



Special Eurobarometer 499

Report

Europeans' attitudes towards cyber security

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Directorate-General for Migration and Home Affairs
and co-ordinated by the Directorate-General for Communication

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

Special Eurobarometer 499 – Wave EB92.2 – Kantar

Special Eurobarometer 499

Report

Europeans' attitudes towards cyber security

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

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

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INTRODUCTION

Cybercrime consists of criminal acts committed online using electronic communications networks and information systems. It is a borderless problem that can be classified into three broad types:

- **crimes specific to the Internet** – such as attacks on information systems or phishing (e.g. fake bank websites, designed to solicit passwords giving access to victims' bank accounts).
- **fraud and forgery** – large-scale fraud can be committed online through techniques such as identity theft, phishing, spam and malware (viruses, spyware, etc.).
- **illegal online content** – including child sexual abuse material, incitement to racial hatred or terrorist acts and glorification of violence, terrorism, racism, xenophobia, etc...

Cybercrime is also a critical threat for the European economy, with studies suggesting the economic impact of cybercrime increased fivefold between 2013 and 2017¹. The EU has responded to the threat in a number of ways, including implementing legislative actions such as the 2013 [Directive on attacks against information systems](#)². The Commission also proposed a [Regulation and Directive facilitating cross-border access to electronic evidence for criminal investigations](#). In addition, the Commission also supports operational cooperation as part of the overarching EU Cyber security Strategy which aims to provide an open, safe and secure cyberspace for all citizens.

The aim of this Special Eurobarometer survey is to understand EU citizens' awareness, experiences and perceptions of cyber security. It is partly based on four previous surveys, the Special Eurobarometer EB480 "Internet security" (EB90.2, November 2018), Special Eurobarometer 464a on "Cyber security" (EB 87.4, June 2017), the Special Eurobarometer 423 on "Cyber security" (EB82.2, October 2014) and the Special Eurobarometer 404 on "Cyber security" (EB 79.4, May-June 2013). Where appropriate, this report compares the findings of the current survey with the results of the previous surveys.

The report begins by reviewing Internet use amongst respondents, as well as the devices they use for access and the activities they do online.

It moves on to discuss respondents' concerns about various aspects of online security, including concerns about online banking or shopping online. It also considers changes respondents have made to their behaviour as a result of concerns about security and privacy, such as changing online passwords.

The third chapter looks at respondents' level of information about the risks of cybercrime, how they feel about a wide range of issues relating to cyber security, and their level of concern about becoming a victim of cybercrime. The discussion then moves to considers respondents personal experience of cybercrime, as well as their awareness of other people who have experienced it. The actions taken by victims of cybercrime are also discussed. In the final section of this chapter, the measures taken by respondents to protect children from online harassment are detailed.

The last chapter of the report explores respondents' awareness of where they can report a cybercrime or illegal online behaviour, as well as the incidence of reporting these crimes. The actions respondents would take if they were a victim of a range of cybercrimes are also discussed.

This survey was carried out by Kantar on behalf of Kantar Belgium in the 28 Member States of the European Union (EU) between 8 and 22 October 2019. Some 27,607 EU citizens from different social and demographic categories were interviewed face-to-face at home and in their native language on behalf of the Directorate-General for Communication from European Commission. The methodology

¹ <https://eur-lex.europa.eu/legal-content/EN/TXT/?uri=CELEX:52017JC0450>

² <https://eur-lex.europa.eu/LexUriServ/LexUriServ.do?uri=OJ:L:2013:218:0008:0014:EN:PDF>

used is that of the Standard Eurobarometer surveys carried out by the Directorate-General for Communication ("Media Monitoring and Eurobarometer" Unit)³. It is the same for all countries and territories covered in the survey. A technical note concerning the interviews conducted by the member institutes of Kantar network is annexed to this report. It also specifies the confidence intervals⁴.

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

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

* Cyprus as a whole is one of the 28 European Union Member States. However, the '*acquis communautaire*' has been suspended in the part of the country which is not controlled by the government of the Republic of Cyprus. For practical reasons, only the interviews carried out in the part of the country controlled by the government of the Republic of Cyprus are included in the 'CY' category and in the EU28 average.

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

³ <https://ec.europa.eu/commfrontoffice/publicopinion>

⁴ The results tables are annexed. It should be noted that the total of the percentages indicated in the tables in this report may exceed 100% when the respondent was able to choose several answers to the same question.

KEY FINDINGS

Daily Internet use is still on the rise

- More than three quarters of respondents (76%) use the Internet daily and a further 9% use it often or sometimes. Although more than six in ten in each Member State use the Internet daily, proportions are generally higher in the countries of Western and Northern Europe.
- The disparities in Internet access across socio-demographic groups seen in 2018 still persist: those under 55, those remaining in education until at least 20 years of age, respondents who experience few financial difficulties, and those living in large towns are more likely to use the Internet daily than older people, those with lower levels of education, those who experience regular financial difficulties and those living in rural villages.

Smartphones are the main means of accessing the Internet

- The proportion who access the Internet via smartphone has remained similar compared to 2018 and is now 85%. In every country in Europe more than three quarters of respondents access the Internet via a smartphone. Smartphone users are more likely to be under 55 and to have remained in education for longer, but there is no difference based on financial position.
- Laptops (51%) are more common as a means of Internet access than home computers⁵ (41%). The use of computers overall (laptop and home computer) to access the Internet continues to decline (76%, -3 pp⁶ since Oct.-Nov. 2018).
- The use of tablets to access the Internet has also declined five percentage points since 2018 (now 35%).

Social activities and online banking are the most common online activities

- A majority of Internet using respondents say they use the Internet to access their email (80%), read news, blogs or forums, access social networks (both 62%) or do online banking (61%).
- The least common online activities are e-learning (16%), selling goods or service (2%) and online gaming (25%).
- There is considerable variation between countries in the proportion of respondents who undertake each online activity. For example, online banking is mentioned by more than nine in ten respondents in Finland, Denmark and Sweden (all 94%) but by only 13% of respondents in Romania. The same pattern occurs for accessing public services online, which varies from 84% of respondents in Denmark to 9% in Romania.).
- There are also significant differences between age and occupation groups, and also by educational level. For example, the younger the respondent, the more likely they are to have used online social networks, made phone or video calls via web-apps, or gone online for entertainment, instant messaging, online gaming or e-learning.

⁵ By *home computers* we mean any kind of computer that is located and used only at home.

⁶ pp = percentage point(s), see <https://ec.europa.eu/eurostat/statistics-explained/index.php/Glossary:Percentage_point> for a full explanation.

Almost all respondents have changed their online behaviour in some way as a result of privacy and security concerns

- Internet-using respondents are most likely to be concerned about someone misusing their personal data (46%), the security of their online payments (41%), being unable to inspect goods or ask a real person for advice, or to say they are afraid they might not receive the goods or services they buy online (both 22%).
- Concerns about online privacy and security have caused 93% of respondents to change their behaviour in some way, with not opening emails from unknown persons or installing anti-virus programmes or applications (both 42%) being the most common actions. Almost one third (32%) say they only visit websites they know and trust, or only use their own computer.
- From a socio-demographic perspective, respondents under the age of 55 are the most likely to have taken more specific security-related actions, such as using different passwords for different sites, using more complex passwords, regularly changing passwords or changing security settings. Those who remained in education for longer are the most likely to have made almost all the changes asked about.
- In the past 12 months 37% of Internet-using respondents have changed an email account password, 30% have changed an online banking password and 25% have changed an online social network password.

Over half feel well informed about cybercrime, but there are large variations across Member States

- Just over half of respondents (52%) think they are well informed about cybercrime, but only 11% say they feel very well informed.
- As was the case in 2018, there remain considerable differences between countries: 80% of respondents in Denmark feel well informed, compared to 30% in Romania.
- Younger, longer educated and more financially secure respondents are the most likely to feel well informed.

The majority feel informed about the risks of cybercrime, but confidence about being able to protect themselves is falling

- Just over three quarters (76%) of respondents believe that the risk of becoming a victim of cybercrime are increasing. However far fewer (52%) think they can protect themselves sufficiently against it – and this represents a decline of nine percentage point since 2018.
- Just over one in five (22%) are aware of the existence of an official channel to report a cybercrime or other illegal online behaviour, with respondents most likely to be aware of a website 12%. Only a minority in each country are aware of official channels for reporting these crimes.
- The majority in each country think the risks of cybercrime are increasing, although proportions vary from 91% in Finland and Sweden to 54% in Slovakia. However, there are only 15 countries where at least half of all respondents agree they are able to protect themselves sufficiently against cybercrime, and in all but two countries the proportion has declined since 2018.
- At least six in ten are concerned their online personal information is not kept secure by websites (68%) or public authorities (61%). Almost eight in ten (78%) avoid disclosing personal information online.

- Younger respondents and those who remained in education for longer are more likely to think the risks of becoming a victim of cybercrime are increasing, and are also more likely to be confident that they can protect themselves against it.

The majority are concerned about becoming victim of cybercrime, although personal experience of cybercrime varies across countries

- Respondents most often say they are concerned about becoming a victim of bank card or online banking fraud (67%), the infection of devices with malicious software, identity theft (both 66%) or hacking of their online social networks or email accounts (61%).
- Concern about accidentally encountering child sexual abuse material online (-14 pp to 53%) or experiencing online material which promotes racial hatred or religious extremism (-12 pp to 53%) has declined significantly since Oct.-Nov. 2018.
- Half of all respondents know of someone who has been a victim of one of the cybercrimes asked about, with the most mentioned being receiving fraudulent emails or phone calls asking for personal details (25%) or discovering malicious software on their device (21%).
- However, only a minority of respondents have personally been a victim of any of the cybercrimes listed in the questionnaire, with the most common being receiving fraudulent emails or phone calls asking for their personal details (36%) or discovering malicious software on their device (28%).
- Victims of bank card or online banking fraud (84%), online fraud or identity theft (both 74%) are the most likely to say they took action as a result. In each of these cases respondents most often contacted the police or the website or vendor.
- More than one third (37%) of respondents say they take action to protect the children in their household from online harassment with the most common actions being monitoring the child's Internet use (21%), discussing online risks with the child (20%) or limiting the child's time online (19%).

Fewer than one in five have reported a cybercrime or illegal online behaviour

- The large majority (83%) of respondents have never reported a cybercrime or other illegal online behaviour, while 17% have. Respondents stated they had reported to the police or authorities (7%), to a website (6%) or to a service provider (5%).
- Amongst all respondents, at least two thirds say they would take action if they experienced one of the cybercrimes asked about. They are most likely to say they would take action in the case of bank card or online banking fraud or identity theft (both 86%), and least likely to say this about receiving fraudulent emails or phone calls asking for personal details (67%). In all three cases, however, respondents are most likely to say they would contact the police.

I. INTERNET USE

The following chapter discussed the frequency with which respondents access the Internet, as well as the devices they use for access. Their online activities are also considered.

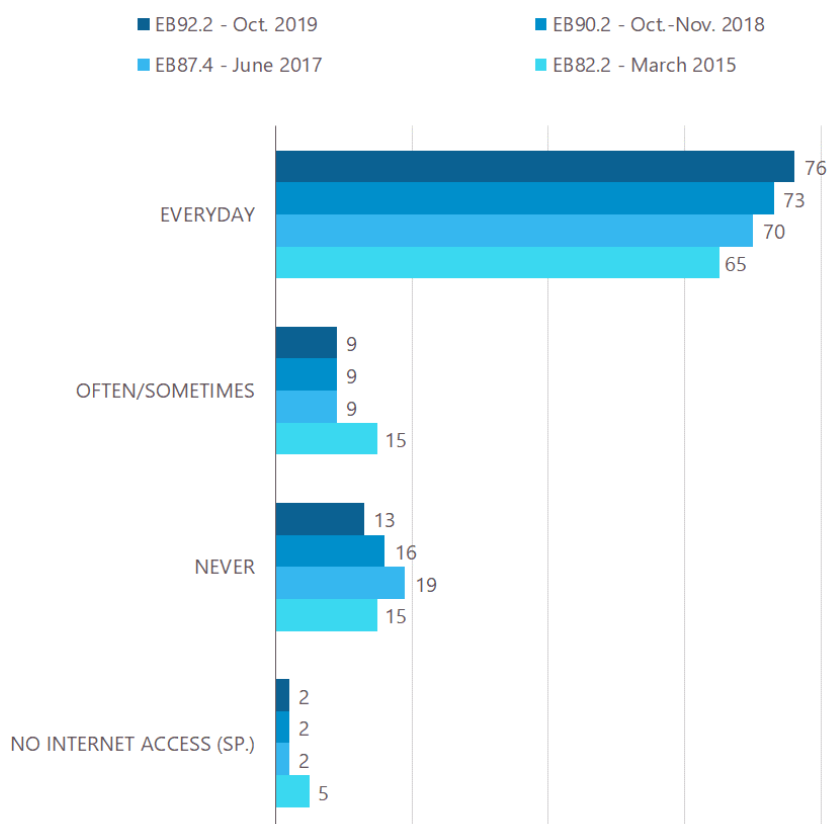
1. Frequency of Internet access

Daily Internet use is still on the rise

Respondents were asked how often they use the Internet at home, at their place of work, and in other locations. More than three quarters (76%) of respondents now use the Internet daily. A further 9% say they use it often or sometimes, while 13% never use the Internet and 2% have no Internet access. Overall, 85% of respondents used the Internet at least occasionally.

The proportion who use the Internet daily has been increasing since 2015. Although the rate of increase has slowed down since 2017, the trend persists with everyday access increasing three points between June 2017 and Oct-Nov 2018, and a further three points between 2018 and the current survey. This represents not only an increase in daily Internet use, but in Internet use overall: the proportion who never use the Internet has also declined consistently since 2017, while the proportion who use it often or sometimes has remained the same.

D62R Use of the Internet
(% - EU)



Base: all respondents (N=27,609)

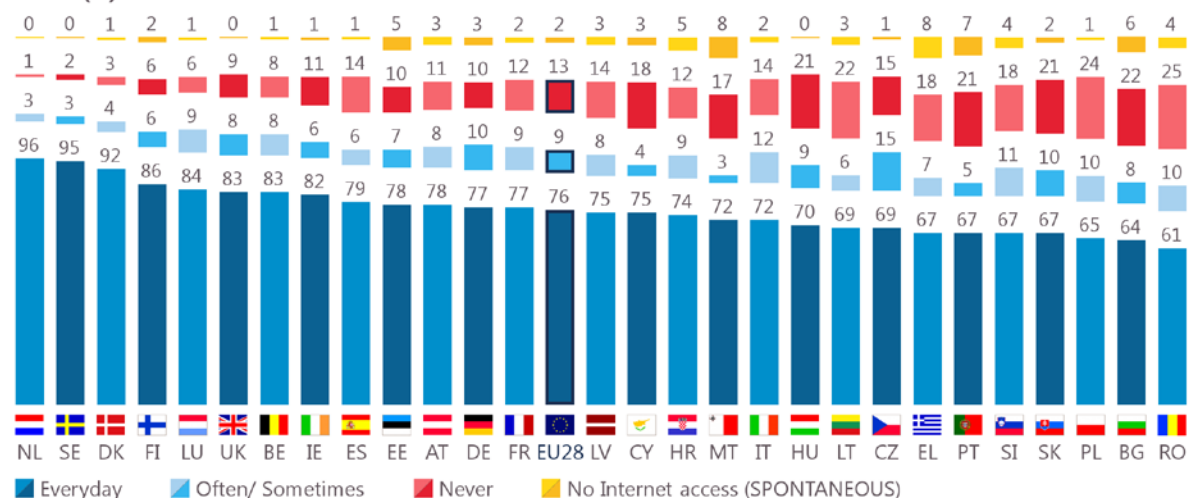
More than seven in ten respondents in each Member State use the Internet at least occasionally. Use is almost universal in the Netherlands (99%), Sweden (98%) and Denmark (96%), while Romania (71%), and Bulgaria and Portugal (both 72%) have the lowest levels of Internet use.

Daily use of the Internet is even more variable – although more than six in ten in each country still access it daily. Proportions range from 96% of respondents in the Netherlands, 95% in Sweden and 92% in Denmark to 61% in Romania, 64% in Bulgaria and 65% in Poland.

There are only seven countries where at least one in ten respondents say they use the Internet often or sometimes, with the highest proportions in Czechia (15%), Italy (12%) and Slovenia (11%). There are also seven countries where at least one in five say they never use the Internet: Romania (25%), Poland (24%), Bulgaria and Lithuania (both 22%), and Slovakia, Hungary and Portugal (all 21%).

Finally, Greece and Malta (both 8%), Portugal (7%) and Bulgaria (6%) are the only countries where more than one in twenty say they do not use the Internet.

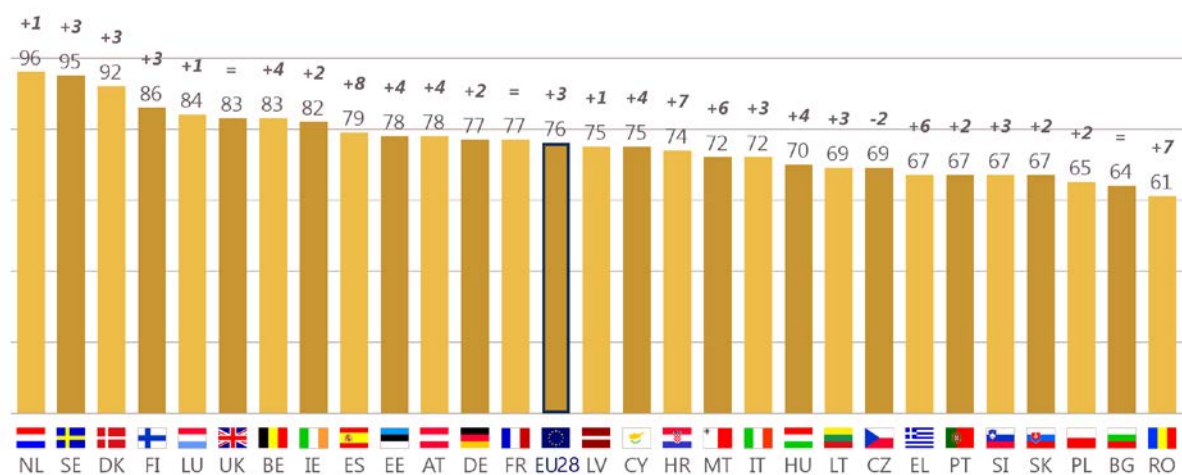
D62R Use of the Internet (%)



Base: all respondents (N=27,609)

Compared to 2018, respondents in Spain (+8 pp), Romania and Croatia (+7 pp each) and Greece (+6 pp) are now more likely to use the Internet every day. In other countries everyday use has remained stable, or increased only slightly (3-4 pp).

D62R Use of the Internet
(% - EVERYDAY)



Oct. 2019/Oct.-Nov. 2018

Base: all respondents (N=27,609)

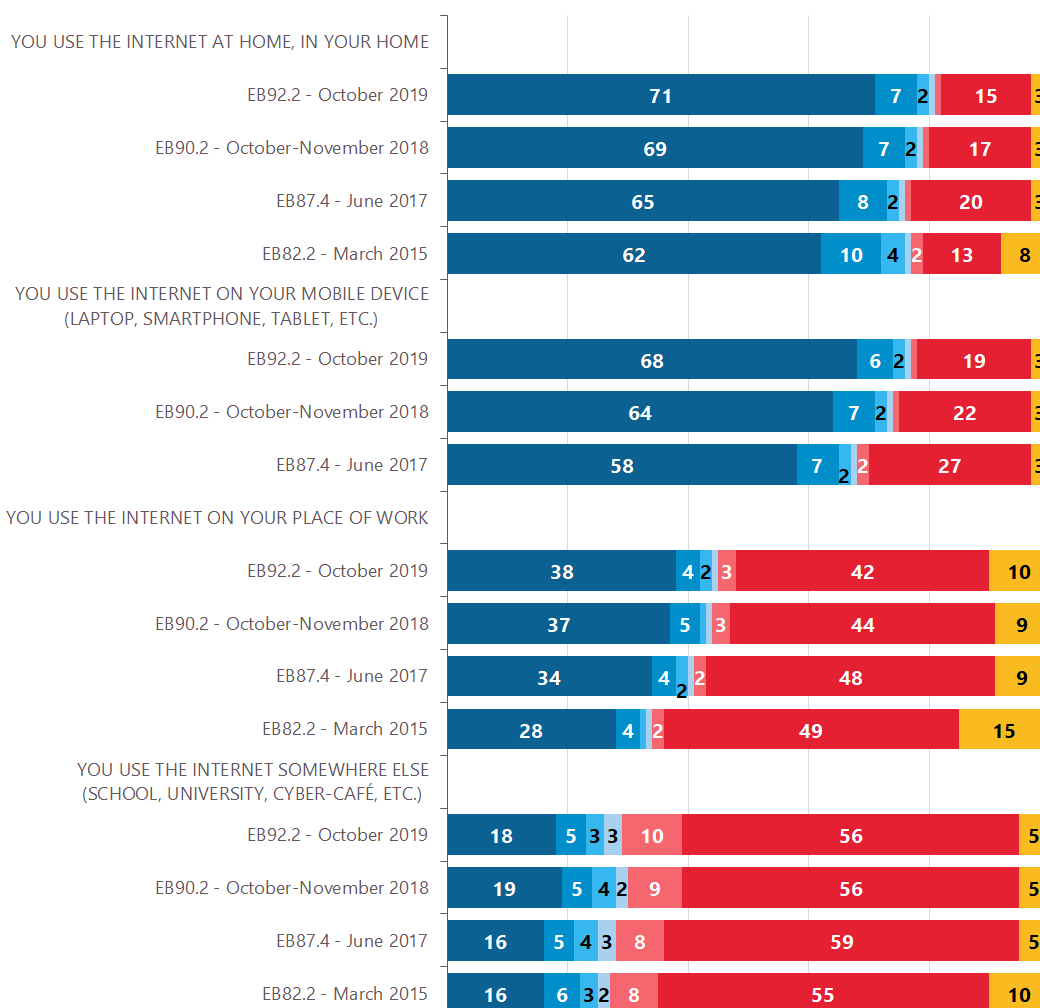
The growth of daily Internet use is not location-dependent. It has been growing steadily at home, on a mobile device or at work since 2015. For example, daily at home use has increased nine points since March 2015, while daily use at work or on a mobile device have each increased by ten points in the same period. Changes since 2018 are small (1-4 pp), but contribute to this consistent increase. Internet use at other locations such as schools, universities and cyber-cafes has remained relatively stable in the period 2015-2019.

Fewer than one in five respondents in the current survey say they never access the Internet at home (15%) or on their mobile device (19%). Both of these results represent small declines (2-3 pp) since 2018. The proportion who never use the Internet at work is higher, at 42% but this proportion has been steadily decreasing since 2015. In line with past surveys, however, the majority (56%) still say they do not use the Internet somewhere else.

Only a small proportion say they do not have Internet access at home or on their mobile device (3% each), while 10% say this about mobile access at work and 5% about access in other locations.

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

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



Base: all respondents (N=27,609)

The **socio-demographic** breakdown focuses on differences in the proportions of respondents who are daily Internet users.

- Men are more likely to use the Internet everyday (79% of men vs 74% of women) although the gap has decreased since 2018.
- There is a clear relationship with age: the younger the respondent, the more likely they are to be a daily user. Although 40-54 year olds are slightly less likely than younger age groups to be daily users, this still represents almost nine in ten (87%). The major difference is between 15-54 year olds and those aged 55+, where just half are daily Internet users.
- Education is also a significant factor: the older a respondent was when they completed education, the more likely they are to be a daily user. For instance, 90% of those who completed aged 20 or older use the Internet daily, compared to 36% who completed education aged 15 or younger.
- Retired persons (42%) and housepersons (69%) are much less likely to be daily Internet users than students (99%) and those in other occupation groups.
- Respondents who experience fewer financial difficulties are more likely to be daily Internet users: for example, 78% who have the least difficulties paying bills are daily users, compared to 61% who have trouble paying bills most of the time.
- There is also a considerable class divide: 63% of those who describe themselves as working class access the Internet daily, compared with slightly more than eight in ten (82%) who place themselves in the middle class and over nine in ten (93%) who describe themselves as upper-middle class.
- Finally, the more urbanised a respondents' environment, the more likely they are to access the Internet daily: 81% living in large towns access it daily, compared to 72% of those living in rural villages.

D62R Use of the Internet
(% - EU)

	Everyday	Often/ Sometimes	Never	No Internet access (SPONTANEOUS)
EU28	76	9	13	2
 Gender				
Man	79	8	11	2
Woman	74	9	15	2
 Age				
15-24	98	2	0	0
25-39	96	3	1	0
40-54	87	9	4	0
55 +	50	14	31	5
 Education (End of)				
15-	36	12	44	8
16-19	75	11	13	1
20+	90	7	3	0
Still studying	99	1	0	0
 Socio-professional category				
Self-employed	89	6	5	0
Managers	96	3	1	0
Other white collars	94	5	1	0
Manual workers	83	10	6	1
House persons	69	11	18	2
Unemployed	83	9	8	0
Retired	42	15	37	6
Students	99	1	0	0
 Difficulties paying bills				
Most of the time	61	9	24	6
From time to time	72	10	16	2
Almost never/ Never	78	8	12	2
 Consider belonging to				
The working class	63	10	23	4
The lower middle class	73	11	14	2
The middle class	82	8	9	1
The upper middle class	93	4	3	0
The upper class	88	7	4	1
 Subjective urbanisation				
Rural village	72	9	16	3
Small/ mid size town	76	9	13	2
Large town	81	7	10	2

Base: all respondents (N=27,609)

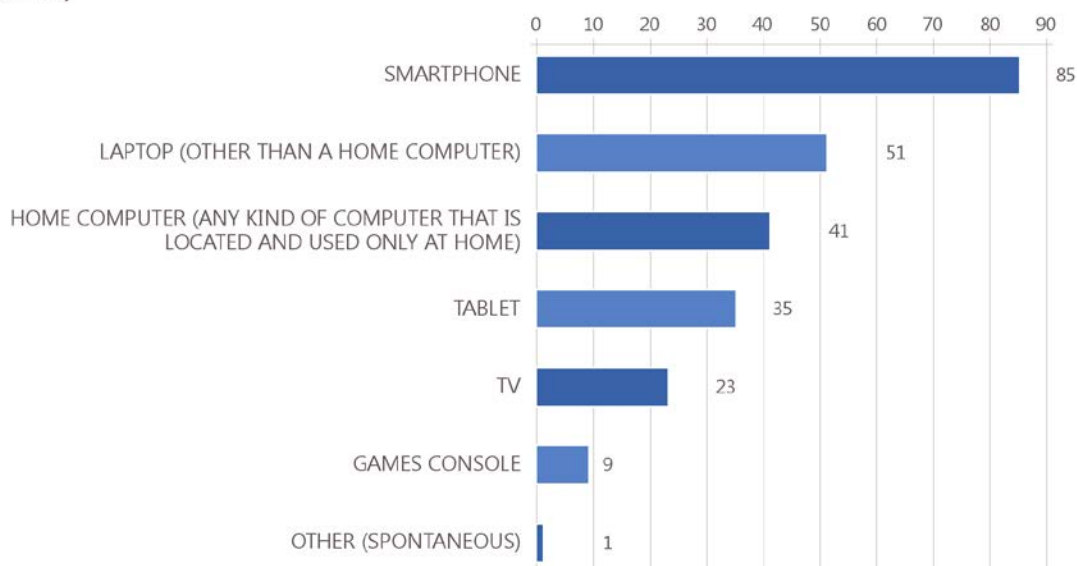
2. Means of Internet access

Respondents who access the Internet were asked about devices they use for this⁷. For the current survey the category of 'computer' was split into laptop and a home computer used only at home. The results for the current wave are presented first, followed by trend results combining laptop and home computer into the 'computer' category.

Smartphones are the main means of accessing the Internet

Smartphones are much more likely to be used to access the Internet than other devices. More than eight in ten Internet-using respondents (85%) access the Internet on smartphone, compared to 51% who use a laptop and 41% who use a home computer. More than one third access via a tablet (35%), while 23% use a TV and just under one in ten use a games console (9%).

QC1 What devices do you use to access the Internet?
(% - EU)

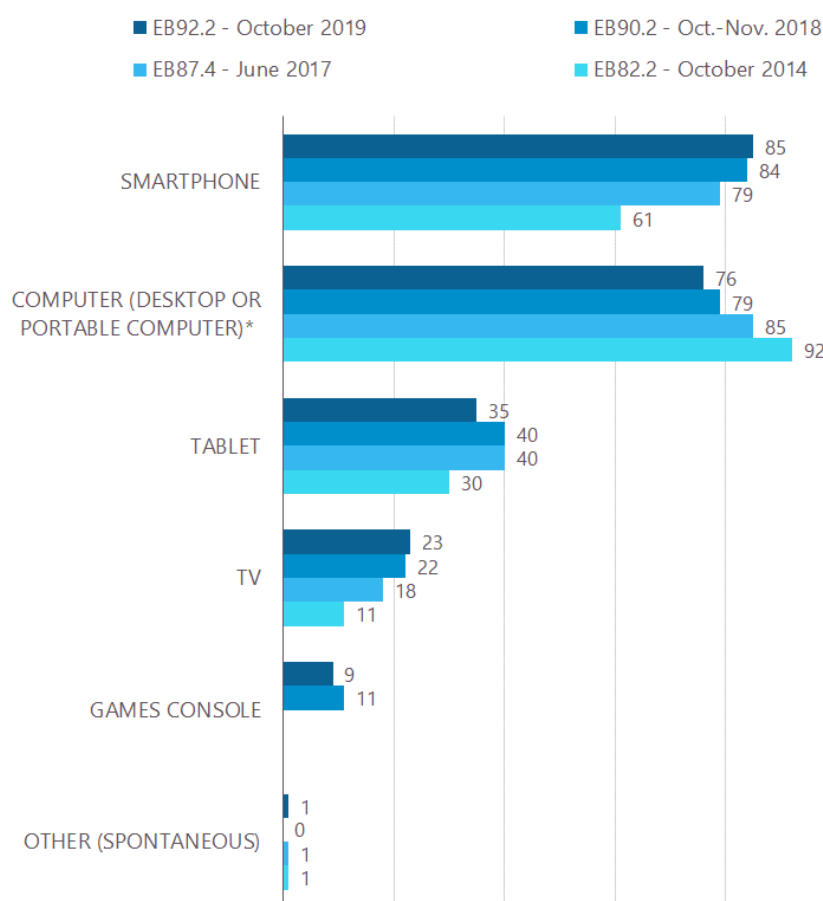


Base: respondents who use the Internet (N=23,420)

QC1. What devices do you use to access the Internet? (MULTIPLE ANSWERS POSSIBLE). Home computer (any kind of computer that is located and used only at home) (N); Laptop (other than a home computer) (N); Tablet; Smartphone; TV; Games console; Other (SPONTANEOUS); Don't know.

The trend results (combining laptop and desktop computers into the one category 'computer') show access via a smartphone has plateaued since 2018 after significant increases between 2014 and 2017. Computer use has been slowly but steadily declining since 2014, and is now 16 points lower than in 2014. Internet access via tablet has declined five points since 2018, but remains higher than in 2014. Internet access via TV is stable compared to the previous wave, after slow but steady growth between 2014 and 2018.

QC1R What devices do you use to access the Internet? (MULTIPLE ANSWERS POSSIBLE)

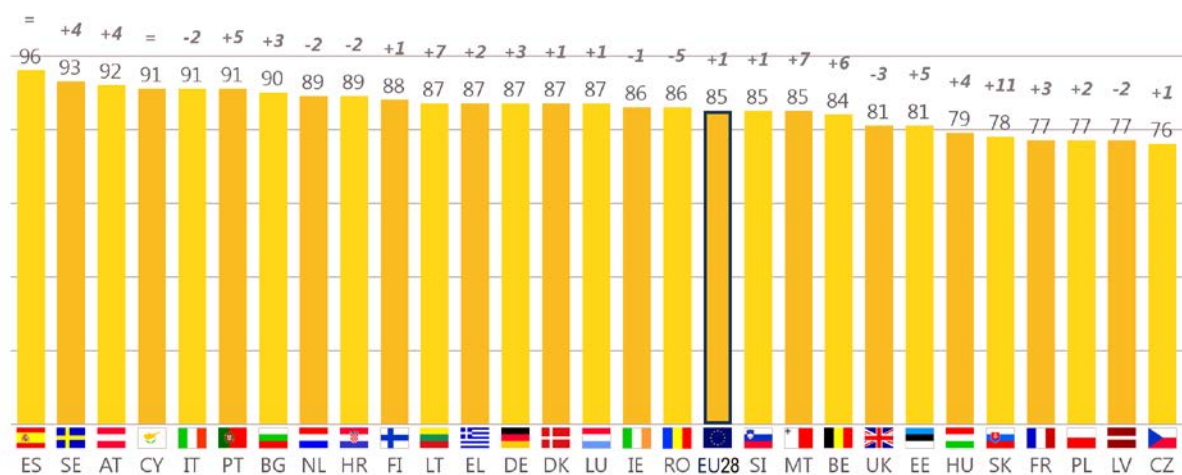


Base: respondents who use the Internet (N=23,420)

More than three quarters of Internet users access the Internet via a **smartphone**. The proportions range from almost all respondents in Spain (96%), 93% in Sweden and 92% in Austria to 76% in Czechia and 77% in Latvia, Poland and France.

The most notable change since 2018 is an 11-percentage-point increase in the proportion of respondents in Slovakia who access the Internet via smartphone. Smartphone access has also increased amongst those in Malta and Lithuania (+7 pp each), Belgium (+6 pp), and Estonia and Portugal (+5 pp each). The only notable decline is a five-point drop in smartphone Internet access amongst respondents in Romania. Overall, access via smartphone has increased in 19 countries.

QC1 What devices do you use to access the Internet?
(% - SMARTPHONE)

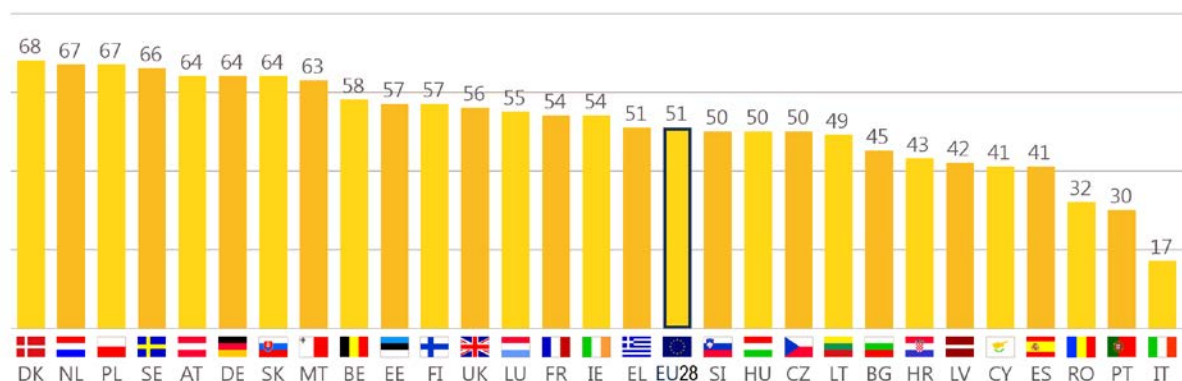


Base: respondents who use the Internet (N=23,420)

There is much more variation in the proportion of Internet users who access via a **laptop**. In 19 countries at least half mention this method, with the highest proportions seen in Denmark (68%), and the Netherlands and Poland (67% each). In contrast, 17% of respondents in Italy, 30% in Portugal and 32% in Romania also access the Internet via a Laptop.

As computers were asked about as a single category in previous surveys there is no trend data.

QC1 What devices do you use to access the Internet?
(% - LAPTOP (OTHER THAN A HOME COMPUTER))



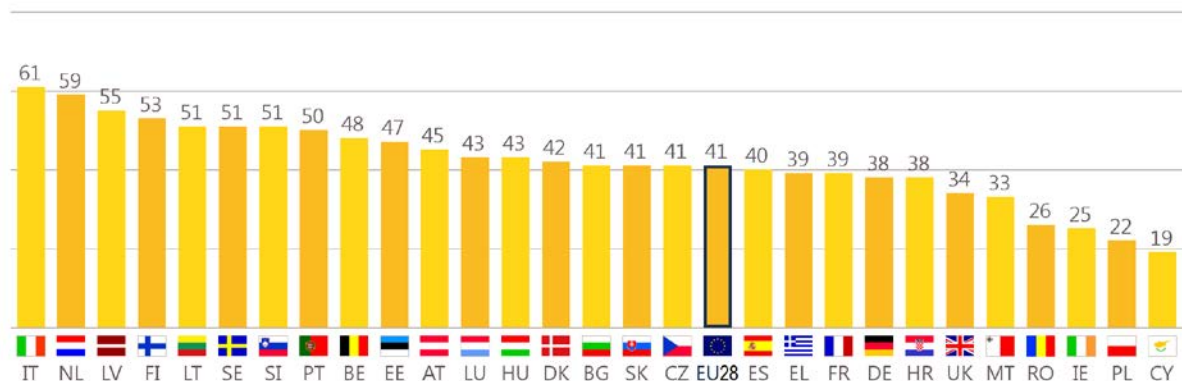
Base: respondents who use the Internet (N=23,420)

The proportion who access the Internet via a **home computer** also varies considerably, and there are only eight countries where at least half mention this method. The highest proportions are seen in Italy (61%), the Netherlands (59%) and Latvia (55%), and the lowest in Cyprus (19%), Poland (22%) and Ireland (25%).

As computers were asked about as a single category in previous surveys there is no trend data.

QC1 What devices do you use to access the Internet?

(% - HOME COMPUTER (ANY KIND OF COMPUTER THAT IS LOCATED AND USED ONLY AT HOME))



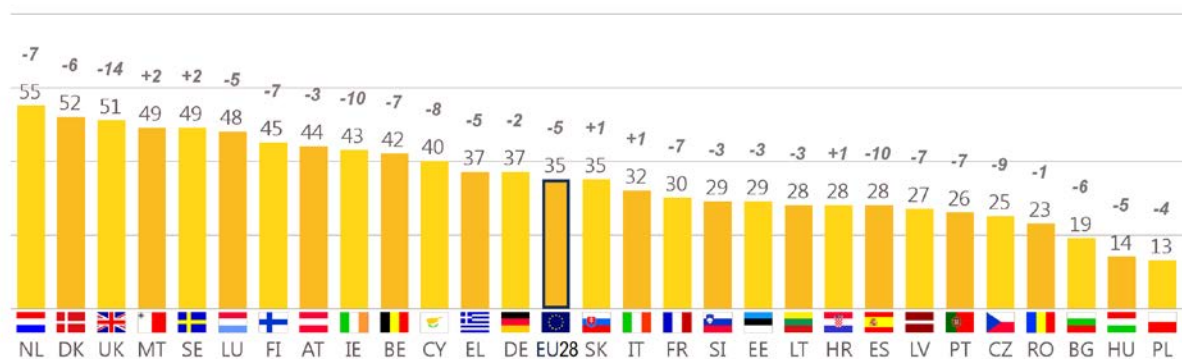
Base: respondents who use the Internet (N=23,420)

There are only three countries where at least half of all Internet users say they access the Internet via a **tablet**: the Netherlands (55%), Denmark (52%) and the United Kingdom (51%). At the other end of the scale 13% in Poland, 14% in Hungary and 19% in Bulgaria.

In 23 countries, respondents are now less likely to access the Internet via a tablet than those in 2018. The largest declines are seen amongst these respondents in the United Kingdom (-14 pp), Spain and Ireland (-10 pp each), Czechia (-9 pp) and Cyprus (-8 pp).

QC1 What devices do you use to access the Internet?

(% - TABLET)

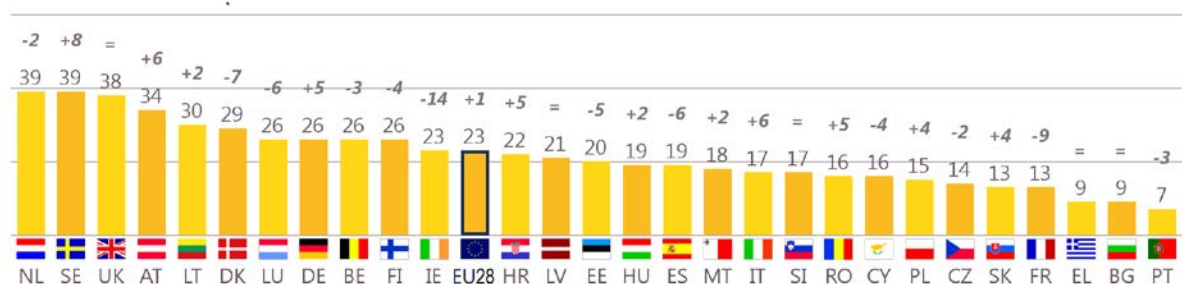


Base: respondents who use the Internet (N=23,420)

The use of a **TV** to access the Internet is not widespread in any country, with proportions ranging from 39% of Internet-using respondents in the Netherlands and Sweden and 38% in the United Kingdom to 7% in Portugal and 9% in Bulgaria and Greece.

The trends since 2018 are mixed. Respondents in Sweden (+8 pp), Austria and Italy (both +6 pp), and Croatia, Romania and Germany (all +5 pp) are now more likely to mention this method. In contrast, respondents in Ireland (-14 pp), France (-9 pp) and Denmark (-7 pp) are now less likely to mention Internet access via TV.

QC1 What devices do you use to access the Internet?
(% - TV)

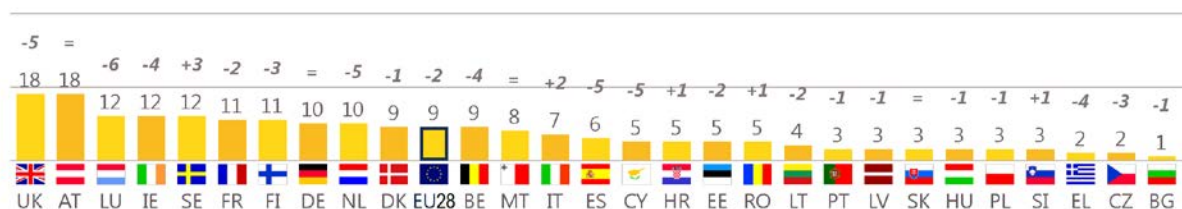


Base: respondents who use the Internet (N=23,420)

Only a small proportion of respondents in any country access the Internet via a **games console**, with the highest shares in the United Kingdom and Austria (both 18%) and Luxembourg, Ireland and Sweden (all 12%). At the other end of the scale just 1% in Bulgaria and 2% in Greece and Czechia access via this method.

Access via games console has declined in most countries since 2018, with the largest seen in Luxembourg (-6 pp) and the United Kingdom, the Netherlands, Spain and Cyprus (all -5 pp).

QC1 What devices do you use to access the Internet?
(% - GAMES CONSOLE)



Base: respondents who use the Internet (N=23,420)

The **socio-demographic** breakdown illustrates a range of differences in device use:

- Men are more likely than women to access the Internet via a home computer (47% vs 36%) or a games console (14% vs 5%).
- The younger the respondents, the more likely they are to access the Internet via a laptop, TV or games console. The same pattern exists for smartphones, but here the largest difference occurs between those aged 15-54 (88%-96%) and those aged 55 and older (69%). Respondents aged 40 and older (45%) are more likely than younger respondents (36%) to access via a home computer.
- The longer a respondent remained in education, the more likely they are to access the Internet via each device. For example, 59% who completed education aged 20 or older access via a laptop, compared to 45% who completed aged 16-19 and 30% who completed aged 15 or younger.
- The self-employed (50%), managers and other white-collar workers (both 48%) are the most likely to access via a home computer, particularly compared to housepersons (30%) and the unemployed (31%). Managers are the most likely to access via a laptop (67%), tablet (46%) or TV (32%), while students (23%) are the most likely to access via a games console.
- Respondents who experience fewer financial difficulties are the most likely to access the Internet via a home computer, laptop, tablet or TV. For example, 37% who experience the least financial difficulties access via a tablet, compared to 22% of those who experience the most trouble paying bills. There is no difference for smartphones or games consoles.
- Respondent who place themselves in the upper-middle class or the upper class are the most likely to access the Internet via each of these devices.

In addition, respondents who access the Internet daily are more likely to use each of these devices than those who access less often. The difference is particularly significant in the case of access via smartphone: 89% of daily users access via a smartphone compared to 53% of those who access the Internet less often.

