ceea ce privește conținuturile raportate la Safernet.ro anul trecut, 87% dintre sesizările valide sunt legate de cazuri de pornografie infantilă online. »



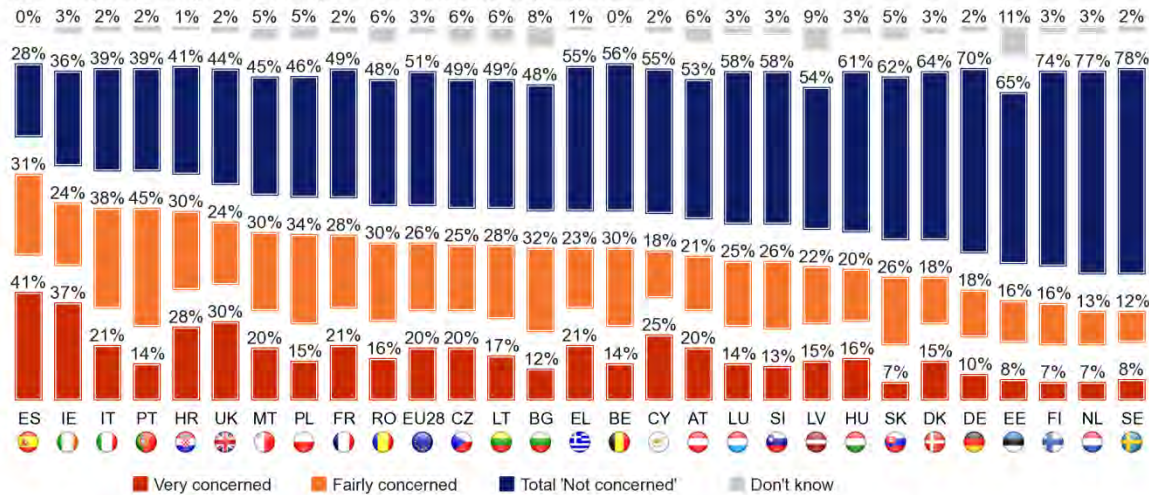
In total, 46% of Internet users in the EU are very or fairly concerned about accidentally encountering material which promotes racial hatred or religious extremism. The highest levels of concern can be seen in Spain (72%), Ireland (61%), Portugal (59%), Italy (59%) and Croatia (58%).

Respondents in Sweden (20%), the Netherlands (20%), Finland (23%), Estonia (24%) and Germany (28%) are less likely than those in other countries to be concerned about this.

Across the EU, respondents are more likely to say they are concerned about encountering this type of material than they were in 2013 (up 11 percentage points), although there is considerable variation across individual Member States. The largest increases can be observed in the UK (up 26 percentage points) and Spain (up 23 points). By contrast, significant decreases can be seen in Cyprus (down 10 points), Latvia (down 6 points) and Finland (down 6 points).

QB7.5. Cybercrimes can include many different types of criminal activity. How concerned are you personally about experiencing or being a victim of the following cybercrimes?

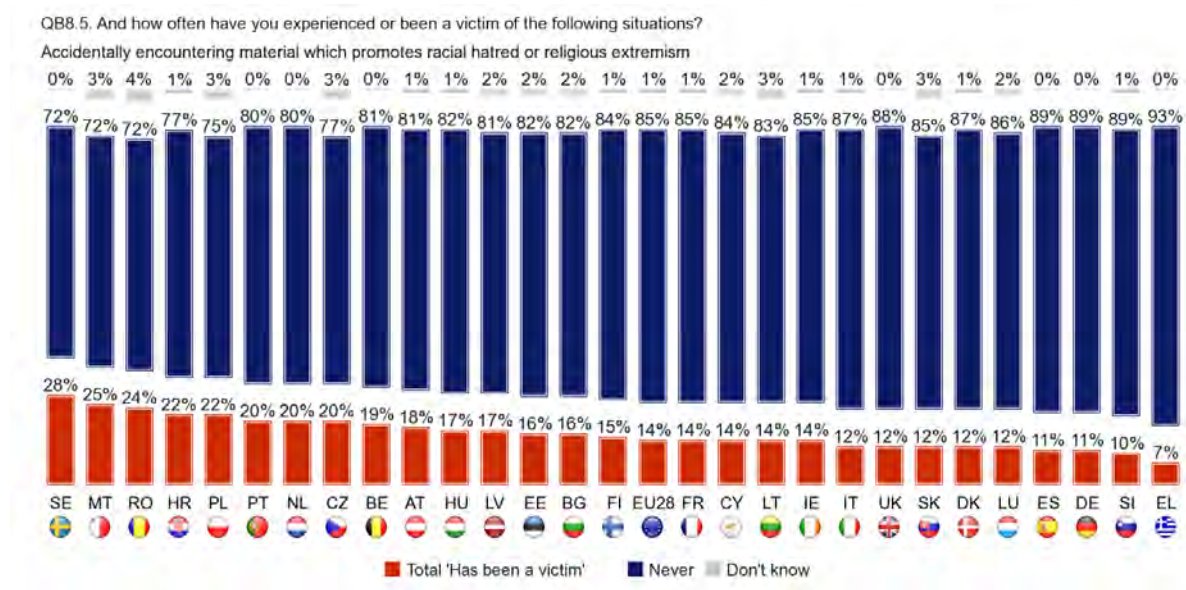
Accidentally encountering material which promotes racial hatred or religious extremism



Base: respondents who use the Internet (D62) (n=21,015 in EU28)

Across the EU as a whole, 14% of Internet users say that they have accidentally encountered material which promotes racial hatred or religious extremism. This figure is generally consistent across different Member States. Respondents in Sweden (28%), Malta (25%) and Romania (24%) are most likely to say that they have accidentally encountered this type of material, while the lowest proportion can be found in Greece (7%).

Overall in the EU there has been no change since 2013 in the proportion that have accidentally encountered material which promotes racial hatred or religious extremism. The largest increase can be observed in Malta (up 13 percentage points), while large increases can also be seen in Portugal (up 8 points), Bulgaria (up 7 points), Austria (up 7 points), Poland (up 7 points) and Romania (up 7 points). The largest decrease can be observed in Slovakia (down 6 percentage points).



Base: respondents who use the Internet (D62) (n=21,015 in EU28)

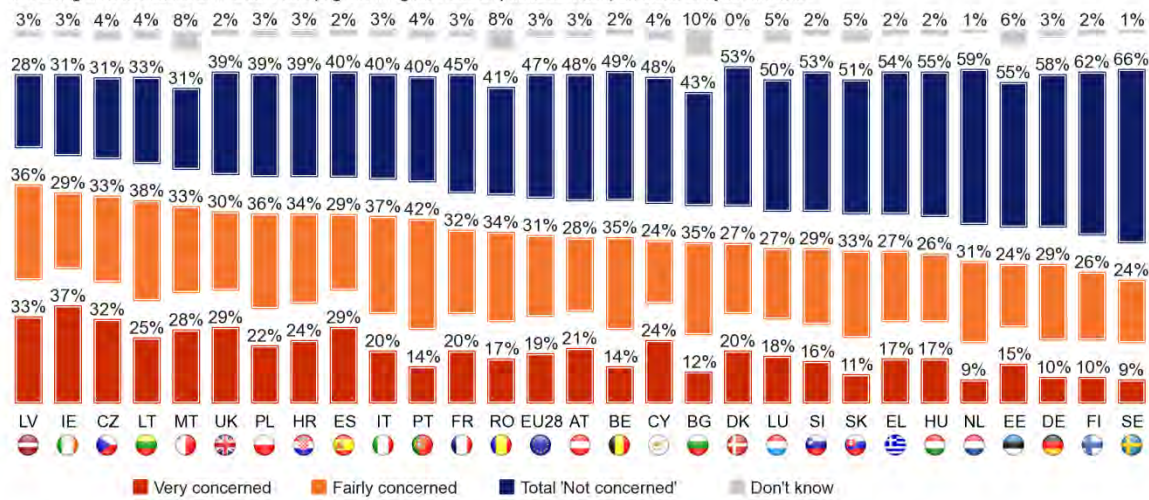
### 3.5. ACCESS TO ONLINE SERVICES

The highest levels of concern about not being able to access online services because of cyber-attacks can be seen in Latvia (69% very or fairly concerned), Ireland (66%) and Czech Republic (65%). Respondents in Sweden (33%) and Finland (36%) are least likely to be concerned about this type of problem.

Across the EU, there has been an increase of 13 percentage points in the proportion that are concerned about not being able to access online services because of cyber-attacks, compared with the 2013 survey. The largest increases can be found in the UK (up 26 percentage points), Croatia (up 21 points) and Sweden (up 20 points). There are no decreases in any country.

QB7.6. Cybercrimes can include many different types of criminal activity. How concerned are you personally about experiencing or being a victim of the following cybercrimes?

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

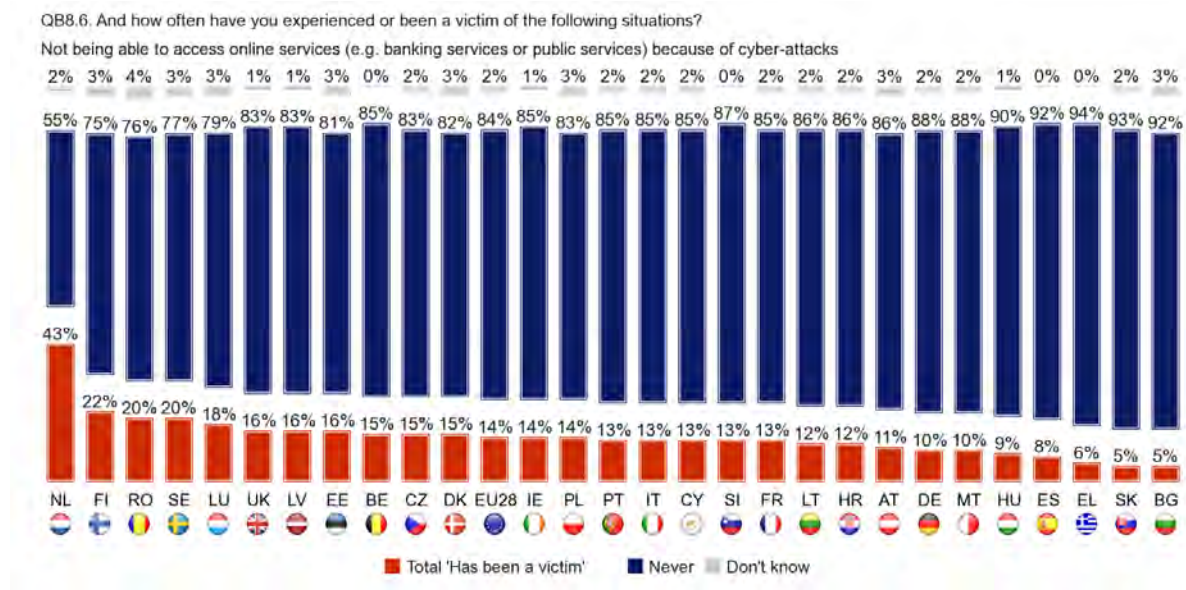


Base: respondents who use the Internet (D62) (n=21,015 in EU28)



In the Netherlands (43%), the proportion of Internet users who say they have not been able to access online services because of cyber-attacks is considerably higher than in other countries. In most other countries, the figure is similar to the EU average of 14%, while in Bulgaria (5%), Slovakia (5%) and Greece (6%) the proportion that have experienced this problem is lower.

Across the EU, there has been a slight increase (of 2 percentage points) in the proportion that has experienced this type of cybercrime, and small changes can be observed for most Member States. The largest increases can be seen in Romania (up 11 percentage points) and Luxembourg (up 10 points), while in Denmark a significant decrease can be observed (down 8 points).



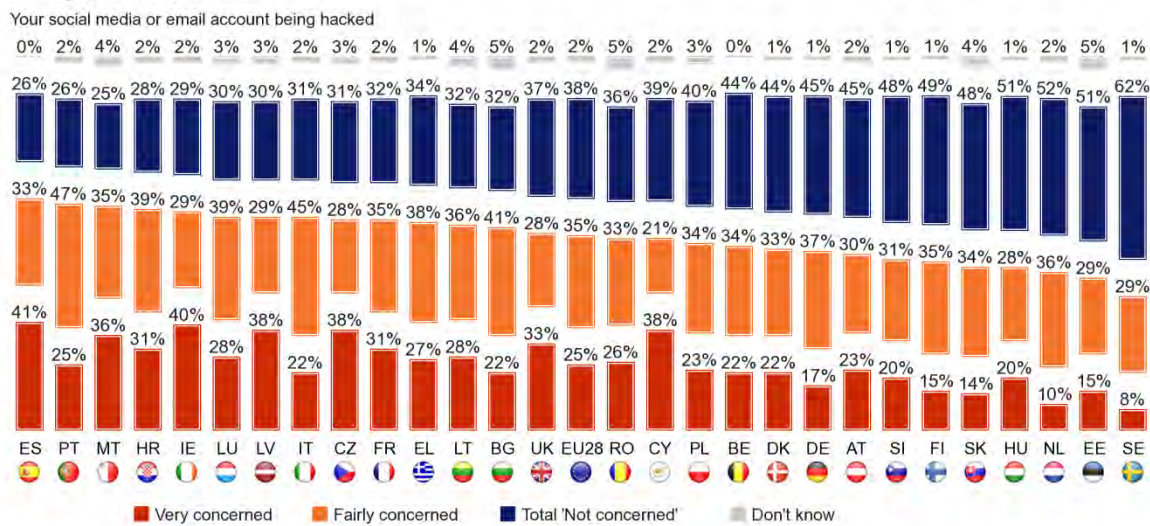
Base: respondents who use the Internet (D62) (n=21,015 in EU28)

### 3.6. EMAIL ACCOUNT HACKING

On average, 60% of Internet users across the EU say that they are very or fairly concerned about having their social media or email account hacked. Respondents in Spain (74%), Portugal (72%), Malta (71%) and Croatia (70%) are most likely to say they are concerned. Respondents in Sweden (37%) are least likely to say they are concerned about having an account hacked, while low figures can also be observed in Estonia (44%) and the Netherlands (46%).

Across the EU, respondents are more likely to say they are concerned about having their social media or email account hacked than they were in 2013 (up 15 percentage points). The largest increases can be observed in Ireland (up 25 percentage points), Croatia (up 24 points) and the UK (up 23 points). Respondents in Cyprus are less likely to be concerned about this cybercrime (down 7 points).

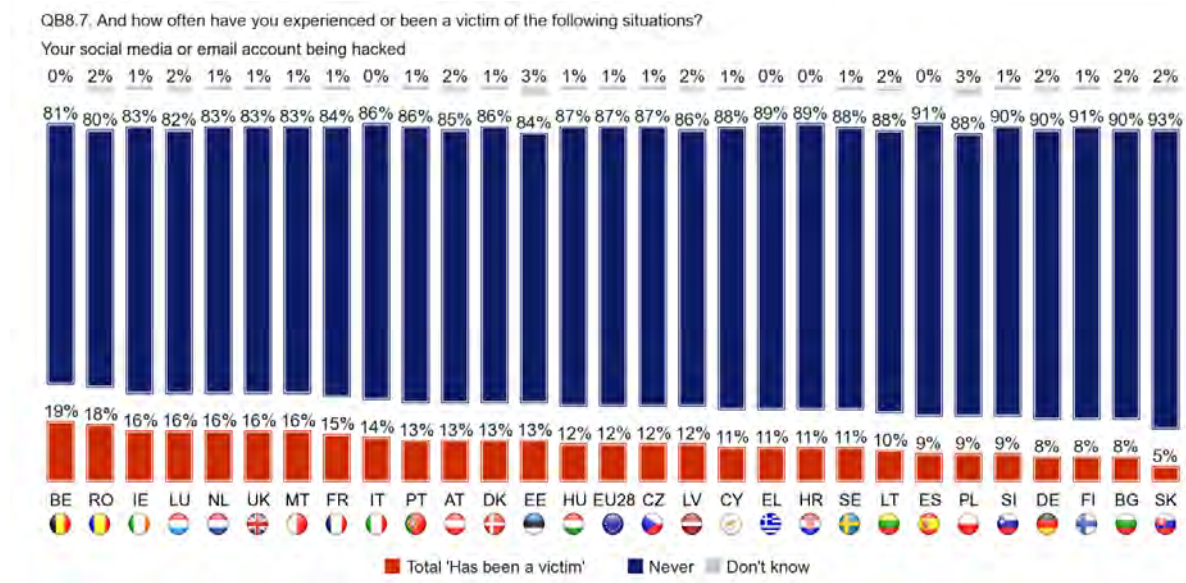
QB7.7. Cybercrimes can include many different types of criminal activity. How concerned are you personally about experiencing or being a victim of the following cybercrimes?



Base: respondents who use the Internet (D62) (n=21,015 in EU28)

On average across the EU, 12% of Internet users say they have had experience of their social media or email account being hacked. This figure is very consistent across different Member States; the highest figure can be seen in Belgium (19%), while respondents in Slovakia (5%) are least likely to say they have had experience of their social media or email account being hacked.

Across the EU as a whole, there has been no change since 2013 in the proportion that have had their social media or email account hacked. The largest increases can be observed in Romania (up 9 percentage points), Greece (up 8 points), Austria (up 6 points) and Portugal (up 6 points). The largest decrease can be seen in Sweden (down 7 percentage points).



Base: respondents who use the Internet (D62) (n=21,015 in EU28)

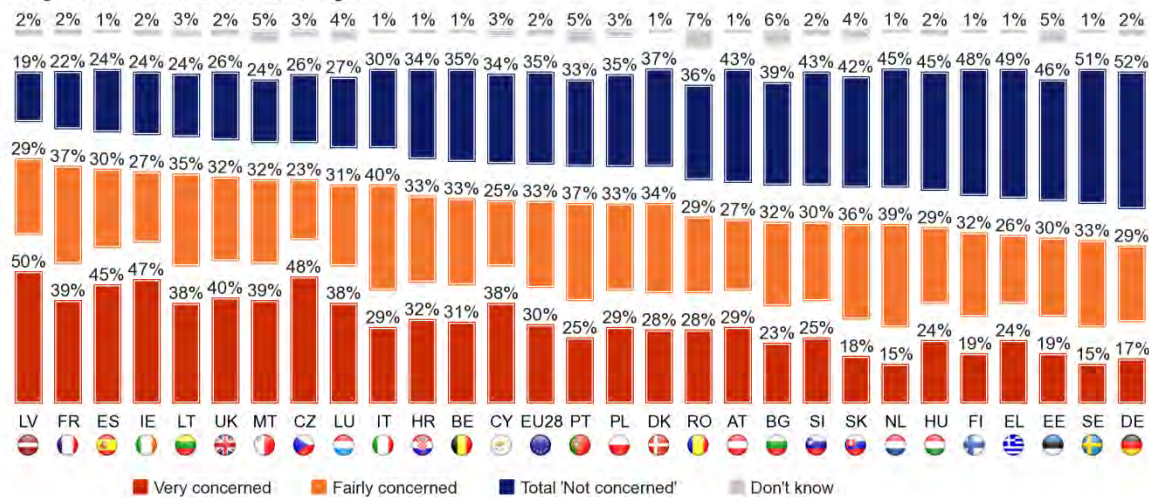
### 3.7. ONLINE BANKING FRAUD

In total, 63% of Internet users in the EU are very or fairly concerned about bank card or online banking fraud. The highest levels of concern can be seen in Latvia (79%), France (76%) and Spain (75%). Respondents in Germany (46%), Sweden (49%) and Estonia (49%) are less likely than those in other countries to be concerned about bank card or online banking fraud.

Across the EU, respondents are more likely to say they are concerned about bank card or online banking fraud than they were in 2013 (up 14 percentage points), and a similar level of change can be seen in most Member States. The largest increases can be observed in Croatia (up 24 percentage points), Ireland (up 22 points), the UK (up 22 points) and Spain (up 21 points). There are no decreases in any country.

QB7.8. Cybercrimes can include many different types of criminal activity. How concerned are you personally about experiencing or being a victim of the following cybercrimes?

Being a victim of bank card or online banking fraud

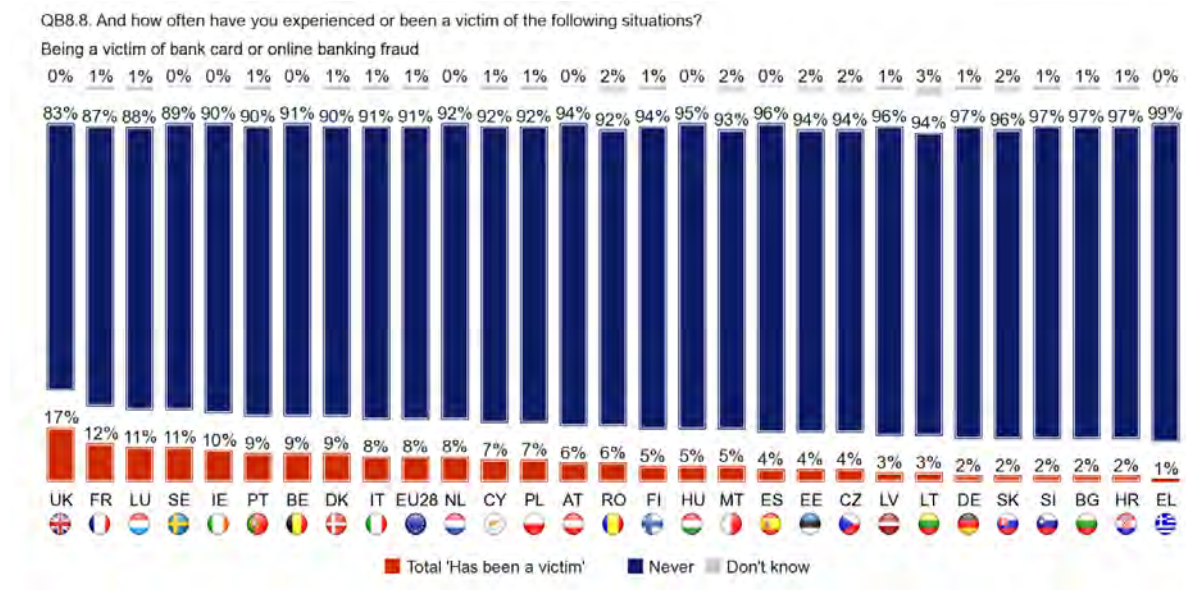


Base: respondents who use the Internet (D62) (n=21,015 in EU28)



Across the EU as a whole, 8% of Internet users say that they have been the victim of bank card or online banking fraud. Respondents in the UK (17%) are more likely than those elsewhere to say they have experienced online banking fraud. The lowest proportions can be observed in Greece (1%), Bulgaria (2%), Germany (2%), Croatia (2%), Slovakia (2%) and Slovenia (2%).

Across the EU, there has been a very slight increase (of 1 percentage point) in the proportion that has been the victim of bank card or online banking fraud, and small changes can be observed for most Member States. The largest increases can be seen in Portugal (up 6 percentage points) and France (up 5 points). No significant decreases can be observed in any Member States.

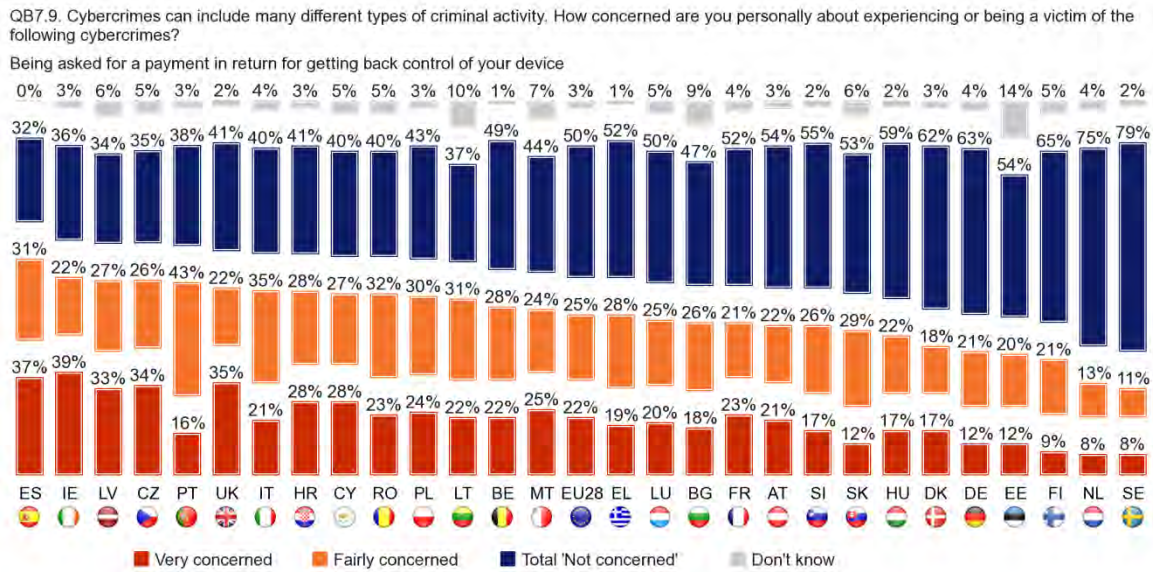


Base: respondents who use the Internet (D62) (n=21,015 in EU28)

### 3.8. CYBER EXTORTION

Respondents in Spain (68% very or fairly concerned), Ireland (61%), Czech Republic (60%) and Latvia (60%) are more likely than those in other countries to say they are concerned about being asked for a payment in return for getting back control of their device.

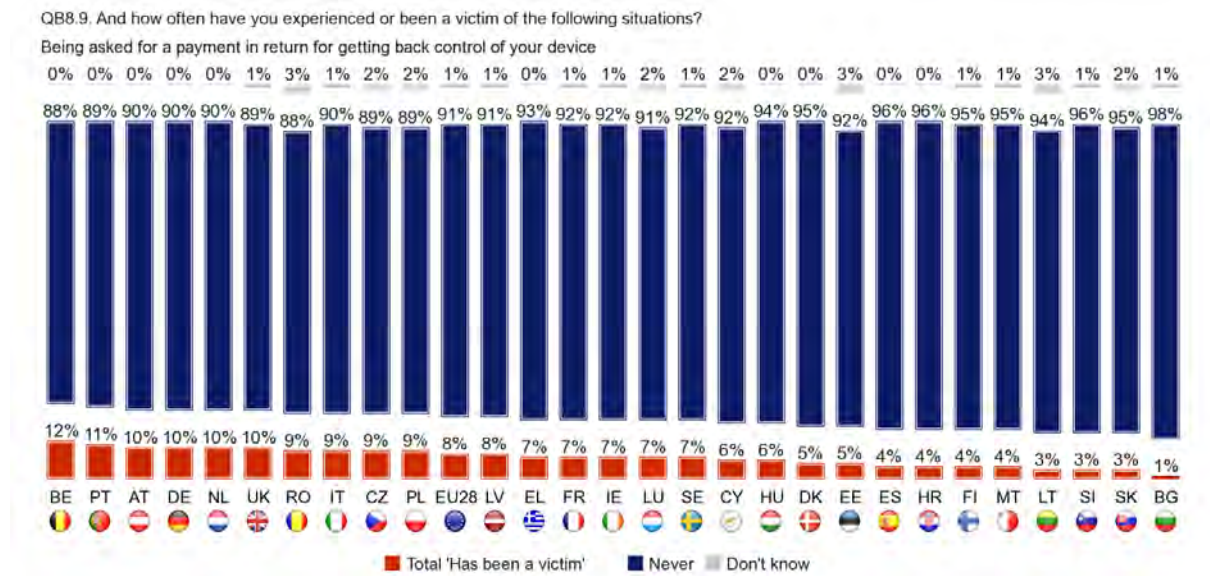
Respondents in Sweden (19%) and the Netherlands (21%) are much less likely than those in other countries to be concerned about this issue.



Base: respondents who use the Internet (D62) (n=21,015 in EU28)



Across the EU, 8% of respondents say that they have been asked for payment in return for getting back control of a device. This figure is generally consistent across individual Member States, with the highest proportion found in Belgium (12%). Respondents in Bulgaria (1%), Lithuania (3%), Slovenia (3%) and Slovakia (3%) are least likely to say they have experienced this type of problem.



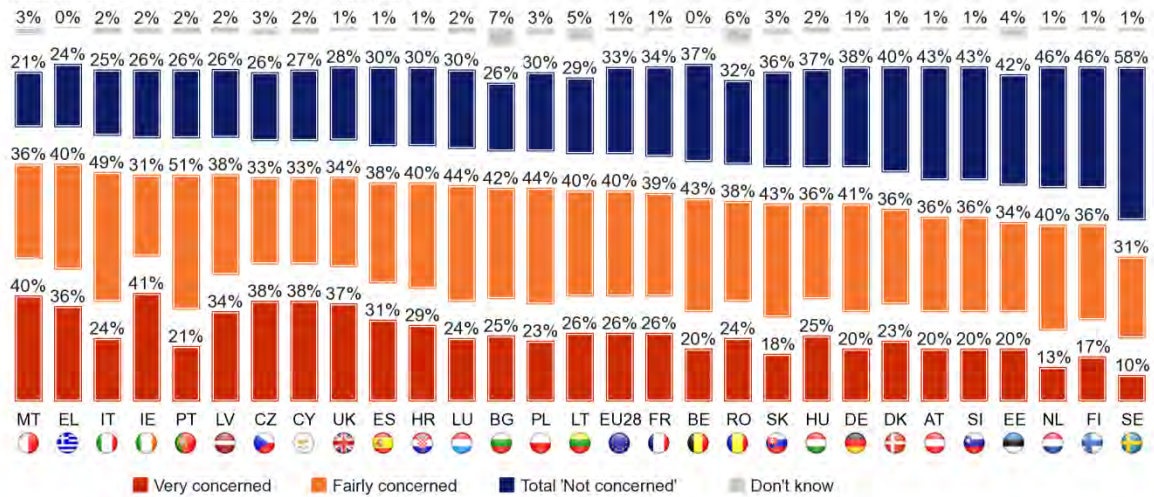
Base: respondents who use the Internet (D62) (n=21,015 in EU28)

### 3.9. MALICIOUS SOFTWARE

On average, 66% of Internet users across the EU say that they are very or fairly concerned about discovering malicious software on their device. A similar figure can be observed in most individual Member States. Respondents in Greece (76%) and Malta (76%) are most likely to say they are concerned about this, while respondents in Sweden (41%) are by far the least likely to say they are concerned about discovering malicious software.

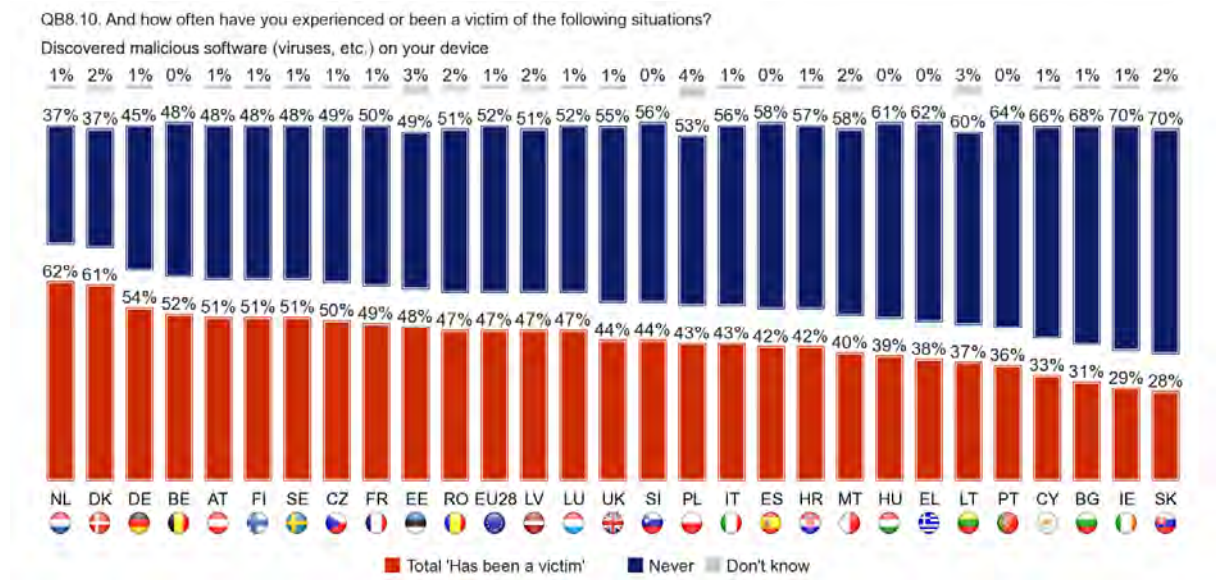
QB7.10. Cybercrimes can include many different types of criminal activity. How concerned are you personally about experiencing or being a victim of the following cybercrimes?

Discovered malicious software (viruses, etc.) on your device



Base: respondents who use the Internet (D62) (n=21,015 in EU28)

The highest proportions of Internet users that say they have discovered malicious software on their device can be seen in the Netherlands (62%) and Denmark (61%). Respondents in Slovakia (28%) and Ireland (29%) are least likely to have experienced this problem.



Base: respondents who use the Internet (D62) (n=21,015 in EU28)

There was a clear correlation between those who had installed anti-virus software and those who had discovered malicious software - 55% of those who installed anti-virus software had discovered viruses etc. on their device compared to 35% who did not install anti-virus software, and the countries where respondents were most likely to have discovered malicious software were also the most likely to have a high proportion of people with anti-virus software.

### Socio-demographic analysis of concern about cybercrimes and personal experience

The **level of concern** that Internet users have about the various types of cybercrime is generally similar across socio-demographic groups, although there are some differences by gender. Women express slightly higher levels of concern than men in relation to most of the items. For example, 55% of women are concerned about accidentally encountering child pornography online, compared with 50% of men.

Younger respondents are less likely than older respondents to be concerned about a number of items: identity theft (63% of 15-24 year olds are concerned), scam emails or phone calls (51%), not being able to access online services (46%) and being a victim of bank card or online banking fraud (58%). By contrast, older people (aged 55 or over) are less concerned than younger respondents about online fraud (49% of those aged 55 or over are concerned, compared with 56% or more in younger age groups).

Daily Internet users are more likely to be concerned about a number of types of crime. For example, 65% of daily Internet users are concerned about being the victim of bank card or online banking fraud, compared with 56% of less frequent users.

Respondents who feel well informed about the risks of cybercrime are less likely to be concerned about experiencing various types of problem. For example, 63% of those who feel well informed about the risks of cybercrime are concerned about discovering malicious software, compared with 69% of those who do not feel well informed; and 54% of those who feel well informed about the risks of cybercrime are concerned about scam emails or phone calls, compared with 60% of those who do not feel well informed.

QB7 Cybercrimes can include many different types of criminal activity. How concerned are you personally about experiencing or being a victim of the following cybercrimes?

	% Total 'Concerned'									
	Identity theft (somebody stealing your personal data and impersonating you, e.g. shopping under your name)	Discovered malicious software (viruses, etc.) on your device	Being a victim of bank card or online banking fraud	Your social media or email account being hacked	Receiving emails or phone calls fraudulently asking for access to your computer, logins or personal details (including banking or payment information)	Online fraud where goods purchased are not delivered, counterfeit or not as advertised	Accidentally encountering child pornography online	Not being able to access online services (e.g. banking services or public services) because of cyber-attacks	Being asked for a payment in return for getting back control of your device	Accidentally encountering material which promotes racial hatred or religious extremism
EU28	68%	66%	63%	60%	57%	56%	52%	50%	47%	46%
<b>Gender</b>										
Man	66%	64%	62%	59%	54%	54%	50%	51%	46%	44%
Woman	70%	67%	64%	62%	58%	57%	55%	51%	49%	48%
<b>Age</b>										
15-24	63%	64%	58%	62%	51%	58%	47%	46%	45%	44%
25-39	69%	65%	65%	61%	56%	59%	55%	51%	49%	47%
40-54	69%	69%	66%	60%	58%	56%	57%	54%	49%	48%
55 +	69%	63%	61%	59%	57%	49%	46%	51%	45%	44%
<b>Use of the Internet</b>										
Every day	69%	66%	65%	61%	56%	56%	52%	52%	47%	46%
Often/ Sometimes	65%	63%	56%	55%	56%	54%	54%	45%	47%	47%
<b>Level of information about cybercrime risks</b>										
Total 'Well informed'	67%	63%	62%	59%	54%	54%	51%	51%	45%	45%
Total 'Not well informed'	70%	69%	66%	62%	60%	58%	56%	51%	50%	48%

Base: respondents who use the Internet (D62) (n=21,015 in EU28)

Daily Internet users are more likely than less frequent users to have **experienced or been a victim** of most of the various types of cybercrime. The difference is greatest in relation to scam emails or phone calls (34% of daily Internet users have experienced this problem, compared with 16% of less frequent users) and discovering malicious software (50% compared with 29%).

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

Older respondents (aged 55 or over) are less likely than younger respondents to have experienced most of the types of cybercrime. The differences are greatest in relation to discovering malicious software (38% of those aged 55 or over compared with at least 49% in other age groups) and social media or email accounts being hacked (6% compared with at least 11% in other age groups). There is also an age pattern in relation to accidentally encountering material which promotes racial hatred or religious extremism: the proportion that has experienced this decreases with age, from 21% among 15-24 year olds to 9% of those aged 55 or over.

Respondents who ended their education at the age of 20 or over are more likely than those who finished their education at a younger age to have experienced most of the types of cybercrime. This difference is most evident in relation to scam emails or phone calls (39% of those who ended their education at the age of 20 or over, falling to 21% of those who ended their education at the age of 15 or below) and discovering malicious software (53% of those who ended their education at the age of 20 or over, falling to 35% of those who ended their education by the age of 15).

On most items, men are slightly more likely than women to have experienced the various types of cybercrime. The largest difference is for discovering malicious software (52% compared with 42%).

QB8 And how often have you experienced or been a victim of the following situations?

	% Total 'Has been a victim'									
	Discovered malicious software (viruses, etc.) on your device	Received emails or phone calls fraudulently asking for access to your computer, logins or personal details (including banking or payment information)	Accidentally encountering material which promotes racial hatred or religious extremism	Not being able to access online services (e.g. banking services or public services) because of cyber-attacks	Online fraud where goods purchased were not delivered, counterfeit or not as advertised	Your social media or email account being hacked	Being a victim of bank card or online banking fraud	Being asked for a payment in return for getting back control of your device	Identity theft (somebody stealing your personal data and impersonating you, e.g. shopping under your name)	Accidentally encountering child pornography online
EU28	47%	31%	14%	14%	12%	12%	8%	8%	7%	7%
<b>Gender</b>										
Man	52%	33%	17%	16%	14%	13%	8%	10%	7%	8%
Woman	42%	29%	12%	11%	10%	12%	7%	6%	6%	5%
<b>Age</b>										
15-24	50%	28%	21%	12%	14%	17%	5%	8%	7%	8%
25-39	50%	33%	18%	16%	15%	16%	9%	9%	8%	9%
40-54	49%	32%	12%	14%	13%	11%	9%	8%	7%	6%
55 +	38%	30%	9%	11%	7%	6%	6%	7%	4%	4%
<b>Education (End of)</b>										
15-	35%	21%	9%	10%	7%	9%	7%	7%	7%	6%
16-19	43%	28%	11%	12%	12%	11%	8%	8%	6%	6%
20+	53%	39%	17%	17%	14%	13%	9%	8%	7%	7%
Still studying	50%	27%	21%	13%	12%	16%	3%	7%	6%	7%
<b>Use of the Internet</b>										
Every day	50%	34%	16%	15%	13%	13%	8%	8%	7%	7%
Often/ Sometimes	29%	16%	9%	8%	8%	6%	5%	7%	6%	7%

Base: respondents who use the Internet (D62) (n=21,015 in EU28)



#### 4. FIGHTING CYBERCRIME

##### - Children are protected from online harassment by monitoring and limiting Internet usage or discussing the risks -

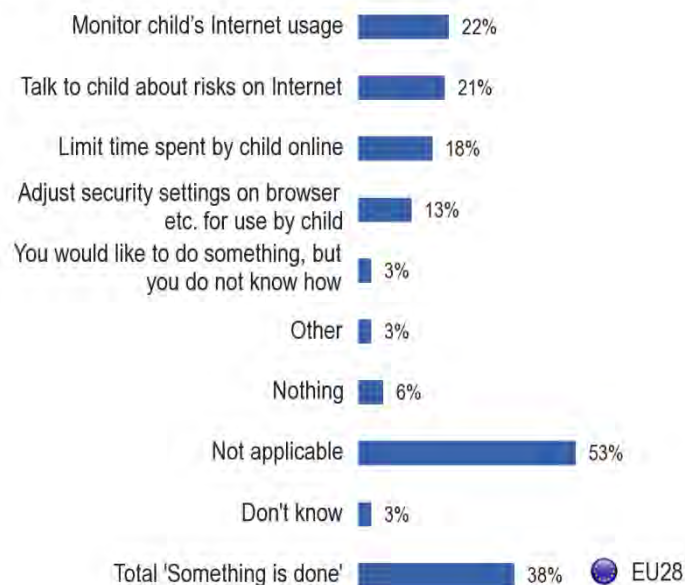
All respondents were asked what, if anything, is done in their household to protect children under 16 years old from online harassment. Respondents answered in their own words and were not prompted with possible options.

Overall, around four in ten EU citizens (38%) try to protect children under 16 years old while they are online in some way.

Around one in five respondents **say that they monitor children's Internet usage (22%)**, while similar proportions say they talk to children about risks on the Internet (21%) and limit the time spent by children online (18%). Respondents are less likely to say that they adjust the security settings for use by children (13%)<sup>19</sup>.

More than half of respondents (53%) say that the question does not apply to them (e.g. because they do not have children under 16).

QB6. Thinking about online harassment (this can include anything from cyber bullying or blackmailing to more serious Internet dangers), what, if anything, is done in your household to protect children under 16 years old while they are online? (MULTIPLE ANSWERS POSSIBLE)



Base: all respondents (n=27,868 in EU28)

<sup>19</sup> EB82.2: QB6: 'Thinking about online harassment (this can include anything from cyber bullying or blackmailing to more serious Internet dangers), what, if anything, is done in your household to protect children under 16 years old when they are online?' (DO NOT SHOW SCREEN – DO NOT READ OUT – MULTIPLE ANSWERS POSSIBLE) Possible answers: Monitor child's Internet usage; Adjust security settings on browser, etc. for use by child; Limit time spent by child online; Talk to child about risks on Internet; You would like to do something, but you do not know how; Other; Nothing; Not applicable; Don't know.



At least half of respondents in four countries say that something is done to protect children when they are online: Italy (58%), Luxembourg (53%), Croatia (52%), and Malta (52%). This compares with fewer than three in ten respondents in Estonia (29%), Lithuania (27%) and Germany (26%).






























Respondents in France (33%), Croatia (31%), Malta (31%), Luxembourg (30%) and **Ireland (30%) are most likely to say that they monitor children's Internet usage, while** the lowest proportions can be seen in Portugal (11%), Denmark (13%), Slovakia (13%) and Lithuania (14%).

Croatia (33%) and France (32%) are also the countries where respondents are most likely to say they talk to children about risks on the Internet, while respondents are least likely to say they do this in Latvia (11%), Lithuania (11%), Poland (13%) and Slovakia (14%).

Croatia (24%) and France (22%) also have a high proportion of respondents who say they limit the time spent by children online, along with Italy (26%) and Romania (23%). The lowest proportions can be observed in Denmark (9%), Hungary (11%) and Lithuania (12%).

Respondents in Malta (23%) and Italy (20%) are most likely to say that they adjust security settings for children, while respondents in Lithuania (4%) and Latvia (5%) are least likely to say they do this.

QB6 Thinking about online harassment (this can include anything from cyber bullying or blackmailing to more serious Internet dangers), what, if anything, is done in your household to protect children under 16 years old while they are online? (MULTIPLE ANSWERS POSSIBLE)

		Monitor child's Internet usage	Talk to child about risks on Internet	Limit time spent by child online	Adjust security settings on browser etc. for use by child	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%	21%	18%	13%	3%	3%	6%	53%	3%	38%
	IT	26%	26%	26%	20%	7%	3%	7%	31%	4%	58%
	LU	30%	28%	21%	14%	2%	11%	3%	43%	1%	53%
	HR	31%	33%	24%	17%	5%	3%	3%	42%	3%	52%
	MT	31%	27%	21%	23%	4%	3%	3%	42%	3%	52%
	FR	33%	32%	22%	15%	2%	4%	3%	47%	3%	47%
	RO	20%	20%	23%	10%	5%	3%	2%	45%	8%	45%
	IE	30%	22%	19%	16%	3%	4%	3%	51%	2%	44%
	SK	13%	14%	13%	6%	6%	8%	7%	48%	5%	40%
	CZ	20%	19%	15%	7%	5%	5%	8%	49%	4%	39%
	ES	26%	21%	18%	16%	1%	2%	3%	58%	0%	39%
	NL	19%	28%	14%	15%	1%	3%	1%	59%	1%	39%
	SI	18%	15%	15%	8%	3%	10%	8%	50%	3%	39%
	BG	15%	21%	17%	8%	5%	1%	4%	51%	7%	38%
	BE	21%	24%	19%	13%	3%	0%	10%	52%	1%	37%
	AT	22%	20%	19%	14%	5%	3%	2%	56%	5%	37%
	HU	16%	16%	11%	6%	5%	3%	8%	54%	2%	36%
	FI	25%	20%	20%	12%	2%	3%	8%	55%	1%	36%
	EL	20%	22%	14%	13%	3%	2%	4%	60%	1%	35%
	CY	21%	21%	16%	9%	2%	1%	3%	62%	0%	35%
	DK	13%	25%	9%	10%	3%	4%	7%	58%	1%	34%
	LV	21%	11%	17%	5%	2%	4%	6%	58%	2%	34%
	UK	20%	16%	15%	14%	2%	2%	8%	57%	2%	33%
	SE	20%	23%	14%	10%	3%	5%	3%	62%	2%	33%
	PL	16%	13%	15%	9%	2%	1%	3%	61%	4%	32%
	PT	11%	18%	15%	10%	1%	1%	3%	65%	1%	31%
	EE	19%	20%	16%	7%	1%	2%	4%	63%	4%	29%
	LT	14%	11%	12%	4%	3%	4%	5%	66%	2%	27%
	DE	16%	16%	14%	10%	1%	2%	9%	63%	2%	26%

<b>Highest percentage per country</b>	<i>Lowest percentage per country</i>
Highest percentage per item	Lowest percentage per item

Base: all respondents (n=27,868 in EU28)

**Socio-demographic variations** show that daily Internet users and those who feel well informed about the risks of cybercrime are more likely to say that measures are taken to protect children while they are online. For example, 26% of daily Internet users talk to their children about risks on the Internet, compared with 22% of less frequent users and 9% of those who do not personally use the Internet. On the same question, 25% of respondents who feel well informed about the risks of cybercrime say that they talk to their children about risks on the Internet, compared with 17% of those who do not feel well informed.

**QB6 Thinking about online harassment (this can include anything from cyber bullying or blackmailing to more serious Internet dangers), what, if anything, is done in your household to protect children under 16 years old while they are online? (MULTIPLE ANSWERS POSSIBLE)**

	Monitor child's Internet usage	Talk to child about risks on Internet	Limit time spent by child online	Adjust security settings on browser etc. for use by child	You would like to do something, but you do not know how	Other	Nothing	Not applicable	Don't know
EU28	22%	21%	18%	13%	3%	3%	6%	53%	3%
<b>Use of the Internet</b>									
Every day	27%	26%	21%	16%	2%	3%	6%	48%	1%
Often/ Sometimes	22%	22%	20%	14%	4%	3%	6%	48%	2%
Never	10%	9%	8%	4%	4%	2%	6%	66%	6%
<b>Level of information about cybercrime risks</b>									
Total 'Well informed'	25%	25%	21%	17%	2%	3%	5%	50%	1%
Total 'Not well informed'	19%	17%	15%	10%	4%	3%	7%	56%	3%

Base: all respondents (n=27,868 in EU28)

### - Most Internet users would contact the police if they experienced cybercrime -

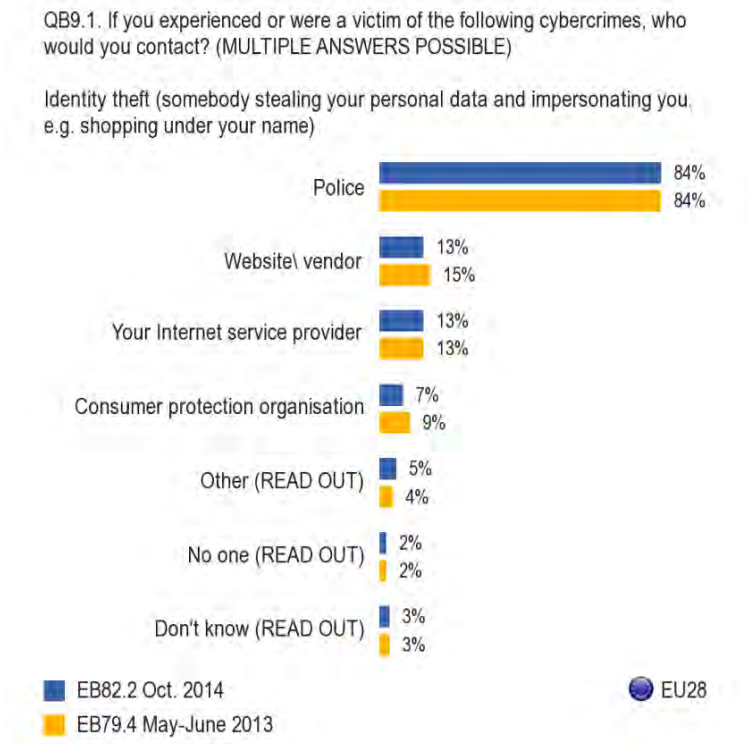
Respondents who ever use the Internet were asked who they would contact if they experienced or were the victim of various types of cybercrime. A list of four different organisations or bodies that they might contact was submitted to respondents: the police, the website or vendor, their Internet service provider, and a consumer protection organisation<sup>20</sup>.

<sup>20</sup> EB82.2: QB9 'If you experienced or were a victim of the following cybercrimes, who would you contact?' 1. Identity theft (somebody stealing your personal data and impersonating you, e.g. shopping under your name). 2. Receiving emails or phone calls fraudulently asking for access to your computer, logins, or personal details (including banking or payment information). 3. Online fraud where goods purchased were not delivered, counterfeit or not as advertised. 4. Accidentally encountering child pornography online. 5. Accidentally encountering material which promotes racial hatred or religious extremism. 6. Not being able to access online services (e.g. banking services or public services) because of cyber-attacks. 7. Your social media or email account being hacked. 8. Being a victim of bank card or online banking fraud. 9. Being asked for a payment in return for getting back control of your device. 10. Discovered malicious software (viruses, etc.) on your device. (MULTIPLE ANSWERS POSSIBLE) Possible answers: Police; Website/vendor; Your Internet service provider; Consumer protection organisation; Other (READ OUT); No-one (READ OUT); Don't know (READ OUT).

EB79.4: QC11 'If you experienced or were a victim of the following cybercrimes, who would you contact?' 1. Identity theft (somebody stealing your personal data and impersonating you, e.g. shopping under your name). 2. Receiving emails or phone calls fraudulently asking for access to your computer, logins, or personal details (including banking or payment information). 3. Online fraud where goods purchased are not delivered, counterfeit or not as advertised. 4. Accidentally encountering child pornography online. 5. Accidentally encountering material which promotes racial hatred or religious extremism. 6. Not being able to access online services (e.g. banking services) because of cyber-attacks. 7. Your social media or email account being hacked. 8. Being a victim of credit card or banking fraud online. (MULTIPLE ANSWERS POSSIBLE) Possible answers: Police; Website/vendor; Your Internet service provider; Consumer protection organisation; Other (READ OUT); No-one (READ OUT); Don't know (READ OUT).

The vast majority of respondents say that they would contact the police (84%) if they were the victim of **identity theft**, while some respondents say that they would contact the relevant website or vendor (13%), their Internet service provider (13%) or a consumer protection organisation (7%). The proportion saying they would contact the police is the highest of any of the eight types of cybercrime included in the survey.

There has been very little change since the 2013 survey. Internet users are slightly less likely to say they would contact the website or vendor (down 2 percentage points) or a consumer protection organisation (down 2 points) than was the case in 2013.



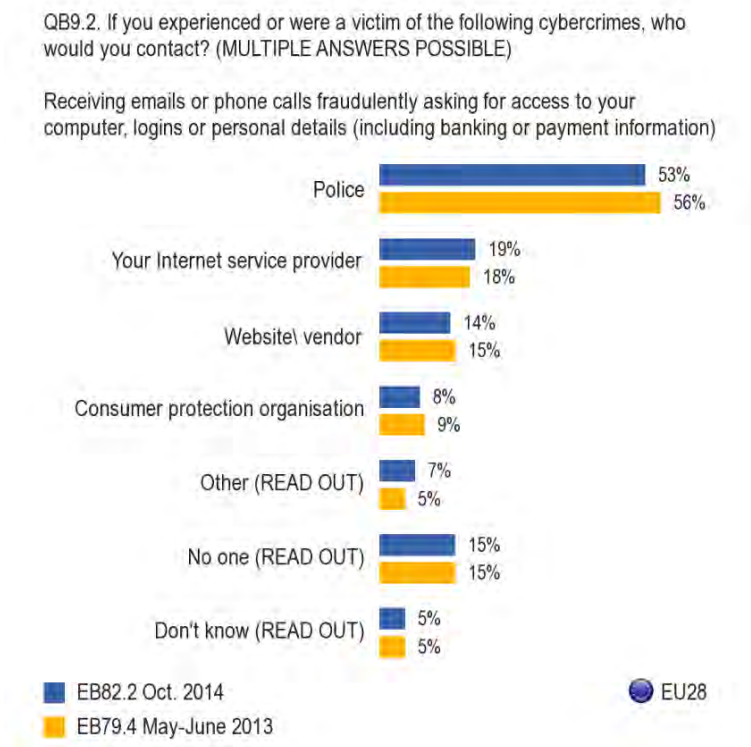
Base: respondents who use the Internet (D62) (n=21,015 in EU28)

Internet users in Sweden (94%) and Denmark (92%) are most likely to say that they would contact the police, while a relatively large proportion of respondents in Austria (20%) say they would contact the website or vendor. The highest proportion that would contact their Internet service provider can be seen in Germany (21%) and Ireland (20%), while respondents in Austria are also more likely than those in other countries to say they would contact a consumer protection organisation (16%).

Some countries show changes from the 2013 survey. People in the Netherlands are less likely to say they would contact the website or vendor than they were in 2013 (down 11 points), while the largest decrease in the proportion that would contact a consumer protection organisation can be seen in Slovakia (down 10 points). The largest increase can be observed in Croatia (increase of 8 percentage points in the proportion that say they would contact the police).

If they experienced a **scam email or phone call**, 53% of Internet users across the EU say they would contact the police. Smaller proportions of respondents say they would contact their Internet service provider (19%), the website or vendor (14%) or a consumer protection organisation (8%), while 15% say they would not contact anyone.

Findings are similar to the 2013 survey, although the proportion that would contact the police has decreased by 3 percentage points.



Base: respondents who use the Internet (D62) (n=21,015 in EU28)

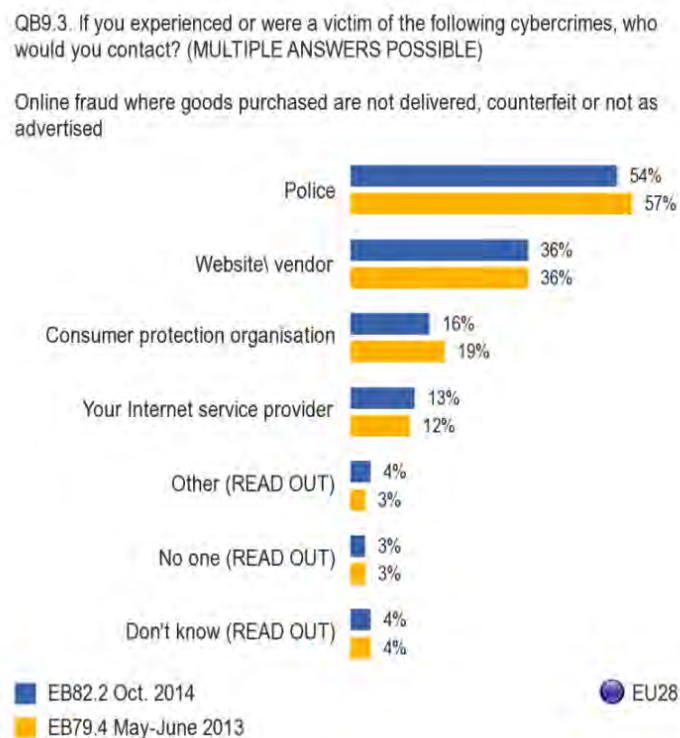
Respondents in Bulgaria (68%) and Poland (67%) are most likely to say that they would contact the police, while those in Belgium (23%), the Netherlands (23%) and Slovakia (22%) are most likely to say they would contact the website or vendor. The highest proportions that say they would contact their Internet service provider can be found in Greece (28%), the UK (27%) and Croatia (25%), while people in Austria are again the most likely to say they would contact a consumer protection organisation (16%).

A high proportion of respondents in Sweden (30%), Denmark (28%) and Estonia (27%) say they would contact no-one. It is interesting to note that Denmark (71%) and Sweden (53%) are among the countries with the highest proportion of respondents who have experienced or been a victim of this cybercrime.

Since 2013, large decreases in the proportion that would contact the police are seen in Estonia (down 11 percentage points), Italy (down 11 points) and Luxembourg (down 10 points). Large decreases can also be observed in Finland (down 12 points in the proportion that would contact the website or vendor), Cyprus (down 11 points in the proportion that would contact their Internet service provider) and Austria (down 10 points in the proportion that would contact a consumer protection organisation).

When asked who they would contact if they experienced **online fraud**, again the majority of Internet users say that they would contact the police (54%), while 36% say they would contact the website or vendor, the highest figure for any of the eight types of cybercrime included in the survey. Respondents are more likely to say they would contact a consumer protection organisation (16%) than their Internet service provider (13%).

Since the 2013 survey, there have been small decreases in the proportions that say they would contact the police (down 3 percentage points) or a consumer protection organisation (also down 3 points).



Base: respondents who use the Internet (D62) (n=21,015 in EU28)

Respondents in Germany (68%), Italy (65%), Austria (65%) and Portugal (65%) are most likely to say they would contact the police, while a high proportion of respondents in Denmark (56%) and Luxembourg (54%) say they would contact the website or vendor. Respondents in Estonia are much more likely than those in other countries to say they would contact a consumer protection organisation (37%).

Since 2013, the largest increase in the proportion that would contact the police can be seen in Bulgaria (up 12 percentage points) and Denmark (up 11 points), while the largest decreases can be observed in Estonia (down 13 percentage points), Poland (down 11 points), Czech Republic (down 11 points) and France (down 11 points).

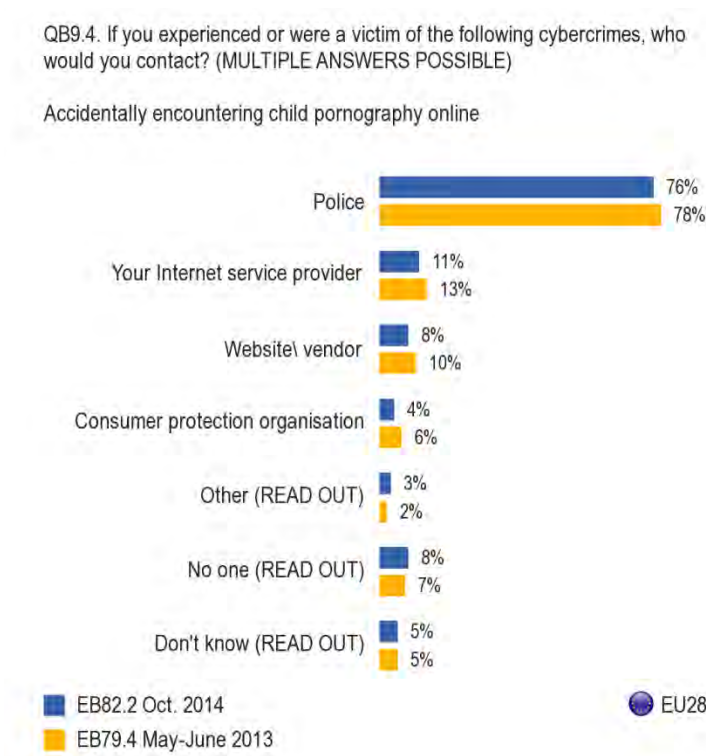
A large increase in the proportion that would contact the website or vendor can be found in Greece (up 10 percentage points), while large decreases can be seen in Austria (down 12 points) and Slovakia (down 10 points).



In several countries, large decreases can be seen in the proportion that would contact a consumer organisation. The largest decreases can be observed in Slovenia (down 15 points) and Cyprus (down 14 points).

In most cases (76%), Internet users say that they would contact the police if they accidentally encountered **child pornography** online. In addition, 11% say they would contact their Internet service provider, 8% the website or vendor and 4% a consumer protection organisation.

Since the 2013 survey, there have been small decreases (of 2 percentage points) in the proportions that say they would contact each type of organisation.



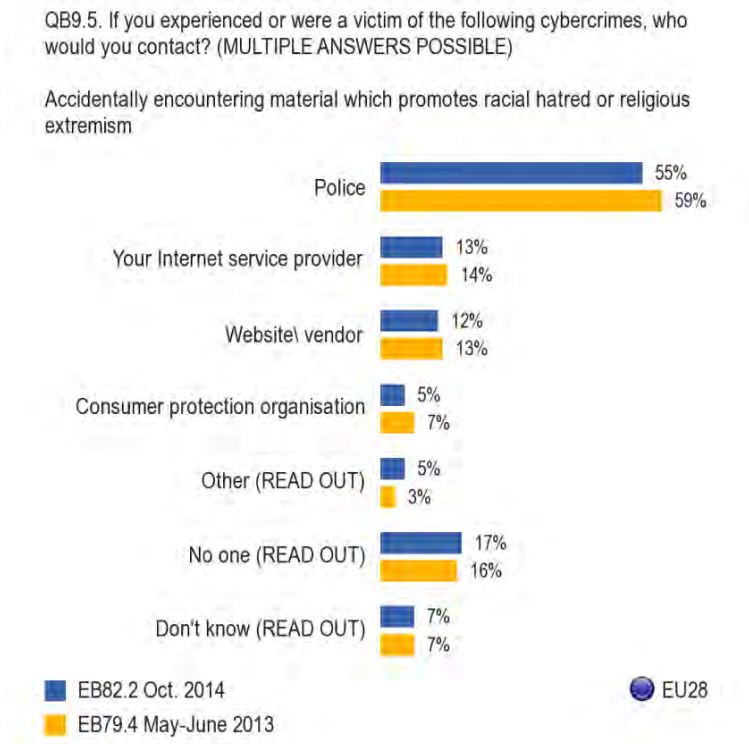
Base: respondents who use the Internet (D62) (n=21,015 in EU28)

Findings are generally similar across individual Member States. Respondents in Spain (87%) and Greece (85%) are most likely to say that they would contact the police (92%), while Internet users in Hungary are most likely to say that they would contact a consumer protection organisation (12%).

Since 2013, large decreases in the proportion that would contact the police can be seen in several countries, most notably Luxembourg (down 18 percentage points) and Cyprus (down 14 points), while a large increase can be observed in Ireland (up 10 points).

When asked who they would contact if they encountered **material which promotes racial hatred or religious extremism**, respondents again are most likely to say they would contact the police (55%), with 13% saying they would contact their Internet service provider, 12% the website or vendor, and 5% a consumer protection organisation. On this issue, a relatively high proportion of respondents say that they would contact no-one (17%) or would not know who to contact (7%).

The proportion saying they would contact the police has decreased since the 2013 survey (from 59% to 55%).



Base: respondents who use the Internet (D62) (n=21,015 in EU28)

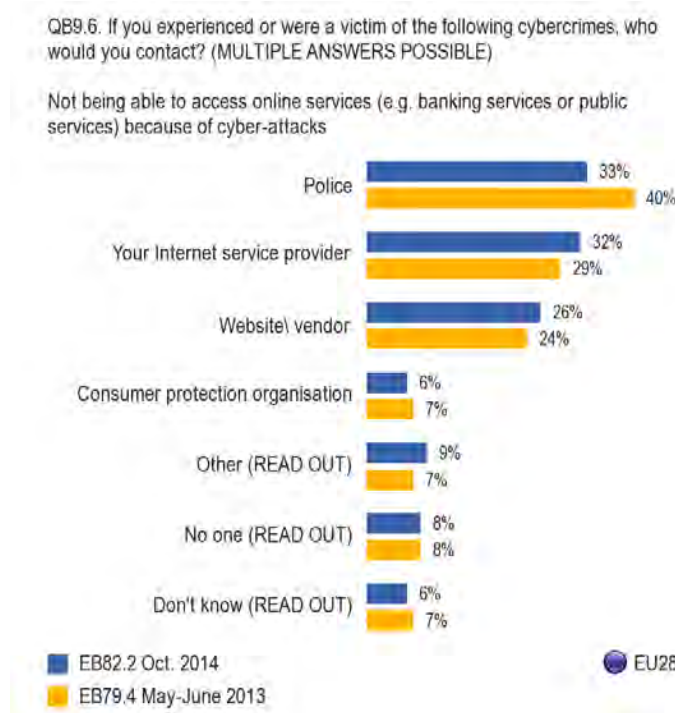
Respondents in Spain (70%) are most likely to say that they would contact the police, while those in Sweden (19%) and the UK (19%) are most likely to say that they would contact the website or vendor. The highest proportion that would contact their Internet service provider can be seen in the UK (20%), while a relatively high proportion of respondents in Hungary say that they would contact a consumer protection organisation (12%).

Respondents in Cyprus (38%), Malta (34%), the Netherlands (34%) and Estonia (32%) are more likely than those in other countries to say that they would not contact anyone.

Since 2013, large decreases in the proportion that would contact the police can be observed in several countries, most notably Cyprus (down 22 percentage points).

If Internet users were unable to **access online services** because of cyber-attacks, 33% say they would contact the police, 32% their Internet service provider and 26% the website or vendor. Just 6% would contact a consumer protection organisation. These answers are different from those on other types of cybercrime, with a lower proportion saying they would contact the police, and relatively large proportions saying they would contact their Internet service provider, or website or vendor.

Internet users are less likely than they were in 2013 to say they would contact the police (a decrease from 40% to 33%), while there have been increases in the proportions that say they would contact their Internet service provider (up 3 points), or website or vendor (up 2 points).



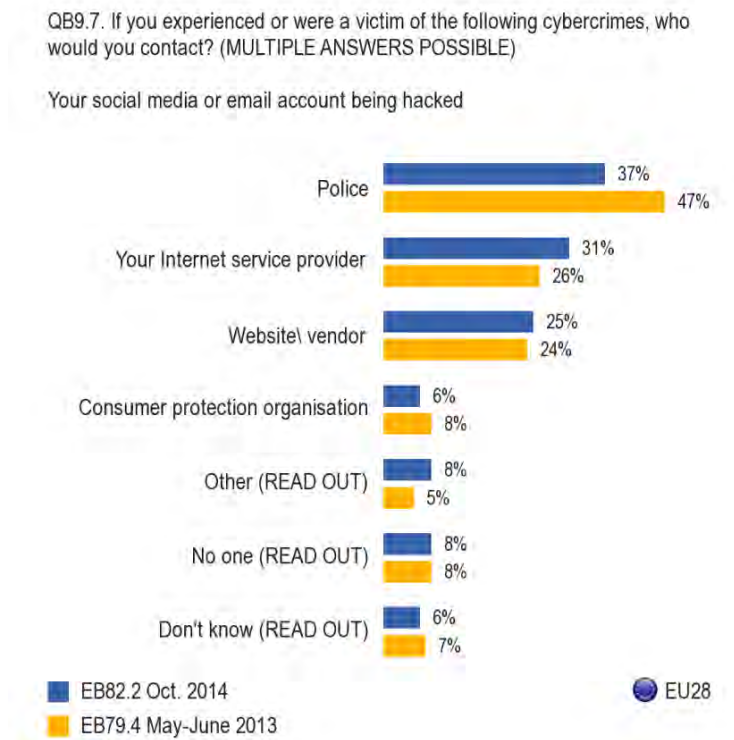
Base: respondents who use the Internet (D62) (n=21,015 in EU28)

The highest proportions that say they would contact the police can be found in Portugal (52%), Poland (49%) and Italy (46%). Respondents are most likely to say they would contact their Internet service provider in Croatia (45%), Slovenia (42%), the UK (42%), Denmark (41%) and Austria (41%), while the highest proportions that would contact the website or vendor can be seen in the Netherlands (47%), Sweden (45%) and Belgium (40%). Respondents in Austria are more likely than those in other countries to say they would contact a consumer protection organisation (14%).

As on other items, there have been large decreases since 2013 in the proportion saying they would contact the police. The largest decrease can be observed in Italy (down 17 percentage points), while large increases can be seen in the proportion that would contact the website or vendor in Sweden (up 18 points), Croatia (up 16 points) and Italy (up 14 points); and in the proportion that would contact their Internet service provider in Spain (up 12 points). A large decrease can be seen in Cyprus in the proportion that would contact a consumer protection organisation (down 11 points).

In 37% of cases, Internet users say that they would contact the police if their **social media or email account was hacked**, while 31% say they would contact their Internet service provider, and 25% the website or vendor. Just 6% say they would contact a consumer protection organisation.

Internet users are less likely than they were in 2013 to say they would contact the police (down 10 percentage points), while there has been an increase in the proportion that say they would contact their Internet service provider (up 5 points).



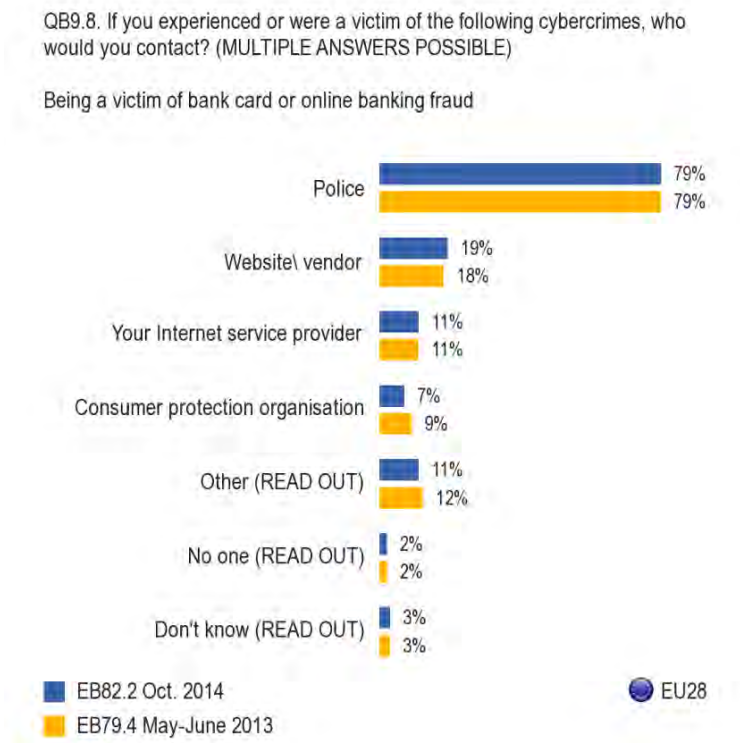
Base: respondents who use the Internet (D62) (n=21,015 in EU28)

Respondents in Poland (54%) and Spain (50%) are most likely to say that they would contact the police, while respondents in Sweden are much more likely than those in other countries to say they would contact the website or vendor (48%). A high proportion of Internet users in the Netherlands (42%) say that they would contact their Internet service provider, while respondents in Austria are again most likely to say that they would contact a consumer protection organisation (17%).

The largest decrease in the proportion that would contact the police can be observed in Greece (down 19 percentage points since 2013), while a large increase can be seen in Croatia in the proportion that would contact the website or vendor (up 18 percentage points). Large increases can also be seen in Greece and Spain in the proportions that would contact their Internet service provider (up 11 points in each country).

In most cases (79%), Internet users say that they would contact the police if they were a victim of **bank card or online banking fraud**. In addition, 19% say they would contact the website or vendor, 11% their Internet service provider, and 7% a consumer protection organisation.

Findings are very similar to those seen in the 2013 survey, although there has been a small decrease (of 2 percentage points) in the proportion that say they would contact a consumer protection organisation.



Base: respondents who use the Internet (D62) (n=21,015 in EU28)

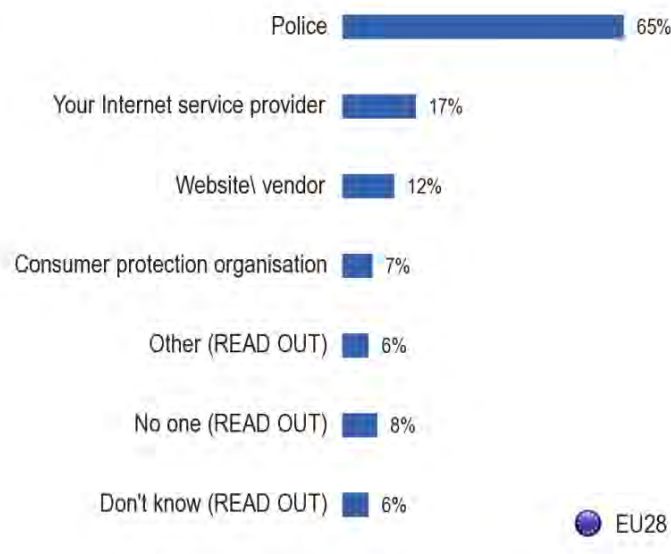
Respondents in Greece (88%), Germany (87%) and Croatia (86%) are most likely to say that they would contact the police, while respondents in the Netherlands (43%) and Sweden (37%) are more likely than those in other countries to say they would contact the website or vendor. A relatively high proportion of Internet users in Austria say that they would contact a consumer protection organisation (18%).

Large increases in the proportion that would contact the police can be seen in Croatia (up 12 percentage points since 2013) and Bulgaria (up 11 points), while a large decrease in the proportion that would contact the Internet service provider can be found in Cyprus (down 10 points).

When asked who they would contact if they experienced **cyber extortion** (being asked for a payment in return for getting back control of your device), respondents are most likely to say they would contact the police (65%), with 17% saying they would contact their Internet service provider, 12% the website or vendor, and 7% a consumer protection organisation.

QB9.9. If you experienced or were a victim of the following cybercrimes, who would you contact? (MULTIPLE ANSWERS POSSIBLE)

Being asked for a payment in return for getting back control of your device



Base: respondents who use the Internet (D62) (n=21,015 in EU28)

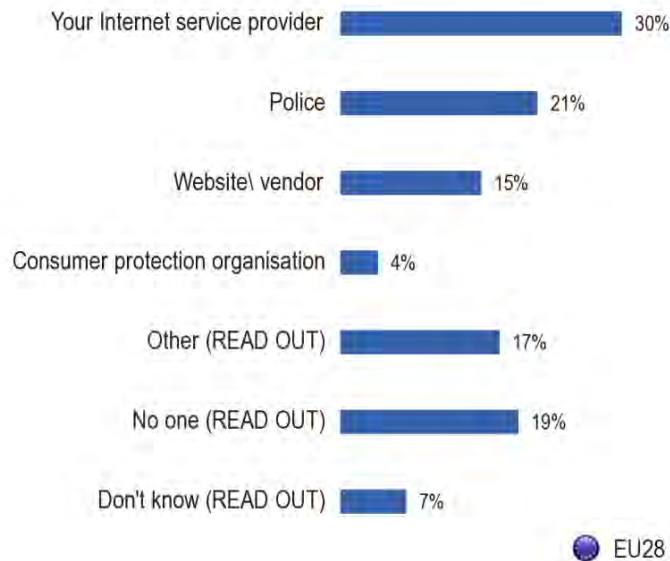
Respondents in Poland (77%) and Germany (76%) are most likely to say that they would contact the police, while respondents in Belgium (23%) and Finland (21%) are more likely than those in other countries to say they would contact the website or vendor. A relatively high proportion of Internet users in Slovenia say that they would contact their Internet service provider (32%).



If Internet users **discovered malicious software** on their device, 30% say they would contact their Internet service provider, 21% the police and 15% the website or vendor. Just 4% would contact a consumer protection organisation, while 19% say they would not contact anyone. The pattern of answers is different for this item than for other types of cybercrime, with a much lower proportion (21%) saying they would contact the police.

QB9.10. If you experienced or were a victim of the following cybercrimes, who would you contact? (MULTIPLE ANSWERS POSSIBLE)

Discovered malicious software (viruses, etc.) on your device



Base: respondents who use the Internet (D62) (n=21,015 in EU28)

Respondents in Bulgaria are much more likely than those in other countries to say that they would contact their Internet service provider (44%), while the highest proportions that would contact the website or vendor can be seen in Belgium (28%), Ireland (26%) and Slovakia (24%). Respondents in Portugal (37%), Italy (34%) and Poland (33%) are most likely to say that they would contact the police, while respondents in Austria are again the most likely to say that they would contact a consumer protection organisation (12%).

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

For a number of types of cybercrime, older respondents are more likely than younger respondents to say they would contact the police or their Internet service provider, and are less likely to say they would contact the website or vendor.

For example, the proportion that say they would contact the police if their social media or email account were hacked ranges from 31% among 15-24 year olds to 43% among those aged 55 or over; the proportion that say they would contact their Internet service provider ranges from 21% among 15-24 year olds to 35% among those aged 55 or over. By contrast, the proportion that would contact the website or vendor ranges from 34% among those aged 15-24 to 14% among those aged 55 or over.

A similar pattern can be seen in relation to level of education: those leaving education later are more likely to say they would contact the website or vendor, and are less likely to say they would contact the police. For example, in relation to online fraud, 40% of those leaving education at the age of 20 or over say they would contact the website or vendor (falling to 24% of those who finished education by the age of 15), while 52% would contact the police (rising to 60% of those who left education by the age of 15).

These variations are part of a broader pattern, in which more frequent Internet users are also more likely to say they would contact the website or vendor rather than the police. For example, 28% of daily Internet users say they would contact the website or vendor if they were unable to access online services because of cyber-attacks, compared with 19% of less frequent users, while 32% of daily Internet users would contact the police (compared with 39% of less frequent users).

A similar pattern applies in terms of how well informed respondents feel about the risks of cybercrime. For example, those who feel well informed are more likely than those who do not to say they would contact the website or vendor in the event of online fraud (39% compared with 32% who do not feel well informed).

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

## CONCLUSIONS

This report has examined EU citizens' experience and perceptions of cyber security issues, and how these have changed since the previous survey of May-June 2013.

Many respondents say they have changed their behaviour because of security concerns, for example by not giving out personal information or not opening e-mails from unknown sources.

The proportions that have taken these types of measure have increased in the past year. However, there is considerable variation in the proportions taking security measures, both by individual country, and across socio-demographic groups such as age and level of education.

EU citizens feel slightly better informed about the risks of cybercrime than they did in 2013, and most Internet users agree that they are able to protect themselves sufficiently against cybercrime. However, there remains a substantial minority who do not feel well informed, and do not feel at all able to protect themselves.

Almost half of Internet users have discovered malicious software on their device, and nearly a third say they have received a scam email or phone call, and other types of cybercrime have been experienced by a substantial number (albeit a minority) of Internet users in the EU, including online fraud, identity theft, hacking of email or social media accounts and online harassment. The proportions affected by these problems have remained similar since 2013.

Internet users express high levels of concern about cybercrime. The majority agree that the risk of becoming a victim of cybercrime is increasing; that they are concerned that their online personal information is not kept secure by websites or by public authorities.

In addition, more than half of respondents say they are concerned about experiencing various types of cybercrime, with the highest levels of concern expressed over identity theft, malicious software and online banking fraud.

Levels of concern have increased substantially since 2013, although it is worth noting that these levels of concern had previously decreased between 2012 and 2013<sup>21</sup>.

If they experienced or were the victim of cybercrime, most respondents say they would contact the police, especially if the crime was identity theft or online banking fraud, or if they accidentally encountered child pornography online.

However, the survey findings suggest that a greater level of knowledge of cybercrime leads to a preference to contact organisations such as the website or vendor rather than the police.

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<sup>21</sup> For example, the proportion concerned about identity theft was 61% in 2012, 52% in 2013 and is now 68% in 2014.

The proportion of respondents undertaking online activities varies considerably by country. In Sweden, Denmark and the Netherlands in particular, respondents are more likely to use the Internet for online purchases and for online banking. They are also more likely to feel well informed about the risks of cybercrime.

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

## **ANNEXES**

## **TECHNICAL SPECIFICATIONS**



## SPECIAL EUROBAROMETER 423

### Cyber security

### TECHNICAL SPECIFICATIONS

Between the 11<sup>th</sup> and the 20<sup>th</sup> of October 2014, TNS opinion & social, a consortium created between TNS political & social, TNS UK and TNS opinion, carried out the wave 82.2 of the EUROBAROMETER survey, on request of the EUROPEAN COMMISSION, Directorate-General for Communication, "Strategy, Corporate Communication Actions and Eurobarometer" unit.

The Special Eurobarometer 423 is part of the wave 82.2 and covers the population of the respective nationalities of the European Union Member States, resident in each of the Member States and aged 15 years and over.

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

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

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

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

**Statistical Margins due to the sampling process  
(at the 95% level of confidence)**

*various sample sizes are in rows*

*various observed results are in columns*

	5%	10%	15%	20%	25%	30%	35%	40%	45%	50%	
	95%	90%	85%	80%	75%	70%	65%	60%	55%	50%	
<b>N=50</b>	6,0	8,3	9,9	11,1	12,0	12,7	13,2	13,6	13,8	13,9	<b>N=50</b>
<b>N=500</b>	1,9	2,6	3,1	3,5	3,8	4,0	4,2	4,3	4,4	4,4	<b>N=500</b>
<b>N=1000</b>	1,4	1,9	2,2	2,5	2,7	2,8	3,0	3,0	3,1	3,1	<b>N=1000</b>
<b>N=1500</b>	1,1	1,5	1,8	2,0	2,2	2,3	2,4	2,5	2,5	2,5	<b>N=1500</b>
<b>N=2000</b>	1,0	1,3	1,6	1,8	1,9	2,0	2,1	2,1	2,2	2,2	<b>N=2000</b>
<b>N=3000</b>	0,8	1,1	1,3	1,4	1,5	1,6	1,7	1,8	1,8	1,8	<b>N=3000</b>
<b>N=4000</b>	0,7	0,9	1,1	1,2	1,3	1,4	1,5	1,5	1,5	1,5	<b>N=4000</b>
<b>N=5000</b>	0,6	0,8	1,0	1,1	1,2	1,3	1,3	1,4	1,4	1,4	<b>N=5000</b>
<b>N=6000</b>	0,6	0,8	0,9	1,0	1,1	1,2	1,2	1,2	1,3	1,3	<b>N=6000</b>
<b>N=7000</b>	0,5	0,7	0,8	0,9	1,0	1,1	1,1	1,1	1,2	1,2	<b>N=7000</b>
<b>N=7500</b>	0,5	0,7	0,8	0,9	1,0	1,0	1,1	1,1	1,1	1,1	<b>N=7500</b>
<b>N=8000</b>	0,5	0,7	0,8	0,9	0,9	1,0	1,0	1,1	1,1	1,1	<b>N=8000</b>
<b>N=9000</b>	0,5	0,6	0,7	0,8	0,9	0,9	1,0	1,0	1,0	1,0	<b>N=9000</b>
<b>N=10000</b>	0,4	0,6	0,7	0,8	0,8	0,9	0,9	1,0	1,0	1,0	<b>N=10000</b>
<b>N=11000</b>	0,4	0,6	0,7	0,7	0,8	0,9	0,9	0,9	0,9	0,9	<b>N=11000</b>
<b>N=12000</b>	0,4	0,5	0,6	0,7	0,8	0,8	0,9	0,9	0,9	0,9	<b>N=12000</b>
<b>N=13000</b>	0,4	0,5	0,6	0,7	0,7	0,8	0,8	0,8	0,9	0,9	<b>N=13000</b>
<b>N=14000</b>	0,4	0,5	0,6	0,7	0,7	0,8	0,8	0,8	0,8	0,8	<b>N=14000</b>
<b>N=15000</b>	0,3	0,5	0,6	0,6	0,7	0,7	0,8	0,8	0,8	0,8	<b>N=15000</b>
	5%	10%	15%	20%	25%	30%	35%	40%	45%	50%	
	95%	90%	85%	80%	75%	70%	65%	60%	55%	50%	

ABBR.	COUNTRIES	INSTITUTES	N° INTERVIEWS	DATES		POPULATION 15+	PROPORTION EU28
				FIELDWORK			
BE	Belgium	TNS Dimarso	1.001	11/10/14	20/10/14	9.263.570	2,18%
BG	Bulgaria	TNS BBSS	1.018	11/10/14	20/10/14	6.294.563	1,48%
CZ	Czech Rep.	TNS Aisa	1.034	11/10/14	20/10/14	8.955.829	2,11%
DK	Denmark	TNS Gallup DK	1.025	11/10/14	20/10/14	4.625.032	1,09%
DE	Germany	TNS Infratest	1.532	11/10/14	20/10/14	71.283.580	16,79%
EE	Estonia	TNS Emor	1.015	11/10/14	20/10/14	1.113.355	0,26%
IE	Ireland	Behaviour & Attitudes	1.001	11/10/14	20/10/14	3.586.829	0,84%
EL	Greece	TNS ICAP	1.015	11/10/14	20/10/14	8.791.499	2,07%
ES	Spain	TNS Spain	1.011	11/10/14	20/10/14	39.506.853	9,31%
FR	France	TNS Sofres	1.011	11/10/14	20/10/14	51.668.700	12,17%
HR	Croatia	HENDAL	1.084	11/10/14	20/10/14	3.625.601	0,85%
IT	Italy	TNS Italia	1.019	11/10/14	20/10/14	51.336.889	12,09%
CY	Rep. Of Cyprus	CYMAR	500	11/10/14	18/10/14	724.084	0,17%
LV	Latvia	TNS Latvia	1.011	11/10/14	20/10/14	1.731.509	0,41%
LT	Lithuania	TNS LT	1.013	11/10/14	20/10/14	2.535.329	0,60%
LU	Luxembourg	TNS ILReS	503	11/10/14	20/10/14	445.806	0,11%
HU	Hungary	TNS Hoffmann	1.058	11/10/14	20/10/14	8.477.933	2,00%
MT	Malta	MISCO	503	11/10/14	20/10/14	360.045	0,08%
NL	Netherlands	TNS NIPO	1.059	11/10/14	20/10/14	13.901.653	3,27%
AT	Austria	ipr Umfrageforschung	1.019	11/10/14	20/10/14	7.232.497	1,70%
PL	Poland	TNS Polska	1.010	11/10/14	20/10/14	32.736.685	7,71%
PT	Portugal	TNS Portugal	1.002	11/10/14	20/10/14	8.512.269	2,01%
RO	Romania	TNS CSOP	1.015	11/10/14	20/10/14	16.880.465	3,98%
SI	Slovenia	RM PLUS	1.055	11/10/14	20/10/14	1.760.726	0,41%
SK	Slovakia	TNS Slovakia	1.038	11/10/14	20/10/14	4.580.260	1,08%
FI	Finland	TNS Gallup Oy	1.000	11/10/14	20/10/14	4.511.446	1,06%
SE	Sweden	TNS Sifo	987	11/10/14	20/10/14	7.944.034	1,87%
UK	United Kingdom	TNS UK	1.329	11/10/14	20/10/14	52.104.731	12,27%
<b>TOTAL EU28</b>			<b>27.868</b>	<b>11/10/14</b>	<b>20/10/14</b>	<b>424.491.772</b>	<b>100%*</b>

\* It should be noted that the total percentage shown in this table may exceed 100% due to rounding

## **QUESTIONNAIRE**

**QB1 How well informed do you feel about the risks of cybercrime?**

(READ OUT – ONE ANSWER ONLY)

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

EB79.4 QC8

**ASK QB2 TO QB5 IF "USE THE INTERNET", CODE 1 TO 5 IN D62.1 OR D62.2 OR D62.3 – OTHERS GO TO QB6**

QB2: CODE 6 IS EXCLUSIVE

**QB2 What devices do you use to access the Internet?**

(SHOW SCREEN – READ OUT – MULTIPLE ANSWERS POSSIBLE)

Computer (desktop, laptop, netbook) (M)	1,
Touchscreen tablet (M)	2,
Smartphone	3,
TV	4,
Other (SP.)	5,
DK	6

EB79.4 QC2 TREND MODIFIED

QB3: CODE 10 IS EXCLUSIVE

**QB3 Which of the following activities do you do online?**

(SHOW SCREEN – READ OUT – MULTIPLE ANSWERS POSSIBLE)

Online banking	1,
Buying goods or services (holidays, books, music, etc.)	2,
Selling goods or services	3,
Using online social networks	4,
Email	5,
Reading news online	6,
Playing games online	7,
Watching TV	8,
Other (SP.)	9,
DK	10

EB79.4 QC3 TREND MODIFIED

QB4: ALL ANSWERS ARE SPONTANEOUS

QB4: CODE 6 IS EXCLUSIVE

QB4: CODE 7 IS EXCLUSIVE

**QB4 What concerns do you have, if any, about using the Internet for things like online banking or buying things online?**

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

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

EB79.4 QC5



QB5: ROTATE ANSWERS 1 TO 11

QB5: CODE 13 IS EXCLUSIVE

QB5: CODE 14 IS EXCLUSIVE

**QB5 Has concern about security issues made you change the way you use the Internet in any of the following ways?**

(SHOW SCREEN – READ OUT – MULTIPLE ANSWERS POSSIBLE)

You are less likely to buy goods or services online (M)	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. your browser, online social media, search engine, etc.) (M)	4,
You only visit websites you know and trust	5,
You use different passwords for different sites	6,
<b>You do not open emails from people you don't know</b>	7,
You only use your own computer	8,
You have installed anti-virus software	9,
You cancelled an online purchase because of suspicions about the seller or website	10,
You regularly change your passwords (N)	11,
Other (SP.)	12,
None (SP.)	13
DK	14

EB79.4 QC6 TREND MODIFIED

**ASK ALL**

QB6: ALL ANSWERS ARE SPONTANEOUS

QB6: CODE 7 IS EXCLUSIVE

QB6: CODE 8 IS EXCLUSIVE

QB6: CODE 9 IS EXCLUSIVE

**QB6 Thinking about online harassment (this can include anything from cyber bullying or blackmailing to more serious Internet dangers), what, if anything, is done in your household to protect children under 16 years old while they are online?**

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

Monitor child's Internet usage	1,
Adjust security settings on browser etc. for use by child	2,
Limit time spent by child online	3,
Talk to child about risks on Internet	4,
You would like to do something, but you do not know how	5,
Other	6,
Nothing	7
Not applicable	8
DK	9

NEW

**ASK QB7 TO QB11 IF "USE THE INTERNET" CODE 1 TO 5 IN D62.1 OR D62.2 OR D62.3 – OTHERS GO TO QC1**

QB7: ROTATE ITEMS 1 TO 10

**QB7**

**Cybercrimes can include many different types of criminal activity. How concerned are you personally about experiencing or being a victim of the following cybercrimes? (M)**

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

		Very concerned	Fairly concerned	Not very concerned	Not at all concerned	DK
1	Identity theft (somebody stealing your personal data and impersonating you, e.g. shopping under your name)	1	2	3	4	5
2	Receiving emails or phone calls fraudulently asking for access to your computer, logins or personal details (including banking or payment information)	1	2	3	4	5
3	Online fraud where goods purchased are not delivered, counterfeit or not as	1	2	3	4	5
4	Accidentally encountering child pornography online	1	2	3	4	5
5	Accidentally encountering material which promotes racial hatred or religious extremism	1	2	3	4	5
6	Not being able to access online services (e.g. banking services or public services) because of cyber-attacks (M)	1	2	3	4	5
7	Your social media or email account being hacked	1	2	3	4	5
8	Being a victim of bank card or online banking fraud (M)	1	2	3	4	5
9	Being asked for a payment in return for getting back control of your device (N)	1	2	3	4	5
10	Discovered malicious software (viruses, etc.) on your device (N)	1	2	3	4	5

EB79.4 QC10 TREND MODIFIED

QB8: ROTATE ITEMS 1 TO 10

**QB8** **And how often have you experienced or been a victim of the following situations? (M)**

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

		Often	Occasionally	Never	DK
1	Identity theft (somebody stealing your personal data and impersonating you, e.g. shopping under your name)	1	2	3	4
2	Received emails or phone calls fraudulently asking for access to your computer, logins or personal details (including banking or payment information)	1	2	3	4
3	Online fraud where goods purchased were not delivered, counterfeit or not as advertised	1	2	3	4
4	Accidentally encountering child pornography online (N)	1	2	3	4
5	Accidentally encountering material which promotes racial hatred or religious extremism	1	2	3	4
6	Not being able to access online services (e.g. banking services or public services) because of cyber-attacks (M)	1	2	3	4
7	Your social media or email account being hacked	1	2	3	4
8	Being a victim of bank card or online banking fraud (M)	1	2	3	4
9	Being asked for a payment in return for getting back control of your device (N)	1	2	3	4
10	Discovered malicious software (viruses, etc.) on your device (N)	1	2	3	4

EB79.4 QC9 TREND MODIFIED

QB9: ROTATE ITEMS 1 TO 10

QB9: CODE 5 IS NOT SPONTANEOUS AND HAS TO BE READ

QB9: CODE 6 IS NOT SPONTANEOUS AND HAS TO BE READ

QB9: CODE 7 IS NOT SPONTANEOUS AND HAS TO BE READ

QB9: CODE 6 IS EXCLUSIVE

QB9: CODE 7 IS EXCLUSIVE

**QB9 If you experienced or were a victim of the following cybercrimes, who would you contact?**

(SHOW SCREEN – READ OUT – MULTIPLE ANSWERS PER LINE)

		Police	Website\ vendor	Your Internet service provider	Consumer protection organisation	Other (READ OUT)	None (READ OUT)	DK (READ OUT)
1	Identity theft (somebody stealing your personal data and impersonating you, e.g. shopping under your name)	1,	2,	3,	4,	5,	6	7
2	Receiving emails or phone calls fraudulently asking for access to your computer, logins or personal details (including banking or payment)	1,	2,	3,	4,	5,	6	7
3	Online fraud where goods purchased are not delivered, counterfeit or not as advertised	1,	2,	3,	4,	5,	6	7
4	Accidentally encountering child pornography	1,	2,	3,	4,	5,	6	7
5	Accidentally encountering material which promotes racial hatred or religious extremism	1,	2,	3,	4,	5,	6	7
6	Not being able to access online services (e.g. banking services or public services) because of cyber-attacks (M)	1,	2,	3,	4,	5,	6	7
7	Your social media or email account being hacked	1,	2,	3,	4,	5,	6	7
8	Being a victim of bank card or online banking fraud (M)	1,	2,	3,	4,	5,	6	7
9	Being asked for a payment in return for getting back control of your device (N)	1,	2,	3,	4,	5,	6	7
10	Discovered malicious software (viruses, etc.) on your device (N)	1,	2,	3,	4,	5,	6	7

EB79.4 QC11 TREND MODIFIED

*QB10: ROTATE ITEMS 1 TO 5*

**QB10 Could you please tell me to what extent you agree or disagree with each of the following statements?**

(SHOW SCREEN – READ OUT – 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 (M)	1	2	3	4	5
5	You are able to protect yourself sufficiently against cybercrime, e.g. by taking precautions or by using	1	2	3	4	5

*EB79.4 QC12 TREND MODIFIED*

*QB11: CODE 8 IS EXCLUSIVE*

*QB11: CODE 9 IS EXCLUSIVE*

**QB11 Have you changed your password to access to any of the following online services during the last 12 months?**

(SHOW SCREEN – READ OUT – MULTIPLE ANSWERS POSSIBLE)

E-mail account (M)	1,
Online social networks	2,
Shopping website (M)	3,
Online banking websites	4,
Online games (N)	5,
Public services websites (N)	6,
Other (SP.) (N)	7,
None (SP.)	8
DK	9

*EB79.4 QC13 TREND MODIFIED*






























## **TABLES**



QB1 Dans quelle mesure vous estimez-vous bien informé(e) à propos des risques liés à la cybercriminalité ?

QB1 How well informed do you feel about the risks of cybercrime?






























QB1 Wie gut fühlen Sie sich über die Risiken der Internet-Kriminalität informiert?

	%	Très bien informé(e)		Plutôt bien informé(e)		Plutôt mal informé(e)		Pas du tout informé(e)		Ne sais pas		Total 'Bien informé(e)'		Total 'Pas bien informé(e)'	
		Very well informed		Fairly well informed		Not very well informed		Not at all informed		Don't know		Total 'Well informed'		Total 'Not well informed'	
		Sehr gut informiert		Ziemlich gut informiert		Nicht sehr gut informiert		Überhaupt nicht informiert		Weiß nicht		Gesamt 'Gut informiert'		Gesamt 'Nicht gut informiert'	
		EB 82.2	Diff. EB 79.4	EB 82.2	Diff. EB 79.4	EB 82.2	Diff. EB 79.4	EB 82.2	Diff. EB 79.4	EB 82.2	Diff. EB 79.4	EB 82.2	Diff. EB 79.4	EB 82.2	Diff. EB 79.4
 EU 28		<b>10</b>	<b>1</b>	<b>37</b>	<b>2</b>	<b>29</b>	<b>0</b>	<b>21</b>	<b>-2</b>	<b>3</b>	<b>-1</b>	<b>47</b>	<b>3</b>	<b>50</b>	<b>-2</b>
 BE		<b>9</b>	<b>-1</b>	<b>32</b>	<b>-4</b>	<b>37</b>	<b>6</b>	<b>21</b>	<b>-1</b>	<b>1</b>	<b>0</b>	<b>41</b>	<b>-5</b>	<b>58</b>	<b>5</b>
 BG		<b>8</b>	<b>2</b>	<b>26</b>	<b>6</b>	<b>27</b>	<b>-6</b>	<b>36</b>	<b>1</b>	<b>3</b>	<b>-3</b>	<b>34</b>	<b>8</b>	<b>63</b>	<b>-5</b>
 CZ		<b>6</b>	<b>-2</b>	<b>36</b>	<b>6</b>	<b>31</b>	<b>-1</b>	<b>24</b>	<b>-2</b>	<b>3</b>	<b>-1</b>	<b>42</b>	<b>4</b>	<b>55</b>	<b>-3</b>
 DK		<b>23</b>	<b>-5</b>	<b>44</b>	<b>-2</b>	<b>26</b>	<b>8</b>	<b>6</b>	<b>0</b>	<b>1</b>	<b>-1</b>	<b>67</b>	<b>-7</b>	<b>32</b>	<b>8</b>
 DE		<b>9</b>	<b>1</b>	<b>37</b>	<b>-2</b>	<b>34</b>	<b>5</b>	<b>17</b>	<b>-2</b>	<b>3</b>	<b>-2</b>	<b>46</b>	<b>-1</b>	<b>51</b>	<b>3</b>
 EE		<b>9</b>	<b>0</b>	<b>38</b>	<b>-5</b>	<b>31</b>	<b>1</b>	<b>17</b>	<b>1</b>	<b>5</b>	<b>3</b>	<b>47</b>	<b>-5</b>	<b>48</b>	<b>2</b>
 IE		<b>21</b>	<b>5</b>	<b>39</b>	<b>2</b>	<b>20</b>	<b>-1</b>	<b>19</b>	<b>-2</b>	<b>1</b>	<b>-4</b>	<b>60</b>	<b>7</b>	<b>39</b>	<b>-3</b>
 EL		<b>11</b>	<b>5</b>	<b>32</b>	<b>3</b>	<b>23</b>	<b>-7</b>	<b>33</b>	<b>-1</b>	<b>1</b>	<b>0</b>	<b>43</b>	<b>8</b>	<b>56</b>	<b>-8</b>
 ES		<b>9</b>	<b>0</b>	<b>29</b>	<b>-1</b>	<b>36</b>	<b>5</b>	<b>26</b>	<b>-1</b>	<b>0</b>	<b>-3</b>	<b>38</b>	<b>-1</b>	<b>62</b>	<b>4</b>
 FR		<b>13</b>	<b>3</b>	<b>41</b>	<b>2</b>	<b>28</b>	<b>-2</b>	<b>16</b>	<b>-2</b>	<b>2</b>	<b>-1</b>	<b>54</b>	<b>5</b>	<b>44</b>	<b>-4</b>
 HR		<b>11</b>	<b>3</b>	<b>35</b>	<b>1</b>	<b>31</b>	<b>2</b>	<b>21</b>	<b>-6</b>	<b>2</b>	<b>0</b>	<b>46</b>	<b>4</b>	<b>52</b>	<b>-4</b>
 IT		<b>3</b>	<b>0</b>	<b>34</b>	<b>4</b>	<b>27</b>	<b>-1</b>	<b>31</b>	<b>-2</b>	<b>5</b>	<b>-1</b>	<b>37</b>	<b>4</b>	<b>58</b>	<b>-3</b>
 CY		<b>18</b>	<b>4</b>	<b>34</b>	<b>5</b>	<b>22</b>	<b>-4</b>	<b>24</b>	<b>-6</b>	<b>2</b>	<b>1</b>	<b>52</b>	<b>9</b>	<b>46</b>	<b>-10</b>
 LV		<b>10</b>	<b>3</b>	<b>34</b>	<b>-1</b>	<b>34</b>	<b>-3</b>	<b>20</b>	<b>2</b>	<b>2</b>	<b>-1</b>	<b>44</b>	<b>2</b>	<b>54</b>	<b>-1</b>
 LT		<b>13</b>	<b>0</b>	<b>44</b>	<b>4</b>	<b>24</b>	<b>0</b>	<b>16</b>	<b>-2</b>	<b>3</b>	<b>-2</b>	<b>57</b>	<b>4</b>	<b>40</b>	<b>-2</b>
 LU		<b>13</b>	<b>0</b>	<b>39</b>	<b>-10</b>	<b>33</b>	<b>10</b>	<b>13</b>	<b>2</b>	<b>2</b>	<b>-2</b>	<b>52</b>	<b>-10</b>	<b>46</b>	<b>12</b>
 HU		<b>6</b>	<b>3</b>	<b>32</b>	<b>6</b>	<b>29</b>	<b>-4</b>	<b>32</b>	<b>-5</b>	<b>1</b>	<b>0</b>	<b>38</b>	<b>9</b>	<b>61</b>	<b>-9</b>
 MT		<b>18</b>	<b>5</b>	<b>36</b>	<b>4</b>	<b>21</b>	<b>-6</b>	<b>21</b>	<b>-4</b>	<b>4</b>	<b>1</b>	<b>54</b>	<b>9</b>	<b>42</b>	<b>-10</b>
 NL		<b>14</b>	<b>2</b>	<b>53</b>	<b>4</b>	<b>26</b>	<b>-3</b>	<b>7</b>	<b>-1</b>	<b>0</b>	<b>-2</b>	<b>67</b>	<b>6</b>	<b>33</b>	<b>-4</b>
 AT		<b>18</b>	<b>14</b>	<b>29</b>	<b>0</b>	<b>25</b>	<b>-11</b>	<b>25</b>	<b>-5</b>	<b>3</b>	<b>2</b>	<b>47</b>	<b>14</b>	<b>50</b>	<b>-16</b>
 PL		<b>6</b>	<b>-5</b>	<b>39</b>	<b>8</b>	<b>28</b>	<b>-1</b>	<b>21</b>	<b>-5</b>	<b>6</b>	<b>3</b>	<b>45</b>	<b>3</b>	<b>49</b>	<b>-6</b>
 PT		<b>5</b>	<b>1</b>	<b>39</b>	<b>12</b>	<b>23</b>	<b>-10</b>	<b>32</b>	<b>-3</b>	<b>1</b>	<b>0</b>	<b>44</b>	<b>13</b>	<b>55</b>	<b>-13</b>
 RO		<b>5</b>	<b>2</b>	<b>26</b>	<b>6</b>	<b>33</b>	<b>4</b>	<b>35</b>	<b>-2</b>	<b>1</b>	<b>-10</b>	<b>31</b>	<b>8</b>	<b>68</b>	<b>2</b>
 SI		<b>12</b>	<b>2</b>	<b>36</b>	<b>-1</b>	<b>29</b>	<b>0</b>	<b>21</b>	<b>-2</b>	<b>2</b>	<b>1</b>	<b>48</b>	<b>1</b>	<b>50</b>	<b>-2</b>
 SK		<b>8</b>	<b>3</b>	<b>39</b>	<b>7</b>	<b>26</b>	<b>-7</b>	<b>25</b>	<b>-3</b>	<b>2</b>	<b>0</b>	<b>47</b>	<b>10</b>	<b>51</b>	<b>-10</b>
 FI		<b>11</b>	<b>0</b>	<b>48</b>	<b>0</b>	<b>29</b>	<b>5</b>	<b>11</b>	<b>-5</b>	<b>1</b>	<b>0</b>	<b>59</b>	<b>0</b>	<b>40</b>	<b>0</b>
 SE		<b>16</b>	<b>1</b>	<b>50</b>	<b>-4</b>	<b>29</b>	<b>4</b>	<b>5</b>	<b>0</b>	<b>0</b>	<b>-1</b>	<b>66</b>	<b>-3</b>	<b>34</b>	<b>4</b>
 UK		<b>22</b>	<b>3</b>	<b>43</b>	<b>2</b>	<b>22</b>	<b>0</b>	<b>10</b>	<b>-5</b>	<b>3</b>	<b>0</b>	<b>65</b>	<b>5</b>	<b>32</b>	<b>-5</b>

QB2 Quels équipements utilisez-vous pour vous connecter à Internet ? (PLUSIEURS REPONSES POSSIBLES)

QB2 What devices do you use to access the Internet? (MULTIPLE ANSWERS POSSIBLE)






























QB2 Welche Geräte verwenden Sie, um auf das Internet zuzugreifen? (MEHRFACHNENNUNGEN MÖGLICH)