QC1 What devices do you use to access the Internet? (MULTIPLE ANSWERS POSSIBLE)
(% - EU)

	Smartphone	Laptop (other than a home computer)	Home computer (any kind of computer that is located and used only at home)	Tablet	TV	Games console	Other (SPONTANEOUS)
EU28	85	51	41	35	23	9	1
 Gender							
Man	85	53	47	35	25	14	0
Woman	86	49	36	35	21	5	1
 Age							
15-24	96	58	36	33	32	25	1
25-39	94	55	36	37	27	14	1
40-54	88	51	45	37	22	5	0
55 +	69	43	45	32	14	1	1
 Education (End of)							
15-	75	30	32	27	13	4	1
16-19	83	45	38	32	21	8	1
20+	87	59	47	41	25	8	0
Still studying	97	62	41	34	29	23	0
 Socio-professional category							
Self-employed	91	57	50	39	23	8	0
Managers	91	67	48	46	32	10	1
Other white collars	91	55	48	38	25	9	0
Manual workers	88	45	34	32	23	10	1
House persons	84	33	30	29	20	7	0
Unemployed	85	41	31	24	17	13	1
Retired	63	41	44	33	13	1	1
Students	97	62	41	34	29	23	0
 Difficulties paying bills							
Most of the time	86	35	34	22	13	8	1
From time to time	87	39	40	30	20	9	1
Almost never/ Never	85	56	42	37	24	9	1
 Consider belonging to							
The working class	83	42	32	30	21	8	0
The lower middle class	83	48	41	29	20	10	1
The middle class	86	53	44	37	23	9	1
The upper middle class	91	65	51	47	31	11	0
The upper class	94	71	57	57	36	19	0
 Use of the Internet							
Everyday	89	53	42	37	24	10	0
Often/ Sometimes	53	31	34	18	12	3	2

Base: all respondents (N=27,609)

3. Online activities

Respondents who access the Internet were given a list of common activities and asked which ones they have done in the past 12 months⁸.

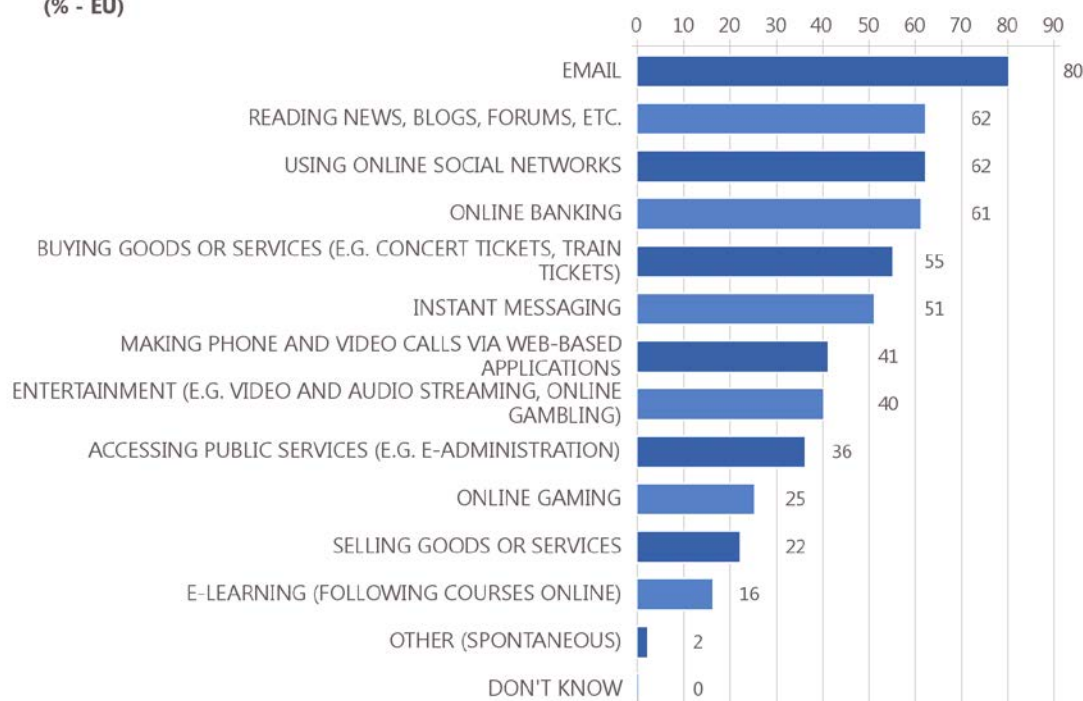
Email remains the most mentioned online activity

Email is the most mentioned online activity, with 80% having emailed in the past 12 months. At least six in ten say they have *read news, blogs or forums*, *used online social networks* (both 62%) or used *online banking* (61%) in the past 12 months, while more than half have *bought goods or services online* (55%) or sent *instant messages* (51%).

Around four in ten say they have *made phone and video calls via web-based applications* (41%) or accessed *online entertainment* such as video streaming (40%), while 36% have *accessed public services online*.

At least one in five have done *online gaming* (25%) or *sold goods or services online* (22%) while 16% have taken part in *e-learning*.

QC2 Which of the following activities have you done online in the last 12 months? (MULTIPLE ANSWERS POSSIBLE)
(% - EU)

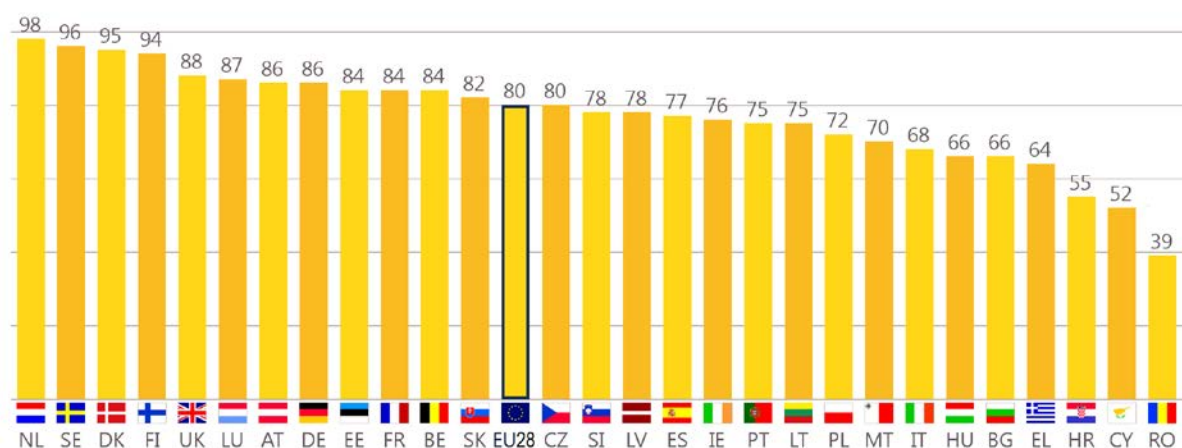


Base: respondents who use the Internet (N=23,420)

⁸ QC2. Which of the following activities have you done online in the last 12 months? (MULTIPLE ANSWERS POSSIBLE) Online banking; Buying goods or services (e.g. concert tickets, train tickets); Selling goods or services; Using online social networks; Email; Online gaming; Entertainment (e.g. video and audio streaming, online gambling); Reading news, blogs, forums, etc. ; Accessing public services (e.g. e-Administration); E-Learning (following courses online); Instant messaging; Making phone and video calls via web-based applications; Other (SPONTANEOUS); Don't know.

In all but one country, the majority of respondents have **emailed** in the past 12 months. The exception is respondents in Romania where 39% have done this. In the other Member States, the proportion of Internet users who have emailed ranges from almost all in the Netherlands (98%), Sweden (96%) and Denmark (95%) to 52% in Cyprus, 55% in Croatia and 64% in Greece.

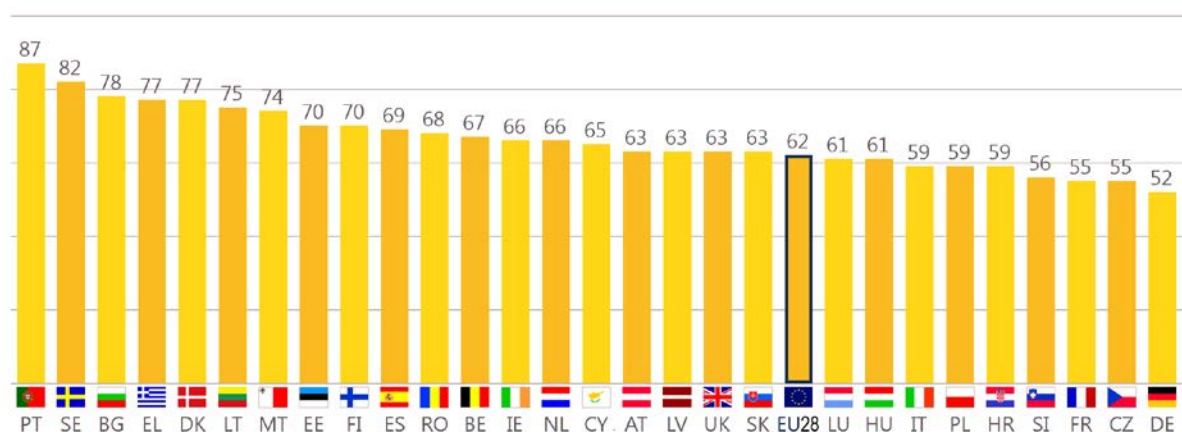
QC2 Which of the following activities have you done online in the last 12 months?
(% - EMAIL)



Base: respondents who use the Internet (N=23,420)

At least half of the Internet users in each country have used **online social networks** in the past month, ranging from 87% of those in Portugal, 82% in Sweden and 78% in Bulgaria to 52% in Germany and 55% in Czechia and France.

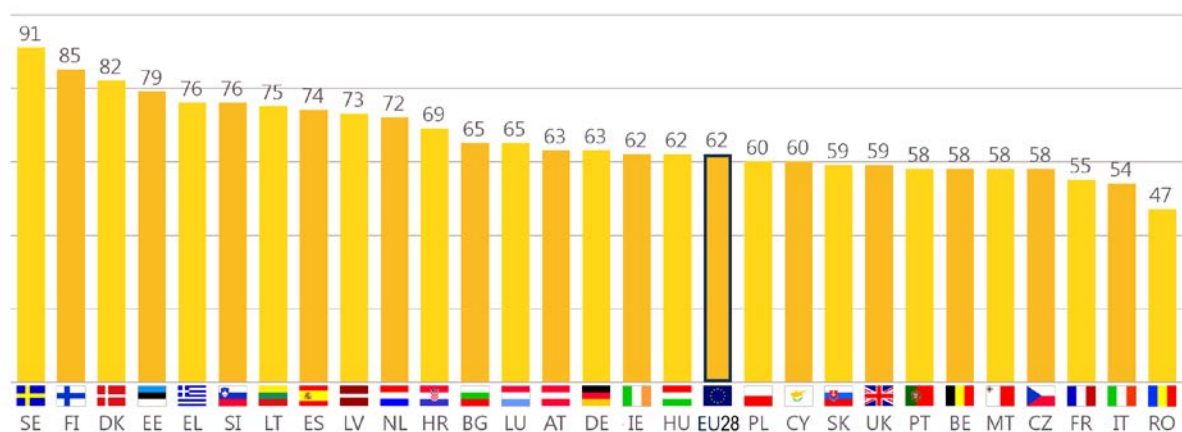
QC2 Which of the following activities have you done online in the last 12 months?
(% - USING ONLINE SOCIAL NETWORKS)



Base: respondents who use the Internet (N=23,420)

There is considerable variation in the proportion of Internet users in each country who **read news, blogs, forums** and so on. More than nine in ten (91%) in Sweden say they do this, followed by 85% in Finland and 82% in Denmark. Romania (47%) is the only country where fewer than half do this.

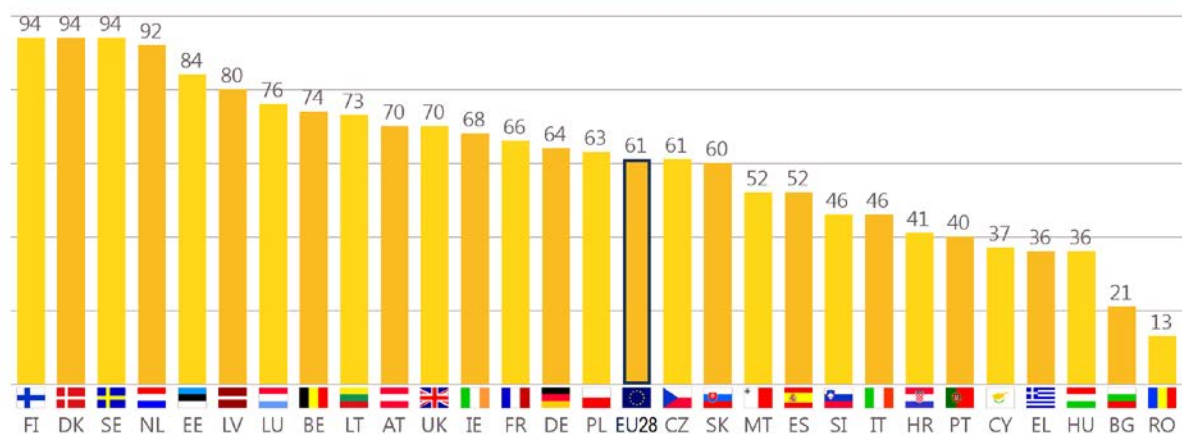
QC2 Which of the following activities have you done online in the last 12 months?
(% - **READING NEWS, BLOGS, FORUMS, ETC.**)



Base: respondents who use the Internet (N=23,420)

The cross-country range of respondents who **bank online** is the largest of any activity. There are four countries where more than nine in ten bank online: Finland, Denmark and Sweden (all 94%) and the Netherlands (92%). In an extreme contrast, just 13% of respondents in Romania and 21% in Bulgaria bank online, followed by 36% in Greece and Hungary.

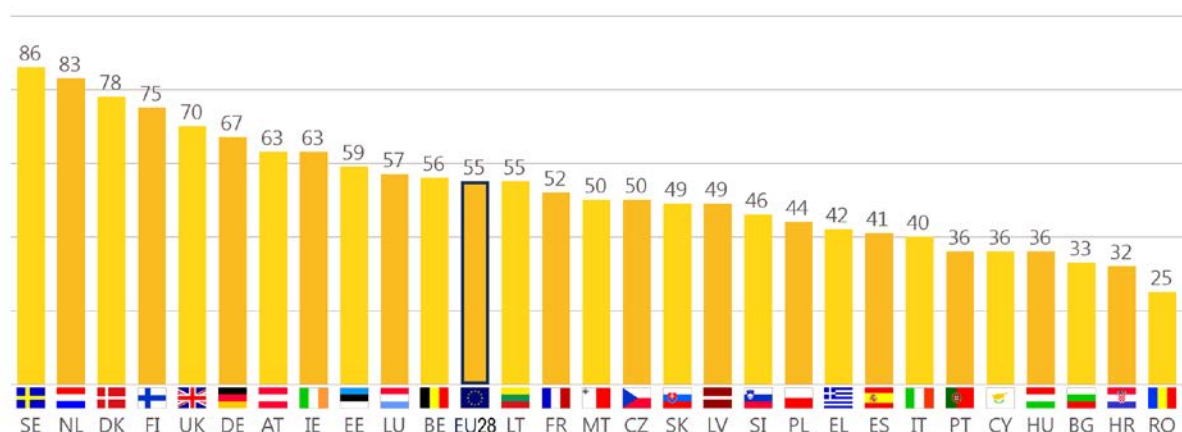
QC2 Which of the following activities have you done online in the last 12 months?
(% - **ONLINE BANKING**)



Base: respondents who use the Internet (N=23,420)

There are 15 countries where at least half of all Internet users say they have **bought goods or services** online in the past 12 months, with the highest proportions seen in Sweden (86%), the Netherlands (83%) and Denmark (78%). This compares with 25% of those surveyed in Romania, 32% in Croatia and 33% in Bulgaria.

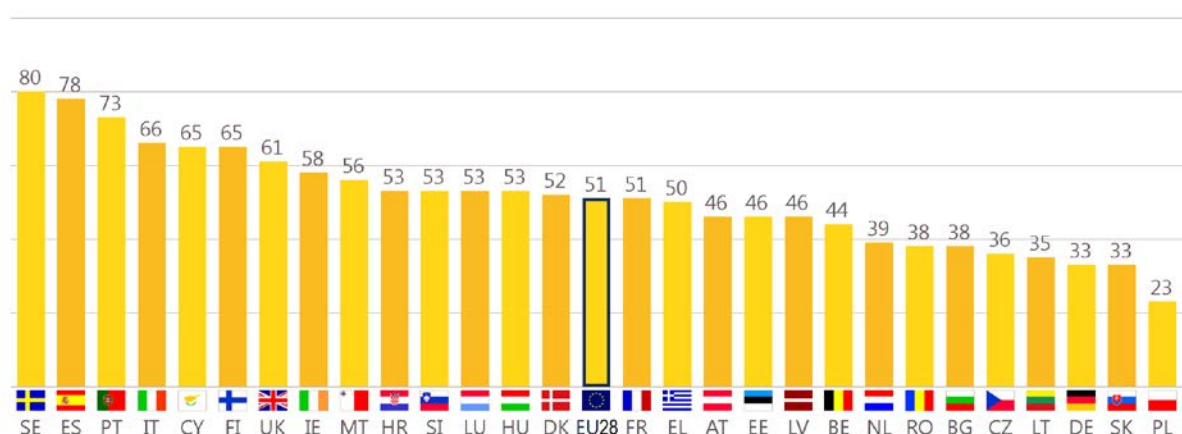
QC2 Which of the following activities have you done online in the last 12 months?
(% - **BUYING GOODS OR SERVICES (E.G. CONCERT TICKETS, TRAIN TICKETS)**)



Base: respondents who use the Internet (N=23,420)

The use of instant messaging varies widely across the EU. Eight in ten Internet-using respondents in Sweden have used **instant messaging** in the past 12 months, as have 78% in Spain and 73% in Portugal. At the other end of the scale 23% of this group of respondents in Poland and 33% in Slovakia and Germany have also used instant messaging.

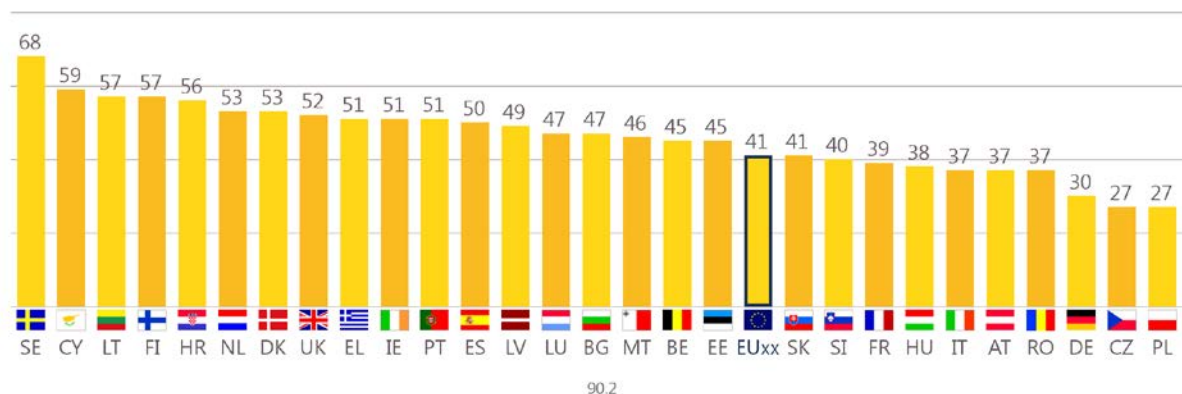
QC2 Which of the following activities have you done online in the last 12 months?
(% - **INSTANT MESSAGING**)



Base: respondents who use the Internet (N=23,420)

Internet users in Sweden (68%) are more likely to have made **phone and video calls via web apps** than those in other countries. Overall there are 12 countries where at least half have used these applications, including Sweden, Cyprus (59%), and Lithuania and Finland (both 57%). The only countries where fewer than one third have used these applications are Poland and Czechia (both 27%) and Germany (30%).

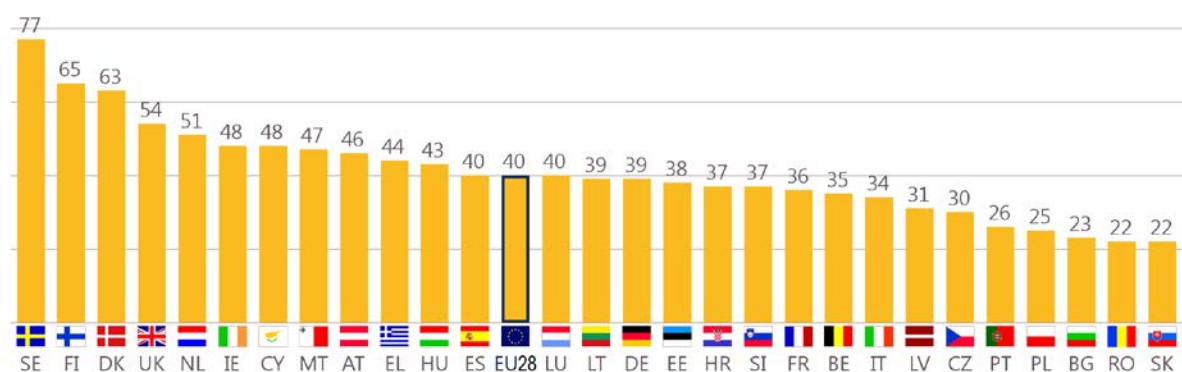
QC2 Which of the following activities have you done online in the last 12 months?
(% - MAKING PHONE AND VIDEO CALLS VIA WEB-BASED APPLICATIONS)



Base: respondents who use the Internet (N=23,420)

Internet users in Sweden are also more likely to have gone online for **entertainment** than those in other countries: more than three quarters (77%) have done so, followed by 65% in Finland and 63% in Denmark. This compares to 22% in Slovakia and Romania and 23% in Bulgaria.

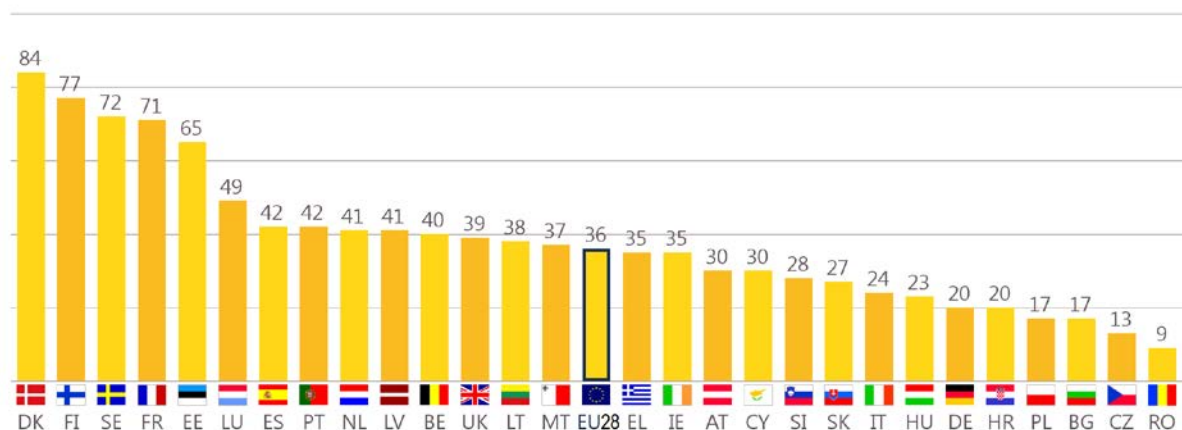
QC2 Which of the following activities have you done online in the last 12 months?
(% - ENTERTAINMENT (E.G. VIDEO AND AUDIO STREAMING, ONLINE GAMBLING))



Base: respondents who use the Internet (N=23,420)

Internet-using respondents in Denmark (84%), Finland (77%), Sweden (72%), France (71%) and Estonia (65%) are much more likely than those in other countries to have **accessed public services** online. In fact, these are the only countries where at least half have done so. In contrast just 9% in Romania, 13% in Czechia and 17% in Poland and Bulgaria have accessed public services online.

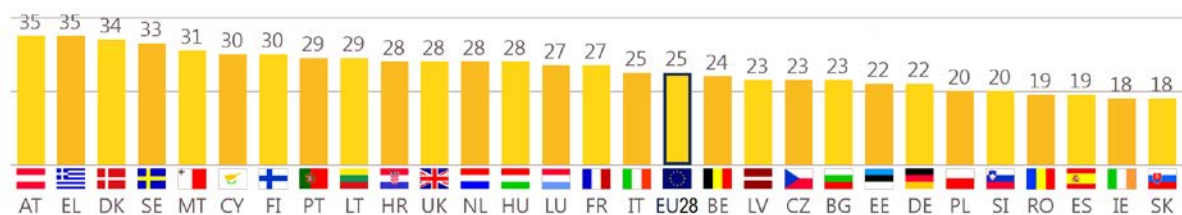
QC2 Which of the following activities have you done online in the last 12 months?
(% - ACCESSING PUBLIC SERVICES (E.G. E-ADMINISTRATION))



Base: respondents who use the Internet (N=23,420)

Online gaming is only undertaken by a minority in each country, and there is relatively little variation between countries when compared to other activities. Proportions range from 35% in Austria and Greece and 34% in Denmark to 18% in Slovakia and Ireland and 19% in Romania and Spain.

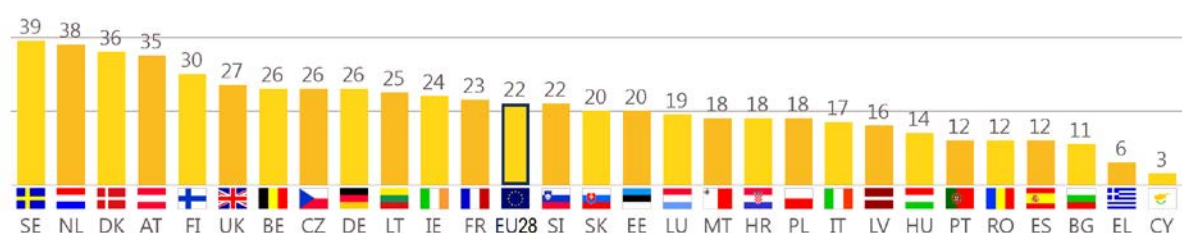
QC2 Which of the following activities have you done online in the last 12 months?
(% - ONLINE GAMING)



Base: respondents who use the Internet (N=23,420)

Although only a minority of Internet users in each country **sell goods or services** online, there is more variation in this activity than there is for online gaming. More than one third of these respondents in Sweden (39%), the Netherlands (38%), Denmark (36%) and Austria (35%) have sold goods or services online in the past 12 months, compared to just 3% in Cyprus, 6% in Greece and 11% in Bulgaria.

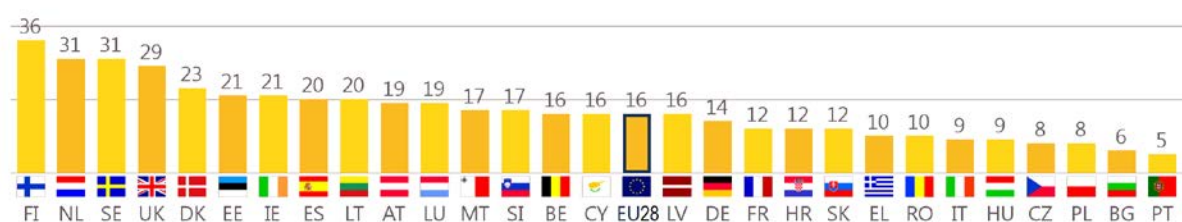
QC2 Which of the following activities have you done online in the last 12 months?
(% - **SELLING GOODS OR SERVICES**)



Base: respondents who use the Internet (N=23,420)

Only a minority of Internet-users in each Member State have undertaken **e-learning** in the past 12 months, with proportions ranging from 36% in Finland and 31% in Sweden and the Netherlands to 5% in Portugal, 6% in Bulgaria and 8% in Poland and Czechia.

QC2 Which of the following activities have you done online in the last 12 months?
(% - **E-LEARNING (FOLLOWING COURSES ONLINE)**)



Base: respondents who use the Internet (N=23,420)

Email is the most mentioned activity in 16 Member States, and overall it is one of the three most mentioned activities in 26 countries. In Lithuania email, using online social networks and reading news, blogs, forums are all equally mentioned, while in Finland and Estonia email and online banking share top position.

Using online social networks is the most mentioned activity in six countries and is one of the three most mentioned activities in 17 countries overall.

Reading news, blogs, forums is the most mentioned activity in Croatia (69%), but it is one of the top three online activities in 16 countries overall.

Finland (94%), Estonia (84%) and Latvia (80%) are the only three countries where **online banking** is the most mentioned activity, although it is in the top three in 14 other countries.

Instant messaging is the only other activity that is the most mentioned in any country, ranking first in Spain (78%) and Cyprus (65%). It is one of the top three activities in four countries overall. **Buying goods or services online** is the second or third most mentioned activity in four countries, while **accessing public services** and **making phone or video calls on web-based applications** are the second or third most mentioned activities in three countries each.

QC2 Which of the following activities have you done online in the last 12 months? (MULTIPLE ANSWERS POSSIBLE)
(%)

		Email	Using online social networks	Reading news, blogs, forums, etc.	Online banking	Buying goods or services (e.g. concert tickets, train tickets)	Instant messaging	Making phone and video calls via web-based applications	Entertainment (e.g. video and audio streaming, online gambling)	Accessing public services (e.g. e-Administration)	Online gaming	Selling goods or services	E-Learning (following courses online)	Other (SPONTANEOUS)
EU28		80	62	62	61	55	51	41	40	36	25	22	16	2
BE		84	67	58	74	56	44	45	35	40	24	26	16	1
BG		66	78	65	21	33	38	47	23	17	23	11	6	2
CZ		80	55	58	61	50	36	27	30	13	23	26	8	2
DK		95	77	82	94	78	52	53	63	84	34	36	23	1
DE		86	52	63	64	67	33	30	39	20	22	26	14	3
EE		84	70	79	84	59	46	45	38	65	22	20	21	1
IE		76	66	62	68	63	58	51	48	35	18	24	21	1
EL		64	77	76	36	42	50	51	44	35	35	6	10	5
ES		77	69	74	52	41	78	50	40	42	19	12	20	1
FR		84	55	55	66	52	51	39	36	71	27	23	12	1
HR		55	59	69	41	32	53	56	37	20	28	18	12	3
IT		68	59	54	46	40	66	37	34	24	25	17	9	1
CY		52	65	60	37	36	65	59	48	30	30	3	16	0
LV		78	63	73	80	49	46	49	31	41	23	16	16	2
LT		75	75	75	73	55	35	57	39	38	29	25	20	1
LU		87	61	65	76	57	53	47	40	49	27	19	19	2
HU		66	61	62	36	36	53	38	43	23	28	14	9	0
MT		70	74	58	52	50	56	46	47	37	31	18	17	3
NL		98	66	72	92	83	39	53	51	41	28	38	31	1
AT		86	63	63	70	63	46	37	46	30	35	35	19	5
PL		72	59	60	63	44	23	27	25	17	20	18	8	3
PT		75	87	58	40	36	73	51	26	42	29	12	5	3
RO		39	68	47	13	25	38	37	22	9	19	12	10	3
SI		78	56	76	46	46	53	40	37	28	20	22	17	2
SK		82	63	59	60	49	33	41	22	27	18	20	12	3
FI		94	70	85	94	75	65	57	65	77	30	30	36	1
SE		96	82	91	94	86	80	68	77	72	33	39	31	3
UK		88	63	59	70	70	61	52	54	39	28	27	29	1
		1st MOST FREQUENTLY MENTIONED ITEM												
		2nd MOST FREQUENTLY MENTIONED ITEM												
		3rd MOST FREQUENTLY MENTIONED ITEM												

Base: respondents who use the Internet (N=23,420)

In line with the results for overall Internet access, the largest **socio-demographic** differences for online activity are found based on the age, level of education, and socio-economic status of the respondent.

In detail:

- Men are more likely to say they went online for entertainment (45% of men vs 35% of women) or for online gaming (31% vs 19%).
- There are a number of variations based on age. The younger the respondent, the more likely they are to have used online social networks, made phone or video calls via web-apps, gone online for entertainment, instant messaging, online gaming or e-learning. In the case of online gaming, 15-24 year olds (51%) are much more likely to do this than older age groups. In addition, the older the respondent, the less likely they are to mention online gaming. In addition, respondents younger than 55 are more likely to email, read news, blogs or forums, or buy or sell goods or services. For example, 63% of 25-39 year olds buy goods or services online, compared to 44% of those aged 55 and over.
- In general, respondents who stayed in education the longest are the most likely to do each of these activities online. The exceptions are using online social networks, instant messaging, phone and video calls via web-based apps where there are no notable differences, and online gaming, which is most often done by those who completed school aged 19 or younger.
- Managers are generally the most likely to undertake each action, particularly compared to retired persons, housepersons and the unemployed. The exceptions are using online social networks, online gaming and e-learning, which are more commonly mentioned by students. For example, 83% of students use online social networks, compared to 69% of other white-collar workers and 36% of retired persons.
- Respondents who consider themselves as belonging to the working class are generally the least likely to have done each of these online activities.

Not surprisingly, respondents who use the Internet daily are more likely to have done each of these online activities than those who use it less frequently.

QC2 Which of the following activities have you done online in the last 12 months? (MULTIPLE ANSWERS POSSIBLE)
(% - EU)

	Email	Reading news, blogs, forums, etc.	Using online social networks	Online banking	Buying goods or services (e.g. concert tickets, train tickets)	Instant messaging	Making phone and video calls via web-based applications	Entertainment (e.g. video and audio streaming, online gambling)	Accessing public services (e.g. e-Administration)	Online gaming	Selling goods or services	E-Learning (following courses online)	Other (SPONTANEOUS)
EU28	80	62	62	61	55	51	41	40	36	25	22	16	2
 Gender													
Man	81	64	61	62	56	51	41	45	38	31	24	18	2
Woman	78	61	63	60	53	51	41	35	35	19	21	14	2
 Age													
15-24	81	64	83	54	59	65	57	62	33	51	26	25	1
25-39	83	67	75	70	63	60	51	52	41	32	29	21	1
40-54	81	64	62	65	57	51	39	37	39	19	23	16	2
55 +	75	56	39	52	44	36	27	22	31	11	13	8	3
 Education (End of)													
15-	60	47	43	35	31	46	27	21	17	16	9	4	4
16-19	76	57	58	56	48	46	35	34	30	23	19	10	2
20+	88	71	64	74	66	53	46	44	47	22	27	21	1
Still studying	83	69	83	50	59	67	60	67	35	50	26	31	1
 Socio-professional category													
Self-employed	86	69	65	75	66	56	46	42	40	20	29	17	1
Managers	90	74	66	81	73	58	50	51	53	24	32	30	2
Other white collars	86	67	69	70	61	56	45	44	38	24	25	17	1
Manual workers	75	57	64	58	51	49	39	39	33	27	21	13	3
House persons	61	52	59	49	44	54	35	30	27	21	21	7	2
Unemployed	77	57	65	48	42	54	39	38	33	30	17	14	2
Retired	74	55	36	50	41	31	24	18	29	11	11	4	3
Students	83	69	83	50	59	67	60	67	35	50	26	31	1
 Consider belonging to													
The working class	72	55	59	49	44	50	37	34	29	25	17	12	3
The lower middle class	78	62	61	59	52	51	41	38	36	27	20	14	2
The middle class	82	63	62	64	57	50	42	41	37	24	23	17	2
The upper middle class	91	76	66	82	74	58	51	51	51	24	33	28	1
The upper class	88	70	69	80	76	48	44	51	47	38	33	24	1
 Use of the Internet													
Everyday	83	66	66	65	59	55	45	43	39	27	24	18	1
Often/ Sometimes	50	33	21	28	20	19	13	12	14	8	7	4	6

Base: respondents who use the Internet (N=23,420)

II. CONCERNS ABOUT INTERNET INTERACTIONS

This chapter focuses on respondents' concerns about various aspects of online security including concerns about online banking or shopping online. It also discusses changes respondents have made to their behaviour as a result of concerns about security and privacy including changing online passwords.

1. Concerns

Respondents who use the Internet were asked if they had any concerns about the security of their Internet transactions⁹¹⁰.

Misuse of personal data and the security of online payments remain the most common concerns about Internet transactions

More than four in ten (46%) Internet-using respondents are concerned about *someone misusing their personal data*, while 41% are concerned about the *security of online payments*. These are the only concerns mentioned by at least one quarter. Just over one in five are concerned they *cannot inspect goods or ask a real person for advice*, or are *afraid they might not receive the goods or services they buy online* (both 22%). One in ten respondents say they have *other* concerns.

More than one in ten (15%) say none of these things concern them, while 6% say they don't know.

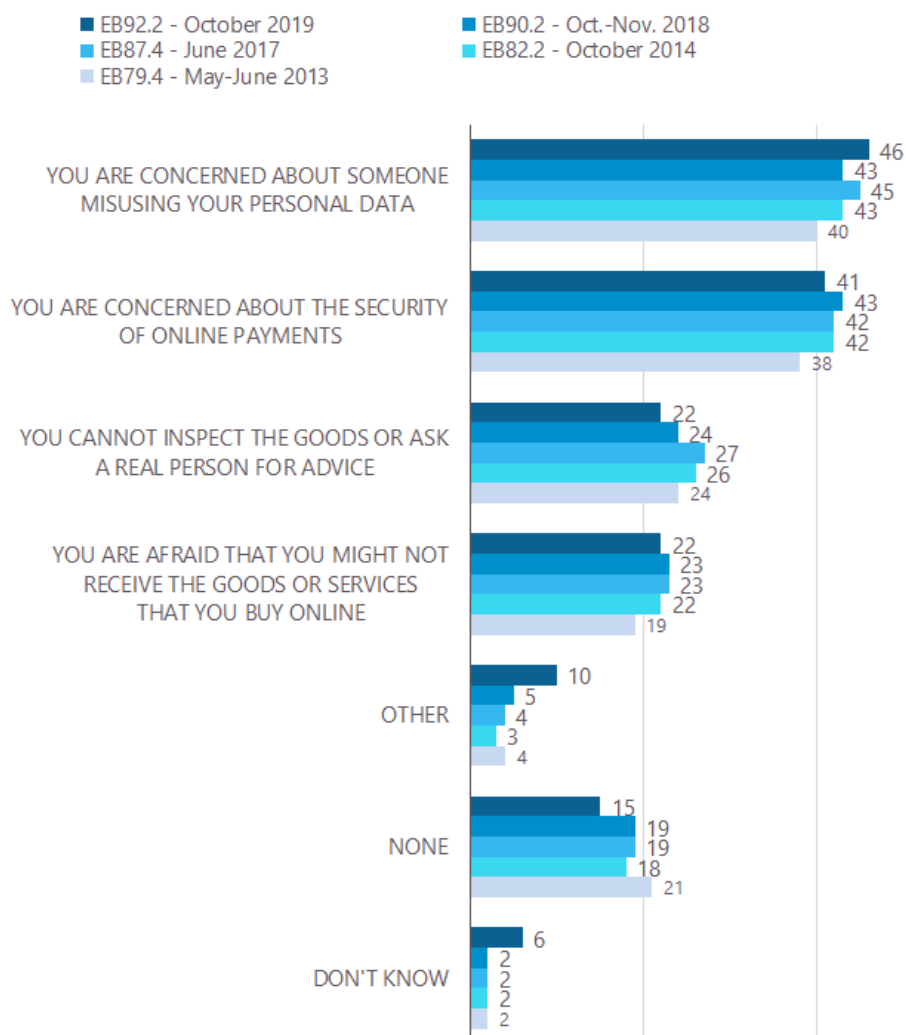
Changes since Oct-Nov 2018 are generally small (1-3 pp), although there have been slightly larger increases in the proportions who say they have other concerns (+5 pp) or that they don't know. The proportion of those who say none of these issues concern them has declined by four points.

Looking at the longer trend shows that concern about the misuse of personal data has increased six points since May-June 2013 and is now at its highest level. The inability to inspect goods or ask a real person for advice is slowly declining, after peaking in June 2017 (down 5 points since 2017), and is now at its lowest point.

⁹ QC3. What concerns do you have, if any, about using the Internet for things like online banking or buying things online? (MULTIPLE ANSWERS POSSIBLE) You cannot inspect the goods or ask a real person for advice; You are concerned about the security of online payments; You are concerned about someone misusing your personal data; You are afraid that you might not receive the goods or services that you buy online; Other; None; Don't know.

¹⁰ Callbacks were made between 8 and 20 November 2019 to respondents who selected one of the following spontaneous codes (Other/None/Don't know), for data quality reasons. These respondents were asked the question again. The results reflect the answers given during the callback.

QC3 What concerns do you have, if any, about using the Internet for activities such as online banking or buying goods and services online? (MULTIPLE ANSWERS POSSIBLE)
(% - EU)



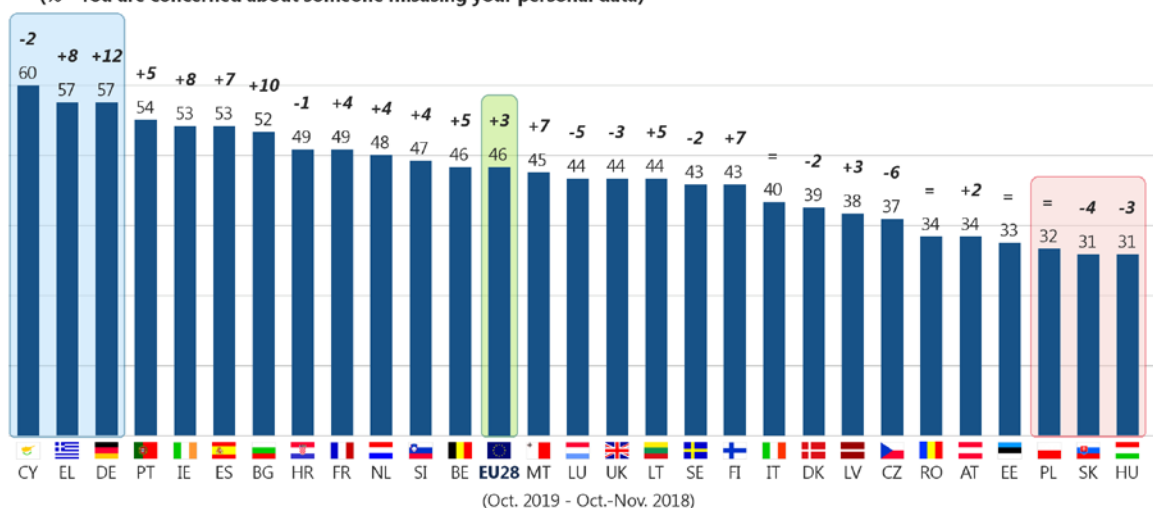
Base: respondents who use the Internet (N=23,420)

There are seven countries where at least half of all Internet-using respondents say they are concerned about **someone misusing their personal data**, with the largest proportions seen in Cyprus (60%), and Greece and Germany (both 57%). At the other end of the scale 31% in Hungary and Slovakia and 32% in Poland are also concerned about this.

In 15 countries respondents are now more concerned about someone misusing their personal data than in Oct-Nov 2018, with the largest observed in Germany (+12 pp), Bulgaria (+10 pp) and Ireland (+8 pp). In contrast, the largest declines are seen amongst those in Czechia (-6 pp) and Luxembourg (-5 pp).

QC3 What concerns do you have, if any, about using the Internet for activities such as online banking or buying goods and services online?
(MULTIPLE ANSWERS POSSIBLE)

(% - You are concerned about someone misusing your personal data)

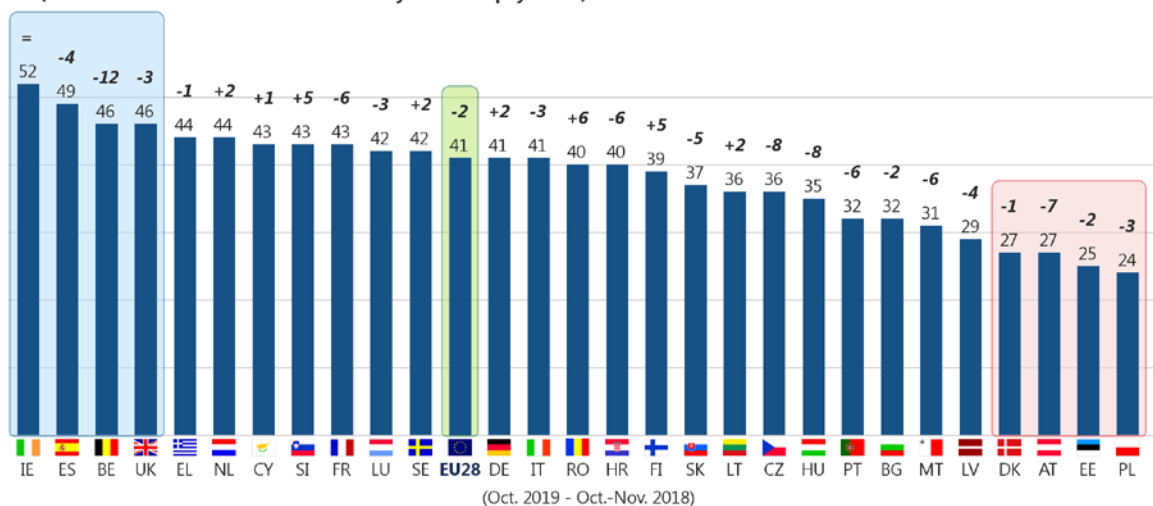


Base: respondents who use the Internet (N=23,420)

Just over half (52%) of Internet-using respondents in Ireland are concerned about the **security of online payments**, followed by 49% in Spain and 46% in Belgium and the United Kingdom. Respondents in Poland (24%), Estonia (25%), and Denmark and Austria (both 27%) are the least likely to express concern about this.

There are 19 countries where respondents are less likely to be concerned about this than in 2018, with the largest decreases seen in Belgium (-12 pp), and Czechia and Hungary (both -8 pp). The largest increase is observed in Finland (+5 pp).

QC3 What concerns do you have, if any, about using the Internet for activities such as online banking or buying goods and services online?
(MULTIPLE ANSWERS POSSIBLE)
(% - You are concerned about the security of online payments)



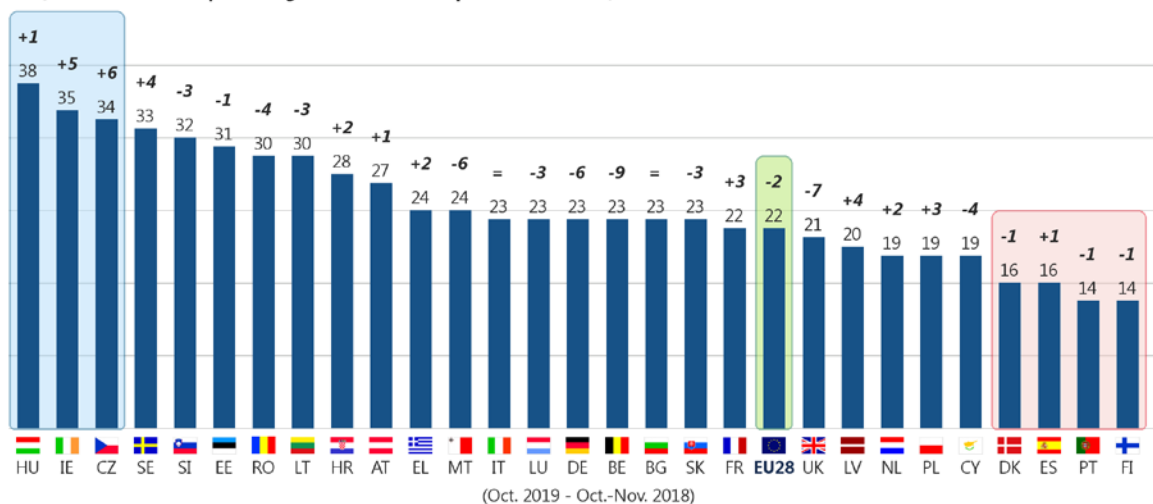
Base: respondents who use the Internet (N=23,420)

Fewer than four in ten in any country say they are concerned about **not being able to inspect the goods or ask a real person for advice**, with proportions ranging from 38% in Hungary, 35% in Ireland and 34% in Czechia to 14% in Finland and Portugal and 16% in Denmark and Spain.

Compared to 2018, respondents in Czechia (+6 pp) and Ireland (+5 pp) are now more likely to say they are concerned about this, while those in Belgium (-9 pp), the United Kingdom (-7 pp), and Malta and Germany (both -6 pp) are now less likely to do so.

QC3 What concerns do you have, if any, about using the Internet for activities such as online banking or buying goods and services online? (MULTIPLE ANSWERS POSSIBLE)

(% - You cannot inspect the goods or ask a real person for advice)



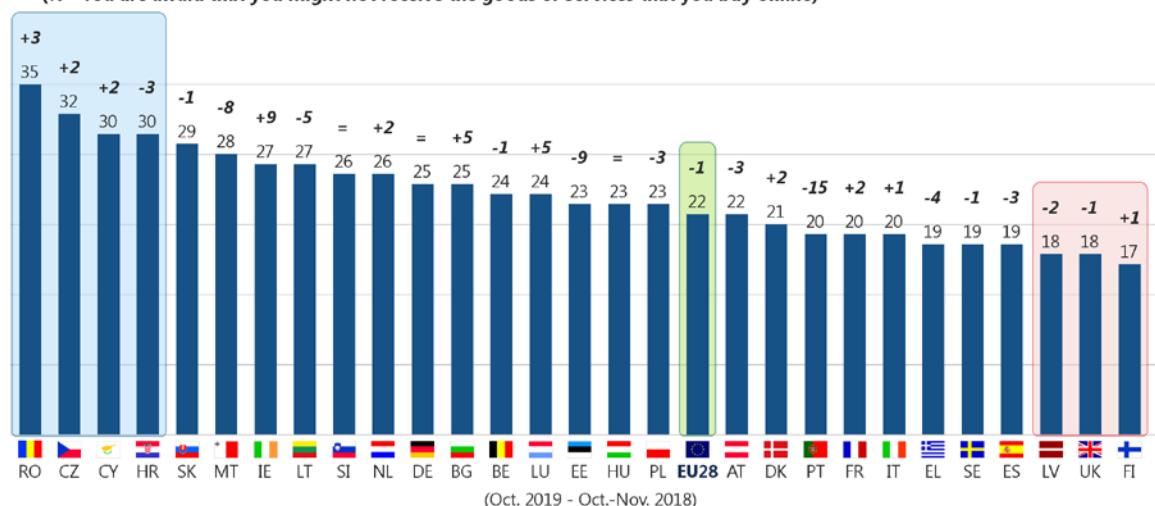
(Oct. 2019 - Oct.-Nov. 2018)

Base: respondents who use the Internet (N=23,420)

Just over one third (35%) of respondents in Romania are **afraid they might not receive the goods or services they buy online**, as are 32% in Czechia and 30% in Croatia and Cyprus. These are the only countries where at least three in ten express concern about this. At the other end of the scale 17% in Finland and 18% in Latvia and the United Kingdom are also concerned about this.

In most countries there have only been small changes since Oct-Nov 2018, but there are some notable exceptions. Respondents in Ireland (+9 pp) are now more likely to be afraid they might not receive the goods or services they buy online, while those in Portugal (-15 pp), Estonia (-9 pp) and Malta (-8 pp) are now less likely to say this.

QC3 What concerns do you have, if any, about using the Internet for activities such as online banking or buying goods and services online?
(MULTIPLE ANSWERS POSSIBLE)
(% - You are afraid that you might not receive the goods or services that you buy online)



Base: respondents who use the Internet (N=23,420)

In 20 countries, respondents are most likely to be concerned about the misuse of their personal data, and in Belgium this is equal first along with concern about the security of online payments. Concern about the misuse of personal data is the one of the three most mentioned items in each country: the second most mentioned in six, and the third most mentioned in two.

In addition to Belgium, respondents in four other countries most often say they are concerned about the security of online payments. This is the second most mentioned item in 19 countries. It is the third most mentioned concern in Denmark and Latvia, and joint third in Austria.

Respondents in Hungary are most often concerned about being unable to inspect the goods or ask a real person for advice. This is the third most mentioned concern in 12 countries.

The second most mentioned concern of respondents in Romania and Belgium is the fear that they may not receive the goods or services bought online, and this is also the third most mentioned concern in ten countries.

Respondents in Denmark (43%), Austria (37%) and Estonia (36%) most often say none of these things are a concern. This is also the second most mentioned answer in Latvia, and the third most mentioned in Finland and Portugal.

QC3 What concerns do you have, if any, about using the Internet for activities such as online banking or buying goods and services online? (MULTIPLE ANSWERS POSSIBLE)
(% - EU)

		You are concerned about someone misusing your personal data	You are concerned about the security of online payments	You cannot inspect the goods or ask a real person for advice	You are afraid that you might not receive the goods or services that you buy online	Other	None	Don't know
EU28		46	41	22	22	10	15	6
BE		46	46	23	24	6	13	4
BG		52	32	23	25	8	14	7
CZ		37	36	34	32	10	13	4
DK		39	27	16	21	8	43	4
DE		57	41	23	25	9	11	5
EE		33	25	31	23	10	36	5
IE		53	52	35	27	6	22	3
EL		57	44	24	19	3	21	5
ES		53	49	16	19	12	12	5
FR		49	43	22	20	9	15	7
HR		49	40	28	30	5	13	6
IT		40	41	23	20	11	8	5
CY		60	43	19	30	9	13	8
LV		38	29	20	18	7	34	2
LT		44	36	30	27	6	21	7
LU		44	42	23	24	11	7	4
HU		31	35	38	23	8	14	3
MT		45	31	24	28	8	19	8
NL		48	44	19	26	8	16	7
AT		34	27	27	22	10	37	14
PL		32	24	19	23	15	17	9
PT		54	32	14	20	6	21	5
RO		34	40	30	35	7	10	7
SI		47	43	32	26	7	18	6
SK		31	37	23	29	8	20	10
FI		43	39	14	17	12	37	8
SE		43	42	33	19	9	25	4
UK		44	46	21	18	12	14	7
1st MOST FREQUENTLY MENTIONED ITEM								
2nd MOST FREQUENTLY MENTIONED ITEM								
3rd MOST FREQUENTLY MENTIONED ITEM								

Base: respondents who use the Internet (N=23,420)

The **socio-demographic** breakdown shows few differences:

- Respondents aged 25 and older are the most likely to be concerned about misuse of their personal data, while those aged 40 and older are more likely to be concerned about the security of online payments than younger age groups. Respondents aged 15-54 are more likely than those aged 55+ to be afraid they might not receive the goods or services they buy online: for instance, 25% of 15-24 year olds are concerned about this, compared to 18% of those aged 55 and over.
- The more financial difficulties a respondent experiences, the more likely they are to be concerned about each of these things. For example, 31% are concerned about not being able to inspect the goods or ask a real person for advice, compared to 22% of those who are the most financially secure.

QC3 What concerns do you have, if any, about using the Internet for activities such as online banking or buying goods and services online? (MULTIPLE ANSWERS POSSIBLE)
(% - EU)

	You cannot inspect the goods or ask a real person for advice	You are concerned about the security of online payments	You are concerned about someone misusing your personal data	You are afraid that you might not receive the goods or services that you buy online	Other	None	Don't know
EU28	22	41	46	22	10	15	6
 Age							
15-24	20	36	40	25	12	12	8
25-39	23	39	47	23	9	15	5
40-54	23	44	47	23	9	16	6
55 +	23	43	48	18	11	15	6
 Difficulties paying bills							
Most of the time	31	45	50	28	9	10	5
From time to time	23	43	46	24	9	14	5
Almost never/ Never	22	40	46	21	10	15	6

Base: respondents who use the Internet (N=23,420)

2. Impact on behaviour

Respondents who use the Internet were asked whether they had changed their online behaviour as a result of concerns about security and privacy.¹¹

Almost all respondents have changed the way they use the Internet as a result of security concerns

Although only a minority of Internet users have taken each individual action, 93% of respondents overall have taken at least one, and just 4% spontaneously say they have not taken any of these actions because they are not concerned about online security.

Just over four in ten respondents say they *don't open emails from people they don't know*, or *have installed antivirus software* (both 42%). At least three in ten *only visit websites they know and trust*, *only use their own computer* (both 32%) or say they are *less likely to enter personal information onto websites*. Almost as many (29%) say they *use different passwords for different sites*.

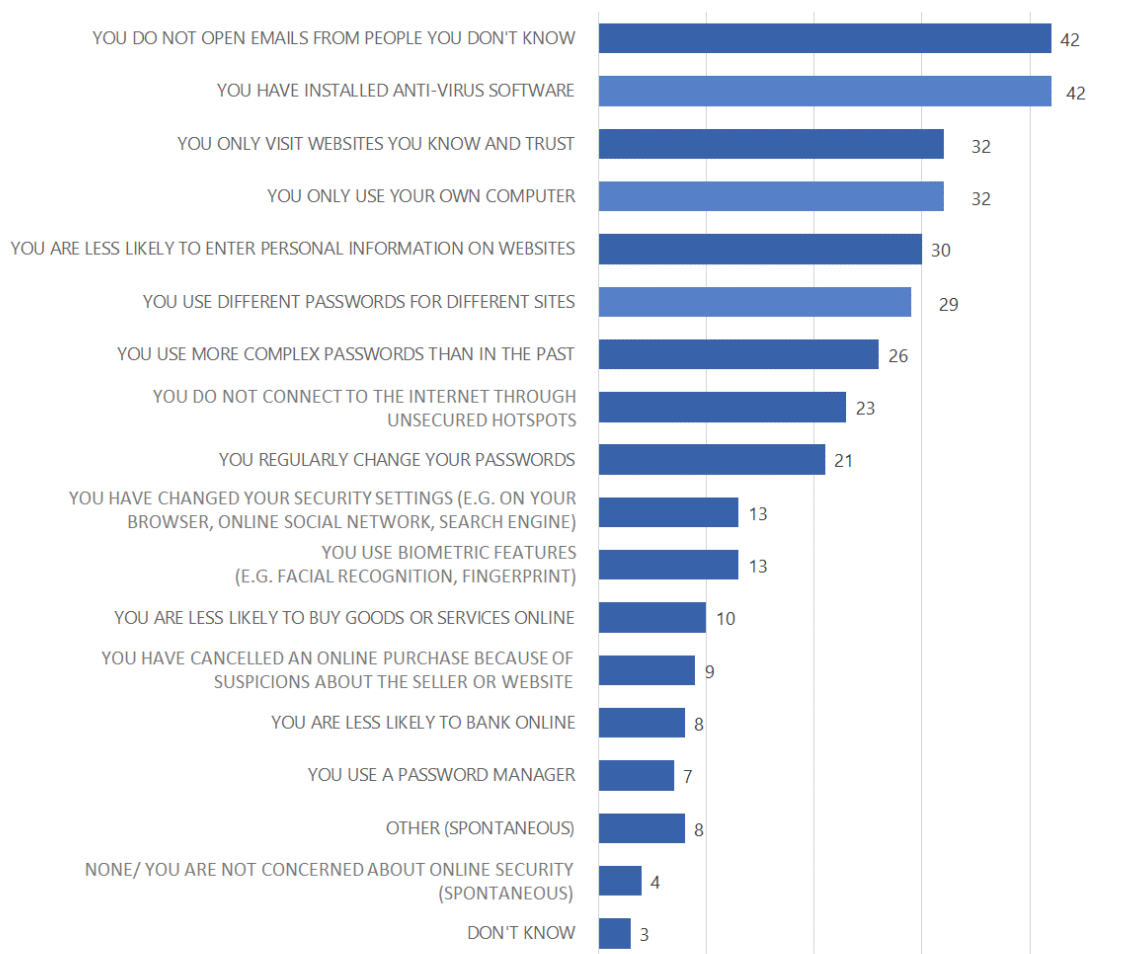
Just over one quarter of respondents (26%) say they *use more complex passwords than in the past*, while 23% *do not connect to the Internet through unsecured hotspots* and 21% say they *regularly change their passwords*.

At least one in ten say they have *changed their security settings*, *use biometric features* (both 13%) or that they are *less likely to buy goods or services online* (10%).

Fewer than one in ten have *cancelled an online purchase due to suspicions about the seller or the website* (9%), say they are *less likely to bank online* (8%), *use a password manager* (7%) or do something else (8%).

¹¹ QCS. Has concern about security issues made you change the way you use the Internet in any of the following ways? You are less likely to buy goods or services online; You are less likely to bank online; You are less likely to enter personal information on websites (M); You have changed your security settings (e.g. on your browser, online social network, search engine); 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 have cancelled an online purchase because of suspicions about the seller or website; You regularly change your passwords; You use more complex passwords than in the past; You use a password manager (N); You use biometric features (e.g. facial recognition, fingerprint) (N); You do not connect to the Internet through unsecured hotspots (N) Other (SPONTANEOUS); None (SPONTANEOUS); Don't know.

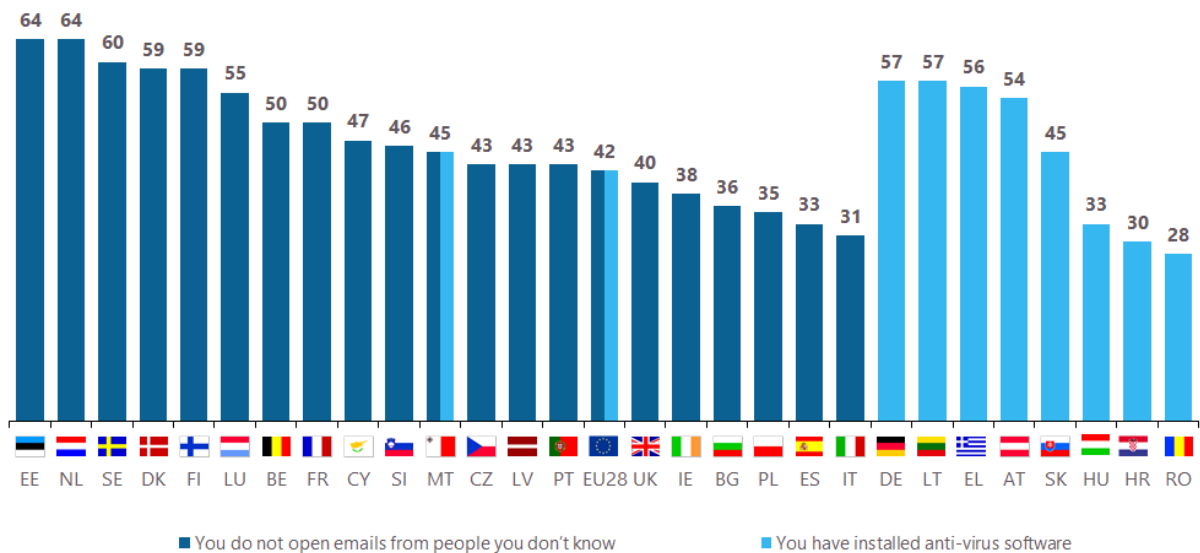
QC5 Has concern about security issues made you change the way you use the Internet in any of the following ways?
(MULTIPLE ANSWERS POSSIBLE)
(% - EU)



Base: respondents who use the Internet (N=23,420)

In 19 countries, respondents most often say they do not open emails from people they don’t know, while in eight countries the most common answer is that they have installed anti-virus software. In Malta respondents are equally likely to mention both of these actions.

QC5 Has concern about security issues made you change the way you use the Internet in any of the following ways?
(MULTIPLE ANSWERS POSSIBLE)
(% - THE MOST MENTIONED ANSWER BY COUNTRY)



Base: respondents who use the Internet (N=23,420)

There is considerable variation across countries in the proportion of Internet-using respondents who say they **do not open emails from people they don't know**, although there are only nine countries where at least half say they do this. At least six in ten respondents in Estonia and the Netherlands (both 64%) and Sweden (60%) say they don't open emails from unknown people, compared to 23% in Romania, 25% in Hungary and 27% in Croatia. This is one of the three most mentioned actions in each Member State.

There is also a wide range of responses when it comes to **installing anti-virus software**. Six in ten Internet-using respondents in the Netherlands have done this, as have 58% in Denmark and 57% in Germany and Lithuania. At the other end of the scale, fewer than three in ten respondents in Romania (28%) and in Italy and Spain (both 29%) say they have done this. This is one of the three most mentioned actions in 26 countries.

Only a minority of these respondents in each country say they **only visit websites they know and trust**, with proportions ranging from 46% of Internet users in Greece, 45% in the Netherlands and 44% in Malta and Cyprus to 13% in Romania, 20% in Hungary and 22% in Croatia. There are 12 countries where this is one of the three most mentioned actions.

Respondents in Cyprus (45%), Germany (44%) and Belgium, Estonia and Slovenia (all 43%) are the most likely to say they **only use their own computer**, while those in Italy (19%), Spain (22%) and Romania (23%) are the least likely to say this. In 16 countries this is one of the three most mentioned actions.

When it comes to being **less likely to enter personal information on websites**, more than half of the Internet-using respondents in the Netherlands (59%) and Sweden (55%), as well as 48% in Germany say they have done this, compared to 13% in Romania, 16% in Slovakia and 18% in Italy.

More than half of the Internet-using respondents in the Netherlands (56%) and Sweden (51%) say they **use different passwords for different sites** – considerably higher than the proportions in Hungary (13%) and Romania (14%) who say the same. Respondents in the Netherlands and Sweden are also the most likely to say they **use more complex passwords** (NL: 42%, SE: 40%) or that they **use biometric features** (NL: 34%, SE: 31%). Respondents in the Netherlands (46%) are also much more likely than those in other Member States to say they **do not connect via unsecured hotspots**, while those in Sweden (30%) are more likely than respondents in other countries to say they have **cancelled an online purchase because of suspicions about the seller or website**.

Respondents in Malta and Austria (both 30%) are the most likely to say they **regularly change their passwords**, compared to 12% in Romania.

QC5 Has concern about security issues made you change the way you use the Internet in any of the following ways? (MULTIPLE ANSWERS POSSIBLE)
(%)

		You do not open emails from people you don't know	You have installed anti-virus software	You only visit websites you know and trust	You only use your own computer	You are less likely to enter personal information on websites	You use different passwords for different sites	You use more complex passwords than in the past	You do not connect to the Internet through unsecured hotspots	You regularly change your passwords	You have changed your security settings (e.g. on your browser, online social network, search engine)	You use biometric features (e.g. facial recognition, fingerprint)	You are less likely to buy goods or services online	You have cancelled an online purchase because of suspicions about the seller or website	You are less likely to bank online	You use a password manager
EU28		42	42	32	32	30	29	26	23	21	13	13	10	9	8	7
BE		50	49	43	43	27	28	29	27	18	14	17	10	7	9	7
BG		36	32	32	26	25	17	22	12	18	9	7	9	2	11	2
CZ		43	34	31	40	26	23	24	19	16	6	7	10	5	7	6
DK		59	58	34	36	41	41	27	31	14	19	25	12	9	2	13
DE		50	57	26	44	48	42	34	30	27	17	16	10	17	4	7
EE		64	50	41	43	33	32	27	23	17	16	18	6	12	3	6
IE		38	35	35	29	28	30	25	26	25	18	14	12	9	11	11
EL		47	56	46	42	40	15	16	17	26	9	4	15	4	22	6
ES		33	29	26	22	19	21	17	22	14	7	8	11	5	8	5
FR		50	45	42	32	24	29	35	29	23	14	13	13	8	7	6
HR		27	30	22	27	24	15	14	15	13	8	5	12	14	9	5
IT		31	29	27	19	18	18	15	12	19	8	8	8	4	8	6
CY		47	33	44	45	39	22	17	17	21	6	5	21	6	16	11
LV		43	34	35	39	23	27	18	15	18	8	12	3	8	2	5
LT		45	57	37	42	42	17	20	16	18	5	10	16	6	12	9
LU		55	51	35	37	26	31	37	28	26	17	22	8	9	9	11
HU		25	33	20	32	20	13	17	13	14	9	8	8	9	12	6
MT		45	45	44	42	19	34	29	22	30	11	10	5	3	4	8
NL		64	60	45	40	59	56	42	46	23	22	31	10	7	5	12
AT		42	54	25	36	32	28	30	23	30	20	20	14	14	12	12
PL		35	33	27	28	25	19	17	17	18	8	10	7	6	6	4
PT		43	35	34	26	33	20	15	15	14	10	4	12	2	11	3
RO		23	28	13	23	13	14	18	13	12	6	7	12	5	13	6
SI		46	42	33	43	28	23	20	20	18	11	5	11	5	9	5
SK		35	45	29	41	16	15	17	18	16	6	5	4	3	3	6
FI		59	53	36	38	42	46	37	22	26	28	22	9	10	2	7
SE		60	52	37	39	55	51	40	37	17	30	34	22	30	6	11
UK		40	36	35	30	29	34	27	21	27	19	16	10	6	10	7
1st MOST FREQUENTLY MENTIONED ITEM																
2nd MOST FREQUENTLY MENTIONED ITEM																
3rd MOST FREQUENTLY MENTIONED ITEM																

Base: respondents who use the Internet (N=23,420)

The **socio-demographic** breakdown shows no difference between men and women, but does highlight the following:

- Respondents aged 15-54 are more likely than those aged 55 and older to have taken the more specific security related actions of using different passwords for different sites, using more complex passwords, regularly changing their passwords or changing their security settings. For example, 29% of 15-24 year olds now use more complex passwords, compared to 20% of those aged 55 and older. Respondents aged 25 and older are the most likely to say they don't open emails from people they don't know, while those aged 55 and older (41%) are the most likely to say they only use their own computer. The younger the respondent, the more likely they are to say they use biometric features.
- The longer a respondent remained in education, the more likely they are to say they have made almost all of these changes. For example, 28% who completed education aged 20 or older say they don't use unsecured hotspots, compared to 16% who completed education aged 15 or younger. The exceptions are only using their own computer, being less likely to buy online, cancelling an online purchase or banking online, where there are no notable differences.
- Excluding retired persons and students, where the effects of age are visible, managers are the most likely to have made most of these behaviour changes. However, there are no real differences based on occupation when it comes to only visiting known and trusted websites, being less likely to buy online, bank online or using a password manager.
- Respondents who experience the least financial difficulties are the most likely to say they don't open emails from people they don't know or that they have installed antivirus software (both 44%). They are also the most likely to say they only use their own computer (34%), that they use different passwords for different sites (32%) or that they use more complex passwords than in the past (28%).

Perhaps not surprisingly, daily Internet users are more likely to have done most of these things than those who use the Internet less frequently. For instance, 44% of daily users have installed anti-virus software, compared to 25% who use the Internet less frequently. However, there are some exceptions: there is little difference between these groups in the proportions who say they are less likely to buy online, bank online, or say that they have cancelled an online purchase due to suspicions about the seller or website.

Respondents who feel well-informed about the risk of cybercrime are more likely to have taken each action than those who do not feel informed, and the differences are particularly large when it comes to using different passwords for different sites (36% vs 20%), installing anti-virus software (47% vs 34%), using more complex passwords (31% vs 19%) or regularly changing passwords (26% vs 14%). On the other hand, there are no significant differences when it comes to being less likely to buy online, cancelling an online purchase or being less likely to bank online.

QC5 Has concern about security issues made you change the way you use the Internet in any of the following ways? (MULTIPLE ANSWERS POSSIBLE)

(% - EU)

	You do not open emails from people you don't know	You have installed anti-virus software	You only visit websites you know and trust	You only use your own computer	You are less likely to enter personal information on websites	You use different passwords for different sites	You use more complex passwords than in the past	You do not connect to the Internet through unsecured hotspots	You regularly change your passwords
EU28	42	42	32	32	30	29	26	23	21
 Age									
15-24	32	40	28	24	30	31	29	21	23
25-39	41	39	31	27	30	32	31	23	24
40-54	45	41	32	32	31	30	26	24	22
55 +	46	45	33	41	30	25	20	24	17
 Education (End of)									
15-	31	28	27	31	24	15	12	16	11
16-19	41	38	32	32	28	25	22	21	19
20+	50	49	33	35	35	37	33	28	25
Still studying	33	43	28	22	30	33	31	21	23
 Socio-professional category									
Self-employed	45	44	31	35	35	33	31	25	24
Managers	52	51	30	33	36	42	39	30	29
Other white collars	43	42	32	28	31	31	29	23	24
Manual workers	40	37	32	30	27	26	23	21	19
House persons	38	33	31	27	26	21	16	22	18
Unemployed	34	34	32	27	28	25	19	19	19
Retired	47	44	34	44	30	24	18	24	15
Students	33	43	28	22	30	33	31	21	23
 Difficulties paying bills									
Most of the time	36	32	36	26	29	23	22	21	18
From time to time	37	35	29	27	26	22	21	19	20
Almost never/ Never	44	44	32	34	32	32	28	25	22
 Use of the Internet									
Everyday	44	44	32	32	32	31	28	24	23
Often/ Sometimes	29	25	26	28	19	11	9	13	9
Level of information about cybercrime risks									
Well informed	45	47	33	33	34	36	31	27	26
Not well informed	38	34	30	30	26	20	19	18	14

Items mentioned by more than 20%

Base: respondents who use the Internet (N=23,420)

3. Impact on security of online accounts

Respondents who use the Internet were asked whether they had changed their passwords to access accounts for a selected list of online services^{12,13}.

Internet users are most likely to have changed email or online banking passwords in the last 12 months

The large majority of Internet-using respondents have changed their password for at least one online service in the past 12 months. *Email account* passwords were the most commonly changed (37%), followed by *online banking* (30%) and *online social network* passwords (25%). More than one in ten say they changed their password on a *shopping website* (16%), while 9% mention *public service websites* and 7% changed their password for *online games*. One in ten say they have changed a password on another service.

Almost one third of respondents (31%) have not changed any passwords to access accounts and services online during the last 12 months, while 11% say they don't know.

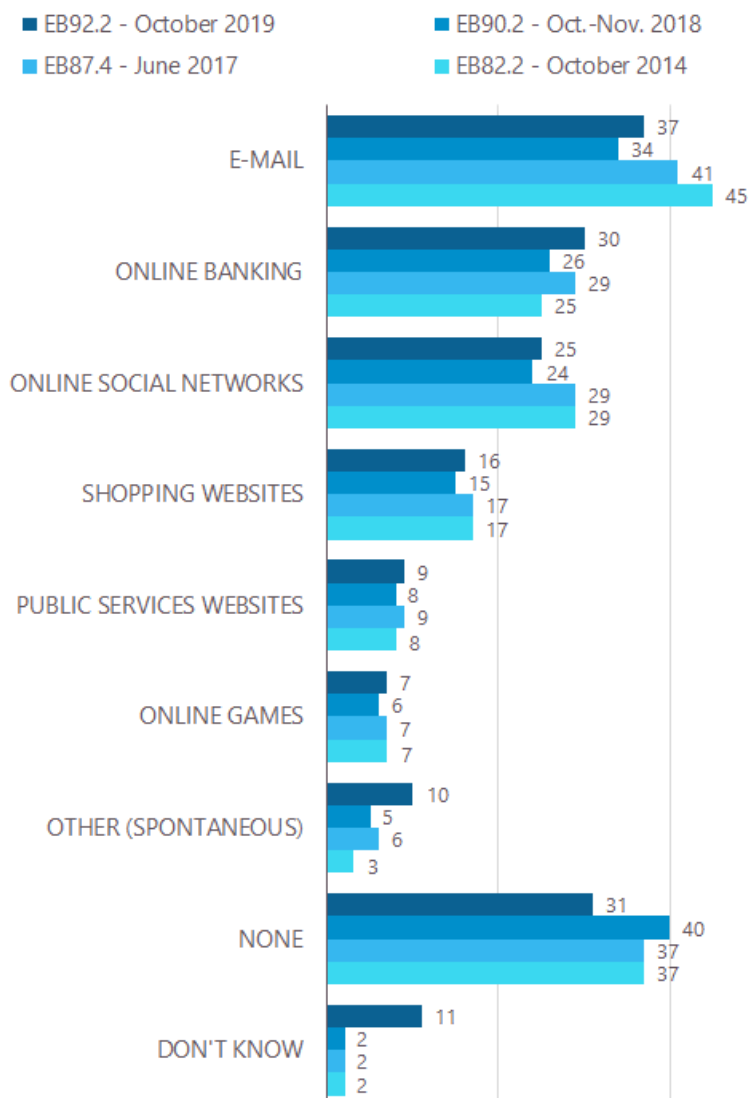
There has been little change since Oct-Nov 2018 in the proportions giving specific responses, with the largest being a four-point increase in the proportion who have changed an online banking password. However, compared to 2018, respondents are now more likely to say they don't know (+9 pp) or that they have changed another password (+5 pp), and they are less likely to say they have not changed any passwords (-9 pp).

Over the longer term, the proportion who have changed their online banking password has increased four points since October 2014. The proportion who have changed their email password has started to increase again since 2018 (+3 pp) after steadily declining since 2014, while the proportion who have changed their online social network password remains four points lower than in 2014 or 2017.

¹² QC4 For which of the following online services, if any, have you changed the password you use to access your account(s) during the last 12 months? (MULTIPLE ANSWERS POSSIBLE) Email; Online social networks; Shopping websites; Online banking; Online games; Public service websites; Other; None; Don't know.

¹³ Callbacks were made between 8 and 20 November 2019 to respondents who selected one of the following spontaneous codes (Other/None/Don't know), for data quality reasons. These respondents were asked the question again. The results reflect the answers given during the callback.

QC4 For which of the following online services, if any, have you changed the password you use to access your account(s) during the last 12 months? (MULTIPLE ANSWERS POSSIBLE)

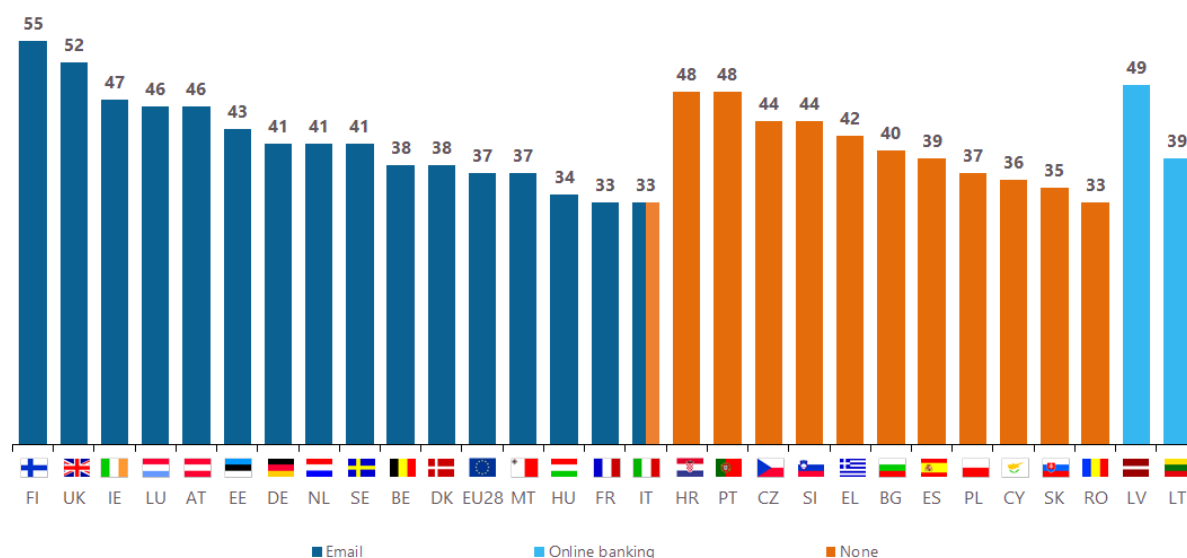


Base: respondents who use the Internet (N=23,420)

In 15 countries, email is the most mentioned type of password changes in the past 12 months, while. In ten countries a majority of respondents have not changed passwords. In Italy these two answers are equally mentioned.

Latvia (49%) and Lithuania (39%) are the only two countries where the respondents have mostly mentioned the password for online banking.

QC4 For which of the following online services, if any, have you changed the password you use to access your account(s) during the last 12 months? (MULTIPLE ANSWERS POSSIBLE)
(% - THE MOST MENTIONED ANSWER BY COUNTRY)



Base: respondents who use the Internet (N=23,420)

There is considerable variation between countries in the proportions who have changed their **email** password in the past 12 months. At least half of all Internet-using respondents in Finland (55%) and the United Kingdom (52%) have changed their email password, followed by 47% in Ireland and 46% in Luxembourg and Austria. At the other end of the scale less than one quarter in Poland (20%), Croatia (21%) and Romania (24%) say they have done this. Email is one of three most mentioned passwords in all countries except Poland.

The only countries where at least four in ten respondents have changed their **online banking** password in the past 12 months are Latvia (49%), the United Kingdom (42%) and Austria (41%). This compares to 10% in Romania, 13% in Croatia and 15% in Bulgaria and Portugal who say the same. Overall there are nine countries where at least one third have changed an online banking password in this timeframe.

The proportion of Internet-using respondents who have changed their **online social network** passwords ranges from 37% in the United Kingdom and Belgium and 36% in Ireland to 14% in Czechia and 16% in Portugal and Italy. There are only five countries where at least one third have changed this kind of password in the past 12 months.

The United Kingdom (28%) and Luxembourg (25%) are the only countries where at least one quarter have changed their password on **shopping websites**, followed by 23% in Sweden and the Netherlands. This compares with 5% of respondents in Greece and 6% in Portugal and Czechia.

No more than one in five in any country has changed their password on **public service websites** in the past 12 months, with respondents in the Netherlands (20%), Sweden (18%), and the United

Kingdom, France and Denmark (15% each) the most likely to have done this. At the other end of the scale, just 3% in Greece, Czechia, Slovakia and Croatia have changed a password on these sites.

There are only four countries where at least one in ten respondents say they have changed a password for **online games**: the United Kingdom (15%), Austria (12%) and Sweden and Finland (both 10%). This compares to 2% of respondents in Slovakia and Slovenia.

In 13 countries, a majority of respondents have not changed any passwords to access accounts and services online during the last 12 months, in particular in Portugal and Croatia (both 48%).

QC4 For which of the following online services, if any, have you changed the password you use to access your account(s) during the last 12 months? (MULTIPLE ANSWERS POSSIBLE)
(%)

		Email	Online banking	Online social networks	Shopping websites	Public service websites	Online games	Other (SPONTANEOUS)	None	Don't know
EU28		37	30	25	16	9	7	10	31	11
BE		38	27	37	17	7	7	8	30	10
BG		37	15	33	8	4	3	7	40	11
CZ		28	27	14	6	3	3	11	44	11
DK		38	25	29	15	15	8	4	42	11
DE		41	36	23	18	6	6	12	34	7
EE		43	34	28	9	8	4	8	36	6
IE		47	36	36	20	9	7	13	38	5
EL		25	23	28	5	3	5	2	42	17
ES		32	20	19	10	6	4	6	39	18
FR		33	31	24	18	15	6	8	26	13
HR		21	13	24	9	3	6	8	48	14
IT		33	23	16	10	6	5	15	33	10
CY		28	22	28	10	9	6	9	36	15
LV		28	49	17	8	9	4	5	37	6
LT		28	39	23	10	8	6	5	34	10
LU		46	34	28	25	9	8	10	17	7
HU		34	18	25	12	8	8	12	32	11
MT		37	26	31	22	11	9	6	33	13
NL		41	39	27	23	20	6	4	22	9
AT		46	41	28	17	8	12	4	39	17
PL		20	31	22	9	5	3	19	37	8
PT		25	15	16	6	6	3	7	48	21
RO		24	10	26	10	4	8	10	33	18
SI		33	22	22	9	4	2	11	44	8
SK		33	24	21	7	3	2	10	35	15
FI		55	28	33	20	14	10	4	33	6
SE		41	26	32	23	18	10	2	31	7
UK		52	42	37	28	15	15	12	17	9
1st MOST FREQUENTLY MENTIONED ITEM										
2nd MOST FREQUENTLY MENTIONED ITEM										
3rd MOST FREQUENTLY MENTIONED ITEM										

Base: respondents who use the Internet (N=23,420)

In most countries there have been relatively small changes since Oct-Nov 2018, but there are some notable differences, especially for email, online banking and social network passwords.

Respondents in Austria (+11 pp) and Bulgaria and Germany (both +7 pp) are now more likely to say they have changed their email password in the last 12 months, while those in Sweden (-5 pp) are now less likely to say this.

Respondents in Austria (+14 pp), Bulgaria (+9 pp), Germany (+8 pp) and France, Italy, Luxembourg, Finland and the United Kingdom (all +5 pp) are more likely to have changed their online banking passwords, but those in Latvia and Lithuania (both -12 pp) and Estonia (-10 pp) are now much less likely to say this.

The largest increases in the proportion of respondents who have changed their social network password are seen in Bulgaria (+9 pp), Slovakia (+6 pp) and Germany, Hungary, Austria (all +5 pp). In contrast, those in Luxembourg (-6 pp) and Finland and Romania (both -5 pp) are now less likely to say this.

Respondents in Belgium (-6 pp) and Portugal (-5 pp) are now less likely to say they have changed shopping website passwords. Those in Sweden (+5 pp) are now more likely to say they have changed a public service website password, while those in Malta (-5 pp) are less likely to say this. There have been no notable changes when it comes to changing online games passwords.

The proportion of respondents who say they have changed none of these passwords has declined in 17 countries, with the largest declines seen in Hungary (-18 pp), Spain (-16 pp), Germany (-13 pp), and the United Kingdom and Portugal (both -11 pp).

QC4 For which of the following online services, if any, have you changed the password you use to access your account(s) during the last 12 months? (MULTIPLE ANSWERS POSSIBLE)

(% - EU)

		Email	Diff. Oct. 2019 - Oct.-Nov. 2018	Online banking	Diff. Oct. 2019 - Oct.-Nov. 2018	Online social networks	Diff. Oct. 2019 - Oct.-Nov. 2018	Shopping websites	Diff. Oct. 2019 - Oct.-Nov. 2018	Public service websites	Diff. Oct. 2019 - Oct.-Nov. 2018	Online games	Diff. Oct. 2019 - Oct.-Nov. 2018	Other (SPONTANEOUS)	Diff. Oct. 2019 - Oct.-Nov. 2018	None	Diff. Oct. 2019 - Oct.-Nov. 2018
EU28		37	▲3	30	▲4	25	▲1	16	▲1	9	▲1	7	▲1	10	▲5	31	▼9
BE		38	▼3	27	▼3	37	▼3	17	▼6	7	=	7	▼2	8	▼2	30	▲8
BG		37	▲7	15	▲9	33	▲9	8	▲2	4	▲2	3	▲1	7	▲5	40	▼6
CZ		28	▼1	27	=	14	▼2	6	▲1	3	=	3	▼1	11	▼1	44	▲9
DK		38	▼1	25	▼4	29	▼3	15	▼3	15	▼2	8	▼1	4	▼2	42	▼4
DE		41	▲7	36	▲8	23	▲5	18	▲4	6	=	6	▲1	12	▲11	34	▼13
EE		43	▲1	34	▼10	28	▼3	9	=	8	▼3	4	▼3	8	▲5	36	▲7
IE		47	▲2	36	▲3	36	▲3	20	▼1	9	▼1	7	▼2	13	▲7	38	▲6
EL		25	▲2	23	▲2	28	▼2	5	▼3	3	▼3	5	=	2	▼1	42	▼13
ES		32	▲2	20	▲3	19	▲2	10	▲1	6	▲2	4	▼1	6	▲2	39	▼16
FR		33	▼1	31	▲5	24	▼2	18	=	15	▲3	6	▲1	8	▲4	26	▼12
HR		21	▲2	13	▼1	24	=	9	▲3	3	▲1	6	▼1	8	▲2	48	▼6
IT		33	▲2	23	▲5	16	▲2	10	▲4	6	▲3	5	▲3	15	▲3	33	▼9
CY		28	▲1	22	=	28	=	10	▼3	9	▼1	6	▼2	9	▲5	36	▼4
LV		28	▲2	49	▼12	17	▼3	8	▲1	9	▲3	4	=	5	▲1	37	▲14
LT		28	▼1	39	▼12	23	▲3	10	=	8	▲1	6	=	5	▲2	34	▼1
LU		46	▼4	34	▲5	28	▼6	25	▲4	9	▼1	8	=	10	▲2	17	▼5
HU		34	▲4	18	▲1	25	▲5	12	▲1	8	▲3	8	▲3	12	▲9	32	▼18
MT		37	=	26	▲2	31	▲4	22	▼2	11	▼5	9	▼1	6	▲5	33	▼4
NL		41	▼3	39	▼3	27	▼2	23	▲1	20	▼2	6	▼1	4	▼2	22	▲1
AT		46	▲11	41	▲14	28	▲5	17	▼1	8	▲2	12	▲3	4	▲2	39	▲1
PL		20	▼1	31	▲2	22	▼1	9	=	5	▲1	3	▼1	19	▲12	37	▼6
PT		25	▲4	15	=	16	▼4	6	▼5	6	▲1	3	▼1	7	▲6	48	▼11
RO		24	▼2	10	▼3	26	▼5	10	=	4	▼1	8	▲2	10	▲5	33	▼8
SI		33	=	22	▲3	22	▲1	9	▲3	4	▼1	2	▼1	11	▲6	44	▼4
SK		33	▲2	24	▲3	21	▲6	7	▼1	3	▲1	2	▼1	10	▼2	35	▼4
FI		55	▲4	28	▲5	33	▼5	20	▲3	14	▼1	10	=	4	▲2	33	▲3
SE		41	▼5	26	=	32	▼4	23	▲3	18	▲5	10	▲2	2	▼1	31	=
UK		52	▲4	42	▲5	37	▲2	28	▼3	15	▼1	15	▲2	12	▲5	17	▼11

Base: respondents who use the Internet (N=23,420)

The **socio-demographic** analysis illustrates a range of differences:

- Men are more likely to say they have changed email (40% of men vs 33% of women) or online banking (32% vs 27%) passwords in the last 12 months. Women are more likely to say they have changed none of these passwords (36% of women vs 27% of men).
- Respondents aged 15-54 are more likely than those aged 55 and older to have changed email or online social network passwords. Those aged 25-39 (36%) or 40-54 (32%) are more likely than other age groups (24%-26%) to have changed an online banking password. Those aged 55 and older are more likely than other age groups to say they have changed none of the passwords asked about.
- The longer a respondent remained in education, the more likely they are to have changed each type of password, with the exception of online games where there is no difference. For example, 42% who completed education aged 20 or older have changed an email password, compared to 25% who completed aged 15 or younger.
- Managers are the most likely to have changed email (49%), online banking (45%) or shopping websites (25%) passwords, while students are the most likely to have changed online social network (40%) or online games (15%) passwords.
- Respondents who experience fewer financial difficulties are more likely to have changed email or online banking passwords. For example, 38% who are the most financially secure have changed an email password, compared to 28% who are the least financially secure.