	%	Un ordinateur (de bureau, portable, netbook)		Une tablette tactile		Un smartphone		Une télévision		Autre (SPONTANÉ)		Ne sais pas	
		Computer (desktop, laptop, netbook)		Touchscreen tablet		Smartphone		TV		Other (SPONTANEOUS)		Don't know	
		Computer (Tischcomputer, Laptop, Netbook)		Touchscreen- Tablet		Smartphone		Fernseher		Andere (SPONTAN)		Weiß nicht	
		EB 82.2	Diff. EB 79.4	EB 82.2	Diff. EB 79.4	EB 82.2	Diff. EB 79.4	EB 82.2	Diff. EB 79.4	EB 82.2	Diff. EB 79.4	EB 82.2	Diff. EB 79.4
 EU 28		<b>92</b>	-2	<b>30</b>	16	<b>61</b>	26	<b>11</b>	5	<b>1</b>	0	<b>0</b>	0
 BE		<b>94</b>	-2	<b>39</b>	20	<b>51</b>	25	<b>11</b>	7	<b>1</b>	1	<b>0</b>	0
 BG		<b>95</b>	-4	<b>20</b>	16	<b>35</b>	23	<b>4</b>	1	<b>0</b>	0	<b>0</b>	0
 CZ		<b>93</b>	-5	<b>21</b>	16	<b>44</b>	24	<b>4</b>	2	<b>0</b>	0	<b>0</b>	0
 DK		<b>97</b>	1	<b>52</b>	19	<b>74</b>	19	<b>18</b>	9	<b>1</b>	1	<b>0</b>	0
 DE		<b>96</b>	-1	<b>18</b>	8	<b>56</b>	24	<b>8</b>	1	<b>0</b>	0	<b>0</b>	0
 EE		<b>96</b>	-3	<b>28</b>	16	<b>55</b>	23	<b>9</b>	6	<b>0</b>	0	<b>0</b>	0
 IE		<b>86</b>	-3	<b>39</b>	24	<b>69</b>	29	<b>12</b>	7	<b>1</b>	0	<b>0</b>	-1
 EL		<b>92</b>	-5	<b>25</b>	20	<b>48</b>	28	<b>3</b>	2	<b>0</b>	0	<b>0</b>	0
 ES		<b>87</b>	-3	<b>28</b>	18	<b>85</b>	41	<b>9</b>	7	<b>0</b>	0	<b>0</b>	0
 FR		<b>94</b>	-2	<b>33</b>	17	<b>55</b>	18	<b>14</b>	2	<b>0</b>	0	<b>0</b>	0
 HR		<b>92</b>	-3	<b>24</b>	16	<b>62</b>	36	<b>6</b>	4	<b>0</b>	-1	<b>0</b>	0
 IT		<b>90</b>	-1	<b>20</b>	9	<b>68</b>	41	<b>4</b>	3	<b>0</b>	0	<b>1</b>	1
 CY		<b>87</b>	-9	<b>42</b>	23	<b>59</b>	31	<b>12</b>	3	<b>0</b>	0	<b>0</b>	0
 LV		<b>98</b>	1	<b>24</b>	16	<b>46</b>	27	<b>12</b>	9	<b>1</b>	1	<b>0</b>	0
 LT		<b>95</b>	-2	<b>16</b>	10	<b>52</b>	27	<b>11</b>	5	<b>0</b>	-1	<b>0</b>	0
 LU		<b>93</b>	-3	<b>44</b>	21	<b>63</b>	16	<b>15</b>	9	<b>0</b>	-1	<b>0</b>	0
 HU		<b>92</b>	-3	<b>16</b>	14	<b>47</b>	36	<b>4</b>	3	<b>0</b>	0	<b>0</b>	0
 MT		<b>92</b>	-5	<b>36</b>	20	<b>60</b>	32	<b>8</b>	4	<b>0</b>	0	<b>0</b>	0
 NL		<b>98</b>	0	<b>57</b>	21	<b>73</b>	22	<b>26</b>	15	<b>4</b>	2	<b>0</b>	0
 AT		<b>88</b>	-6	<b>33</b>	22	<b>72</b>	31	<b>7</b>	6	<b>2</b>	2	<b>0</b>	0
 PL		<b>94</b>	-4	<b>17</b>	12	<b>40</b>	29	<b>6</b>	3	<b>0</b>	0	<b>1</b>	1
 PT		<b>93</b>	-5	<b>22</b>	15	<b>38</b>	25	<b>3</b>	2	<b>0</b>	0	<b>0</b>	0
 RO		<b>90</b>	-6	<b>24</b>	20	<b>43</b>	30	<b>6</b>	4	<b>1</b>	0	<b>0</b>	-1
 SI		<b>94</b>	-5	<b>27</b>	18	<b>55</b>	26	<b>9</b>	5	<b>1</b>	0	<b>0</b>	0
 SK		<b>94</b>	-4	<b>24</b>	19	<b>38</b>	28	<b>3</b>	2	<b>1</b>	1	<b>0</b>	0
 FI		<b>94</b>	-3	<b>40</b>	25	<b>68</b>	25	<b>18</b>	10	<b>1</b>	1	<b>0</b>	0
 SE		<b>96</b>	-2	<b>46</b>	16	<b>79</b>	15	<b>20</b>	7	<b>1</b>	1	<b>0</b>	0
 UK		<b>88</b>	-2	<b>50</b>	26	<b>69</b>	13	<b>21</b>	12	<b>1</b>	0	<b>0</b>	0

QB3 Lesquelles des activités suivantes pratiquez-vous sur Internet ? (PLUSIEURS REPONSES POSSIBLES)

QB3 Which of the following activities do you do online? (MULTIPLE ANSWERS POSSIBLE)






























QB3 Welche der folgenden Aktivitäten machen Sie online? (MEHRFACHNENNUNGEN MÖGLICH)

		Faire des opérations bancaires en ligne		Acheter des biens ou des services (vacances, livres, musique, etc.)		Vendre des biens ou des services		Utiliser des réseaux sociaux en ligne		Email	
		Online banking		Buying goods or services (holidays, books, music, etc.)		Selling goods or services		Using online social networks		Email	
		Online-Banking		Waren oder Dienstleistungen kaufen (Urlaub, Bücher, Musik usw.)		Waren oder Dienstleistungen verkaufen		Soziale Netzwerke im Internet nutzen		E-Mail	
%		EB 82.2	Diff. EB 79.4	EB 82.2	Diff. EB 79.4	EB 82.2	Diff. EB 79.4	EB 82.2	Diff. EB 79.4	EB 82.2	Diff. EB 79.4
	EU 28	<b>54</b>	6	<b>57</b>	7	<b>23</b>	5	<b>60</b>	7	<b>86</b>	2
	BE	<b>70</b>	8	<b>56</b>	12	<b>27</b>	11	<b>63</b>	8	<b>91</b>	1
	BG	<b>13</b>	2	<b>28</b>	7	<b>7</b>	2	<b>67</b>	3	<b>81</b>	10
	CZ	<b>65</b>	9	<b>54</b>	1	<b>20</b>	0	<b>52</b>	5	<b>92</b>	4
	DK	<b>94</b>	5	<b>80</b>	5	<b>35</b>	6	<b>74</b>	7	<b>98</b>	3
	DE	<b>49</b>	1	<b>68</b>	2	<b>25</b>	6	<b>52</b>	9	<b>90</b>	0
	EE	<b>89</b>	4	<b>56</b>	15	<b>17</b>	1	<b>63</b>	1	<b>92</b>	3
	IE	<b>61</b>	4	<b>69</b>	18	<b>24</b>	8	<b>63</b>	4	<b>84</b>	2
	EL	<b>15</b>	5	<b>36</b>	9	<b>4</b>	0	<b>72</b>	6	<b>68</b>	5
	ES	<b>41</b>	8	<b>40</b>	11	<b>8</b>	3	<b>71</b>	13	<b>88</b>	3
	FR	<b>62</b>	6	<b>62</b>	8	<b>34</b>	6	<b>51</b>	3	<b>88</b>	0
	HR	<b>35</b>	6	<b>30</b>	9	<b>13</b>	3	<b>60</b>	3	<b>77</b>	10
	IT	<b>38</b>	7	<b>32</b>	1	<b>8</b>	-3	<b>63</b>	13	<b>81</b>	6
	CY	<b>35</b>	8	<b>41</b>	7	<b>3</b>	-1	<b>55</b>	-4	<b>66</b>	0
	LV	<b>81</b>	3	<b>48</b>	11	<b>12</b>	2	<b>73</b>	2	<b>88</b>	4
	LT	<b>73</b>	6	<b>50</b>	9	<b>18</b>	5	<b>64</b>	7	<b>83</b>	1
	LU	<b>65</b>	8	<b>62</b>	4	<b>17</b>	4	<b>63</b>	9	<b>91</b>	0
	HU	<b>29</b>	12	<b>32</b>	15	<b>9</b>	2	<b>62</b>	1	<b>82</b>	1
	MT	<b>58</b>	0	<b>68</b>	8	<b>15</b>	1	<b>73</b>	8	<b>81</b>	-2
	NL	<b>89</b>	1	<b>83</b>	6	<b>44</b>	4	<b>68</b>	7	<b>97</b>	1
	AT	<b>64</b>	12	<b>59</b>	1	<b>31</b>	10	<b>62</b>	3	<b>95</b>	5
	PL	<b>57</b>	7	<b>49</b>	10	<b>21</b>	10	<b>59</b>	7	<b>79</b>	0
	PT	<b>26</b>	4	<b>20</b>	5	<b>12</b>	6	<b>76</b>	9	<b>82</b>	2
	RO	<b>13</b>	1	<b>22</b>	-1	<b>13</b>	7	<b>64</b>	10	<b>48</b>	-2
	SI	<b>45</b>	4	<b>43</b>	4	<b>19</b>	2	<b>58</b>	3	<b>89</b>	0
	SK	<b>51</b>	5	<b>44</b>	-1	<b>14</b>	5	<b>54</b>	-6	<b>84</b>	-2
	FI	<b>93</b>	5	<b>70</b>	9	<b>29</b>	9	<b>62</b>	0	<b>93</b>	2
	SE	<b>91</b>	7	<b>80</b>	3	<b>38</b>	10	<b>71</b>	2	<b>95</b>	2
	UK	<b>63</b>	6	<b>77</b>	8	<b>29</b>	4	<b>59</b>	2	<b>90</b>	6

QB3 Lesquelles des activités suivantes pratiquez-vous sur Internet ? (PLUSIEURS REPONSES POSSIBLES)

QB3 Which of the following activities do you do online? (MULTIPLE ANSWERS POSSIBLE)






























QB3 Welche der folgenden Aktivitäten machen Sie online? (MEHRFACHNENNUNGEN MÖGLICH)

		Lire des journaux en ligne		Jouer en ligne		Regarder la télévision		Autre (SPONTANÉ)		Ne sais pas	
		Reading news online		Playing games online		Watching TV		Other (SPONTANEOUS)		Don't know	
		Online-Nachrichten lesen		Online-Spiele spielen		Fernsehen		Sonstiges (SPONTAN)		Weiß nicht	
%		EB 82.2	Diff. EB 79.4	EB 82.2	Diff. EB 79.4	EB 82.2	Diff. EB 79.4	EB 82.2	Diff. EB 79.4	EB 82.2	Diff. EB 79.4
 EU 28		<b>63</b>	<b>3</b>	<b>29</b>	<b>2</b>	<b>22</b>	<b>3</b>	<b>5</b>	<b>2</b>	<b>1</b>	<b>1</b>
 BE		<b>59</b>	<b>6</b>	<b>30</b>	<b>4</b>	<b>20</b>	<b>3</b>	<b>3</b>	<b>-1</b>	<b>0</b>	<b>0</b>
 BG		<b>65</b>	<b>-3</b>	<b>30</b>	<b>-1</b>	<b>17</b>	<b>-6</b>	<b>9</b>	<b>5</b>	<b>0</b>	<b>0</b>
 CZ		<b>64</b>	<b>-8</b>	<b>30</b>	<b>0</b>	<b>17</b>	<b>0</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>1</b>
 DK		<b>81</b>	<b>5</b>	<b>33</b>	<b>-2</b>	<b>48</b>	<b>12</b>	<b>3</b>	<b>2</b>	<b>0</b>	<b>0</b>
 DE		<b>59</b>	<b>1</b>	<b>22</b>	<b>4</b>	<b>13</b>	<b>1</b>	<b>5</b>	<b>4</b>	<b>1</b>	<b>1</b>
 EE		<b>90</b>	<b>5</b>	<b>30</b>	<b>3</b>	<b>29</b>	<b>-1</b>	<b>2</b>	<b>1</b>	<b>0</b>	<b>0</b>
 IE		<b>57</b>	<b>7</b>	<b>25</b>	<b>0</b>	<b>34</b>	<b>8</b>	<b>3</b>	<b>-2</b>	<b>1</b>	<b>1</b>
 EL		<b>76</b>	<b>4</b>	<b>44</b>	<b>-4</b>	<b>16</b>	<b>-3</b>	<b>11</b>	<b>3</b>	<b>0</b>	<b>0</b>
 ES		<b>66</b>	<b>6</b>	<b>22</b>	<b>4</b>	<b>18</b>	<b>7</b>	<b>9</b>	<b>6</b>	<b>1</b>	<b>1</b>
 FR		<b>46</b>	<b>6</b>	<b>29</b>	<b>2</b>	<b>21</b>	<b>1</b>	<b>5</b>	<b>1</b>	<b>0</b>	<b>0</b>
 HR		<b>81</b>	<b>-4</b>	<b>36</b>	<b>1</b>	<b>15</b>	<b>0</b>	<b>6</b>	<b>0</b>	<b>0</b>	<b>0</b>
 IT		<b>64</b>	<b>5</b>	<b>30</b>	<b>4</b>	<b>9</b>	<b>4</b>	<b>6</b>	<b>1</b>	<b>1</b>	<b>1</b>
 CY		<b>74</b>	<b>-1</b>	<b>43</b>	<b>3</b>	<b>29</b>	<b>-5</b>	<b>10</b>	<b>5</b>	<b>0</b>	<b>0</b>
 LV		<b>85</b>	<b>6</b>	<b>39</b>	<b>4</b>	<b>38</b>	<b>11</b>	<b>4</b>	<b>0</b>	<b>0</b>	<b>0</b>
 LT		<b>89</b>	<b>0</b>	<b>32</b>	<b>0</b>	<b>31</b>	<b>7</b>	<b>4</b>	<b>-7</b>	<b>0</b>	<b>0</b>
 LU		<b>60</b>	<b>7</b>	<b>31</b>	<b>5</b>	<b>25</b>	<b>6</b>	<b>8</b>	<b>5</b>	<b>0</b>	<b>0</b>
 HU		<b>72</b>	<b>-2</b>	<b>32</b>	<b>3</b>	<b>8</b>	<b>0</b>	<b>3</b>	<b>0</b>	<b>1</b>	<b>1</b>
 MT		<b>71</b>	<b>5</b>	<b>38</b>	<b>5</b>	<b>41</b>	<b>17</b>	<b>4</b>	<b>-1</b>	<b>1</b>	<b>1</b>
 NL		<b>76</b>	<b>6</b>	<b>35</b>	<b>0</b>	<b>42</b>	<b>7</b>	<b>4</b>	<b>2</b>	<b>0</b>	<b>0</b>
 AT		<b>63</b>	<b>3</b>	<b>40</b>	<b>3</b>	<b>20</b>	<b>4</b>	<b>8</b>	<b>-8</b>	<b>0</b>	<b>0</b>
 PL		<b>82</b>	<b>-1</b>	<b>25</b>	<b>4</b>	<b>17</b>	<b>5</b>	<b>3</b>	<b>1</b>	<b>2</b>	<b>2</b>
 PT		<b>67</b>	<b>5</b>	<b>41</b>	<b>3</b>	<b>13</b>	<b>3</b>	<b>13</b>	<b>4</b>	<b>1</b>	<b>1</b>
 RO		<b>55</b>	<b>3</b>	<b>36</b>	<b>5</b>	<b>18</b>	<b>-6</b>	<b>7</b>	<b>0</b>	<b>1</b>	<b>1</b>
 SI		<b>84</b>	<b>-1</b>	<b>26</b>	<b>-4</b>	<b>21</b>	<b>-2</b>	<b>4</b>	<b>-3</b>	<b>0</b>	<b>0</b>
 SK		<b>55</b>	<b>-4</b>	<b>21</b>	<b>-2</b>	<b>11</b>	<b>1</b>	<b>4</b>	<b>3</b>	<b>2</b>	<b>2</b>
 FI		<b>82</b>	<b>2</b>	<b>36</b>	<b>-1</b>	<b>48</b>	<b>7</b>	<b>5</b>	<b>2</b>	<b>0</b>	<b>0</b>
 SE		<b>79</b>	<b>4</b>	<b>30</b>	<b>-3</b>	<b>58</b>	<b>4</b>	<b>4</b>	<b>2</b>	<b>0</b>	<b>0</b>
 UK		<b>59</b>	<b>4</b>	<b>38</b>	<b>5</b>	<b>40</b>	<b>8</b>	<b>3</b>	<b>-1</b>	<b>1</b>	<b>1</b>

QB4 Quelles inquiétudes avez-vous, si vous en avez, concernant l'utilisation d'Internet pour réaliser des activités comme utiliser des services bancaires en ligne ou faire vos achats en ligne ? (NE PAS LIRE – PLUSIEURS REPONSES)

QB4 What concerns do you have, if any, about using the Internet for things like online banking or buying things online? (DO NOT READ OUT – MULTIPLE ANSWERS POSSIBLE)

QB4 Welche Befürchtungen haben Sie, wenn überhaupt, wenn es um die Nutzung des Internets für Aktivitäten wie Online-Banking oder Online-Shopping geht? (MEHRFACHNENNUNGEN MÖGLICH)

		Vous préférez réaliser la transaction en personne pour, par ex., pouvoir examiner le produit ou demander des conseils en personne  You prefer conducting the transaction in person e.g. so you can inspect the product yourself or ask a real person about it  Sie ziehen es vor, solch eine Aktivität persönlich - also nicht online - durchzuführen, um z.B. das Produkt selbst prüfen oder eine reale Person dazu befragen zu können		Vous êtes inquiet(e) concernant la sécurité des paiements en ligne  You are concerned about the security of online payments  Sie machen sich Sorgen über die Sicherheit von Online-Zahlungen		Vous êtes inquiet(e) de voir quelqu'un faire une utilisation malveillante de vos données personnelles  You are concerned about someone misusing your personal data  Sie sind besorgt, dass jemand Ihre persönlichen Daten missbraucht	
%		EB 82.2	Diff. EB 79.4	EB 82.2	Diff. EB 79.4	EB 82.2	Diff. EB 79.4
	EU 28	<b>26</b>	<b>2</b>	<b>42</b>	<b>7</b>	<b>43</b>	<b>6</b>
	BE	<b>21</b>	<b>-4</b>	<b>43</b>	<b>6</b>	<b>41</b>	<b>3</b>
	BG	<b>38</b>	<b>-4</b>	<b>22</b>	<b>3</b>	<b>40</b>	<b>7</b>
	CZ	<b>28</b>	<b>5</b>	<b>37</b>	<b>6</b>	<b>43</b>	<b>15</b>
	DK	<b>18</b>	<b>-12</b>	<b>30</b>	<b>1</b>	<b>42</b>	<b>13</b>
	DE	<b>21</b>	<b>-1</b>	<b>45</b>	<b>12</b>	<b>58</b>	<b>5</b>
	EE	<b>26</b>	<b>14</b>	<b>32</b>	<b>10</b>	<b>34</b>	<b>16</b>
	IE	<b>26</b>	<b>6</b>	<b>53</b>	<b>17</b>	<b>45</b>	<b>16</b>
	EL	<b>53</b>	<b>5</b>	<b>36</b>	<b>-2</b>	<b>43</b>	<b>7</b>
	ES	<b>41</b>	<b>1</b>	<b>47</b>	<b>14</b>	<b>52</b>	<b>17</b>
	FR	<b>23</b>	<b>1</b>	<b>48</b>	<b>2</b>	<b>45</b>	<b>2</b>
	HR	<b>40</b>	<b>5</b>	<b>41</b>	<b>8</b>	<b>47</b>	<b>12</b>
	IT	<b>32</b>	<b>-1</b>	<b>37</b>	<b>10</b>	<b>38</b>	<b>6</b>
	CY	<b>37</b>	<b>1</b>	<b>34</b>	<b>-2</b>	<b>45</b>	<b>-3</b>
	LV	<b>29</b>	<b>17</b>	<b>31</b>	<b>5</b>	<b>41</b>	<b>12</b>
	LT	<b>31</b>	<b>12</b>	<b>40</b>	<b>11</b>	<b>41</b>	<b>18</b>
	LU	<b>26</b>	<b>-1</b>	<b>45</b>	<b>2</b>	<b>50</b>	<b>9</b>
	HU	<b>37</b>	<b>-9</b>	<b>33</b>	<b>9</b>	<b>34</b>	<b>11</b>
	MT	<b>26</b>	<b>2</b>	<b>27</b>	<b>3</b>	<b>34</b>	<b>12</b>
	NL	<b>19</b>	<b>-1</b>	<b>39</b>	<b>4</b>	<b>44</b>	<b>3</b>
	AT	<b>31</b>	<b>6</b>	<b>35</b>	<b>5</b>	<b>41</b>	<b>3</b>
	PL	<b>17</b>	<b>0</b>	<b>29</b>	<b>9</b>	<b>25</b>	<b>7</b>
	PT	<b>46</b>	<b>-3</b>	<b>36</b>	<b>1</b>	<b>30</b>	<b>1</b>
	RO	<b>35</b>	<b>3</b>	<b>36</b>	<b>-1</b>	<b>28</b>	<b>-5</b>
	SI	<b>33</b>	<b>14</b>	<b>45</b>	<b>-1</b>	<b>49</b>	<b>3</b>
	SK	<b>27</b>	<b>3</b>	<b>27</b>	<b>4</b>	<b>33</b>	<b>-1</b>
	FI	<b>25</b>	<b>10</b>	<b>38</b>	<b>6</b>	<b>37</b>	<b>12</b>
	SE	<b>27</b>	<b>12</b>	<b>41</b>	<b>6</b>	<b>40</b>	<b>12</b>
	UK	<b>15</b>	<b>8</b>	<b>49</b>	<b>1</b>	<b>39</b>	<b>5</b>

QB4 Quelles inquiétudes avez-vous, si vous en avez, concernant l'utilisation d'Internet pour réaliser des activités comme utiliser des services bancaires en ligne ou faire vos achats en ligne ? (NE PAS LIRE – PLUSIEURS REPONSES POSSIBLES)

QB4 What concerns do you have, if any, about using the Internet for things like online banking or buying things online? (DO NOT READ OUT – MULTIPLE ANSWERS POSSIBLE)

QB4 Welche Befürchtungen haben Sie, wenn überhaupt, wenn es um die Nutzung des Internets für Aktivitäten wie Online-Banking oder Online-Shopping geht? (MEHRFACHNENNUNGEN MÖGLICH)






























%		Vous craignez de ne pas recevoir les produits ou services commandés en ligne		Autre		Aucun		Ne sais pas	
		EB 82.2	Diff. EB 79.4	EB 82.2	Diff. EB 79.4	EB 82.2	Diff. EB 79.4	EB 82.2	Diff. EB 79.4
	EU 28	<b>22</b>	7	<b>3</b>	-1	<b>18</b>	-5	<b>2</b>	0
	BE	<b>24</b>	6	<b>3</b>	1	<b>21</b>	4	<b>1</b>	0
	BG	<b>18</b>	5	<b>2</b>	1	<b>17</b>	4	<b>6</b>	-2
	CZ	<b>32</b>	4	<b>1</b>	0	<b>13</b>	-16	<b>1</b>	0
	DK	<b>24</b>	10	<b>5</b>	-3	<b>32</b>	-6	<b>1</b>	0
	DE	<b>26</b>	6	<b>2</b>	-2	<b>17</b>	-6	<b>2</b>	1
	EE	<b>26</b>	9	<b>2</b>	-4	<b>25</b>	-14	<b>3</b>	0
	IE	<b>19</b>	9	<b>3</b>	1	<b>16</b>	-14	<b>1</b>	0
	EL	<b>19</b>	3	<b>2</b>	2	<b>12</b>	-3	<b>0</b>	0
	ES	<b>25</b>	11	<b>3</b>	0	<b>10</b>	-10	<b>1</b>	-1
	FR	<b>23</b>	6	<b>4</b>	-2	<b>16</b>	-2	<b>1</b>	0
	HR	<b>32</b>	7	<b>4</b>	1	<b>12</b>	-9	<b>1</b>	0
	IT	<b>20</b>	10	<b>3</b>	1	<b>14</b>	-3	<b>1</b>	-2
	CY	<b>29</b>	8	<b>3</b>	2	<b>20</b>	5	<b>0</b>	0
	LV	<b>20</b>	8	<b>4</b>	-2	<b>18</b>	-14	<b>2</b>	0
	LT	<b>29</b>	12	<b>4</b>	-1	<b>19</b>	-12	<b>1</b>	-2
	LU	<b>21</b>	6	<b>7</b>	1	<b>19</b>	-11	<b>2</b>	1
	HU	<b>22</b>	10	<b>3</b>	2	<b>20</b>	-4	<b>0</b>	0
	MT	<b>26</b>	10	<b>4</b>	1	<b>23</b>	-10	<b>3</b>	0
	NL	<b>31</b>	6	<b>9</b>	4	<b>15</b>	-8	<b>2</b>	2
	AT	<b>26</b>	5	<b>5</b>	1	<b>21</b>	-11	<b>1</b>	0
	PL	<b>23</b>	11	<b>2</b>	2	<b>27</b>	-13	<b>9</b>	1
	PT	<b>17</b>	3	<b>2</b>	1	<b>18</b>	5	<b>2</b>	1
	RO	<b>22</b>	-2	<b>4</b>	1	<b>19</b>	1	<b>5</b>	0
	SI	<b>29</b>	15	<b>5</b>	-3	<b>13</b>	-12	<b>1</b>	0
	SK	<b>20</b>	-3	<b>5</b>	2	<b>16</b>	-16	<b>6</b>	5
	FI	<b>20</b>	9	<b>6</b>	-3	<b>24</b>	-18	<b>1</b>	1
	SE	<b>15</b>	3	<b>10</b>	-3	<b>24</b>	-10	<b>0</b>	-2
	UK	<b>15</b>	10	<b>2</b>	-4	<b>21</b>	-5	<b>3</b>	0



QB5 Les préoccupations en matière de sécurité ont-elles modifié la façon dont vous utilisez Internet de l'une des manières suivantes ? (ROTATION - PLUSIEURS REPONSES POSSIBLES)

QB5 Has concern about security issues made you change the way you use the Internet in any of the following ways? (ROTATE - MULTIPLE ANSWERS POSSIBLE)






























QB5 Haben Sicherheitsbedenken dazu geführt, dass sich Ihre Gewohnheiten bei der Nutzung des Internets auf eine der folgenden Arten verändert haben? (ROTIEREN - MEHRFACHNENNUNGEN MÖGLICH)

		Vous êtes moins susceptible d'acheter des produits ou services en ligne You are less likely to buy goods or services online Sie kaufen seltener online Waren oder Dienstleistungen ein		Vous êtes moins susceptible d'utiliser les services bancaires en ligne You are less likely to bank online Sie tätigen Ihre Bankgeschäfte seltener online		Vous êtes moins susceptible de donner des informations personnelles sur les sites Internet You are less likely to give personal information on websites Sie versuchen zu vermeiden, persönliche Daten auf Webseiten preiszugeben		Vous avez changé les paramètres de confidentialité (de votre navigateur, réseau social, moteur de recherche, etc.) You have changed your security settings (e.g. your browser, online social media, search engine, etc.) Sie haben Ihre Sicherheitseinstellungen verändert (z.B. in Ihrem Browser, in sozialen Online-Netzwerken, in den Suchmaschinen usw.)	
%		EB 82.2	Diff. EB 79.4	EB 82.2	Diff. EB 79.4	EB 82.2	Diff. EB 79.4	EB 82.2	Diff. EB 79.4
	EU 28	<b>13</b>	-4	<b>12</b>	-3	<b>38</b>	4	<b>18</b>	2
	BE	<b>19</b>	0	<b>12</b>	-1	<b>38</b>	5	<b>21</b>	2
	BG	<b>12</b>	0	<b>12</b>	4	<b>32</b>	9	<b>8</b>	2
	CZ	<b>12</b>	-7	<b>8</b>	0	<b>38</b>	7	<b>9</b>	-6
	DK	<b>16</b>	1	<b>4</b>	-2	<b>61</b>	12	<b>24</b>	1
	DE	<b>12</b>	0	<b>8</b>	-1	<b>54</b>	5	<b>25</b>	1
	EE	<b>11</b>	1	<b>5</b>	1	<b>33</b>	9	<b>16</b>	1
	IE	<b>15</b>	-3	<b>17</b>	0	<b>43</b>	14	<b>20</b>	7
	EL	<b>20</b>	-14	<b>25</b>	-12	<b>39</b>	8	<b>14</b>	3
	ES	<b>16</b>	-9	<b>14</b>	-7	<b>25</b>	4	<b>13</b>	2
	FR	<b>13</b>	-8	<b>14</b>	-3	<b>41</b>	-1	<b>21</b>	3
	HR	<b>18</b>	-9	<b>18</b>	4	<b>31</b>	7	<b>15</b>	8
	IT	<b>15</b>	0	<b>13</b>	-4	<b>21</b>	2	<b>12</b>	1
	CY	<b>19</b>	-5	<b>15</b>	-6	<b>33</b>	-5	<b>11</b>	4
	LV	<b>5</b>	0	<b>3</b>	0	<b>24</b>	12	<b>11</b>	4
	LT	<b>16</b>	3	<b>13</b>	6	<b>35</b>	12	<b>8</b>	0
	LU	<b>18</b>	1	<b>16</b>	3	<b>47</b>	7	<b>28</b>	4
	HU	<b>12</b>	-14	<b>18</b>	-4	<b>31</b>	5	<b>10</b>	2
	MT	<b>6</b>	-10	<b>12</b>	-2	<b>31</b>	-3	<b>22</b>	10
	NL	<b>16</b>	3	<b>8</b>	0	<b>65</b>	16	<b>28</b>	2
	AT	<b>16</b>	0	<b>12</b>	0	<b>47</b>	3	<b>20</b>	-1
	PL	<b>9</b>	-2	<b>9</b>	0	<b>24</b>	5	<b>8</b>	-1
	PT	<b>25</b>	-13	<b>24</b>	-2	<b>34</b>	2	<b>15</b>	3
	RO	<b>19</b>	-7	<b>19</b>	-6	<b>20</b>	-6	<b>9</b>	2
	SI	<b>16</b>	-2	<b>16</b>	-3	<b>35</b>	0	<b>11</b>	-7
	SK	<b>5</b>	-1	<b>5</b>	1	<b>18</b>	-4	<b>9</b>	-4
	FI	<b>10</b>	3	<b>2</b>	0	<b>49</b>	14	<b>27</b>	-2
	SE	<b>24</b>	4	<b>9</b>	2	<b>69</b>	6	<b>31</b>	4
	UK	<b>8</b>	-4	<b>16</b>	-3	<b>34</b>	1	<b>16</b>	0

QB5 Les préoccupations en matière de sécurité ont-elles modifié la façon dont vous utilisez Internet de l'une des manières suivantes ? (ROTATION - PLUSIEURS REPONSES POSSIBLES)

QB5 Has concern about security issues made you change the way you use the Internet in any of the following ways? (ROTATE - MULTIPLE ANSWERS POSSIBLE)






























QB5 Haben Sicherheitsbedenken dazu geführt, dass sich Ihre Gewohnheiten bei der Nutzung des Internets auf eine der folgenden Arten verändert haben? (ROTIEREN - MEHRFACHNENNUNGEN MÖGLICH)

		Vous ne consultez que des sites que vous connaissez et auxquels vous faites confiance  You only visit websites you know and trust  Sie besuchen nur noch Webseiten, die Sie kennen und denen Sie vertrauen		Vous utilisez un mot de passe différent pour les différents sites  You use different passwords for different sites  Sie verwenden unterschiedliche Passwörter für verschiedene Webseiten		Vous n'ouvrez pas les emails d'expéditeur inconnu  You do not open emails from people you don't know  Sie öffnen keine E-Mails von Menschen, die Sie nicht kennen		Vous n'utilisez que votre propre ordinateur  You only use your own computer  Sie verwenden nur Ihren eigenen Computer	
%		EB 82.2	Diff. EB 79.4	EB 82.2	Diff. EB 79.4	EB 82.2	Diff. EB 79.4	EB 82.2	Diff. EB 79.4
	EU 28	<b>36</b>	4	<b>31</b>	7	<b>49</b>	9	<b>38</b>	12
	BE	<b>45</b>	6	<b>28</b>	5	<b>52</b>	3	<b>49</b>	22
	BG	<b>32</b>	-2	<b>19</b>	8	<b>38</b>	11	<b>34</b>	10
	CZ	<b>39</b>	-8	<b>22</b>	0	<b>55</b>	2	<b>45</b>	3
	DK	<b>41</b>	10	<b>49</b>	12	<b>73</b>	5	<b>43</b>	17
	DE	<b>34</b>	-2	<b>40</b>	10	<b>63</b>	11	<b>51</b>	10
	EE	<b>42</b>	8	<b>37</b>	11	<b>64</b>	9	<b>45</b>	17
	IE	<b>42</b>	10	<b>35</b>	17	<b>43</b>	20	<b>36</b>	24
	EL	<b>43</b>	9	<b>16</b>	3	<b>49</b>	17	<b>32</b>	17
	ES	<b>33</b>	3	<b>26</b>	6	<b>46</b>	9	<b>30</b>	5
	FR	<b>46</b>	1	<b>32</b>	8	<b>58</b>	6	<b>45</b>	14
	HR	<b>29</b>	2	<b>25</b>	7	<b>34</b>	7	<b>38</b>	9
	IT	<b>32</b>	11	<b>22</b>	9	<b>36</b>	13	<b>25</b>	12
	CY	<b>39</b>	0	<b>16</b>	-3	<b>37</b>	-4	<b>46</b>	18
	LV	<b>40</b>	12	<b>41</b>	16	<b>51</b>	19	<b>46</b>	23
	LT	<b>32</b>	5	<b>20</b>	6	<b>39</b>	13	<b>45</b>	24
	LU	<b>48</b>	-7	<b>46</b>	2	<b>64</b>	1	<b>57</b>	19
	HU	<b>30</b>	7	<b>20</b>	7	<b>36</b>	12	<b>35</b>	5
	MT	<b>48</b>	13	<b>42</b>	13	<b>56</b>	18	<b>41</b>	23
	NL	<b>43</b>	10	<b>58</b>	20	<b>71</b>	10	<b>44</b>	22
	AT	<b>30</b>	0	<b>38</b>	11	<b>55</b>	8	<b>42</b>	6
	PL	<b>28</b>	7	<b>17</b>	0	<b>29</b>	9	<b>30</b>	13
	PT	<b>29</b>	11	<b>26</b>	11	<b>41</b>	18	<b>30</b>	15
	RO	<b>20</b>	-4	<b>19</b>	5	<b>29</b>	3	<b>31</b>	7
	SI	<b>38</b>	-7	<b>34</b>	-6	<b>45</b>	-4	<b>45</b>	5
	SK	<b>31</b>	-8	<b>20</b>	-2	<b>35</b>	-1	<b>45</b>	6
	FI	<b>44</b>	12	<b>42</b>	7	<b>61</b>	14	<b>37</b>	15
	SE	<b>38</b>	4	<b>56</b>	17	<b>62</b>	3	<b>43</b>	21
	UK	<b>36</b>	5	<b>34</b>	2	<b>41</b>	4	<b>31</b>	10

QB5 Les préoccupations en matière de sécurité ont-elles modifié la façon dont vous utilisez Internet de l'une des manières suivantes ? (ROTATION - PLUSIEURS REPONSES POSSIBLES)

QB5 Has concern about security issues made you change the way you use the Internet in any of the following ways? (ROTATE - MULTIPLE ANSWERS POSSIBLE)






























QB5 Haben Sicherheitsbedenken dazu geführt, dass sich Ihre Gewohnheiten bei der Nutzung des Internets auf eine der folgenden Arten verändert haben? (ROTIEREN - MEHRFACHNENNUNGEN MÖGLICH)

	%	Vous avez installé un logiciel anti-virus You have installed anti-virus software Sie haben ein Anti-Viren-Programm installiert		Vous avez annulé un achat sur Internet car vous aviez des doutes sur le vendeur ou le site You cancelled an online purchase because of suspicions about the seller or website Sie haben einen Online-Kauf abgebrochen, weil Ihnen der Verkäufer oder die Webseite verdächtig vorkam		Vous changez régulièrement vos mots de passe You regularly change your passwords Sie ändern regelmäßig Ihre Passwörter		Autre (SPONTANÉ) Other (SPONTANEOUS) Andere (SPONTAN)	
		EB 82.2	Diff. EB 79.4	EB 82.2	Diff. EB 79.4	EB 82.2	Diff. EB 79.4	EB 82.2	Diff. EB 79.4
 EU 28		<b>61</b>	<b>15</b>	<b>7</b>	<b>1</b>	<b>27</b>	<b>27</b>	<b>1</b>	<b>0</b>
 BE		<b>69</b>	<b>14</b>	<b>5</b>	<b>2</b>	<b>26</b>	<b>26</b>	<b>1</b>	<b>0</b>
 BG		<b>34</b>	<b>12</b>	<b>2</b>	<b>2</b>	<b>20</b>	<b>20</b>	<b>1</b>	<b>0</b>
 CZ		<b>59</b>	<b>1</b>	<b>6</b>	<b>2</b>	<b>25</b>	<b>25</b>	<b>1</b>	<b>1</b>
 DK		<b>77</b>	<b>4</b>	<b>12</b>	<b>4</b>	<b>17</b>	<b>17</b>	<b>2</b>	<b>1</b>
 DE		<b>73</b>	<b>12</b>	<b>12</b>	<b>0</b>	<b>36</b>	<b>36</b>	<b>1</b>	<b>1</b>
 EE		<b>67</b>	<b>8</b>	<b>11</b>	<b>3</b>	<b>34</b>	<b>34</b>	<b>1</b>	<b>0</b>
 IE		<b>51</b>	<b>31</b>	<b>8</b>	<b>6</b>	<b>26</b>	<b>26</b>	<b>1</b>	<b>0</b>
 EL		<b>58</b>	<b>21</b>	<b>3</b>	<b>2</b>	<b>27</b>	<b>27</b>	<b>2</b>	<b>2</b>
 ES		<b>55</b>	<b>22</b>	<b>5</b>	<b>3</b>	<b>24</b>	<b>24</b>	<b>0</b>	<b>-1</b>
 FR		<b>71</b>	<b>9</b>	<b>7</b>	<b>1</b>	<b>26</b>	<b>26</b>	<b>1</b>	<b>0</b>
 HR		<b>58</b>	<b>23</b>	<b>10</b>	<b>4</b>	<b>22</b>	<b>22</b>	<b>2</b>	<b>1</b>
 IT		<b>50</b>	<b>27</b>	<b>3</b>	<b>3</b>	<b>25</b>	<b>25</b>	<b>2</b>	<b>2</b>
 CY		<b>41</b>	<b>5</b>	<b>3</b>	<b>-2</b>	<b>23</b>	<b>23</b>	<b>1</b>	<b>0</b>
 LV		<b>58</b>	<b>21</b>	<b>8</b>	<b>5</b>	<b>36</b>	<b>36</b>	<b>1</b>	<b>0</b>
 LT		<b>62</b>	<b>20</b>	<b>4</b>	<b>1</b>	<b>28</b>	<b>28</b>	<b>1</b>	<b>-2</b>
 LU		<b>76</b>	<b>12</b>	<b>6</b>	<b>0</b>	<b>36</b>	<b>36</b>	<b>2</b>	<b>1</b>
 HU		<b>57</b>	<b>27</b>	<b>3</b>	<b>1</b>	<b>17</b>	<b>17</b>	<b>1</b>	<b>1</b>
 MT		<b>60</b>	<b>22</b>	<b>5</b>	<b>0</b>	<b>25</b>	<b>25</b>	<b>1</b>	<b>0</b>
 NL		<b>82</b>	<b>17</b>	<b>7</b>	<b>1</b>	<b>36</b>	<b>36</b>	<b>3</b>	<b>1</b>
 AT		<b>73</b>	<b>19</b>	<b>12</b>	<b>7</b>	<b>37</b>	<b>37</b>	<b>0</b>	<b>-4</b>
 PL		<b>43</b>	<b>21</b>	<b>6</b>	<b>2</b>	<b>14</b>	<b>14</b>	<b>1</b>	<b>0</b>
 PT		<b>50</b>	<b>26</b>	<b>6</b>	<b>5</b>	<b>27</b>	<b>27</b>	<b>1</b>	<b>0</b>
 RO		<b>42</b>	<b>8</b>	<b>4</b>	<b>1</b>	<b>18</b>	<b>18</b>	<b>3</b>	<b>2</b>
 SI		<b>58</b>	<b>-5</b>	<b>1</b>	<b>-4</b>	<b>23</b>	<b>23</b>	<b>2</b>	<b>0</b>
 SK		<b>51</b>	<b>7</b>	<b>3</b>	<b>1</b>	<b>23</b>	<b>23</b>	<b>3</b>	<b>3</b>
 FI		<b>72</b>	<b>8</b>	<b>7</b>	<b>2</b>	<b>32</b>	<b>32</b>	<b>1</b>	<b>-1</b>
 SE		<b>76</b>	<b>5</b>	<b>26</b>	<b>6</b>	<b>24</b>	<b>24</b>	<b>2</b>	<b>1</b>
 UK		<b>50</b>	<b>4</b>	<b>7</b>	<b>0</b>	<b>29</b>	<b>29</b>	<b>1</b>	<b>-1</b>

QB5 Les préoccupations en matière de sécurité ont-elles modifié la façon dont vous utilisez Internet de l'une des manières suivantes ? (ROTATION - PLUSIEURS REPONSES POSSIBLES)

QB5 Has concern about security issues made you change the way you use the Internet in any of the following ways? (ROTATE - MULTIPLE ANSWERS POSSIBLE)






























QB5 Haben Sicherheitsbedenken dazu geführt, dass sich Ihre Gewohnheiten bei der Nutzung des Internets auf eine der folgenden Arten verändert haben? (ROTIEREN - MEHRFACHNENNUNGEN MÖGLICH)

		Ne sais pas		Total 'Oui'	
		Don't know		Total 'Yes'	
		Weiß nicht		Gesamt 'Ja'	
%		EB	Diff.	EB	Diff.
		82.2	EB	82.2	EB
			79.4		79.4
	EU 28	<b>1</b>	<i>-1</i>	<b>88</b>	<i>7</i>
	BE	<b>1</b>	<i>1</i>	<b>93</b>	<i>4</i>
	BG	<b>3</b>	<i>-1</i>	<b>81</b>	<i>8</i>
	CZ	<b>0</b>	<i>-1</i>	<b>94</b>	<i>5</i>
	DK	<b>0</b>	<i>0</i>	<b>95</b>	<i>5</i>
	DE	<b>1</b>	<i>1</i>	<b>91</b>	<i>5</i>
	EE	<b>2</b>	<i>0</i>	<b>91</b>	<i>10</i>
	IE	<b>1</b>	<i>-1</i>	<b>88</b>	<i>12</i>
	EL	<b>0</b>	<i>-1</i>	<b>92</b>	<i>8</i>
	ES	<b>0</b>	<i>-2</i>	<b>84</b>	<i>3</i>
	FR	<b>1</b>	<i>0</i>	<b>92</b>	<i>5</i>
	HR	<b>2</b>	<i>1</i>	<b>92</b>	<i>10</i>
	IT	<b>2</b>	<i>0</i>	<b>85</b>	<i>11</i>
	CY	<b>0</b>	<i>0</i>	<b>86</b>	<i>5</i>
	LV	<b>1</b>	<i>-3</i>	<b>90</b>	<i>23</i>
	LT	<b>1</b>	<i>-2</i>	<b>90</b>	<i>16</i>
	LU	<b>1</b>	<i>0</i>	<b>94</b>	<i>4</i>
	HU	<b>1</b>	<i>1</i>	<b>87</b>	<i>10</i>
	MT	<b>2</b>	<i>1</i>	<b>90</b>	<i>9</i>
	NL	<b>0</b>	<i>0</i>	<b>98</b>	<i>9</i>
	AT	<b>1</b>	<i>1</i>	<b>95</b>	<i>12</i>
	PL	<b>7</b>	<i>-2</i>	<b>78</b>	<i>17</i>
	PT	<b>0</b>	<i>-1</i>	<b>87</b>	<i>11</i>
	RO	<b>3</b>	<i>0</i>	<b>80</b>	<i>3</i>
	SI	<b>1</b>	<i>1</i>	<b>90</b>	<i>1</i>
	SK	<b>2</b>	<i>1</i>	<b>89</b>	<i>3</i>
	FI	<b>1</b>	<i>1</i>	<b>92</b>	<i>4</i>
	SE	<b>0</b>	<i>0</i>	<b>96</b>	<i>3</i>
	UK	<b>2</b>	<i>1</i>	<b>80</b>	<i>1</i>

QB6 En pensant au harcèlement sur Internet (cela peut tout inclure, de l'intimidation ou chantage en ligne à des dangers plus graves sur Internet), qu'est-ce qui est fait dans votre foyer, le cas échéant, pour protéger les enfants de moins de 16 ans lorsqu'ils sont sur Internet ? (NE PAS LIRE – PLUSIEURS REPONSES POSSIBLES)

QB6 Thinking about online harassment (this can include anything from cyber bullying or blackmailing to more serious Internet dangers), what, if anything, is done in your household to protect children under 16 years old while they are online? (DO NOT READ OUT – MULTIPLE ANSWERS POSSIBLE)






























QB6 Wenn Sie an Online-Belästigungen denken (dies umfasst alles von Internet-Mobbing oder -Erpressung bis zu noch ernsteren Gefahren im Internet): Was wird, wenn überhaupt, in Ihrem Haushalt getan, um Kinder unter 16 Jahren zu schützen, wenn sie online sind? (BILDSCHIRM NICHT ZEIGEN – NICHT VORLESEN – MEHRFACHNENNUNGEN MÖGLICH)

		Surveiller l'utilisation d'Internet par l'enfant Monitor child's Internet usage Überwachung der Internetnutzung des Kindes	Modifier les paramètres du moteur de recherche etc. pour une utilisation par un enfant Adjust security settings on browser etc. for use by child Anpassung der Sicherheitseinstellungen in Browsern usw. an die Nutzung durch ein Kind	Limitier le temps passé par l'enfant sur Internet Limit time spent by child online Das Kind darf nur für begrenzte Zeit online sein
%		EB 82.2	EB 82.2	EB 82.2
	EU 28	<b>22</b>	<b>13</b>	<b>18</b>
	BE	<b>21</b>	<b>13</b>	<b>19</b>
	BG	<b>15</b>	<b>8</b>	<b>17</b>
	CZ	<b>20</b>	<b>7</b>	<b>15</b>
	DK	<b>13</b>	<b>10</b>	<b>9</b>
	DE	<b>16</b>	<b>10</b>	<b>14</b>
	EE	<b>19</b>	<b>7</b>	<b>16</b>
	IE	<b>30</b>	<b>16</b>	<b>19</b>
	EL	<b>20</b>	<b>13</b>	<b>14</b>
	ES	<b>26</b>	<b>16</b>	<b>18</b>
	FR	<b>33</b>	<b>15</b>	<b>22</b>
	HR	<b>31</b>	<b>17</b>	<b>24</b>
	IT	<b>26</b>	<b>20</b>	<b>26</b>
	CY	<b>21</b>	<b>9</b>	<b>16</b>
	LV	<b>21</b>	<b>5</b>	<b>17</b>
	LT	<b>14</b>	<b>4</b>	<b>12</b>
	LU	<b>30</b>	<b>14</b>	<b>21</b>
	HU	<b>16</b>	<b>6</b>	<b>11</b>
	MT	<b>31</b>	<b>23</b>	<b>21</b>
	NL	<b>19</b>	<b>15</b>	<b>14</b>
	AT	<b>22</b>	<b>14</b>	<b>19</b>
	PL	<b>16</b>	<b>9</b>	<b>15</b>
	PT	<b>11</b>	<b>10</b>	<b>15</b>
	RO	<b>20</b>	<b>10</b>	<b>23</b>
	SI	<b>18</b>	<b>8</b>	<b>15</b>
	SK	<b>13</b>	<b>6</b>	<b>13</b>
	FI	<b>25</b>	<b>12</b>	<b>20</b>
	SE	<b>20</b>	<b>10</b>	<b>14</b>
	UK	<b>20</b>	<b>14</b>	<b>15</b>

QB6 En pensant au harcèlement sur Internet (cela peut tout inclure, de l'intimidation ou chantage en ligne à des dangers plus graves sur Internet), qu'est-ce qui est fait dans votre foyer, le cas échéant, pour protéger les enfants de moins de 16 ans lorsqu'ils sont sur Internet ? (NE PAS LIRE – PLUSIEURS REPONSES POSSIBLES)

QB6 Thinking about online harassment (this can include anything from cyber bullying or blackmailing to more serious Internet dangers), what, if anything, is done in your household to protect children under 16 years old while they are online? (DO NOT READ OUT – MULTIPLE ANSWERS POSSIBLE)

QB6 Wenn Sie an Online-Belästigungen denken (dies umfasst alles von Internet-Mobbing oder -Erpressung bis zu noch ernsteren Gefahren im Internet): Was wird, wenn überhaupt, in Ihrem Haushalt getan, um Kinder unter 16 Jahren zu schützen, wenn sie online sind? (BILDSCHIRM NICHT ZEIGEN – NICHT VORLESEN – MEHRFACHNENNUNGEN MÖGLICH)






























		Parler à l'enfant des risques d'Internet	Vous souhaiteriez faire quelque chose, mais vous ne savez pas comment	Autre
		Talk to child about risks on Internet	You would like to do something, but you do not know how	Other
		Sie besprechen die Risiken des Internets mit dem Kind	Sie würden gerne etwas tun, wissen aber nicht, wie	Sonstiges
%		EB 82.2	EB 82.2	EB 82.2
	EU 28	<b>21</b>	<b>3</b>	<b>3</b>
	BE	<b>24</b>	<b>3</b>	<b>0</b>
	BG	<b>21</b>	<b>5</b>	<b>1</b>
	CZ	<b>19</b>	<b>5</b>	<b>5</b>
	DK	<b>25</b>	<b>3</b>	<b>4</b>
	DE	<b>16</b>	<b>1</b>	<b>2</b>
	EE	<b>20</b>	<b>1</b>	<b>2</b>
	IE	<b>22</b>	<b>3</b>	<b>4</b>
	EL	<b>22</b>	<b>3</b>	<b>2</b>
	ES	<b>21</b>	<b>1</b>	<b>2</b>
	FR	<b>32</b>	<b>2</b>	<b>4</b>
	HR	<b>33</b>	<b>5</b>	<b>3</b>
	IT	<b>26</b>	<b>7</b>	<b>3</b>
	CY	<b>21</b>	<b>2</b>	<b>1</b>
	LV	<b>11</b>	<b>2</b>	<b>4</b>
	LT	<b>11</b>	<b>3</b>	<b>4</b>
	LU	<b>28</b>	<b>2</b>	<b>11</b>
	HU	<b>16</b>	<b>5</b>	<b>3</b>
	MT	<b>27</b>	<b>4</b>	<b>3</b>
	NL	<b>28</b>	<b>1</b>	<b>3</b>
	AT	<b>20</b>	<b>5</b>	<b>3</b>
	PL	<b>13</b>	<b>2</b>	<b>1</b>
	PT	<b>18</b>	<b>1</b>	<b>1</b>
	RO	<b>20</b>	<b>5</b>	<b>3</b>
	SI	<b>15</b>	<b>3</b>	<b>10</b>
	SK	<b>14</b>	<b>6</b>	<b>8</b>
	FI	<b>20</b>	<b>2</b>	<b>3</b>
	SE	<b>23</b>	<b>3</b>	<b>5</b>
	UK	<b>16</b>	<b>2</b>	<b>2</b>



QB6 En pensant au harcèlement sur Internet (cela peut tout inclure, de l'intimidation ou chantage en ligne à des dangers plus graves sur Internet), qu'est-ce qui est fait dans votre foyer, le cas échéant, pour protéger les enfants de moins de 16 ans lorsqu'ils sont sur Internet ? (NE PAS LIRE – PLUSIEURS REPONSES POSSIBLES)

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QB6 Wenn Sie an Online-Belästigungen denken (dies umfasst alles von Internet-Mobbing oder -Erpressung bis zu noch ernsteren Gefahren im Internet): Was wird, wenn überhaupt, in Ihrem Haushalt getan, um Kinder unter 16 Jahren zu schützen, wenn sie online sind? (BILDSCHIRM NICHT ZEIGEN – NICHT VORLESEN – MEHRFACHNENNUNGEN MÖGLICH)

		Rien	Ne s'applique pas	Ne sais pas
		Nothing	Not applicable	Don't know
		Nichts	Nicht zutreffend	Weiß nicht
%		EB 82.2	EB 82.2	EB 82.2
 EU 28		<b>6</b>	<b>53</b>	<b>3</b>
 BE		<b>10</b>	<b>52</b>	<b>1</b>
 BG		<b>4</b>	<b>51</b>	<b>7</b>
 CZ		<b>8</b>	<b>49</b>	<b>4</b>
 DK		<b>7</b>	<b>58</b>	<b>1</b>
 DE		<b>9</b>	<b>63</b>	<b>2</b>
 EE		<b>4</b>	<b>63</b>	<b>4</b>
 IE		<b>3</b>	<b>51</b>	<b>2</b>
 EL		<b>4</b>	<b>60</b>	<b>1</b>
 ES		<b>3</b>	<b>58</b>	<b>0</b>
 FR		<b>3</b>	<b>47</b>	<b>3</b>
 HR		<b>3</b>	<b>42</b>	<b>3</b>
 IT		<b>7</b>	<b>31</b>	<b>4</b>
 CY		<b>3</b>	<b>62</b>	<b>0</b>
 LV		<b>6</b>	<b>58</b>	<b>2</b>
 LT		<b>5</b>	<b>66</b>	<b>2</b>
 LU		<b>3</b>	<b>43</b>	<b>1</b>
 HU		<b>8</b>	<b>54</b>	<b>2</b>
 MT		<b>3</b>	<b>42</b>	<b>3</b>
 NL		<b>1</b>	<b>59</b>	<b>1</b>
 AT		<b>2</b>	<b>56</b>	<b>5</b>
 PL		<b>3</b>	<b>61</b>	<b>4</b>
 PT		<b>3</b>	<b>65</b>	<b>1</b>
 RO		<b>2</b>	<b>45</b>	<b>8</b>
 SI		<b>8</b>	<b>50</b>	<b>3</b>
 SK		<b>7</b>	<b>48</b>	<b>5</b>
 FI		<b>8</b>	<b>55</b>	<b>1</b>
 SE		<b>3</b>	<b>62</b>	<b>2</b>
 UK		<b>8</b>	<b>57</b>	<b>2</b>

QB7.1 La cybercriminalité peut comporter différents types d'activités criminelles. Dans quelle mesure êtes-vous personnellement inquiet(e) de pouvoir être exposé(e) ou la victime de l'un des faits de cybercriminalité suivants ? (ROTATION)






