The analysis also shows daily Internet users are more likely to have changed each type of password than those who use the Internet less often. For instance, 17% have changed shopping websites passwords, compared to 8% who use the Internet less than daily. Those who use the Internet sometimes are more likely to say they have not changed any of the passwords asked about.

QC4 For which of the following online services, if any, have you changed the password you use to access your account(s) during the last 12 months? (MULTIPLE ANSWERS POSSIBLE)
(% - EU)

	Email	Online social networks	Shopping websites	Online banking	Online games	Public service websites	Other (SPONTANEOUS)	None	Don't know
EU28	37	25	16	30	7	9	10	31	11
 Gender									
Man	40	26	17	32	9	10	10	27	11
Woman	33	24	15	27	4	8	10	36	11
 Age									
15-24	39	41	15	24	15	9	9	20	13
25-39	41	32	20	36	9	11	11	27	9
40-54	38	22	16	32	5	10	8	33	13
55 +	29	13	12	26	2	8	12	40	10
 Education (End of)									
15-	25	12	9	17	4	5	13	43	13
16-19	34	23	14	29	6	8	11	33	11
20+	42	26	20	37	6	12	8	30	10
Still studying	40	40	14	20	15	9	11	21	12
 Socio-professional category									
Self-employed	39	24	18	39	6	10	9	30	11
Managers	49	29	25	45	7	14	7	28	8
Other white collars	40	26	16	33	6	9	10	32	10
Manual workers	35	27	16	28	7	9	10	31	13
House persons	27	17	10	21	3	6	14	40	12
Unemployed	35	28	16	24	9	9	11	30	12
Retired	27	11	11	24	2	6	12	40	11
Students	40	40	14	20	15	9	11	21	12
 Difficulties paying bills									
Most of the time	28	26	14	21	8	10	9	32	14
From time to time	34	27	14	26	8	8	10	31	12
Almost never/ Never	38	24	17	32	6	10	10	31	11
 Use of the Internet									
Everyday	38	26	17	31	7	10	10	30	11
Often/ Sometimes	20	11	8	16	4	6	14	42	12

Base: respondents who use the Internet (N=23,420)

III. AWARENESS AND EXPERIENCE OF CYBERCRIMES

This third chapter of the report focuses on cybercrimes. It discusses respondents' level of information about the risks of cybercrime, how they feel about a range of issues relating to cyber security, and their level of concern about becoming a victim of cybercrime.

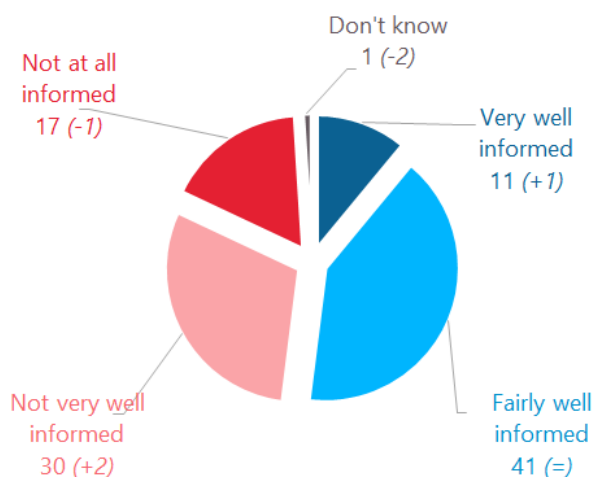
1. Level of knowledge

Respondents were asked how well informed they felt about the risks of cybercrime activity¹⁴.

Although just over half feel well informed about the risks of cybercrime, there is considerable variation across Member States

As has been the case in past surveys, respondents' views are fairly evenly divided. Just over half (52%) say they feel well informed, with 11% saying they feel very well informed. Almost half (47%) say they are not well informed about these risks, with 17% saying they are not at all informed.

QC7 How well informed do you feel about the risks of cybercrime? (% - EU)



(October 2019 - October/November 2018)

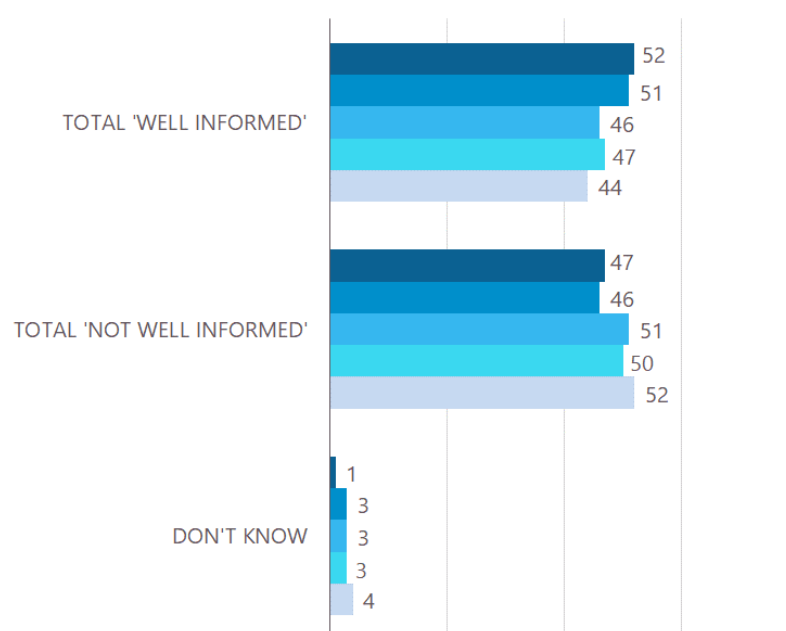
Base: all respondents (N=27,609)

¹⁴ QC7. How well informed do you feel about the risks of cybercrime? Possible answers: Very well informed; Fairly well informed; Not very well informed; Not at all informed; Don't know.

There has been little change in these results since 2018. Over the longer term the proportion who say they feel well informed has increased eight points since 2013.

QC7 How well informed do you feel about the risks of cybercrime?
(% - EU)

■ EB92.2 - Oct. 2019 ■ EB90.2 - Oct.-Nov. 2018 ■ EB87.4 - June 2017
■ EB82.2 - October 2014 ■ EB79.4 - May-June 2013

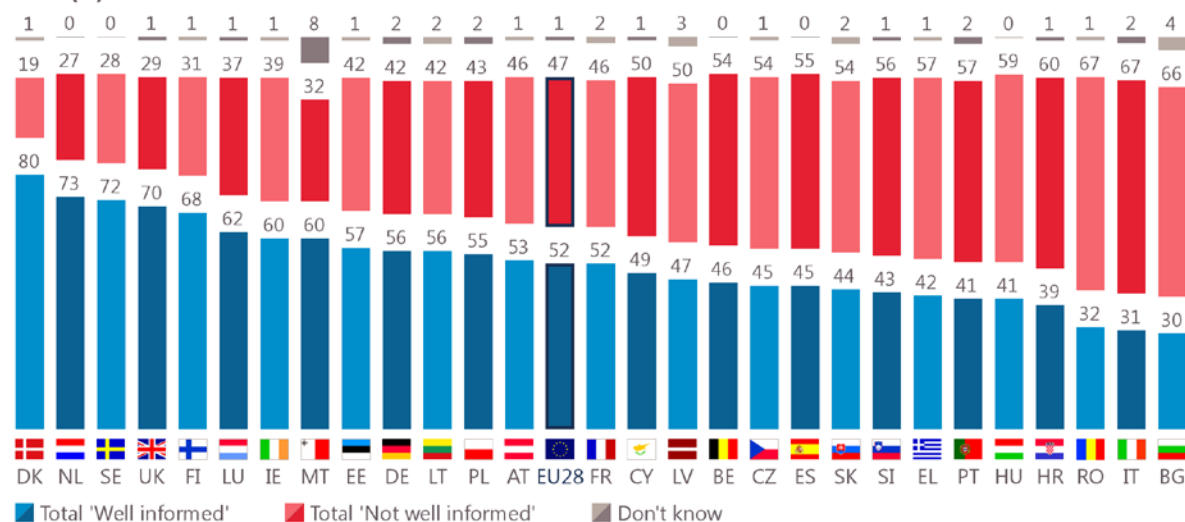


Base: all respondents (N=27,609)

Following the pattern of previous surveys, the country level results show considerable variation across Member States. The proportion of respondents who feel informed about the risks of cybercrime ranges from at least seven in ten in Denmark (80%), the Netherlands (73%), Sweden (72%) and the United Kingdom (70%) to less than one third in Bulgaria (30%), Italy (31%) and Romania (32%). Overall there are 14 countries where at least half of all respondents say they feel well informed.

The highest proportion of respondents who say they feel very well informed about the risks of cybercrime is found in Denmark (32%). In contrast, there are 11 countries where at least one in five respondents say they are not at all informed.

QC7 How well informed do you feel about the risks of cybercrime?
(%)



Base: all respondents (N=27,609)

There have generally only been small country-level changes since Oct-Nov 2018 in the proportions who say they feel well informed. The most notable are increases in the proportion of respondents in Spain (+8 pp) and Estonia and Malta (both +5 pp) who feel well informed, and declines amongst those in Ireland (-6 pp) and Portugal (-5 pp). Overall, the proportion who feel well informed has increased in 14 countries, declined in nine and remained stable in five.

QC7 How well informed do you feel about the risks of
cybercrime?
(% - EU)

		Total 'Well informed'	Diff. Oct. 2019 - Oct.-Nov. 2018	Total 'Not well informed'	Diff. Oct. 2019 - Oct.-Nov. 2018	Don't know
EU28		52	▲ 1	47	▲ 1	1
ES		45	▲ 8	55	▼ 7	0
EE		57	▲ 5	42	▼ 2	1
MT		60	▲ 5	32	▼ 2	8
DK		80	▲ 4	19	▼ 3	1
EL		42	▲ 4	57	▼ 4	1
NL		73	▲ 4	27	▼ 3	0
LT		56	▲ 3	42	▼ 1	2
CZ		45	▲ 2	54	▲ 2	1
HR		39	▲ 2	60	▼ 1	1
PL		55	▲ 2	43	▲ 3	2
RO		32	▲ 2	67	▲ 1	1
SI		43	▲ 2	56	▼ 1	1
LV		47	▲ 1	50	▼ 2	3
FI		68	▲ 1	31	=	1
BG		30	=	66	▲ 1	4
FR		52	=	46	=	2
CY		49	=	50	▲ 1	1
LU		62	=	37	▲ 2	1
AT		53	=	46	▲ 2	1
DE		56	▼ 1	42	▲ 3	2
HU		41	▼ 1	59	▲ 1	0
SK		44	▼ 1	54	▲ 2	2
UK		70	▼ 1	29	▲ 1	1
BE		46	▼ 3	54	▲ 4	0
IT		31	▼ 4	67	▲ 8	2
SE		72	▼ 4	28	▲ 4	0
PT		41	▼ 5	57	▲ 5	2
IE		60	▼ 6	39	▲ 6	1

Base: all respondents (N=27,609)

The socio-demographic breakdown illustrates the following:

- Men are more likely to feel well informed, compared to women (56% vs 46%).
- The younger the respondent, the more likely they are to feel well informed, with the largest differences between 15-54 year olds than those aged 55 and older. For instance, 69% of 15-24 year olds feel well-informed, compared to 36% of those aged 55 and older.
- The longer a respondent remained in education, the more likely they are to say they feel well informed: 62% who completed education aged 20 or older feel this way, compared to 23% who completed education aged 15 or younger.
- Managers (72%) and students (70%) are the most likely to say they feel well informed, particularly compared to retired persons (33%) and housepersons (38%).
- The fewer financial difficulties a respondent experiences, the more likely they are to say they feel informed: 56% who experience the least difficulties feel well informed, compared to 35% of those who experience the most difficulties.
- Internet users, and particularly daily users (61%) are more likely to feel well informed than those who never use the Internet (12%).

QC7 How well informed do you feel about the risks of cybercrime?
(% - EU)

	Total 'Well informed'	Total 'Not well informed'	Don't know
EU28	52	47	1
 Gender			
Man	56	43	1
Woman	46	52	2
 Age			
15-24	69	30	1
25-39	65	35	0
40-54	55	44	1
55 +	36	62	2
 Education (End of)			
15-	23	74	3
16-19	48	50	2
20+	62	37	1
Still studying	70	30	0
 Socio-professional category			
Self-employed	61	38	1
Managers	72	28	0
Other white collars	59	40	1
Manual workers	51	48	1
House persons	38	61	1
Unemployed	49	50	1
Retired	33	64	3
Students	70	30	0
 Difficulties paying bills			
Most of the time	35	64	1
From time to time	40	59	1
Almost never/ Never	56	43	1
 Use of the Internet			
Everyday	61	38	1
Often/ Sometimes	34	65	1
Never	12	83	5

Base: all respondents (N=27,609)

2. Knowledge of official channels for reporting cybercrimes

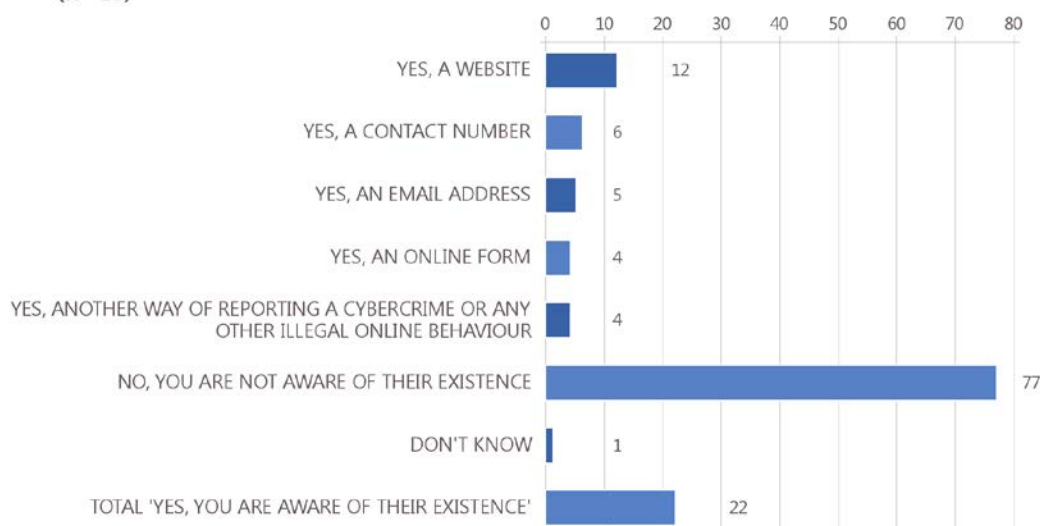
All respondents were asked if they were aware of official channels to report cybercrimes or illegal online behaviour¹⁵.

Almost a quarter of respondents are aware of official channels for reporting cybercrimes

Just over one in five respondents (22%) are aware of the existence of an official channel to report a cybercrime or other illegal online behaviour. Respondents are most likely to be aware of a *website* (12%), while 6% are aware of a *contact number* and 5% are aware of an *email address*. Just 4% say they are aware of an *online form*, or *another way* of reporting these things.

However, more than three quarters of respondents (77%) say they are not aware of the existence of a website, email address, online form or contact number where they can report cybercrimes or other illegal online behaviour.

QC13 Are you aware of the existence of a website, email address, online form, or contact number in (OUR COUNTRY) where you can report a cybercrime or any other illegal online behaviour (e.g. cyberattack, online harassment or bullying)?
(% - EU)

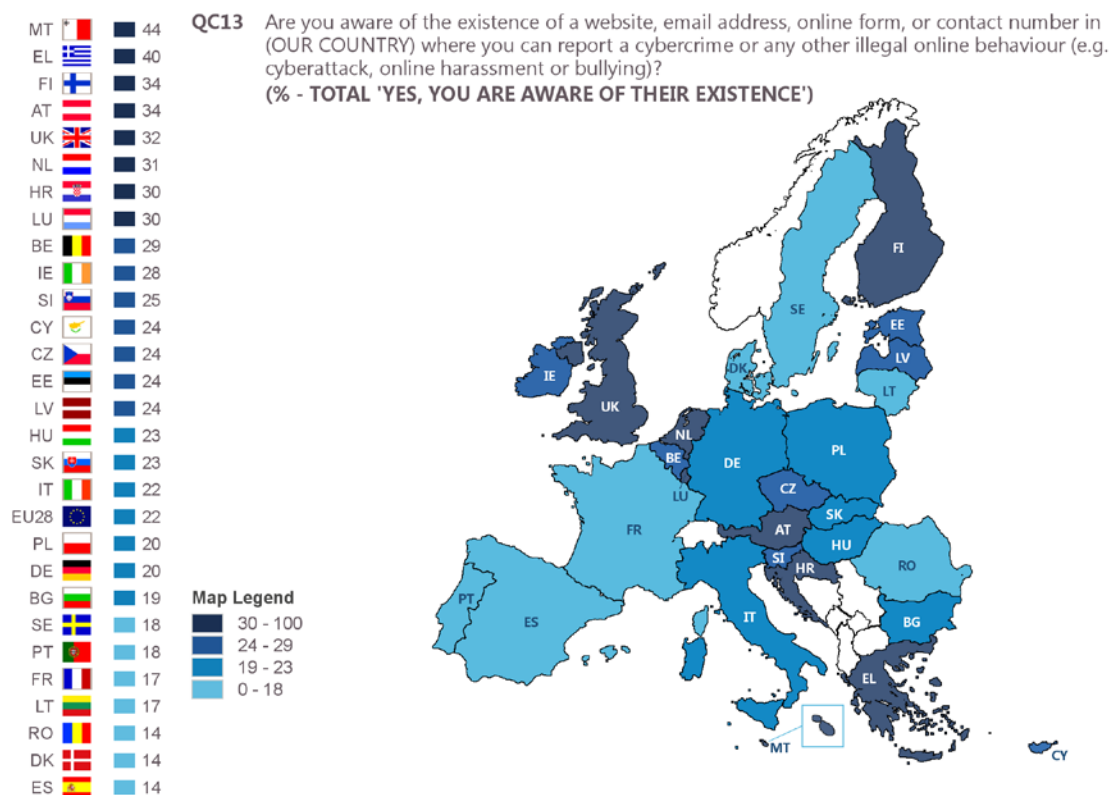


Base: all respondents (N=27,607)

¹⁵ QC13. Are you aware of the existence of a website, email address, online form, or contact number in (OUR COUNTRY) where you can report a cybercrime or any other illegal online behaviour (e.g. cyberattack, online harassment or bullying)? (MULTIPLE ANSWERS POSSIBLE); Yes, a website; Yes, an email address; Yes, an online form; Yes, a contact number; Yes, another way of reporting a cybercrime or any other illegal online behaviour; No, you are not aware of their existence; Don't Know

Only a minority of respondents in each country are aware of official channels to report a cybercrime or other illegal activity, with proportions ranging from 44% of respondents in Malta, 40% in Greece and 34% in Finland and Austria, to 14% of respondents in Romania, Denmark and Spain.

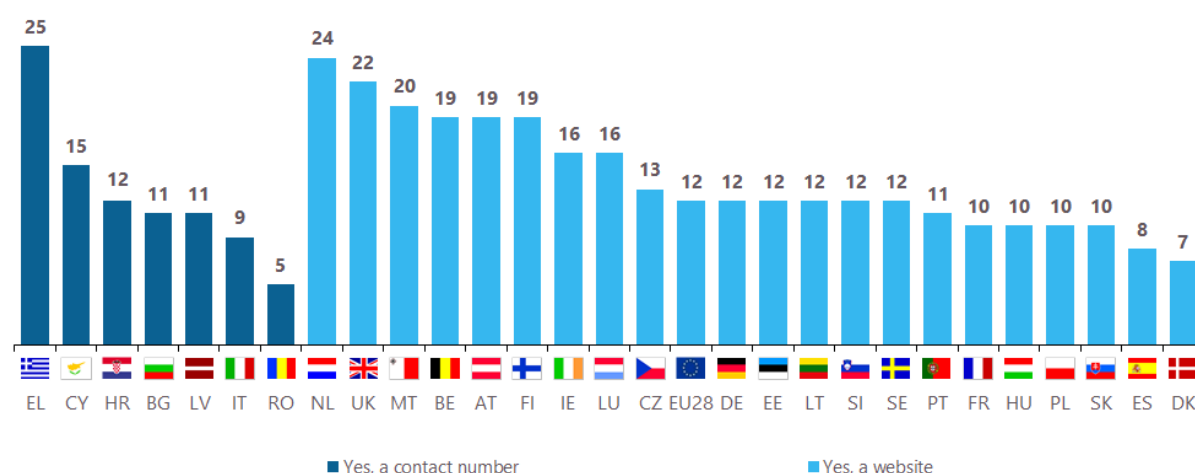
The map highlights there is no particular geographic pattern in awareness.



Base: all respondents (N=27,607)

In 21 countries, respondents are most likely to say they are aware of a website to report cybercrime or other illegal activity. In the remaining seven countries the most common answer is that respondents are aware of a contact number.

QC13 Are you aware of the existence of a website, email address, online form, or contact number in (OUR COUNTRY) where you can report a cybercrime or any other illegal online behaviour (e.g. cyberattack, online harassment or bullying)?
(MULTIPLE ANSWERS POSSIBLE)
(% - THE MOST MENTIONED ANSWER BY COUNTRY)



Base: all respondents (N=27,607)

There are three countries where at least one in five respondents are aware of a **website** for reporting cybercrimes or illegal online behaviour: the Netherlands (24%), the United Kingdom (22%) and Malta (20%). In contrast just 2% of respondents in Romania and 6% in Cyprus and Bulgaria are aware of a website to report these issues.

Respondents in Greece (25%) are much more likely than those in other countries to be aware of a **contact number** to report these crimes or behaviours, followed by 16% in Malta and 15% in Cyprus. At the other end of the scale 3% in Spain are aware of a contact number.

Respondents in Malta (14%), Austria (12%) and Ireland (10%) are the most likely to be aware of an **email address**, particularly compared to those in Denmark and Spain (both 2%).

Less than one in ten in each country are aware of an **online form** to report these crimes or behaviours, ranging from 9% in Croatia to 1% in Bulgaria and Spain.

There are only three countries where at least one in ten respondents are aware of **another way** to report cybercrime or illegal online behaviour: Greece (14%), and Malta and Finland (both 10%). This compares to 2% of respondents in Lithuania, France and Spain who say the same.

The most common answer in each country, however, is that respondents are not aware of the existence of any of these ways to report cybercrime or other illegal activity. Proportions range from 86% in Denmark and Spain and 82% in France to 46% in Malta, 58% in Greece and 65% in Austria and Finland.

QC13 Are you aware of the existence of a website, email address, online form, or contact number in (OUR COUNTRY) where you can report a cybercrime or any other illegal online behaviour (e.g. cyberattack, online harassment or bullying)?

(MULTIPLE ANSWERS PER LINE)

(%)

		Yes, a website	Yes, an email address	Yes, an online form	Yes, a contact number	Yes, another way of reporting a cybercrime or any other illegal online behaviour	No, you are not aware of their existence	Don't know
EU28		12	5	4	6	4	77	1
MT		20	14	8	16	10	46	10
EL		14	9	6	25	14	58	2
AT		19	12	8	8	7	65	2
FI		19	7	6	11	10	65	1
UK		22	7	6	6	4	68	1
NL		24	7	4	6	6	69	0
HR		10	7	9	12	6	69	1
LU		16	7	5	8	5	67	2
BE		19	7	6	6	5	70	0
IE		16	10	7	10	3	70	1
SI		12	4	4	6	5	74	1
CZ		13	4	4	4	5	76	1
EE		12	5	5	5	6	74	1
CY		6	4	2	15	3	75	1
LV		8	5	2	11	7	74	1
HU		10	8	6	6	7	75	1
SK		10	7	3	5	5	75	2
IT		7	5	6	9	8	77	1
DE		12	7	4	5	3	78	2
PL		10	3	5	6	3	80	0
BG		6	5	1	11	3	77	4
PT		11	3	3	4	4	80	2
SE		12	3	3	7	5	81	0
FR		10	3	2	4	2	82	1
LT		12	7	3	4	2	80	3
DK		7	2	2	4	3	86	0
ES		8	2	1	3	2	86	0
RO		2	3	3	5	4	84	2

Highest percentage per country

Lowest percentage per country

Highest percentage per item

Lowest percentage per item

Base: all respondents (N=27,607)

The **socio-demographic breakdown** highlights the following:

- Men are more likely to be aware of the existence of official channels for reporting cybercrime or illegal online behaviour (26% of men vs 19% of women).
- The younger the respondent, the more likely they are to be aware: 32% of those aged 15-24 are aware of these channels, compared to 14% of those aged 55 and older.
- The longer a respondent remained in education, the more likely they are to be aware, with the most significant difference between those who completed education aged 15 or younger (8%) and those who completed aged 16 or older (21%-27%).
- Managers (33%) and students (31%) are the most likely to be aware of these channels, particularly compared to the retired and housepersons (both 12%).
- The more urbanised a respondent's environment, the more likely they are to be aware: 26% living in large towns are aware of these channels, compared to 19% living in rural villages.
- Respondents who use the Internet daily are more likely to be aware of these channels than those who use it less often (26% vs 20%). Not surprisingly, both of these groups are more likely to be aware than those who never use the Internet (3%).

The analysis also shows that respondents who feel well informed about the risks of cybercrime are more likely to be aware of an official channel to report cybercrimes or illegal online behaviour (33% vs 11% who do not feel well informed).

QC13 Are you aware of the existence of a website, email address, online form, or contact number in (OUR COUNTRY) where you can report a cybercrime or any other illegal online behaviour (e.g. cyberattack, online harassment or bullying)? (MULTIPLE ANSWERS POSSIBLE)

(% - EU)

	Total 'Yes, you are aware of their existence'	No, you are not aware of their existence	Don't know
EU28	22	77	1
 Gender			
Man	26	73	1
Woman	19	80	1
 Age			
15-24	32	67	1
25-39	29	70	1
40-54	24	75	1
55 +	14	85	1
 Education (End of)			
15-	8	90	2
16-19	21	78	1
20+	27	72	1
Still studying	31	68	1
 Socio-professional category			
Self-employed	29	70	1
Managers	33	66	1
Other white collars	28	71	1
Manual workers	22	78	1
House persons	12	88	1
Unemployed	22	77	0
Retired	12	86	2
Students	31	68	1
 Subjective urbanisation			
Rural village	19	80	1
Small/ mid size town	22	77	1
Large town	26	73	1
 Use of the Internet			
Everyday	26	73	1
Often/ Sometimes	20	79	0
Never	3	95	2
Level of information about cybercrime risks			
Well informed	33	66	1
Not well informed	11	88	1

Base: all respondents (N=27,607)

3. Attitudes to cyber security

Respondents were asked about their attitudes to several statements on the topic of cyber security¹⁶. The level of agreement with each statement varies, although in each case the majority agrees.

The majority are aware of problems associated with cybercrime but confident about being able to protect themselves is declining

More than three quarters of respondents say that they *avoid disclosing personal information online* (78%) or that they believe there is an *increasing risk of being a victim of cybercrime* (76%). Respondents are, however, more likely to totally agree with the first statement (46%) than the second (37%). In each case one in twenty (5%) totally disagrees.

Nearly seven in ten (68%) are concerned that *online personal information is not being kept secure by websites*. Almost three in ten (28%) respondents totally agree with this statement, while less than one in ten (8%) totally disagree.

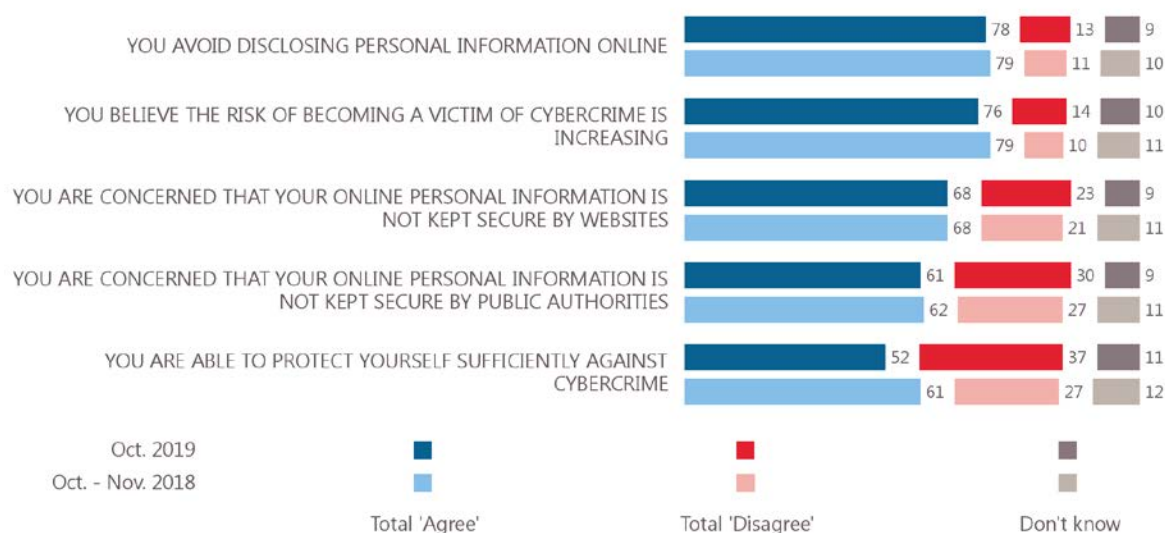
Just over six in ten (61%) respondents are concerned that *public authorities do not keep their personal information secure*. One quarter totally agrees with this statement, while almost one in ten (9%) totally disagree.

Just over half (52%) say that they are *able to protect themselves against cybercrime*. Fewer than one in five (16%) respondents totally agree they can protect themselves, while more than one in ten (15%) totally disagree.

Compared to the previous wave, respondents are now less likely to agree they can *protect themselves against cybercrime* (-9 pp).

¹⁶ QC15. 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. Possible answers: Totally agree; Tend to agree; Tend to disagree; Totally disagree; Don't know.

QC15 Could you please tell me to what extent you agree or disagree with each of the following statements?
(% - EU)

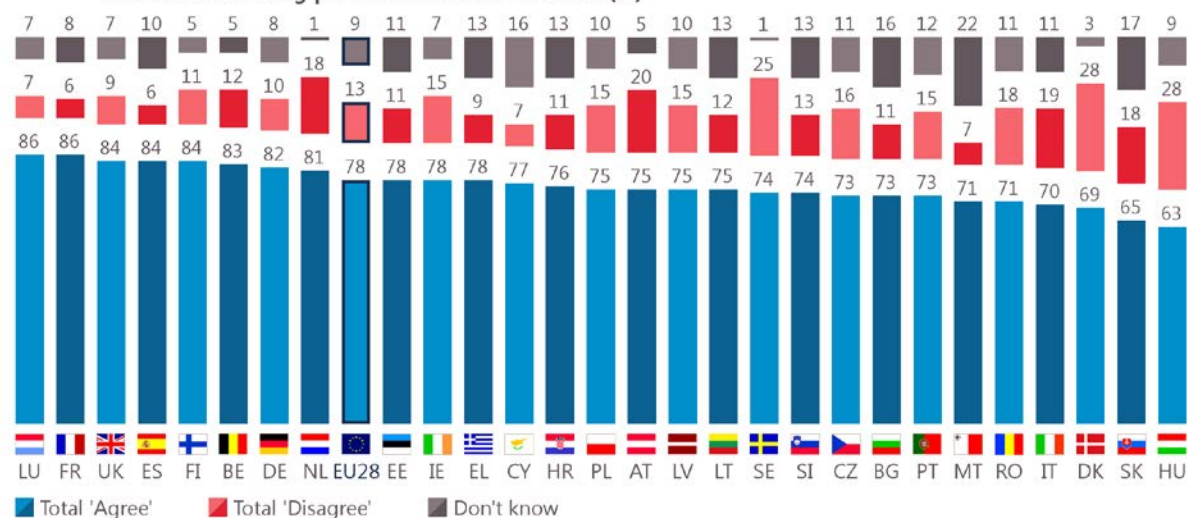


Base: all respondents (N=27,609)

More than six in ten respondents in each Member State agree they **avoid disclosing personal information online**, with proportions ranging from 86% in France and Luxembourg and 84% in Spain, Finland and the United Kingdom, to 63% in Hungary, 65% in Slovakia and 69% in Denmark. Furthermore, at least three in ten in each country totally agree they do this, with the highest proportions seen in France (61%) and Cyprus (60%). On the other hand, 12% of respondents in Denmark and Hungary totally disagree – the only countries where at least one in ten respond this way.

In 16 countries at least one in ten say they don't know, with the highest proportion observed in Malta (22%).

QC15.3 Could you please tell me to what extent you agree or disagree with each of the following statements?
You avoid disclosing personal information online (%)

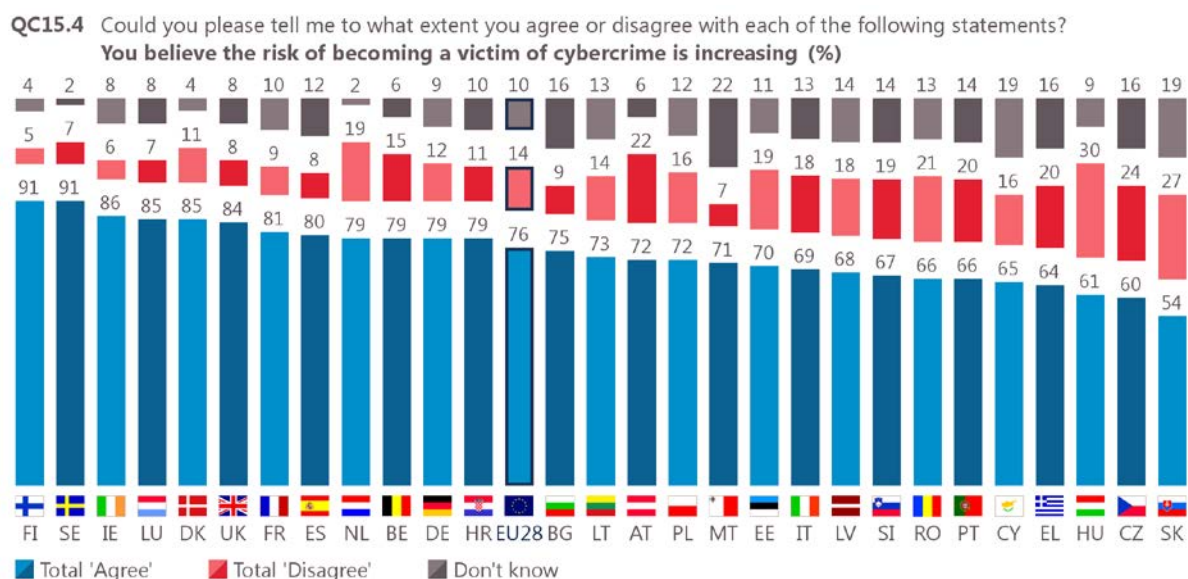


Base: all respondents (N=27,609)

The majority of respondents in each Member State agree the **risk of becoming a victim of cybercrime is increasing**, although the proportions vary. More than nine in ten respondents in Finland and Sweden (91% each) agree with this statement, as do 86% in Ireland. In fact, in all but one country at least six in ten respondents agree, with the exception of respondents in Slovakia (54%).

There are three countries where at least half of all respondents totally agree the risks of being a victim of cybercrime is increasing: Sweden (63%), Denmark (51%) and Spain (50%). Hungary (13%) and Portugal (11%) are the only countries where at least one in ten respondents say they 'totally disagree' with this statement.

In 17 countries at least one in ten say they don't know if the risks are increasing, and once again the highest proportion is seen in Malta (22%).



Base: all respondents (N=27,609)

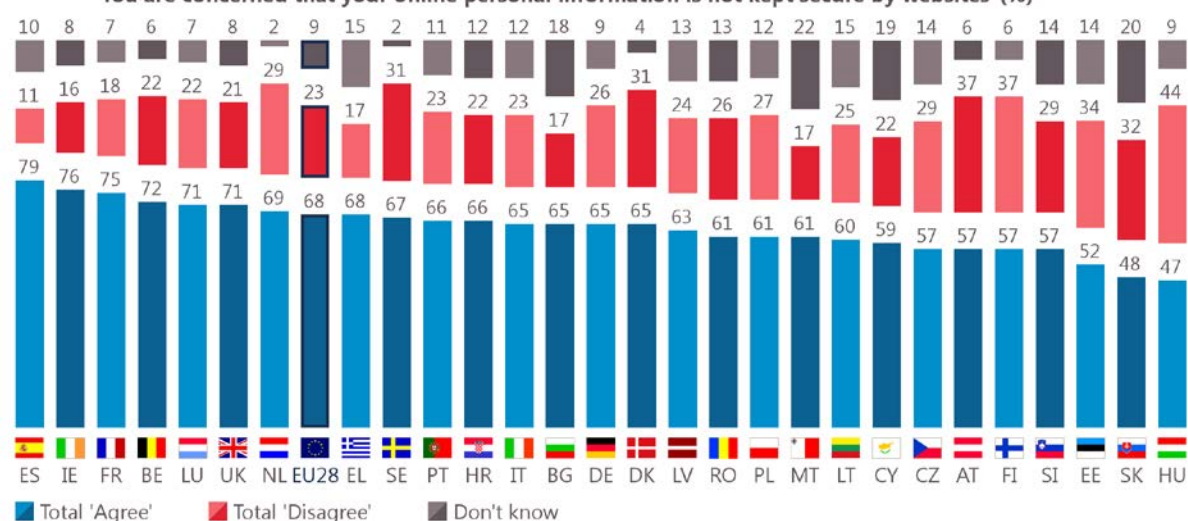
In all countries, except for Slovakia and Hungary, more than half of all respondents are **concerned that their online personal information is not kept secure by websites**.

At least three quarters of respondents in Spain (79%), Ireland (76%) and France (75%) agree they are concerned their information is not kept secure, compared to 47% in Hungary, 48% in Slovakia and 52% in Estonia.

Respondents in Spain (50%) are much more likely to totally agree than those in other countries, where proportions range from 39% in France to 14% in Finland and Hungary. There are 12 countries in total where at least one in ten totally disagree.

The proportion of respondents who say they don't know is particularly high in Malta (22%) and Slovakia (20%).

QC15.1 Could you please tell me to what extent you agree or disagree with each of the following statements?
You are concerned that your online personal information is not kept secure by websites (%)

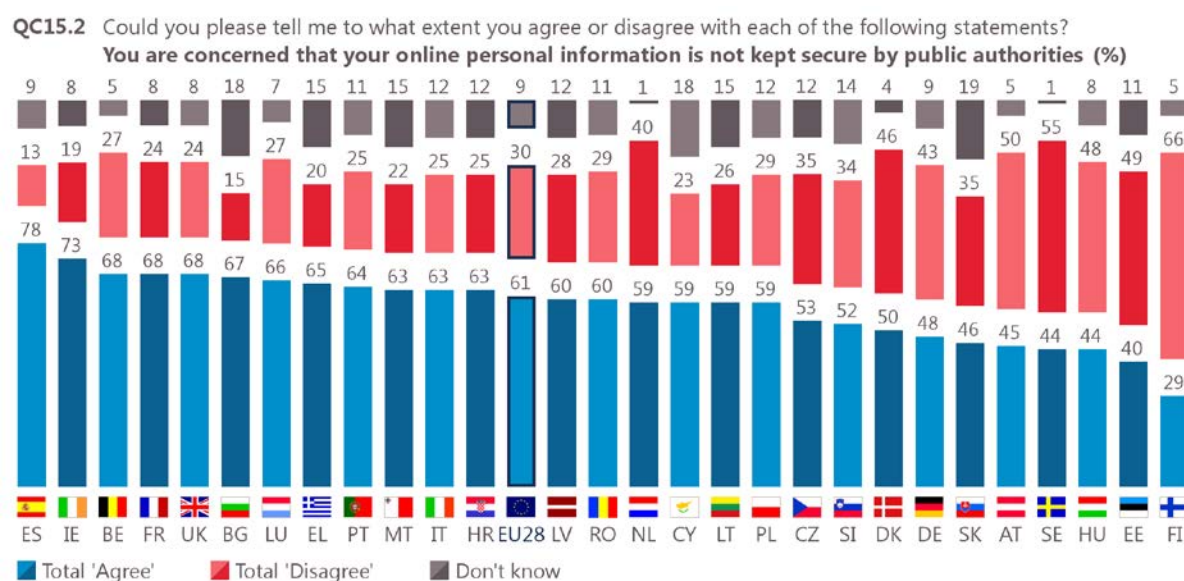


Base: all respondents (N=27,609)

Although there are 21 countries where at least half of all respondents agree they are **concerned their online personal information is not kept secure by public authorities**, there is considerable variation. Respondents in Spain (78%), Ireland (73%) and Belgium, France and the United Kingdom (all 68%) are the most likely to agree, while those in Finland (29%), Estonia (40%), and Sweden and Hungary (both 44%) are the least likely to do so.

The proportion who say they 'totally agree' also varies considerably – from 47% of respondents in Spain, 37% in Ireland and 36% in France to 8% in Finland. There are four countries where more than one in five respondents 'totally disagree' with this statement: Sweden (28%), Finland (23%), Denmark (22%) and Hungary (20%). Overall there are 15 countries where at least one in ten respondents totally disagree.

There are 15 countries where at least one in ten say they don't know, with the highest proportions seen in Slovakia (19%) and Cyprus and Bulgaria (both 18%).

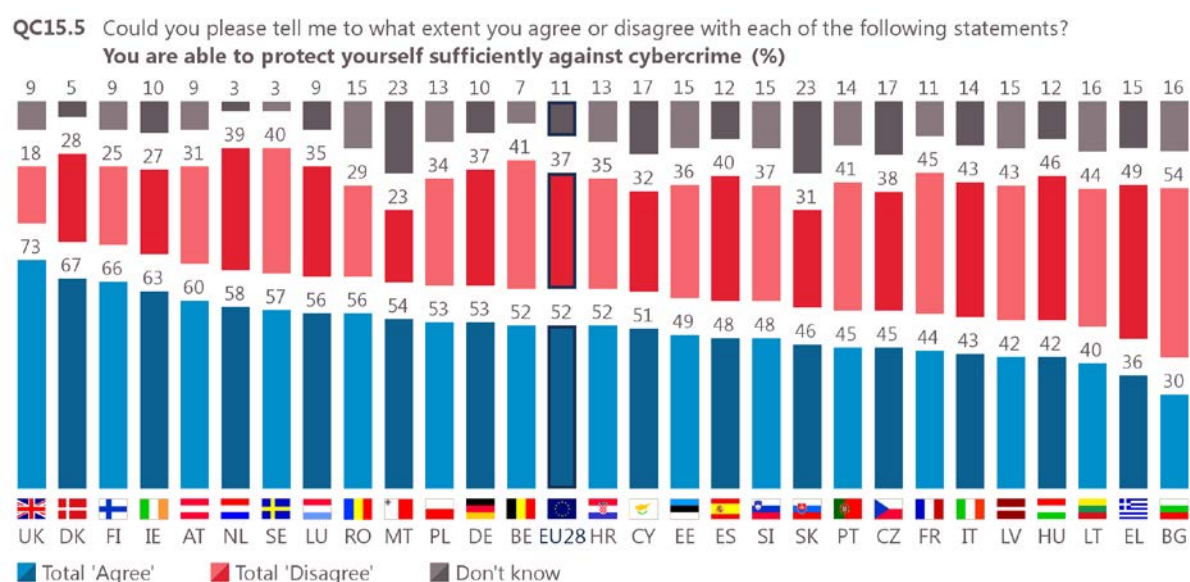


Base: all respondents (N=27,609)

There are only 15 countries where at least half of all respondents agree they are able to **protect themselves sufficiently against cybercrime**, with the highest proportions seen in the United Kingdom (73%), Denmark (67%) and Finland (66%). At the other end of the scale 30% in Bulgaria, 36% in Greece and 40% in Lithuania also agree.

Fewer than three in ten in each country 'totally agree' they can protect themselves sufficiently, with the highest proportions seen in Denmark (29%), Ireland (27%) and the United Kingdom (26%). In 26 of 28 Member States, at least one in ten respondents totally disagrees with this statement, with the highest proportions observed in Bulgaria (29%) and Greece (24%).

In 20 countries at least one in ten say they don't know, with the highest proportions seen in Malta and Slovakia (23% each).



Base: all respondents (N=27,609)

Comparing the current results to those from 2018 shows respondents in Bulgaria and Greece are now more likely to agree they avoid disclosing personal information online (both +5 pp). However, in 17 countries respondents are now less likely to agree, although the differences are generally small. The largest declines are observed amongst respondents in Hungary (-7 pp), and Malta and Ireland (both -6 pp).

Respondents in Bulgaria (+12 pp) and Greece (+5 pp) are also more likely to agree the risk of becoming a victim of cybercrime is increasing. In 17 countries, however, respondents are now less likely to agree, with the most notable declines seen amongst those in Hungary (-8 pp), Cyprus, Germany and Slovakia (all -7 pp) and Belgium, Austria and Czechia (all -6 pp).

In 18 countries, respondents are now less likely to agree they are concerned that their personal information is not kept secure by websites, with the largest declines seen in Hungary (-10 pp), Slovakia and Romania (both -9 pp) and Cyprus (-8 pp). Bulgaria (+9 pp) and Greece (+8 pp) are the only countries where there have been notable increases in the proportion who agree.

Compared to 2018, respondents in Bulgaria (+12 pp), Greece (+6 pp) and Germany (+5 pp) are now more likely to agree they are concerned their online personal information is not kept secure by public authorities. In contrast, respondents in Hungary (-10 pp), Romania (-9 pp), Slovakia, Cyprus and

Czechia (all -7 pp) and Austria and Belgium (both -6 pp) are now less likely to agree they are concerned about this.

In all but two countries, respondents are now less likely to agree they can protect themselves sufficiently against cybercrime, and in 12 countries the change is at least 10 percentage points. The largest declines are seen amongst respondents in Belgium (-19pp), Germany and Italy (both -14 pp), Greece, Lithuania and the Netherlands (all -13 pp) and Sweden and Hungary (both -12 pp). There has been no change in opinion in Poland and the United Kingdom.

QC15 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. Oct. 2019 - Oct.-Nov. 2018	You believe the risk of becoming a victim of cybercrime is increasing	Diff. Oct. 2019 - Oct.-Nov. 2018	You are concerned that your online personal information is not kept secure by websites	Diff. Oct. 2019 - Oct.-Nov. 2018	You are concerned that your online personal information is not kept secure by public authorities	Diff. Oct. 2019 - Oct.-Nov. 2018	You are able to protect yourself sufficiently against cybercrime	Diff. Oct. 2019 - Oct.-Nov. 2018
EU28		78	▼ 1	76	▼ 3	68	=	61	▼ 1	52	▼ 9
BE		83	▼ 1	79	▼ 6	72	▼ 6	68	▼ 6	52	▼ 19
BG		73	▲ 5	75	▲ 12	65	▲ 9	67	▲ 12	30	▼ 8
CZ		73	▼ 4	60	▼ 6	57	▼ 6	53	▼ 7	45	▼ 10
DK		69	▼ 1	85	▼ 4	65	▼ 4	50	▼ 5	67	▼ 2
DE		82	▼ 2	79	▼ 7	65	▲ 2	48	▲ 5	53	▼ 14
EE		78	▲ 2	70	▲ 1	52	▲ 1	40	=	49	▼ 7
IE		78	▼ 6	86	▼ 1	76	▼ 2	73	▼ 2	63	▼ 9
EL		78	▲ 5	64	▲ 5	68	▲ 8	65	▲ 6	36	▼ 13
ES		84	▲ 3	80	=	79	=	78	▼ 1	48	▼ 5
FR		86	=	81	▼ 1	75	▼ 1	68	▼ 1	44	▼ 11
HR		76	▼ 4	79	▼ 4	66	▲ 1	63	▼ 3	52	▼ 3
IT		70	▼ 4	69	▼ 4	65	▼ 2	63	▼ 2	43	▼ 14
CY		77	▼ 1	65	▼ 7	59	▼ 8	59	▼ 7	51	▼ 5
LV		75	▲ 1	68	▲ 3	63	▼ 1	60	=	42	▼ 10
LT		75	▼ 2	73	▲ 2	60	▼ 1	59	=	40	▼ 13
LU		86	▲ 3	85	▲ 3	71	▼ 2	66	▲ 2	56	▼ 6
HU		63	▼ 7	61	▼ 8	47	▼ 10	44	▼ 10	42	▼ 12
MT		71	▼ 6	71	▼ 5	61	▼ 5	63	▲ 4	54	▼ 3
NL		81	▲ 4	79	▼ 5	69	▼ 3	59	▼ 3	58	▼ 13
AT		75	▼ 3	72	▼ 6	57	▼ 5	45	▼ 6	60	▼ 3
PL		75	▲ 3	72	=	61	▼ 2	59	▼ 3	53	=
PT		73	=	66	=	66	▲ 2	64	▲ 2	45	▼ 8
RO		71	▼ 3	66	▼ 6	61	▼ 9	60	▼ 9	56	▼ 7
SI		74	▼ 1	67	▼ 3	57	=	52	▼ 1	48	▼ 3
SK		65	▼ 2	54	▼ 7	48	▼ 9	46	▼ 7	46	▼ 10
FI		84	▼ 2	91	▲ 1	57	▲ 1	29	▼ 1	66	▼ 5
SE		74	▼ 4	91	▼ 1	67	▼ 3	44	▼ 4	57	▼ 12
UK		84	▲ 2	84	▲ 1	71	=	68	▼ 1	73	=

Base: all respondents (N=27,609)

The **socio-demographic** analysis focuses on those who agree with each statement. Highlights include:

- Men are more likely to agree they are able to protect themselves sufficiently against cybercrime, compared to women (56% vs 48%).
- Broadly speaking, respondents aged 15-54 are more likely to agree with each statement than those aged 55 and older, with little difference between the younger age groups. There are, however, two exceptions. The first is that respondents aged 25-54 (67%-68%) are the most likely to agree they are concerned their online personal information is not kept secure by public authorities compared to 15-24 year olds (61%) and those aged 55 and over (52%). The second is that those aged 15-39 (65%-67%) are the most likely to be confident they can protect themselves sufficiently against cybercrime, compared to 55% of 40-54 year olds and 38% of those aged 55 and older.
- The longer a respondent remained in education, the more likely they are to agree with each statement. For example, 84% who completed education aged 20 or older believe the risk of becoming a victim of cybercrime is increasing, compared to 56% of those who completed education aged 15 or younger.
- Managers are generally the most likely to agree they are concerned about each of these things, although in the case of their personal information not being kept secure by websites the same proportion of other white-collar workers also agrees (both 76%). However, concern about online personal information not being kept secure is most often expressed by other white-collar workers (68%).

The analysis also shows that respondents who feel well informed about the risks of cybercrime are more likely to be concerned about each of these things than those who do not feel well informed. The difference is greatest when it comes to being able to protect themselves sufficiently against cybercrime: 69% who feel well informed agree, compared to 36% of those who do not feel well informed.

QC15 Could you please tell me to what extent you agree or disagree with each of the following statements?

(% - TOTAL AGREE)

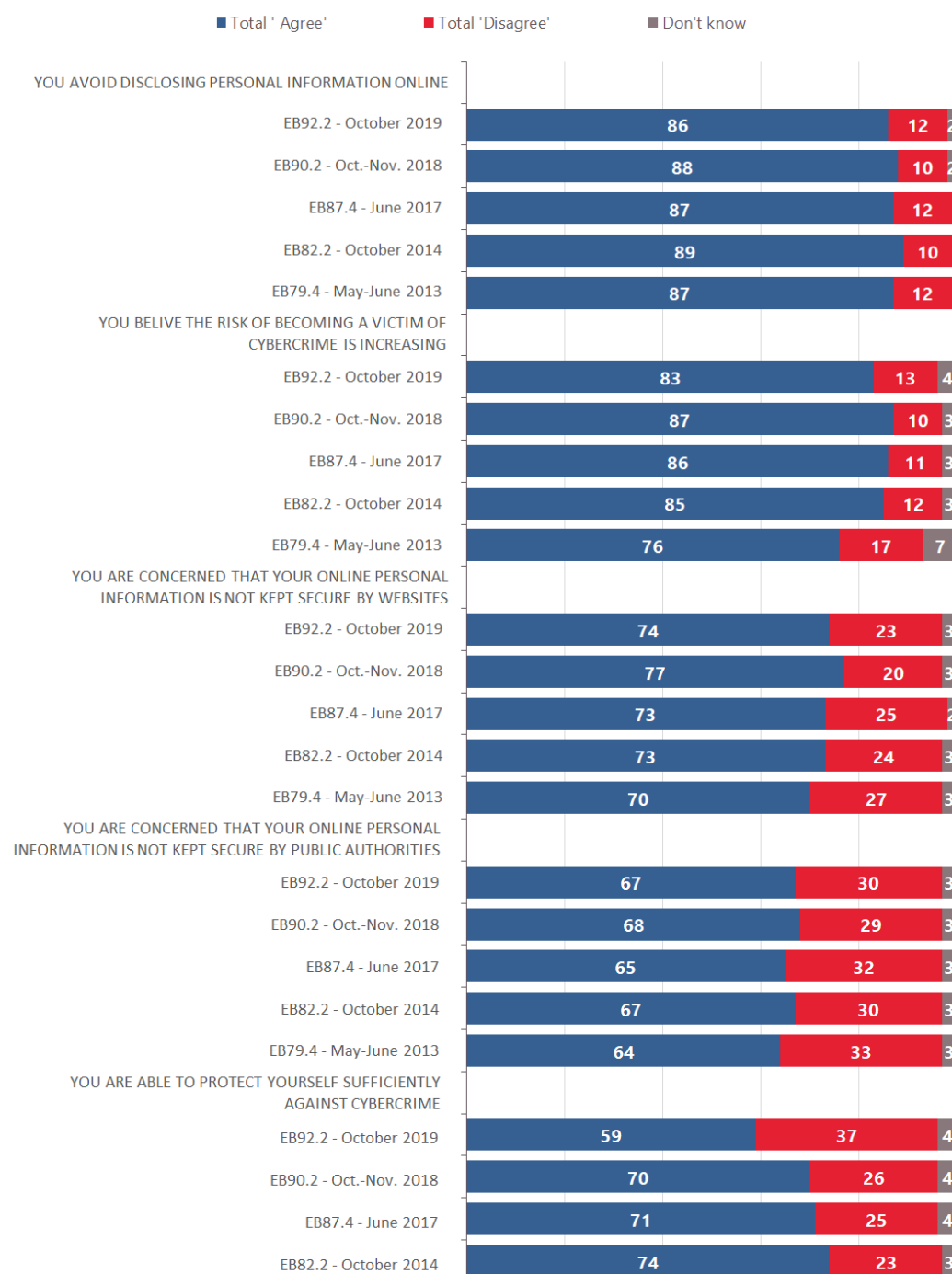
	You avoid disclosing personal information online	You believe the risk of becoming a victim of cybercrime is increasing	You are concerned that your online personal information is not kept secure by websites	You are concerned that your online personal information is not kept secure by public authorities	You are able to protect yourself sufficiently against cybercrime
EU28	78	76	68	61	52
 Gender					
Man	79	77	67	61	56
Woman	78	76	67	61	48
 Age					
15-24	82	81	71	61	67
25-39	85	83	75	67	65
40-54	86	84	75	68	55
55 +	70	67	56	52	38
 Education (End of)					
15-	60	56	48	46	31
16-19	81	77	68	64	52
20+	85	84	75	64	58
Still studying	82	81	71	60	68
 Socio-professional category					
Self-employed	82	80	73	65	60
Managers	87	87	76	62	64
Other white collars	83	83	76	68	57
Manual workers	84	80	72	68	55
House persons	78	76	66	62	48
Unemployed	84	77	74	71	57
Retired	66	63	52	48	35
Students	82	81	71	60	68
Level of information about cybercrime risks					
Well informed	87	85	74	65	69
Not well informed	72	68	61	58	36

Base: all respondents (N=27,609)

The chart below shows the results of the current question only for those who use the Internet. It shows that since 2018 there has been an 11-point decline in the proportion of Internet users who think they can protect themselves sufficiently against cybercrime. This is the lowest level of confidence recorded for this issue. There has been a small decline since 2018 in the proportion who agree the risk of cybercrime is increasing (-4 pp), but the current level of 83% is still seven points higher than the lowest point in 2013.

Results for other statements have remained relatively stable over the longer term.

QC15R Could you please tell me to what extent you agree or disagree with each of the following statements?
(% - EU)



Base: respondents who use the Internet (N=23,420)

4. Concerns about becoming a victim of specific cybercrimes

Respondents were asked whether they were concerned about becoming a victim of a range of different cybercrimes¹⁷.

The majority of respondents are concerned about becoming a victim of cybercrime

There is general concern amongst respondents about becoming a victim of cybercrime. For each of the cybercrimes asked about, the majority are at least somewhat concerned about becoming a victim.

At least two thirds say they are concerned about falling victim to *bank card or online banking fraud* (67%), the *infection of devices with malicious software* or *identity theft* (both 66%). Concern is slightly lower when it comes to *hacking of online social networks or email accounts* (61%), *fraudulent emails or phone calls* (59%) or *cyberattacks which shut them out of online services* (57%).

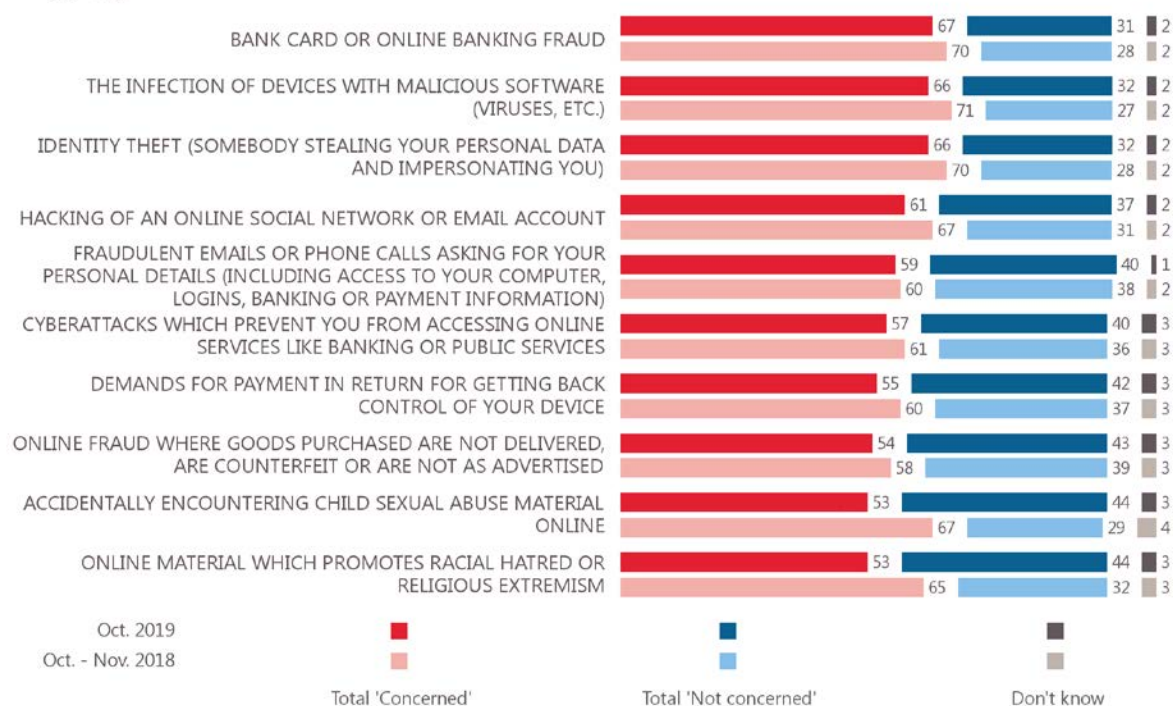
More than half are concerned about *demands for payment in return for regaining control of a device* (55%) or *online fraud where goods are not delivered, are counterfeit, or are not as advertised* (54%). More than half also express concern about the possibility of *accidentally encountering child sexual abuse material* or *online material which promotes racial hatred or religious extremism* (both 53%).

The level of concern about becoming a victim of each situation has declined since Oct-Nov 2018, with the largest declines for accidentally encountering child sexual abuse material online¹⁸ (-14 pp) or experiencing online material which promotes racial hatred or religious extremism (-12 pp). Other notable changes can be observed in the level of concern about hacking of an online social network or email account (-6 pp), the infection of devices with malicious software, or demands for payment in return for getting control of a device (-5 pp each).

¹⁷ QC8. Cybercrimes include many different types of criminal activity. How concerned are you personally about experiencing or being a victim of the following situations? Fraudulent emails or phone calls asking for your personal details (including access to your computer, logins, banking or payment information); Online fraud where goods purchased are not delivered, are counterfeit or are not as advertised; Cyberattacks which prevent you from accessing online services like banking or public services; The infection of devices with malicious software (viruses, etc.); Identity theft (somebody stealing your personal data and impersonating you); Accidentally encountering child sexual abuse material online (M); Online material which promotes racial hatred or religious extremism; Hacking of an online social network or email account; Bank card or online banking fraud; Demands for payment in return for getting back control of your device (ONE ANSWER ONLY) Very concerned; Fairly concerned; Not very concerned; Not at all concerned; Don't know.

¹⁸ In the previous wave this option was 'child pornography online' – care should be taken when interpreting the trend due to the possible influence of the change in wording.

QC8 Cybercrimes include many different types of criminal activity. How concerned are you personally about experiencing or being a victim of the following situations?
(% - EU)

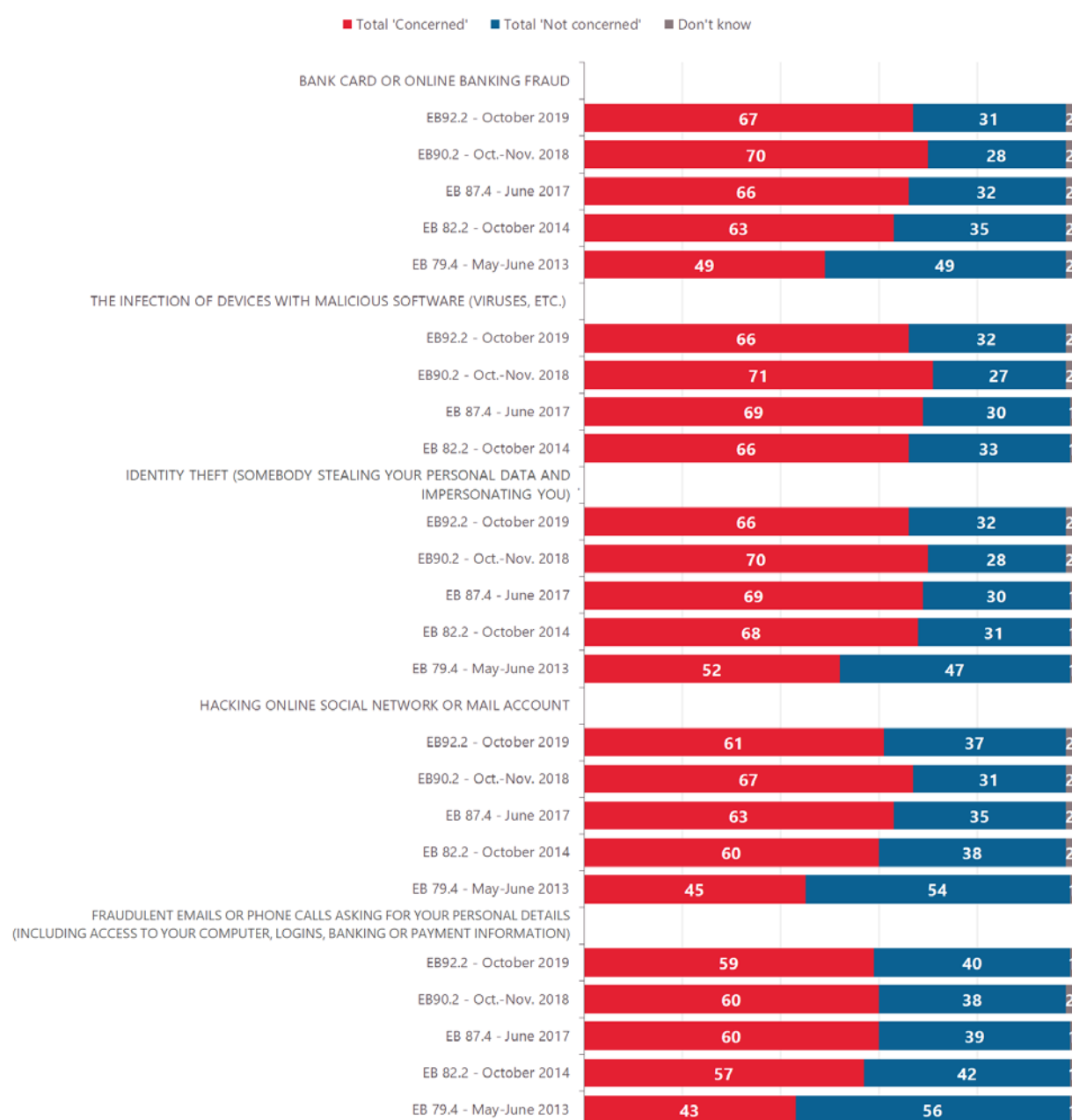


Base: respondents who use the Internet (N=23,420)

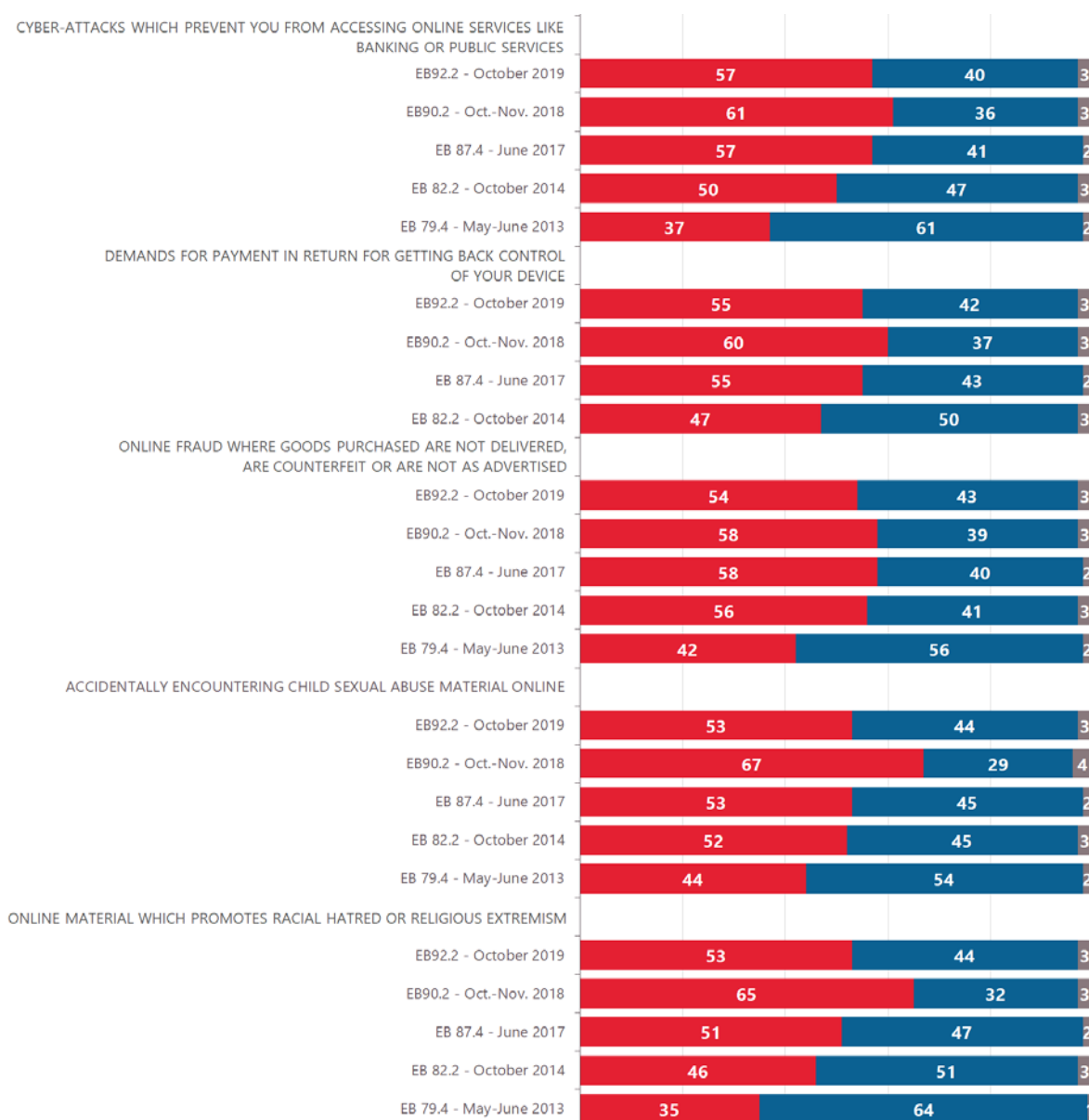
Over the longer term, concern about being a victim of most of these cybercrimes remains considerably higher than it was in May-June 2013 - in spite of the declines seen between 2018 and the current survey. The largest increases compared to 2013 can be observed for the following crimes: cyberattacks that prevent access to online services (+20 pp); bank card or online banking fraud; encountering material which promotes racial hatred or religious extremism (both +18 pp); hacking of an online social network or email account; or fraudulent emails or phone calls asking for personal details (both +16 pp).

The exception is concern about the infection of devices with malicious software: the level of concern has returned to that of October 2014, after increasing slightly between 2014 and 2018.

QC8 Cybercrimes include many different types of criminal activity. How concerned are you personally about experiencing or being a victim of the following situations? (% - EU)



Base: respondents who use the Internet (N=23,420)



Base: respondents who use the Internet (N=23,420)

An overview of the country results shows that respondents in Sweden, the Netherlands and Denmark are consistently amongst the least likely to be concerned about each of these types of cybercrime. Respondents in Bulgaria and Ireland, on the other hand, are consistently amongst the most likely to be concerned.

There are 14 countries where at least two thirds of Internet-using respondents are concerned about **bank card or online banking fraud**, with the highest proportions seen in Ireland and Lithuania (both 81%) and Bulgaria and Latvia (both 79%). In fact, in Latvia 55% say they are 'very concerned'. In all but one country, at least half of these respondents say they are concerned, with the exception being respondents in Hungary (48%). This is the most mentioned item in 12 countries, and equal most mentioned with identity theft by respondents in the United Kingdom. Bank card or online banking fraud is one of the three most concerning cybercrimes in 26 countries overall.

More than three quarters of respondents in Bulgaria (83%), Ireland (77%), and Poland and Portugal (76% each) say they are concerned about the **infection of their devices with malicious software**. In fact, there are only two countries where fewer than half express some level of concern: Sweden and Denmark (47% each). There are ten countries where this is the most mentioned cybercrime, and infection with malicious software is one of the three most mentioned crimes in 26 countries overall.

There are 24 countries where at least half of all respondents say they are concerned about **identity theft**, with the largest proportions seen in Bulgaria and Lithuania (both 79%), and Ireland and Spain (both 78%). At the other end of the scale 47% of respondents in the Netherlands, 48% in Austria and 49% in Slovakia and Estonia are concerned about this type of cybercrime. As well as in the United Kingdom, identity theft is the most mentioned crime in five other countries, and is one of the three most mentioned in 24 countries overall.

Respondents in Bulgaria (77%), Ireland (75%) and Spain, Latvia and Portugal (all 73%) are the most likely to express some degree of concern about **hacking of an online social network or email account**. In contrast, 37% of respondents in Sweden are also concerned about this, followed by 47% in Slovakia, 48% in Hungary and 49% in the Netherlands. Although not the most mentioned crime in any country, there are ten Member States where this kind of hacking is the second or third most mentioned.

The level of concern about **fraudulent emails or phone calls asking for personal details** varies considerably across countries. Concern is most widespread amongst respondents in Bulgaria (77%), Ireland (75%) and Poland (68%), and least widespread in Sweden (22%), Denmark (33%) and the Netherlands (35%). Overall, however, there are 20 countries where at least half are concerned about this to some degree. This is the second or third most mentioned cybercrime in four countries.

Cyberattacks preventing respondents from accessing online services are most likely to be a concern for those in Poland (72%), and Bulgaria and Ireland (both 70%), and least likely to be a concern for respondents in Denmark (37%), Sweden (40%) and Hungary (44%). In 21 countries at least half of all respondents are concerned about this to some degree.

There are 17 countries where at least half of all respondents are concerned to some degree about **demands for payment in return for getting back control of their device**, with the highest proportions seen in Spain (73%), Latvia (69%), and Bulgaria and Ireland (both 68%). At the other end of the scale 28% of respondents in Sweden, 33% in the Netherlands and 38% in Denmark have some level of concern about this.

Concern about **online fraud (where goods purchased are not delivered, are counterfeit or are not as advertised)** varies widely across Member States. It is highest amongst respondents in Bulgaria, Ireland and Poland (all 71%), and lowest for those in Sweden (22%), the Netherlands (32%) and Estonia and Denmark (both 36%). Online fraud is a concern for at least half of the respondents in 17 countries.

There is even greater variation in the level of concern about **accidentally encountering child sexual abuse material online**. At least seven in ten respondents in Spain (76%), Latvia (73%) and Bulgaria (70%) are concerned to some extent about this. In fact, in Latvia 50% are 'very concerned'. At the other end of the scale 19% in Sweden, 21% in the Netherlands and 33% in Denmark have some level of concern about this.

Finally, the proportion of respondents who are concerned about **online material which promotes racial hatred or religious extremism** ranges from 73% in Spain, 70% in Ireland and 68% in Poland to 22% in Sweden, 26% in the Netherlands and 30% in Denmark.

QC8 Cybercrimes include many different types of criminal activity. How concerned are you personally about experiencing or being a victim of the following situations?

(% - TOTAL 'CONCERNED')

		Bank card or online banking fraud	The infection of devices with malicious software (viruses, etc.)	Identity theft (somebody stealing your personal data and impersonating you)	Hacking of an online social network or email account	Fraudulent emails or phone calls asking for your personal details (including access to your computer, logins, banking or payment information)	Cyberattacks which prevent you from accessing online services like banking or public services	Demands for payment in return for getting back control of your device	Online fraud where goods purchased are not delivered, are counterfeit or are not as advertised	Accidentally encountering child sexual abuse material online	Online material which promotes racial hatred or religious extremism
EU28		67	66	66	61	59	57	55	54	53	53
BE		76	73	72	68	63	65	62	59	59	55
BG		79	83	79	77	77	70	68	71	70	66
CZ		74	67	66	65	63	61	60	66	58	49
DK		51	47	50	50	33	37	38	36	33	30
DE		58	61	55	52	55	52	45	45	36	41
EE		54	52	49	51	41	45	42	36	38	33
IE		81	77	78	75	75	70	68	71	67	70
EL		61	73	66	62	60	52	49	62	51	45
ES		77	71	78	73	62	61	73	63	76	73
FR		73	69	77	64	61	53	57	50	58	60
HR		61	63	65	59	59	57	55	58	58	55
IT		69	72	70	68	63	69	64	61	64	62
CY		62	70	69	68	66	56	58	60	67	60
LV		79	70	75	73	64	66	69	53	73	61
LT		81	73	79	67	64	64	63	62	62	56
LU		70	64	68	63	56	50	51	44	49	47
HU		48	52	51	48	46	44	41	47	42	39
MT		58	54	57	57	50	54	51	54	49	49
NL		51	55	47	49	35	49	33	32	21	26
AT		55	58	48	54	49	51	46	48	44	41
PL		73	76	75	70	68	72	67	71	67	68
PT		74	76	77	73	65	60	65	67	65	59
RO		69	67	67	65	66	63	64	64	65	59
SI		58	57	55	51	46	46	49	46	52	44
SK		51	55	49	47	50	45	42	48	36	33
FI		63	60	62	58	44	53	44	42	40	40
SE		50	47	53	37	22	40	28	22	19	22
UK		67	60	67	58	60	55	51	53	48	51

1st MOST FREQUENTLY MENTIONED ITEM

2nd MOST FREQUENTLY MENTIONED ITEM

3rd MOST FREQUENTLY MENTIONED ITEM

Base: respondents who use the Internet (N=23,420)

Concern about becoming a victim of bank card or online banking fraud has increased amongst respondents in Portugal (+10 pp), Bulgaria (+8 pp) and Estonia (+5 pp) compared to 2018, but in most countries it has declined. This is particularly the case for respondents in Malta (-13 pp), Croatia (-12 pp), Denmark (-11 pp) and Slovakia, Cyprus and Hungary (all -10 pp).

Compared to 2018, respondents in Bulgaria are now more likely to be concerned about the infection of devices with malicious software (+8 pp), and this is the only country where there has been a notable increase in concern. In most other countries, respondents are less likely to be concerned about this, with the largest decreases seen in Malta (-14 pp), Slovakia (-12 pp), Croatia and the United Kingdom (both -11 pp) and Romania (-10 pp).

Concern about identity theft has declined amongst respondents in most countries since 2018, most notably for those in Slovakia (-14 pp), Malta (-13 pp), Denmark, Croatia, Hungary and Romania (all -10 pp) and Cyprus (-9 pp). On the other hand, respondents in Bulgaria (+8 pp) are now more likely to be concerned about identity theft.

In contrast to 2018, respondents in Bulgaria (+8 pp), Estonia (+7 pp) and Portugal (+6 pp) are now more likely to express concern about hacking of their online social networks or email accounts. Respondents in Sweden (-13 pp), Romania (-12 pp) and the United Kingdom and Slovakia (both -10 pp), on the other hand, are now much less likely to express concern about this.

There are seven countries where respondents are now more likely to say they are concerned about fraudulent emails or phone calls asking for their personal details. However, the changes are small, with the largest the five-point increase observed in Bulgaria. In all other countries, respondents are now less likely to be concerned than they were in 2018, with the largest declines seen amongst those in Hungary (-15 pp), Malta (-14 pp), Belgium and Romania (both -10 pp), and Slovakia and Luxembourg (both -7 pp).

In most countries respondents are now less likely to be concerned about cyberattacks that block them from accessing online services, and in some countries the change has been considerable: Slovakia (-15 pp), the United Kingdom (-12 pp), Ireland, Hungary and Romania (all -11 pp) and Belgium, Denmark, Lithuania and Malta (all -10 pp).

Respondents in Portugal are now more likely to be concerned about demands for payment in return for regaining control of a device (+5 pp). However, respondents in most other countries are now less likely to be concerned about this, with the largest declines seen amongst those in Slovakia (-14 pp), Romania and Ireland (both -12 pp), the United Kingdom and Hungary (-11 pp), and the Netherlands, Belgium and Cyprus (both -10 pp).

Compared to 2018, respondents in Portugal (+6 pp) are now more likely to be concerned about online fraud where goods are not delivered, are counterfeit, or are not as advertised. However, in most other countries, respondents are now less likely to be concerned about this, with the largest decreases seen amongst those in Malta (-12 pp), Slovakia (-11 pp), Romania, the United Kingdom, Hungary and Lithuania (all -10 pp) and Cyprus, Ireland and Belgium (all -8 pp).

In 19 countries there have been declines of more than ten percentage points in the proportion of respondents who are concerned about accidentally encountering child sexual abuse online, and in some countries, declines are more than 20 points. Respondents in the Netherlands (-27 pp), Finland (-24 pp), the United Kingdom (-22 pp) and France (-21 pp) in particular are now much less likely to be concerned about this.

Compared to 2018, respondents in the Netherlands (-23 pp), the United Kingdom (-21 pp) and Finland and Luxembourg (both -20pp) are now much less likely to express concern about encountering online material which promotes racial hatred or religious extremism. In fact, there are 18 countries where concern has declined by at least ten points.

QC8 Cybercrimes include many different types of criminal activity. How concerned are you personally about experiencing or being a victim of the following situations?

(% - TOTAL 'CONCERNED')

		Bank card or online banking fraud	Diff. Oct. 2019 - Oct.-Nov. 2018	The infection of devices with malicious software (viruses, etc.)	Diff. Oct. 2019 - Oct.-Nov. 2018	Identity theft (somebody stealing your personal data and impersonating you)	Diff. Oct. 2019 - Oct.-Nov. 2018	Hacking of an online social network or email account	Diff. Oct. 2019 - Oct.-Nov. 2018	Fraudulent emails or phone calls asking for your personal details	Diff. Oct. 2019 - Oct.-Nov. 2018
EU28		67	▼ 3	66	▼ 5	66	▼ 4	61	▼ 6	59	▼ 1
BE		76	▼ 6	73	▼ 9	72	▼ 3	68	▼ 10	63	▼ 10
BG		79	▲ 8	83	▲ 8	79	▲ 8	77	▲ 8	77	▲ 5
CZ		74	▼ 3	67	▼ 7	66	▼ 7	65	▼ 5	63	▼ 2
DK		51	▼ 11	47	▼ 7	50	▼ 10	50	▼ 8	33	▼ 8
DE		58	▲ 3	61	=	55	=	52	▼ 4	55	▲ 4
EE		54	▲ 5	52	▲ 2	49	▲ 2	51	▲ 7	41	▲ 3
IE		81	▼ 6	77	▼ 6	78	▼ 6	75	▼ 9	75	▼ 3
EL		61	▲ 1	73	▼ 2	66	▼ 2	62	▼ 2	60	▲ 2
ES		77	▲ 1	71	▼ 1	78	=	73	▼ 1	62	▲ 1
FR		73	▼ 7	69	▼ 6	77	▼ 2	64	▼ 8	61	▼ 4
HR		61	▼ 12	63	▼ 11	65	▼ 10	59	▼ 12	59	▼ 3
IT		69	▼ 6	72	▼ 6	70	▼ 7	68	▼ 5	63	▼ 5
CY		62	▼ 10	70	▼ 5	69	▼ 9	68	▼ 8	66	▼ 2
LV		79	▼ 3	70	▼ 6	75	▼ 3	73	▼ 1	64	▲ 2
LT		81	▼ 3	73	▼ 8	79	=	67	▼ 8	64	▼ 2
LU		70	▼ 4	64	▼ 5	68	▼ 5	63	▼ 7	56	▼ 7
HU		48	▼ 10	52	▼ 8	51	▼ 10	48	▼ 8	46	▼ 15
MT		58	▼ 13	54	▼ 14	57	▼ 13	57	▼ 16	50	▼ 14
NL		51	▼ 7	55	▼ 7	47	▼ 8	49	▼ 10	35	▼ 1
AT		55	▼ 4	58	▼ 5	48	▼ 6	54	▼ 2	49	▼ 5
PL		73	▼ 1	76	=	75	▲ 4	70	▼ 1	68	▼ 1
PT		74	▲ 10	76	▲ 1	77	▲ 9	73	▲ 6	65	▲ 2
RO		69	▼ 8	67	▼ 10	67	▼ 10	65	▼ 12	66	▼ 10
SI		58	▲ 2	57	▼ 2	55	▼ 2	51	▼ 2	46	▼ 4
SK		51	▼ 10	55	▼ 12	49	▼ 14	47	▼ 10	50	▼ 7
FI		63	▼ 5	60	▼ 8	62	▼ 3	58	▼ 6	44	▼ 3
SE		50	▼ 3	47	▼ 3	53	▼ 7	37	▼ 13	22	▼ 5
UK		67	▼ 9	60	▼ 11	67	▼ 9	58	▼ 10	60	▼ 3

Base: respondents who use the Internet (N=23,420)

QC8 Cybercrimes include many different types of criminal activity. How concerned are you personally about experiencing or being a victim of the following situations?
(% - TOTAL 'CONCERNED')

		Cyberattacks which prevent you from accessing online services like banking or public services	Diff. Oct. 2019 - Oct.-Nov. 2018	Demands for payment in return for getting back control of your device	Diff. Oct. 2019 - Oct.-Nov. 2018	Online fraud where goods purchased are not delivered, are counterfeit or are not as advertised	Diff. Oct. 2019 - Oct.-Nov. 2018	Accidentally encountering child sexual abuse material online	Diff. Oct. 2019 - Oct.-Nov. 2018	Online material which promotes racial hatred or religious extremism	Diff. Oct. 2019 - Oct.-Nov. 2018
EU28		57	▼ 4	55	▼ 5	54	▼ 4	53	▼14	53	▼12
BE		65	▼10	62	▼10	59	▼ 8	59	▼14	55	▼16
BG		70	▲ 5	68	▲ 4	71	▲ 4	70	▲ 3	66	▲ 1
CZ		61	▼ 8	60	▼ 4	66	▼ 3	58	▼10	49	▼11
DK		37	▼10	38	▼ 8	36	▼ 8	33	▼16	30	▼12
DE		52	▲ 2	45	▲ 2	45	=	36	▼19	41	▼16
EE		45	▼ 1	42	▲ 4	36	▼ 3	38	▼10	33	▼ 6
IE		70	▼11	68	▼12	71	▼ 8	67	▼17	70	▼12
EL		52	▼ 4	49	▼ 2	62	▼ 1	51	▼ 9	45	▼ 7
ES		61	▼ 1	73	=	63	=	76	▼ 6	73	▼ 5
FR		53	▼ 2	57	▼ 7	50	▼ 7	58	▼21	60	▼17
HR		57	▼ 5	55	▼14	58	▼ 5	58	▼16	55	▼11
IT		69	▼ 2	64	▼ 5	61	▼ 6	64	▼ 6	62	▼ 7
CY		56	▼ 7	58	▼10	60	▼ 8	67	▼11	60	▼ 9
LV		66	▼ 2	69	▼ 3	53	▼ 7	73	▼ 7	61	▼ 5
LT		64	▼10	63	▼ 7	62	▼10	62	▼13	56	▼14
LU		50	▼ 4	51	▼ 6	44	▼ 6	49	▼18	47	▼20
HU		44	▼11	41	▼11	47	▼10	42	▼12	39	▼11
MT		54	▼10	51	▼ 9	54	▼12	49	▼16	49	▼16
NL		49	▼ 6	33	▼10	32	▼ 2	21	▼27	26	▼23
AT		51	▲ 1	46	▼ 6	48	▼ 1	44	▼14	41	▼14
PL		72	▲ 1	67	▼ 2	71	=	67	▼ 5	68	▼ 3
PT		60	=	65	▲ 5	67	▲ 6	65	▲ 4	59	▲ 1
RO		63	▼11	64	▼12	64	▼10	65	▼12	59	▼15
SI		46	▼ 4	49	▼ 2	46	▼ 4	52	▼ 9	44	▼ 9
SK		45	▼15	42	▼14	48	▼11	36	▼ 7	33	▼10
FI		53	▼ 6	44	▼ 2	42	▼ 4	40	▼24	40	▼20
SE		40	▼ 6	28	▼ 4	22	▼ 2	19	▼11	22	▼16
UK		55	▼12	51	▼11	53	▼10	48	▼22	51	▼21

Base: respondents who use the Internet (N=23,420)

The **socio-demographic** breakdown shows no consistent pattern amongst occupation groups or based on socio-economic factors, but does illustrate the following:

- With the exception of the infection of devices with malicious software (no difference) women are more likely than men to be concerned about each of the cybercrimes mentioned. For instance, 65% of women are concerned about hacking of an online social network or email account, compared to 58% of men.
- Turning to age-based differences, those aged 25-54 are the most likely to be concerned about bank card or banking fraud, cyberattacks preventing them from accessing services or demands for payment in return for getting back control of a device. Those aged 25 and older are the most likely to be concerned about infection of devices or fraudulent emails or phone calls, while those aged 15-54 are more likely than older respondents to be concerned about online fraud or accidentally encountering child sexual abuse material online.
- Respondents who completed education aged 16 or older are more likely than those who completed education at a younger age to be concerned about bank card or online banking fraud, the infection of devices or cyberattacks preventing them from accessing services.