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

QB7.1 Cybercrimes can include many different types of criminal activity. How concerned are you personally about experiencing or being a victim of the following cybercrimes? (ROTATE)

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

QB7.1 Internet-Kriminalität umfasst viele verschiedene Arten krimineller Handlungen. Wie besorgt sind Sie persönlich, eine der folgenden Arten von Internet-Kriminalität zu erleben bzw. Opfer davon zu werden? (ROTIEREN)

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

	%	Très inquiet(e) Very concerned Sehr besorgt		Plutôt inquiet(e) Fairly concerned Ziemlich besorgt		Plutôt pas inquiet(e) Not very concerned Nicht sehr besorgt		Pas du tout inquiet(e) Not at all concerned Überhaupt nicht besorgt		Ne sais pas Don't know Weiß nicht		Total 'Inquiet(e)' Total 'Concerned' Gesamt 'Besorgt'		Total 'Pas inquiet(e)' Total 'Not concerned' Gesamt 'Nicht besorgt'	
		EB	Diff.	EB	Diff.	EB	Diff.	EB	Diff.	EB	Diff.	EB	Diff.	EB	Diff.
		82.2	EB 79.4	82.2	EB 79.4	82.2	EB 79.4	82.2	EB 79.4	82.2	EB 79.4	82.2	EB 79.4	82.2	EB 79.4
 EU 28		<b>33</b>	15	<b>35</b>	1	<b>22</b>	-10	<b>9</b>	-6	<b>1</b>	0	<b>68</b>	16	<b>31</b>	-16
 BE		<b>30</b>	12	<b>34</b>	2	<b>27</b>	-10	<b>9</b>	-4	<b>0</b>	0	<b>64</b>	14	<b>36</b>	-14
 BG		<b>27</b>	13	<b>40</b>	-9	<b>17</b>	-4	<b>12</b>	0	<b>4</b>	0	<b>67</b>	4	<b>29</b>	-4
 CZ		<b>43</b>	4	<b>28</b>	0	<b>19</b>	-2	<b>8</b>	-3	<b>2</b>	1	<b>71</b>	4	<b>27</b>	-5
 DK		<b>28</b>	12	<b>36</b>	13	<b>28</b>	-14	<b>8</b>	-11	<b>0</b>	0	<b>64</b>	25	<b>36</b>	-25
 DE		<b>23</b>	10	<b>37</b>	6	<b>31</b>	-7	<b>8</b>	-9	<b>1</b>	0	<b>60</b>	16	<b>39</b>	-16
 EE		<b>17</b>	7	<b>31</b>	6	<b>31</b>	-15	<b>15</b>	-2	<b>6</b>	4	<b>48</b>	13	<b>46</b>	-17
 IE		<b>49</b>	23	<b>28</b>	-1	<b>12</b>	-16	<b>9</b>	-7	<b>2</b>	1	<b>77</b>	22	<b>21</b>	-23
 EL		<b>35</b>	26	<b>37</b>	-5	<b>16</b>	-16	<b>12</b>	-4	<b>0</b>	-1	<b>72</b>	21	<b>28</b>	-20
 ES		<b>49</b>	21	<b>30</b>	1	<b>16</b>	-12	<b>5</b>	-9	<b>0</b>	-1	<b>79</b>	22	<b>21</b>	-21
 FR		<b>42</b>	18	<b>38</b>	-4	<b>11</b>	-8	<b>8</b>	-7	<b>1</b>	1	<b>80</b>	14	<b>19</b>	-15
 HR		<b>35</b>	20	<b>38</b>	6	<b>17</b>	-15	<b>9</b>	-11	<b>1</b>	0	<b>73</b>	26	<b>26</b>	-26
 IT		<b>31</b>	17	<b>41</b>	2	<b>22</b>	-12	<b>5</b>	-6	<b>1</b>	-1	<b>72</b>	19	<b>27</b>	-18
 CY		<b>42</b>	6	<b>23</b>	-8	<b>14</b>	-4	<b>21</b>	6	<b>0</b>	0	<b>65</b>	-2	<b>35</b>	2
 LV		<b>37</b>	8	<b>32</b>	-7	<b>17</b>	-7	<b>11</b>	4	<b>3</b>	2	<b>69</b>	1	<b>28</b>	-3
 LT		<b>36</b>	13	<b>36</b>	-7	<b>16</b>	-10	<b>10</b>	3	<b>2</b>	1	<b>72</b>	6	<b>26</b>	-7
 LU		<b>34</b>	14	<b>39</b>	8	<b>15</b>	-15	<b>9</b>	-9	<b>3</b>	2	<b>73</b>	22	<b>24</b>	-24
 HU		<b>25</b>	9	<b>31</b>	-2	<b>21</b>	-11	<b>21</b>	3	<b>2</b>	1	<b>56</b>	7	<b>42</b>	-8
 MT		<b>37</b>	16	<b>37</b>	-1	<b>13</b>	-19	<b>10</b>	3	<b>3</b>	1	<b>74</b>	15	<b>23</b>	-16
 NL		<b>14</b>	8	<b>34</b>	9	<b>37</b>	-12	<b>14</b>	-5	<b>1</b>	0	<b>48</b>	17	<b>51</b>	-17
 AT		<b>25</b>	13	<b>32</b>	5	<b>28</b>	-17	<b>13</b>	-2	<b>2</b>	1	<b>57</b>	18	<b>41</b>	-19
 PL		<b>27</b>	8	<b>35</b>	-1	<b>28</b>	-2	<b>7</b>	-5	<b>3</b>	0	<b>62</b>	7	<b>35</b>	-7
 PT		<b>28</b>	13	<b>46</b>	2	<b>16</b>	-15	<b>9</b>	0	<b>1</b>	0	<b>74</b>	15	<b>25</b>	-15
 RO		<b>32</b>	16	<b>31</b>	-3	<b>16</b>	-15	<b>18</b>	1	<b>3</b>	1	<b>63</b>	13	<b>34</b>	-14
 SI		<b>23</b>	5	<b>30</b>	3	<b>31</b>	-4	<b>14</b>	-6	<b>2</b>	2	<b>53</b>	8	<b>45</b>	-10
 SK		<b>17</b>	6	<b>42</b>	-1	<b>23</b>	-12	<b>15</b>	6	<b>3</b>	1	<b>59</b>	5	<b>38</b>	-6
 FI		<b>14</b>	2	<b>36</b>	14	<b>34</b>	-11	<b>15</b>	-6	<b>1</b>	1	<b>50</b>	16	<b>49</b>	-17
 SE		<b>18</b>	11	<b>34</b>	10	<b>35</b>	-12	<b>12</b>	-10	<b>1</b>	1	<b>52</b>	21	<b>47</b>	-22
 UK		<b>45</b>	28	<b>29</b>	-7	<b>17</b>	-13	<b>9</b>	-7	<b>0</b>	-1	<b>74</b>	21	<b>26</b>	-20

QB7.2 La cybercriminalité peut comporter différents types d'activités criminelles. Dans quelle mesure êtes-vous personnellement inquiet(e) de pouvoir être exposé(e) ou la victime de l'un des faits de cybercriminalité suivants ? (ROTATION)






























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

QB7.2 Cybercrimes can include many different types of criminal activity. How concerned are you personally about experiencing or being a victim of the following cybercrimes? (ROTATE)

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

QB7.2 Internet-Kriminalität umfasst viele verschiedene Arten krimineller Handlungen. Wie besorgt sind Sie persönlich, eine der folgenden Arten von Internet-Kriminalität zu erleben bzw. Opfer davon zu werden? (ROTIEREN)

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

	%	Très inquiet(e)		Plutôt inquiet(e)		Plutôt pas inquiet(e)		Pas du tout inquiet(e)		Ne sais pas		Total 'Inquiet(e)'		Total 'Pas inquiet(e)'	
		Very concerned		Fairly concerned		Not very concerned		Not at all concerned		Don't know		Total 'Concerned'		Total 'Not concerned'	
		Sehr besorgt		Ziemlich besorgt		Nicht sehr besorgt		Überhaupt nicht besorgt		Weiß nicht		Gesamt 'Besorgt'		Gesamt 'Nicht besorgt'	
		EB	Diff. EB	EB	Diff. EB	EB	Diff. EB	EB	Diff. EB	EB	Diff. EB	EB	Diff. EB	EB	Diff. EB
		82.2	79.4	82.2	79.4	82.2	79.4	82.2	79.4	82.2	79.4	82.2	79.4	82.2	79.4
 EU 28		<b>24</b>	<b>11</b>	<b>33</b>	<b>3</b>	<b>27</b>	<b>-11</b>	<b>15</b>	<b>-3</b>	<b>1</b>	<b>0</b>	<b>57</b>	<b>14</b>	<b>42</b>	<b>-14</b>
 BE		<b>21</b>	<b>8</b>	<b>33</b>	<b>-1</b>	<b>32</b>	<b>-6</b>	<b>14</b>	<b>-1</b>	<b>0</b>	<b>0</b>	<b>54</b>	<b>7</b>	<b>46</b>	<b>-7</b>
 BG		<b>18</b>	<b>5</b>	<b>40</b>	<b>-3</b>	<b>22</b>	<b>-4</b>	<b>15</b>	<b>1</b>	<b>5</b>	<b>1</b>	<b>58</b>	<b>2</b>	<b>37</b>	<b>-3</b>
 CZ		<b>28</b>	<b>3</b>	<b>32</b>	<b>1</b>	<b>25</b>	<b>-3</b>	<b>12</b>	<b>-2</b>	<b>3</b>	<b>1</b>	<b>60</b>	<b>4</b>	<b>37</b>	<b>-5</b>
 DK		<b>19</b>	<b>11</b>	<b>31</b>	<b>8</b>	<b>36</b>	<b>-12</b>	<b>14</b>	<b>-7</b>	<b>0</b>	<b>0</b>	<b>50</b>	<b>19</b>	<b>50</b>	<b>-19</b>
 DE		<b>14</b>	<b>2</b>	<b>31</b>	<b>2</b>	<b>35</b>	<b>-8</b>	<b>19</b>	<b>3</b>	<b>1</b>	<b>1</b>	<b>45</b>	<b>4</b>	<b>54</b>	<b>-5</b>
 EE		<b>13</b>	<b>7</b>	<b>25</b>	<b>2</b>	<b>35</b>	<b>-14</b>	<b>22</b>	<b>2</b>	<b>5</b>	<b>3</b>	<b>38</b>	<b>9</b>	<b>57</b>	<b>-12</b>
 IE		<b>44</b>	<b>19</b>	<b>28</b>	<b>-1</b>	<b>17</b>	<b>-14</b>	<b>10</b>	<b>-4</b>	<b>1</b>	<b>0</b>	<b>72</b>	<b>18</b>	<b>27</b>	<b>-18</b>
 EL		<b>28</b>	<b>18</b>	<b>38</b>	<b>3</b>	<b>23</b>	<b>-17</b>	<b>11</b>	<b>-3</b>	<b>0</b>	<b>-1</b>	<b>66</b>	<b>21</b>	<b>34</b>	<b>-20</b>
 ES		<b>35</b>	<b>12</b>	<b>32</b>	<b>8</b>	<b>22</b>	<b>-14</b>	<b>11</b>	<b>-5</b>	<b>0</b>	<b>-1</b>	<b>67</b>	<b>20</b>	<b>33</b>	<b>-19</b>
 FR		<b>25</b>	<b>10</b>	<b>33</b>	<b>-1</b>	<b>21</b>	<b>-6</b>	<b>19</b>	<b>-4</b>	<b>2</b>	<b>1</b>	<b>58</b>	<b>9</b>	<b>40</b>	<b>-10</b>
 HR		<b>25</b>	<b>16</b>	<b>39</b>	<b>8</b>	<b>23</b>	<b>-13</b>	<b>12</b>	<b>-11</b>	<b>1</b>	<b>0</b>	<b>64</b>	<b>24</b>	<b>35</b>	<b>-24</b>
 IT		<b>23</b>	<b>9</b>	<b>41</b>	<b>7</b>	<b>27</b>	<b>-14</b>	<b>8</b>	<b>-2</b>	<b>1</b>	<b>0</b>	<b>64</b>	<b>16</b>	<b>35</b>	<b>-16</b>
 CY		<b>34</b>	<b>4</b>	<b>26</b>	<b>-10</b>	<b>13</b>	<b>-7</b>	<b>26</b>	<b>12</b>	<b>1</b>	<b>1</b>	<b>60</b>	<b>-6</b>	<b>39</b>	<b>5</b>
 LV		<b>27</b>	<b>11</b>	<b>31</b>	<b>-8</b>	<b>28</b>	<b>-4</b>	<b>12</b>	<b>0</b>	<b>2</b>	<b>1</b>	<b>58</b>	<b>3</b>	<b>40</b>	<b>-4</b>
 LT		<b>24</b>	<b>9</b>	<b>35</b>	<b>-5</b>	<b>23</b>	<b>-9</b>	<b>15</b>	<b>4</b>	<b>3</b>	<b>1</b>	<b>59</b>	<b>4</b>	<b>38</b>	<b>-5</b>
 LU		<b>24</b>	<b>9</b>	<b>34</b>	<b>1</b>	<b>21</b>	<b>-13</b>	<b>17</b>	<b>-1</b>	<b>4</b>	<b>4</b>	<b>58</b>	<b>10</b>	<b>38</b>	<b>-14</b>
 HU		<b>19</b>	<b>11</b>	<b>29</b>	<b>-4</b>	<b>25</b>	<b>-14</b>	<b>25</b>	<b>7</b>	<b>2</b>	<b>0</b>	<b>48</b>	<b>7</b>	<b>50</b>	<b>-7</b>
 MT		<b>29</b>	<b>13</b>	<b>29</b>	<b>-10</b>	<b>22</b>	<b>-8</b>	<b>16</b>	<b>3</b>	<b>4</b>	<b>2</b>	<b>58</b>	<b>3</b>	<b>38</b>	<b>-5</b>
 NL		<b>13</b>	<b>8</b>	<b>30</b>	<b>5</b>	<b>37</b>	<b>-14</b>	<b>19</b>	<b>0</b>	<b>1</b>	<b>1</b>	<b>43</b>	<b>13</b>	<b>56</b>	<b>-14</b>
 AT		<b>24</b>	<b>13</b>	<b>26</b>	<b>-2</b>	<b>30</b>	<b>-12</b>	<b>17</b>	<b>-1</b>	<b>3</b>	<b>2</b>	<b>50</b>	<b>11</b>	<b>47</b>	<b>-13</b>
 PL		<b>23</b>	<b>10</b>	<b>33</b>	<b>-4</b>	<b>32</b>	<b>-3</b>	<b>9</b>	<b>-3</b>	<b>3</b>	<b>0</b>	<b>56</b>	<b>6</b>	<b>41</b>	<b>-6</b>
 PT		<b>19</b>	<b>7</b>	<b>47</b>	<b>6</b>	<b>22</b>	<b>-14</b>	<b>10</b>	<b>-1</b>	<b>2</b>	<b>2</b>	<b>66</b>	<b>13</b>	<b>32</b>	<b>-15</b>
 RO		<b>21</b>	<b>8</b>	<b>33</b>	<b>7</b>	<b>21</b>	<b>-14</b>	<b>21</b>	<b>-3</b>	<b>4</b>	<b>2</b>	<b>54</b>	<b>15</b>	<b>42</b>	<b>-17</b>
 SI		<b>18</b>	<b>9</b>	<b>28</b>	<b>0</b>	<b>33</b>	<b>-8</b>	<b>19</b>	<b>-3</b>	<b>2</b>	<b>2</b>	<b>46</b>	<b>9</b>	<b>52</b>	<b>-11</b>
 SK		<b>12</b>	<b>5</b>	<b>36</b>	<b>4</b>	<b>29</b>	<b>-14</b>	<b>18</b>	<b>2</b>	<b>5</b>	<b>3</b>	<b>48</b>	<b>9</b>	<b>47</b>	<b>-12</b>
 FI		<b>12</b>	<b>6</b>	<b>28</b>	<b>7</b>	<b>35</b>	<b>-11</b>	<b>24</b>	<b>-3</b>	<b>1</b>	<b>1</b>	<b>40</b>	<b>13</b>	<b>59</b>	<b>-14</b>
 SE		<b>9</b>	<b>7</b>	<b>20</b>	<b>8</b>	<b>37</b>	<b>-15</b>	<b>33</b>	<b>-1</b>	<b>1</b>	<b>1</b>	<b>29</b>	<b>15</b>	<b>70</b>	<b>-16</b>
 UK		<b>34</b>	<b>23</b>	<b>28</b>	<b>0</b>	<b>23</b>	<b>-16</b>	<b>14</b>	<b>-7</b>	<b>1</b>	<b>0</b>	<b>62</b>	<b>23</b>	<b>37</b>	<b>-23</b>

QB7.3 La cybercriminalité peut comporter différents types d'activités criminelles. Dans quelle mesure êtes-vous personnellement inquiet(e) de pouvoir être exposé(e) ou la victime de l'un des faits de cybercriminalité suivants ? (ROTATION)






























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

QB7.3 Cybercrimes can include many different types of criminal activity. How concerned are you personally about experiencing or being a victim of the following cybercrimes? (ROTATE)

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

QB7.3 Internet-Kriminalität umfasst viele verschiedene Arten krimineller Handlungen. Wie besorgt sind Sie persönlich, eine der folgenden Arten von Internet-Kriminalität zu erleben bzw. Opfer davon zu werden? (ROTIEREN)

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

	%	Très inquiet(e)		Plutôt inquiet(e)		Plutôt pas inquiet(e)		Pas du tout inquiet(e)		Ne sais pas		Total 'Inquiet(e)'		Total 'Pas inquiet(e)'	
		Very concerned		Fairly concerned		Not very concerned		Not at all concerned		Don't know		Total 'Concerned'		Total 'Not concerned'	
		Sehr besorgt		Ziemlich besorgt		Nicht sehr besorgt		Überhaupt nicht besorgt		Weiß nicht		Gesamt 'Besorgt'		Gesamt 'Nicht besorgt'	
		EB	Diff.	EB	Diff.	EB	Diff.	EB	Diff.	EB	Diff.	EB	Diff.	EB	Diff.
		82.2	79.4	82.2	79.4	82.2	79.4	82.2	79.4	82.2	79.4	82.2	79.4	82.2	79.4
 EU 28		<b>21</b>	10	<b>35</b>	4	<b>27</b>	-10	<b>14</b>	-5	<b>3</b>	1	<b>56</b>	14	<b>41</b>	-15
 BE		<b>13</b>	3	<b>40</b>	10	<b>31</b>	-8	<b>14</b>	-6	<b>2</b>	1	<b>53</b>	13	<b>45</b>	-14
 BG		<b>20</b>	9	<b>34</b>	0	<b>21</b>	-3	<b>18</b>	-6	<b>7</b>	0	<b>54</b>	9	<b>39</b>	-9
 CZ		<b>31</b>	1	<b>35</b>	-2	<b>21</b>	0	<b>10</b>	0	<b>3</b>	1	<b>66</b>	-1	<b>31</b>	0
 DK		<b>15</b>	8	<b>29</b>	8	<b>40</b>	-10	<b>14</b>	-7	<b>2</b>	1	<b>44</b>	16	<b>54</b>	-17
 DE		<b>13</b>	4	<b>29</b>	-1	<b>40</b>	-2	<b>15</b>	-3	<b>3</b>	2	<b>42</b>	3	<b>55</b>	-5
 EE		<b>13</b>	7	<b>29</b>	3	<b>27</b>	-16	<b>21</b>	-1	<b>10</b>	7	<b>42</b>	10	<b>48</b>	-17
 IE		<b>39</b>	18	<b>31</b>	5	<b>17</b>	-17	<b>11</b>	-6	<b>2</b>	0	<b>70</b>	23	<b>28</b>	-23
 EL		<b>26</b>	17	<b>31</b>	-1	<b>24</b>	-16	<b>19</b>	1	<b>0</b>	-1	<b>57</b>	16	<b>43</b>	-15
 ES		<b>35</b>	16	<b>36</b>	8	<b>18</b>	-12	<b>11</b>	-9	<b>0</b>	-3	<b>71</b>	24	<b>29</b>	-21
 FR		<b>16</b>	5	<b>39</b>	4	<b>22</b>	-7	<b>18</b>	-6	<b>5</b>	4	<b>55</b>	9	<b>40</b>	-13
 HR		<b>29</b>	17	<b>37</b>	6	<b>18</b>	-14	<b>13</b>	-11	<b>3</b>	2	<b>66</b>	23	<b>31</b>	-25
 IT		<b>22</b>	11	<b>42</b>	10	<b>26</b>	-14	<b>8</b>	-7	<b>2</b>	0	<b>64</b>	21	<b>34</b>	-21
 CY		<b>27</b>	-2	<b>27</b>	-2	<b>13</b>	-6	<b>29</b>	6	<b>4</b>	4	<b>54</b>	-4	<b>42</b>	0
 LV		<b>24</b>	8	<b>32</b>	-10	<b>21</b>	-7	<b>16</b>	5	<b>7</b>	4	<b>56</b>	-2	<b>37</b>	-2
 LT		<b>24</b>	10	<b>40</b>	-3	<b>16</b>	-13	<b>14</b>	4	<b>6</b>	2	<b>64</b>	7	<b>30</b>	-9
 LU		<b>14</b>	5	<b>30</b>	1	<b>26</b>	-11	<b>22</b>	-1	<b>8</b>	6	<b>44</b>	6	<b>48</b>	-12
 HU		<b>21</b>	11	<b>30</b>	2	<b>20</b>	-13	<b>27</b>	0	<b>2</b>	0	<b>51</b>	13	<b>47</b>	-13
 MT		<b>29</b>	13	<b>38</b>	1	<b>13</b>	-14	<b>16</b>	-1	<b>4</b>	1	<b>67</b>	14	<b>29</b>	-15
 NL		<b>6</b>	3	<b>29</b>	4	<b>44</b>	-6	<b>17</b>	-3	<b>4</b>	2	<b>35</b>	7	<b>61</b>	-9
 AT		<b>26</b>	17	<b>28</b>	-3	<b>28</b>	-14	<b>15</b>	-2	<b>3</b>	2	<b>54</b>	14	<b>43</b>	-16
 PL		<b>24</b>	13	<b>37</b>	-2	<b>27</b>	-7	<b>9</b>	-3	<b>3</b>	-1	<b>61</b>	11	<b>36</b>	-10
 PT		<b>19</b>	11	<b>43</b>	5	<b>20</b>	-14	<b>14</b>	-4	<b>4</b>	2	<b>62</b>	16	<b>34</b>	-18
 RO		<b>23</b>	12	<b>30</b>	0	<b>20</b>	-11	<b>21</b>	-3	<b>6</b>	2	<b>53</b>	12	<b>41</b>	-14
 SI		<b>15</b>	7	<b>32</b>	7	<b>31</b>	-7	<b>20</b>	-9	<b>2</b>	2	<b>47</b>	14	<b>51</b>	-16
 SK		<b>16</b>	9	<b>37</b>	-3	<b>23</b>	-13	<b>18</b>	3	<b>6</b>	4	<b>53</b>	6	<b>41</b>	-10
 FI		<b>13</b>	6	<b>27</b>	1	<b>37</b>	-7	<b>21</b>	-2	<b>2</b>	2	<b>40</b>	7	<b>58</b>	-9
 SE		<b>6</b>	4	<b>24</b>	8	<b>43</b>	-9	<b>24</b>	-5	<b>3</b>	2	<b>30</b>	12	<b>67</b>	-14
 UK		<b>33</b>	23	<b>34</b>	3	<b>21</b>	-18	<b>11</b>	-8	<b>1</b>	0	<b>67</b>	26	<b>32</b>	-26

QB7.4 La cybercriminalité peut comporter différents types d'activités criminelles. Dans quelle mesure êtes-vous personnellement inquiet(e) de pouvoir être exposé(e) ou la victime de l'un des faits de cybercriminalité suivants ? (ROTATION)






























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

QB7.4 Cybercrimes can include many different types of criminal activity. How concerned are you personally about experiencing or being a victim of the following cybercrimes? (ROTATE)

Accidentally encountering child pornography online

QB7.4 Internet-Kriminalität umfasst viele verschiedene Arten krimineller Handlungen. Wie besorgt sind Sie persönlich, eine der folgenden Arten von Internet-Kriminalität zu erleben bzw. Opfer davon zu werden? (ROTIEREN)

Durch Zufall auf Kinderpornographie im Internet zu stoßen

	%	Très inquiet(e)		Plutôt inquiet(e)		Plutôt pas inquiet(e)		Pas du tout inquiet(e)		Ne sais pas		Total 'Inquiet(e)'		Total 'Pas inquiet(e)'	
		Very concerned		Fairly concerned		Not very concerned		Not at all concerned		Don't know		Total 'Concerned'		Total 'Not concerned'	
		Sehr besorgt		Ziemlich besorgt		Nicht sehr besorgt		Überhaupt nicht besorgt		Weiß nicht		Gesamt 'Besorgt'		Gesamt 'Nicht besorgt'	
		EB 82.2	Diff. EB 79.4	EB 82.2	Diff. EB 79.4	EB 82.2	Diff. EB 79.4	EB 82.2	Diff. EB 79.4	EB 82.2	Diff. EB 79.4	EB 82.2	Diff. EB 79.4	EB 82.2	Diff. EB 79.4
 EU 28		<b>28</b>	9	<b>24</b>	-1	<b>25</b>	-8	<b>20</b>	-1	<b>3</b>	1	<b>52</b>	8	<b>45</b>	-9
 BE		<b>24</b>	7	<b>29</b>	2	<b>33</b>	-5	<b>13</b>	-5	<b>1</b>	1	<b>53</b>	9	<b>46</b>	-10
 BG		<b>22</b>	7	<b>33</b>	2	<b>20</b>	-5	<b>18</b>	-4	<b>7</b>	0	<b>55</b>	9	<b>38</b>	-9
 CZ		<b>39</b>	-3	<b>19</b>	-7	<b>19</b>	1	<b>17</b>	5	<b>6</b>	4	<b>58</b>	-10	<b>36</b>	6
 DK		<b>25</b>	6	<b>16</b>	1	<b>32</b>	-4	<b>24</b>	-5	<b>3</b>	2	<b>41</b>	7	<b>56</b>	-9
 DE		<b>15</b>	3	<b>18</b>	-4	<b>38</b>	-2	<b>27</b>	2	<b>2</b>	1	<b>33</b>	-1	<b>65</b>	0
 EE		<b>14</b>	3	<b>14</b>	-6	<b>30</b>	-10	<b>29</b>	3	<b>13</b>	10	<b>28</b>	-3	<b>59</b>	-7
 IE		<b>43</b>	17	<b>23</b>	1	<b>17</b>	-10	<b>14</b>	-8	<b>3</b>	0	<b>66</b>	18	<b>31</b>	-18
 EL		<b>32</b>	21	<b>26</b>	-8	<b>24</b>	-13	<b>17</b>	0	<b>1</b>	0	<b>58</b>	13	<b>41</b>	-13
 ES		<b>52</b>	17	<b>27</b>	3	<b>15</b>	-12	<b>5</b>	-8	<b>1</b>	0	<b>79</b>	20	<b>20</b>	-20
 FR		<b>31</b>	8	<b>25</b>	-5	<b>19</b>	-5	<b>23</b>	1	<b>2</b>	1	<b>56</b>	3	<b>42</b>	-4
 HR		<b>35</b>	20	<b>29</b>	-2	<b>19</b>	-12	<b>16</b>	-5	<b>1</b>	-1	<b>64</b>	18	<b>35</b>	-17
 IT		<b>26</b>	12	<b>38</b>	7	<b>22</b>	-18	<b>12</b>	-1	<b>2</b>	0	<b>64</b>	19	<b>34</b>	-19
 CY		<b>48</b>	7	<b>18</b>	-8	<b>10</b>	-1	<b>23</b>	2	<b>1</b>	0	<b>66</b>	-1	<b>33</b>	1
 LV		<b>38</b>	10	<b>24</b>	-15	<b>13</b>	-9	<b>16</b>	7	<b>9</b>	7	<b>62</b>	-5	<b>29</b>	-2
 LT		<b>26</b>	7	<b>31</b>	-8	<b>18</b>	-10	<b>19</b>	8	<b>6</b>	3	<b>57</b>	-1	<b>37</b>	-2
 LU		<b>28</b>	6	<b>20</b>	-8	<b>23</b>	-4	<b>25</b>	3	<b>4</b>	3	<b>48</b>	-2	<b>48</b>	-1
 HU		<b>22</b>	9	<b>22</b>	-5	<b>21</b>	-13	<b>31</b>	8	<b>4</b>	1	<b>44</b>	4	<b>52</b>	-5
 MT		<b>30</b>	9	<b>27</b>	0	<b>18</b>	-15	<b>21</b>	5	<b>4</b>	1	<b>57</b>	9	<b>39</b>	-10
 NL		<b>11</b>	4	<b>14</b>	2	<b>34</b>	-12	<b>37</b>	3	<b>4</b>	3	<b>25</b>	6	<b>71</b>	-9
 AT		<b>27</b>	15	<b>20</b>	-1	<b>25</b>	-15	<b>22</b>	-3	<b>6</b>	4	<b>47</b>	14	<b>47</b>	-18
 PL		<b>25</b>	8	<b>31</b>	-2	<b>30</b>	-2	<b>9</b>	-5	<b>5</b>	1	<b>56</b>	6	<b>39</b>	-7
 PT		<b>23</b>	7	<b>44</b>	3	<b>21</b>	-10	<b>10</b>	-1	<b>2</b>	1	<b>67</b>	10	<b>31</b>	-11
 RO		<b>19</b>	9	<b>31</b>	2	<b>22</b>	-8	<b>22</b>	-3	<b>6</b>	0	<b>50</b>	11	<b>44</b>	-11
 SI		<b>21</b>	4	<b>24</b>	-1	<b>30</b>	-2	<b>20</b>	-5	<b>5</b>	4	<b>45</b>	3	<b>50</b>	-7
 SK		<b>13</b>	7	<b>22</b>	2	<b>30</b>	-15	<b>29</b>	1	<b>6</b>	5	<b>35</b>	9	<b>59</b>	-14
 FI		<b>14</b>	1	<b>16</b>	-7	<b>35</b>	-3	<b>32</b>	6	<b>3</b>	3	<b>30</b>	-6	<b>67</b>	3
 SE		<b>10</b>	4	<b>9</b>	-1	<b>36</b>	-9	<b>43</b>	5	<b>2</b>	1	<b>19</b>	3	<b>79</b>	-4
 UK		<b>45</b>	23	<b>17</b>	-3	<b>20</b>	-11	<b>17</b>	-8	<b>1</b>	-1	<b>62</b>	20	<b>37</b>	-19

QB7.5 La cybercriminalité peut comporter différents types d'activités criminelles. Dans quelle mesure êtes-vous personnellement inquiet(e) de pouvoir être exposé(e) ou la victime de l'un des faits de cybercriminalité suivants ? (ROTATION)






























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

QB7.5 Cybercrimes can include many different types of criminal activity. How concerned are you personally about experiencing or being a victim of the following cybercrimes? (ROTATE)

Accidentally encountering material which promotes racial hatred or religious extremism

QB7.5 Internet-Kriminalität umfasst viele verschiedene Arten krimineller Handlungen. Wie besorgt sind Sie persönlich, eine der folgenden Arten von Internet-Kriminalität zu erleben bzw. Opfer davon zu werden? (ROTIEREN)

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

	%	Très inquiet(e)		Plutôt inquiet(e)		Plutôt pas inquiet(e)		Pas du tout inquiet(e)		Ne sais pas		Total 'Inquiet(e)'		Total 'Pas inquiet(e)'	
		Very concerned		Fairly concerned		Not very concerned		Not at all concerned		Don't know		'Total 'Concerned'		Total 'Not concerned'	
		Sehr besorgt		Ziemlich besorgt		Nicht sehr besorgt		Überhaupt nicht besorgt		Weiß nicht		Gesamt 'Besorgt'		Gesamt 'Nicht besorgt'	
		EB 82.2	Diff. EB 79.4	EB 82.2	Diff. EB 79.4	EB 82.2	Diff. EB 79.4	EB 82.2	Diff. EB 79.4	EB 82.2	Diff. EB 79.4	EB 82.2	Diff. EB 79.4	EB 82.2	Diff. EB 79.4
 EU 28		<b>20</b>	10	<b>26</b>	1	<b>30</b>	-11	<b>21</b>	-2	<b>3</b>	2	<b>46</b>	11	<b>51</b>	-13
 BE		<b>14</b>	4	<b>30</b>	3	<b>37</b>	-6	<b>19</b>	-1	<b>0</b>	0	<b>44</b>	7	<b>56</b>	-7
 BG		<b>12</b>	2	<b>32</b>	2	<b>24</b>	-3	<b>24</b>	-1	<b>8</b>	0	<b>44</b>	4	<b>48</b>	-4
 CZ		<b>20</b>	3	<b>25</b>	-8	<b>29</b>	-2	<b>20</b>	3	<b>6</b>	4	<b>45</b>	-5	<b>49</b>	1
 DK		<b>15</b>	5	<b>18</b>	2	<b>37</b>	-6	<b>27</b>	-3	<b>3</b>	2	<b>33</b>	7	<b>64</b>	-9
 DE		<b>10</b>	2	<b>18</b>	-3	<b>43</b>	-3	<b>27</b>	3	<b>2</b>	1	<b>28</b>	-1	<b>70</b>	0
 EE		<b>8</b>	5	<b>16</b>	0	<b>33</b>	-20	<b>32</b>	7	<b>11</b>	8	<b>24</b>	5	<b>65</b>	-13
 IE		<b>37</b>	19	<b>24</b>	0	<b>20</b>	-14	<b>16</b>	-6	<b>3</b>	1	<b>61</b>	19	<b>36</b>	-20
 EL		<b>21</b>	15	<b>23</b>	-3	<b>33</b>	-15	<b>22</b>	3	<b>1</b>	0	<b>44</b>	12	<b>55</b>	-12
 ES		<b>41</b>	19	<b>31</b>	4	<b>19</b>	-16	<b>9</b>	-7	<b>0</b>	0	<b>72</b>	23	<b>28</b>	-23
 FR		<b>21</b>	8	<b>28</b>	-1	<b>23</b>	-7	<b>26</b>	-2	<b>2</b>	2	<b>49</b>	7	<b>49</b>	-9
 HR		<b>28</b>	18	<b>30</b>	-1	<b>23</b>	-10	<b>18</b>	-6	<b>1</b>	-1	<b>58</b>	17	<b>41</b>	-16
 IT		<b>21</b>	13	<b>38</b>	6	<b>27</b>	-15	<b>12</b>	-4	<b>2</b>	0	<b>59</b>	19	<b>39</b>	-19
 CY		<b>25</b>	0	<b>18</b>	-10	<b>19</b>	0	<b>36</b>	9	<b>2</b>	1	<b>43</b>	-10	<b>55</b>	9
 LV		<b>15</b>	6	<b>22</b>	-12	<b>31</b>	-8	<b>23</b>	8	<b>9</b>	6	<b>37</b>	-6	<b>54</b>	0
 LT		<b>17</b>	7	<b>28</b>	-6	<b>26</b>	-11	<b>23</b>	8	<b>6</b>	2	<b>45</b>	1	<b>49</b>	-3
 LU		<b>14</b>	5	<b>25</b>	-1	<b>27</b>	-14	<b>31</b>	8	<b>3</b>	2	<b>39</b>	4	<b>58</b>	-6
 HU		<b>16</b>	9	<b>20</b>	-8	<b>26</b>	-15	<b>35</b>	13	<b>3</b>	1	<b>36</b>	1	<b>61</b>	-2
 MT		<b>20</b>	8	<b>30</b>	5	<b>20</b>	-18	<b>25</b>	4	<b>5</b>	1	<b>50</b>	13	<b>45</b>	-14
 NL		<b>7</b>	4	<b>13</b>	4	<b>41</b>	-12	<b>36</b>	2	<b>3</b>	2	<b>20</b>	8	<b>77</b>	-10
 AT		<b>20</b>	14	<b>21</b>	4	<b>30</b>	-16	<b>23</b>	-6	<b>6</b>	4	<b>41</b>	18	<b>53</b>	-22
 PL		<b>15</b>	6	<b>34</b>	1	<b>35</b>	-2	<b>11</b>	-6	<b>5</b>	1	<b>49</b>	7	<b>46</b>	-8
 PT		<b>14</b>	7	<b>45</b>	5	<b>27</b>	-13	<b>12</b>	0	<b>2</b>	1	<b>59</b>	12	<b>39</b>	-13
 RO		<b>16</b>	8	<b>30</b>	5	<b>23</b>	-11	<b>25</b>	-2	<b>6</b>	0	<b>46</b>	13	<b>48</b>	-13
 SI		<b>13</b>	6	<b>26</b>	3	<b>35</b>	-4	<b>23</b>	-7	<b>3</b>	2	<b>39</b>	9	<b>58</b>	-11
 SK		<b>7</b>	4	<b>26</b>	6	<b>34</b>	-19	<b>28</b>	5	<b>5</b>	4	<b>33</b>	10	<b>62</b>	-14
 FI		<b>7</b>	1	<b>16</b>	-7	<b>43</b>	1	<b>31</b>	2	<b>3</b>	3	<b>23</b>	-6	<b>74</b>	3
 SE		<b>8</b>	5	<b>12</b>	4	<b>38</b>	-13	<b>40</b>	2	<b>2</b>	2	<b>20</b>	9	<b>78</b>	-11
 UK		<b>30</b>	20	<b>24</b>	6	<b>27</b>	-17	<b>17</b>	-10	<b>2</b>	1	<b>54</b>	26	<b>44</b>	-27



QB7.6 La cybercriminalité peut comporter différents types d'activités criminelles. Dans quelle mesure êtes-vous personnellement inquiet(e) de pouvoir être exposé(e) ou la victime de l'un des faits de cybercriminalité suivants ? (ROTATION)





























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

QB7.6 Cybercrimes can include many different types of criminal activity. How concerned are you personally about experiencing or being a victim of the following cybercrimes? (ROTATE)

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

QB7.6 Internet-Kriminalität umfasst viele verschiedene Arten krimineller Handlungen. Wie besorgt sind Sie persönlich, eine der folgenden Arten von Internet-Kriminalität zu erleben bzw. Opfer davon zu werden? (ROTIEREN)

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

	%	Très inquiet(e)		Plutôt inquiet(e)		Plutôt pas inquiet(e)		Pas du tout inquiet(e)		Ne sais pas		Total 'Inquiet(e)'		Total 'Pas inquiet(e)'	
		Very concerned		Fairly concerned		Not very concerned		Not at all concerned		Don't know		'Concerned'		'Not concerned'	
		Sehr besorgt		Ziemlich besorgt		Nicht sehr besorgt		Überhaupt nicht besorgt		Weiß nicht		'Besorgt'		Gesamt 'Nicht besorgt'	
		EB 82.2	Diff. EB 79.4	EB 82.2	Diff. EB 79.4	EB 82.2	Diff. EB 79.4	EB 82.2	Diff. EB 79.4	EB 82.2	Diff. EB 79.4	EB 82.2	Diff. EB 79.4	EB 82.2	Diff. EB 79.4
 EU 28		<b>19</b>	9	<b>31</b>	4	<b>32</b>	-8	<b>15</b>	-6	<b>3</b>	1	<b>50</b>	13	<b>47</b>	-14
 BE		<b>14</b>	5	<b>35</b>	7	<b>37</b>	-9	<b>12</b>	-4	<b>2</b>	1	<b>49</b>	12	<b>49</b>	-13
 BG		<b>12</b>	3	<b>35</b>	5	<b>23</b>	-2	<b>20</b>	-7	<b>10</b>	1	<b>47</b>	8	<b>43</b>	-9
 CZ		<b>32</b>	6	<b>33</b>	0	<b>19</b>	-4	<b>12</b>	-2	<b>4</b>	0	<b>65</b>	6	<b>31</b>	-6
 DK		<b>20</b>	9	<b>27</b>	7	<b>41</b>	-7	<b>12</b>	-8	<b>0</b>	-1	<b>47</b>	16	<b>53</b>	-15
 DE		<b>10</b>	2	<b>29</b>	5	<b>42</b>	-3	<b>16</b>	-6	<b>3</b>	2	<b>39</b>	7	<b>58</b>	-9
 EE		<b>15</b>	10	<b>24</b>	1	<b>37</b>	-13	<b>18</b>	-2	<b>6</b>	4	<b>39</b>	11	<b>55</b>	-15
 IE		<b>37</b>	20	<b>29</b>	-1	<b>19</b>	-14	<b>12</b>	-7	<b>3</b>	2	<b>66</b>	19	<b>31</b>	-21
 FR		<b>17</b>	13	<b>27</b>	3	<b>24</b>	-23	<b>30</b>	7	<b>2</b>	0	<b>44</b>	16	<b>54</b>	-16
 ES		<b>29</b>	10	<b>29</b>	6	<b>24</b>	-11	<b>16</b>	-4	<b>2</b>	-1	<b>58</b>	16	<b>40</b>	-15
 IT		<b>20</b>	7	<b>32</b>	2	<b>29</b>	-2	<b>16</b>	-9	<b>3</b>	2	<b>52</b>	9	<b>45</b>	-11
 HR		<b>24</b>	16	<b>34</b>	5	<b>25</b>	-12	<b>14</b>	-11	<b>3</b>	2	<b>58</b>	21	<b>39</b>	-23
 CY		<b>20</b>	10	<b>37</b>	5	<b>30</b>	-13	<b>10</b>	-3	<b>3</b>	1	<b>57</b>	15	<b>40</b>	-16
 LV		<b>24</b>	1	<b>24</b>	-1	<b>16</b>	-8	<b>32</b>	5	<b>4</b>	3	<b>48</b>	0	<b>48</b>	-3
 LT		<b>33</b>	19	<b>36</b>	-8	<b>19</b>	-11	<b>9</b>	-1	<b>3</b>	1	<b>69</b>	11	<b>28</b>	-12
 LU		<b>25</b>	12	<b>38</b>	-2	<b>20</b>	-14	<b>13</b>	2	<b>4</b>	2	<b>63</b>	10	<b>33</b>	-12
 HU		<b>18</b>	9	<b>27</b>	-3	<b>30</b>	-7	<b>20</b>	-3	<b>5</b>	4	<b>45</b>	6	<b>50</b>	-10
 MT		<b>17</b>	11	<b>26</b>	-1	<b>27</b>	-13	<b>28</b>	3	<b>2</b>	0	<b>43</b>	10	<b>55</b>	-10
 NL		<b>28</b>	14	<b>33</b>	-2	<b>13</b>	-17	<b>18</b>	0	<b>8</b>	5	<b>61</b>	12	<b>31</b>	-17
 AT		<b>9</b>	6	<b>31</b>	3	<b>46</b>	-6	<b>13</b>	-3	<b>1</b>	0	<b>40</b>	9	<b>59</b>	-9
 PL		<b>21</b>	13	<b>28</b>	4	<b>31</b>	-14	<b>17</b>	-4	<b>3</b>	1	<b>49</b>	17	<b>48</b>	-18
 PT		<b>22</b>	12	<b>36</b>	2	<b>33</b>	-4	<b>6</b>	-8	<b>3</b>	-2	<b>58</b>	14	<b>39</b>	-12
 RO		<b>14</b>	5	<b>42</b>	4	<b>23</b>	-12	<b>17</b>	1	<b>4</b>	2	<b>56</b>	9	<b>40</b>	-11
 SI		<b>17</b>	6	<b>34</b>	10	<b>20</b>	-12	<b>21</b>	-6	<b>8</b>	2	<b>51</b>	16	<b>41</b>	-18
 SK		<b>16</b>	9	<b>29</b>	5	<b>35</b>	-4	<b>18</b>	-11	<b>2</b>	1	<b>45</b>	14	<b>53</b>	-15
 FI		<b>11</b>	6	<b>33</b>	2	<b>33</b>	-12	<b>18</b>	2	<b>5</b>	2	<b>44</b>	8	<b>51</b>	-10
 SE		<b>10</b>	4	<b>26</b>	1	<b>47</b>	0	<b>15</b>	-6	<b>2</b>	1	<b>36</b>	5	<b>62</b>	-6
 UK		<b>9</b>	7	<b>24</b>	13	<b>46</b>	-12	<b>20</b>	-8	<b>1</b>	0	<b>33</b>	20	<b>66</b>	-20
		<b>29</b>	20	<b>30</b>	6	<b>26</b>	-15	<b>13</b>	-11	<b>2</b>	0	<b>59</b>	26	<b>39</b>	-26

QB7.7 La cybercriminalité peut comporter différents types d'activités criminelles. Dans quelle mesure êtes-vous personnellement inquiet(e) de pouvoir être exposé(e) ou la victime de l'un des faits de cybercriminalité suivants ? (ROTATION)






























Le piratage de votre compte de média social ou de votre compte email

QB7.7 Cybercrimes can include many different types of criminal activity. How concerned are you personally about experiencing or being a victim of the following cybercrimes? (ROTATE)

Your social media or email account being hacked

QB7.7 Internet-Kriminalität umfasst viele verschiedene Arten krimineller Handlungen. Wie besorgt sind Sie persönlich, eine der folgenden Arten von Internet-Kriminalität zu erleben bzw. Opfer davon zu werden? (ROTIEREN)

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

%		Très inquiet(e)		Plutôt inquiet(e)		Plutôt pas inquiet(e)		Pas du tout inquiet(e)		Ne sais pas		Total 'Inquiet(e)'		Total 'Pas inquiet(e)'	
		Very concerned		Fairly concerned		Not very concerned		Not at all concerned		Don't know		'Total 'Concerned'		Total 'Not concerned'	
		Sehr besorgt		Ziemlich besorgt		Nicht sehr besorgt		Überhaupt nicht besorgt		Weiß nicht		'Gesamt 'Besorgt'		Gesamt 'Nicht besorgt'	
		EB 82.2	Diff. EB 79.4	EB 82.2	Diff. EB 79.4	EB 82.2	Diff. EB 79.4	EB 82.2	Diff. EB 79.4	EB 82.2	Diff. EB 79.4	EB 82.2	Diff. EB 79.4	EB 82.2	Diff. EB 79.4
	 EU 28	<b>25</b>	12	<b>35</b>	3	<b>26</b>	-10	<b>12</b>	-6	<b>2</b>	1	<b>60</b>	15	<b>38</b>	-16
	 BE	<b>22</b>	10	<b>34</b>	1	<b>33</b>	-7	<b>11</b>	-4	<b>0</b>	0	<b>56</b>	11	<b>44</b>	-11
	 BG	<b>22</b>	7	<b>41</b>	1	<b>16</b>	-6	<b>16</b>	-1	<b>5</b>	-1	<b>63</b>	8	<b>32</b>	-7
	 CZ	<b>38</b>	9	<b>28</b>	-4	<b>19</b>	-5	<b>12</b>	-1	<b>3</b>	1	<b>66</b>	5	<b>31</b>	-6
	 DK	<b>22</b>	10	<b>33</b>	6	<b>33</b>	-12	<b>11</b>	-5	<b>1</b>	1	<b>55</b>	16	<b>44</b>	-17
	 DE	<b>17</b>	4	<b>37</b>	11	<b>34</b>	-7	<b>11</b>	-8	<b>1</b>	0	<b>54</b>	15	<b>45</b>	-15
	 EE	<b>15</b>	9	<b>29</b>	6	<b>35</b>	-13	<b>16</b>	-5	<b>5</b>	3	<b>44</b>	15	<b>51</b>	-18
	 IE	<b>40</b>	21	<b>29</b>	4	<b>16</b>	-17	<b>13</b>	-8	<b>2</b>	0	<b>69</b>	25	<b>29</b>	-25
	 EL	<b>27</b>	18	<b>38</b>	-2	<b>20</b>	-14	<b>14</b>	-2	<b>1</b>	0	<b>65</b>	16	<b>34</b>	-16
	 ES	<b>41</b>	16	<b>33</b>	4	<b>19</b>	-13	<b>7</b>	-6	<b>0</b>	-1	<b>74</b>	20	<b>26</b>	-19
	 FR	<b>31</b>	14	<b>35</b>	-5	<b>19</b>	-4	<b>13</b>	-7	<b>2</b>	2	<b>66</b>	9	<b>32</b>	-11
	 HR	<b>31</b>	19	<b>39</b>	5	<b>19</b>	-13	<b>9</b>	-12	<b>2</b>	1	<b>70</b>	24	<b>28</b>	-25
	 IT	<b>22</b>	13	<b>45</b>	5	<b>24</b>	-14	<b>7</b>	-5	<b>2</b>	1	<b>67</b>	18	<b>31</b>	-19
	 CY	<b>38</b>	6	<b>21</b>	-13	<b>15</b>	-2	<b>24</b>	7	<b>2</b>	2	<b>59</b>	-7	<b>39</b>	5
	 LV	<b>38</b>	20	<b>29</b>	-11	<b>20</b>	-12	<b>10</b>	2	<b>3</b>	1	<b>67</b>	9	<b>30</b>	-10
	 LT	<b>28</b>	13	<b>36</b>	-8	<b>17</b>	-12	<b>15</b>	5	<b>4</b>	2	<b>64</b>	5	<b>32</b>	-7
	 LU	<b>28</b>	11	<b>39</b>	8	<b>19</b>	-14	<b>11</b>	-8	<b>3</b>	3	<b>67</b>	19	<b>30</b>	-22
	 HU	<b>20</b>	11	<b>28</b>	-2	<b>26</b>	-13	<b>25</b>	4	<b>1</b>	0	<b>48</b>	9	<b>51</b>	-9
	 MT	<b>36</b>	15	<b>35</b>	-4	<b>13</b>	-14	<b>12</b>	1	<b>4</b>	2	<b>71</b>	11	<b>25</b>	-13
	 NL	<b>10</b>	5	<b>36</b>	11	<b>38</b>	-14	<b>14</b>	-3	<b>2</b>	1	<b>46</b>	16	<b>52</b>	-17
	 AT	<b>23</b>	12	<b>30</b>	5	<b>28</b>	-17	<b>17</b>	0	<b>2</b>	0	<b>53</b>	17	<b>45</b>	-17
	 PL	<b>23</b>	11	<b>34</b>	0	<b>33</b>	-3	<b>7</b>	-7	<b>3</b>	-1	<b>57</b>	11	<b>40</b>	-10
	 PT	<b>25</b>	15	<b>47</b>	4	<b>18</b>	-15	<b>8</b>	-5	<b>2</b>	1	<b>72</b>	19	<b>26</b>	-20
	 RO	<b>26</b>	12	<b>33</b>	6	<b>17</b>	-11	<b>19</b>	-6	<b>5</b>	-1	<b>59</b>	18	<b>36</b>	-17
	 SI	<b>20</b>	10	<b>31</b>	3	<b>33</b>	-7	<b>15</b>	-7	<b>1</b>	1	<b>51</b>	13	<b>48</b>	-14
	 SK	<b>14</b>	6	<b>34</b>	0	<b>29</b>	-12	<b>19</b>	4	<b>4</b>	2	<b>48</b>	6	<b>48</b>	-8
	 FI	<b>15</b>	8	<b>35</b>	5	<b>36</b>	-6	<b>13</b>	-8	<b>1</b>	1	<b>50</b>	13	<b>49</b>	-14
	 SE	<b>8</b>	5	<b>29</b>	12	<b>42</b>	-13	<b>20</b>	-4	<b>1</b>	0	<b>37</b>	17	<b>62</b>	-17
	 UK	<b>33</b>	24	<b>28</b>	-1	<b>25</b>	-13	<b>12</b>	-11	<b>2</b>	1	<b>61</b>	23	<b>37</b>	-24

QB7.8 La cybercriminalité peut comporter différents types d'activités criminelles. Dans quelle mesure êtes-vous personnellement inquiet(e) de pouvoir être exposé(e) ou la victime de l'un des faits de cybercriminalité suivants ? (ROTATION)





























Etre victime d'une fraude à la carte bancaire ou d'une escroquerie bancaire sur Internet

QB7.8 Cybercrimes can include many different types of criminal activity. How concerned are you personally about experiencing or being a victim of the following cybercrimes? (ROTATE)

Being a victim of bank card or online banking fraud

QB7.8 Internet-Kriminalität umfasst viele verschiedene Arten krimineller Handlungen. Wie besorgt sind Sie persönlich, eine der folgenden Arten von Internet-Kriminalität zu erleben bzw. Opfer davon zu werden? (ROTIEREN)

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

%		Très inquiet(e)		Plutôt inquiet(e)		Plutôt pas inquiet(e)		Pas du tout inquiet(e)		Ne sais pas		Total 'Inquiet(e)'		Total 'Pas inquiet(e)'	
		Very concerned		Fairly concerned		Not very concerned		Not at all concerned		Don't know		Total 'Concerned'		Total 'Not concerned'	
		Sehr besorgt		Ziemlich besorgt		Nicht sehr besorgt		Überhaupt nicht besorgt		Weiß nicht		Gesamt 'Besorgt'		Gesamt 'Nicht besorgt'	
		EB	Diff.	EB	Diff.	EB	Diff.	EB	Diff.	EB	Diff.	EB	Diff.	EB	Diff.
		82.2	EB	82.2	EB	82.2	EB	82.2	EB	82.2	EB	82.2	Diff.	82.2	Diff.
			79.4		79.4		79.4		79.4		79.4		79.4		79.4
	EU 28	<b>30</b>	12	<b>33</b>	2	<b>21</b>	-11	<b>14</b>	-3	<b>2</b>	0	<b>63</b>	14	<b>35</b>	-14
	BE	<b>31</b>	15	<b>33</b>	4	<b>25</b>	-13	<b>10</b>	-6	<b>1</b>	0	<b>64</b>	19	<b>35</b>	-19
	BG	<b>23</b>	5	<b>32</b>	-2	<b>18</b>	2	<b>21</b>	-3	<b>6</b>	-2	<b>55</b>	3	<b>39</b>	-1
	CZ	<b>48</b>	7	<b>23</b>	-3	<b>14</b>	-5	<b>12</b>	0	<b>3</b>	1	<b>71</b>	4	<b>26</b>	-5
	DK	<b>28</b>	13	<b>34</b>	6	<b>29</b>	-13	<b>8</b>	-7	<b>1</b>	1	<b>62</b>	19	<b>37</b>	-20
	DE	<b>17</b>	4	<b>29</b>	2	<b>30</b>	-7	<b>22</b>	0	<b>2</b>	1	<b>46</b>	6	<b>52</b>	-7
	EE	<b>19</b>	11	<b>30</b>	6	<b>32</b>	-17	<b>14</b>	-3	<b>5</b>	3	<b>49</b>	17	<b>46</b>	-20
	IE	<b>47</b>	23	<b>27</b>	-1	<b>12</b>	-16	<b>12</b>	-6	<b>2</b>	0	<b>74</b>	22	<b>24</b>	-22
	EL	<b>24</b>	16	<b>26</b>	-7	<b>22</b>	-12	<b>27</b>	3	<b>1</b>	0	<b>50</b>	9	<b>49</b>	-9
	ES	<b>45</b>	14	<b>30</b>	7	<b>14</b>	-13	<b>10</b>	-6	<b>1</b>	-2	<b>75</b>	21	<b>24</b>	-19
	FR	<b>39</b>	13	<b>37</b>	1	<b>12</b>	-7	<b>10</b>	-8	<b>2</b>	1	<b>76</b>	14	<b>22</b>	-15
	HR	<b>32</b>	17	<b>33</b>	7	<b>20</b>	-14	<b>14</b>	-10	<b>1</b>	0	<b>65</b>	24	<b>34</b>	-24
	IT	<b>29</b>	12	<b>40</b>	7	<b>21</b>	-14	<b>9</b>	-4	<b>1</b>	-1	<b>69</b>	19	<b>30</b>	-18
	CY	<b>38</b>	1	<b>25</b>	4	<b>10</b>	-5	<b>24</b>	-2	<b>3</b>	2	<b>63</b>	5	<b>34</b>	-7
	LV	<b>50</b>	22	<b>29</b>	-11	<b>11</b>	-12	<b>8</b>	0	<b>2</b>	1	<b>79</b>	11	<b>19</b>	-12
	LT	<b>38</b>	17	<b>35</b>	-7	<b>12</b>	-15	<b>12</b>	4	<b>3</b>	1	<b>73</b>	10	<b>24</b>	-11
	LU	<b>38</b>	13	<b>31</b>	-1	<b>16</b>	-10	<b>11</b>	-6	<b>4</b>	4	<b>69</b>	12	<b>27</b>	-16
	HU	<b>24</b>	14	<b>29</b>	0	<b>17</b>	-15	<b>28</b>	1	<b>2</b>	0	<b>53</b>	14	<b>45</b>	-14
	MT	<b>39</b>	14	<b>32</b>	-5	<b>12</b>	-11	<b>12</b>	0	<b>5</b>	2	<b>71</b>	9	<b>24</b>	-11
	NL	<b>15</b>	9	<b>39</b>	10	<b>35</b>	-14	<b>10</b>	-5	<b>1</b>	0	<b>54</b>	19	<b>45</b>	-19
	AT	<b>29</b>	18	<b>27</b>	-3	<b>25</b>	-14	<b>18</b>	-1	<b>1</b>	0	<b>56</b>	15	<b>43</b>	-15
	PL	<b>29</b>	14	<b>33</b>	-3	<b>28</b>	-7	<b>7</b>	-4	<b>3</b>	0	<b>62</b>	11	<b>35</b>	-11
	PT	<b>25</b>	11	<b>37</b>	5	<b>16</b>	-20	<b>17</b>	2	<b>5</b>	2	<b>62</b>	16	<b>33</b>	-18
	RO	<b>28</b>	8	<b>29</b>	2	<b>16</b>	-11	<b>20</b>	-2	<b>7</b>	3	<b>57</b>	10	<b>36</b>	-13
	SI	<b>25</b>	10	<b>30</b>	4	<b>27</b>	-5	<b>16</b>	-11	<b>2</b>	2	<b>55</b>	14	<b>43</b>	-16
	SK	<b>18</b>	10	<b>36</b>	1	<b>26</b>	-15	<b>16</b>	2	<b>4</b>	2	<b>54</b>	11	<b>42</b>	-13
	FI	<b>19</b>	6	<b>32</b>	7	<b>35</b>	-8	<b>13</b>	-6	<b>1</b>	1	<b>51</b>	13	<b>48</b>	-14
	SE	<b>15</b>	9	<b>33</b>	5	<b>37</b>	-12	<b>14</b>	-2	<b>1</b>	0	<b>48</b>	14	<b>51</b>	-14
	UK	<b>40</b>	23	<b>32</b>	-1	<b>14</b>	-17	<b>12</b>	-6	<b>2</b>	1	<b>72</b>	22	<b>26</b>	-23

QB7.9 La cybercriminalité peut comporter différents types d'activités criminelles. Dans quelle mesure êtes-vous personnellement inquiet(e) de pouvoir être exposé(e) ou la victime de l'un des faits de cybercriminalité suivants ? (ROTATION)






























Vous voir demander un paiement en échange de la récupération du contrôle de votre appareil

QB7.9 Cybercrimes can include many different types of criminal activity. How concerned are you personally about experiencing or being a victim of the following cybercrimes? (ROTATE)

Being asked for a payment in return for getting back control of your device

QB7.9 Internet-Kriminalität umfasst viele verschiedene Arten krimineller Handlungen. Wie besorgt sind Sie persönlich, eine der folgenden Arten von Internet-Kriminalität zu erleben bzw. Opfer davon zu werden? (ROTIEREN)

Dass man von Ihnen eine Geldzahlung fordert, damit Sie die Kontrolle über Ihr Gerät zurückerlangen

		Très inquiet(e)	Plutôt inquiet(e)	Plutôt pas inquiet(e)	Pas du tout inquiet(e)	Ne sais pas	Total 'Inquiet(e)'	Total 'Pas inquiet(e)'
		Very concerned	Fairly concerned	Not very concerned	Not at all concerned	Don't know	Total 'Concerned'	Total 'Not concerned'
		Sehr besorgt	Ziemlich besorgt	Nicht sehr besorgt	Überhaupt nicht besorgt	Weiß nicht	Gesamt 'Besorgt'	Gesamt 'Nicht besorgt'
%		EB 82.2	EB 82.2	EB 82.2	EB 82.2	EB 82.2	EB 82.2	EB 82.2
	EU 28	<b>22</b>	<b>25</b>	<b>30</b>	<b>20</b>	<b>3</b>	<b>47</b>	<b>50</b>
	BE	<b>22</b>	<b>28</b>	<b>34</b>	<b>15</b>	<b>1</b>	<b>50</b>	<b>49</b>
	BG	<b>18</b>	<b>26</b>	<b>27</b>	<b>20</b>	<b>9</b>	<b>44</b>	<b>47</b>
	CZ	<b>34</b>	<b>26</b>	<b>22</b>	<b>13</b>	<b>5</b>	<b>60</b>	<b>35</b>
	DK	<b>17</b>	<b>18</b>	<b>41</b>	<b>21</b>	<b>3</b>	<b>35</b>	<b>62</b>
	DE	<b>12</b>	<b>21</b>	<b>38</b>	<b>25</b>	<b>4</b>	<b>33</b>	<b>63</b>
	EE	<b>12</b>	<b>20</b>	<b>32</b>	<b>22</b>	<b>14</b>	<b>32</b>	<b>54</b>
	IE	<b>39</b>	<b>22</b>	<b>20</b>	<b>16</b>	<b>3</b>	<b>61</b>	<b>36</b>
	EL	<b>19</b>	<b>28</b>	<b>31</b>	<b>21</b>	<b>1</b>	<b>47</b>	<b>52</b>
	ES	<b>37</b>	<b>31</b>	<b>20</b>	<b>12</b>	<b>0</b>	<b>68</b>	<b>32</b>
	FR	<b>23</b>	<b>21</b>	<b>26</b>	<b>26</b>	<b>4</b>	<b>44</b>	<b>52</b>
	HR	<b>28</b>	<b>28</b>	<b>23</b>	<b>18</b>	<b>3</b>	<b>56</b>	<b>41</b>
	IT	<b>21</b>	<b>35</b>	<b>29</b>	<b>11</b>	<b>4</b>	<b>56</b>	<b>40</b>
	CY	<b>28</b>	<b>27</b>	<b>13</b>	<b>27</b>	<b>5</b>	<b>55</b>	<b>40</b>
	LV	<b>33</b>	<b>27</b>	<b>20</b>	<b>14</b>	<b>6</b>	<b>60</b>	<b>34</b>
	LT	<b>22</b>	<b>31</b>	<b>20</b>	<b>17</b>	<b>10</b>	<b>53</b>	<b>37</b>
	LU	<b>20</b>	<b>25</b>	<b>26</b>	<b>24</b>	<b>5</b>	<b>45</b>	<b>50</b>
	HU	<b>17</b>	<b>22</b>	<b>25</b>	<b>34</b>	<b>2</b>	<b>39</b>	<b>59</b>
	MT	<b>25</b>	<b>24</b>	<b>21</b>	<b>23</b>	<b>7</b>	<b>49</b>	<b>44</b>
	NL	<b>8</b>	<b>13</b>	<b>45</b>	<b>30</b>	<b>4</b>	<b>21</b>	<b>75</b>
	AT	<b>21</b>	<b>22</b>	<b>32</b>	<b>22</b>	<b>3</b>	<b>43</b>	<b>54</b>
	PL	<b>24</b>	<b>30</b>	<b>36</b>	<b>7</b>	<b>3</b>	<b>54</b>	<b>43</b>
	PT	<b>16</b>	<b>43</b>	<b>27</b>	<b>11</b>	<b>3</b>	<b>59</b>	<b>38</b>
	RO	<b>23</b>	<b>32</b>	<b>16</b>	<b>24</b>	<b>5</b>	<b>55</b>	<b>40</b>
	SI	<b>17</b>	<b>26</b>	<b>36</b>	<b>19</b>	<b>2</b>	<b>43</b>	<b>55</b>
	SK	<b>12</b>	<b>29</b>	<b>32</b>	<b>21</b>	<b>6</b>	<b>41</b>	<b>53</b>
	FI	<b>9</b>	<b>21</b>	<b>41</b>	<b>24</b>	<b>5</b>	<b>30</b>	<b>65</b>
	SE	<b>8</b>	<b>11</b>	<b>43</b>	<b>36</b>	<b>2</b>	<b>19</b>	<b>79</b>
	UK	<b>35</b>	<b>22</b>	<b>24</b>	<b>17</b>	<b>2</b>	<b>57</b>	<b>41</b>

QB7.10 La cybercriminalité peut comporter différents types d'activités criminelles. Dans quelle mesure êtes-vous personnellement inquiet(e) de pouvoir être exposé(e) ou la victime de l'un des faits de cybercriminalité suivants ? (ROTATION)






























Découvrir un logiciel malveillant (virus, etc.) sur votre appareil

QB7.10 Cybercrimes can include many different types of criminal activity. How concerned are you personally about experiencing or being a victim of the following cybercrimes? (ROTATE)

Discovered malicious software (viruses, etc.) on your device

QB7.10 Internet-Kriminalität umfasst viele verschiedene Arten krimineller Handlungen. Wie besorgt sind Sie persönlich, eine der folgenden Arten von Internet-Kriminalität zu erleben bzw. Opfer davon zu werden? (ROTIEREN)






























Auf Ihrem Gerät schädliche Software (Viren usw.) zu finden

		Très inquiet(e) Very concerned Sehr besorgt	Plutôt inquiet(e) Fairly concerned Ziemlich besorgt	Plutôt pas inquiet(e) Not very concerned Nicht sehr besorgt	Pas du tout inquiet(e) Not at all concerned Überhaupt nicht besorgt	Ne sais pas Don't know Weiß nicht	Total 'Inquiet(e)' Total 'Concerned' Gesamt 'Besorgt'	Total 'Pas inquiet(e)' Total 'Not concerned' Gesamt 'Nicht besorgt'
	%	EB 82.2	EB 82.2	EB 82.2	EB 82.2	EB 82.2	EB 82.2	EB 82.2
 EU 28		<b>26</b>	<b>40</b>	<b>24</b>	<b>9</b>	<b>1</b>	<b>66</b>	<b>33</b>
 BE		<b>20</b>	<b>43</b>	<b>28</b>	<b>9</b>	<b>0</b>	<b>63</b>	<b>37</b>
 BG		<b>25</b>	<b>42</b>	<b>14</b>	<b>12</b>	<b>7</b>	<b>67</b>	<b>26</b>
 CZ		<b>38</b>	<b>33</b>	<b>18</b>	<b>8</b>	<b>3</b>	<b>71</b>	<b>26</b>
 DK		<b>23</b>	<b>36</b>	<b>30</b>	<b>10</b>	<b>1</b>	<b>59</b>	<b>40</b>
 DE		<b>20</b>	<b>41</b>	<b>31</b>	<b>7</b>	<b>1</b>	<b>61</b>	<b>38</b>
 EE		<b>20</b>	<b>34</b>	<b>28</b>	<b>14</b>	<b>4</b>	<b>54</b>	<b>42</b>
 IE		<b>41</b>	<b>31</b>	<b>16</b>	<b>10</b>	<b>2</b>	<b>72</b>	<b>26</b>
 EL		<b>36</b>	<b>40</b>	<b>16</b>	<b>8</b>	<b>0</b>	<b>76</b>	<b>24</b>
 ES		<b>31</b>	<b>38</b>	<b>23</b>	<b>7</b>	<b>1</b>	<b>69</b>	<b>30</b>
 FR		<b>26</b>	<b>39</b>	<b>21</b>	<b>13</b>	<b>1</b>	<b>65</b>	<b>34</b>
 HR		<b>29</b>	<b>40</b>	<b>22</b>	<b>8</b>	<b>1</b>	<b>69</b>	<b>30</b>
 IT		<b>24</b>	<b>49</b>	<b>20</b>	<b>5</b>	<b>2</b>	<b>73</b>	<b>25</b>
 CY		<b>38</b>	<b>33</b>	<b>10</b>	<b>17</b>	<b>2</b>	<b>71</b>	<b>27</b>
 LV		<b>34</b>	<b>38</b>	<b>16</b>	<b>10</b>	<b>2</b>	<b>72</b>	<b>26</b>
 LT		<b>26</b>	<b>40</b>	<b>17</b>	<b>12</b>	<b>5</b>	<b>66</b>	<b>29</b>
 LU		<b>24</b>	<b>44</b>	<b>18</b>	<b>12</b>	<b>2</b>	<b>68</b>	<b>30</b>
 HU		<b>25</b>	<b>36</b>	<b>17</b>	<b>20</b>	<b>2</b>	<b>61</b>	<b>37</b>
 MT		<b>40</b>	<b>36</b>	<b>11</b>	<b>10</b>	<b>3</b>	<b>76</b>	<b>21</b>
 NL		<b>13</b>	<b>40</b>	<b>36</b>	<b>10</b>	<b>1</b>	<b>53</b>	<b>46</b>
 AT		<b>20</b>	<b>36</b>	<b>30</b>	<b>13</b>	<b>1</b>	<b>56</b>	<b>43</b>
 PL		<b>23</b>	<b>44</b>	<b>26</b>	<b>4</b>	<b>3</b>	<b>67</b>	<b>30</b>
 PT		<b>21</b>	<b>51</b>	<b>19</b>	<b>7</b>	<b>2</b>	<b>72</b>	<b>26</b>
 RO		<b>24</b>	<b>38</b>	<b>16</b>	<b>16</b>	<b>6</b>	<b>62</b>	<b>32</b>
 SI		<b>20</b>	<b>36</b>	<b>28</b>	<b>15</b>	<b>1</b>	<b>56</b>	<b>43</b>
 SK		<b>18</b>	<b>43</b>	<b>22</b>	<b>14</b>	<b>3</b>	<b>61</b>	<b>36</b>
 FI		<b>17</b>	<b>36</b>	<b>34</b>	<b>12</b>	<b>1</b>	<b>53</b>	<b>46</b>
 SE		<b>10</b>	<b>31</b>	<b>40</b>	<b>18</b>	<b>1</b>	<b>41</b>	<b>58</b>
 UK		<b>37</b>	<b>34</b>	<b>17</b>	<b>11</b>	<b>1</b>	<b>71</b>	<b>28</b>

QB8.1 Et à quelle fréquence avez-vous été exposé(e) ou victime de l'une des situations suivantes ? (ROTATION)  
Un vol d'identité (quelqu'un qui utilise vos données personnelles pour se faire passer pour vous pour, par ex., faire des achats en votre nom)

QB8.1 And how often have you experienced or been a victim of the following situations? (ROTATE)  
Identity theft (somebody stealing your personal data and impersonating you, e.g. shopping under your name)

QB8.1 Und wie häufig haben Sie eine der folgenden Situationen erlebt oder sind Opfer davon geworden?  
Identitätsdiebstahl (jemand stiehlt Ihre persönlichen Daten und gibt sich als Sie aus, z.B. beim Einkauf unter Ihrem Namen)






























	%	Souvent		Occasionnellement		Jamais		Ne sais pas		Total 'A été victime'	
		Oft		Occasionally		Never		Don't know		Total 'Has been a victim'	
		Häufig		Gelegentlich		Niemals		Weiß nicht		Gesamt 'Ist Opfer geworden'	
		EB 82.2	Diff. EB 79.4	EB 82.2	Diff. EB 79.4	EB 82.2	Diff. EB 79.4	EB 82.2	Diff. EB 79.4	EB 82.2	Diff. EB 79.4
 EU 28		<b>1</b>	<i>1</i>	<b>6</b>	<i>0</i>	<b>92</b>	<i>-1</i>	<b>1</b>	<i>0</i>	<b>7</b>	<i>1</i>
 BE		<b>1</b>	<i>0</i>	<b>6</b>	<i>-2</i>	<b>93</b>	<i>2</i>	<b>0</b>	<i>0</i>	<b>7</b>	<i>-2</i>
 BG		<b>0</b>	<i>0</i>	<b>3</b>	<i>0</i>	<b>97</b>	<i>1</i>	<b>0</b>	<i>-1</i>	<b>3</b>	<i>0</i>
 CZ		<b>1</b>	<i>0</i>	<b>5</b>	<i>0</i>	<b>91</b>	<i>-2</i>	<b>3</b>	<i>2</i>	<b>6</b>	<i>0</i>
 DK		<b>0</b>	<i>0</i>	<b>5</b>	<i>2</i>	<b>94</b>	<i>-3</i>	<b>1</b>	<i>1</i>	<b>5</b>	<i>2</i>
 DE		<b>1</b>	<i>1</i>	<b>3</b>	<i>-2</i>	<b>95</b>	<i>0</i>	<b>1</b>	<i>1</i>	<b>4</b>	<i>-1</i>
 EE		<b>0</b>	<i>0</i>	<b>5</b>	<i>1</i>	<b>92</b>	<i>-3</i>	<b>3</b>	<i>2</i>	<b>5</b>	<i>1</i>
 IE		<b>1</b>	<i>-1</i>	<b>8</b>	<i>-1</i>	<b>90</b>	<i>3</i>	<b>1</b>	<i>-1</i>	<b>9</b>	<i>-2</i>
 EL		<b>1</b>	<i>1</i>	<b>3</b>	<i>2</i>	<b>96</b>	<i>-2</i>	<b>0</b>	<i>-1</i>	<b>4</b>	<i>3</i>
 ES		<b>2</b>	<i>2</i>	<b>4</b>	<i>-3</i>	<b>94</b>	<i>2</i>	<b>0</b>	<i>-1</i>	<b>6</b>	<i>-1</i>
 FR		<b>1</b>	<i>1</i>	<b>8</b>	<i>4</i>	<b>90</b>	<i>-6</i>	<b>1</b>	<i>1</i>	<b>9</b>	<i>5</i>
 HR		<b>2</b>	<i>2</i>	<b>4</b>	<i>-1</i>	<b>94</b>	<i>0</i>	<b>0</b>	<i>-1</i>	<b>6</b>	<i>1</i>
 IT		<b>3</b>	<i>2</i>	<b>5</b>	<i>-2</i>	<b>91</b>	<i>0</i>	<b>1</b>	<i>0</i>	<b>8</b>	<i>0</i>
 CY		<b>2</b>	<i>2</i>	<b>4</b>	<i>1</i>	<b>93</b>	<i>-4</i>	<b>1</b>	<i>1</i>	<b>6</b>	<i>3</i>
 LV		<b>1</b>	<i>1</i>	<b>7</b>	<i>3</i>	<b>91</b>	<i>-4</i>	<b>1</b>	<i>0</i>	<b>8</b>	<i>4</i>
 LT		<b>1</b>	<i>1</i>	<b>3</b>	<i>1</i>	<b>93</b>	<i>-5</i>	<b>3</b>	<i>3</i>	<b>4</b>	<i>2</i>
 LU		<b>1</b>	<i>1</i>	<b>6</b>	<i>2</i>	<b>91</b>	<i>-5</i>	<b>2</b>	<i>2</i>	<b>7</b>	<i>3</i>
 HU		<b>2</b>	<i>1</i>	<b>9</b>	<i>3</i>	<b>88</b>	<i>-5</i>	<b>1</b>	<i>1</i>	<b>11</b>	<i>4</i>
 MT		<b>1</b>	<i>0</i>	<b>4</b>	<i>-6</i>	<b>93</b>	<i>4</i>	<b>2</b>	<i>2</i>	<b>5</b>	<i>-6</i>
 NL		<b>0</b>	<i>0</i>	<b>3</b>	<i>-2</i>	<b>96</b>	<i>1</i>	<b>1</b>	<i>1</i>	<b>3</b>	<i>-2</i>
 AT		<b>3</b>	<i>3</i>	<b>5</b>	<i>1</i>	<b>91</b>	<i>-2</i>	<b>1</b>	<i>-2</i>	<b>8</b>	<i>4</i>
 PL		<b>2</b>	<i>0</i>	<b>6</b>	<i>0</i>	<b>89</b>	<i>-2</i>	<b>3</b>	<i>2</i>	<b>8</b>	<i>0</i>
 PT		<b>5</b>	<i>4</i>	<b>4</b>	<i>0</i>	<b>90</b>	<i>-4</i>	<b>1</b>	<i>0</i>	<b>9</b>	<i>4</i>
 RO		<b>3</b>	<i>2</i>	<b>8</b>	<i>4</i>	<b>86</b>	<i>-5</i>	<b>3</b>	<i>-1</i>	<b>11</b>	<i>6</i>
 SI		<b>1</b>	<i>1</i>	<b>3</b>	<i>1</i>	<b>95</b>	<i>-3</i>	<b>1</b>	<i>1</i>	<b>4</b>	<i>2</i>
 SK		<b>1</b>	<i>0</i>	<b>4</b>	<i>1</i>	<b>93</b>	<i>-3</i>	<b>2</b>	<i>2</i>	<b>5</b>	<i>1</i>
 FI		<b>1</b>	<i>0</i>	<b>4</b>	<i>1</i>	<b>94</b>	<i>-2</i>	<b>1</b>	<i>1</i>	<b>5</b>	<i>1</i>
 SE		<b>0</b>	<i>-1</i>	<b>5</b>	<i>1</i>	<b>95</b>	<i>0</i>	<b>0</b>	<i>0</i>	<b>5</b>	<i>0</i>
 UK		<b>1</b>	<i>0</i>	<b>9</b>	<i>-1</i>	<b>89</b>	<i>0</i>	<b>1</b>	<i>1</i>	<b>10</b>	<i>-1</i>



QB8.2 Et à quelle fréquence avez-vous été exposé(e) ou victime de l'une des situations suivantes ? (ROTATION)  
La réception d'emails ou d'appels téléphoniques demandant frauduleusement l'accès à votre ordinateur, vos identifiants de connexion ou des informations personnelles (notamment des données bancaires ou de paiement)

QB8.2 And how often have you experienced or been a victim of the following situations? (ROTATE)  
Received emails or phone calls fraudulently asking for access to your computer, logins or personal details (including banking or payment information)

QB8.2 Und wie häufig haben Sie eine der folgenden Situationen erlebt oder sind Opfer davon geworden?  
Sie haben E-Mails oder Telefonanrufe erhalten, in denen in betrügerischer Absicht nach Zugang zu Ihrem Computer, Ihren Zugangsdaten oder persönlichen Details (einschließlich Bank- oder Zahlungsinformationen) gefragt wurde

	%	Souvent		Occasionnellement		Jamais		Ne sais pas		Total 'A été victime'	
		Oft		Occasionally		Never		Don't know		Total 'Has been a victim'	
		Häufig		Gelegentlich		Niemals		Weiß nicht		Gesamt 'Ist Opfer geworden'	
		EB 82.2	Diff. EB 79.4	EB 82.2	Diff. EB 79.4	EB 82.2	Diff. EB 79.4	EB 82.2	Diff. EB 79.4	EB 82.2	Diff. EB 79.4
 EU 28		<b>7</b>	<b>0</b>	<b>24</b>	<b>-1</b>	<b>68</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>31</b>	<b>-1</b>
 BE		<b>5</b>	<b>-4</b>	<b>25</b>	<b>-1</b>	<b>70</b>	<b>5</b>	<b>0</b>	<b>0</b>	<b>30</b>	<b>-5</b>
 BG		<b>1</b>	<b>0</b>	<b>10</b>	<b>1</b>	<b>87</b>	<b>-2</b>	<b>2</b>	<b>1</b>	<b>11</b>	<b>1</b>
 CZ		<b>4</b>	<b>3</b>	<b>23</b>	<b>3</b>	<b>71</b>	<b>-7</b>	<b>2</b>	<b>1</b>	<b>27</b>	<b>6</b>
 DK		<b>19</b>	<b>2</b>	<b>52</b>	<b>5</b>	<b>28</b>	<b>-8</b>	<b>1</b>	<b>1</b>	<b>71</b>	<b>7</b>
 DE		<b>5</b>	<b>0</b>	<b>27</b>	<b>3</b>	<b>67</b>	<b>-4</b>	<b>1</b>	<b>1</b>	<b>32</b>	<b>3</b>
 EE		<b>5</b>	<b>1</b>	<b>26</b>	<b>-2</b>	<b>67</b>	<b>0</b>	<b>2</b>	<b>1</b>	<b>31</b>	<b>-1</b>
 IE		<b>13</b>	<b>3</b>	<b>27</b>	<b>-3</b>	<b>60</b>	<b>1</b>	<b>0</b>	<b>-1</b>	<b>40</b>	<b>0</b>
 EL		<b>3</b>	<b>2</b>	<b>14</b>	<b>0</b>	<b>83</b>	<b>-1</b>	<b>0</b>	<b>-1</b>	<b>17</b>	<b>2</b>
 ES		<b>3</b>	<b>0</b>	<b>12</b>	<b>-7</b>	<b>85</b>	<b>8</b>	<b>0</b>	<b>-1</b>	<b>15</b>	<b>-7</b>
 FR		<b>10</b>	<b>0</b>	<b>29</b>	<b>5</b>	<b>60</b>	<b>-6</b>	<b>1</b>	<b>1</b>	<b>39</b>	<b>5</b>
 HR		<b>3</b>	<b>2</b>	<b>19</b>	<b>8</b>	<b>77</b>	<b>-10</b>	<b>1</b>	<b>0</b>	<b>22</b>	<b>10</b>
 IT		<b>8</b>	<b>3</b>	<b>20</b>	<b>-1</b>	<b>71</b>	<b>-2</b>	<b>1</b>	<b>0</b>	<b>28</b>	<b>2</b>
 CY		<b>5</b>	<b>-3</b>	<b>18</b>	<b>-5</b>	<b>76</b>	<b>7</b>	<b>1</b>	<b>1</b>	<b>23</b>	<b>-8</b>
 LV		<b>2</b>	<b>0</b>	<b>21</b>	<b>3</b>	<b>76</b>	<b>-3</b>	<b>1</b>	<b>0</b>	<b>23</b>	<b>3</b>
 LT		<b>2</b>	<b>-2</b>	<b>25</b>	<b>6</b>	<b>70</b>	<b>-6</b>	<b>3</b>	<b>2</b>	<b>27</b>	<b>4</b>
 LU		<b>7</b>	<b>-3</b>	<b>34</b>	<b>1</b>	<b>57</b>	<b>0</b>	<b>2</b>	<b>2</b>	<b>41</b>	<b>-2</b>
 HU		<b>3</b>	<b>2</b>	<b>12</b>	<b>-3</b>	<b>84</b>	<b>0</b>	<b>1</b>	<b>1</b>	<b>15</b>	<b>-1</b>
 MT		<b>9</b>	<b>2</b>	<b>30</b>	<b>-2</b>	<b>59</b>	<b>-2</b>	<b>2</b>	<b>2</b>	<b>39</b>	<b>0</b>
 NL		<b>16</b>	<b>-3</b>	<b>43</b>	<b>1</b>	<b>41</b>	<b>3</b>	<b>0</b>	<b>-1</b>	<b>59</b>	<b>-2</b>
 AT		<b>6</b>	<b>3</b>	<b>23</b>	<b>-6</b>	<b>70</b>	<b>3</b>	<b>1</b>	<b>0</b>	<b>29</b>	<b>-3</b>
 PL		<b>4</b>	<b>1</b>	<b>15</b>	<b>1</b>	<b>79</b>	<b>-2</b>	<b>2</b>	<b>0</b>	<b>19</b>	<b>2</b>
 PT		<b>6</b>	<b>4</b>	<b>14</b>	<b>-3</b>	<b>79</b>	<b>-2</b>	<b>1</b>	<b>1</b>	<b>20</b>	<b>1</b>
 RO		<b>5</b>	<b>3</b>	<b>19</b>	<b>4</b>	<b>73</b>	<b>-7</b>	<b>3</b>	<b>0</b>	<b>24</b>	<b>7</b>
 SI		<b>3</b>	<b>1</b>	<b>19</b>	<b>3</b>	<b>77</b>	<b>-5</b>	<b>1</b>	<b>1</b>	<b>22</b>	<b>4</b>
 SK		<b>2</b>	<b>0</b>	<b>15</b>	<b>-3</b>	<b>81</b>	<b>1</b>	<b>2</b>	<b>2</b>	<b>17</b>	<b>-3</b>
 FI		<b>2</b>	<b>-1</b>	<b>20</b>	<b>0</b>	<b>77</b>	<b>0</b>	<b>1</b>	<b>1</b>	<b>22</b>	<b>-1</b>
 SE		<b>10</b>	<b>2</b>	<b>43</b>	<b>-1</b>	<b>46</b>	<b>-1</b>	<b>1</b>	<b>0</b>	<b>53</b>	<b>1</b>
 UK		<b>9</b>	<b>-3</b>	<b>27</b>	<b>-10</b>	<b>63</b>	<b>12</b>	<b>1</b>	<b>1</b>	<b>36</b>	<b>-13</b>

QB8.3 Et à quelle fréquence avez-vous été exposé(e) ou victime de l'une des situations suivantes ? (ROTATION)






























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

QB8.3 And how often have you experienced or been a victim of the following situations? (ROTATE)

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

QB8.3 Und wie häufig haben Sie eine der folgenden Situationen erlebt oder sind Opfer davon geworden?

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

	%	Souvent		Occasionnellement		Jamais		Ne sais pas		Total 'A été victime'	
		Oft		Occasionally		Never		Don't know		Total 'Has been a victim'	
		Häufig		Gelegentlich		Niemals		Weiß nicht		Gesamt 'Ist Opfer geworden'	
		EB 82.2	Diff. EB 79.4	EB 82.2	Diff. EB 79.4	EB 82.2	Diff. EB 79.4	EB 82.2	Diff. EB 79.4	EB 82.2	Diff. EB 79.4
 EU 28		<b>1</b>	<i>0</i>	<b>11</b>	<i>2</i>	<b>87</b>	<i>-2</i>	<b>1</b>	<i>0</i>	<b>12</b>	<i>2</i>
 BE		<b>0</b>	<i>-1</i>	<b>14</b>	<i>4</i>	<b>86</b>	<i>-2</i>	<b>0</b>	<i>-1</i>	<b>14</b>	<i>3</i>
 BG		<b>0</b>	<i>-1</i>	<b>6</b>	<i>3</i>	<b>93</b>	<i>-2</i>	<b>1</b>	<i>0</i>	<b>6</b>	<i>2</i>
 CZ		<b>2</b>	<i>1</i>	<b>13</b>	<i>2</i>	<b>83</b>	<i>-4</i>	<b>2</b>	<i>1</i>	<b>15</b>	<i>3</i>
 DK		<b>1</b>	<i>1</i>	<b>12</b>	<i>1</i>	<b>87</b>	<i>-2</i>	<b>0</b>	<i>0</i>	<b>13</b>	<i>2</i>
 DE		<b>0</b>	<i>0</i>	<b>13</b>	<i>2</i>	<b>86</b>	<i>-3</i>	<b>1</b>	<i>1</i>	<b>13</b>	<i>2</i>
 EE		<b>1</b>	<i>0</i>	<b>12</b>	<i>1</i>	<b>84</b>	<i>-2</i>	<b>3</b>	<i>1</i>	<b>13</b>	<i>1</i>
 IE		<b>2</b>	<i>1</i>	<b>11</b>	<i>0</i>	<b>86</b>	<i>0</i>	<b>1</b>	<i>-1</i>	<b>13</b>	<i>1</i>
 EL		<b>1</b>	<i>1</i>	<b>3</b>	<i>1</i>	<b>96</b>	<i>-1</i>	<b>0</b>	<i>-1</i>	<b>4</b>	<i>2</i>
 ES		<b>1</b>	<i>0</i>	<b>6</b>	<i>2</i>	<b>93</b>	<i>0</i>	<b>0</b>	<i>-2</i>	<b>7</b>	<i>2</i>
 FR		<b>1</b>	<i>0</i>	<b>10</b>	<i>4</i>	<b>88</b>	<i>-5</i>	<b>1</b>	<i>1</i>	<b>11</b>	<i>4</i>
 HR		<b>1</b>	<i>0</i>	<b>9</b>	<i>2</i>	<b>90</b>	<i>-1</i>	<b>0</b>	<i>-1</i>	<b>10</b>	<i>2</i>
 IT		<b>2</b>	<i>1</i>	<b>9</b>	<i>1</i>	<b>88</b>	<i>-1</i>	<b>1</b>	<i>-1</i>	<b>11</b>	<i>2</i>
 CY		<b>1</b>	<i>0</i>	<b>13</b>	<i>1</i>	<b>84</b>	<i>-3</i>	<b>2</b>	<i>2</i>	<b>14</b>	<i>1</i>
 LV		<b>1</b>	<i>1</i>	<b>12</b>	<i>3</i>	<b>86</b>	<i>-4</i>	<b>1</b>	<i>0</i>	<b>13</b>	<i>4</i>
 LT		<b>1</b>	<i>1</i>	<b>8</b>	<i>0</i>	<b>87</b>	<i>-4</i>	<b>4</b>	<i>3</i>	<b>9</b>	<i>1</i>
 LU		<b>0</b>	<i>0</i>	<b>11</b>	<i>4</i>	<b>86</b>	<i>-6</i>	<b>3</b>	<i>2</i>	<b>11</b>	<i>4</i>
 HU		<b>2</b>	<i>0</i>	<b>12</b>	<i>5</i>	<b>85</b>	<i>-5</i>	<b>1</b>	<i>0</i>	<b>14</b>	<i>5</i>
 MT		<b>1</b>	<i>1</i>	<b>15</b>	<i>-1</i>	<b>81</b>	<i>-3</i>	<b>3</b>	<i>3</i>	<b>16</b>	<i>0</i>
 NL		<b>0</b>	<i>0</i>	<b>16</b>	<i>2</i>	<b>83</b>	<i>-2</i>	<b>1</b>	<i>0</i>	<b>16</b>	<i>2</i>
 AT		<b>3</b>	<i>3</i>	<b>12</b>	<i>1</i>	<b>85</b>	<i>-2</i>	<b>0</b>	<i>-2</i>	<b>15</b>	<i>4</i>
 PL		<b>2</b>	<i>0</i>	<b>17</b>	<i>7</i>	<b>79</b>	<i>-7</i>	<b>2</b>	<i>0</i>	<b>19</b>	<i>7</i>
 PT		<b>3</b>	<i>2</i>	<b>9</b>	<i>5</i>	<b>87</b>	<i>-7</i>	<b>1</b>	<i>0</i>	<b>12</b>	<i>7</i>
 RO		<b>2</b>	<i>1</i>	<b>8</b>	<i>3</i>	<b>86</b>	<i>-4</i>	<b>4</b>	<i>0</i>	<b>10</b>	<i>4</i>
 SI		<b>1</b>	<i>1</i>	<b>7</b>	<i>3</i>	<b>91</b>	<i>-4</i>	<b>1</b>	<i>0</i>	<b>8</b>	<i>4</i>
 SK		<b>1</b>	<i>1</i>	<b>8</b>	<i>-3</i>	<b>89</b>	<i>1</i>	<b>2</b>	<i>1</i>	<b>9</b>	<i>-2</i>
 FI		<b>1</b>	<i>1</i>	<b>8</b>	<i>2</i>	<b>90</b>	<i>-4</i>	<b>1</b>	<i>1</i>	<b>9</b>	<i>3</i>
 SE		<b>0</b>	<i>0</i>	<b>9</b>	<i>1</i>	<b>90</b>	<i>-2</i>	<b>1</b>	<i>1</i>	<b>9</b>	<i>1</i>
 UK		<b>1</b>	<i>1</i>	<b>15</b>	<i>-1</i>	<b>84</b>	<i>1</i>	<b>0</b>	<i>-1</i>	<b>16</b>	<i>0</i>

QB8.4 Et à quelle fréquence avez-vous été exposé(e) ou victime de l'une des situations suivantes ? (ROTATION)






























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

QB8.4 And how often have you experienced or been a victim of the following situations? (ROTATE)

Accidentally encountering child pornography online

QB8.4 Und wie häufig haben Sie eine der folgenden Situationen erlebt oder sind Opfer davon geworden?






























Sie sind durch Zufall auf Kinderpornographie im Internet gestoßen

		Souvent	Occasionnellement	Jamais	Ne sais pas	Total 'A été victime'
		Oft	Occasionally	Never	Don't know	Total 'Has been a victim'
		Häufig	Gelegentlich	Niemals	Weiß nicht	Gesamt 'Ist Opfer geworden'
%		EB 82.2	EB 82.2	EB 82.2	EB 82.2	EB 82.2
 EU 28		<b>1</b>	<b>6</b>	<b>92</b>	<b>1</b>	<b>7</b>
 BE		<b>2</b>	<b>7</b>	<b>91</b>	<b>0</b>	<b>9</b>
 BG		<b>0</b>	<b>9</b>	<b>90</b>	<b>1</b>	<b>9</b>
 CZ		<b>1</b>	<b>4</b>	<b>93</b>	<b>2</b>	<b>5</b>
 DK		<b>0</b>	<b>3</b>	<b>96</b>	<b>1</b>	<b>3</b>
 DE		<b>0</b>	<b>2</b>	<b>98</b>	<b>0</b>	<b>2</b>
 EE		<b>1</b>	<b>7</b>	<b>90</b>	<b>2</b>	<b>8</b>
 IE		<b>1</b>	<b>5</b>	<b>93</b>	<b>1</b>	<b>6</b>
 EL		<b>1</b>	<b>3</b>	<b>96</b>	<b>0</b>	<b>4</b>
 ES		<b>2</b>	<b>5</b>	<b>93</b>	<b>0</b>	<b>7</b>
 FR		<b>1</b>	<b>7</b>	<b>92</b>	<b>0</b>	<b>8</b>
 HR		<b>1</b>	<b>7</b>	<b>91</b>	<b>1</b>	<b>8</b>
 IT		<b>3</b>	<b>8</b>	<b>88</b>	<b>1</b>	<b>11</b>
 CY		<b>1</b>	<b>6</b>	<b>92</b>	<b>1</b>	<b>7</b>
 LV		<b>0</b>	<b>7</b>	<b>90</b>	<b>3</b>	<b>7</b>
 LT		<b>1</b>	<b>5</b>	<b>91</b>	<b>3</b>	<b>6</b>
 LU		<b>0</b>	<b>6</b>	<b>92</b>	<b>2</b>	<b>6</b>
 HU		<b>2</b>	<b>9</b>	<b>88</b>	<b>1</b>	<b>11</b>
 MT		<b>1</b>	<b>4</b>	<b>93</b>	<b>2</b>	<b>5</b>
 NL		<b>1</b>	<b>5</b>	<b>94</b>	<b>0</b>	<b>6</b>
 AT		<b>2</b>	<b>6</b>	<b>91</b>	<b>1</b>	<b>8</b>
 PL		<b>1</b>	<b>12</b>	<b>85</b>	<b>2</b>	<b>13</b>
 PT		<b>2</b>	<b>9</b>	<b>87</b>	<b>2</b>	<b>11</b>
 RO		<b>8</b>	<b>19</b>	<b>69</b>	<b>4</b>	<b>27</b>
 SI		<b>1</b>	<b>1</b>	<b>97</b>	<b>1</b>	<b>2</b>
 SK		<b>1</b>	<b>5</b>	<b>92</b>	<b>2</b>	<b>6</b>
 FI		<b>0</b>	<b>5</b>	<b>94</b>	<b>1</b>	<b>5</b>
 SE		<b>0</b>	<b>4</b>	<b>95</b>	<b>1</b>	<b>4</b>
 UK		<b>0</b>	<b>3</b>	<b>97</b>	<b>0</b>	<b>3</b>

QB8.5 Et à quelle fréquence avez-vous été exposé(e) ou victime de l'une des situations suivantes ? (ROTATION)  
Etre accidentellement confronté(e) à du contenu qui incite à la haine raciale ou à l'extrémisme religieux

QB8.5 And how often have you experienced or been a victim of the following situations? (ROTATE)  
Accidentally encountering material which promotes racial hatred or religious extremism






























QB8.5 Und wie häufig haben Sie eine der folgenden Situationen erlebt oder sind Opfer davon geworden?  
Sie sind durch Zufall auf Inhalte gestoßen, in denen Rassenhass oder religiöser Extremismus verbreitet wurde

	%	Souvent		Occasionnellement		Jamais		Ne sais pas		Total 'A été victime'	
		Oft		Occasionally		Never		Don't know		Total 'Has been a victim'	
		Häufig		Gelegentlich		Niemals		Weiß nicht		Gesamt 'Ist Opfer geworden'	
		EB 82.2	Diff. EB 79.4	EB 82.2	Diff. EB 79.4	EB 82.2	Diff. EB 79.4	EB 82.2	Diff. EB 79.4	EB 82.2	Diff. EB 79.4
 EU 28		<b>2</b>	<b>0</b>	<b>12</b>	<b>0</b>	<b>85</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>14</b>	<b>0</b>
 BE		<b>5</b>	<b>2</b>	<b>14</b>	<b>-3</b>	<b>81</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>19</b>	<b>-1</b>
 BG		<b>0</b>	<b>-2</b>	<b>16</b>	<b>9</b>	<b>82</b>	<b>-8</b>	<b>2</b>	<b>1</b>	<b>16</b>	<b>7</b>
 CZ		<b>2</b>	<b>0</b>	<b>18</b>	<b>1</b>	<b>77</b>	<b>-3</b>	<b>3</b>	<b>2</b>	<b>20</b>	<b>1</b>
 DK		<b>1</b>	<b>0</b>	<b>11</b>	<b>3</b>	<b>87</b>	<b>-4</b>	<b>1</b>	<b>1</b>	<b>12</b>	<b>3</b>
 DE		<b>1</b>	<b>-1</b>	<b>10</b>	<b>-3</b>	<b>89</b>	<b>4</b>	<b>0</b>	<b>0</b>	<b>11</b>	<b>-4</b>
 EE		<b>2</b>	<b>0</b>	<b>14</b>	<b>-2</b>	<b>82</b>	<b>1</b>	<b>2</b>	<b>1</b>	<b>16</b>	<b>-2</b>
 IE		<b>1</b>	<b>-2</b>	<b>13</b>	<b>2</b>	<b>85</b>	<b>1</b>	<b>1</b>	<b>-1</b>	<b>14</b>	<b>0</b>
 EL		<b>2</b>	<b>1</b>	<b>5</b>	<b>-1</b>	<b>93</b>	<b>1</b>	<b>0</b>	<b>-1</b>	<b>7</b>	<b>0</b>
 ES		<b>3</b>	<b>1</b>	<b>8</b>	<b>-3</b>	<b>89</b>	<b>3</b>	<b>0</b>	<b>-1</b>	<b>11</b>	<b>-2</b>
 FR		<b>2</b>	<b>0</b>	<b>12</b>	<b>2</b>	<b>85</b>	<b>-3</b>	<b>1</b>	<b>1</b>	<b>14</b>	<b>2</b>
 HR		<b>4</b>	<b>0</b>	<b>18</b>	<b>5</b>	<b>77</b>	<b>-5</b>	<b>1</b>	<b>0</b>	<b>22</b>	<b>5</b>
 IT		<b>2</b>	<b>0</b>	<b>10</b>	<b>0</b>	<b>87</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>12</b>	<b>0</b>
 CY		<b>2</b>	<b>0</b>	<b>12</b>	<b>-3</b>	<b>84</b>	<b>2</b>	<b>2</b>	<b>1</b>	<b>14</b>	<b>-3</b>
 LV		<b>3</b>	<b>0</b>	<b>14</b>	<b>2</b>	<b>81</b>	<b>-3</b>	<b>2</b>	<b>1</b>	<b>17</b>	<b>2</b>
 LT		<b>2</b>	<b>1</b>	<b>12</b>	<b>0</b>	<b>83</b>	<b>-3</b>	<b>3</b>	<b>2</b>	<b>14</b>	<b>1</b>
 LU		<b>1</b>	<b>0</b>	<b>11</b>	<b>4</b>	<b>86</b>	<b>-6</b>	<b>2</b>	<b>2</b>	<b>12</b>	<b>4</b>
 HU		<b>4</b>	<b>2</b>	<b>13</b>	<b>-6</b>	<b>82</b>	<b>3</b>	<b>1</b>	<b>1</b>	<b>17</b>	<b>-4</b>
 MT		<b>4</b>	<b>3</b>	<b>21</b>	<b>10</b>	<b>72</b>	<b>-16</b>	<b>3</b>	<b>3</b>	<b>25</b>	<b>13</b>
 NL		<b>3</b>	<b>2</b>	<b>17</b>	<b>3</b>	<b>80</b>	<b>-5</b>	<b>0</b>	<b>0</b>	<b>20</b>	<b>5</b>
 AT		<b>5</b>	<b>4</b>	<b>13</b>	<b>3</b>	<b>81</b>	<b>-6</b>	<b>1</b>	<b>-1</b>	<b>18</b>	<b>7</b>
 PL		<b>3</b>	<b>0</b>	<b>19</b>	<b>7</b>	<b>75</b>	<b>-8</b>	<b>3</b>	<b>1</b>	<b>22</b>	<b>7</b>
 PT		<b>4</b>	<b>4</b>	<b>16</b>	<b>4</b>	<b>80</b>	<b>-7</b>	<b>0</b>	<b>-1</b>	<b>20</b>	<b>8</b>
 RO		<b>8</b>	<b>6</b>	<b>16</b>	<b>1</b>	<b>72</b>	<b>-6</b>	<b>4</b>	<b>-1</b>	<b>24</b>	<b>7</b>
 SI		<b>1</b>	<b>0</b>	<b>9</b>	<b>1</b>	<b>89</b>	<b>-2</b>	<b>1</b>	<b>1</b>	<b>10</b>	<b>1</b>
 SK		<b>2</b>	<b>1</b>	<b>10</b>	<b>-7</b>	<b>85</b>	<b>4</b>	<b>3</b>	<b>2</b>	<b>12</b>	<b>-6</b>
 FI		<b>3</b>	<b>2</b>	<b>12</b>	<b>-6</b>	<b>84</b>	<b>3</b>	<b>1</b>	<b>1</b>	<b>15</b>	<b>-4</b>
 SE		<b>5</b>	<b>0</b>	<b>23</b>	<b>5</b>	<b>72</b>	<b>-4</b>	<b>0</b>	<b>-1</b>	<b>28</b>	<b>5</b>
 UK		<b>2</b>	<b>0</b>	<b>10</b>	<b>-4</b>	<b>88</b>	<b>5</b>	<b>0</b>	<b>-1</b>	<b>12</b>	<b>-4</b>

QB8.6 Et à quelle fréquence avez-vous été exposé(e) ou victime de l'une des situations suivantes ? (ROTATION)  
L'incapacité d'accéder à des services en ligne (par ex. services bancaires ou services publics) à cause de cyber-attaques

QB8.6 And how often have you experienced or been a victim of the following situations? (ROTATE)  
Not being able to access online services (e.g. banking services or public services) because of cyber-attacks

QB8.6 Und wie häufig haben Sie eine der folgenden Situationen erlebt oder sind Opfer davon geworden?  
Sie konnten aufgrund von Cyber-Attacken nicht auf Online-Dienste (z.B. Bankdienste oder öffentliche Dienste) zugreifen

	%	Souvent		Occasionnellement		Jamais		Ne sais pas		Total 'A été victime'	
		Oft		Occasionally		Never		Don't know		Total 'Has been a victim'	
		Häufig		Gelegentlich		Niemals		Weiß nicht		Gesamt 'Ist Opfer geworden'	
		EB 82.2	Diff. EB 79.4	EB 82.2	Diff. EB 79.4	EB 82.2	Diff. EB 79.4	EB 82.2	Diff. EB 79.4	EB 82.2	Diff. EB 79.4
 EU 28		<b>2</b>	<b>1</b>	<b>12</b>	<b>1</b>	<b>84</b>	<b>-2</b>	<b>2</b>	<b>0</b>	<b>14</b>	<b>2</b>
 BE		<b>1</b>	<b>-1</b>	<b>14</b>	<b>0</b>	<b>85</b>	<b>2</b>	<b>0</b>	<b>-1</b>	<b>15</b>	<b>-1</b>
 BG		<b>0</b>	<b>0</b>	<b>5</b>	<b>2</b>	<b>92</b>	<b>-1</b>	<b>3</b>	<b>-1</b>	<b>5</b>	<b>2</b>
 CZ		<b>1</b>	<b>1</b>	<b>14</b>	<b>2</b>	<b>83</b>	<b>-2</b>	<b>2</b>	<b>-1</b>	<b>15</b>	<b>3</b>
 DK		<b>0</b>	<b>0</b>	<b>15</b>	<b>-8</b>	<b>82</b>	<b>6</b>	<b>3</b>	<b>2</b>	<b>15</b>	<b>-8</b>
 DE		<b>0</b>	<b>0</b>	<b>10</b>	<b>0</b>	<b>88</b>	<b>-1</b>	<b>2</b>	<b>1</b>	<b>10</b>	<b>0</b>
 EE		<b>0</b>	<b>0</b>	<b>16</b>	<b>2</b>	<b>81</b>	<b>-4</b>	<b>3</b>	<b>2</b>	<b>16</b>	<b>2</b>
 IE		<b>1</b>	<b>-1</b>	<b>13</b>	<b>1</b>	<b>85</b>	<b>2</b>	<b>1</b>	<b>-2</b>	<b>14</b>	<b>0</b>
 EL		<b>1</b>	<b>1</b>	<b>5</b>	<b>3</b>	<b>94</b>	<b>-3</b>	<b>0</b>	<b>-1</b>	<b>6</b>	<b>4</b>
 ES		<b>2</b>	<b>1</b>	<b>6</b>	<b>-1</b>	<b>92</b>	<b>2</b>	<b>0</b>	<b>-2</b>	<b>8</b>	<b>0</b>
 FR		<b>1</b>	<b>1</b>	<b>12</b>	<b>5</b>	<b>85</b>	<b>-7</b>	<b>2</b>	<b>1</b>	<b>13</b>	<b>6</b>
 HR		<b>1</b>	<b>0</b>	<b>11</b>	<b>1</b>	<b>86</b>	<b>-2</b>	<b>2</b>	<b>1</b>	<b>12</b>	<b>1</b>
 IT		<b>3</b>	<b>2</b>	<b>10</b>	<b>-3</b>	<b>85</b>	<b>1</b>	<b>2</b>	<b>0</b>	<b>13</b>	<b>-1</b>
 CY		<b>2</b>	<b>2</b>	<b>11</b>	<b>3</b>	<b>85</b>	<b>-6</b>	<b>2</b>	<b>1</b>	<b>13</b>	<b>5</b>
 LV		<b>1</b>	<b>1</b>	<b>15</b>	<b>7</b>	<b>83</b>	<b>-7</b>	<b>1</b>	<b>-1</b>	<b>16</b>	<b>8</b>
 LT		<b>1</b>	<b>0</b>	<b>11</b>	<b>1</b>	<b>86</b>	<b>-2</b>	<b>2</b>	<b>1</b>	<b>12</b>	<b>1</b>
 LU		<b>1</b>	<b>1</b>	<b>17</b>	<b>9</b>	<b>79</b>	<b>-11</b>	<b>3</b>	<b>1</b>	<b>18</b>	<b>10</b>
 HU		<b>1</b>	<b>-1</b>	<b>8</b>	<b>0</b>	<b>90</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>9</b>	<b>-1</b>
 MT		<b>0</b>	<b>0</b>	<b>10</b>	<b>3</b>	<b>88</b>	<b>-4</b>	<b>2</b>	<b>1</b>	<b>10</b>	<b>3</b>
 NL		<b>3</b>	<b>1</b>	<b>40</b>	<b>-1</b>	<b>55</b>	<b>-1</b>	<b>2</b>	<b>1</b>	<b>43</b>	<b>0</b>
 AT		<b>2</b>	<b>2</b>	<b>9</b>	<b>-1</b>	<b>86</b>	<b>-1</b>	<b>3</b>	<b>0</b>	<b>11</b>	<b>1</b>
 PL		<b>1</b>	<b>0</b>	<b>13</b>	<b>6</b>	<b>83</b>	<b>-7</b>	<b>3</b>	<b>1</b>	<b>14</b>	<b>6</b>
 PT		<b>5</b>	<b>5</b>	<b>8</b>	<b>-2</b>	<b>85</b>	<b>-2</b>	<b>2</b>	<b>-1</b>	<b>13</b>	<b>3</b>
 RO		<b>3</b>	<b>2</b>	<b>17</b>	<b>9</b>	<b>76</b>	<b>-9</b>	<b>4</b>	<b>-2</b>	<b>20</b>	<b>11</b>
 SI		<b>2</b>	<b>1</b>	<b>11</b>	<b>5</b>	<b>87</b>	<b>-5</b>	<b>0</b>	<b>-1</b>	<b>13</b>	<b>6</b>
 SK		<b>1</b>	<b>1</b>	<b>4</b>	<b>-2</b>	<b>93</b>	<b>0</b>	<b>2</b>	<b>1</b>	<b>5</b>	<b>-1</b>
 FI		<b>1</b>	<b>0</b>	<b>21</b>	<b>0</b>	<b>75</b>	<b>-2</b>	<b>3</b>	<b>2</b>	<b>22</b>	<b>0</b>
 SE		<b>0</b>	<b>-1</b>	<b>20</b>	<b>3</b>	<b>77</b>	<b>-4</b>	<b>3</b>	<b>2</b>	<b>20</b>	<b>2</b>
 UK		<b>2</b>	<b>2</b>	<b>14</b>	<b>2</b>	<b>83</b>	<b>-4</b>	<b>1</b>	<b>0</b>	<b>16</b>	<b>4</b>

QB8.7 Et à quelle fréquence avez-vous été exposé(e) ou victime de l'une des situations suivantes ? (ROTATION)






























Le piratage de votre compte de média social ou de votre compte email

QB8.7 And how often have you experienced or been a victim of the following situations? (ROTATE)

Your social media or email account being hacked

QB8.7 Und wie häufig haben Sie eine der folgenden Situationen erlebt oder sind Opfer davon geworden?