QC8 Cybercrimes include many different types of criminal activity. How concerned are you personally about experiencing or being a victim of the following situations?
(% - TOTAL 'CONCERNED')

	Bank card or online banking fraud	The infection of devices with malicious software (viruses, etc.)	Identity theft (somebody stealing your personal data and impersonating you)	Hacking of an online social network or email account	Fraudulent emails or phone calls asking for your personal details (including access to your computer, logins, banking or payment information)	Cyberattacks which prevent you from accessing online services like banking or public services	Demands for payment in return for getting back control of your device	Online fraud where goods purchased are not delivered, are counterfeit or are not as advertised	Accidentally encountering child sexual abuse material online	Online material which promotes racial hatred or religious extremism
EU28	67	66	66	61	59	57	55	54	53	53
 Gender										
Man	64	64	63	58	55	55	52	52	49	50
Woman	69	67	69	65	61	60	57	57	56	57
 Age										
15-24	62	60	62	61	51	53	53	56	52	52
25-39	69	66	67	64	58	59	57	58	56	56
40-54	70	69	69	64	60	61	57	56	56	55
55 +	62	65	64	57	59	54	52	48	47	49
 Education (End of)										
15-	60	61	64	59	61	53	55	50	57	54
16-19	68	67	68	62	61	59	57	56	55	54
20+	68	67	67	61	56	58	54	52	50	52
Still studying	62	63	62	62	51	54	54	55	50	52

Base: respondents who use the Internet (N=23,420)

IV. FIGHTING CYBERCRIME

This chapter considers respondents personal experience of cybercrime, as well as their awareness of other people who have experienced cybercrime. The actions taken by victims of cybercrime are also discussed. The final section of this chapter explores the actions taken to protect children from online harassment when they are online.

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

Respondents were asked whether, during the last three years, someone amongst their family, friends or acquaintances had been the victim of a cybercrime^{19,20}.

More than one in five are aware of someone receiving fraudulent emails or phone calls, or finding malicious software on their device

One quarter of all respondents know of someone that has received *fraudulent emails or phone calls asking for personal details* in the last three years, while just over one in five (21%) know of someone who has *discovered malicious software on their device*. At least one in ten know of someone who experienced *online fraud* (13%), *hacking of an online social network or email account* (12%), or who has been a victim of *bank card or online banking fraud* (10%).

Fewer respondents know someone who has experienced *identity theft* (7%), who has *accidentally encountering material which promotes racial hatred or religious extremism* (6%), or who has experienced *cyberattacks or been asked for payment in return for control of their device* (both 5%). Fewer respondents *spontaneously* answer that they know someone who have experienced *other cybercrimes or other illegal online behaviour* (4%) or know someone who *accidentally encountered child sexual abuse material online* (3%).

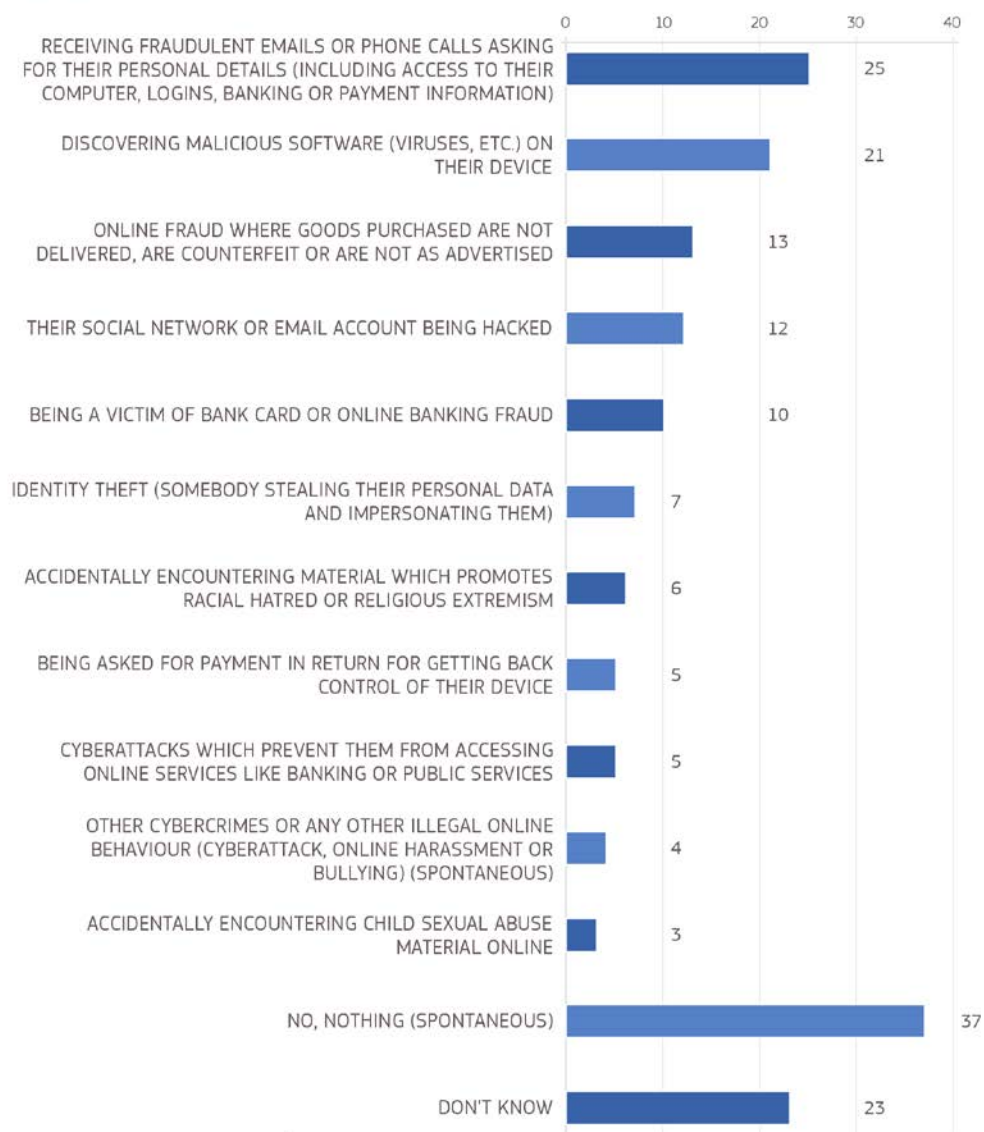
Just over a third (37%) answer *spontaneously* that are not aware of any such cases, while 23% do not know whether this has occurred or not.

¹⁹ QC10. In the last three years, has anybody in your family, amongst your friends or acquaintances experienced or been a victim of any of these situations? Please tell me all that apply. (M) Receiving fraudulent emails or phone calls asking for their personal details (including access to their computer, logins, banking or payment information); Online fraud where goods purchased are not delivered, are counterfeit or are not as advertised; Cyberattacks which prevent them from accessing online services like banking or public services; Discovering malicious software (viruses, etc.) on their device; Identity theft (somebody stealing their personal data and impersonating them); Accidentally encountering child sexual abuse material online (M); Accidentally encountering material which promotes racial hatred or religious extremism; Their social network or email account being hacked; Being a victim of bank card or online banking fraud; Being asked for payment in return for getting back control of their device; Other cybercrimes or any other illegal online behaviour (cyberattack, online harassment or bullying) (SPONTANEOUS); No, nothing (SPONTANEOUS); Don't know.

²⁰ Callbacks were made between 8 and 20 November 2019 to respondents who selected one of the following spontaneous codes (Other cybercrimes or any other illegal online behaviour (cyberattack, online harassment or bullying)/No, nothing/Don't know), for data quality reasons. These respondents were asked the question again. The results reflect the answers given during the callback.

QC10 In the last three years, has anybody in your family, amongst your friends or acquaintances experienced or been a victim of any of these situations? Please tell me all that apply.

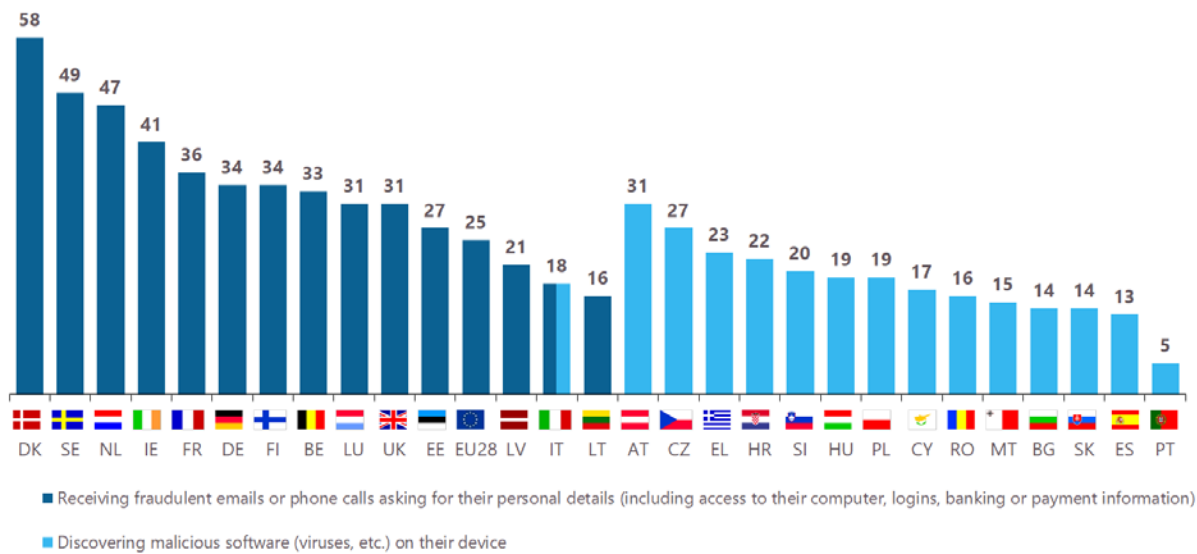
(% - EU)



Base: all respondents (N=27,609)

In 13 countries, respondents most often say they know someone who has received fraudulent emails or phone calls, while in 14 countries respondents most often say they know someone who has discovered malicious software on their device. In Italy these two answers are equally mentioned.

QC10 In the last three years, has anybody in your family, amongst your friends or acquaintances experienced or been a victim of any of these situations? Please tell me all that apply. (MULTIPLE ANSWERS POSSIBLE)
(% - THE MOST MENTIONED ANSWER BY COUNTRY)



Base: all respondents (N=27,609)

Almost six in ten (58%) respondents in Denmark say someone in their family, a friend or acquaintance has **received fraudulent emails or phone calls asking for personal information**. Denmark is the only country where at least half say this, although 49% in Sweden and 47% in the Netherlands also know someone who has experienced this crime. At the other end of the scale 2% of respondents in Portugal, 6% in Greece and 8% in Poland and Slovakia also know someone who has experienced this. This is one of the three most mentioned crimes in all 28 countries

No more than one third of respondents in any country knows someone who has **discovered malicious software on their device**, with proportions ranging from 33% in the Netherlands, 32% in Belgium and 31% in Sweden and Austria to 5% in Portugal, 12% in the United Kingdom and 13% in Spain. This is one of the three most mentioned crimes in all but one country (the United Kingdom). It is the second or third most mentioned cybercrime in 20 countries.

There are only two countries where at least one in five respondents know someone who has experienced **online fraud**: the Netherlands (25%) and Denmark (22%). In contrast 3% in Portugal and 6% in Romania know someone who has experienced this. This is the second or third most mentioned crime in 11 countries.

Respondents in France (28%), Sweden (27%), and the Netherlands, Belgium and Luxembourg (all 22%) are the most likely to know someone whose **social network or email account has been hacked**. This compares to 3% in Portugal and Slovakia and 4% in Poland who say the same.

The proportion of respondents who know someone who has been a victim of **bank card or online banking fraud ranges** from 25% in France, 20% in Sweden and 17% in Denmark and the United Kingdom to 1% in Portugal and 2% in Slovakia, Bulgaria and Greece.

The highest proportions of respondents who know someone who has experienced **identity theft** are seen in Sweden (13%) and Romania (10%). Respondents in Sweden (20%) are also the most likely to say they know someone who has **accidentally encountered material which promotes racial hatred or religious extremism**, followed by those in Belgium (12%) and Finland (11%).

Knowing someone who has experienced **cyberattacks** is most common in Finland (14%), and Sweden and the Netherlands (both 10%), while respondents in Sweden and the Netherlands (both 11%) and Germany and Belgium (both 10%) are the most likely to say they know someone who was asked for **payment in return for regaining control of a device**.

Austria (13%) and Sweden (11%) are the only countries where at least one in ten say they know someone who has experienced other **cybercrimes or illegal online behaviour**, while Croatia and Romania (both 7%) are the only countries where more than one in twenty say they know someone who **accidentally encountered child sexual abuse material online**.

QC10 In the last three years, has anybody in your family, amongst your friends or acquaintances experienced or been a victim of any of these situations? Please tell me all that apply. (MULTIPLE ANSWERS POSSIBLE) (%)

		Receiving fraudulent emails or phone calls asking for their personal details (including access to their computer, logins, banking or payment information)	Discovering malicious software (viruses, etc.) on their device	Online fraud where goods purchased are not delivered, are counterfeit or are not as advertised	Their social network or email account being hacked	Being a victim of bank card or online banking fraud	Identity theft (somebody stealing their personal data and impersonating them)	Accidentally encountering material which promotes racial hatred or religious extremism	Cyberattacks which prevent them from accessing online services like banking or public services	Being asked for payment in return for getting back control of their device	Other cybercrimes or any other illegal online behaviour (cyberattack, online harassment or bullying) (SPONTANEOUS)*	Accidentally encountering child sexual abuse material online	No, nothing (SPONTANEOUS)	Don't know
EU28		25	21	13	12	10	7	6	5	5	4	3	37	23
BE		33	32	18	22	11	9	12	8	10	4	4	25	15
BG		11	14	7	6	2	3	3	1	1	2	4	41	35
CZ		22	27	15	9	6	5	5	3	7	2	4	30	23
DK		58	29	22	21	17	5	10	7	7	5	2	19	15
DE		34	27	18	11	7	7	8	3	10	8	2	29	20
EE		27	23	12	14	6	5	7	5	4	3	2	52	16
IE		41	19	18	20	15	8	7	9	5	3	4	23	23
EL		6	23	8	8	2	1	2	1	1	2	2	57	19
ES		11	13	7	5	5	5	2	2	2	1	1	36	38
FR		36	26	15	28	25	9	7	6	7	3	3	22	22
HR		18	22	14	6	3	3	10	6	3	0	7	43	20
IT		18	18	10	7	8	5	5	6	4	2	3	60	17
CY		13	17	11	9	3	3	3	1	2	0	3	53	28
LV		21	16	11	11	4	4	4	3	3	1	1	53	17
LT		16	14	7	5	3	1	2	3	1	1	1	57	22
LU		31	30	13	22	16	7	8	8	6	6	3	14	30
HU		15	19	8	7	3	5	7	6	1	0	4	59	20
MT		14	15	13	10	5	5	6	3	0	1	2	56	22
NL		47	33	25	22	12	8	8	10	11	6	3	13	20
AT		29	31	19	15	7	4	9	7	9	13	5	43	15
PL		8	19	9	4	3	5	5	6	4	4	4	46	24
PT		2	5	3	3	1	3	1	2	1	4	1	55	32
RO		11	16	6	9	3	10	7	6	3	1	7	45	26
SI		16	20	12	10	9	2	4	4	4	2	2	57	18
SK		8	14	8	3	2	2	5	1	2	2	3	54	25
FI		34	28	16	10	9	8	11	14	3	3	3	45	16
SE		49	31	18	27	20	13	20	10	11	11	3	13	17
UK		31	12	13	14	17	8	4	4	3	2	1	34	27
1st MOST FREQUENTLY MENTIONED ITEM														
2nd MOST FREQUENTLY MENTIONED ITEM														
3rd MOST FREQUENTLY MENTIONED ITEM														

Base: all respondents (N=27,609)

The **socio-demographic** analysis illustrates the following:

- Men are more likely than women to know someone who has discovered malicious software on their device (24% vs 18%).
- Respondents aged 15-54 are the most likely to know someone who has experienced each individual crime, and particularly the five most common crimes. For example, 19% of 15-24 year olds know someone who has been a victim of online fraud, compared to 8% of those aged 55 and older.
- The longer a respondent remained in education, the more likely they are to know someone who has been a victim of each cybercrime. For example, 34% who completed education aged 20 or older know someone who has received fraudulent emails or phone calls, compared to 11% who completed education aged 15 or younger.
- Managers are the most likely to know someone who has received fraudulent calls or emails, discovered malicious software, been a victim of online fraud, who has had a social media or email account hacked, or who has been a victim of bank card or online banking fraud.
- The fewer financial difficulties a respondent experiences, the more likely they are to say they know someone who has received fraudulent emails or phone calls. For example, 27% who experience the least difficulties say this, compared to 17% of those who experience the most difficulties.

QC10 In the last three years, has anybody in your family, amongst your friends or acquaintances experienced or been a victim of any of these situations? Please tell me all that apply. (MULTIPLE ANSWERS POSSIBLE)

(% - EU)

	Receiving fraudulent emails or phone calls asking for their personal details (including access to their computer, logins, banking or payment information)	Discovering malicious software (viruses, etc.) on their device	Online fraud where goods purchased are not delivered, are counterfeit or are not as advertised	Their social network or email account being hacked	Being a victim of bank card or online banking fraud	Identity theft (somebody stealing their personal data and impersonating them)
EU28	25	21	13	12	10	7
 Gender						
Man	26	24	14	13	10	7
Woman	24	18	12	12	10	6
 Age						
15-24	28	29	19	19	11	8
25-39	31	26	17	16	12	9
40-54	29	25	15	15	13	8
55 +	18	13	8	6	7	4
 Education (End of)						
15-	11	7	5	4	5	3
16-19	22	18	12	10	10	6
20+	34	28	17	17	13	9
Still studying	28	30	17	19	11	8
 Socio-professional category						
Self-employed	29	25	14	13	10	7
Managers	43	33	21	21	17	10
Other white collars	30	26	17	15	11	8
Manual workers	23	21	13	14	11	8
House persons	20	15	10	8	9	6
Unemployed	28	21	13	11	10	6
Retired	15	10	6	5	6	3
Students	28	30	17	19	11	8
 Difficulties paying bills						
Most of the time	17	18	10	11	10	8
From time to time	21	20	14	12	10	8
Almost never/ Never	27	21	13	13	10	6

Base: all respondents (N=27,609)

QC10 In the last three years, has anybody in your family, amongst your friends or acquaintances experienced or been a victim of any of these situations? Please tell me all that apply. (MULTIPLE ANSWERS POSSIBLE)

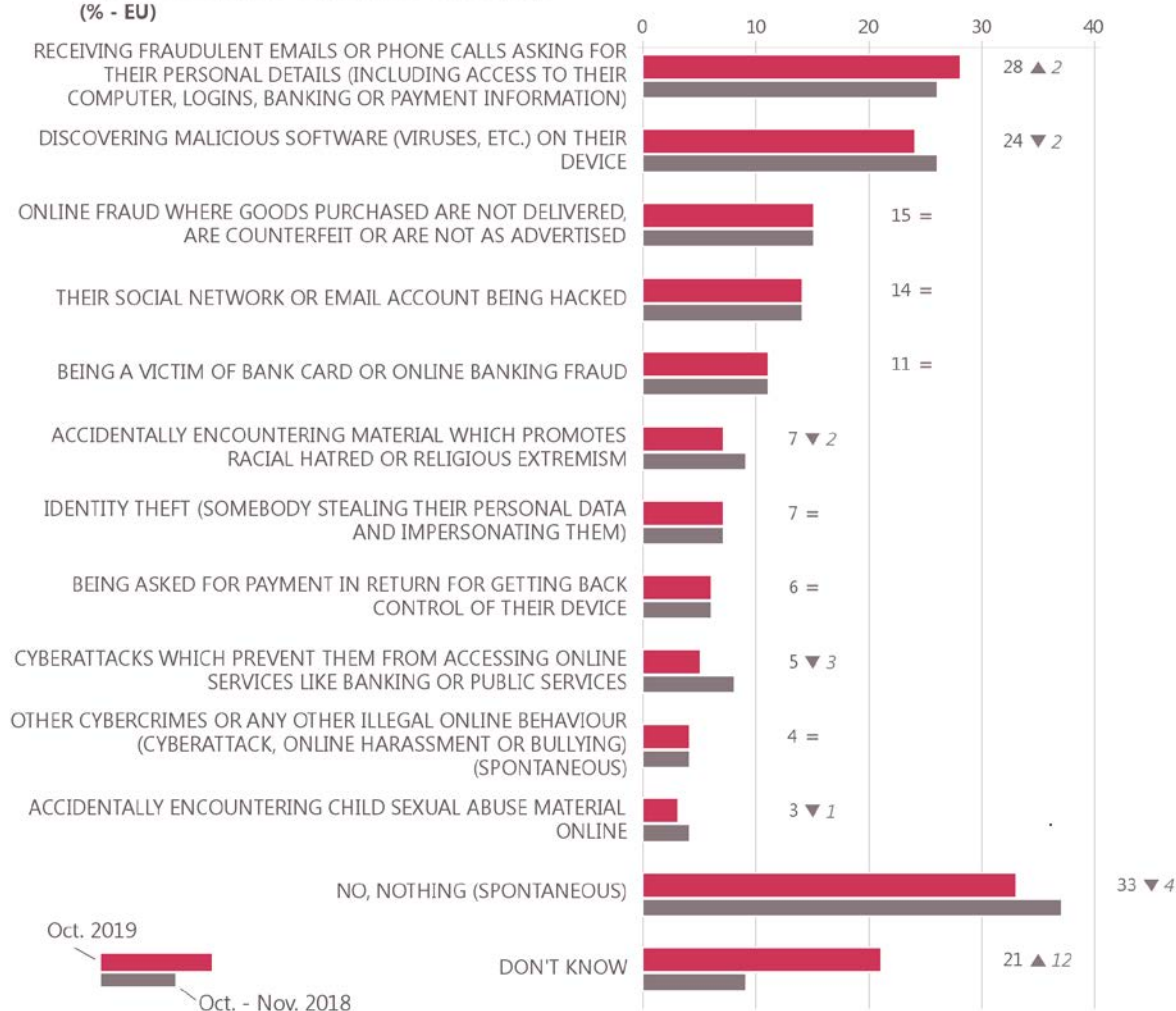
(% - EU)

	Accidentally encountering material which promotes racial hatred or religious extremism	Cyberattacks which prevent them from accessing online services like banking or public services	Being asked for payment in return for getting back control of their device	Other cybercrimes or any other illegal online behaviour (cyberattack, online harassment or bullying) (SPONTANEOUS)	Accidentally encountering child sexual abuse material online	No, nothing (SPONTANEOUS)	Don't know
EU28	6	5	5	4	3	37	23
 Gender							
Man	7	6	6	4	3	37	23
Woman	5	4	4	3	2	37	24
 Age							
15-24	12	5	5	4	5	29	18
25-39	9	6	7	3	4	28	23
40-54	6	6	6	6	3	33	21
55 +	3	3	4	3	1	48	26
 Education (End of)							
15-	2	2	2	2	1	50	31
16-19	6	4	5	4	3	39	23
20+	7	7	8	4	3	30	21
Still studying	11	5	5	4	4	33	17
 Socio-professional category							
Self-employed	7	6	8	4	3	32	23
Managers	9	9	9	5	4	30	15
Other white collars	6	6	7	4	3	33	21
Manual workers	7	5	5	4	3	33	24
House persons	4	4	4	4	3	39	26
Unemployed	5	5	5	4	2	34	24
Retired	3	2	3	2	1	49	28
Students	11	5	5	4	4	33	17
 Difficulties paying bills							
Most of the time	7	5	4	3	3	42	24
From time to time	6	7	4	3	4	42	22
Almost never/ Never	6	4	6	4	2	35	23

Base: all respondents (N=27,609)

In the previous survey, only respondents who used the Internet were asked this question, so in order to provide a comparison the results of the current survey were reanalysed just for Internet-using respondents. There have been slight declines in the proportions who spontaneously say nothing (-4 pp) or say that they know someone who has experienced cyberattacks (-3 pp).

QC10R In the last three years, has anybody in your family, amongst your friends or acquaintances experienced or been a victim of any of these situations? Please tell me all that apply.
(% - EU)



Base: respondents who use the Internet (N=23,420)

Compared to Oct-Nov 2018, respondents in Germany (+11 pp), Austria (+10 pp), Ireland (+9 pp), Denmark (+8 pp) and Croatia (+7 pp) are now more likely to say they know someone who has received fraudulent emails or phone calls asking for personal details. On the other hand, respondents in Malta (-18 pp) and Luxembourg (-11 pp) are now much less likely to report this.

In 17 countries, respondents are now less likely to know someone who has discovered malicious software on their device, with the largest declines seen amongst those in Luxembourg (-12 pp), Belgium (-10 pp) and France (-9 pp). In contrast, respondents in Romania (+12 pp), Hungary (+8 pp) and Germany (+5 pp) are now more likely to know someone who has experienced this in the last three years.

In 19 countries, respondents are now less likely to report knowing someone who has experienced online fraud, with the largest declines seen in Belgium and Luxembourg (both -8 pp) and Cyprus and Slovenia (both -7 pp). Conversely, respondents in Ireland (+7 pp) and Germany (+6 pp) are now more likely to report knowing someone who has experienced this.

Respondents in Austria (+7 pp), and Malta, Ireland and Romania (all +5 pp) are now more likely to say they know someone who has had their email or social network account hacked, while those in Cyprus are now less likely to do so (-5 pp).

Other highlights from the trend analysis include:

- Respondents in Denmark (-7 pp) and Cyprus (-6 pp) are now less likely to say they know someone who has been a victim of bank card or online banking fraud.
- Those in Romania (+6 pp) are now more likely to know someone who has been a victim of identity theft, while respondents in Belgium (-9 pp) and Cyprus (-5 pp) are now less likely to do so.
- In 21 countries respondents are now less likely to say they know someone who has accidentally encountered material which promotes racial hatred or religious extremism, with the largest declines seen in Sweden (-12 pp), and Croatia and the Netherlands (both -7 pp).
- Respondents in Finland (-11 pp), Belgium (-9 pp) and the Netherlands (-8 pp) are now less likely to say they know someone who has experienced cyberattacks.

QC10R In the last three years, has anybody in your family, amongst your friends or acquaintances experienced or been a victim of any of these situations? Please tell me all that apply. (MULTIPLE ANSWERS POSSIBLE)
(%)

		Receiving fraudulent emails or phone calls asking for their personal details (including access to their computer, logins, banking or payment information)	Diff. Oct. 2019 - Oct.-Nov. 2018	Discovering malicious software (viruses, etc.) on their device	Diff. Oct. 2019 - Oct.-Nov. 2018	Online fraud where goods purchased are not delivered, are counterfeit or are not as advertised	Diff. Oct. 2019 - Oct.-Nov. 2018	Their social network or email account being hacked	Diff. Oct. 2019 - Oct.-Nov. 2018	Cyberattacks which prevent them from accessing online services like banking or public services	Diff. Oct. 2019 - Oct.-Nov. 2018	Identity theft (somebody stealing their personal data and impersonating them)	Diff. Oct. 2019 - Oct.-Nov. 2018
EU28		28	▲ 2	24	▼ 2	15	=	14	=	5	▼ 3	7	=
BE		36	▼ 4	35	▼ 10	19	▼ 8	24	▼ 4	9	▼ 9	10	▼ 9
BG		13	▲ 1	19	▲ 3	9	=	8	▼ 2	2	▼ 1	3	=
CZ		25	▲ 2	30	▲ 1	18	▲ 1	10	=	4	=	5	▲ 1
DK		60	▲ 8	31	▼ 6	23	▼ 2	22	▼ 3	7	▼ 6	5	▼ 2
DE		37	▲ 11	30	▲ 5	20	▲ 6	12	▲ 2	4	=	8	▲ 4
EE		31	▲ 3	27	▼ 5	14	▼ 5	17	=	6	▼ 3	6	▼ 1
IE		44	▲ 9	22	▲ 4	20	▲ 7	22	▲ 5	10	▲ 1	9	▲ 1
EL		7	▼ 3	30	▼ 5	11	=	10	▼ 1	1	=	2	=
ES		12	▼ 1	15	▼ 5	8	▼ 2	6	▼ 2	2	▼ 4	6	▼ 1
FR		39	▼ 3	30	▼ 9	17	▼ 2	32	=	6	▼ 5	10	▼ 4
HR		21	▲ 7	26	=	17	=	8	▼ 3	7	▲ 2	4	=
IT		21	▲ 5	21	=	12	▼ 1	8	▲ 3	8	▲ 3	6	▲ 1
CY		16	▼ 4	21	▼ 5	13	▼ 7	11	▼ 5	2	▼ 3	4	▼ 5
LV		24	▲ 4	18	▼ 4	13	▼ 3	13	▼ 2	4	▼ 2	4	▼ 2
LT		18	▲ 3	18	▼ 3	9	▼ 5	7	▼ 1	4	▲ 2	2	=
LU		33	▼ 11	32	▼ 12	14	▼ 8	23	▼ 2	9	▼ 4	8	▼ 4
HU		18	▲ 4	23	▲ 8	10	▼ 2	8	▲ 2	7	▲ 2	6	▲ 2
MT		17	▼ 18	19	▼ 1	16	=	13	▲ 5	4	▲ 2	7	▲ 4
NL		47	▼ 3	34	▼ 8	25	▼ 1	23	=	10	▼ 8	8	▲ 2
AT		33	▲ 10	36	▲ 1	21	▼ 1	17	▲ 7	8	▼ 1	5	▼ 3
PL		8	▲ 1	23	▲ 4	10	▼ 1	5	▼ 1	6	▲ 1	5	=
PT		3	=	6	▼ 6	4	▼ 3	4	▲ 1	3	=	4	▲ 1
RO		13	▲ 4	21	▲ 12	8	▲ 1	12	▲ 5	7	▲ 3	11	▲ 6
SI		19	▲ 2	25	▼ 2	14	▼ 7	12	▼ 2	5	▼ 1	3	=
SK		10	▼ 1	18	▲ 1	10	▲ 2	4	▼ 1	2	▼ 3	2	▼ 3
FI		37	▲ 1	30	▼ 5	18	▼ 3	11	▼ 2	14	▼ 11	9	=
SE		49	▼ 3	32	▼ 6	18	▼ 5	27	▼ 2	11	▼ 1	13	▼ 3
UK		33	▼ 4	14	▼ 8	14	▼ 1	15	▼ 3	4	▼ 6	8	▼ 3

Base: respondents who use the Internet (N=23,420)

QC10R In the last three years, has anybody in your family, amongst your friends or acquaintances experienced or been a victim of any of these situations? Please tell me all that apply. (MULTIPLE ANSWERS POSSIBLE)
(%)

		Accidentally encountering child sexual abuse material online	Diff. Oct. 2019 - Oct.-Nov. 2018	Accidentally encountering material which promotes racial hatred or religious extremism	Diff. Oct. 2019 - Oct.-Nov. 2018	Being a victim of bank card or online banking fraud	Diff. Oct. 2019 - Oct.-Nov. 2018	Being asked for payment in return for getting back control of their device	Diff. Oct. 2019 - Oct.-Nov. 2018	Other cybercrimes or any other illegal online behaviour (cyberattack, online harassment or bullying) (SPONTANEOUS)	Diff. Oct. 2019 - Oct.-Nov. 2018	No, nothing (SPONTANEOUS)	Diff. Oct. 2019 - Oct.-Nov. 2018
EU28		3	▼ 1	7	▼ 2	11	=	6	=	4	=	33	▼ 4
BE		5	▼ 3	13	▼ 6	12	▼ 4	11	▼ 2	5	▼ 2	22	▲ 7
BG		5	▲ 2	4	=	3	▲ 1	2	▲ 1	1	▼ 2	38	▼ 3
CZ		4	▲ 2	5	▼ 2	7	▲ 2	8	=	2	▼ 5	28	▲ 1
DK		2	▼ 1	11	▼ 4	17	▼ 7	7	▲ 1	5	▲ 3	18	▼ 10
DE		2	=	9	▼ 1	8	▲ 3	11	▲ 1	8	▲ 7	25	▼ 18
EE		3	▼ 1	8	▼ 4	7	=	5	=	4	▲ 2	48	▲ 13
IE		4	▲ 1	7	=	16	▲ 2	6	▲ 2	3	▼ 1	21	▼ 15
EL		2	▼ 1	3	=	2	▲ 1	2	▼ 1	3	▲ 1	51	▲ 5
ES		2	▼ 1	2	▼ 3	6	=	2	▼ 2	1	▼ 1	31	▼ 24
FR		3	▼ 4	8	▼ 5	27	=	8	=	4	=	19	▼ 5
HR		8	▲ 2	12	▼ 7	3	=	3	▼ 1	0	▼ 4	39	▲ 7
IT		3	▼ 3	6	▲ 2	9	▲ 3	5	▲ 2	2	▼ 7	60	▲ 22
CY		4	▲ 2	4	▼ 3	4	▼ 6	3	▼ 3	0	▼ 4	46	=
LV		1	▼ 2	5	▼ 3	5	▼ 1	3	=	1	▼ 1	49	▲ 6
LT		1	▼ 2	3	▼ 2	3	▲ 1	1	▼ 2	1	▼ 5	53	▲ 3
LU		3	▼ 3	8	▼ 6	17	▼ 4	6	▼ 2	7	=	13	▼ 10
HU		4	▲ 1	8	▲ 3	3	=	1	=	1	▼ 1	56	▼ 5
MT		3	=	7	▼ 4	6	▼ 3	0	▼ 4	0	▼ 1	49	▲ 12
NL		3	=	8	▼ 7	12	▼ 1	11	▼ 3	6	▲ 3	12	▼ 7
AT		5	▼ 1	11	=	7	▲ 1	10	▲ 4	15	▲ 14	41	▲ 10
PL		4	=	6	▼ 2	3	=	4	▲ 1	4	▼ 1	38	▼ 10
PT		1	▼ 2	1	▼ 1	2	▼ 1	2	▲ 1	4	▲ 3	50	▲ 5
RO		8	=	8	▲ 3	4	▲ 1	4	▲ 2	1	▼ 3	43	=
SI		2	=	5	▼ 1	10	▲ 1	4	▲ 1	2	▼ 3	51	▲ 3
SK		3	▼ 1	7	▼ 1	2	▼ 2	3	=	2	▼ 8	48	▼ 1
FI		3	▼ 1	12	▼ 4	10	▼ 4	3	▼ 2	3	▲ 1	44	▲ 9
SE		3	▼ 1	20	▼ 12	20	▼ 3	11	▲ 1	11	▲ 9	12	▼ 9
UK		1	▼ 2	5	▼ 1	18	▼ 2	3	▼ 1	2	▼ 3	32	▼ 1

Base: respondents who use the Internet (N=23,420)

2. Frequency of being a victim

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

Personal experience of cybercrime varies across Member States

In the past three years, only a minority of respondents have experienced any of the cybercrimes asked about, with the most common being *receiving fraudulent emails or phone calls asking for their personal details* (36%). Almost three in ten (28%) have *discovered malicious software on their device* during this period, but this is the only other cybercrime experienced by at least one in five.

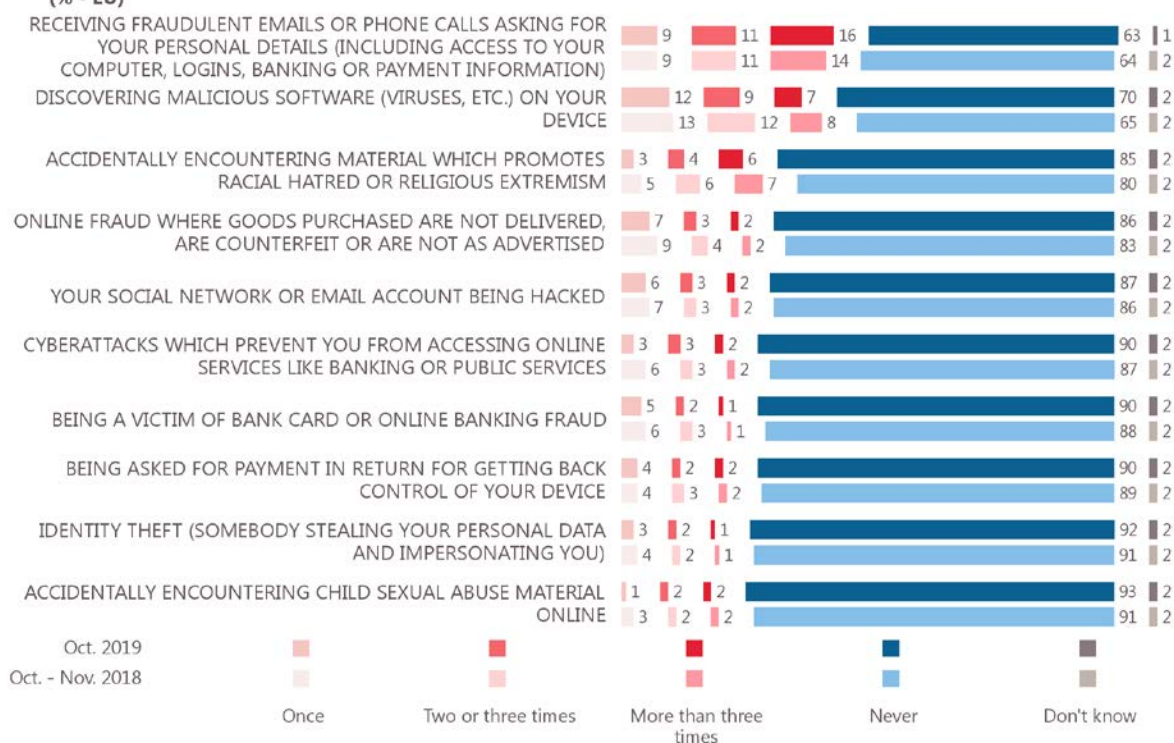
The least experienced form of cybercrime is *accidentally encountering child sexual abuse material online* (5%).

Although large majorities of respondents have not experienced each individual cybercrime, for some crimes it is more likely that respondents have experienced them more than once than only once. In fact, in the case of fraudulent emails or phone calls respondents are more likely to say they have experienced this more than three times in the last three years (16%) rather than 2-3 times (11%) or just once (9%). Discovering malicious software, accidentally encountering material which promotes racial hatred or religious extremism, cyberattacks and accidentally encountering child sexual abuse material online are the other cybercrimes that are more often experienced on multiple occasions rather than just the once.

Compared to 2018, respondents are less likely to say they have discovered malicious software or accidentally encountered material which promotes racial hatred or religious extremism (both -5 pp). Changes for other cybercrimes are small (less than 3 pp).

²¹ QC9. In the last three years, how often have you personally experienced or been a victim of each of these situations? (MULTIPLE ANSWERS POSSIBLE) 1. Receiving fraudulent e-mails or phone calls asking for their personal details (including access to their computer, logins, banking or payment information). 2. Online fraud where goods purchased are not delivered, are counterfeit or are not as advertised. 3. Cyber-attacks which prevent them from accessing online services like banking or public services. 4. Discovering malicious software (viruses etc.) on their devices. 5. Identity theft (somebody stealing their personal data and impersonating them). 6. Accidentally encountering child sexual abuse material online (M) 7. Their social network or mail account being hacked. 8. Being a victim of bank card or online banking fraud. 9. Being asked for payment in return for getting back control of their device. 10. Other cybercrimes or any other illegal online behaviour (cyberattack, online harassment or bullying).

QC9 In the last three years, how often have you personally experienced or been a victim of each of the following situations?
(% - EU)



Base: respondents who use the Internet (N=23,420)

The country-level analysis shows considerable variation for a number of cybercrimes, but also some consistent patterns. In six out of ten situations, the Netherlands and Austria have some of the highest proportions of respondents who have experienced the crime in question at least once. On the other hand, respondents in Greece and Portugal are consistently amongst the least likely to report being a victim of each cybercrime.

The proportion of Internet-using respondents who have experienced receiving **fraudulent emails or phone calls asking for personal details** varies significantly between countries, although there are only three countries where at least half of all respondents have received these: Denmark (72%), Sweden (60%) and the Netherlands (59%). This is a sharp contrast to the 5% in Portugal, 9% in Greece and 13% in Poland who also report experiencing this cybercrime. This is the most experienced cybercrime in 14 countries, and in Spain it is the most mentioned along with discovering malicious software.

No more than four in ten in any country report **discovering malicious software on their device**. Respondents in Luxembourg and Austria (both 40%) and Germany, France and the Netherlands (all 37%) are the most likely to say this has happened to them, while those in Portugal (11%), Malta (16%) and Slovakia and Bulgaria (both 17%) are the least likely to have experienced this. This is the most experienced cybercrime in 13 countries, in addition to Spain.

The proportion who have **accidentally encountered material which promotes racial hatred or religious extremism** ranges from 26% of Internet-using respondents in Sweden, 25% in Finland and 20% in Belgium, Denmark, Croatia and the Netherlands to 3% in Portugal, 6% in Greece and 8% in the United Kingdom, Lithuania and Spain.

Fewer than one in five Internet-using respondents in any Member State say they have been a victim of **online fraud**, with the highest proportions observed in Croatia (18%), Czechia (17%) and Belgium (16%). At the other end of the scale, 3% in Portugal, 4% in Greece and 6% in Spain have also experienced this.

One in five of this group of respondents in France say their **social network or email account was hacked**, as do 17% in Luxembourg and 16% in Austria. This cybercrime is least likely to have been experienced by respondents in Portugal (3%) and Slovakia, Spain and Greece (all 5%).

At one quarter, the proportion of respondents in Finland who report experiencing **cyberattacks that prevented them from accessing online services** is much higher than that observed in other countries, where proportions range from 15% in Austria to 1% in Greece.

There are only six countries where at least one in ten Internet-using respondents have been a victim of **bank card or online banking fraud**, with the highest proportions seen in Luxembourg (15%), France (14%) and the United Kingdom (13%). This compares to 1% in Greece who say the same.

Internet users in Germany (15%), Belgium (13%) and Austria (12%) are the most likely to report **being asked for payment in return for getting back control of their device**, particularly compared to those in Malta (1%).

There are only 5 countries where at least one in ten have been a victim of **identity theft**: Hungary (12%), Austria and Romania (both 11%) and Croatia and Luxembourg (both 10%). And finally, there are three countries where at least one in ten report **accidentally encountering child sexual abuse material online**: Croatia and Romania (both 15%) and Hungary (11%).

QC9 In the last three years, how often have you personally experienced or been a victim of each of the following situations?

(% - Total 'at least once')

		Receiving fraudulent emails or phone calls asking for your personal details (including access to your computer, logins, banking or payment information)	Discovering malicious software (viruses, etc.) on your device	Accidentally encountering material which promotes racial hatred or religious extremism	Online fraud where goods purchased are not delivered, are counterfeit or are not as advertised	Your social network or email account being hacked	Cyberattacks which prevent you from accessing online services like banking or public services	Being a victim of bank card or online banking fraud	Being asked for payment in return for getting back control of your device	Identity theft (somebody stealing your personal data and impersonating you)	Accidentally encountering child sexual abuse material online
EU28		36	28	13	12	11	8	8	8	6	5
BE		43	32	20	16	14	10	9	13	9	7
BG		15	17	10	8	7	4	2	2	2	9
CZ		32	34	14	17	12	7	6	9	5	7
DK		72	31	20	12	9	7	11	4	2	3
DE		46	37	17	13	10	8	5	15	6	3
EE		35	32	19	12	14	12	4	4	4	4
IE		46	21	11	12	15	7	10	7	6	3
EL		9	18	6	4	5	1	1	2	2	2
ES		20	20	8	6	5	5	4	4	5	2
FR		47	37	14	14	20	11	14	8	7	3
HR		24	26	20	18	12	12	9	10	10	15
IT		26	23	10	12	10	8	8	9	8	9
CY		23	26	12	12	14	4	4	5	5	6
LV		26	25	12	11	13	8	3	4	6	3
LT		21	23	8	9	6	6	2	3	1	2
LU		41	40	19	13	17	13	15	9	10	9
HU		19	24	15	15	12	12	10	9	12	11
MT		31	16	16	15	7	4	2	1	4	3
NL		59	37	20	15	11	13	5	10	3	3
AT		36	40	15	15	16	15	9	12	11	9
PL		13	23	10	10	7	7	6	6	6	8
PT		5	11	3	3	3	2	2	2	1	2
RO		16	26	13	12	13	11	9	11	11	15
SI		20	32	11	12	9	7	4	4	4	4
SK		14	17	11	7	5	3	3	3	3	7
FI		45	34	25	9	9	25	6	5	3	3
SE		60	29	36	14	12	13	9	8	5	4
UK		45	20	8	14	10	5	13	5	6	2
Highest percentage per country		Lowest percentage per country									
Highest percentage per item		Lowest percentage per item									

Base: respondents who use the Internet (N=23,420)

Compared to 2018, respondents in Germany (+13 pp), Denmark (+10 pp), Ireland (+8 pp) and Croatia (+5 pp) are now more likely to say they have received fraudulent emails or phone calls asking for their personal details. On the other hand, respondents in Malta (-19 pp), Luxembourg (-10 pp), the United Kingdom (-6 pp) and France and Portugal (both -5 pp) are now less likely to report this.