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

	%	Souvent		Occasionnellement		Jamais		Ne sais pas		Total 'A été victime'	
		Oft		Occasionally		Never		Don't know		Total 'Has been a victim'	
		Häufig		Gelegentlich		Niemals		Weiß nicht		Gesamt 'Ist Opfer geworden'	
		EB 82.2	Diff. EB 79.4	EB 82.2	Diff. EB 79.4	EB 82.2	Diff. EB 79.4	EB 82.2	Diff. EB 79.4	EB 82.2	Diff. EB 79.4
 EU 28		<b>1</b>	<i>0</i>	<b>11</b>	<i>0</i>	<b>87</b>	<i>0</i>	<b>1</b>	<i>0</i>	<b>12</b>	<i>0</i>
 BE		<b>2</b>	<i>-1</i>	<b>17</b>	<i>2</i>	<b>81</b>	<i>-1</i>	<b>0</b>	<i>0</i>	<b>19</b>	<i>1</i>
 BG		<b>0</b>	<i>-1</i>	<b>8</b>	<i>3</i>	<b>90</b>	<i>-2</i>	<b>2</b>	<i>0</i>	<b>8</b>	<i>2</i>
 CZ		<b>1</b>	<i>1</i>	<b>11</b>	<i>2</i>	<b>87</b>	<i>-2</i>	<b>1</b>	<i>-1</i>	<b>12</b>	<i>3</i>
 DK		<b>1</b>	<i>0</i>	<b>12</b>	<i>1</i>	<b>86</b>	<i>-2</i>	<b>1</b>	<i>1</i>	<b>13</b>	<i>1</i>
 DE		<b>1</b>	<i>1</i>	<b>7</b>	<i>0</i>	<b>90</b>	<i>-2</i>	<b>2</b>	<i>1</i>	<b>8</b>	<i>1</i>
 EE		<b>0</b>	<i>0</i>	<b>13</b>	<i>0</i>	<b>84</b>	<i>-1</i>	<b>3</b>	<i>1</i>	<b>13</b>	<i>0</i>
 IE		<b>1</b>	<i>0</i>	<b>15</b>	<i>5</i>	<b>83</b>	<i>-1</i>	<b>1</b>	<i>-4</i>	<b>16</b>	<i>5</i>
 EL		<b>1</b>	<i>1</i>	<b>10</b>	<i>7</i>	<b>89</b>	<i>-6</i>	<b>0</b>	<i>-2</i>	<b>11</b>	<i>8</i>
 ES		<b>1</b>	<i>0</i>	<b>8</b>	<i>-1</i>	<b>91</b>	<i>3</i>	<b>0</b>	<i>-2</i>	<b>9</b>	<i>-1</i>
 FR		<b>1</b>	<i>-1</i>	<b>14</b>	<i>3</i>	<b>84</b>	<i>-3</i>	<b>1</b>	<i>1</i>	<b>15</b>	<i>2</i>
 HR		<b>1</b>	<i>1</i>	<b>10</b>	<i>-1</i>	<b>89</b>	<i>1</i>	<b>0</b>	<i>-1</i>	<b>11</b>	<i>0</i>
 IT		<b>2</b>	<i>1</i>	<b>12</b>	<i>2</i>	<b>86</b>	<i>1</i>	<b>0</b>	<i>-4</i>	<b>14</b>	<i>3</i>
 CY		<b>2</b>	<i>2</i>	<b>9</b>	<i>-1</i>	<b>88</b>	<i>-2</i>	<b>1</b>	<i>1</i>	<b>11</b>	<i>1</i>
 LV		<b>0</b>	<i>0</i>	<b>12</b>	<i>4</i>	<b>86</b>	<i>-5</i>	<b>2</b>	<i>1</i>	<b>12</b>	<i>4</i>
 LT		<b>1</b>	<i>1</i>	<b>9</b>	<i>1</i>	<b>88</b>	<i>-3</i>	<b>2</b>	<i>1</i>	<b>10</b>	<i>2</i>
 LU		<b>1</b>	<i>1</i>	<b>15</b>	<i>3</i>	<b>82</b>	<i>-5</i>	<b>2</b>	<i>1</i>	<b>16</b>	<i>4</i>
 HU		<b>2</b>	<i>1</i>	<b>10</b>	<i>2</i>	<b>87</b>	<i>-3</i>	<b>1</b>	<i>0</i>	<b>12</b>	<i>3</i>
 MT		<b>1</b>	<i>0</i>	<b>15</b>	<i>4</i>	<b>83</b>	<i>-5</i>	<b>1</b>	<i>1</i>	<b>16</b>	<i>4</i>
 NL		<b>1</b>	<i>1</i>	<b>15</b>	<i>-1</i>	<b>83</b>	<i>0</i>	<b>1</b>	<i>0</i>	<b>16</b>	<i>0</i>
 AT		<b>2</b>	<i>1</i>	<b>11</b>	<i>5</i>	<b>85</b>	<i>-5</i>	<b>2</b>	<i>-1</i>	<b>13</b>	<i>6</i>
 PL		<b>1</b>	<i>0</i>	<b>8</b>	<i>1</i>	<b>88</b>	<i>-1</i>	<b>3</b>	<i>0</i>	<b>9</b>	<i>1</i>
 PT		<b>4</b>	<i>3</i>	<b>9</b>	<i>3</i>	<b>86</b>	<i>-6</i>	<b>1</b>	<i>0</i>	<b>13</b>	<i>6</i>
 RO		<b>3</b>	<i>2</i>	<b>15</b>	<i>7</i>	<b>80</b>	<i>-7</i>	<b>2</b>	<i>-2</i>	<b>18</b>	<i>9</i>
 SI		<b>1</b>	<i>0</i>	<b>8</b>	<i>1</i>	<b>90</b>	<i>-1</i>	<b>1</b>	<i>0</i>	<b>9</b>	<i>1</i>
 SK		<b>0</b>	<i>-1</i>	<b>5</b>	<i>-2</i>	<b>93</b>	<i>3</i>	<b>2</b>	<i>0</i>	<b>5</b>	<i>-3</i>
 FI		<b>0</b>	<i>0</i>	<b>8</b>	<i>0</i>	<b>91</b>	<i>0</i>	<b>1</b>	<i>0</i>	<b>8</b>	<i>0</i>
 SE		<b>0</b>	<i>-1</i>	<b>11</b>	<i>-6</i>	<b>88</b>	<i>6</i>	<b>1</b>	<i>1</i>	<b>11</b>	<i>-7</i>
 UK		<b>1</b>	<i>0</i>	<b>15</b>	<i>-3</i>	<b>83</b>	<i>3</i>	<b>1</b>	<i>0</i>	<b>16</b>	<i>-3</i>

QB8.8 Et à quelle fréquence avez-vous été exposé(e) ou victime de l'une des situations suivantes ? (ROTATION)






























Etre victime d'une fraude à la carte bancaire ou d'une escroquerie bancaire sur Internet

QB8.8 And how often have you experienced or been a victim of the following situations? (ROTATE)

Being a victim of bank card or online banking fraud

QB8.8 Und wie häufig haben Sie eine der folgenden Situationen erlebt oder sind Opfer davon geworden?

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

	%	Souvent		Occasionnellement		Jamais		Ne sais pas		Total 'A été victime'	
		Often		Occasionally		Never		Don't know		Total 'Has been a victim'	
		Häufig		Gelegentlich		Niemals		Weiß nicht		Gesamt 'Ist Opfer geworden'	
		EB 82.2	Diff. EB 79.4	EB 82.2	Diff. EB 79.4	EB 82.2	Diff. EB 79.4	EB 82.2	Diff. EB 79.4	EB 82.2	Diff. EB 79.4
 EU 28		<b>1</b>	<b>0</b>	<b>7</b>	<b>1</b>	<b>91</b>	<b>-1</b>	<b>1</b>	<b>0</b>	<b>8</b>	<b>1</b>
 BE		<b>1</b>	<b>-1</b>	<b>8</b>	<b>2</b>	<b>91</b>	<b>0</b>	<b>0</b>	<b>-1</b>	<b>9</b>	<b>1</b>
 BG		<b>0</b>	<b>0</b>	<b>2</b>	<b>1</b>	<b>97</b>	<b>-1</b>	<b>1</b>	<b>0</b>	<b>2</b>	<b>1</b>
 CZ		<b>0</b>	<b>-1</b>	<b>4</b>	<b>1</b>	<b>94</b>	<b>0</b>	<b>2</b>	<b>0</b>	<b>4</b>	<b>0</b>
 DK		<b>0</b>	<b>0</b>	<b>9</b>	<b>2</b>	<b>90</b>	<b>-3</b>	<b>1</b>	<b>1</b>	<b>9</b>	<b>2</b>
 DE		<b>0</b>	<b>0</b>	<b>2</b>	<b>-1</b>	<b>97</b>	<b>0</b>	<b>1</b>	<b>1</b>	<b>2</b>	<b>-1</b>
 EE		<b>1</b>	<b>1</b>	<b>3</b>	<b>0</b>	<b>94</b>	<b>-2</b>	<b>2</b>	<b>1</b>	<b>4</b>	<b>1</b>
 IE		<b>1</b>	<b>-1</b>	<b>9</b>	<b>2</b>	<b>90</b>	<b>2</b>	<b>0</b>	<b>-3</b>	<b>10</b>	<b>1</b>
 EL		<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>99</b>	<b>1</b>	<b>0</b>	<b>-1</b>	<b>1</b>	<b>0</b>
 ES		<b>1</b>	<b>1</b>	<b>3</b>	<b>-2</b>	<b>96</b>	<b>3</b>	<b>0</b>	<b>-2</b>	<b>4</b>	<b>-1</b>
 FR		<b>1</b>	<b>1</b>	<b>11</b>	<b>4</b>	<b>87</b>	<b>-6</b>	<b>1</b>	<b>1</b>	<b>12</b>	<b>5</b>
 HR		<b>0</b>	<b>-1</b>	<b>2</b>	<b>-1</b>	<b>97</b>	<b>2</b>	<b>1</b>	<b>0</b>	<b>2</b>	<b>-2</b>
 IT		<b>2</b>	<b>1</b>	<b>6</b>	<b>0</b>	<b>91</b>	<b>0</b>	<b>1</b>	<b>-1</b>	<b>8</b>	<b>1</b>
 CY		<b>1</b>	<b>1</b>	<b>6</b>	<b>3</b>	<b>92</b>	<b>-5</b>	<b>1</b>	<b>1</b>	<b>7</b>	<b>4</b>
 LV		<b>0</b>	<b>0</b>	<b>3</b>	<b>0</b>	<b>96</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>3</b>	<b>0</b>
 LT		<b>0</b>	<b>0</b>	<b>3</b>	<b>1</b>	<b>94</b>	<b>-4</b>	<b>3</b>	<b>3</b>	<b>3</b>	<b>1</b>
 LU		<b>1</b>	<b>0</b>	<b>10</b>	<b>3</b>	<b>88</b>	<b>-3</b>	<b>1</b>	<b>0</b>	<b>11</b>	<b>3</b>
 HU		<b>1</b>	<b>0</b>	<b>4</b>	<b>0</b>	<b>95</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>5</b>	<b>0</b>
 MT		<b>0</b>	<b>0</b>	<b>5</b>	<b>-1</b>	<b>93</b>	<b>-1</b>	<b>2</b>	<b>2</b>	<b>5</b>	<b>-1</b>
 NL		<b>0</b>	<b>0</b>	<b>8</b>	<b>1</b>	<b>92</b>	<b>-1</b>	<b>0</b>	<b>0</b>	<b>8</b>	<b>1</b>
 AT		<b>2</b>	<b>2</b>	<b>4</b>	<b>0</b>	<b>94</b>	<b>-1</b>	<b>0</b>	<b>-1</b>	<b>6</b>	<b>2</b>
 PL		<b>1</b>	<b>0</b>	<b>6</b>	<b>1</b>	<b>92</b>	<b>-1</b>	<b>1</b>	<b>0</b>	<b>7</b>	<b>1</b>
 PT		<b>3</b>	<b>3</b>	<b>6</b>	<b>3</b>	<b>90</b>	<b>-6</b>	<b>1</b>	<b>0</b>	<b>9</b>	<b>6</b>
 RO		<b>2</b>	<b>2</b>	<b>4</b>	<b>1</b>	<b>92</b>	<b>-2</b>	<b>2</b>	<b>-1</b>	<b>6</b>	<b>3</b>
 SI		<b>0</b>	<b>-1</b>	<b>2</b>	<b>1</b>	<b>97</b>	<b>-1</b>	<b>1</b>	<b>1</b>	<b>2</b>	<b>0</b>
 SK		<b>0</b>	<b>0</b>	<b>2</b>	<b>-1</b>	<b>96</b>	<b>-1</b>	<b>2</b>	<b>2</b>	<b>2</b>	<b>-1</b>
 FI		<b>1</b>	<b>0</b>	<b>4</b>	<b>-2</b>	<b>94</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>5</b>	<b>-2</b>
 SE		<b>0</b>	<b>0</b>	<b>11</b>	<b>4</b>	<b>89</b>	<b>-4</b>	<b>0</b>	<b>0</b>	<b>11</b>	<b>4</b>
 UK		<b>1</b>	<b>0</b>	<b>16</b>	<b>1</b>	<b>83</b>	<b>-1</b>	<b>0</b>	<b>0</b>	<b>17</b>	<b>1</b>



QB8.9 Et à quelle fréquence avez-vous été exposé(e) ou victime de l'une des situations suivantes ? (ROTATION)






























Vous voir demander un paiement en échange de la récupération du contrôle de votre appareil

QB8.9 And how often have you experienced or been a victim of the following situations? (ROTATE)

Being asked for a payment in return for getting back control of your device

QB8.9 Und wie häufig haben Sie eine der folgenden Situationen erlebt oder sind Opfer davon geworden?

Man hat von Ihnen eine Geldzahlung gefordert, damit Sie die Kontrolle über Ihr Gerät zurückerlangen

		Souvent	Occasionnellement	Jamais	Ne sais pas	Total 'A été victime'
		Oft	Occasionally	Never	Don't know	Total 'Has been a victim'
		Häufig	Gelegentlich	Niemals	Weiß nicht	Gesamt 'Ist Opfer geworden'
		EB	EB	EB	EB	EB
		82.2	82.2	82.2	82.2	82.2
 EU 28		<b>1</b>	<b>7</b>	<b>91</b>	<b>1</b>	<b>8</b>
 BE		<b>1</b>	<b>11</b>	<b>88</b>	<b>0</b>	<b>12</b>
 BG		<b>0</b>	<b>1</b>	<b>98</b>	<b>1</b>	<b>1</b>
 CZ		<b>1</b>	<b>8</b>	<b>89</b>	<b>2</b>	<b>9</b>
 DK		<b>0</b>	<b>5</b>	<b>95</b>	<b>0</b>	<b>5</b>
 DE		<b>1</b>	<b>9</b>	<b>90</b>	<b>0</b>	<b>10</b>
 EE		<b>0</b>	<b>5</b>	<b>92</b>	<b>3</b>	<b>5</b>
 IE		<b>1</b>	<b>6</b>	<b>92</b>	<b>1</b>	<b>7</b>
 EL		<b>1</b>	<b>6</b>	<b>93</b>	<b>0</b>	<b>7</b>
 ES		<b>1</b>	<b>3</b>	<b>96</b>	<b>0</b>	<b>4</b>
 FR		<b>1</b>	<b>6</b>	<b>92</b>	<b>1</b>	<b>7</b>
 HR		<b>1</b>	<b>3</b>	<b>96</b>	<b>0</b>	<b>4</b>
 IT		<b>1</b>	<b>8</b>	<b>90</b>	<b>1</b>	<b>9</b>
 CY		<b>1</b>	<b>5</b>	<b>92</b>	<b>2</b>	<b>6</b>
 LV		<b>1</b>	<b>7</b>	<b>91</b>	<b>1</b>	<b>8</b>
 LT		<b>1</b>	<b>2</b>	<b>94</b>	<b>3</b>	<b>3</b>
 LU		<b>1</b>	<b>6</b>	<b>91</b>	<b>2</b>	<b>7</b>
 HU		<b>1</b>	<b>5</b>	<b>94</b>	<b>0</b>	<b>6</b>
 MT		<b>0</b>	<b>4</b>	<b>95</b>	<b>1</b>	<b>4</b>
 NL		<b>1</b>	<b>9</b>	<b>90</b>	<b>0</b>	<b>10</b>
 AT		<b>2</b>	<b>8</b>	<b>90</b>	<b>0</b>	<b>10</b>
 PL		<b>1</b>	<b>8</b>	<b>89</b>	<b>2</b>	<b>9</b>
 PT		<b>4</b>	<b>7</b>	<b>89</b>	<b>0</b>	<b>11</b>
 RO		<b>3</b>	<b>6</b>	<b>88</b>	<b>3</b>	<b>9</b>
 SI		<b>1</b>	<b>2</b>	<b>96</b>	<b>1</b>	<b>3</b>
 SK		<b>0</b>	<b>3</b>	<b>95</b>	<b>2</b>	<b>3</b>
 FI		<b>0</b>	<b>4</b>	<b>95</b>	<b>1</b>	<b>4</b>
 SE		<b>0</b>	<b>7</b>	<b>92</b>	<b>1</b>	<b>7</b>
 UK		<b>1</b>	<b>9</b>	<b>89</b>	<b>1</b>	<b>10</b>

QB8.10 Et à quelle fréquence avez-vous été exposé(e) ou victime de l'une des situations suivantes ? (ROTATION)






























Découvrir un logiciel malveillant (virus, etc.) sur votre appareil

QB8.10 And how often have you experienced or been a victim of the following situations? (ROTATE)

Discovered malicious software (viruses, etc.) on your device

QB8.10 Und wie häufig haben Sie eine der folgenden Situationen erlebt oder sind Opfer davon geworden?

Sie haben auf Ihrem Gerät schädliche Software (Viren usw.) gefunden

		Souvent	Occasionnellement	Jamais	Ne sais pas	Total 'A été victime'
		Oft	Occasionally	Never	Don't know	Total 'Has been a victim'
		Häufig	Gelegentlich	Niemals	Weiß nicht	Gesamt 'Ist Opfer geworden'
		EB	EB	EB	EB	EB
		82.2	82.2	82.2	82.2	82.2
 EU 28		<b>7</b>	<b>40</b>	<b>52</b>	<b>1</b>	<b>47</b>
 BE		<b>7</b>	<b>45</b>	<b>48</b>	<b>0</b>	<b>52</b>
 BG		<b>5</b>	<b>26</b>	<b>68</b>	<b>1</b>	<b>31</b>
 CZ		<b>7</b>	<b>43</b>	<b>49</b>	<b>1</b>	<b>50</b>
 DK		<b>6</b>	<b>55</b>	<b>37</b>	<b>2</b>	<b>61</b>
 DE		<b>4</b>	<b>50</b>	<b>45</b>	<b>1</b>	<b>54</b>
 EE		<b>4</b>	<b>44</b>	<b>49</b>	<b>3</b>	<b>48</b>
 IE		<b>5</b>	<b>24</b>	<b>70</b>	<b>1</b>	<b>29</b>
 EL		<b>7</b>	<b>31</b>	<b>62</b>	<b>0</b>	<b>38</b>
 ES		<b>8</b>	<b>34</b>	<b>58</b>	<b>0</b>	<b>42</b>
 FR		<b>9</b>	<b>40</b>	<b>50</b>	<b>1</b>	<b>49</b>
 HR		<b>5</b>	<b>37</b>	<b>57</b>	<b>1</b>	<b>42</b>
 IT		<b>8</b>	<b>35</b>	<b>56</b>	<b>1</b>	<b>43</b>
 CY		<b>8</b>	<b>25</b>	<b>66</b>	<b>1</b>	<b>33</b>
 LV		<b>5</b>	<b>42</b>	<b>51</b>	<b>2</b>	<b>47</b>
 LT		<b>5</b>	<b>32</b>	<b>60</b>	<b>3</b>	<b>37</b>
 LU		<b>4</b>	<b>43</b>	<b>52</b>	<b>1</b>	<b>47</b>
 HU		<b>7</b>	<b>32</b>	<b>61</b>	<b>0</b>	<b>39</b>
 MT		<b>5</b>	<b>35</b>	<b>58</b>	<b>2</b>	<b>40</b>
 NL		<b>7</b>	<b>55</b>	<b>37</b>	<b>1</b>	<b>62</b>
 AT		<b>11</b>	<b>40</b>	<b>48</b>	<b>1</b>	<b>51</b>
 PL		<b>11</b>	<b>32</b>	<b>53</b>	<b>4</b>	<b>43</b>
 PT		<b>7</b>	<b>29</b>	<b>64</b>	<b>0</b>	<b>36</b>
 RO		<b>14</b>	<b>33</b>	<b>51</b>	<b>2</b>	<b>47</b>
 SI		<b>5</b>	<b>39</b>	<b>56</b>	<b>0</b>	<b>44</b>
 SK		<b>5</b>	<b>23</b>	<b>70</b>	<b>2</b>	<b>28</b>
 FI		<b>3</b>	<b>48</b>	<b>48</b>	<b>1</b>	<b>51</b>
 SE		<b>3</b>	<b>48</b>	<b>48</b>	<b>1</b>	<b>51</b>
 UK		<b>6</b>	<b>38</b>	<b>55</b>	<b>1</b>	<b>44</b>

QB9.1 Si vous étiez exposé(e) à ou victime de l'un des cybercrimes suivants, à qui vous adresseriez-vous ? (ROTATION - PLUSIEURS REPONSES POSSIBLES)






























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

QB9.1 If you experienced or were a victim of the following cybercrimes, who would you contact? (ROTATE - MULTIPLE ANSWERS PER LINE)

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

QB9.1 Wenn Sie eine der folgenden Arten von Internet-Kriminalität erleben würden oder Opfer davon werden würden, wen würden Sie kontaktieren? (ROTIEREN - MEHRFACHNENNUNGEN PRO ZEILE MÖGLICH)

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

		La police		Le site Internet\ le vendeur		Votre fournisseur d'accès Internet		Une association de protection des consommateurs	
		Police		Website\ vendor		Your Internet service provider		Consumer protection organisation	
		Die Polizei		Die Webseite/den Verkäufer		Ihren Internetdienstanbieter		Eine Verbraucherschutzorganisation	
%		EB 82.2	Diff. EB 79.4	EB 82.2	Diff. EB 79.4	EB 82.2	Diff. EB 79.4	EB 82.2	Diff. EB 79.4
	EU 28	<b>84</b>	<b>0</b>	<b>13</b>	<b>-2</b>	<b>13</b>	<b>0</b>	<b>7</b>	<b>-2</b>
	BE	<b>86</b>	<b>5</b>	<b>19</b>	<b>0</b>	<b>14</b>	<b>0</b>	<b>6</b>	<b>-2</b>
	BG	<b>80</b>	<b>6</b>	<b>9</b>	<b>1</b>	<b>7</b>	<b>-6</b>	<b>10</b>	<b>-6</b>
	CZ	<b>78</b>	<b>-6</b>	<b>14</b>	<b>0</b>	<b>9</b>	<b>2</b>	<b>6</b>	<b>-1</b>
	DK	<b>92</b>	<b>1</b>	<b>12</b>	<b>2</b>	<b>4</b>	<b>1</b>	<b>3</b>	<b>0</b>
	DE	<b>86</b>	<b>1</b>	<b>16</b>	<b>-3</b>	<b>21</b>	<b>0</b>	<b>11</b>	<b>-3</b>
	EE	<b>76</b>	<b>-8</b>	<b>7</b>	<b>-4</b>	<b>7</b>	<b>-3</b>	<b>3</b>	<b>-3</b>
	IE	<b>74</b>	<b>6</b>	<b>16</b>	<b>-7</b>	<b>20</b>	<b>1</b>	<b>5</b>	<b>-6</b>
	EL	<b>88</b>	<b>-1</b>	<b>14</b>	<b>5</b>	<b>15</b>	<b>7</b>	<b>7</b>	<b>-2</b>
	ES	<b>89</b>	<b>6</b>	<b>4</b>	<b>-4</b>	<b>7</b>	<b>4</b>	<b>4</b>	<b>-2</b>
	FR	<b>88</b>	<b>-5</b>	<b>10</b>	<b>-4</b>	<b>10</b>	<b>0</b>	<b>6</b>	<b>-3</b>
	HR	<b>87</b>	<b>8</b>	<b>15</b>	<b>5</b>	<b>16</b>	<b>-1</b>	<b>11</b>	<b>6</b>
	IT	<b>83</b>	<b>2</b>	<b>11</b>	<b>-1</b>	<b>13</b>	<b>-2</b>	<b>7</b>	<b>0</b>
	CY	<b>87</b>	<b>-2</b>	<b>5</b>	<b>-2</b>	<b>8</b>	<b>-8</b>	<b>6</b>	<b>-7</b>
	LV	<b>74</b>	<b>-3</b>	<b>14</b>	<b>1</b>	<b>11</b>	<b>2</b>	<b>7</b>	<b>0</b>
	LT	<b>87</b>	<b>3</b>	<b>10</b>	<b>2</b>	<b>6</b>	<b>-1</b>	<b>4</b>	<b>-3</b>
	LU	<b>89</b>	<b>2</b>	<b>19</b>	<b>7</b>	<b>10</b>	<b>3</b>	<b>5</b>	<b>-3</b>
	HU	<b>76</b>	<b>-9</b>	<b>11</b>	<b>-2</b>	<b>12</b>	<b>0</b>	<b>10</b>	<b>2</b>
	MT	<b>78</b>	<b>-3</b>	<b>12</b>	<b>-4</b>	<b>12</b>	<b>-3</b>	<b>5</b>	<b>-4</b>
	NL	<b>89</b>	<b>0</b>	<b>15</b>	<b>-11</b>	<b>12</b>	<b>-3</b>	<b>6</b>	<b>-4</b>
	AT	<b>78</b>	<b>-4</b>	<b>20</b>	<b>1</b>	<b>19</b>	<b>-7</b>	<b>16</b>	<b>-8</b>
	PL	<b>85</b>	<b>0</b>	<b>9</b>	<b>0</b>	<b>6</b>	<b>-3</b>	<b>3</b>	<b>-1</b>
	PT	<b>80</b>	<b>0</b>	<b>10</b>	<b>-1</b>	<b>11</b>	<b>-6</b>	<b>7</b>	<b>-4</b>
	RO	<b>64</b>	<b>-1</b>	<b>11</b>	<b>-2</b>	<b>11</b>	<b>0</b>	<b>8</b>	<b>-3</b>
	SI	<b>77</b>	<b>-3</b>	<b>8</b>	<b>-5</b>	<b>11</b>	<b>0</b>	<b>1</b>	<b>-7</b>
	SK	<b>70</b>	<b>-5</b>	<b>14</b>	<b>-4</b>	<b>15</b>	<b>1</b>	<b>5</b>	<b>-10</b>
	FI	<b>88</b>	<b>1</b>	<b>12</b>	<b>-6</b>	<b>8</b>	<b>-2</b>	<b>2</b>	<b>-3</b>
	SE	<b>94</b>	<b>0</b>	<b>17</b>	<b>1</b>	<b>9</b>	<b>2</b>	<b>6</b>	<b>2</b>
	UK	<b>82</b>	<b>4</b>	<b>16</b>	<b>-1</b>	<b>18</b>	<b>3</b>	<b>8</b>	<b>-1</b>

QB9.1 Si vous étiez exposé(e) à ou victime de l'un des cybercrimes suivants, à qui vous adresseriez-vous ? (ROTATION - PLUSIEURS REPONSES POSSIBLES)






























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

QB9.1 If you experienced or were a victim of the following cybercrimes, who would you contact? (ROTATE - MULTIPLE ANSWERS PER LINE)

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

QB9.1 Wenn Sie eine der folgenden Arten von Internet-Kriminalität erleben würden oder Opfer davon werden würden, wen würden Sie kontaktieren? (ROTIEREN - MEHRFACHNENNUNGEN PRO ZEILE MÖGLICH)

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

%		Autre (LIRE)		Personne (LIRE)		Ne sais pas (LIRE)		Total 'A quelqu'un'	
		Other (READ OUT)		No one (READ OUT)		Don't know (READ OUT)		Total 'Someone'	
		Jemand anderen (VORLESEN)		Niemanden (VORLESEN)		Weiß nicht (VORLESEN)		Gesamt 'Jemanden'	
		EB 82.2	Diff. EB 79.4	EB 82.2	Diff. EB 79.4	EB 82.2	Diff. EB 79.4	EB 82.2	Diff. EB 79.4
	 EU 28	<b>5</b>	<b>1</b>	<b>2</b>	<b>0</b>	<b>3</b>	<b>0</b>	<b>95</b>	<b>0</b>
	 BE	<b>2</b>	<b>0</b>	<b>2</b>	<b>-1</b>	<b>1</b>	<b>-1</b>	<b>98</b>	<b>3</b>
	 BG	<b>2</b>	<b>1</b>	<b>1</b>	<b>-2</b>	<b>4</b>	<b>-3</b>	<b>94</b>	<b>4</b>
	 CZ	<b>2</b>	<b>1</b>	<b>2</b>	<b>0</b>	<b>4</b>	<b>-1</b>	<b>94</b>	<b>1</b>
	 DK	<b>7</b>	<b>2</b>	<b>0</b>	<b>-1</b>	<b>1</b>	<b>0</b>	<b>99</b>	<b>1</b>
	 DE	<b>10</b>	<b>3</b>	<b>2</b>	<b>0</b>	<b>2</b>	<b>0</b>	<b>96</b>	<b>0</b>
	 EE	<b>5</b>	<b>4</b>	<b>6</b>	<b>2</b>	<b>7</b>	<b>3</b>	<b>88</b>	<b>-4</b>
	 IE	<b>4</b>	<b>1</b>	<b>2</b>	<b>-3</b>	<b>5</b>	<b>-1</b>	<b>93</b>	<b>4</b>
	 EL	<b>7</b>	<b>7</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>-1</b>	<b>99</b>	<b>1</b>
	 ES	<b>1</b>	<b>0</b>	<b>2</b>	<b>0</b>	<b>3</b>	<b>-2</b>	<b>95</b>	<b>2</b>
	 FR	<b>4</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>-1</b>	<b>98</b>	<b>0</b>
	 HR	<b>5</b>	<b>3</b>	<b>1</b>	<b>-3</b>	<b>2</b>	<b>0</b>	<b>96</b>	<b>2</b>
	 IT	<b>2</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>3</b>	<b>1</b>	<b>96</b>	<b>-1</b>
	 CY	<b>3</b>	<b>1</b>	<b>4</b>	<b>2</b>	<b>1</b>	<b>-1</b>	<b>95</b>	<b>-1</b>
	 LV	<b>3</b>	<b>1</b>	<b>4</b>	<b>0</b>	<b>2</b>	<b>-2</b>	<b>94</b>	<b>2</b>
	 LT	<b>4</b>	<b>1</b>	<b>4</b>	<b>2</b>	<b>1</b>	<b>-2</b>	<b>95</b>	<b>1</b>
	 LU	<b>9</b>	<b>1</b>	<b>1</b>	<b>-2</b>	<b>2</b>	<b>0</b>	<b>97</b>	<b>2</b>
	 HU	<b>2</b>	<b>2</b>	<b>2</b>	<b>-1</b>	<b>1</b>	<b>-1</b>	<b>96</b>	<b>0</b>
	 MT	<b>1</b>	<b>-3</b>	<b>4</b>	<b>4</b>	<b>4</b>	<b>3</b>	<b>93</b>	<b>-5</b>
	 NL	<b>4</b>	<b>0</b>	<b>1</b>	<b>1</b>	<b>2</b>	<b>0</b>	<b>98</b>	<b>0</b>
	 AT	<b>4</b>	<b>-7</b>	<b>1</b>	<b>0</b>	<b>3</b>	<b>2</b>	<b>96</b>	<b>-2</b>
	 PL	<b>3</b>	<b>2</b>	<b>1</b>	<b>-1</b>	<b>4</b>	<b>-2</b>	<b>94</b>	<b>1</b>
	 PT	<b>6</b>	<b>4</b>	<b>5</b>	<b>1</b>	<b>3</b>	<b>-1</b>	<b>92</b>	<b>0</b>
	 RO	<b>3</b>	<b>2</b>	<b>8</b>	<b>6</b>	<b>11</b>	<b>0</b>	<b>82</b>	<b>-5</b>
	 SI	<b>6</b>	<b>0</b>	<b>3</b>	<b>-1</b>	<b>4</b>	<b>1</b>	<b>93</b>	<b>0</b>
	 SK	<b>2</b>	<b>1</b>	<b>2</b>	<b>1</b>	<b>7</b>	<b>4</b>	<b>91</b>	<b>-5</b>
	 FI	<b>4</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>-3</b>	<b>98</b>	<b>2</b>
	 SE	<b>5</b>	<b>-2</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>-1</b>	<b>99</b>	<b>1</b>
	 UK	<b>5</b>	<b>-2</b>	<b>2</b>	<b>0</b>	<b>4</b>	<b>-1</b>	<b>94</b>	<b>1</b>

QB9.2 Si vous étiez exposé(e) à ou victime de l'un des cybercrimes suivants, à qui vous adresseriez-vous ? (ROTATION - PLUSIEURS REPONSES POSSIBLES)






























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

QB9.2 If you experienced or were a victim of the following cybercrimes, who would you contact? (ROTATE - MULTIPLE ANSWERS PER LINE)

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

QB9.2 Wenn Sie eine der folgenden Arten von Internet-Kriminalität erleben würden oder Opfer davon werden würden, wen würden Sie kontaktieren? (ROTIEREN - MEHRFACHNENNUNGEN PRO ZEILE MÖGLICH)

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

		La police		Le site Internet\ le vendeur		Votre fournisseur d'accès Internet		Une association de protection des consommateurs	
		Police		Website\ vendor		Your Internet service provider		Consumer protection organisation	
		Die Polizei		Die Webseite/den Verkäufer		Ihren Internetdienstanbieter		Eine Verbraucherschutzorganisation	
%		EB 82.2	Diff. EB 79.4	EB 82.2	Diff. EB 79.4	EB 82.2	Diff. EB 79.4	EB 82.2	Diff. EB 79.4
	EU 28	<b>53</b>	-3	<b>14</b>	-1	<b>19</b>	1	<b>8</b>	-1
	BE	<b>56</b>	4	<b>23</b>	0	<b>22</b>	0	<b>6</b>	-3
	BG	<b>68</b>	7	<b>8</b>	1	<b>17</b>	-3	<b>11</b>	-1
	CZ	<b>49</b>	1	<b>14</b>	-1	<b>17</b>	0	<b>6</b>	-1
	DK	<b>33</b>	4	<b>10</b>	2	<b>9</b>	-4	<b>5</b>	3
	DE	<b>57</b>	-6	<b>10</b>	-1	<b>17</b>	-1	<b>11</b>	-3
	EE	<b>36</b>	-11	<b>10</b>	-7	<b>13</b>	-3	<b>3</b>	-2
	IE	<b>41</b>	-8	<b>19</b>	-3	<b>24</b>	1	<b>7</b>	-3
	EL	<b>53</b>	-5	<b>18</b>	-1	<b>28</b>	6	<b>10</b>	5
	ES	<b>62</b>	-2	<b>7</b>	-2	<b>13</b>	5	<b>7</b>	0
	FR	<b>47</b>	-9	<b>15</b>	-1	<b>23</b>	0	<b>8</b>	-3
	HR	<b>53</b>	1	<b>20</b>	9	<b>25</b>	-3	<b>8</b>	2
	IT	<b>63</b>	-11	<b>16</b>	5	<b>15</b>	0	<b>9</b>	1
	CY	<b>61</b>	-3	<b>14</b>	4	<b>16</b>	-11	<b>6</b>	-8
	LV	<b>52</b>	7	<b>14</b>	0	<b>15</b>	0	<b>4</b>	-2
	LT	<b>64</b>	6	<b>13</b>	2	<b>11</b>	1	<b>6</b>	1
	LU	<b>45</b>	-10	<b>11</b>	0	<b>18</b>	2	<b>6</b>	0
	HU	<b>52</b>	-7	<b>20</b>	1	<b>21</b>	-3	<b>14</b>	4
	MT	<b>50</b>	-1	<b>8</b>	-9	<b>15</b>	-3	<b>4</b>	1
	NL	<b>34</b>	-1	<b>23</b>	-2	<b>19</b>	-2	<b>6</b>	-3
	AT	<b>56</b>	-3	<b>17</b>	1	<b>21</b>	-2	<b>16</b>	-10
	PL	<b>67</b>	-6	<b>13</b>	2	<b>13</b>	2	<b>2</b>	-2
	PT	<b>61</b>	7	<b>12</b>	0	<b>16</b>	-4	<b>9</b>	0
	RO	<b>47</b>	8	<b>12</b>	-3	<b>14</b>	-9	<b>7</b>	-1
	SI	<b>45</b>	-5	<b>8</b>	-2	<b>19</b>	-1	<b>3</b>	-3
	SK	<b>44</b>	0	<b>22</b>	-4	<b>21</b>	1	<b>7</b>	-7
	FI	<b>48</b>	4	<b>12</b>	-12	<b>12</b>	-9	<b>2</b>	-2
	SE	<b>48</b>	1	<b>13</b>	5	<b>10</b>	3	<b>4</b>	1
	UK	<b>41</b>	1	<b>20</b>	0	<b>27</b>	6	<b>6</b>	-2

QB9.2 Si vous étiez exposé(e) à ou victime de l'un des cybercrimes suivants, à qui vous adresseriez-vous ? (ROTATION - PLUSIEURS REPONSES POSSIBLES)






























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		Autre (LIRE)		Personne (LIRE)		Ne sais pas (LIRE)		Total 'A quelqu'un'	
		Other (READ OUT)		No one (READ OUT)		Don't know (READ OUT)		Total 'Someone'	
		Jemand anderen (VORLESEN)		Niemanden (VORLESEN)		Weiß nicht (VORLESEN)		Gesamt 'Jemanden'	
%		EB 82.2	Diff. EB 79.4	EB 82.2	Diff. EB 79.4	EB 82.2	Diff. EB 79.4	EB 82.2	Diff. EB 79.4
 EU 28		<b>7</b>	2	<b>15</b>	0	<b>5</b>	0	<b>80</b>	0
 BE		<b>5</b>	1	<b>15</b>	1	<b>1</b>	-1	<b>84</b>	0
 BG		<b>3</b>	2	<b>4</b>	-2	<b>6</b>	-1	<b>90</b>	3
 CZ		<b>7</b>	4	<b>13</b>	-7	<b>5</b>	-6	<b>81</b>	12
 DK		<b>19</b>	10	<b>28</b>	-11	<b>4</b>	-3	<b>68</b>	14
 DE		<b>13</b>	4	<b>19</b>	6	<b>3</b>	0	<b>78</b>	-6
 EE		<b>8</b>	6	<b>27</b>	4	<b>8</b>	3	<b>65</b>	-6
 IE		<b>5</b>	2	<b>13</b>	0	<b>9</b>	3	<b>79</b>	-2
 EL		<b>10</b>	9	<b>8</b>	-7	<b>2</b>	0	<b>90</b>	7
 ES		<b>2</b>	-1	<b>13</b>	0	<b>6</b>	0	<b>82</b>	1
 FR		<b>5</b>	1	<b>15</b>	1	<b>3</b>	-3	<b>81</b>	1
 HR		<b>7</b>	4	<b>13</b>	3	<b>4</b>	-1	<b>83</b>	-2
 IT		<b>5</b>	3	<b>8</b>	4	<b>4</b>	2	<b>89</b>	-4
 CY		<b>3</b>	2	<b>14</b>	3	<b>3</b>	1	<b>83</b>	-4
 LV		<b>7</b>	7	<b>15</b>	-9	<b>4</b>	-2	<b>81</b>	11
 LT		<b>3</b>	0	<b>15</b>	-2	<b>2</b>	-4	<b>83</b>	7
 LU		<b>12</b>	4	<b>22</b>	1	<b>4</b>	1	<b>74</b>	-2
 HU		<b>4</b>	4	<b>4</b>	-2	<b>2</b>	-2	<b>94</b>	4
 MT		<b>5</b>	-1	<b>22</b>	6	<b>8</b>	4	<b>70</b>	-10
 NL		<b>11</b>	4	<b>22</b>	-8	<b>3</b>	-1	<b>75</b>	9
 AT		<b>5</b>	-5	<b>13</b>	1	<b>3</b>	0	<b>84</b>	-2
 PL		<b>4</b>	3	<b>6</b>	-2	<b>7</b>	-1	<b>87</b>	3
 PT		<b>6</b>	3	<b>11</b>	-4	<b>6</b>	0	<b>83</b>	4
 RO		<b>3</b>	1	<b>13</b>	4	<b>14</b>	0	<b>72</b>	-5
 SI		<b>10</b>	3	<b>17</b>	-3	<b>6</b>	1	<b>77</b>	2
 SK		<b>3</b>	1	<b>9</b>	-4	<b>7</b>	1	<b>84</b>	3
 FI		<b>6</b>	0	<b>21</b>	-1	<b>4</b>	-2	<b>75</b>	4
 SE		<b>5</b>	-2	<b>30</b>	-7	<b>3</b>	-1	<b>67</b>	8
 UK		<b>5</b>	-2	<b>20</b>	-1	<b>7</b>	1	<b>73</b>	0

QB9.3 Si vous étiez exposé(e) à ou victime de l'un des cybercrimes suivants, à qui vous adresseriez-vous ? (ROTATION - PLUSIEURS REPONSES POSSIBLES)






























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

QB9.3 If you experienced or were a victim of the following cybercrimes, who would you contact? (ROTATE - MULTIPLE ANSWERS PER LINE)

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

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

	%	La police		Le site Internet\ le vendeur		Votre fournisseur d'accès Internet		Une association de protection des consommateurs	
		EB 82.2	Diff. EB 79.4	EB 82.2	Diff. EB 79.4	EB 82.2	Diff. EB 79.4	EB 82.2	Diff. EB 79.4
 EU 28		<b>54</b>	-3	<b>36</b>	0	<b>13</b>	1	<b>16</b>	-3
 BE		<b>46</b>	-5	<b>51</b>	5	<b>11</b>	-1	<b>15</b>	-3
 BG		<b>47</b>	12	<b>29</b>	-4	<b>7</b>	-3	<b>22</b>	-12
 CZ		<b>50</b>	-11	<b>35</b>	0	<b>9</b>	4	<b>18</b>	-7
 DK		<b>41</b>	11	<b>56</b>	2	<b>2</b>	-2	<b>16</b>	-7
 DE		<b>68</b>	-3	<b>38</b>	2	<b>17</b>	0	<b>15</b>	-2
 EE		<b>26</b>	-13	<b>28</b>	0	<b>8</b>	-2	<b>37</b>	-8
 IE		<b>49</b>	3	<b>32</b>	0	<b>17</b>	0	<b>14</b>	-5
 EL		<b>58</b>	-7	<b>37</b>	10	<b>13</b>	-3	<b>21</b>	-1
 ES		<b>61</b>	-3	<b>23</b>	1	<b>13</b>	6	<b>14</b>	0
 FR		<b>37</b>	-11	<b>47</b>	-5	<b>10</b>	1	<b>19</b>	-4
 HR		<b>55</b>	-3	<b>34</b>	8	<b>17</b>	3	<b>20</b>	6
 IT		<b>65</b>	-4	<b>24</b>	3	<b>11</b>	-3	<b>18</b>	5
 CY		<b>48</b>	-7	<b>33</b>	0	<b>10</b>	-5	<b>16</b>	-14
 LV		<b>38</b>	-2	<b>30</b>	-1	<b>7</b>	-1	<b>22</b>	-4
 LT		<b>52</b>	2	<b>31</b>	3	<b>9</b>	0	<b>15</b>	-5
 LU		<b>21</b>	-10	<b>54</b>	2	<b>9</b>	2	<b>10</b>	-12
 HU		<b>52</b>	-5	<b>26</b>	5	<b>14</b>	1	<b>18</b>	-7
 MT		<b>36</b>	1	<b>38</b>	-9	<b>12</b>	-1	<b>15</b>	-3
 NL		<b>45</b>	-7	<b>49</b>	-9	<b>6</b>	-3	<b>17</b>	-1
 AT		<b>65</b>	4	<b>27</b>	-12	<b>18</b>	-3	<b>26</b>	-13
 PL		<b>62</b>	-11	<b>28</b>	9	<b>11</b>	-1	<b>9</b>	-1
 PT		<b>65</b>	-3	<b>18</b>	-4	<b>10</b>	-5	<b>9</b>	-3
 RO		<b>52</b>	7	<b>15</b>	-9	<b>10</b>	-3	<b>12</b>	-7
 SI		<b>29</b>	2	<b>44</b>	-5	<b>13</b>	3	<b>11</b>	-15
 SK		<b>57</b>	3	<b>20</b>	-10	<b>14</b>	4	<b>15</b>	-11
 FI		<b>56</b>	-4	<b>36</b>	-6	<b>6</b>	-2	<b>21</b>	-10
 SE		<b>56</b>	-1	<b>51</b>	1	<b>5</b>	2	<b>19</b>	-11
 UK		<b>43</b>	5	<b>45</b>	0	<b>17</b>	4	<b>14</b>	-8



QB9.3 Si vous étiez exposé(e) à ou victime de l'un des cybercrimes suivants, à qui vous adresseriez-vous ? (ROTATION - PLUSIEURS REPONSES POSSIBLES)






























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

QB9.3 If you experienced or were a victim of the following cybercrimes, who would you contact? (ROTATE - MULTIPLE ANSWERS PER LINE)

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

QB9.3 Wenn Sie eine der folgenden Arten von Internet-Kriminalität erleben würden oder Opfer davon werden würden, wen würden Sie kontaktieren? (ROTIEREN - MEHRFACHNENNUNGEN PRO ZEILE MÖGLICH)

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

	%	Autre (LIRE)		Personne (LIRE)		Ne sais pas (LIRE)		Total 'A quelqu'un'	
		Other (READ OUT)		No one (READ OUT)		Don't know (READ OUT)		Total 'Someone'	
		Jemand anderen (VORLESEN)		Niemanden (VORLESEN)		Weiß nicht (VORLESEN)		Gesamt 'Jemanden'	
		EB 82.2	Diff. EB 79.4	EB 82.2	Diff. EB 79.4	EB 82.2	Diff. EB 79.4	EB 82.2	Diff. EB 79.4
 EU 28		<b>4</b>	<b>1</b>	<b>3</b>	<b>0</b>	<b>4</b>	<b>0</b>	<b>93</b>	<b>0</b>
 BE		<b>2</b>	<b>-1</b>	<b>3</b>	<b>-2</b>	<b>2</b>	<b>-1</b>	<b>95</b>	<b>2</b>
 BG		<b>2</b>	<b>1</b>	<b>3</b>	<b>-1</b>	<b>6</b>	<b>-2</b>	<b>91</b>	<b>3</b>
 CZ		<b>3</b>	<b>2</b>	<b>2</b>	<b>-1</b>	<b>4</b>	<b>-1</b>	<b>93</b>	<b>2</b>
 DK		<b>8</b>	<b>4</b>	<b>2</b>	<b>-1</b>	<b>3</b>	<b>-1</b>	<b>95</b>	<b>2</b>
 DE		<b>10</b>	<b>3</b>	<b>2</b>	<b>0</b>	<b>4</b>	<b>2</b>	<b>94</b>	<b>-2</b>
 EE		<b>4</b>	<b>3</b>	<b>8</b>	<b>2</b>	<b>8</b>	<b>3</b>	<b>84</b>	<b>-5</b>
 IE		<b>3</b>	<b>1</b>	<b>2</b>	<b>-3</b>	<b>6</b>	<b>-1</b>	<b>92</b>	<b>4</b>
 EL		<b>5</b>	<b>4</b>	<b>2</b>	<b>-1</b>	<b>1</b>	<b>0</b>	<b>97</b>	<b>1</b>
 ES		<b>1</b>	<b>-1</b>	<b>2</b>	<b>-1</b>	<b>4</b>	<b>-3</b>	<b>93</b>	<b>3</b>
 FR		<b>4</b>	<b>2</b>	<b>4</b>	<b>2</b>	<b>2</b>	<b>-3</b>	<b>94</b>	<b>1</b>
 HR		<b>6</b>	<b>3</b>	<b>4</b>	<b>-1</b>	<b>4</b>	<b>1</b>	<b>92</b>	<b>0</b>
 IT		<b>2</b>	<b>0</b>	<b>2</b>	<b>1</b>	<b>2</b>	<b>0</b>	<b>96</b>	<b>0</b>
 CY		<b>4</b>	<b>3</b>	<b>7</b>	<b>5</b>	<b>3</b>	<b>0</b>	<b>90</b>	<b>-4</b>
 LV		<b>5</b>	<b>4</b>	<b>7</b>	<b>1</b>	<b>5</b>	<b>-1</b>	<b>88</b>	<b>1</b>
 LT		<b>3</b>	<b>2</b>	<b>5</b>	<b>0</b>	<b>2</b>	<b>-6</b>	<b>92</b>	<b>4</b>
 LU		<b>5</b>	<b>1</b>	<b>13</b>	<b>10</b>	<b>5</b>	<b>-1</b>	<b>82</b>	<b>-8</b>
 HU		<b>3</b>	<b>3</b>	<b>3</b>	<b>-1</b>	<b>2</b>	<b>-2</b>	<b>95</b>	<b>4</b>
 MT		<b>3</b>	<b>-1</b>	<b>5</b>	<b>3</b>	<b>6</b>	<b>3</b>	<b>89</b>	<b>-7</b>
 NL		<b>4</b>	<b>1</b>	<b>3</b>	<b>-1</b>	<b>4</b>	<b>0</b>	<b>94</b>	<b>2</b>
 AT		<b>4</b>	<b>-5</b>	<b>3</b>	<b>2</b>	<b>3</b>	<b>1</b>	<b>94</b>	<b>-3</b>
 PL		<b>3</b>	<b>2</b>	<b>1</b>	<b>-2</b>	<b>4</b>	<b>-2</b>	<b>95</b>	<b>4</b>
 PT		<b>7</b>	<b>6</b>	<b>7</b>	<b>2</b>	<b>6</b>	<b>0</b>	<b>87</b>	<b>-2</b>
 RO		<b>2</b>	<b>1</b>	<b>9</b>	<b>6</b>	<b>14</b>	<b>2</b>	<b>77</b>	<b>-8</b>
 SI		<b>7</b>	<b>3</b>	<b>5</b>	<b>-1</b>	<b>4</b>	<b>-1</b>	<b>91</b>	<b>2</b>
 SK		<b>3</b>	<b>2</b>	<b>3</b>	<b>0</b>	<b>6</b>	<b>2</b>	<b>91</b>	<b>-2</b>
 FI		<b>4</b>	<b>1</b>	<b>2</b>	<b>1</b>	<b>2</b>	<b>0</b>	<b>96</b>	<b>0</b>
 SE		<b>4</b>	<b>1</b>	<b>2</b>	<b>-1</b>	<b>2</b>	<b>-1</b>	<b>95</b>	<b>0</b>
 UK		<b>4</b>	<b>-2</b>	<b>3</b>	<b>0</b>	<b>7</b>	<b>3</b>	<b>90</b>	<b>-3</b>

QB9.4 Si vous étiez exposé(e) à ou victime de l'un des cybercrimes suivants, à qui vous adresseriez-vous ? (ROTATION - PLUSIEURS REPONSES POSSIBLES)






























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

QB9.4 If you experienced or were a victim of the following cybercrimes, who would you contact? (ROTATE - MULTIPLE ANSWERS PER LINE)

Accidentally encountering child pornography online

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Sie stoßen durch Zufall online auf Kinderpornographie