In 25 countries, respondents are now less likely to say they have discovered malicious software on their device in the last three years, with the largest declines seen amongst those in Belgium (-15 pp), Luxembourg, Malta and Portugal (all -13 pp) and Sweden (-11 pp). There have been no notable increases.

Compared to 2018, respondents in Sweden (-11 pp), France and Belgium (both -7 pp), the United Kingdom and the Netherlands (both -6 pp) and Luxembourg and Latvia (both -5 pp) are now less likely to say they have accidentally encountered material which promotes racial hatred or religious extremism.

Respondents in Croatia (+5 pp) are now more likely to report being a victim of online fraud than they were in 2018, while those in Cyprus (-9 pp), Luxembourg (-8 pp), and Austria and Finland (both -6 pp) are now less likely to do so.

Respondents in Belgium and the United Kingdom (both -7 pp) are now less likely to report having their social network or email account hacked. These are the only notable changes in this cybercrime since 2018.

Respondents in Finland (-10 pp), Belgium (-9 pp), the United Kingdom (-7 pp) and the Netherlands and Portugal (both -6 pp) are now less likely to report being a victim of cyberattacks that block them from online services. There have been no significant increases in any country.

Compared to 2018, respondents in Belgium (-6 pp) and in Malta, Slovakia and Sweden (-5 pp) are now less likely to say they have been a victim of bank card or online banking fraud, while those in Belgium (-6 pp) and Portugal and Slovakia (both -5 pp) are now less likely to say they have been asked for payment in return for getting back control of their device.

The proportion of respondents who report being a victim of identity theft in each country has changed little since 2018, with the largest being a five-point decline seen amongst respondents in Belgium.

Respondents in Croatia (+6 pp) and Bulgaria (+5 pp) are now more likely to say they have encountered child sexual abuse material online in the past three years, while those in Belgium and France (both -6 pp) and Spain (-5 pp) are now less likely to report this.

QC9 In the last three years, how often have you personally experienced or been a victim of each of the following situations?

(% - TOTAL 'AT LEAST ONCE')

		Receiving fraudulent emails or phone calls asking for your personal details (including access to your computer, logins, banking or payment information)	Diff. Oct. 2019 - Oct.-Nov. 2018	Discovering malicious software (viruses, etc.) on your device	Diff. Oct. 2019 - Oct.-Nov. 2018	Accidentally encountering material which promotes racial hatred or religious extremism	Diff. Oct. 2019 - Oct.-Nov. 2018	Online fraud where goods purchased are not delivered, are counterfeit or are not as advertised	Diff. Oct. 2019 - Oct.-Nov. 2018	Your social network or email account being hacked	Diff. Oct. 2019 - Oct.-Nov. 2018
EU28		36	▲ 2	28	▼ 5	13	▼ 5	12	▼ 3	11	▼ 1
BE		43	▼ 5	32	▼ 15	20	▼ 7	16	▼ 7	14	▼ 7
BG		15	▲ 3	17	▼ 2	10	▲ 4	8	=	7	▼ 2
CZ		32	▲ 1	34	▼ 5	14	▼ 4	17	▼ 1	12	▲ 1
DK		72	▲ 10	31	▼ 6	20	▼ 4	12	▼ 5	9	▼ 4
DE		46	▲ 13	37	▼ 1	17	▼ 4	13	▼ 2	10	▲ 2
EE		35	▲ 4	32	▼ 6	19	▼ 3	12	▼ 7	14	=
IE		46	▲ 8	21	▼ 3	11	▼ 2	12	▼ 2	15	=
EL		9	=	18	▼ 9	6	▼ 1	4	▼ 1	5	=
ES		20	▲ 2	20	▼ 2	8	▼ 2	6	▼ 3	5	▼ 2
FR		47	▼ 5	37	▼ 9	14	▼ 7	14	▼ 2	20	▲ 1
HR		24	▲ 5	26	▼ 4	20	▼ 3	18	▲ 5	12	▲ 4
IT		26	▲ 1	23	▼ 2	10	▼ 3	12	▲ 2	10	▲ 2
CY		23	▼ 3	26	▼ 8	12	▼ 3	12	▼ 9	14	▼ 3
LV		26	▲ 2	25	▼ 3	12	▼ 5	11	▼ 5	13	▲ 3
LT		21	▲ 4	23	▼ 2	8	▼ 4	9	▼ 5	6	▼ 1
LU		41	▼ 10	40	▼ 13	19	▼ 5	13	▼ 8	17	▼ 1
HU		19	=	24	=	15	▲ 2	15	▲ 1	12	▼ 2
MT		31	▼ 19	16	▼ 13	16	▲ 1	15	▼ 4	7	▼ 3
NL		59	▲ 1	37	▼ 3	20	▼ 6	15	▼ 2	11	▼ 1
AT		36	▲ 3	40	▲ 1	15	▼ 4	15	▼ 6	16	▲ 1
PL		13	▼ 3	23	▼ 3	10	▼ 4	10	▼ 6	7	▼ 2
PT		5	▼ 5	11	▼ 13	3	▼ 4	3	▼ 4	3	▼ 4
RO		16	▲ 1	26	▲ 2	13	▼ 4	12	▼ 1	13	▼ 2
SI		20	▼ 4	32	▼ 2	11	▼ 1	12	▼ 3	9	▼ 3
SK		14	▼ 2	17	▼ 4	11	▼ 2	7	▼ 2	5	▼ 3
FI		45	▼ 2	34	▼ 9	25	▼ 5	9	▼ 6	9	▼ 2
SE		60	▲ 1	29	▼ 11	36	▼ 11	14	▼ 1	12	▼ 2
UK		45	▼ 6	20	▼ 9	8	▼ 6	14	▼ 5	10	▼ 7

Base: respondents who use the Internet (N=23,420)

QC9 In the last three years, how often have you personally experienced or been a victim of each of the following situations?

(% - TOTAL 'AT LEAST ONCE')

		Cyberattacks which prevent you from accessing online services like banking or public services		Being a victim of bank card or online banking fraud		Being asked for payment in return for getting back control of your device		Identity theft (somebody stealing your personal data and impersonating you)		Accidentally encountering child sexual abuse material online	
		<i>Diff. Oct. 2019 - Oct.-Nov. 2018</i>		<i>Diff. Oct. 2019 - Oct.-Nov. 2018</i>		<i>Diff. Oct. 2019 - Oct.-Nov. 2018</i>		<i>Diff. Oct. 2019 - Oct.-Nov. 2018</i>		<i>Diff. Oct. 2019 - Oct.-Nov. 2018</i>	
EU28		8	▼ 3	8	▼ 2	8	▼ 1	6	▼ 1	5	▼ 2
BE		10	▼ 9	9	▼ 6	13	▼ 6	9	▼ 5	7	▼ 6
BG		4	▲ 1	2	▼ 1	2	▼ 1	2	▼ 1	9	▲ 5
CZ		7	▼ 2	6	▼ 1	9	▼ 2	5	▼ 1	7	▲ 1
DK		7	▼ 5	11	▼ 2	4	▼ 1	2	▼ 1	3	▼ 2
DE		8	▲ 1	5	=	15	▲ 2	6	▲ 1	3	=
EE		12	=	4	▼ 1	4	=	4	▼ 1	4	▼ 2
IE		7	▼ 3	10	▼ 3	7	▼ 1	6	▼ 3	3	▼ 3
EL		1	▼ 1	1	=	2	=	2	=	2	▼ 1
ES		5	▼ 2	4	▼ 2	4	▼ 2	5	▼ 1	2	▼ 5
FR		11	▼ 4	14	▼ 3	8	=	7	▼ 2	3	▼ 6
HR		12	▲ 4	9	▲ 4	10	▲ 4	10	▲ 4	15	▲ 6
IT		8	▲ 1	8	=	9	▲ 1	8	▲ 1	9	▼ 2
CY		4	▼ 3	4	▼ 4	5	▼ 3	5	▼ 4	6	=
LV		8	▼ 2	3	▼ 2	4	▼ 1	6	=	3	▼ 2
LT		6	▲ 1	2	▼ 1	3	=	1	▼ 2	2	▼ 1
LU		13	▼ 4	15	▼ 3	9	=	10	▲ 1	9	▼ 2
HU		12	=	10	=	9	▼ 1	12	▲ 1	11	=
MT		4	▲ 1	2	▼ 5	1	▼ 4	4	▼ 1	3	▼ 4
NL		13	▼ 6	5	▲ 1	10	▲ 1	3	=	3	▼ 1
AT		15	▼ 1	9	▼ 1	12	▼ 1	11	▲ 1	9	▼ 1
PL		7	▼ 1	6	▼ 2	6	▼ 1	6	▼ 1	8	=
PT		2	▼ 6	2	▼ 4	2	▼ 5	1	▼ 4	2	▼ 4
RO		11	▼ 1	9	▼ 3	11	▼ 1	11	▼ 1	15	▼ 4
SI		7	▼ 1	4	▼ 1	4	▼ 1	4	▼ 1	4	▼ 1
SK		3	▼ 5	3	▼ 5	3	▼ 5	3	▼ 4	7	▼ 1
FI		25	▼ 10	6	▼ 1	5	=	3	▼ 1	3	▼ 1
SE		13	▼ 4	9	▼ 5	8	=	5	▼ 2	4	▼ 3
UK		5	▼ 7	13	▼ 4	5	▼ 1	6	▼ 3	2	▼ 1

Base: respondents who use the Internet (N=23,420)

The only consistent pattern from the socio-demographic breakdown is that the longer a respondent remained in education, the more likely they are to report experiencing each type of cybercrime. Other specific results include:

- Men are more likely than women to report receiving fraudulent emails or phone calls (38% vs 33%) or discovering malicious software (31% vs 24%).
- The younger the respondent, the more likely they are to report discovering malicious software, accidentally encountering material which promotes racial hatred or religious extremism, online fraud, or their social network or email account being hacked. For instance, 8% of those aged 55 and older report online fraud, compared to 16% of those aged 15-24.
- Managers are the most likely to report receiving fraudulent emails or phone calls (49%) or discovering malicious software (37%).
- Respondents with the fewest financial difficulties are the most likely to report receiving fraudulent emails or phone calls, particularly compared to those who have the most difficulties (37% vs 29%).

QC9 In the last three years, how often have you personally experienced or been a victim of each of the following situations?
(% - EU)

	Receiving fraudulent emails or phone calls asking for your personal details (including access to your computer, logins, banking or payment information)	Discovering malicious software (viruses, etc.) on your device	Accidentally encountering material which promotes racial hatred or religious extremism	Online fraud where goods purchased are not delivered, are counterfeit or are not as advertised	Your social network or email account being hacked	Being a victim of bank card or online banking fraud	Being asked for payment in return for getting back control of your device	Cyberattacks which prevent you from accessing online services like banking or public services	Identity theft (somebody stealing your personal data and impersonating you)	Accidentally encountering child sexual abuse material online
EU28	36	28	13	12	11	8	8	8	6	5
 Gender										
Man	38	31	15	13	11	9	10	9	7	6
Woman	33	24	11	11	10	8	7	7	6	4
 Age										
15-24	33	32	21	16	15	6	7	9	8	6
25-39	38	30	16	14	13	8	9	9	6	6
40-54	37	29	11	13	10	9	9	9	7	4
55 +	33	22	8	8	7	8	8	6	5	4
 Socio-professional category										
Self-employed	41	30	13	13	9	8	11	9	6	6
Managers	49	37	18	14	14	11	10	11	8	5
Other white collars	35	30	12	14	10	9	8	8	6	5
Manual workers	32	26	12	12	11	8	8	8	7	5
House persons	27	20	8	11	9	9	6	7	5	5
Unemployed	35	29	14	14	13	8	6	8	7	5
Retired	32	20	7	8	6	8	7	6	5	3
Students	31	31	21	13	13	5	8	8	6	5
 Difficulties paying bills										
Most of the time	29	31	17	16	16	12	9	11	11	8
From time to time	33	28	14	16	14	10	11	10	11	9
Almost never/ Never	37	27	12	11	10	7	8	8	4	3

Base: respondents who use the Internet (N=23,420)

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

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

Respondents are most likely to take action as a result of bank card or online banking fraud, or identity theft

Respondents who experienced *bank card or online banking fraud* are the most likely to have taken action, with 84% saying they took at least one action as a result. Almost three quarters (74%) of those who experienced *online fraud* took action, and the same proportion took action as a result of experiencing *identity theft*.

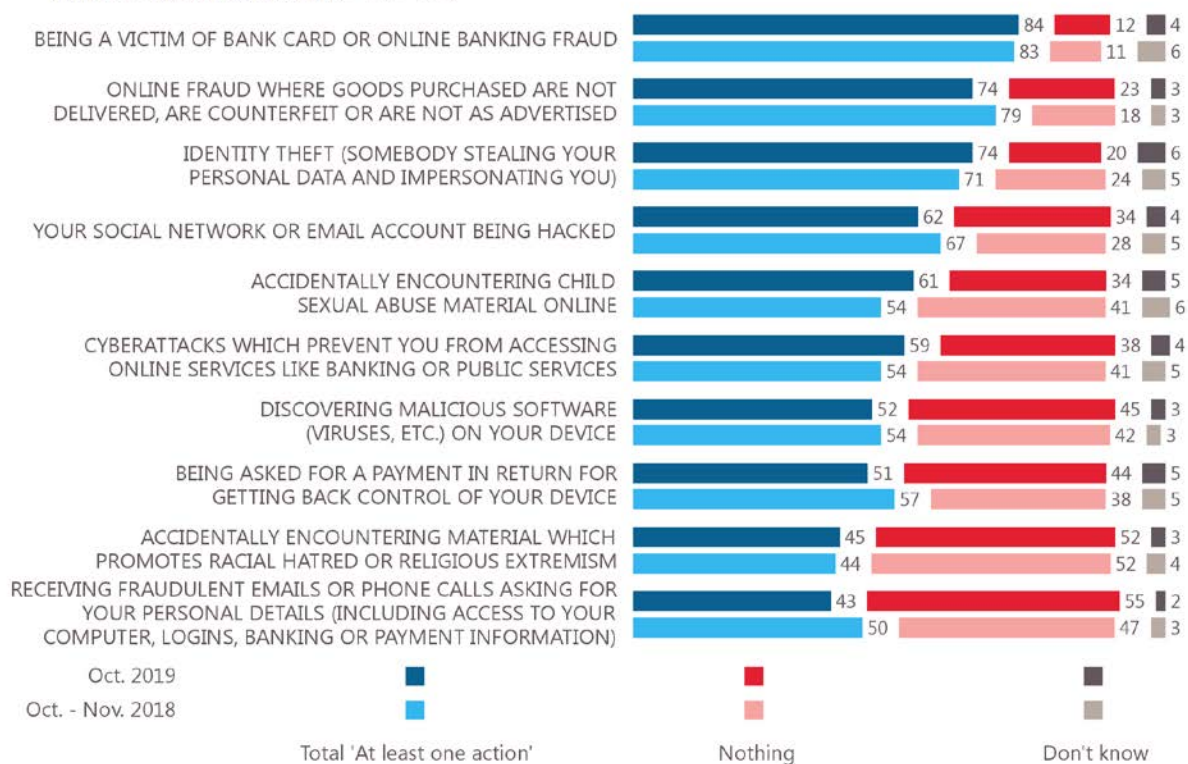
More than six in ten who experienced their *social network or email account being hacked* (62%), or *accidentally encountering child sexual abuse material online* (61%) took action, while 59% did something as a result of experiencing *cyberattacks that prevented them from accessing online services*. Just over half took action as a result of *discovering malicious software* (52%) or *being asked for payment in return for gaining control of a device* (51%).

Only a minority of respondents took some action as a result of *accidentally encountering material which promotes racial hatred or religious extremism* (45%) or *receiving fraudulent emails or phone calls asking for their personal details* (43%).

Compared to Oct-Nov 2018, respondents in the current survey are more likely to have taken action as a result of accidentally encountering child sexual abuse material online (+7 pp) or experiencing cyberattacks (+5 pp). However, they are less likely to have acted after receiving fraudulent emails or phone calls (-7 pp), being asked for payment in return for regaining control of a device (-6 pp), or experiencing online fraud, or their social network or email account being hacked (both -5 pp).

²² QC11. What have you done in each of the situations you have personally experienced or been a victim of? (MULTIPLE ANSWERS POSSIBLE)
Nothing. You contacted your Internet service provider. You contacted a consumer protection organisation. You reported the situation through an official website or e-mail address (other than one belonging to the police). Other. Don't know.

QC11 What have you done in each of the situations you have personally experienced or been a victim of?
(MULTIPLE ANSWERS POSSIBLE) (% - EU)



Base: respondents who have been victim of a cybercrime (N= 8,301)

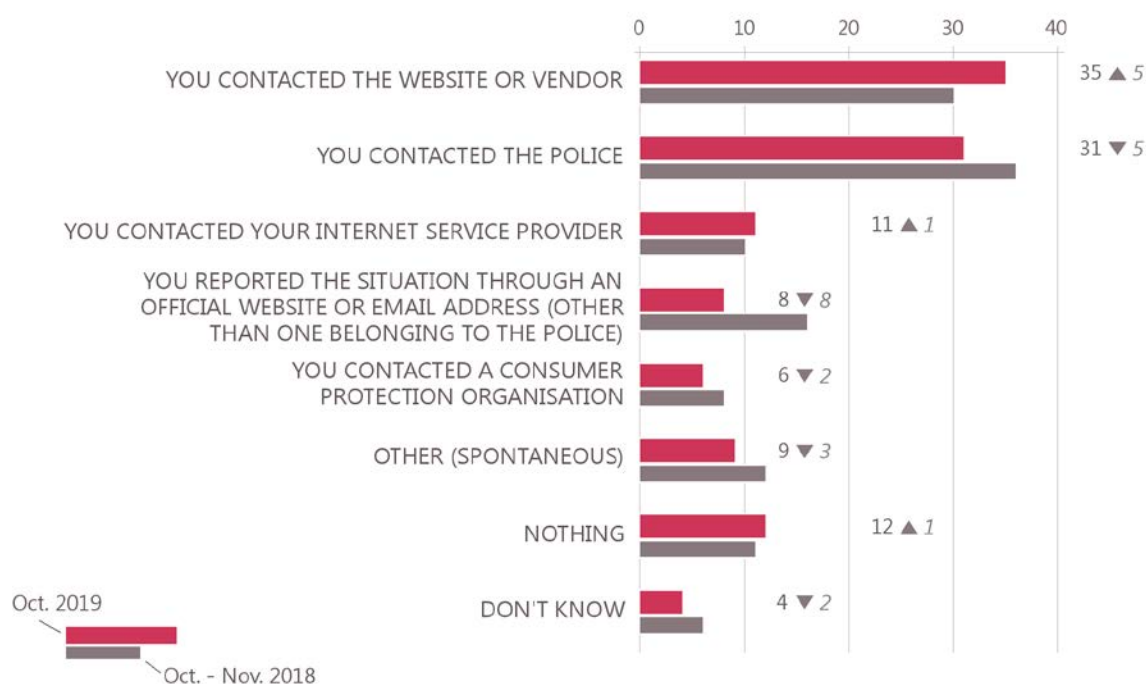
After being a victim of bank card or online banking fraud, 35% of respondents contacted the website or vendor, while almost as many (31%) contacted the police. Just over one in ten (11%) contacted their Internet service provider (ISP), while 8% reported the situation through an official website or email address and 6% say they contacted a consumer protection organisation.

Just over one in ten (12%) say they did nothing.

Respondents are more likely than those in 2018 to say they contacted the website or vendor (+5 pp), but they are less likely to say they reported the situation through an official website or email address (-8 pp) or that they contacted the police (-5 pp).

QC11.9 What have you done in each of the situations you have personally experienced or been a victim of? (MULTIPLE ANSWERS POSSIBLE)

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



Base: respondents who have been victim of bank card or online banking fraud (N= 1,920)

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

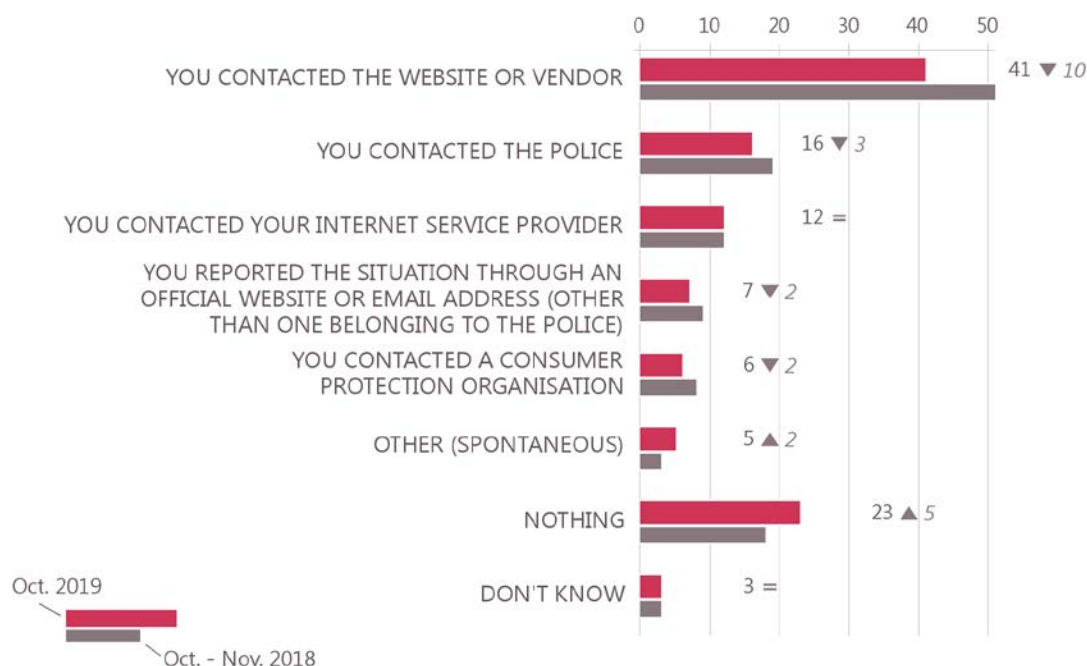
The most common response to being a victim of online fraud was to contact the website or vendor (41%), while more than one in ten of these respondents say they contacted the police (16%) or their ISP (12%). Fewer than one in ten reported the situation through an official website or email address, while 6% contacted a consumer protection organisation.

However, more than one in five (23%) say they did nothing.

Respondents are now much less likely to say they contacted the website or vendor (-10 pp) than they were in 2018, but they are more likely to say they did nothing (+5 pp).

QC11.2 What have you done in each of the situations you have personally experienced or been a victim of? (MULTIPLE ANSWERS POSSIBLE)

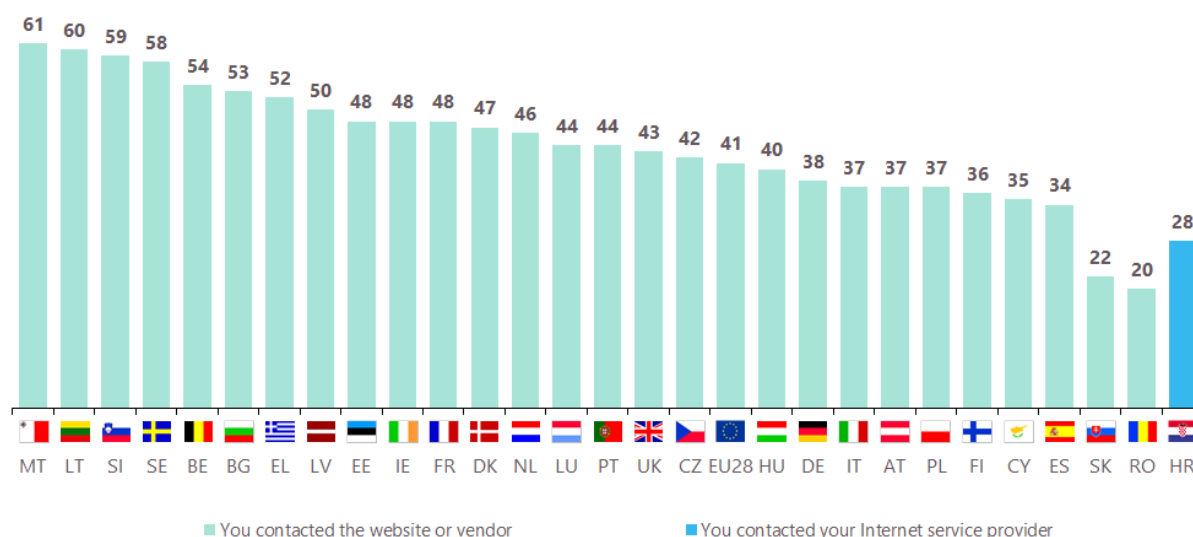
Online fraud where goods purchased are not delivered, are counterfeit or are not as advertised (% - EU)



Base: respondents who have been victim of fraud where goods purchased are not delivered, are counterfeit or are not as advertised (N= 2,830)

In all but one country respondents most often say they contacted the website or vendor when they experienced online fraud, with respondents in Malta (61%), Lithuania (60%) and Slovenia (59%) the most likely to say this²³. In Croatia, respondents most often say they contacted their ISP (28%).

QC11.2 What have you done in each of the situations you have personally experienced or been a victim of?
(Online fraud where goods purchased are not delivered, are counterfeit or are not as advertised)
(% - THE MOST MENTIONED ANSWER BY COUNTRY)



Base: respondents who have been victim of fraud where goods purchased are not delivered, are counterfeit or are not as advertised (N= 2,830)

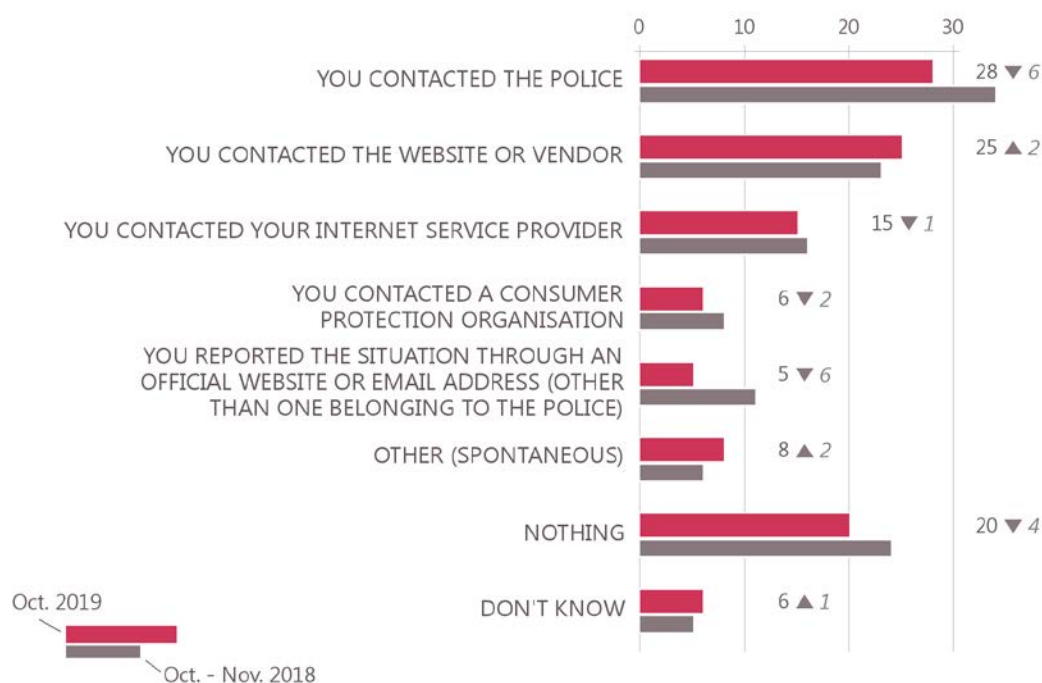
²³ Please note sample size in Portugal, Greece and Cyprus is extremely low (<50) so results should be interpreted with extreme caution. Low sample size (50-99) in the following countries also indicate care should be taken when interpreting the results: ES; SK; MT; BG; LU; LT; PL; FI; RO; SI; IT; LV.

Almost three in ten (28%) respondents who experienced identity theft say they contacted the police, while one quarter contacted the website or vendor. More than one in ten (15%) contacted their ISP, while around one in twenty contacted a consumer protection organisation (6%) or reported the situation through an official website or email address (5%).

Compared to 2018, respondents in the current survey are less likely to have contacted the police or reported the situation through an official website or email address (both -6 pp).

QC11.5 What have you done in each of the situations you have personally experienced or been a victim of? (MULTIPLE ANSWERS POSSIBLE)

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



Base: respondents who have been victim of identity theft (N= 1,475)

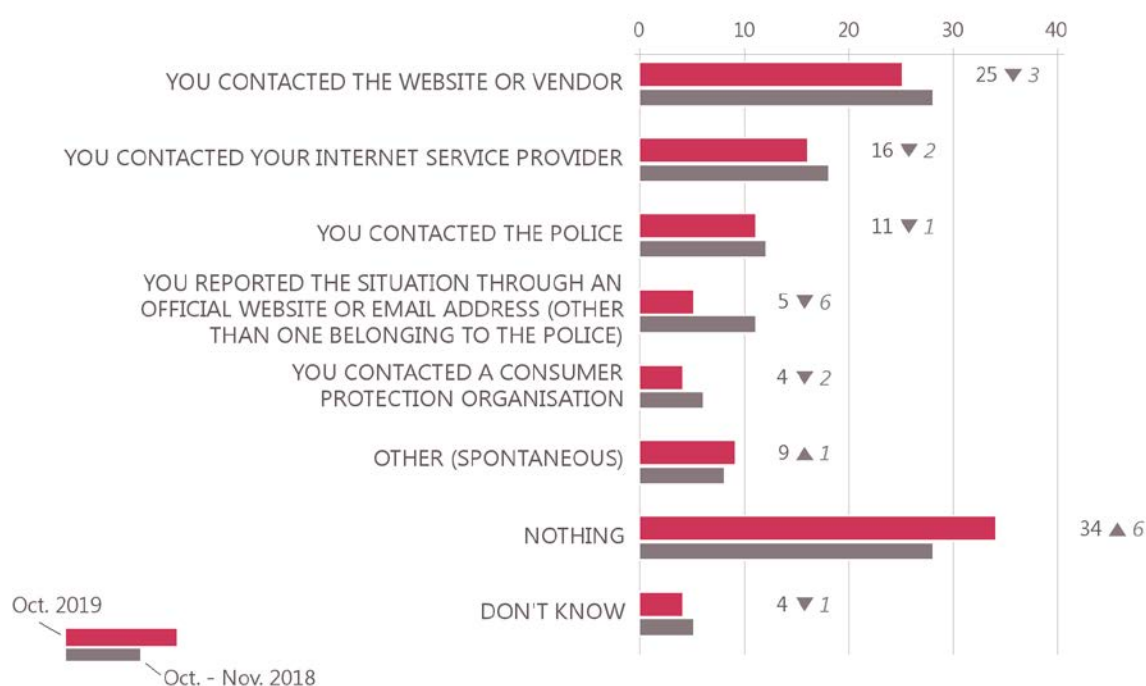
Due to low sample size, a country level analysis was not possible.

One quarter of respondents who had their social network or email account hacked contacted the website or vendor, and this is the only action taken by at least one in five. The next most common action was to contact their ISP (16%), while 11% say they contacted the police. One in twenty reported the situation through an official website or email address, while 4% contacted a consumer organisation.

More than one third (34%) say they did nothing when their account was hacked, and this proportion has increased six points since 2018. In contrast, respondents are now less likely to say they reported the situation through an official website or email address (-6 pp).

QC11.8 What have you done in each of the situations you have personally experienced or been a victim of? (MULTIPLE ANSWERS POSSIBLE)

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



Base: respondents who have had their social network or email account hacked (N= 2,534)

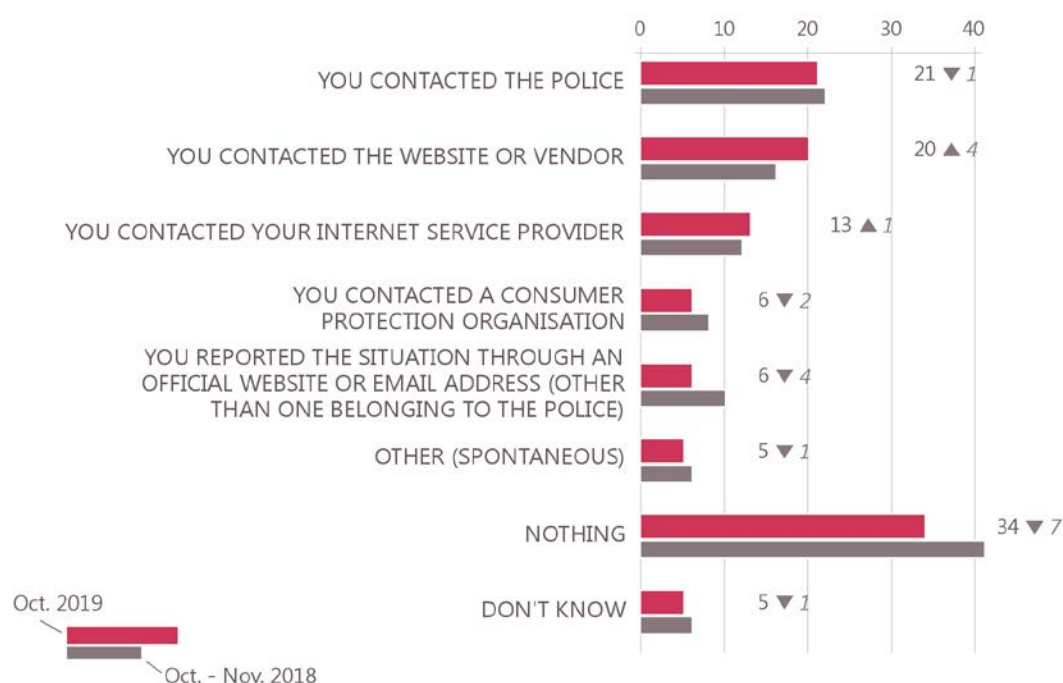
Due to low sample size, a country level analysis was not possible.

After accidentally encountering child sexual abuse material online, 21% of respondents contacted the police, while almost as many (20%) say they contacted the website or vendor. More than one in ten (13%) contacted their ISP, while 6% contacted a consumer protection organisation or reported the situation through an official website or email address.

Just over one third (34%) say they did nothing, which represents a seven-point decrease since 2018.

QC11.6 What have you done in each of the situations you have personally experienced or been a victim of? (MULTIPLE ANSWERS POSSIBLE)

Accidentally encountering child sexual abuse material online (% - EU)



Base: respondents who accidentally encountered child sexual abuse material online (N= 1,155)

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

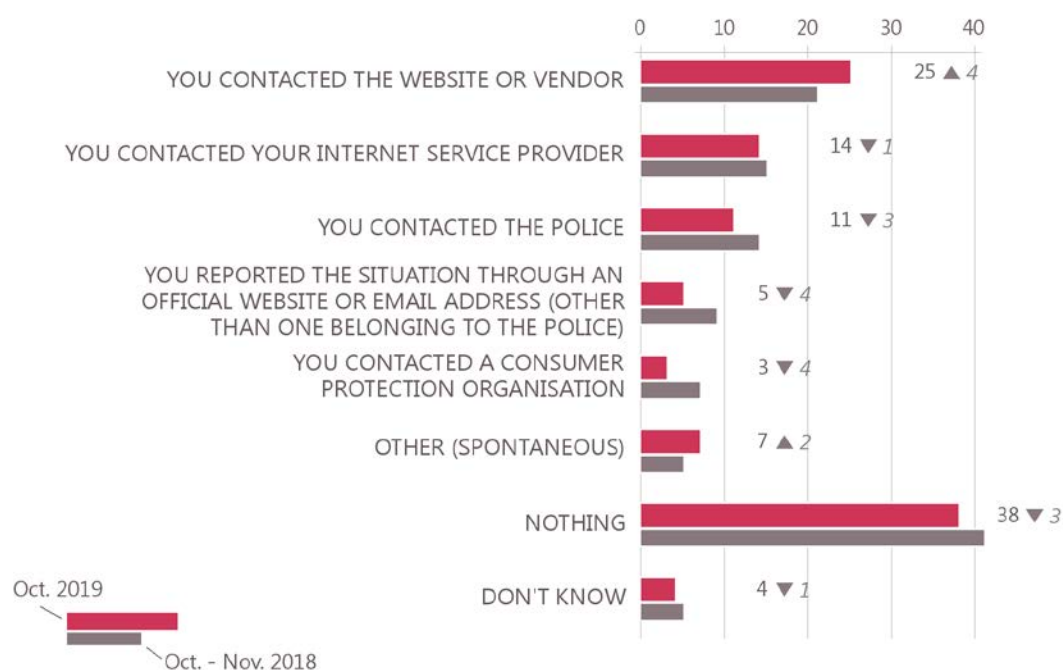
One quarter of respondents who experienced a cyberattack that prevented them from accessing online services contacted the website or vendor. More than one in ten say they contacted their ISP (14%) or the police (11%). One in twenty reported the situation through an official website or email address, while just 3% contacted a consumer protection organisation.

Almost four in ten (38%) say they did nothing.

There has been little change (1-4 pp) in these results compared to 2018.

QC11.3 What have you done in each of the situations you have personally experienced or been a victim of? (MULTIPLE ANSWERS POSSIBLE)

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



Base: respondents who have been victim of cyberattacks which prevented them from accessing online services like banking or public services (N= 1,907)

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

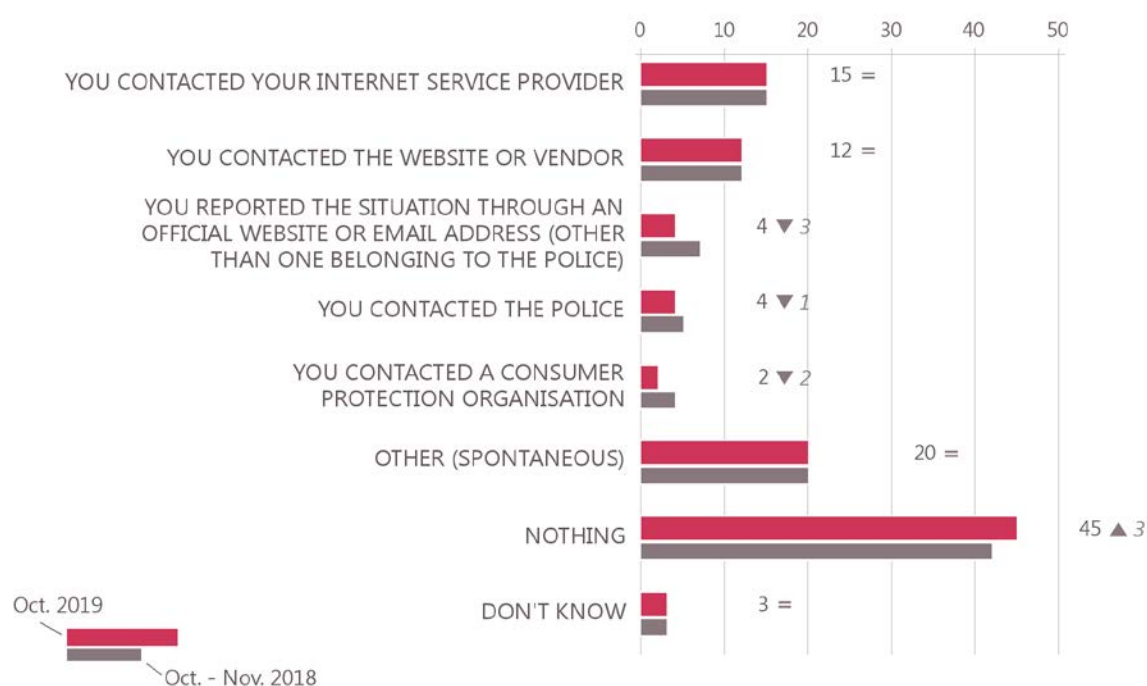
After discovering malicious software on their device, 15% of respondents say they contacted their ISP, while 12% contacted the website or vendor. Fewer than one in twenty contacted the police, reported the situation through an official website or email address (both 4%) or contacted a consumer protection organisation.

One in five respondents took another action, while almost half (45%) say they did nothing.

There has been little change in these results since 2018.

QC11.4 What have you done in each of the situations you have personally experienced or been a victim of? (MULTIPLE ANSWERS POSSIBLE)

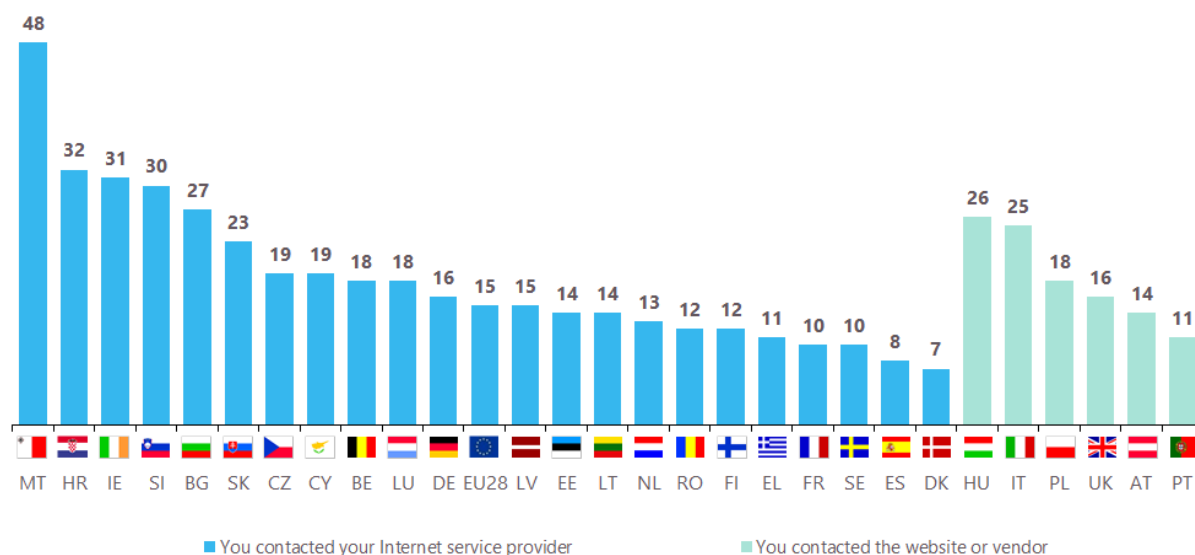
Discovering malicious software (viruses, etc.) on your device (% - EU)



Base: respondents who discovered malicious software on their devices (N= 6,493)

In 22 countries, respondents most often say they contacted their ISP when they discovered malicious software, although respondents in Malta (40%) are much more likely to say this than those in other countries²⁴. In the remaining six countries, respondents most often say they contacted the website or vendor, with the highest proportions seen in Hungary (26%) and Italy (25%).

QC11.4 What have you done in each of the situations you have personally experienced or been a victim of?
(Discovering malicious software (viruses, etc.) on your device)
(% - THE MOST MENTIONED ANSWER BY COUNTRY)



Base: respondents who discovered malicious software on their devices (N= 6,493)

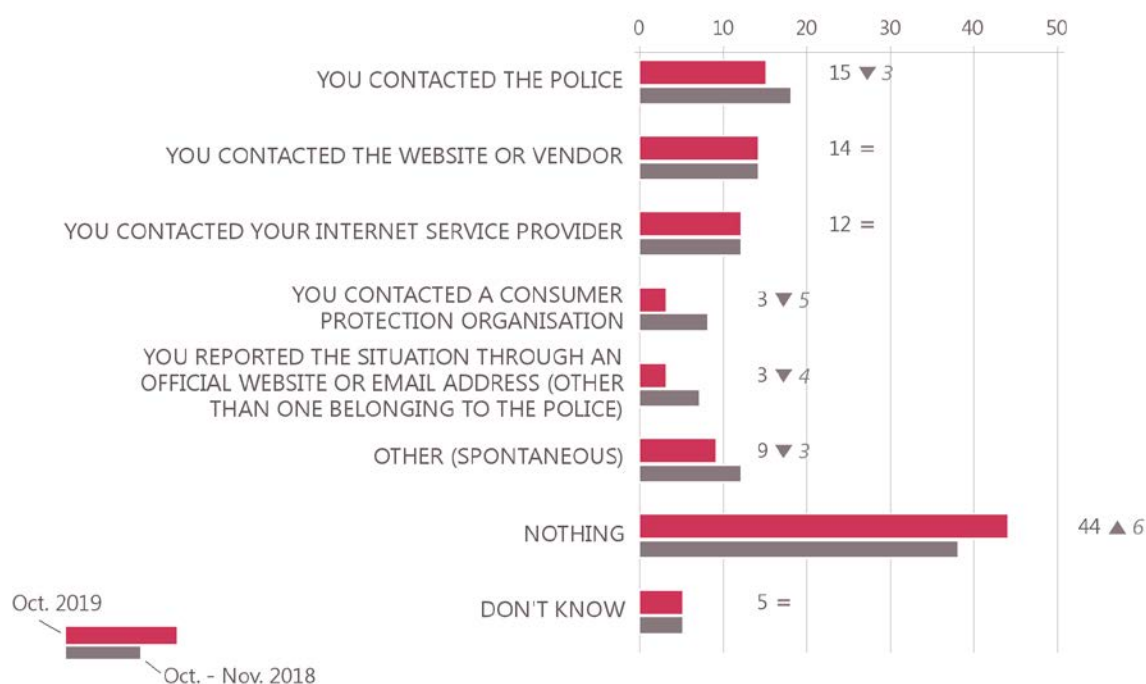
²⁴ Care should be taken when interpreting the results for Malta and Portugal due to low sample size (50-99).