	%	La police		Le site Internet\ le vendeur		Votre fournisseur d'accès Internet		Une association de protection des consommateurs	
		Police		Website\ vendor		Your Internet service provider		Consumer protection organisation	
		Die Polizei		Die Webseite/den Verkäufer		Ihren Internetdienstanbieter		Eine Verbraucherschutzorganisation	
		EB 82.2	Diff. EB 79.4	EB 82.2	Diff. EB 79.4	EB 82.2	Diff. EB 79.4	EB 82.2	Diff. EB 79.4
 EU 28		<b>76</b>	-2	<b>8</b>	-2	<b>11</b>	-2	<b>4</b>	-2
 BE		<b>70</b>	-1	<b>13</b>	-1	<b>13</b>	-1	<b>9</b>	1
 BG		<b>66</b>	-3	<b>8</b>	4	<b>11</b>	-1	<b>7</b>	3
 CZ		<b>74</b>	0	<b>5</b>	-2	<b>8</b>	0	<b>1</b>	-1
 DK		<b>80</b>	-6	<b>4</b>	0	<b>7</b>	2	<b>1</b>	0
 DE		<b>83</b>	-3	<b>6</b>	-1	<b>11</b>	-2	<b>6</b>	0
 EE		<b>59</b>	-10	<b>6</b>	-3	<b>5</b>	-3	<b>1</b>	-1
 IE		<b>76</b>	10	<b>9</b>	-7	<b>15</b>	-1	<b>3</b>	-5
 EL		<b>85</b>	2	<b>5</b>	0	<b>13</b>	5	<b>4</b>	0
 ES		<b>87</b>	2	<b>2</b>	-3	<b>5</b>	3	<b>1</b>	-2
 FR		<b>78</b>	-6	<b>8</b>	-4	<b>11</b>	-3	<b>5</b>	-3
 HR		<b>77</b>	7	<b>14</b>	4	<b>16</b>	2	<b>5</b>	1
 IT		<b>76</b>	-1	<b>10</b>	0	<b>11</b>	-3	<b>5</b>	-1
 CY		<b>78</b>	-14	<b>3</b>	1	<b>7</b>	-3	<b>6</b>	-6
 LV		<b>60</b>	1	<b>9</b>	-2	<b>10</b>	-3	<b>3</b>	0
 LT		<b>60</b>	5	<b>10</b>	-2	<b>9</b>	1	<b>3</b>	-3
 LU		<b>70</b>	-18	<b>5</b>	-4	<b>7</b>	-1	<b>2</b>	-1
 HU		<b>65</b>	-12	<b>11</b>	-3	<b>13</b>	0	<b>12</b>	8
 MT		<b>63</b>	-12	<b>4</b>	-1	<b>6</b>	2	<b>2</b>	1
 NL		<b>62</b>	-10	<b>7</b>	-6	<b>17</b>	-5	<b>3</b>	-2
 AT		<b>82</b>	0	<b>10</b>	-3	<b>14</b>	-7	<b>8</b>	-6
 PL		<b>77</b>	-5	<b>7</b>	-2	<b>8</b>	0	<b>3</b>	0
 PT		<b>63</b>	-5	<b>7</b>	-2	<b>12</b>	-4	<b>6</b>	-3
 RO		<b>32</b>	-1	<b>12</b>	-3	<b>14</b>	-1	<b>9</b>	1
 SI		<b>68</b>	-10	<b>4</b>	1	<b>8</b>	-1	<b>1</b>	-2
 SK		<b>64</b>	-3	<b>9</b>	-7	<b>11</b>	1	<b>4</b>	-2
 FI		<b>71</b>	-12	<b>9</b>	2	<b>6</b>	0	<b>1</b>	-3
 SE		<b>82</b>	2	<b>10</b>	-1	<b>10</b>	2	<b>2</b>	0
 UK		<b>75</b>	1	<b>13</b>	-1	<b>17</b>	0	<b>4</b>	-1

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Sie stoßen durch Zufall online auf Kinderpornographie

%		Autre (LIRE)		Personne (LIRE)		Ne sais pas (LIRE)		Total 'A quelqu'un'	
		Other (READ OUT)		No one (READ OUT)		Don't know (READ OUT)		Total 'Someone'	
		Jemand anderen (VORLESEN)		Niemanden (VORLESEN)		Weiß nicht (VORLESEN)		Gesamt 'Jemanden'	
		EB 82.2	Diff. EB 79.4	EB 82.2	Diff. EB 79.4	EB 82.2	Diff. EB 79.4	EB 82.2	Diff. EB 79.4
	EU 28	<b>3</b>	<b>1</b>	<b>8</b>	<b>1</b>	<b>5</b>	<b>0</b>	<b>87</b>	<b>-2</b>
	BE	<b>4</b>	<b>2</b>	<b>11</b>	<b>-1</b>	<b>2</b>	<b>0</b>	<b>87</b>	<b>1</b>
	BG	<b>3</b>	<b>2</b>	<b>6</b>	<b>-3</b>	<b>7</b>	<b>-4</b>	<b>86</b>	<b>7</b>
	CZ	<b>3</b>	<b>2</b>	<b>8</b>	<b>-2</b>	<b>6</b>	<b>-3</b>	<b>86</b>	<b>5</b>
	DK	<b>7</b>	<b>4</b>	<b>6</b>	<b>1</b>	<b>4</b>	<b>1</b>	<b>90</b>	<b>-2</b>
	DE	<b>6</b>	<b>1</b>	<b>7</b>	<b>1</b>	<b>3</b>	<b>1</b>	<b>89</b>	<b>-3</b>
	EE	<b>5</b>	<b>4</b>	<b>18</b>	<b>1</b>	<b>11</b>	<b>5</b>	<b>70</b>	<b>-7</b>
	IE	<b>1</b>	<b>-1</b>	<b>5</b>	<b>-2</b>	<b>6</b>	<b>-2</b>	<b>89</b>	<b>4</b>
	EL	<b>7</b>	<b>6</b>	<b>4</b>	<b>-2</b>	<b>2</b>	<b>0</b>	<b>94</b>	<b>2</b>
	ES	<b>1</b>	<b>0</b>	<b>6</b>	<b>2</b>	<b>3</b>	<b>-1</b>	<b>92</b>	<b>1</b>
	FR	<b>2</b>	<b>1</b>	<b>8</b>	<b>4</b>	<b>2</b>	<b>-2</b>	<b>90</b>	<b>-2</b>
	HR	<b>4</b>	<b>2</b>	<b>6</b>	<b>-1</b>	<b>3</b>	<b>-3</b>	<b>91</b>	<b>4</b>
	IT	<b>3</b>	<b>1</b>	<b>4</b>	<b>1</b>	<b>4</b>	<b>1</b>	<b>91</b>	<b>-3</b>
	CY	<b>2</b>	<b>1</b>	<b>13</b>	<b>9</b>	<b>3</b>	<b>2</b>	<b>85</b>	<b>-10</b>
	LV	<b>5</b>	<b>5</b>	<b>15</b>	<b>-2</b>	<b>5</b>	<b>-2</b>	<b>80</b>	<b>4</b>
	LT	<b>5</b>	<b>1</b>	<b>20</b>	<b>3</b>	<b>2</b>	<b>-7</b>	<b>77</b>	<b>3</b>
	LU	<b>6</b>	<b>4</b>	<b>16</b>	<b>12</b>	<b>6</b>	<b>4</b>	<b>78</b>	<b>-15</b>
	HU	<b>4</b>	<b>4</b>	<b>6</b>	<b>-1</b>	<b>2</b>	<b>-1</b>	<b>92</b>	<b>2</b>
	MT	<b>3</b>	<b>3</b>	<b>15</b>	<b>0</b>	<b>12</b>	<b>6</b>	<b>73</b>	<b>-7</b>
	NL	<b>4</b>	<b>1</b>	<b>16</b>	<b>4</b>	<b>6</b>	<b>2</b>	<b>78</b>	<b>-6</b>
	AT	<b>3</b>	<b>-3</b>	<b>5</b>	<b>2</b>	<b>3</b>	<b>0</b>	<b>92</b>	<b>-2</b>
	PL	<b>3</b>	<b>3</b>	<b>5</b>	<b>0</b>	<b>7</b>	<b>0</b>	<b>88</b>	<b>0</b>
	PT	<b>5</b>	<b>4</b>	<b>14</b>	<b>4</b>	<b>8</b>	<b>2</b>	<b>77</b>	<b>-7</b>
	RO	<b>3</b>	<b>1</b>	<b>20</b>	<b>6</b>	<b>18</b>	<b>2</b>	<b>62</b>	<b>-8</b>
	SI	<b>6</b>	<b>2</b>	<b>14</b>	<b>4</b>	<b>4</b>	<b>-1</b>	<b>82</b>	<b>-2</b>
	SK	<b>3</b>	<b>2</b>	<b>8</b>	<b>-2</b>	<b>8</b>	<b>2</b>	<b>84</b>	<b>0</b>
	FI	<b>3</b>	<b>1</b>	<b>11</b>	<b>6</b>	<b>5</b>	<b>-1</b>	<b>84</b>	<b>-5</b>
	SE	<b>2</b>	<b>-1</b>	<b>7</b>	<b>-3</b>	<b>3</b>	<b>-1</b>	<b>89</b>	<b>3</b>
	UK	<b>1</b>	<b>-1</b>	<b>7</b>	<b>-1</b>	<b>7</b>	<b>1</b>	<b>85</b>	<b>-2</b>

QB9.5 Si vous étiez exposé(e) à ou victime de l'un des cybercrimes suivants, à qui vous adresseriez-vous ? (ROTATION - PLUSIEURS REPONSES POSSIBLES)






























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

QB9.5 If you experienced or were a victim of the following cybercrimes, who would you contact? (ROTATE - MULTIPLE ANSWERS PER LINE)

Accidentally encountering material which promotes racial hatred or religious extremism

QB9.5 Wenn Sie eine der folgenden Arten von Internet-Kriminalität erleben würden oder Opfer davon werden würden, wen würden Sie kontaktieren? (ROTIEREN - MEHRFACHNENNUNGEN PRO ZEILE MÖGLICH)

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

		La police		Le site Internet\ le vendeur		Votre fournisseur d'accès Internet		Une association de protection des consommateurs	
		Police		Website\ vendor		Your Internet service provider		Consumer protection organisation	
		Die Polizei		Die Webseite/den Verkäufer		Ihren Internetdienstanbieter		Eine Verbraucherschutzorganisation	
%		EB 82.2	Diff. EB 79.4	EB 82.2	Diff. EB 79.4	EB 82.2	Diff. EB 79.4	EB 82.2	Diff. EB 79.4
	EU 28	<b>55</b>	-4	<b>12</b>	-1	<b>13</b>	-1	<b>5</b>	-2
	BE	<b>47</b>	-1	<b>16</b>	-2	<b>15</b>	2	<b>9</b>	0
	BG	<b>44</b>	-7	<b>9</b>	3	<b>11</b>	-3	<b>8</b>	2
	CZ	<b>46</b>	-1	<b>9</b>	1	<b>11</b>	2	<b>3</b>	1
	DK	<b>41</b>	-11	<b>12</b>	4	<b>10</b>	2	<b>3</b>	1
	DE	<b>62</b>	-5	<b>8</b>	-2	<b>15</b>	-2	<b>6</b>	-2
	EE	<b>32</b>	-10	<b>10</b>	-5	<b>7</b>	-4	<b>2</b>	-1
	IE	<b>55</b>	6	<b>15</b>	-6	<b>19</b>	0	<b>4</b>	-4
	EL	<b>61</b>	7	<b>9</b>	-1	<b>13</b>	3	<b>5</b>	0
	ES	<b>70</b>	0	<b>4</b>	-4	<b>6</b>	4	<b>3</b>	-2
	FR	<b>55</b>	-5	<b>12</b>	-4	<b>11</b>	-2	<b>6</b>	-4
	HR	<b>51</b>	-3	<b>17</b>	7	<b>15</b>	-4	<b>5</b>	1
	IT	<b>64</b>	-7	<b>11</b>	-1	<b>14</b>	-1	<b>7</b>	-1
	CY	<b>39</b>	-22	<b>10</b>	3	<b>8</b>	-3	<b>4</b>	-8
	LV	<b>41</b>	0	<b>10</b>	-4	<b>9</b>	-2	<b>2</b>	-2
	LT	<b>46</b>	4	<b>12</b>	0	<b>9</b>	1	<b>5</b>	0
	LU	<b>48</b>	-12	<b>8</b>	-5	<b>7</b>	2	<b>4</b>	-1
	HU	<b>44</b>	-11	<b>15</b>	-3	<b>17</b>	3	<b>12</b>	5
	MT	<b>38</b>	-13	<b>6</b>	-2	<b>8</b>	4	<b>1</b>	-2
	NL	<b>35</b>	-3	<b>9</b>	-5	<b>16</b>	-4	<b>5</b>	0
	AT	<b>58</b>	-6	<b>18</b>	5	<b>15</b>	-6	<b>7</b>	-8
	PL	<b>53</b>	-7	<b>12</b>	1	<b>10</b>	-1	<b>2</b>	-1
	PT	<b>48</b>	-6	<b>9</b>	-1	<b>13</b>	-5	<b>8</b>	-1
	RO	<b>27</b>	3	<b>12</b>	-4	<b>14</b>	-2	<b>9</b>	-1
	SI	<b>48</b>	-1	<b>6</b>	1	<b>12</b>	0	<b>2</b>	-2
	SK	<b>48</b>	-1	<b>15</b>	-5	<b>14</b>	2	<b>5</b>	-3
	FI	<b>47</b>	-12	<b>16</b>	4	<b>11</b>	3	<b>1</b>	-2
	SE	<b>46</b>	-3	<b>19</b>	2	<b>9</b>	3	<b>2</b>	0
	UK	<b>56</b>	3	<b>19</b>	0	<b>20</b>	1	<b>3</b>	-1

QB9.5 Si vous étiez exposé(e) à ou victime de l'un des cybercrimes suivants, à qui vous adresseriez-vous ? (ROTATION - PLUSIEURS REPONSES POSSIBLES)






























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

QB9.5 If you experienced or were a victim of the following cybercrimes, who would you contact? (ROTATE - MULTIPLE ANSWERS PER LINE)

Accidentally encountering material which promotes racial hatred or religious extremism

QB9.5 Wenn Sie eine der folgenden Arten von Internet-Kriminalität erleben würden oder Opfer davon werden würden, wen würden Sie kontaktieren? (ROTIEREN - MEHRFACHNENNUNGEN PRO ZEILE MÖGLICH)

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

		Autre (LIRE)		Personne (LIRE)		Ne sais pas (LIRE)		Total 'A quelqu'un'	
		Other (READ OUT)		No one (READ OUT)		Don't know (READ OUT)		Total 'Someone'	
		Jemand anderen (VORLESEN)		Niemanden (VORLESEN)		Weiß nicht (VORLESEN)		Gesamt 'Jemanden'	
%		EB 82.2	Diff. EB 79.4	EB 82.2	Diff. EB 79.4	EB 82.2	Diff. EB 79.4	EB 82.2	Diff. EB 79.4
	EU 28	<b>5</b>	2	<b>17</b>	1	<b>7</b>	0	<b>76</b>	-1
	BE	<b>4</b>	0	<b>23</b>	-1	<b>3</b>	0	<b>74</b>	2
	BG	<b>6</b>	3	<b>15</b>	2	<b>14</b>	-1	<b>72</b>	0
	CZ	<b>7</b>	7	<b>22</b>	-4	<b>8</b>	-8	<b>71</b>	13
	DK	<b>13</b>	10	<b>20</b>	-3	<b>8</b>	-2	<b>72</b>	5
	DE	<b>8</b>	1	<b>20</b>	7	<b>5</b>	2	<b>75</b>	-8
	EE	<b>9</b>	8	<b>32</b>	1	<b>13</b>	4	<b>55</b>	-6
	IE	<b>2</b>	0	<b>11</b>	-3	<b>9</b>	0	<b>80</b>	3
	EL	<b>7</b>	7	<b>17</b>	-10	<b>3</b>	-1	<b>80</b>	11
	ES	<b>3</b>	1	<b>11</b>	0	<b>7</b>	0	<b>82</b>	0
	FR	<b>4</b>	2	<b>19</b>	5	<b>5</b>	-3	<b>76</b>	-2
	HR	<b>6</b>	2	<b>18</b>	5	<b>6</b>	0	<b>76</b>	-5
	IT	<b>4</b>	2	<b>9</b>	4	<b>4</b>	1	<b>87</b>	-4
	CY	<b>3</b>	2	<b>38</b>	18	<b>3</b>	0	<b>59</b>	-18
	LV	<b>6</b>	5	<b>30</b>	1	<b>8</b>	1	<b>63</b>	-1
	LT	<b>5</b>	0	<b>29</b>	1	<b>3</b>	-5	<b>68</b>	4
	LU	<b>7</b>	4	<b>29</b>	7	<b>6</b>	0	<b>65</b>	-7
	HU	<b>6</b>	6	<b>13</b>	-2	<b>3</b>	-2	<b>84</b>	4
	MT	<b>3</b>	0	<b>34</b>	9	<b>13</b>	3	<b>53</b>	-12
	NL	<b>5</b>	1	<b>34</b>	0	<b>8</b>	2	<b>59</b>	0
	AT	<b>4</b>	-5	<b>14</b>	1	<b>5</b>	1	<b>81</b>	-2
	PL	<b>4</b>	3	<b>11</b>	-3	<b>17</b>	4	<b>72</b>	-1
	PT	<b>6</b>	5	<b>20</b>	4	<b>9</b>	1	<b>71</b>	-5
	RO	<b>4</b>	2	<b>23</b>	7	<b>19</b>	-1	<b>58</b>	-6
	SI	<b>10</b>	0	<b>21</b>	1	<b>6</b>	-3	<b>73</b>	2
	SK	<b>4</b>	3	<b>15</b>	-3	<b>9</b>	3	<b>77</b>	1
	FI	<b>3</b>	0	<b>19</b>	0	<b>8</b>	-1	<b>73</b>	1
	SE	<b>4</b>	0	<b>26</b>	-4	<b>7</b>	-2	<b>67</b>	6
	UK	<b>2</b>	-1	<b>14</b>	-3	<b>10</b>	4	<b>76</b>	-1

QB9.6 Si vous étiez exposé(e) à ou victime de l'un des cybercrimes suivants, à qui vous adresseriez-vous ? (ROTATION - PLUSIEURS REPONSES POSSIBLES)






























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

QB9.6 If you experienced or were a victim of the following cybercrimes, who would you contact? (ROTATE - MULTIPLE ANSWERS PER LINE)

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

QB9.6 Wenn Sie eine der folgenden Arten von Internet-Kriminalität erleben würden oder Opfer davon werden würden, wen würden Sie kontaktieren? (ROTIEREN - MEHRFACHNENNUNGEN PRO ZEILE MÖGLICH)

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

	%	La police		Le site Internet\ le vendeur		Votre fournisseur d'accès Internet		Une association de protection des consommateurs	
		EB 82.2	Diff. EB 79.4	EB 82.2	Diff. EB 79.4	EB 82.2	Diff. EB 79.4	EB 82.2	Diff. EB 79.4
 EU 28		<b>33</b>	-7	<b>26</b>	2	<b>32</b>	3	<b>6</b>	-1
 BE		<b>32</b>	-2	<b>40</b>	-2	<b>31</b>	2	<b>8</b>	1
 BG		<b>40</b>	12	<b>17</b>	2	<b>32</b>	-2	<b>11</b>	0
 CZ		<b>36</b>	-5	<b>27</b>	3	<b>28</b>	6	<b>5</b>	0
 DK		<b>15</b>	3	<b>32</b>	2	<b>41</b>	7	<b>2</b>	0
 DE		<b>38</b>	-5	<b>17</b>	-4	<b>38</b>	3	<b>8</b>	0
 EE		<b>15</b>	-15	<b>20</b>	1	<b>39</b>	1	<b>1</b>	-4
 IE		<b>27</b>	-7	<b>34</b>	5	<b>34</b>	4	<b>4</b>	-7
 EL		<b>42</b>	-8	<b>22</b>	5	<b>32</b>	6	<b>5</b>	-2
 ES		<b>43</b>	-12	<b>21</b>	2	<b>24</b>	12	<b>4</b>	-2
 FR		<b>24</b>	-14	<b>28</b>	0	<b>32</b>	3	<b>4</b>	-5
 HR		<b>30</b>	-6	<b>29</b>	16	<b>45</b>	3	<b>6</b>	1
 IT		<b>46</b>	-17	<b>27</b>	14	<b>25</b>	1	<b>6</b>	-3
 CY		<b>39</b>	1	<b>21</b>	-2	<b>31</b>	-9	<b>4</b>	-11
 LV		<b>26</b>	-2	<b>30</b>	-2	<b>24</b>	0	<b>3</b>	-2
 LT		<b>36</b>	3	<b>21</b>	0	<b>33</b>	8	<b>3</b>	-2
 LU		<b>19</b>	-14	<b>29</b>	2	<b>28</b>	9	<b>3</b>	-1
 HU		<b>39</b>	1	<b>25</b>	2	<b>28</b>	-2	<b>9</b>	-1
 MT		<b>33</b>	-3	<b>26</b>	5	<b>26</b>	-6	<b>4</b>	-1
 NL		<b>9</b>	-4	<b>47</b>	2	<b>25</b>	1	<b>4</b>	-1
 AT		<b>39</b>	-4	<b>27</b>	3	<b>41</b>	2	<b>14</b>	-5
 PL		<b>49</b>	-12	<b>22</b>	6	<b>25</b>	4	<b>2</b>	-1
 PT		<b>52</b>	0	<b>16</b>	0	<b>19</b>	-6	<b>8</b>	-2
 RO		<b>28</b>	0	<b>19</b>	4	<b>24</b>	-5	<b>10</b>	2
 SI		<b>23</b>	-3	<b>24</b>	-3	<b>42</b>	4	<b>2</b>	-2
 SK		<b>38</b>	5	<b>31</b>	-5	<b>28</b>	-3	<b>4</b>	-8
 FI		<b>20</b>	-4	<b>30</b>	-8	<b>25</b>	-6	<b>1</b>	-3
 SE		<b>17</b>	-1	<b>45</b>	18	<b>32</b>	-2	<b>2</b>	1
 UK		<b>20</b>	-1	<b>32</b>	0	<b>42</b>	4	<b>5</b>	-1

QB9.6 Si vous étiez exposé(e) à ou victime de l'un des cybercrimes suivants, à qui vous adresseriez-vous ? (ROTATION - PLUSIEURS REPONSES POSSIBLES)

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

QB9.6 If you experienced or were a victim of the following cybercrimes, who would you contact? (ROTATE - MULTIPLE ANSWERS PER LINE)

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

QB9.6 Wenn Sie eine der folgenden Arten von Internet-Kriminalität erleben würden oder Opfer davon werden würden, wen würden Sie kontaktieren? (ROTIEREN - MEHRFACHNENNUNGEN PRO ZEILE MÖGLICH)

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

%		Autre (LIRE)		Personne (LIRE)		Ne sais pas (LIRE)		Total 'A quelqu'un'	
		Other (READ OUT)		No one (READ OUT)		Don't know (READ OUT)		Total 'Someone'	
		Jemand anderen (VORLESEN)		Niemanden (VORLESEN)		Weiß nicht (VORLESEN)		Gesamt 'Jemanden'	
		EB 82.2	Diff. EB 79.4	EB 82.2	Diff. EB 79.4	EB 82.2	Diff. EB 79.4	EB 82.2	Diff. EB 79.4
	EU 28	<b>9</b>	<b>2</b>	<b>8</b>	<b>0</b>	<b>6</b>	<b>-1</b>	<b>86</b>	<b>1</b>
	BE	<b>7</b>	<b>2</b>	<b>5</b>	<b>-2</b>	<b>3</b>	<b>0</b>	<b>93</b>	<b>3</b>
	BG	<b>3</b>	<b>-2</b>	<b>5</b>	<b>-2</b>	<b>7</b>	<b>-9</b>	<b>89</b>	<b>12</b>
	CZ	<b>7</b>	<b>-2</b>	<b>4</b>	<b>-4</b>	<b>5</b>	<b>-6</b>	<b>91</b>	<b>10</b>
	DK	<b>14</b>	<b>5</b>	<b>5</b>	<b>-9</b>	<b>5</b>	<b>0</b>	<b>91</b>	<b>10</b>
	DE	<b>20</b>	<b>6</b>	<b>10</b>	<b>2</b>	<b>6</b>	<b>2</b>	<b>84</b>	<b>-4</b>
	EE	<b>7</b>	<b>4</b>	<b>14</b>	<b>-2</b>	<b>8</b>	<b>2</b>	<b>77</b>	<b>0</b>
	IE	<b>7</b>	<b>3</b>	<b>6</b>	<b>-2</b>	<b>5</b>	<b>-4</b>	<b>90</b>	<b>7</b>
	EL	<b>10</b>	<b>9</b>	<b>7</b>	<b>-5</b>	<b>3</b>	<b>-2</b>	<b>90</b>	<b>7</b>
	ES	<b>3</b>	<b>-2</b>	<b>8</b>	<b>0</b>	<b>6</b>	<b>-4</b>	<b>86</b>	<b>4</b>
	FR	<b>9</b>	<b>2</b>	<b>11</b>	<b>2</b>	<b>5</b>	<b>-4</b>	<b>84</b>	<b>2</b>
	HR	<b>6</b>	<b>3</b>	<b>7</b>	<b>-2</b>	<b>3</b>	<b>-2</b>	<b>90</b>	<b>4</b>
	IT	<b>7</b>	<b>5</b>	<b>3</b>	<b>1</b>	<b>5</b>	<b>2</b>	<b>92</b>	<b>-3</b>
	CY	<b>6</b>	<b>4</b>	<b>9</b>	<b>2</b>	<b>5</b>	<b>0</b>	<b>86</b>	<b>-2</b>
	LV	<b>16</b>	<b>16</b>	<b>7</b>	<b>-7</b>	<b>4</b>	<b>-4</b>	<b>89</b>	<b>11</b>
	LT	<b>7</b>	<b>-1</b>	<b>10</b>	<b>-1</b>	<b>2</b>	<b>-6</b>	<b>88</b>	<b>7</b>
	LU	<b>21</b>	<b>4</b>	<b>13</b>	<b>-2</b>	<b>7</b>	<b>2</b>	<b>80</b>	<b>-1</b>
	HU	<b>6</b>	<b>5</b>	<b>4</b>	<b>-5</b>	<b>2</b>	<b>-4</b>	<b>94</b>	<b>9</b>
	MT	<b>9</b>	<b>-1</b>	<b>7</b>	<b>2</b>	<b>8</b>	<b>2</b>	<b>85</b>	<b>-4</b>
	NL	<b>9</b>	<b>0</b>	<b>16</b>	<b>-6</b>	<b>3</b>	<b>0</b>	<b>81</b>	<b>6</b>
	AT	<b>6</b>	<b>-8</b>	<b>3</b>	<b>-1</b>	<b>3</b>	<b>0</b>	<b>94</b>	<b>1</b>
	PL	<b>5</b>	<b>1</b>	<b>2</b>	<b>-2</b>	<b>8</b>	<b>-4</b>	<b>90</b>	<b>5</b>
	PT	<b>8</b>	<b>4</b>	<b>9</b>	<b>-1</b>	<b>9</b>	<b>3</b>	<b>82</b>	<b>-2</b>
	RO	<b>2</b>	<b>0</b>	<b>13</b>	<b>6</b>	<b>16</b>	<b>-2</b>	<b>71</b>	<b>-4</b>
	SI	<b>9</b>	<b>2</b>	<b>5</b>	<b>-5</b>	<b>4</b>	<b>-2</b>	<b>91</b>	<b>6</b>
	SK	<b>4</b>	<b>3</b>	<b>3</b>	<b>-1</b>	<b>6</b>	<b>0</b>	<b>91</b>	<b>1</b>
	FI	<b>8</b>	<b>0</b>	<b>18</b>	<b>8</b>	<b>5</b>	<b>-1</b>	<b>78</b>	<b>-5</b>
	SE	<b>8</b>	<b>-5</b>	<b>9</b>	<b>-5</b>	<b>4</b>	<b>-4</b>	<b>88</b>	<b>9</b>
	UK	<b>6</b>	<b>-3</b>	<b>9</b>	<b>0</b>	<b>8</b>	<b>1</b>	<b>83</b>	<b>-1</b>



QB9.7 Si vous étiez exposé(e) à ou victime de l'un des cybercrimes suivants, à qui vous adresseriez-vous ? (ROTATION - PLUSIEURS REPONSES POSSIBLES)






























Le piratage de votre compte de média social ou de votre compte email

QB9.7 If you experienced or were a victim of the following cybercrimes, who would you contact? (ROTATE - MULTIPLE ANSWERS PER LINE)

Your social media or email account being hacked

QB9.7 Wenn Sie eine der folgenden Arten von Internet-Kriminalität erleben würden oder Opfer davon werden würden, wen würden Sie kontaktieren? (ROTIEREN - MEHRFACHNENNUNGEN PRO ZEILE MÖGLICH)

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

		La police		Le site Internet\ le vendeur		Votre fournisseur d'accès Internet		Une association de protection des consommateurs	
		Police		Website\ vendor		Your Internet service provider		Consumer protection organisation	
		Die Polizei		Die Webseite/den Verkäufer		Ihren Internetdienstanbieter		Eine Verbraucherschutzorganisation	
%		EB 82.2	Diff. EB 79.4	EB 82.2	Diff. EB 79.4	EB 82.2	Diff. EB 79.4	EB 82.2	Diff. EB 79.4
	EU 28	<b>37</b>	<b>-10</b>	<b>25</b>	<b>1</b>	<b>31</b>	<b>5</b>	<b>6</b>	<b>-2</b>
	BE	<b>30</b>	<b>-11</b>	<b>36</b>	<b>6</b>	<b>36</b>	<b>1</b>	<b>7</b>	<b>0</b>
	BG	<b>34</b>	<b>5</b>	<b>14</b>	<b>-1</b>	<b>35</b>	<b>2</b>	<b>10</b>	<b>1</b>
	CZ	<b>25</b>	<b>-9</b>	<b>26</b>	<b>0</b>	<b>32</b>	<b>6</b>	<b>6</b>	<b>-1</b>
	DK	<b>26</b>	<b>-2</b>	<b>22</b>	<b>-2</b>	<b>32</b>	<b>3</b>	<b>3</b>	<b>1</b>
	DE	<b>45</b>	<b>-10</b>	<b>19</b>	<b>-1</b>	<b>37</b>	<b>4</b>	<b>11</b>	<b>0</b>
	EE	<b>22</b>	<b>-16</b>	<b>26</b>	<b>-2</b>	<b>25</b>	<b>-1</b>	<b>1</b>	<b>-3</b>
	IE	<b>26</b>	<b>-5</b>	<b>34</b>	<b>3</b>	<b>35</b>	<b>5</b>	<b>4</b>	<b>-6</b>
	EL	<b>43</b>	<b>-19</b>	<b>24</b>	<b>5</b>	<b>33</b>	<b>11</b>	<b>6</b>	<b>1</b>
	ES	<b>50</b>	<b>-10</b>	<b>15</b>	<b>-2</b>	<b>21</b>	<b>11</b>	<b>5</b>	<b>-4</b>
	FR	<b>32</b>	<b>-16</b>	<b>26</b>	<b>-1</b>	<b>33</b>	<b>6</b>	<b>5</b>	<b>-5</b>
	HR	<b>39</b>	<b>-12</b>	<b>31</b>	<b>18</b>	<b>36</b>	<b>5</b>	<b>5</b>	<b>0</b>
	IT	<b>48</b>	<b>-17</b>	<b>18</b>	<b>4</b>	<b>30</b>	<b>7</b>	<b>7</b>	<b>-1</b>
	CY	<b>42</b>	<b>-11</b>	<b>15</b>	<b>1</b>	<b>31</b>	<b>-8</b>	<b>7</b>	<b>-3</b>
	LV	<b>27</b>	<b>-7</b>	<b>27</b>	<b>0</b>	<b>27</b>	<b>2</b>	<b>3</b>	<b>-1</b>
	LT	<b>35</b>	<b>-3</b>	<b>25</b>	<b>0</b>	<b>24</b>	<b>5</b>	<b>5</b>	<b>-2</b>
	LU	<b>29</b>	<b>-11</b>	<b>33</b>	<b>4</b>	<b>28</b>	<b>3</b>	<b>4</b>	<b>-2</b>
	HU	<b>33</b>	<b>-3</b>	<b>25</b>	<b>-2</b>	<b>28</b>	<b>-3</b>	<b>9</b>	<b>-3</b>
	MT	<b>39</b>	<b>2</b>	<b>21</b>	<b>-2</b>	<b>24</b>	<b>-8</b>	<b>3</b>	<b>0</b>
	NL	<b>19</b>	<b>-6</b>	<b>33</b>	<b>-1</b>	<b>42</b>	<b>0</b>	<b>4</b>	<b>-1</b>
	AT	<b>36</b>	<b>-9</b>	<b>32</b>	<b>8</b>	<b>33</b>	<b>-9</b>	<b>17</b>	<b>-6</b>
	PL	<b>54</b>	<b>-14</b>	<b>21</b>	<b>7</b>	<b>19</b>	<b>5</b>	<b>2</b>	<b>-2</b>
	PT	<b>44</b>	<b>-8</b>	<b>19</b>	<b>5</b>	<b>20</b>	<b>-3</b>	<b>7</b>	<b>-3</b>
	RO	<b>29</b>	<b>-7</b>	<b>19</b>	<b>2</b>	<b>21</b>	<b>2</b>	<b>9</b>	<b>2</b>
	SI	<b>31</b>	<b>3</b>	<b>13</b>	<b>-1</b>	<b>34</b>	<b>1</b>	<b>1</b>	<b>-5</b>
	SK	<b>37</b>	<b>-1</b>	<b>31</b>	<b>-5</b>	<b>26</b>	<b>-3</b>	<b>4</b>	<b>-7</b>
	FI	<b>35</b>	<b>-4</b>	<b>28</b>	<b>4</b>	<b>30</b>	<b>-7</b>	<b>2</b>	<b>-2</b>
	SE	<b>28</b>	<b>-8</b>	<b>48</b>	<b>8</b>	<b>20</b>	<b>-4</b>	<b>2</b>	<b>0</b>
	UK	<b>22</b>	<b>0</b>	<b>36</b>	<b>-2</b>	<b>36</b>	<b>6</b>	<b>4</b>	<b>-1</b>

QB9.7 Si vous étiez exposé(e) à ou victime de l'un des cybercrimes suivants, à qui vous adresseriez-vous ? (ROTATION - PLUSIEURS REPONSES POSSIBLES)






























Le piratage de votre compte de média social ou de votre compte email

QB9.7 If you experienced or were a victim of the following cybercrimes, who would you contact? (ROTATE - MULTIPLE ANSWERS PER LINE)

Your social media or email account being hacked

QB9.7 Wenn Sie eine der folgenden Arten von Internet-Kriminalität erleben würden oder Opfer davon werden würden, wen würden Sie kontaktieren? (ROTIEREN - MEHRFACHNENNUNGEN PRO ZEILE MÖGLICH)

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

%		Autre (LIRE)		Personne (LIRE)		Ne sais pas (LIRE)		Total 'A quelqu'un'	
		Other (READ OUT)		No one (READ OUT)		Don't know (READ OUT)		Total 'Someone'	
		Jemand anderen (VORLESEN)		Niemanden (VORLESEN)		Weiß nicht (VORLESEN)		Gesamt 'Jemanden'	
		EB 82.2	Diff. EB 79.4	EB 82.2	Diff. EB 79.4	EB 82.2	Diff. EB 79.4	EB 82.2	Diff. EB 79.4
	EU 28	<b>8</b>	<b>3</b>	<b>8</b>	<b>0</b>	<b>6</b>	<b>-1</b>	<b>86</b>	<b>1</b>
	BE	<b>6</b>	<b>2</b>	<b>8</b>	<b>-2</b>	<b>3</b>	<b>0</b>	<b>89</b>	<b>2</b>
	BG	<b>5</b>	<b>3</b>	<b>9</b>	<b>0</b>	<b>7</b>	<b>-9</b>	<b>84</b>	<b>9</b>
	CZ	<b>7</b>	<b>6</b>	<b>9</b>	<b>-4</b>	<b>6</b>	<b>-7</b>	<b>85</b>	<b>11</b>
	DK	<b>14</b>	<b>4</b>	<b>6</b>	<b>-1</b>	<b>8</b>	<b>-1</b>	<b>86</b>	<b>2</b>
	DE	<b>18</b>	<b>6</b>	<b>7</b>	<b>2</b>	<b>5</b>	<b>1</b>	<b>88</b>	<b>-2</b>
	EE	<b>10</b>	<b>8</b>	<b>16</b>	<b>1</b>	<b>8</b>	<b>2</b>	<b>77</b>	<b>-3</b>
	IE	<b>3</b>	<b>1</b>	<b>8</b>	<b>-1</b>	<b>5</b>	<b>-4</b>	<b>86</b>	<b>4</b>
	EL	<b>11</b>	<b>11</b>	<b>8</b>	<b>-2</b>	<b>2</b>	<b>-2</b>	<b>90</b>	<b>4</b>
	ES	<b>4</b>	<b>1</b>	<b>8</b>	<b>1</b>	<b>7</b>	<b>-1</b>	<b>86</b>	<b>1</b>
	FR	<b>5</b>	<b>-1</b>	<b>10</b>	<b>2</b>	<b>6</b>	<b>-3</b>	<b>84</b>	<b>1</b>
	HR	<b>9</b>	<b>6</b>	<b>7</b>	<b>-1</b>	<b>3</b>	<b>-2</b>	<b>90</b>	<b>3</b>
	IT	<b>7</b>	<b>6</b>	<b>3</b>	<b>0</b>	<b>5</b>	<b>2</b>	<b>92</b>	<b>-2</b>
	CY	<b>5</b>	<b>4</b>	<b>10</b>	<b>2</b>	<b>3</b>	<b>0</b>	<b>87</b>	<b>-3</b>
	LV	<b>8</b>	<b>7</b>	<b>11</b>	<b>-4</b>	<b>4</b>	<b>-3</b>	<b>84</b>	<b>6</b>
	LT	<b>4</b>	<b>1</b>	<b>15</b>	<b>4</b>	<b>3</b>	<b>-6</b>	<b>82</b>	<b>2</b>
	LU	<b>14</b>	<b>5</b>	<b>10</b>	<b>0</b>	<b>5</b>	<b>0</b>	<b>85</b>	<b>0</b>
	HU	<b>6</b>	<b>6</b>	<b>7</b>	<b>-1</b>	<b>3</b>	<b>-2</b>	<b>90</b>	<b>3</b>
	MT	<b>4</b>	<b>2</b>	<b>13</b>	<b>5</b>	<b>9</b>	<b>1</b>	<b>78</b>	<b>-7</b>
	NL	<b>8</b>	<b>2</b>	<b>8</b>	<b>-5</b>	<b>4</b>	<b>-3</b>	<b>88</b>	<b>8</b>
	AT	<b>6</b>	<b>-5</b>	<b>5</b>	<b>1</b>	<b>3</b>	<b>-1</b>	<b>92</b>	<b>0</b>
	PL	<b>5</b>	<b>4</b>	<b>5</b>	<b>0</b>	<b>8</b>	<b>-3</b>	<b>87</b>	<b>3</b>
	PT	<b>9</b>	<b>7</b>	<b>12</b>	<b>1</b>	<b>6</b>	<b>-1</b>	<b>82</b>	<b>0</b>
	RO	<b>4</b>	<b>1</b>	<b>17</b>	<b>7</b>	<b>15</b>	<b>-1</b>	<b>68</b>	<b>-6</b>
	SI	<b>13</b>	<b>4</b>	<b>12</b>	<b>-5</b>	<b>5</b>	<b>-2</b>	<b>84</b>	<b>8</b>
	SK	<b>3</b>	<b>2</b>	<b>4</b>	<b>-2</b>	<b>7</b>	<b>1</b>	<b>88</b>	<b>-1</b>
	FI	<b>5</b>	<b>-3</b>	<b>6</b>	<b>-1</b>	<b>4</b>	<b>-3</b>	<b>90</b>	<b>4</b>
	SE	<b>6</b>	<b>0</b>	<b>8</b>	<b>-2</b>	<b>5</b>	<b>-1</b>	<b>87</b>	<b>3</b>
	UK	<b>4</b>	<b>0</b>	<b>10</b>	<b>-2</b>	<b>9</b>	<b>2</b>	<b>81</b>	<b>1</b>

QB9.8 Si vous étiez exposé(e) à ou victime de l'un des cybercrimes suivants, à qui vous adresseriez-vous ? (ROTATION - PLUSIEURS REPONSES POSSIBLES)






























Etre victime d'une fraude à la carte bancaire ou d'une escroquerie bancaire sur Internet

QB9.8 If you experienced or were a victim of the following cybercrimes, who would you contact? (ROTATE - MULTIPLE ANSWERS PER LINE)

Being a victim of bank card or online banking fraud

QB9.8 Wenn Sie eine der folgenden Arten von Internet-Kriminalität erleben würden oder Opfer davon werden würden, wen würden Sie kontaktieren? (ROTIEREN - MEHRFACHNENNUNGEN PRO ZEILE MÖGLICH)

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

		La police		Le site Internet\ le vendeur		Votre fournisseur d'accès Internet		Une association de protection des consommateurs	
		Police		Website\ vendor		Your Internet service provider		Consumer protection organisation	
		Die Polizei		Die Webseite/den Verkäufer		Ihren Internetdienstanbieter		Eine Verbraucherschutzorganisation	
%		EB 82.2	Diff. EB 79.4	EB 82.2	Diff. EB 79.4	EB 82.2	Diff. EB 79.4	EB 82.2	Diff. EB 79.4
 EU 28		<b>79</b>	<b>0</b>	<b>19</b>	<b>1</b>	<b>11</b>	<b>0</b>	<b>7</b>	<b>-2</b>
 BE		<b>78</b>	<b>3</b>	<b>32</b>	<b>-2</b>	<b>13</b>	<b>-1</b>	<b>8</b>	<b>-1</b>
 BG		<b>84</b>	<b>11</b>	<b>8</b>	<b>2</b>	<b>7</b>	<b>-2</b>	<b>11</b>	<b>0</b>
 CZ		<b>78</b>	<b>-5</b>	<b>19</b>	<b>5</b>	<b>8</b>	<b>1</b>	<b>5</b>	<b>-2</b>
 DK		<b>74</b>	<b>6</b>	<b>31</b>	<b>3</b>	<b>4</b>	<b>-1</b>	<b>3</b>	<b>1</b>
 DE		<b>87</b>	<b>-2</b>	<b>15</b>	<b>0</b>	<b>15</b>	<b>0</b>	<b>12</b>	<b>0</b>
 EE		<b>71</b>	<b>-5</b>	<b>14</b>	<b>-1</b>	<b>12</b>	<b>0</b>	<b>3</b>	<b>-5</b>
 IE		<b>67</b>	<b>1</b>	<b>22</b>	<b>0</b>	<b>15</b>	<b>-1</b>	<b>6</b>	<b>-8</b>
 EL		<b>88</b>	<b>1</b>	<b>12</b>	<b>1</b>	<b>13</b>	<b>2</b>	<b>11</b>	<b>-1</b>
 ES		<b>85</b>	<b>1</b>	<b>10</b>	<b>0</b>	<b>10</b>	<b>6</b>	<b>4</b>	<b>-2</b>
 FR		<b>77</b>	<b>-4</b>	<b>21</b>	<b>2</b>	<b>8</b>	<b>-2</b>	<b>5</b>	<b>-4</b>
 HR		<b>86</b>	<b>12</b>	<b>19</b>	<b>7</b>	<b>18</b>	<b>3</b>	<b>11</b>	<b>4</b>
 IT		<b>81</b>	<b>2</b>	<b>19</b>	<b>6</b>	<b>10</b>	<b>-3</b>	<b>9</b>	<b>1</b>
 CY		<b>80</b>	<b>-3</b>	<b>9</b>	<b>-5</b>	<b>11</b>	<b>-10</b>	<b>7</b>	<b>-5</b>
 LV		<b>67</b>	<b>-3</b>	<b>21</b>	<b>-6</b>	<b>6</b>	<b>-3</b>	<b>3</b>	<b>-4</b>
 LT		<b>80</b>	<b>1</b>	<b>11</b>	<b>1</b>	<b>9</b>	<b>3</b>	<b>3</b>	<b>-2</b>
 LU		<b>81</b>	<b>3</b>	<b>26</b>	<b>5</b>	<b>8</b>	<b>2</b>	<b>4</b>	<b>-3</b>
 HU		<b>72</b>	<b>-8</b>	<b>13</b>	<b>-1</b>	<b>11</b>	<b>-1</b>	<b>10</b>	<b>0</b>
 MT		<b>69</b>	<b>-3</b>	<b>12</b>	<b>-4</b>	<b>13</b>	<b>0</b>	<b>5</b>	<b>-1</b>
 NL		<b>71</b>	<b>-5</b>	<b>43</b>	<b>-6</b>	<b>7</b>	<b>-6</b>	<b>5</b>	<b>-4</b>
 AT		<b>82</b>	<b>-4</b>	<b>21</b>	<b>2</b>	<b>17</b>	<b>-9</b>	<b>18</b>	<b>-9</b>
 PL		<b>84</b>	<b>-1</b>	<b>11</b>	<b>2</b>	<b>7</b>	<b>-2</b>	<b>2</b>	<b>-3</b>
 PT		<b>76</b>	<b>-4</b>	<b>13</b>	<b>0</b>	<b>9</b>	<b>-6</b>	<b>8</b>	<b>-6</b>
 RO		<b>63</b>	<b>-5</b>	<b>10</b>	<b>0</b>	<b>11</b>	<b>2</b>	<b>8</b>	<b>2</b>
 SI		<b>67</b>	<b>-5</b>	<b>21</b>	<b>-3</b>	<b>6</b>	<b>-3</b>	<b>2</b>	<b>-6</b>
 SK		<b>72</b>	<b>-8</b>	<b>16</b>	<b>-2</b>	<b>14</b>	<b>3</b>	<b>4</b>	<b>-8</b>
 FI		<b>79</b>	<b>-2</b>	<b>25</b>	<b>-4</b>	<b>4</b>	<b>-6</b>	<b>2</b>	<b>-4</b>
 SE		<b>84</b>	<b>-2</b>	<b>37</b>	<b>9</b>	<b>6</b>	<b>1</b>	<b>4</b>	<b>-2</b>
 UK		<b>66</b>	<b>3</b>	<b>23</b>	<b>-3</b>	<b>15</b>	<b>4</b>	<b>9</b>	<b>0</b>

QB9.8 Si vous étiez exposé(e) à ou victime de l'un des cybercrimes suivants, à qui vous adresseriez-vous ? (ROTATION - PLUSIEURS REPONSES POSSIBLES)






























Etre victime d'une fraude à la carte bancaire ou d'une escroquerie bancaire sur Internet

QB9.8 If you experienced or were a victim of the following cybercrimes, who would you contact? (ROTATE - MULTIPLE ANSWERS PER LINE)

Being a victim of bank card or online banking fraud

QB9.8 Wenn Sie eine der folgenden Arten von Internet-Kriminalität erleben würden oder Opfer davon werden würden, wen würden Sie kontaktieren? (ROTIEREN - MEHRFACHNENNUNGEN PRO ZEILE MÖGLICH)

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

%		Autre (LIRE)		Personne (LIRE)		Ne sais pas (LIRE)		Total 'A quelqu'un'	
		Other (READ OUT)		No one (READ OUT)		Don't know (READ OUT)		Total 'Someone'	
		Jemand anderen (VORLESEN)		Niemanden (VORLESEN)		Weiß nicht (VORLESEN)		Gesamt 'Jemanden'	
		EB 82.2	Diff. EB 79.4	EB 82.2	Diff. EB 79.4	EB 82.2	Diff. EB 79.4	EB 82.2	Diff. EB 79.4
	EU 28	<b>11</b>	-1	<b>2</b>	0	<b>3</b>	0	<b>95</b>	0
	BE	<b>9</b>	3	<b>2</b>	-1	<b>1</b>	-1	<b>97</b>	2
	BG	<b>4</b>	-2	<b>1</b>	-2	<b>3</b>	-7	<b>96</b>	9
	CZ	<b>8</b>	-4	<b>1</b>	0	<b>2</b>	-2	<b>97</b>	2
	DK	<b>18</b>	1	<b>0</b>	-1	<b>1</b>	-1	<b>99</b>	2
	DE	<b>15</b>	2	<b>2</b>	0	<b>4</b>	2	<b>95</b>	-1
	EE	<b>9</b>	1	<b>3</b>	0	<b>4</b>	0	<b>92</b>	-1
	IE	<b>10</b>	2	<b>2</b>	-2	<b>4</b>	-1	<b>95</b>	5
	EL	<b>10</b>	7	<b>0</b>	-1	<b>1</b>	0	<b>99</b>	1
	ES	<b>4</b>	1	<b>2</b>	0	<b>2</b>	-2	<b>96</b>	2
	FR	<b>16</b>	-8	<b>1</b>	0	<b>2</b>	0	<b>97</b>	-1
	HR	<b>9</b>	7	<b>0</b>	-4	<b>2</b>	-2	<b>98</b>	5
	IT	<b>6</b>	5	<b>2</b>	0	<b>3</b>	1	<b>96</b>	0
	CY	<b>7</b>	4	<b>4</b>	2	<b>2</b>	0	<b>94</b>	-1
	LV	<b>13</b>	13	<b>2</b>	-2	<b>3</b>	-2	<b>95</b>	3
	LT	<b>7</b>	-2	<b>4</b>	2	<b>1</b>	-4	<b>95</b>	2
	LU	<b>30</b>	4	<b>2</b>	1	<b>3</b>	-1	<b>95</b>	-1
	HU	<b>6</b>	5	<b>4</b>	0	<b>2</b>	0	<b>95</b>	1
	MT	<b>9</b>	-7	<b>3</b>	2	<b>7</b>	3	<b>91</b>	-4
	NL	<b>12</b>	-3	<b>0</b>	-1	<b>0</b>	-1	<b>100</b>	2
	AT	<b>5</b>	-10	<b>1</b>	1	<b>2</b>	1	<b>96</b>	-3
	PL	<b>5</b>	2	<b>1</b>	-1	<b>4</b>	-2	<b>96</b>	3
	PT	<b>10</b>	6	<b>7</b>	3	<b>5</b>	1	<b>88</b>	-4
	RO	<b>2</b>	0	<b>8</b>	5	<b>11</b>	-2	<b>81</b>	-2
	SI	<b>10</b>	1	<b>3</b>	-1	<b>4</b>	0	<b>93</b>	1
	SK	<b>3</b>	1	<b>2</b>	1	<b>6</b>	3	<b>93</b>	-3
	FI	<b>9</b>	0	<b>1</b>	1	<b>1</b>	-1	<b>98</b>	0
	SE	<b>10</b>	-14	<b>1</b>	0	<b>1</b>	0	<b>99</b>	0
	UK	<b>20</b>	1	<b>2</b>	0	<b>3</b>	0	<b>95</b>	0

QB9.9 Si vous étiez exposé(e) à ou victime de l'un des cybercrimes suivants, à qui vous adresseriez-vous ? (ROTATION - PLUSIEURS REPONSES POSSIBLES)






























Vous voir demander un paiement en échange de la récupération du contrôle de votre appareil

QB9.9 If you experienced or were a victim of the following cybercrimes, who would you contact? (ROTATE - MULTIPLE ANSWERS PER LINE)

Being asked for a payment in return for getting back control of your device

QB9.9 Wenn Sie eine der folgenden Arten von Internet-Kriminalität erleben würden oder Opfer davon werden würden, wen würden Sie kontaktieren? (ROTIEREN - MEHRFACHNENNUNGEN PRO ZEILE MÖGLICH)

Man fordert von Ihnen eine Geldzahlung, damit Sie die Kontrolle über Ihr Gerät zurückerlangen

		La police	Le site Internet\ le vendeur	Votre fournisseur d'accès Internet	Une association de protection des consommateurs
		Police	Website\ vendor	Your Internet service provider	Consumer protection organisation
		Die Polizei	Die Webseite/den Verkäufer	Ihren Internetdienstanbieter	Eine Verbraucherschutzorganisation
%		EB 82.2	EB 82.2	EB 82.2	EB 82.2
	EU 28	<b>65</b>	<b>12</b>	<b>17</b>	<b>7</b>
	BE	<b>57</b>	<b>23</b>	<b>21</b>	<b>7</b>
	BG	<b>75</b>	<b>7</b>	<b>13</b>	<b>8</b>
	CZ	<b>53</b>	<b>15</b>	<b>17</b>	<b>6</b>
	DK	<b>68</b>	<b>7</b>	<b>14</b>	<b>4</b>
	DE	<b>76</b>	<b>8</b>	<b>16</b>	<b>11</b>
	EE	<b>37</b>	<b>12</b>	<b>16</b>	<b>5</b>
	IE	<b>62</b>	<b>17</b>	<b>20</b>	<b>5</b>
	EL	<b>68</b>	<b>13</b>	<b>20</b>	<b>8</b>
	ES	<b>72</b>	<b>5</b>	<b>13</b>	<b>4</b>
	FR	<b>54</b>	<b>15</b>	<b>16</b>	<b>5</b>
	HR	<b>72</b>	<b>13</b>	<b>19</b>	<b>7</b>
	IT	<b>70</b>	<b>11</b>	<b>15</b>	<b>7</b>
	CY	<b>62</b>	<b>9</b>	<b>20</b>	<b>6</b>
	LV	<b>62</b>	<b>10</b>	<b>13</b>	<b>3</b>
	LT	<b>56</b>	<b>14</b>	<b>18</b>	<b>3</b>
	LU	<b>55</b>	<b>15</b>	<b>14</b>	<b>4</b>
	HU	<b>66</b>	<b>10</b>	<b>15</b>	<b>10</b>
	MT	<b>51</b>	<b>12</b>	<b>18</b>	<b>9</b>
	NL	<b>59</b>	<b>13</b>	<b>16</b>	<b>7</b>
	AT	<b>72</b>	<b>12</b>	<b>22</b>	<b>14</b>
	PL	<b>77</b>	<b>9</b>	<b>8</b>	<b>1</b>
	PT	<b>59</b>	<b>10</b>	<b>14</b>	<b>9</b>
	RO	<b>52</b>	<b>10</b>	<b>13</b>	<b>5</b>
	SI	<b>33</b>	<b>12</b>	<b>32</b>	<b>3</b>
	SK	<b>52</b>	<b>17</b>	<b>23</b>	<b>4</b>
	FI	<b>52</b>	<b>21</b>	<b>11</b>	<b>9</b>
	SE	<b>71</b>	<b>10</b>	<b>15</b>	<b>4</b>
	UK	<b>56</b>	<b>16</b>	<b>24</b>	<b>6</b>

QB9.9 Si vous étiez exposé(e) à ou victime de l'un des cybercrimes suivants, à qui vous adresseriez-vous ? (ROTATION - PLUSIEURS REPONSES POSSIBLES)






























Vous voir demander un paiement en échange de la récupération du contrôle de votre appareil

QB9.9 If you experienced or were a victim of the following cybercrimes, who would you contact? (ROTATE - MULTIPLE ANSWERS PER LINE)

Being asked for a payment in return for getting back control of your device

QB9.9 Wenn Sie eine der folgenden Arten von Internet-Kriminalität erleben würden oder Opfer davon werden würden, wen würden Sie kontaktieren? (ROTIEREN - MEHRFACHNENNUNGEN PRO ZEILE MÖGLICH)

Man fordert von Ihnen eine Geldzahlung, damit Sie die Kontrolle über Ihr Gerät zurückerlangen

		Autre (LIRE)	Personne (LIRE)	Ne sais pas (LIRE)	Total 'A quelqu'un'
		Other (READ OUT)	No one (READ OUT)	Don't know (READ OUT)	Total 'Someone'
		Jemand anderen (VORLESEN)	Niemanden (VORLESEN)	Weiß nicht (VORLESEN)	Gesamt 'Jemanden'
%		EB 82.2	EB 82.2	EB 82.2	EB 82.2
 EU 28		<b>6</b>	<b>8</b>	<b>6</b>	<b>86</b>
 BE		<b>5</b>	<b>10</b>	<b>3</b>	<b>87</b>
 BG		<b>2</b>	<b>3</b>	<b>5</b>	<b>93</b>
 CZ		<b>7</b>	<b>7</b>	<b>5</b>	<b>87</b>
 DK		<b>11</b>	<b>6</b>	<b>4</b>	<b>90</b>
 DE		<b>13</b>	<b>7</b>	<b>3</b>	<b>90</b>
 EE		<b>9</b>	<b>18</b>	<b>11</b>	<b>71</b>
 IE		<b>4</b>	<b>5</b>	<b>6</b>	<b>89</b>
 EL		<b>12</b>	<b>3</b>	<b>2</b>	<b>95</b>
 ES		<b>2</b>	<b>6</b>	<b>5</b>	<b>89</b>
 FR		<b>3</b>	<b>11</b>	<b>8</b>	<b>81</b>
 HR		<b>7</b>	<b>6</b>	<b>3</b>	<b>91</b>
 IT		<b>4</b>	<b>4</b>	<b>4</b>	<b>92</b>
 CY		<b>5</b>	<b>9</b>	<b>5</b>	<b>86</b>
 LV		<b>9</b>	<b>7</b>	<b>5</b>	<b>88</b>
 LT		<b>4</b>	<b>12</b>	<b>3</b>	<b>85</b>
 LU		<b>8</b>	<b>17</b>	<b>7</b>	<b>75</b>
 HU		<b>4</b>	<b>4</b>	<b>3</b>	<b>92</b>
 MT		<b>3</b>	<b>9</b>	<b>9</b>	<b>82</b>
 NL		<b>6</b>	<b>12</b>	<b>4</b>	<b>83</b>
 AT		<b>6</b>	<b>5</b>	<b>3</b>	<b>92</b>
 PL		<b>3</b>	<b>2</b>	<b>7</b>	<b>91</b>
 PT		<b>8</b>	<b>11</b>	<b>7</b>	<b>82</b>
 RO		<b>2</b>	<b>13</b>	<b>15</b>	<b>72</b>
 SI		<b>12</b>	<b>9</b>	<b>6</b>	<b>84</b>
 SK		<b>3</b>	<b>5</b>	<b>7</b>	<b>87</b>
 FI		<b>4</b>	<b>6</b>	<b>7</b>	<b>86</b>
 SE		<b>5</b>	<b>8</b>	<b>3</b>	<b>89</b>
 UK		<b>3</b>	<b>9</b>	<b>11</b>	<b>80</b>

QB9.10 Si vous étiez exposé(e) à ou victime de l'un des cybercrimes suivants, à qui vous adresseriez-vous ? (ROTATION - PLUSIEURS REPONSES POSSIBLES)






























Découvrir un logiciel malveillant (virus, etc.) sur votre appareil

QB9.10 If you experienced or were a victim of the following cybercrimes, who would you contact? (ROTATE - MULTIPLE ANSWERS PER LINE)

Discovered malicious software (viruses, etc.) on your device

QB9.10 Wenn Sie eine der folgenden Arten von Internet-Kriminalität erleben würden oder Opfer davon werden würden, wen würden Sie kontaktieren? (ROTIEREN - MEHRFACHNENNUNGEN PRO ZEILE MÖGLICH)

Sie finden auf Ihrem Gerät schädliche Software (Viren usw.)

		La police	Le site Internet\ le vendeur	Votre fournisseur d'accès Internet	Une association de protection des consommateurs
		Police	Website\ vendor	Your Internet service provider	Consumer protection organisation
		Die Polizei	Die Webseite/den Verkäufer	Ihren Internetdienstanbieter	Eine Verbraucherschutzorganisation
%		EB 82.2	EB 82.2	EB 82.2	EB 82.2
	EU 28	<b>21</b>	<b>15</b>	<b>30</b>	<b>4</b>
	BE	<b>17</b>	<b>28</b>	<b>39</b>	<b>6</b>
	BG	<b>23</b>	<b>11</b>	<b>44</b>	<b>7</b>
	CZ	<b>14</b>	<b>14</b>	<b>33</b>	<b>4</b>
	DK	<b>6</b>	<b>7</b>	<b>28</b>	<b>3</b>
	DE	<b>16</b>	<b>10</b>	<b>31</b>	<b>6</b>
	EE	<b>8</b>	<b>12</b>	<b>24</b>	<b>1</b>
	IE	<b>28</b>	<b>26</b>	<b>36</b>	<b>3</b>
	EL	<b>23</b>	<b>20</b>	<b>30</b>	<b>5</b>
	ES	<b>26</b>	<b>11</b>	<b>24</b>	<b>3</b>
	FR	<b>15</b>	<b>14</b>	<b>30</b>	<b>3</b>
	HR	<b>24</b>	<b>21</b>	<b>32</b>	<b>3</b>
	IT	<b>34</b>	<b>17</b>	<b>30</b>	<b>5</b>
	CY	<b>21</b>	<b>13</b>	<b>39</b>	<b>3</b>
	LV	<b>14</b>	<b>17</b>	<b>29</b>	<b>2</b>
	LT	<b>26</b>	<b>15</b>	<b>27</b>	<b>2</b>
	LU	<b>7</b>	<b>19</b>	<b>31</b>	<b>3</b>
	HU	<b>27</b>	<b>16</b>	<b>31</b>	<b>9</b>
	MT	<b>19</b>	<b>14</b>	<b>28</b>	<b>4</b>
	NL	<b>6</b>	<b>14</b>	<b>34</b>	<b>3</b>
	AT	<b>18</b>	<b>14</b>	<b>30</b>	<b>12</b>
	PL	<b>33</b>	<b>17</b>	<b>21</b>	<b>2</b>
	PT	<b>37</b>	<b>12</b>	<b>17</b>	<b>7</b>
	RO	<b>21</b>	<b>15</b>	<b>20</b>	<b>6</b>
	SI	<b>16</b>	<b>8</b>	<b>31</b>	<b>1</b>
	SK	<b>28</b>	<b>24</b>	<b>30</b>	<b>3</b>
	FI	<b>7</b>	<b>14</b>	<b>35</b>	<b>2</b>
	SE	<b>11</b>	<b>14</b>	<b>31</b>	<b>2</b>
	UK	<b>17</b>	<b>21</b>	<b>38</b>	<b>3</b>



QB9.10 Si vous étiez exposé(e) à ou victime de l'un des cybercrimes suivants, à qui vous adresseriez-vous ? (ROTATION - PLUSIEURS REPONSES POSSIBLES)






























Découvrir un logiciel malveillant (virus, etc.) sur votre appareil

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		Autre (LIRE)	Personne (LIRE)	Ne sais pas (LIRE)	Total 'A quelqu'un'
		Other (READ OUT)	No one (READ OUT)	Don't know (READ OUT)	Total 'Someone'
		Jemand anderen (VORLESEN)	Niemanden (VORLESEN)	Weiß nicht (VORLESEN)	Gesamt 'Jemanden'
%		EB 82.2	EB 82.2	EB 82.2	EB 82.2
	EU 28	<b>17</b>	<b>19</b>	<b>7</b>	<b>74</b>
	BE	<b>13</b>	<b>15</b>	<b>3</b>	<b>82</b>
	BG	<b>12</b>	<b>9</b>	<b>5</b>	<b>85</b>
	CZ	<b>20</b>	<b>16</b>	<b>6</b>	<b>77</b>
	DK	<b>34</b>	<b>20</b>	<b>6</b>	<b>75</b>
	DE	<b>31</b>	<b>24</b>	<b>4</b>	<b>72</b>
	EE	<b>26</b>	<b>27</b>	<b>7</b>	<b>66</b>
	IE	<b>6</b>	<b>10</b>	<b>6</b>	<b>85</b>
	EL	<b>23</b>	<b>13</b>	<b>2</b>	<b>85</b>
	ES	<b>16</b>	<b>19</b>	<b>7</b>	<b>74</b>
	FR	<b>14</b>	<b>25</b>	<b>7</b>	<b>68</b>
	HR	<b>21</b>	<b>16</b>	<b>3</b>	<b>81</b>
	IT	<b>11</b>	<b>10</b>	<b>4</b>	<b>86</b>
	CY	<b>11</b>	<b>17</b>	<b>3</b>	<b>79</b>
	LV	<b>26</b>	<b>15</b>	<b>4</b>	<b>81</b>
	LT	<b>15</b>	<b>20</b>	<b>2</b>	<b>78</b>
	LU	<b>21</b>	<b>25</b>	<b>4</b>	<b>71</b>
	HU	<b>14</b>	<b>11</b>	<b>3</b>	<b>86</b>
	MT	<b>14</b>	<b>19</b>	<b>9</b>	<b>72</b>
	NL	<b>23</b>	<b>25</b>	<b>4</b>	<b>71</b>
	AT	<b>17</b>	<b>24</b>	<b>4</b>	<b>72</b>
	PL	<b>16</b>	<b>12</b>	<b>10</b>	<b>78</b>
	PT	<b>15</b>	<b>19</b>	<b>7</b>	<b>74</b>
	RO	<b>5</b>	<b>24</b>	<b>16</b>	<b>60</b>
	SI	<b>30</b>	<b>14</b>	<b>4</b>	<b>82</b>
	SK	<b>10</b>	<b>10</b>	<b>7</b>	<b>83</b>
	FI	<b>16</b>	<b>28</b>	<b>4</b>	<b>68</b>
	SE	<b>19</b>	<b>27</b>	<b>5</b>	<b>68</b>
	UK	<b>8</b>	<b>20</b>	<b>12</b>	<b>68</b>

QB10.1 Pourriez-vous me dire dans quelle mesure vous êtes d'accord ou pas d'accord avec chacune des affirmations suivantes ? (ROTATION)






























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

QB10.1 Could you please tell me to what extent you agree or disagree with each of the following statements? (ROTATE)

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

QB10.1 Bitte sagen Sie mir, inwieweit Sie jeder der folgenden Aussagen zustimmen oder nicht zustimmen. (ROTIEREN)

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

%		Tout à fait d'accord		Plutôt d'accord		Plutôt pas d'accord		Pas du tout d'accord		Ne sais pas		Total 'D'accord'		Total 'Pas d'accord'			
		Totally agree		Tend to agree		Tend to disagree		Totally disagree		Don't know		Total 'Agree'		Total 'Disagree'			
		Stimme voll und ganz zu		Stimme eher zu		Stimme eher nicht zu		Stimme überhaupt nicht zu		Weiß nicht		Gesamt 'Stimme zu'		Gesamt 'Stimme nicht zu'			
		EB	Diff.	EB	Diff.	EB	Diff.	EB	Diff.	EB	Diff.	EB	Diff.	EB	Diff.	EB	Diff.
		82.2	EB	82.2	EB	82.2	EB	82.2	EB	82.2	EB	82.2	EB	82.2	EB	82.2	EB
			79.4		79.4		79.4		79.4		79.4		79.4		79.4		79.4
	EU 28	<b>30</b>	4	<b>43</b>	-1	<b>18</b>	-4	<b>6</b>	1	<b>3</b>	0	<b>73</b>	3	<b>24</b>	-3		
	BE	<b>23</b>	-3	<b>50</b>	4	<b>21</b>	-2	<b>5</b>	0	<b>1</b>	1	<b>73</b>	1	<b>26</b>	-2		
	BG	<b>30</b>	17	<b>37</b>	-10	<b>14</b>	-11	<b>11</b>	2	<b>8</b>	2	<b>67</b>	7	<b>25</b>	-9		
	CZ	<b>19</b>	0	<b>48</b>	1	<b>24</b>	-2	<b>5</b>	1	<b>4</b>	0	<b>67</b>	1	<b>29</b>	-1		
	DK	<b>27</b>	9	<b>47</b>	-1	<b>16</b>	-10	<b>8</b>	2	<b>2</b>	0	<b>74</b>	8	<b>24</b>	-8		
	DE	<b>27</b>	-2	<b>46</b>	5	<b>20</b>	-4	<b>4</b>	0	<b>3</b>	1	<b>73</b>	3	<b>24</b>	-4		
	EE	<b>18</b>	4	<b>35</b>	-11	<b>22</b>	-4	<b>16</b>	5	<b>9</b>	6	<b>53</b>	-7	<b>38</b>	1		
	IE	<b>37</b>	11	<b>38</b>	-3	<b>16</b>	-8	<b>5</b>	-2	<b>4</b>	2	<b>75</b>	8	<b>21</b>	-10		
	EL	<b>39</b>	9	<b>45</b>	-4	<b>11</b>	-6	<b>4</b>	1	<b>1</b>	0	<b>84</b>	5	<b>15</b>	-5		
	ES	<b>57</b>	11	<b>34</b>	-4	<b>6</b>	-6	<b>2</b>	-1	<b>1</b>	0	<b>91</b>	7	<b>8</b>	-7		
	FR	<b>40</b>	3	<b>40</b>	-2	<b>12</b>	-1	<b>7</b>	1	<b>1</b>	-1	<b>80</b>	1	<b>19</b>	0		
	HR	<b>27</b>	6	<b>50</b>	0	<b>15</b>	-4	<b>5</b>	-2	<b>3</b>	0	<b>77</b>	6	<b>20</b>	-6		
	IT	<b>27</b>	5	<b>50</b>	2	<b>18</b>	-4	<b>4</b>	-1	<b>1</b>	-2	<b>77</b>	7	<b>22</b>	-5		
	CY	<b>38</b>	0	<b>35</b>	-5	<b>17</b>	1	<b>8</b>	2	<b>2</b>	2	<b>73</b>	-5	<b>25</b>	3		
	LV	<b>29</b>	5	<b>40</b>	-5	<b>21</b>	0	<b>6</b>	0	<b>4</b>	0	<b>69</b>	0	<b>27</b>	0		
	LT	<b>28</b>	0	<b>46</b>	0	<b>17</b>	2	<b>6</b>	0	<b>3</b>	-2	<b>74</b>	0	<b>23</b>	2		
	LU	<b>29</b>	-3	<b>46</b>	2	<b>16</b>	-1	<b>6</b>	0	<b>3</b>	2	<b>75</b>	-1	<b>22</b>	-1		
	HU	<b>23</b>	6	<b>37</b>	-6	<b>22</b>	-5	<b>17</b>	6	<b>1</b>	-1	<b>60</b>	0	<b>39</b>	1		
	MT	<b>30</b>	7	<b>39</b>	-9	<b>19</b>	-3	<b>9</b>	5	<b>3</b>	0	<b>69</b>	-2	<b>28</b>	2		
	NL	<b>18</b>	0	<b>49</b>	5	<b>23</b>	-8	<b>8</b>	3	<b>2</b>	0	<b>67</b>	5	<b>31</b>	-5		
	AT	<b>30</b>	7	<b>39</b>	-6	<b>21</b>	-5	<b>8</b>	3	<b>2</b>	1	<b>69</b>	1	<b>29</b>	-2		
	PL	<b>21</b>	2	<b>39</b>	-13	<b>27</b>	8	<b>6</b>	3	<b>7</b>	0	<b>60</b>	-11	<b>33</b>	11		
	PT	<b>34</b>	11	<b>51</b>	-2	<b>12</b>	-6	<b>2</b>	-3	<b>1</b>	0	<b>85</b>	9	<b>14</b>	-9		
	RO	<b>26</b>	5	<b>41</b>	2	<b>13</b>	-11	<b>13</b>	3	<b>7</b>	1	<b>67</b>	7	<b>26</b>	-8		
	SI	<b>25</b>	-2	<b>42</b>	3	<b>20</b>	-5	<b>10</b>	1	<b>3</b>	3	<b>67</b>	1	<b>30</b>	-4		
	SK	<b>21</b>	6	<b>43</b>	-10	<b>25</b>	-3	<b>5</b>	3	<b>6</b>	4	<b>64</b>	-4	<b>30</b>	0		
	FI	<b>10</b>	1	<b>42</b>	2	<b>37</b>	-3	<b>8</b>	-2	<b>3</b>	2	<b>52</b>	3	<b>45</b>	-5		
	SE	<b>19</b>	4	<b>47</b>	1	<b>21</b>	-6	<b>12</b>	1	<b>1</b>	0	<b>66</b>	5	<b>33</b>	-5		
	UK	<b>27</b>	9	<b>45</b>	2	<b>22</b>	-9	<b>4</b>	-1	<b>2</b>	-1	<b>72</b>	11	<b>26</b>	-10		

QB10.2 Pourriez-vous me dire dans quelle mesure vous êtes d'accord ou pas d'accord avec chacune des affirmations suivantes ? (ROTATION)






























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

QB10.2 Could you please tell me to what extent you agree or disagree with each of the following statements? (ROTATE)

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

QB10.2 Bitte sagen Sie mir, inwieweit Sie jeder der folgenden Aussagen zustimmen oder nicht zustimmen. (ROTIEREN)

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

	%	Tout à fait d'accord		Plutôt d'accord		Plutôt pas d'accord		Pas du tout d'accord		Ne sais pas		Total 'D'accord'		Total 'Pas d'accord'	
		Totally agree		Tend to agree		Tend to disagree		Totally disagree		Don't know		Total 'Agree'		Total 'Disagree'	
		Stimme voll und ganz zu		Stimme eher zu		Stimme eher nicht zu		Stimme überhaupt nicht zu		Weiß nicht		Gesamt 'Stimme zu'		Gesamt 'Stimme nicht zu'	
		EB 82.2	Diff. EB 79.4	EB 82.2	Diff. EB 79.4	EB 82.2	Diff. EB 79.4	EB 82.2	Diff. EB 79.4	EB 82.2	Diff. EB 79.4	EB 82.2	Diff. EB 79.4	EB 82.2	Diff. EB 79.4
 EU 28		<b>27</b>	4	<b>40</b>	-1	<b>22</b>	-4	<b>8</b>	1	<b>3</b>	0	<b>67</b>	3	<b>30</b>	-3
 BE		<b>21</b>	4	<b>44</b>	-3	<b>26</b>	-2	<b>7</b>	0	<b>2</b>	1	<b>65</b>	1	<b>33</b>	-2
 BG		<b>31</b>	15	<b>34</b>	-10	<b>16</b>	-7	<b>11</b>	2	<b>8</b>	0	<b>65</b>	5	<b>27</b>	-5
 CZ		<b>16</b>	-5	<b>46</b>	3	<b>28</b>	0	<b>5</b>	0	<b>5</b>	2	<b>62</b>	-2	<b>33</b>	0
 DK		<b>21</b>	11	<b>39</b>	8	<b>23</b>	-15	<b>16</b>	-5	<b>1</b>	1	<b>60</b>	19	<b>39</b>	-20
 DE		<b>21</b>	1	<b>37</b>	4	<b>31</b>	-5	<b>9</b>	0	<b>2</b>	0	<b>58</b>	5	<b>40</b>	-5
 EE		<b>13</b>	1	<b>27</b>	-9	<b>28</b>	-7	<b>22</b>	7	<b>10</b>	8	<b>40</b>	-8	<b>50</b>	0
 IE		<b>38</b>	14	<b>37</b>	-1	<b>17</b>	-8	<b>5</b>	-4	<b>3</b>	-1	<b>75</b>	13	<b>22</b>	-12
 EL		<b>35</b>	10	<b>44</b>	-7	<b>13</b>	-6	<b>5</b>	2	<b>3</b>	1	<b>79</b>	3	<b>18</b>	-4
 ES		<b>58</b>	12	<b>29</b>	-5	<b>7</b>	-8	<b>4</b>	1	<b>2</b>	0	<b>87</b>	7	<b>11</b>	-7
 FR		<b>33</b>	3	<b>38</b>	-3	<b>18</b>	-1	<b>9</b>	2	<b>2</b>	-1	<b>71</b>	0	<b>27</b>	1
 HR		<b>25</b>	4	<b>49</b>	2	<b>17</b>	-3	<b>4</b>	-4	<b>5</b>	1	<b>74</b>	6	<b>21</b>	-7
 IT		<b>27</b>	6	<b>45</b>	1	<b>22</b>	-3	<b>5</b>	-2	<b>1</b>	-2	<b>72</b>	7	<b>27</b>	-5
 CY		<b>38</b>	0	<b>31</b>	-3	<b>16</b>	-4	<b>9</b>	3	<b>6</b>	4	<b>69</b>	-3	<b>25</b>	-1
 LV		<b>30</b>	8	<b>32</b>	-10	<b>26</b>	2	<b>8</b>	1	<b>4</b>	-1	<b>62</b>	-2	<b>34</b>	3
 LT		<b>26</b>	-4	<b>43</b>	-2	<b>17</b>	3	<b>9</b>	3	<b>5</b>	0	<b>69</b>	-6	<b>26</b>	6
 LU		<b>24</b>	-5	<b>43</b>	6	<b>24</b>	2	<b>6</b>	-2	<b>3</b>	-1	<b>67</b>	1	<b>30</b>	0
 HU		<b>21</b>	6	<b>34</b>	-6	<b>24</b>	-6	<b>20</b>	6	<b>1</b>	0	<b>55</b>	0	<b>44</b>	0
 MT		<b>25</b>	7	<b>41</b>	-3	<b>18</b>	-10	<b>12</b>	6	<b>4</b>	0	<b>66</b>	4	<b>30</b>	-4
 NL		<b>18</b>	0	<b>43</b>	0	<b>27</b>	-4	<b>10</b>	3	<b>2</b>	1	<b>61</b>	0	<b>37</b>	-1
 AT		<b>26</b>	7	<b>36</b>	2	<b>25</b>	-12	<b>11</b>	3	<b>2</b>	0	<b>62</b>	9	<b>36</b>	-9
 PL		<b>20</b>	0	<b>39</b>	-12	<b>27</b>	8	<b>5</b>	3	<b>9</b>	1	<b>59</b>	-12	<b>32</b>	11
 PT		<b>31</b>	7	<b>52</b>	3	<b>14</b>	-4	<b>2</b>	-4	<b>1</b>	-2	<b>83</b>	10	<b>16</b>	-8
 RO		<b>27</b>	10	<b>39</b>	2	<b>15</b>	-16	<b>12</b>	3	<b>7</b>	1	<b>66</b>	12	<b>27</b>	-13
 SI		<b>23</b>	-2	<b>42</b>	4	<b>23</b>	-2	<b>9</b>	-2	<b>3</b>	2	<b>65</b>	2	<b>32</b>	-4
 SK		<b>25</b>	9	<b>36</b>	-11	<b>28</b>	-3	<b>6</b>	3	<b>5</b>	2	<b>61</b>	-2	<b>34</b>	0
 FI		<b>5</b>	1	<b>20</b>	0	<b>50</b>	-5	<b>21</b>	0	<b>4</b>	4	<b>25</b>	1	<b>71</b>	-5
 SE		<b>13</b>	6	<b>33</b>	1	<b>25</b>	-11	<b>28</b>	4	<b>1</b>	0	<b>46</b>	7	<b>53</b>	-7
 UK		<b>26</b>	9	<b>47</b>	0	<b>17</b>	-10	<b>5</b>	0	<b>5</b>	1	<b>73</b>	9	<b>22</b>	-10

QB10.3 Pourriez-vous me dire dans quelle mesure vous êtes d'accord ou pas d'accord avec chacune des affirmations suivantes ? (ROTATION)





























Vous évitez de divulguer des informations personnelles en ligne

QB10.3 Could you please tell me to what extent you agree or disagree with each of the following statements? (ROTATE)

You avoid disclosing personal information online

QB10.3 Bitte sagen Sie mir, inwieweit Sie jeder der folgenden Aussagen zustimmen oder nicht zustimmen. (ROTIEREN)

Sie vermeiden es, persönliche Daten im Internet preiszugeben

%		Tout à fait d'accord		Plutôt d'accord		Plutôt pas d'accord		Pas du tout d'accord		Ne sais pas		Total 'D'accord'		Total 'Pas d'accord'	
		Totally agree		Tend to agree		Tend to disagree		Totally disagree		Don't know		Total 'Agree'		Total 'Disagree'	
		Stimme voll und ganz zu		Stimme eher zu		Stimme eher nicht zu		Stimme überhaupt nicht zu		Weiß nicht		Gesamt 'Stimme zu'		Gesamt 'Stimme nicht zu'	
		EB 82.2	Diff. EB 79.4	EB 82.2	Diff. EB 79.4	EB 82.2	Diff. EB 79.4	EB 82.2	Diff. EB 79.4	EB 82.2	Diff. EB 79.4	EB 82.2	Diff. EB 79.4	EB 82.2	Diff. EB 79.4
	EU 28	<b>54</b>	4	<b>35</b>	-2	<b>8</b>	-1	<b>2</b>	-1	<b>1</b>	0	<b>89</b>	2	<b>10</b>	-2
	BE	<b>50</b>	-1	<b>39</b>	3	<b>9</b>	-2	<b>1</b>	-1	<b>1</b>	1	<b>89</b>	2	<b>10</b>	-3
	BG	<b>63</b>	19	<b>26</b>	-15	<b>5</b>	-4	<b>4</b>	1	<b>2</b>	-1	<b>89</b>	4	<b>9</b>	-3
	CZ	<b>51</b>	0	<b>37</b>	2	<b>9</b>	-3	<b>2</b>	1	<b>1</b>	0	<b>88</b>	2	<b>11</b>	-2
	DK	<b>35</b>	5	<b>36</b>	-4	<b>19</b>	-2	<b>9</b>	1	<b>1</b>	0	<b>71</b>	1	<b>28</b>	-1
	DE	<b>56</b>	-5	<b>35</b>	4	<b>7</b>	2	<b>1</b>	-1	<b>1</b>	0	<b>91</b>	-1	<b>8</b>	1
	EE	<b>48</b>	5	<b>36</b>	-6	<b>8</b>	-2	<b>4</b>	0	<b>4</b>	3	<b>84</b>	-1	<b>12</b>	-2
	IE	<b>53</b>	15	<b>35</b>	-3	<b>8</b>	-9	<b>2</b>	-4	<b>2</b>	1	<b>88</b>	12	<b>10</b>	-13
	EL	<b>66</b>	15	<b>28</b>	-14	<b>4</b>	-2	<b>2</b>	1	<b>0</b>	0	<b>94</b>	1	<b>6</b>	-1
	ES	<b>65</b>	5	<b>29</b>	-2	<b>4</b>	-3	<b>1</b>	0	<b>1</b>	0	<b>94</b>	3	<b>5</b>	-3
	FR	<b>70</b>	4	<b>23</b>	-5	<b>4</b>	0	<b>2</b>	1	<b>1</b>	0	<b>93</b>	-1	<b>6</b>	1
	HR	<b>53</b>	11	<b>39</b>	-6	<b>6</b>	-2	<b>1</b>	-2	<b>1</b>	-1	<b>92</b>	5	<b>7</b>	-4
	IT	<b>38</b>	4	<b>47</b>	3	<b>12</b>	-4	<b>2</b>	-2	<b>1</b>	-1	<b>85</b>	7	<b>14</b>	-6
	CY	<b>69</b>	-7	<b>23</b>	4	<b>5</b>	1	<b>2</b>	1	<b>1</b>	1	<b>92</b>	-3	<b>7</b>	2
	LV	<b>50</b>	8	<b>33</b>	-7	<b>13</b>	1	<b>3</b>	-1	<b>1</b>	-1	<b>83</b>	1	<b>16</b>	0
	LT	<b>52</b>	-2	<b>35</b>	-2	<b>7</b>	2	<b>3</b>	1	<b>3</b>	1	<b>87</b>	-4	<b>10</b>	3
	LU	<b>57</b>	-7	<b>36</b>	6	<b>3</b>	-1	<b>2</b>	1	<b>2</b>	1	<b>93</b>	-1	<b>5</b>	0
	HU	<b>41</b>	-3	<b>31</b>	-11	<b>16</b>	5	<b>11</b>	8	<b>1</b>	1	<b>72</b>	-14	<b>27</b>	13
	MT	<b>65</b>	25	<b>28</b>	-12	<b>3</b>	-12	<b>2</b>	-1	<b>2</b>	0	<b>93</b>	13	<b>5</b>	-13
	NL	<b>43</b>	4	<b>37</b>	-3	<b>15</b>	-2	<b>4</b>	0	<b>1</b>	1	<b>80</b>	1	<b>19</b>	-2
	AT	<b>53</b>	10	<b>36</b>	-6	<b>8</b>	-3	<b>2</b>	-2	<b>1</b>	1	<b>89</b>	4	<b>10</b>	-5
	PL	<b>42</b>	3	<b>40</b>	-8	<b>13</b>	4	<b>3</b>	2	<b>2</b>	-1	<b>82</b>	-5	<b>16</b>	6
	PT	<b>53</b>	7	<b>39</b>	-5	<b>5</b>	-2	<b>2</b>	0	<b>1</b>	0	<b>92</b>	2	<b>7</b>	-2
	RO	<b>58</b>	8	<b>26</b>	-3	<b>7</b>	-4	<b>5</b>	0	<b>4</b>	-1	<b>84</b>	5	<b>12</b>	-4
	SI	<b>54</b>	-7	<b>36</b>	8	<b>6</b>	-2	<b>3</b>	1	<b>1</b>	0	<b>90</b>	1	<b>9</b>	-1
	SK	<b>42</b>	5	<b>41</b>	-7	<b>10</b>	-2	<b>4</b>	2	<b>3</b>	2	<b>83</b>	-2	<b>14</b>	0
	FI	<b>55</b>	8	<b>35</b>	-1	<b>8</b>	-4	<b>1</b>	-4	<b>1</b>	1	<b>90</b>	7	<b>9</b>	-8
	SE	<b>40</b>	-4	<b>39</b>	-1	<b>14</b>	2	<b>7</b>	4	<b>0</b>	-1	<b>79</b>	-5	<b>21</b>	6
	UK	<b>54</b>	7	<b>37</b>	-5	<b>6</b>	-2	<b>1</b>	-1	<b>2</b>	1	<b>91</b>	2	<b>7</b>	-3

QB10.4 Pourriez-vous me dire dans quelle mesure vous êtes d'accord ou pas d'accord avec chacune des affirmations suivantes ? (ROTATION)

**Vous croyez que le risque d'être victime de cybercriminalité augmente**

QB10.4 Could you please tell me to what extent you agree or disagree with each of the following statements? (ROTATE)

You believe the risk of becoming a victim of cybercrime is increasing

QB10.4 Bitte sagen Sie mir, inwieweit Sie jeder der folgenden Aussagen zustimmen oder nicht zustimmen. (ROTIEREN)

Sie sind der Meinung, dass das Risiko, Opfer von Internet-Kriminalität zu werden, steigt

%		Tout à fait d'accord		Plutôt d'accord		Plutôt pas d'accord		Pas du tout d'accord		Ne sais pas		Total 'D'accord'		Total 'Pas d'accord'	
		Totally agree		Tend to agree		Tend to disagree		Totally disagree		Don't know		Total 'Agree'		Total 'Disagree'	
		Stimme voll und ganz zu		Stimme eher zu		Stimme eher nicht zu		Stimme überhaupt nicht zu		Weiß nicht		Gesamt 'Stimme zu'		Gesamt 'Stimme nicht zu'	
		EB 82.2	Diff. EB 79.4	EB 82.2	Diff. EB 79.4	EB 82.2	Diff. EB 79.4	EB 82.2	Diff. EB 79.4	EB 82.2	Diff. EB 79.4	EB 82.2	Diff. EB 79.4	EB 82.2	Diff. EB 79.4
	EU 28	<b>43</b>	9	<b>42</b>	0	<b>9</b>	-5	<b>3</b>	0	<b>3</b>	-4	<b>85</b>	9	<b>12</b>	-5
	BE	<b>39</b>	6	<b>50</b>	2	<b>8</b>	-7	<b>1</b>	0	<b>2</b>	-1	<b>89</b>	8	<b>9</b>	-7
	BG	<b>48</b>	18	<b>33</b>	-12	<b>7</b>	-2	<b>5</b>	2	<b>7</b>	-6	<b>81</b>	6	<b>12</b>	0
	CZ	<b>28</b>	5	<b>43</b>	-2	<b>22</b>	-1	<b>4</b>	1	<b>3</b>	-3	<b>71</b>	3	<b>26</b>	0
	DK	<b>51</b>	8	<b>38</b>	-3	<b>6</b>	-6	<b>3</b>	1	<b>2</b>	0	<b>89</b>	5	<b>9</b>	-5
	DE	<b>45</b>	6	<b>45</b>	5	<b>7</b>	-5	<b>1</b>	-2	<b>2</b>	-4	<b>90</b>	11	<b>8</b>	-7
	EE	<b>28</b>	6	<b>45</b>	-2	<b>12</b>	-9	<b>6</b>	0	<b>9</b>	5	<b>73</b>	4	<b>18</b>	-9
	IE	<b>52</b>	21	<b>35</b>	-2	<b>7</b>	-13	<b>2</b>	-3	<b>4</b>	-3	<b>87</b>	19	<b>9</b>	-16
	EL	<b>41</b>	18	<b>42</b>	-6	<b>13</b>	-9	<b>2</b>	-1	<b>2</b>	-2	<b>83</b>	12	<b>15</b>	-10
	ES	<b>54</b>	11	<b>35</b>	-1	<b>6</b>	-5	<b>1</b>	-1	<b>4</b>	-4	<b>89</b>	10	<b>7</b>	-6
	FR	<b>52</b>	17	<b>37</b>	-6	<b>5</b>	-6	<b>2</b>	-1	<b>4</b>	-4	<b>89</b>	11	<b>7</b>	-7
	HR	<b>44</b>	15	<b>48</b>	-3	<b>5</b>	-5	<b>1</b>	-2	<b>2</b>	-5	<b>92</b>	12	<b>6</b>	-7
	IT	<b>33</b>	10	<b>49</b>	4	<b>12</b>	-7	<b>4</b>	-1	<b>2</b>	-6	<b>82</b>	14	<b>16</b>	-8
	CY	<b>51</b>	-10	<b>32</b>	3	<b>10</b>	5	<b>5</b>	4	<b>2</b>	-2	<b>83</b>	-7	<b>15</b>	9
	LV	<b>29</b>	12	<b>44</b>	8	<b>17</b>	-12	<b>5</b>	1	<b>5</b>	-9	<b>73</b>	20	<b>22</b>	-11
	LT	<b>37</b>	-6	<b>44</b>	0	<b>11</b>	5	<b>4</b>	2	<b>4</b>	-1	<b>81</b>	-6	<b>15</b>	7
	LU	<b>62</b>	18	<b>26</b>	-14	<b>6</b>	-1	<b>2</b>	1	<b>4</b>	-4	<b>88</b>	4	<b>8</b>	0
	HU	<b>28</b>	2	<b>42</b>	-3	<b>16</b>	-4	<b>12</b>	7	<b>2</b>	-2	<b>70</b>	-1	<b>28</b>	3
	MT	<b>50</b>	20	<b>35</b>	-4	<b>6</b>	-5	<b>2</b>	0	<b>7</b>	-11	<b>85</b>	16	<b>8</b>	-5
	NL	<b>33</b>	-12	<b>46</b>	6	<b>14</b>	4	<b>4</b>	2	<b>3</b>	0	<b>79</b>	-6	<b>18</b>	6
	AT	<b>41</b>	12	<b>41</b>	-6	<b>13</b>	-2	<b>3</b>	0	<b>2</b>	-4	<b>82</b>	6	<b>16</b>	-2
	PL	<b>32</b>	12	<b>42</b>	-8	<b>14</b>	-1	<b>4</b>	1	<b>8</b>	-4	<b>74</b>	4	<b>18</b>	0
	PT	<b>33</b>	10	<b>54</b>	2	<b>10</b>	-3	<b>1</b>	-3	<b>2</b>	-6	<b>87</b>	12	<b>11</b>	-6
	RO	<b>36</b>	-2	<b>43</b>	12	<b>7</b>	-6	<b>7</b>	4	<b>7</b>	-8	<b>79</b>	10	<b>14</b>	-2
	SI	<b>41</b>	0	<b>43</b>	8	<b>10</b>	-6	<b>4</b>	-1	<b>2</b>	-1	<b>84</b>	8	<b>14</b>	-7
	SK	<b>28</b>	10	<b>42</b>	-8	<b>19</b>	-2	<b>5</b>	2	<b>6</b>	-2	<b>70</b>	2	<b>24</b>	0
	FI	<b>45</b>	10	<b>49</b>	0	<b>3</b>	-9	<b>1</b>	-2	<b>2</b>	1	<b>94</b>	10	<b>4</b>	-11
	SE	<b>61</b>	4	<b>31</b>	0	<b>5</b>	-2	<b>2</b>	-1	<b>1</b>	-1	<b>92</b>	4	<b>7</b>	-3
	UK	<b>44</b>	13	<b>45</b>	2	<b>6</b>	-11	<b>2</b>	-1	<b>3</b>	-3	<b>89</b>	15	<b>8</b>	-12

QB10.5 Pourriez-vous me dire dans quelle mesure vous êtes d'accord ou pas d'accord avec chacune des affirmations suivantes ? (ROTATION)






























Vous êtes capable de vous protéger suffisamment contre la cybercriminalité, par ex. en prenant des précautions ou en utilisant un logiciel anti-virus

QB10.5 Could you please tell me to what extent you agree or disagree with each of the following statements? (ROTATE)

You are able to protect yourself sufficiently against cybercrime, e.g. by taking precautions or by using antivirus software

QB10.5 Bitte sagen Sie mir, inwieweit Sie jeder der folgenden Aussagen zustimmen oder nicht zustimmen. (ROTIEREN)






























Sie sind in der Lage, sich selbst ausreichend vor Internet-Kriminalität zu schützen, z. B. indem Sie Vorsichtsmaßnahmen ergreifen oder Anti-Viren-Programme benutzen

		Tout à fait d'accord	Plutôt d'accord	Plutôt pas d'accord	Pas du tout d'accord	Ne sais pas	Total 'D'accord'	Total 'Pas d'accord'
		Totally agree	Tend to agree	Tend to disagree	Totally disagree	Don't know	Total 'Agree'	Total 'Disagree'
		Stimme voll und ganz zu	Stimme eher zu	Stimme eher nicht zu	Stimme überhaupt nicht zu	Weiß nicht	Gesamt 'Stimme zu'	Gesamt 'Stimme nicht zu'
%		EB 82.2	EB 82.2	EB 82.2	EB 82.2	EB 82.2	EB 82.2	EB 82.2
	EU 28	<b>28</b>	<b>46</b>	<b>16</b>	<b>7</b>	<b>3</b>	<b>74</b>	<b>23</b>
	BE	<b>26</b>	<b>50</b>	<b>18</b>	<b>4</b>	<b>2</b>	<b>76</b>	<b>22</b>
	BG	<b>17</b>	<b>32</b>	<b>21</b>	<b>18</b>	<b>12</b>	<b>49</b>	<b>39</b>
	CZ	<b>22</b>	<b>49</b>	<b>19</b>	<b>5</b>	<b>5</b>	<b>71</b>	<b>24</b>
	DK	<b>36</b>	<b>41</b>	<b>15</b>	<b>6</b>	<b>2</b>	<b>77</b>	<b>21</b>
	DE	<b>31</b>	<b>49</b>	<b>14</b>	<b>4</b>	<b>2</b>	<b>80</b>	<b>18</b>
	EE	<b>29</b>	<b>41</b>	<b>14</b>	<b>6</b>	<b>10</b>	<b>70</b>	<b>20</b>
	IE	<b>35</b>	<b>43</b>	<b>15</b>	<b>3</b>	<b>4</b>	<b>78</b>	<b>18</b>
	EL	<b>28</b>	<b>43</b>	<b>21</b>	<b>7</b>	<b>1</b>	<b>71</b>	<b>28</b>
	ES	<b>23</b>	<b>34</b>	<b>23</b>	<b>15</b>	<b>5</b>	<b>57</b>	<b>38</b>
	FR	<b>31</b>	<b>40</b>	<b>17</b>	<b>10</b>	<b>2</b>	<b>71</b>	<b>27</b>
	HR	<b>32</b>	<b>53</b>	<b>9</b>	<b>3</b>	<b>3</b>	<b>85</b>	<b>12</b>
	IT	<b>18</b>	<b>52</b>	<b>21</b>	<b>6</b>	<b>3</b>	<b>70</b>	<b>27</b>
	CY	<b>44</b>	<b>34</b>	<b>15</b>	<b>5</b>	<b>2</b>	<b>78</b>	<b>20</b>
	LV	<b>28</b>	<b>39</b>	<b>22</b>	<b>7</b>	<b>4</b>	<b>67</b>	<b>29</b>
	LT	<b>25</b>	<b>44</b>	<b>18</b>	<b>9</b>	<b>4</b>	<b>69</b>	<b>27</b>
	LU	<b>22</b>	<b>47</b>	<b>20</b>	<b>8</b>	<b>3</b>	<b>69</b>	<b>28</b>
	HU	<b>26</b>	<b>37</b>	<b>21</b>	<b>13</b>	<b>3</b>	<b>63</b>	<b>34</b>
	MT	<b>44</b>	<b>37</b>	<b>11</b>	<b>4</b>	<b>4</b>	<b>81</b>	<b>15</b>
	NL	<b>30</b>	<b>45</b>	<b>17</b>	<b>7</b>	<b>1</b>	<b>75</b>	<b>24</b>
	AT	<b>39</b>	<b>41</b>	<b>13</b>	<b>6</b>	<b>1</b>	<b>80</b>	<b>19</b>
	PL	<b>18</b>	<b>47</b>	<b>20</b>	<b>5</b>	<b>10</b>	<b>65</b>	<b>25</b>
	PT	<b>28</b>	<b>54</b>	<b>14</b>	<b>2</b>	<b>2</b>	<b>82</b>	<b>16</b>
	RO	<b>31</b>	<b>38</b>	<b>15</b>	<b>8</b>	<b>8</b>	<b>69</b>	<b>23</b>
	SI	<b>29</b>	<b>44</b>	<b>19</b>	<b>5</b>	<b>3</b>	<b>73</b>	<b>24</b>
	SK	<b>22</b>	<b>49</b>	<b>17</b>	<b>6</b>	<b>6</b>	<b>71</b>	<b>23</b>
	FI	<b>33</b>	<b>54</b>	<b>9</b>	<b>1</b>	<b>3</b>	<b>87</b>	<b>10</b>
	SE	<b>31</b>	<b>51</b>	<b>11</b>	<b>6</b>	<b>1</b>	<b>82</b>	<b>17</b>
	UK	<b>39</b>	<b>50</b>	<b>7</b>	<b>2</b>	<b>2</b>	<b>89</b>	<b>9</b>

QB11 Avez-vous modifié votre mot de passe pour l'accès à l'un des services en ligne suivants au cours des 12 derniers mois ? (PLUSIEURS REPONSES POSSIBLES)

QB11 Have you changed your password to access to any of the following online services during the last 12 months? (MULTIPLE ANSWERS POSSIBLE)

QB11 Haben Sie innerhalb der letzten 12 Monate Ihr Passwort für den Zugang zu einem der folgenden Online-Dienste geändert? (MEHRFACHNENNUNGEN MÖGLICH)






























	%	Un compte email		Des réseaux sociaux en ligne		Un site d'achat en ligne		Un site de services bancaires		Des jeux en ligne		Des sites des services publics	
		E-mail account		Online social networks		Shopping website		Online banking websites		Online games		Public services websites	
		E-Mail-Konto		Soziale Netzwerke im Internet		Shopping-Webseite		Webseite für Online-Banking		Online-Spiele		Webseiten öffentlicher Dienste	
		EB 82.2	Diff. EB 79.4	EB 82.2	Diff. EB 79.4	EB 82.2	Diff. EB 79.4	EB 82.2	Diff. EB 79.4	EB 82.2	Diff. EB 79.4	EB 82.2	Diff. EB 79.4
 EU 28		<b>45</b>	14	<b>29</b>	3	<b>17</b>	5	<b>25</b>	5	<b>7</b>	7	<b>8</b>	8
 BE		<b>49</b>	13	<b>36</b>	6	<b>13</b>	4	<b>20</b>	8	<b>6</b>	6	<b>5</b>	5
 BG		<b>22</b>	6	<b>28</b>	2	<b>6</b>	2	<b>4</b>	-1	<b>5</b>	5	<b>3</b>	3
 CZ		<b>38</b>	6	<b>20</b>	6	<b>9</b>	3	<b>29</b>	5	<b>4</b>	4	<b>2</b>	2
 DK		<b>40</b>	7	<b>32</b>	5	<b>14</b>	-3	<b>23</b>	-1	<b>8</b>	8	<b>14</b>	14
 DE		<b>54</b>	27	<b>29</b>	10	<b>22</b>	9	<b>26</b>	8	<b>7</b>	7	<b>6</b>	6
 EE		<b>51</b>	20	<b>29</b>	4	<b>10</b>	2	<b>55</b>	4	<b>5</b>	5	<b>8</b>	8
 IE		<b>50</b>	22	<b>35</b>	9	<b>21</b>	9	<b>27</b>	13	<b>9</b>	9	<b>10</b>	10
 EL		<b>33</b>	7	<b>34</b>	1	<b>8</b>	3	<b>7</b>	1	<b>6</b>	6	<b>3</b>	3
 ES		<b>39</b>	11	<b>28</b>	7	<b>10</b>	3	<b>15</b>	4	<b>3</b>	3	<b>4</b>	4
 FR		<b>39</b>	8	<b>26</b>	2	<b>19</b>	9	<b>27</b>	2	<b>6</b>	6	<b>8</b>	8
 HR		<b>36</b>	13	<b>37</b>	10	<b>8</b>	4	<b>9</b>	4	<b>7</b>	7	<b>4</b>	4
 IT		<b>40</b>	12	<b>24</b>	-4	<b>7</b>	-3	<b>19</b>	5	<b>6</b>	6	<b>6</b>	6
 CY		<b>33</b>	8	<b>33</b>	7	<b>10</b>	2	<b>11</b>	1	<b>6</b>	6	<b>4</b>	4
 LV		<b>40</b>	11	<b>32</b>	6	<b>14</b>	8	<b>63</b>	13	<b>6</b>	6	<b>8</b>	8
 LT		<b>36</b>	6	<b>24</b>	1	<b>8</b>	-1	<b>52</b>	9	<b>3</b>	3	<b>5</b>	5
 LU		<b>53</b>	8	<b>33</b>	0	<b>26</b>	7	<b>31</b>	2	<b>8</b>	8	<b>7</b>	7
 HU		<b>33</b>	23	<b>22</b>	-4	<b>3</b>	-1	<b>9</b>	1	<b>4</b>	4	<b>4</b>	4
 MT		<b>46</b>	14	<b>36</b>	5	<b>29</b>	18	<b>19</b>	4	<b>7</b>	7	<b>12</b>	12
 NL		<b>48</b>	13	<b>29</b>	3	<b>14</b>	3	<b>44</b>	7	<b>6</b>	6	<b>20</b>	20
 AT		<b>51</b>	26	<b>30</b>	7	<b>13</b>	1	<b>29</b>	8	<b>9</b>	9	<b>5</b>	5
 PL		<b>30</b>	2	<b>23</b>	1	<b>7</b>	0	<b>22</b>	4	<b>3</b>	3	<b>3</b>	3
 PT		<b>41</b>	12	<b>42</b>	13	<b>10</b>	4	<b>13</b>	5	<b>9</b>	9	<b>8</b>	8
 RO		<b>27</b>	5	<b>37</b>	14	<b>9</b>	4	<b>6</b>	2	<b>9</b>	9	<b>4</b>	4
 SI		<b>37</b>	1	<b>23</b>	-5	<b>9</b>	2	<b>16</b>	1	<b>2</b>	2	<b>5</b>	5
 SK		<b>40</b>	10	<b>27</b>	3	<b>5</b>	1	<b>19</b>	8	<b>4</b>	4	<b>4</b>	4
 FI		<b>59</b>	11	<b>34</b>	1	<b>24</b>	0	<b>34</b>	-9	<b>10</b>	10	<b>12</b>	12
 SE		<b>47</b>	8	<b>30</b>	1	<b>23</b>	2	<b>27</b>	4	<b>6</b>	6	<b>14</b>	14
 UK		<b>61</b>	17	<b>39</b>	3	<b>39</b>	12	<b>38</b>	6	<b>15</b>	15	<b>16</b>	16



QB11 Avez-vous modifié votre mot de passe pour l'accès à l'un des services en ligne suivants au cours des 12 derniers mois ? (PLUSIEURS REPONSES POSSIBLES)

QB11 Have you changed your password to access to any of the following online services during the last 12 months? (MULTIPLE ANSWERS POSSIBLE)

QB11 Haben Sie innerhalb der letzten 12 Monate Ihr Passwort für den Zugang zu einem der folgenden Online-Dienste geändert? (MEHRFACHNENNUNGEN MÖGLICH)

		Autre (SPONTANE)		Aucun (SPONTANE)		Ne sais pas		Total 'A modifié mot de passe'	
		Other (SPONTANEOUS)		None (SPONTANEOUS)		Don't know		Total 'Has changed password'	
		Sonstiges (SPONTAN)		Nichts davon (SPONTAN)		Weiß nicht		Gesamt 'Hat Passwort geändert'	
%		EB	Diff.	EB	Diff.	EB	Diff.	EB	Diff.
		82.2	EB	82.2	EB	82.2	EB	82.2	EB
			79.4		79.4		79.4		79.4
	EU 28	<b>3</b>	3	<b>37</b>	-13	<b>2</b>	0	<b>61</b>	13
	BE	<b>1</b>	1	<b>38</b>	-7	<b>1</b>	-1	<b>61</b>	8
	BG	<b>1</b>	1	<b>56</b>	-11	<b>3</b>	2	<b>41</b>	9
	CZ	<b>4</b>	4	<b>37</b>	-14	<b>2</b>	1	<b>61</b>	13
	DK	<b>5</b>	5	<b>39</b>	-13	<b>0</b>	0	<b>61</b>	13
	DE	<b>4</b>	4	<b>32</b>	-23	<b>2</b>	-2	<b>66</b>	25
	EE	<b>3</b>	3	<b>22</b>	-7	<b>1</b>	-4	<b>77</b>	10
	IE	<b>3</b>	3	<b>36</b>	-17	<b>1</b>	-1	<b>63</b>	18
	EL	<b>1</b>	1	<b>50</b>	-6	<b>0</b>	-1	<b>50</b>	7
	ES	<b>1</b>	1	<b>50</b>	-11	<b>1</b>	-1	<b>49</b>	12
	FR	<b>2</b>	2	<b>41</b>	-10	<b>1</b>	0	<b>58</b>	11
	HR	<b>6</b>	6	<b>38</b>	-24	<b>2</b>	1	<b>61</b>	24
	IT	<b>3</b>	3	<b>38</b>	-9	<b>2</b>	-1	<b>61</b>	10
	CY	<b>5</b>	5	<b>44</b>	-16	<b>0</b>	-1	<b>55</b>	16
	LV	<b>2</b>	2	<b>20</b>	-7	<b>2</b>	0	<b>79</b>	8
	LT	<b>4</b>	4	<b>29</b>	-11	<b>2</b>	0	<b>69</b>	11
	LU	<b>4</b>	4	<b>27</b>	-12	<b>1</b>	0	<b>72</b>	12
	HU	<b>3</b>	3	<b>53</b>	-12	<b>1</b>	0	<b>46</b>	13
	MT	<b>2</b>	2	<b>36</b>	-17	<b>2</b>	1	<b>62</b>	16
	NL	<b>6</b>	6	<b>23</b>	-17	<b>1</b>	0	<b>76</b>	17
	AT	<b>3</b>	3	<b>33</b>	-22	<b>0</b>	-1	<b>67</b>	23
	PL	<b>2</b>	2	<b>47</b>	-6	<b>4</b>	1	<b>49</b>	5
	PT	<b>2</b>	2	<b>39</b>	-18	<b>1</b>	0	<b>60</b>	18
	RO	<b>3</b>	3	<b>44</b>	-15	<b>2</b>	-4	<b>53</b>	19
	SI	<b>10</b>	10	<b>42</b>	-14	<b>1</b>	0	<b>57</b>	14
	SK	<b>7</b>	7	<b>32</b>	-20	<b>5</b>	4	<b>63</b>	16
	FI	<b>3</b>	3	<b>22</b>	-9	<b>1</b>	0	<b>77</b>	10
	SE	<b>4</b>	4	<b>30</b>	-10	<b>1</b>	0	<b>69</b>	10
	UK	<b>2</b>	2	<b>27</b>	-8	<b>1</b>	-1	<b>73</b>	10