More than one in ten respondents who were asked for payment in return for regaining control of a device said they contacted the police (15%), the website or vendor (14%) or their ISP (12%). Less than one in twenty say they contacted a consumer protection organisation or reported the situation through an official website or email address (both 3%). Almost one in ten (9%) say they took another action.

More than four in ten (44%) say they did nothing, which is an increase of six points since 2018. In contrast, respondents are now less likely to say they contacted a consumer protection organisation (-5 pp) after experiencing this cybercrime.

QC11.10 What have you done in each of the situations you have personally experienced or been a victim of? (MULTIPLE ANSWERS POSSIBLE)

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



Base: respondents who have been asked for a payment in return for getting back control of their devices (N= 1,916)

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

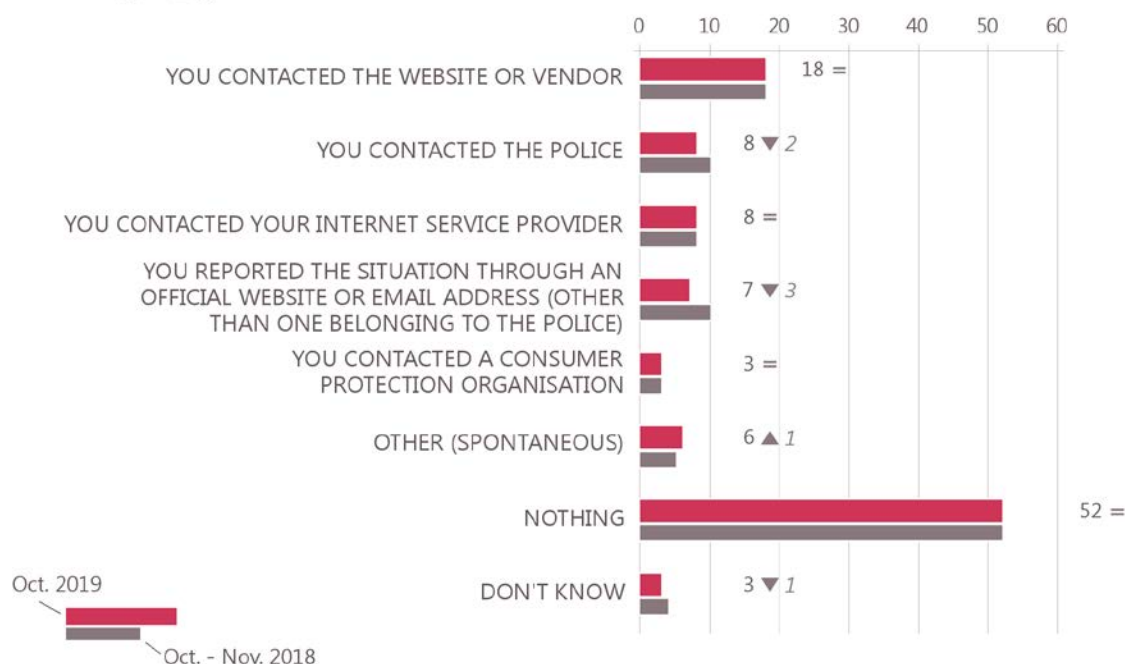
After accidentally encountering material which promotes racial hatred or religious extremism, almost one in five (18%) contacted the website or vendor. This is the only action taken by at least one in ten. Respondents are less likely to say they contacted the police or their ISP (both 8%), while 7% reported the situation through an official website or email address and 3% contacted a consumer organisation. Just over one in five (6%) took another action.

The majority (52%), however, say they did nothing.

There has been little change in these results since 2018.

QC11.7 What have you done in each of the situations you have personally experienced or been a victim of? (MULTIPLE ANSWERS POSSIBLE)

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



Base: respondents who accidentally encountered material which promotes racial hatred or religious extremism (N= 3,032)

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

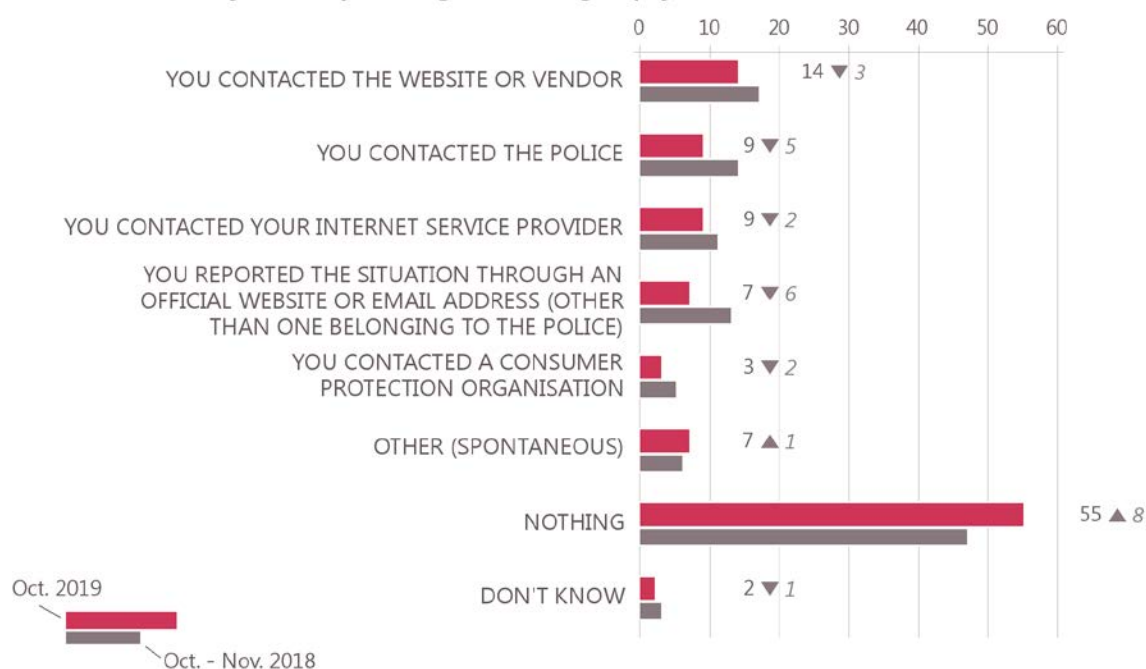
Contacting the website or vendor (14%) is the most common action taken after receiving fraudulent emails or phone calls asking for personal details. Almost one in ten contacted the police or their ISP (9% each), while 7% reported the situation through an official website or email address. Just 3% contacted a consumer protection organisation.

Almost one in ten (7%) say they took some other action, but the majority (55%) say they did nothing after this experience.

Compared to 2018, respondents are now more likely to say they did nothing (+8 pp), and less likely to say they reported the situation through an official website or email address (-6 pp) or contacted the police (-5 pp).

QC11.1 What have you done in each of the situations you have personally experienced or been a victim of? (MULTIPLE ANSWERS POSSIBLE)

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

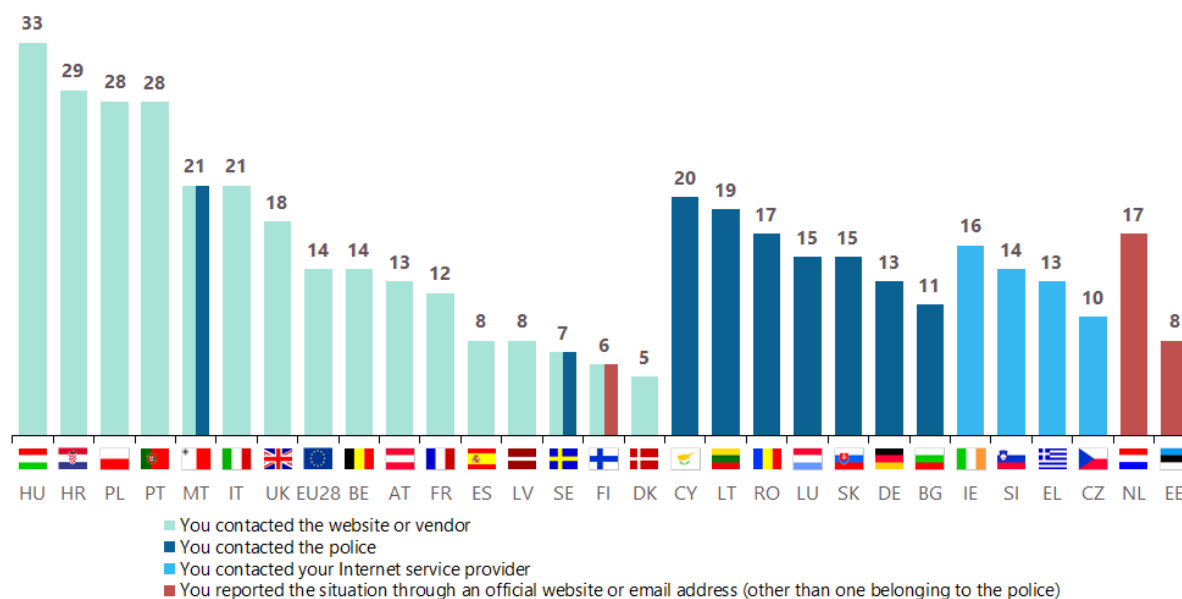


Base: respondents who have received fraudulent emails or phone calls asking for their personal details (N= 8,301)

In 12 countries, respondents who received fraudulent emails or phone calls are most likely to say they contacted the website or vendor, while in seven countries the police are most mentioned.²⁵ Respondents in Slovakia and France are equally likely to mention the website or vendor and the police, while those in the Netherlands are equally likely to mention the website or vendor and an official email or website.

An ISP is the most mentioned answer by respondents in four countries, while an official website or email is most mentioned by two countries (in addition to the Netherlands).

QC11.1 What have you done in each of the situations you have personally experienced or been a victim of?
(Receiving fraudulent emails or phone calls asking for your personal details (including access to your computer, logins, banking or payment information))
(% - THE MOST MENTIONED ANSWER BY COUNTRY)



Base: respondents who have received fraudulent emails or phone calls asking for their personal details (N= 8,301)

²⁵ Please note sample size in Portugal is extremely low (<50) so results should be interpreted with extreme caution. Low sample size (50-99) in Greece and Cyprus means care should be taken when interpreting these results.

The **socio-demographic breakdown** shows that those who experience greater financial difficulties, and those living in large towns are consistently more likely to report being a victim of each cybercrime. The analysis also shows:

- Women are more likely to say they have been a victim of identity theft (78% of women vs 71% of men), accidentally encountering child sexual abuse material online (64% vs 59%), cyberattacks preventing them from accessing online services (64% vs 54%) or discovering malicious software on their device (55% vs 50%).
- Respondents aged 40 and older are the most likely to say they have discovered malicious software on their device or that they have received fraudulent emails or phone calls asking for personal details. Those aged 15-39 are more likely than older respondents to report being asked for a payment in return for getting their device back, while respondents aged 25-39 (51%) are the most likely to say they have accidentally encountered material which promotes racial hatred or religious extremism.
- Respondents who completed their education aged 20 or older are the most likely to report being a victim of online fraud (79%) or identity theft (78%). Those who completed education aged 16 or older are the most likely to report being asked for a payment in return for gaining control over their device, while those who completed aged 19 or younger are the most likely to say they have accidentally encountered material which promotes racial hatred or religious extremism. Respondents who completed education aged 15 or younger (58%) are the most likely to say they have discovered malicious software.
- Managers are the occupation group most likely to report being a victim of bank card or online banking fraud (91%), online fraud (81%) or identity theft (80%). Along with students they are also the most likely to report accidentally encountering child sexual abuse material online (both 70%).

It is also interesting to note that with the exception of being a victim of bank card or online banking fraud, respondents who use the Internet less frequently are the most likely to report being a victim of each cybercrime. For instance, 73% of those who use the Internet less than daily report accidentally encountering material which promotes racial hatred or religious extremism, compared to 42% of daily users.

QC11 What have you done in each of the situations you have personally experienced or been a victim of?
(MULTIPLE ANSWERS POSSIBLE)

(% - TOTAL 'AT LEAST ONE ACTION')

	Being a victim of bank card or online banking fraud	Online fraud where goods purchased are not delivered, are counterfeit or are not as advertised	Identity theft (somebody stealing your personal data and impersonating you)	Your social network or email account being hacked	Accidentally encountering child sexual abuse material online	Cyberattacks which prevent you from accessing online services like banking or public services	Discovering malicious software (viruses, etc.) on your device	Being asked for a payment in return for getting back control of your device	Accidentally encountering material which promotes racial hatred or religious extremism	Receiving fraudulent emails or phone calls asking for your personal details (including access to your computer, logins, banking or payment information)
EU28	84	74	74	62	61	59	52	51	45	43
 Gender										
Man	82	73	71	61	59	54	50	49	45	43
Woman	86	76	78	63	64	64	55	53	44	44
 Age										
15-24	80	69	72	59	59	64	49	53	38	38
25-39	86	75	76	64	65	55	49	56	51	41
40-54	86	78	77	61	62	58	55	48	42	46
55 +	82	73	69	63	57	60	54	48	45	45
 Education (End of)										
15-	75	70	70	64	57	55	58	42	48	44
16-19	83	72	73	60	60	60	51	51	48	44
20+	87	79	78	65	63	57	53	52	43	45
Still studying	89	72	79	64	70	63	48	54	41	35
 Socio-professional category										
Self-employed	79	71	59	61	60	62	51	48	45	42
Managers	91	81	80	66	70	61	56	52	48	49
Other white collars	87	73	77	68	66	58	53	51	42	38
Manual workers	83	77	76	58	60	55	50	52	45	45
House persons	79	79	62	74	56	60	58	55	51	36
Unemployed	76	63	72	53	42	52	44	55	40	39
Retired	81	69	71	58	51	59	56	46	48	48
Students	89	72	79	64	70	63	48	54	41	35
 Use of the Internet										
Everyday	84	73	73	61	57	55	51	48	42	42
Often/ Sometimes	83	84	80	73	76	81	70	71	73	60

Base: respondents who have been victim of a cybercrime

4. Child protection

Respondents were asked what they did to protect children in their household from online harassment such as bullying or grooming^{26,27}.

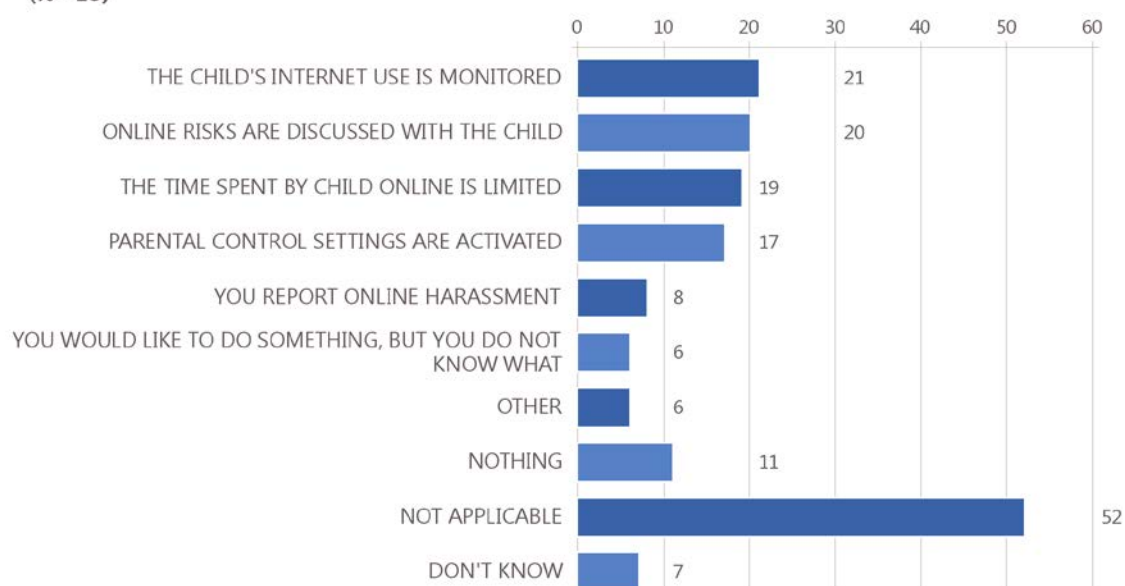
At least one in five monitor children's Internet use and discuss online risks with them

More than one third (37%) say they take action to protect the children in their household from online harassment. The most common actions are to *monitor the child's Internet use* (21%) or *discuss online risks with them* (20%). Almost as many (19%) *limit the child's time online*, while 17% have *activated parental control settings*.

Far fewer have *reported online harassment* (8%), *say they would like to do something but don't know what to do* or *say they take some other action* (6%).

Just over one in ten (11%) say they do nothing, 7% say they don't know, and for just over half (52%) the question is not applicable.

QC6 Thinking about the online harassment of children under the age of 16 (e.g. bullying or grooming), what, if anything, is done in your household to protect them while they are online?
(% - EU)



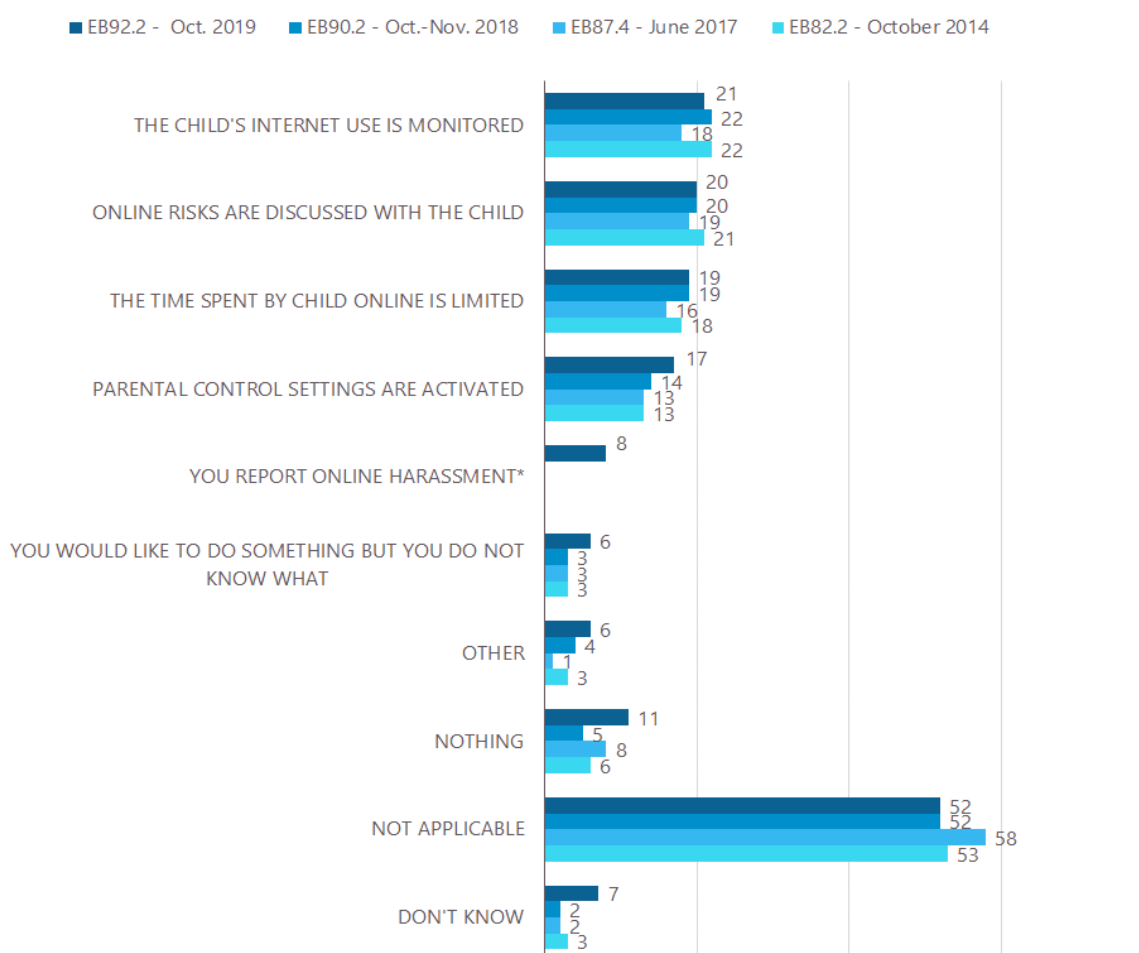
Base: respondents who use the Internet (N=23,420)

²⁶ QC6. Thinking about the online harassment of children under the age of 16 (e.g. bullying or grooming), what, if anything, is done in your household to protect them while they are online? (MULTIPLE ANSWERS POSSIBLE) The child's Internet use is monitored; Parental control settings are activated (M); The time spent by child online is limited; Online risks are discussed with the child; You report online harassment (N); You would like to do something, but you do not know what (M); Other. Nothing. Not applicable. Don't know.

²⁷ Callbacks were made between 8 and 20 November 2019 to respondents who selected one of the following spontaneous codes (Other/Nothing/Not applicable/Don't know), for data quality reasons. These respondents were asked the question again. The results reflect the answers given during the callback.

There has been little change in these results since Oct-Nov 2018, with the largest being a six point increase in the proportion of those who say they do nothing, and a five point increase in the proportion of those who say they don't know. Over the longer term since October 2014, the proportion of those who do nothing and those who have activated the parental controls, have both increased by five points.

QC6 Thinking about the online harassment of children under the age of 16 (e.g. bullying or grooming), what, if anything, is done in your household to protect them while they are online? (MULTIPLE ANSWERS POSSIBLE)
(% - EU)



Base: respondents who use the Internet (N=23,420)

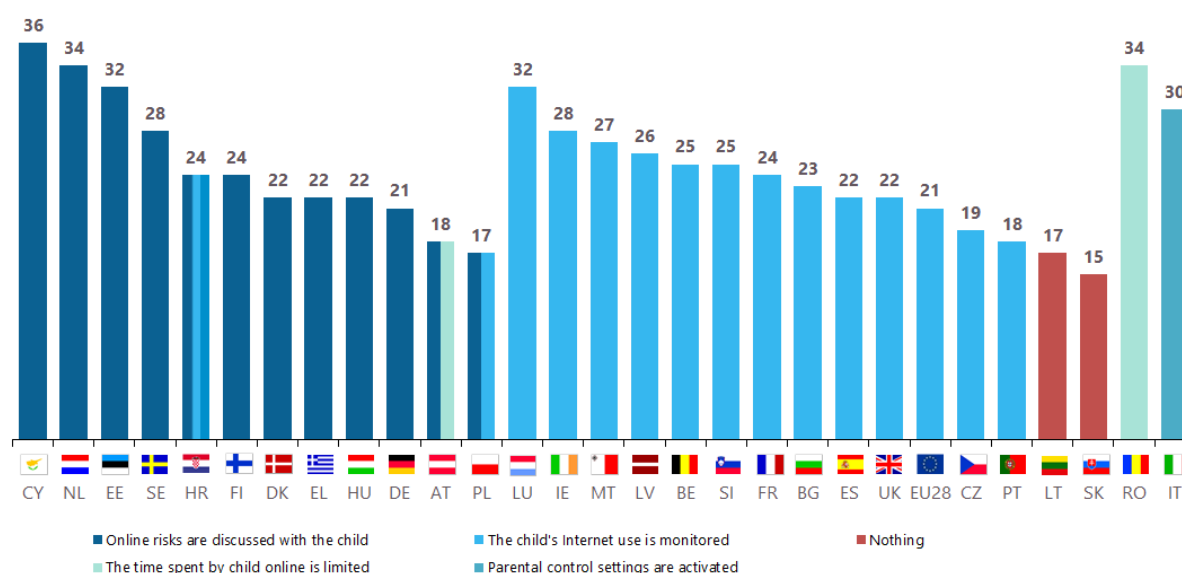
As was the case in 2018, the country-level results are quite varied. There are 12 countries where monitoring the child's Internet use is the most mentioned action, and a further two countries (Poland and Croatia) where it is jointly the most mentioned. However, proportion in these countries range from 32% in Luxembourg to 14% in Lithuania.

There are nine countries where discussing online risks is the most common action taken, and a further three countries where this is jointly the most mentioned (Poland, Croatia and Austria). Once again there is a range of responses in these countries – from 36% of respondents in Cyprus to 13% in Slovakia.

Limiting the child's online time is the most mentioned action in Romania, and jointly the most mentioned in Croatia. Activating parental control settings is the most mentioned action in Italy, and the joint most mentioned action in Austria.

Lithuania (17%) and Slovakia (15%) are the only two countries where the most mentioned answer is nothing.

QC6 Thinking about the online harassment of children under the age of 16 (e.g. bullying or grooming), what, if anything, is done in your household to protect them while they are online?
(% - THE MOST MENTIONED ANSWER BY COUNTRY)



Base: respondents who use the Internet (N=23,420)

Within countries, changes since Oct-Nov 2018 are generally small, but there are some exceptions. The proportion of respondents in Latvia, Cyprus, the Netherlands and Portugal who say in their household the child's Internet use is monitored has increased by five points. In Spain, on the other hand there has been a decline of five points.

In the Netherlands and Sweden (both +8 pp), Hungary (+7 pp) and Bulgaria (+5 pp) respondents are now more likely to say online risks are discussed with the child, while those in Belgium (-8 pp) and France and the United Kingdom (both -5 pp) are now less likely to say this.

Respondents in Cyprus (+7 pp) and the Netherlands (+6 pp) are now more likely to say the child's online time is limited, while those in Belgium are much less likely to do so (-11 pp).

In 18 countries, respondents are now more likely to say parental control settings are activated, with the largest increases seen in Luxembourg, France (both +9 pp) and Sweden (+7 pp). In contrast, respondents in Belgium and Romania (both -7 pp) are now less likely to say this.

Finally, there are 21 countries where respondents are now more likely to say they would like to do something but don't know what, with the largest increases observed in Austria and Hungary (both +8 pp) and Belgium (+7 pp).

QC6 Thinking about the online harassment of children under the age of 16 (e.g. bullying or grooming), what, if anything, is done in your household to protect them while they are online?

(MULTIPLE ANSWERS POSSIBLE) (% - EU)

		The child's Internet use is monitored		Online risks are discussed with the child		The time spent by child online is limited		Parental control settings are activated		You report online harassment	You would like to do something, but you do not know what		Other		Nothing		Not applicable	
		Diff. Oct. 2019 - Oct.-Nov. 2018		Diff. Oct. 2019 - Oct.-Nov. 2018		Diff. Oct. 2019 - Oct.-Nov. 2018		Diff. Oct. 2019 - Oct.-Nov. 2018		Diff. Oct. 2019 - Oct.-Nov. 2018		Diff. Oct. 2019 - Oct.-Nov. 2018		Diff. Oct. 2019 - Oct.-Nov. 2018		Diff. Oct. 2019 - Oct.-Nov. 2018		Diff. Oct. 2019 - Oct.-Nov. 2018
EU28		21	▼1	20	=	19	=	17	▲3	8	6	▲3	6	▲2	11	▲6	52	=
BE		25	▼1	23	▼8	24	▼11	21	▼7	10	14	▲7	6	▼5	4	▲3	51	▲22
BG		23	▲2	21	▲5	21	▲3	16	▲5	4	8	▲2	8	▲7	9	▲7	45	▼7
CZ		19	▼2	18	▼3	15	▼4	10	=	2	7	▲2	9	▼3	10	▲6	53	▲11
DK		13	▲2	22	▲1	12	▲2	10	▲4	4	3	=	3	▼5	10	▲1	64	▲7
DE		18	▲3	21	▲3	17	▲4	16	▲6	10	4	▲3	4	▲3	7	▼1	67	▲6
EE		26	▲3	32	▲2	21	▲2	9	▼1	12	3	=	3	▲1	5	▲4	57	▼4
IE		28	▼3	18	▼2	22	▼2	24	▲6	7	4	=	6	=	14	▲9	46	▲4
EL		19	▼2	22	▲1	17	▼1	11	▲1	5	4	▲2	1	=	13	▲10	61	▼2
ES		22	▼5	17	▼1	17	▼4	12	▼1	5	2	=	7	▲5	9	▲3	59	▲1
FR		24	▼4	17	▼5	19	▼1	20	▲9	8	4	▲2	9	▲4	20	▲16	40	▼13
HR		24	▲3	24	▲1	24	▲2	16	=	6	6	▲2	4	=	12	=	59	▲12
IT		27	▼2	24	=	26	▼3	30	▲6	14	13	▲6	7	▲2	11	▲3	24	▼7
CY		31	▲5	36	▲2	28	▲7	16	▼1	12	9	▲3	3	▼4	11	▲5	49	▲8
LV		26	▲5	18	=	14	▲1	8	▲1	4	6	▲5	4	▼2	9	▲5	58	▲1
LT		14	▼1	12	▼2	11	▼1	6	▲1	2	5	▲3	3	▼3	17	▲13	56	▼8
LU		32	▼2	29	=	26	=	27	▲9	12	5	▲2	12	=	18	▲14	13	▼22
HU		19	▼2	22	▲7	15	▲1	14	▲1	4	10	▲8	4	▲3	13	▲8	37	▼19
MT		27	▼1	13	▼1	17	▼2	17	▲3	9	2	=	5	▲2	9	▲9	39	▼14
NL		23	▲5	34	▲8	17	▲6	15	▲4	6	3	▲1	3	▼6	5	▲2	55	▲1
AT		13	▼2	18	=	17	▼1	18	▲2	8	12	▲8	5	▲1	5	▼2	67	▲15
PL		17	▼2	17	▲2	16	▼4	11	▼2	5	5	▲3	6	▲4	6	▲3	61	▲11
PT		18	▲5	12	▲1	12	▼3	5	▼4	3	4	▼2	7	▲5	11	▲10	55	▼7
RO		24	▼3	33	▲3	34	▲1	19	▼7	14	11	▲2	9	▲5	5	▲3	19	▼16
SI		25	▲2	21	▲1	19	▲2	13	▲3	3	3	▲1	7	▼2	5	▼1	51	▲3
SK		9	▲1	13	=	12	▼1	6	▲1	2	6	▲2	7	▼4	15	▲14	56	▼3
FI		20	▼1	24	▲4	17	=	10	▼2	7	2	▲1	2	▼3	9	▼4	67	▲14
SE		18	▲4	28	▲8	14	▲3	15	▲7	9	3	▼1	3	▼2	12	▲2	58	▼1
UK		22	▼2	13	▼5	16	▲1	20	▲4	6	2	▲1	3	▼2	15	▲11	65	▲6

Base: respondents who use the Internet (N=23,420)

Although the **socio-demographic** analysis shows differences between age groups, these are predominantly accounted for by the fact that respondents between the ages of 25 and 54 are significantly more likely to have children who live at home than younger or older respondents.

The analysis shows few other differences:

- The longer a respondent remained in education, the more likely they are to say each individual action is taken. For example, 27% who completed education aged 20 or older say the child's Internet use is monitored, compared to 12% who completed education aged 15 or younger.
- Respondents living in a household with multiple adults and children are more likely to take each action than those living in single adult and child households. For instance, 34% those living in households with multiple adults and children limit the child's time online, compared to 27% of those living in single adult households with children. The exception is reporting online harassment, where there is no difference.

In addition, daily Internet users are more likely to have taken all but one of these actions than those who use the Internet less often. The exception is reporting online harassment.

QC6 Thinking about the online harassment of children under the age of 16 (e.g. bullying or grooming), what, if anything, is done in your household to protect them while they are online?
(% - EU)

	The child's Internet use is monitored	Parental control settings are activated	The time spent by child online is limited	Online risks are discussed with the child	You report online harassment	You would like to do something, but you do not know what	Other	Nothing	Not applicable	Don't know
EU28	21	17	19	20	8	6	6	11	52	7
 Education (End of)										
15-	12	8	10	10	5	9	6	10	63	7
16-19	21	18	19	20	8	6	6	10	51	7
20+	27	21	23	25	8	4	5	11	51	6
Still studying	17	17	17	19	12	5	5	15	43	10
 Household situation										
Single Household without children	11	10	9	11	6	6	6	13	56	8
Single Household with children	28	26	27	29	12	5	5	9	45	9
Multiple Household without children	12	10	11	11	6	5	6	12	60	8
Household with children	40	30	34	36	11	6	4	8	41	5
 Use of the Internet										
Everyday	25	20	22	23	9	5	6	11	49	7
Often/ Sometimes	15	14	16	17	8	8	6	9	54	6
Never	6	4	7	6	3	9	6	11	64	9

Base: respondents who use the Internet (N=23,420)

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

This final chapter discusses respondents' awareness of where they can report a cybercrime or illegal online behaviour, as well as the incidence of reporting these things. The actions respondents would take if they were a victim of a range of cybercrimes are also discussed.

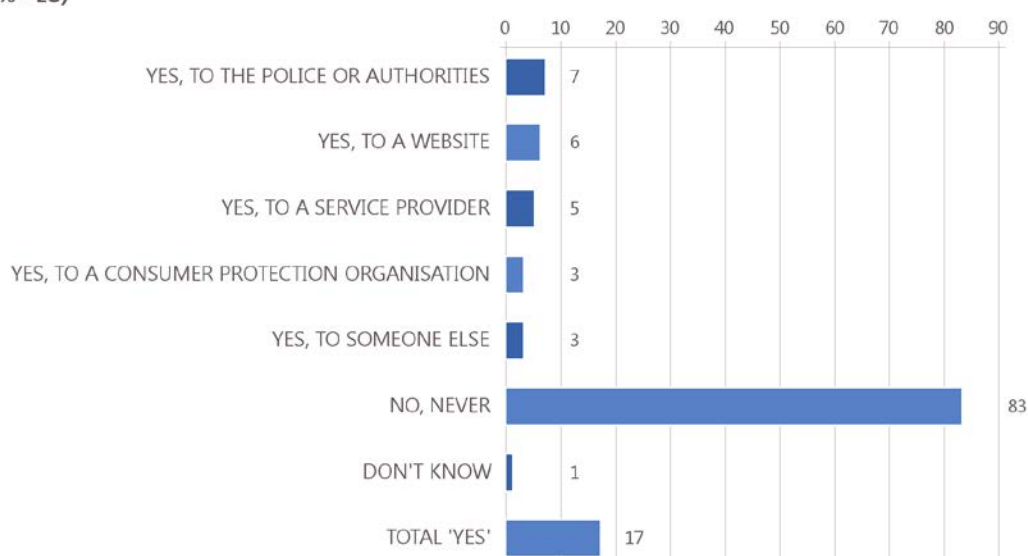
1. Reporting online illegal behaviours

All respondents were asked if they had reported a cybercrime or illegal online behaviour.²⁸

Less than one in five have reported a cybercrime or illegal online behaviour

The large majority (83%) of respondents have never reported a cybercrime or other illegal online behaviour, while 17% have. Respondents are most likely to have reported this to the *police or authorities* (7%), to a *website* (6%) or to a *service provider* (5%). Just 3% reported to a *consumer protection organisation* or to *someone else*.

QC14 Have you ever reported a cybercrime or any other illegal online behaviour (e.g. cyberattack, online harassment or bullying)? (% - EU)

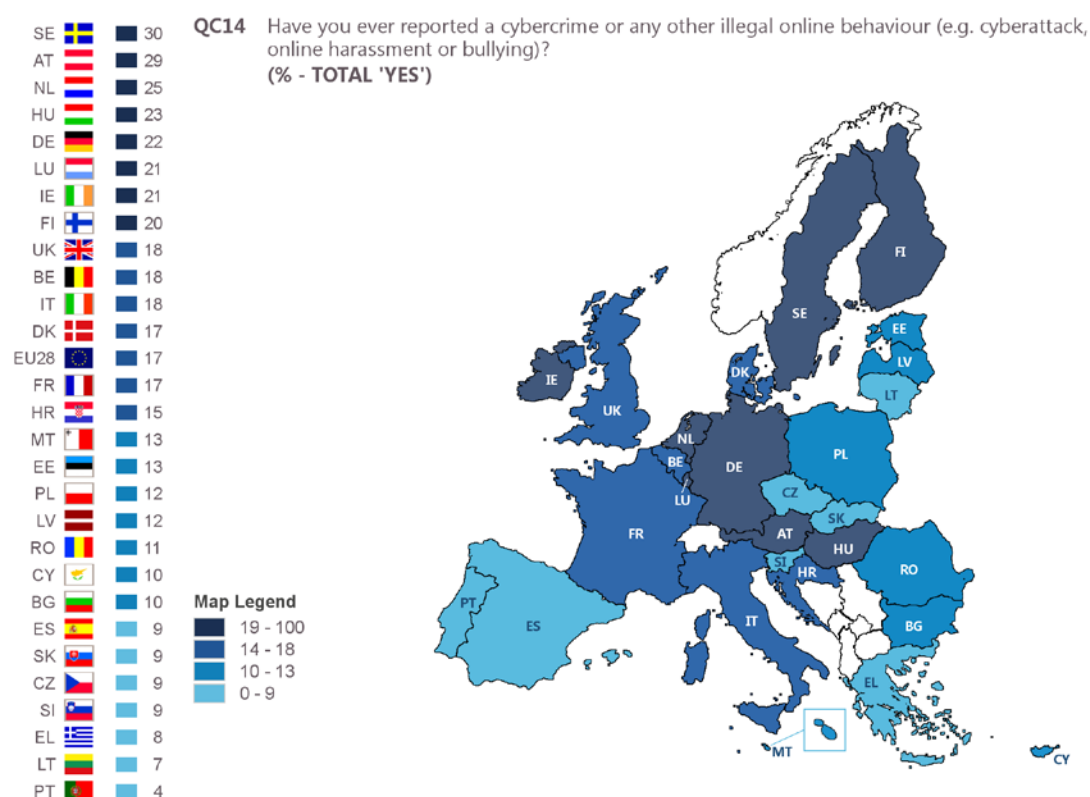


Base: all respondents (N=27,607)

²⁸ QC14. Have you ever reported a cybercrime or any other illegal online behaviour (e.g. cyberattack, online harassment or bullying)? (MULTIPLE ANSWERS POSSIBLE) Yes, to the police or authorities; Yes, to a service provider; Yes, to a website; Yes, to a consumer protection organisation; Yes, to someone else; No, never; Don't Know.

No more than three in ten respondents in any country have reported a cybercrime or other illegal online behaviour, with proportions ranging from 30% of respondents in Sweden, 29% in Austria and 25% in the Netherlands to 4% in Portugal, 7% in Lithuania and 8% in Greece.

There is no strong geographic pattern, although there is a tendency for higher reporting levels amongst respondents living in central, and some western and northern areas.



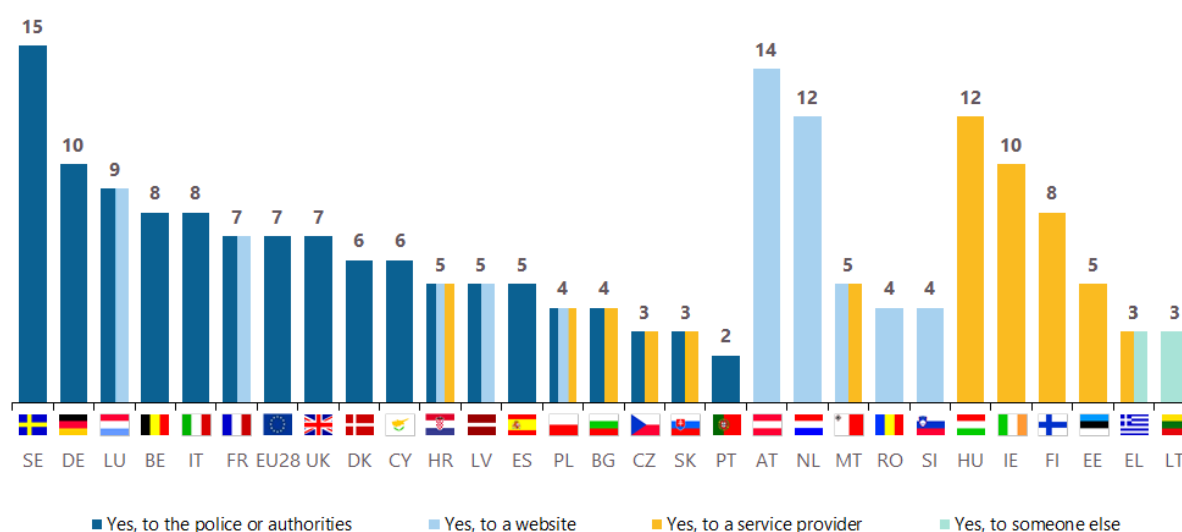
Base: all respondents (N=27,607)

It is also interesting to note that there is no consistent relationship between awareness of official channels for reporting cybercrimes and actual reporting of these crimes. Not surprisingly, however, there is a relationship between experiencing cybercrimes and reporting them. For instance, Sweden, Austria and the Netherlands have the highest proportion of respondents who have reported these cybercrimes, and also feature as countries with high proportions of respondents who have experienced cybercrimes. In Greece and Portugal on the other hand, respondents are consistently amongst the least likely to have experienced cybercrimes, and they are also amongst the least likely to have reported them.

In nine countries, respondents most often say they reported a cybercrime or illegal online behaviour to the police or authorities, while in four countries a service provider is most mentioned. In three countries these two answers are equally given. In four countries the report was most often made to a website, and in a further four countries the report was most often made to a service provider. In Croatia and Poland, the police, a service provider and a website are equally mentioned, while in Malta a service provider and a website are both the most common answer.

In Greece respondents are equally likely to mention a service provider and someone else, while in Lithuania the most mentioned answer is someone else.

QC14 Have you ever reported a cybercrime or any other illegal online behaviour (e.g. cyberattack, online harassment or bullying)?
(MULTIPLE ANSWERS PER LINE)
(% - THE MOST MENTIONED ANSWER BY COUNTRY)



Base: all respondents (N=27,607)

Fewer than one in five in each country have ever reported a cybercrime or illegal online behaviour to the **police or authorities**, with proportions ranging from 15% in Sweden, 10% in Germany and 9% in Luxembourg and the Netherlands to 1% in Lithuania and 2% in Romania, Portugal and Greece. Respondents in Austria (14%), and Sweden and the Netherlands (both 12%) are the most likely to say they have reported a cybercrime or illegal online behaviour to a **website**, while those in Portugal and Spain (both 1%) are the least likely to have done so.

The proportion of respondents who have reported a cybercrime or illegal online behaviour to a **service provider** ranges from 12% in Hungary and 10% in Austria and Ireland to 1% in Portugal. Respondents in Austria are the most likely to have reported a cybercrime or illegal online behaviour to a **consumer protection organisation** or to **someone else** (7% in each case).

QC14 Have you ever reported a cybercrime or any other illegal online behaviour (e.g. cyberattack, online harassment or bullying)? (MULTIPLE ANSWERS POSSIBLE) (%)

		Yes, to the police or authorities	Yes, to a service provider	Yes, to a website	Yes, to a consumer protection organisation	Yes, to someone else	No, never	Don't know
EU28		7	5	6	3	3	83	1
SE		15	7	12	1	5	70	0
AT		7	10	14	7	7	70	1
NL		9	6	12	3	6	75	0
HU		7	12	6	4	3	76	1
DE		10	4	7	3	4	77	1
IE		8	10	7	3	3	79	0
LU		9	8	9	3	4	78	1
FI		7	8	6	1	6	79	0
BE		8	5	7	3	3	82	0
IT		8	5	5	6	2	82	0
UK		7	6	5	1	3	82	0
DK		6	5	5	1	4	83	0
FR		7	5	7	1	2	83	0
HR		5	5	5	3	1	83	2
EE		3	5	4	1	4	85	1
MT		4	5	5	3	3	79	7
LV		5	3	5	0	2	87	1
PL		4	4	4	2	1	87	0
RO		2	3	4	3	2	89	1
BG		4	4	2	3	2	87	3
CY		6	2	2	1	3	89	1
CZ		3	3	2	1	2	90	1
ES		5	3	1	1	1	91	0
SI		3	2	4	1	2	91	0
SK		3	3	2	2	2	90	0
EL		2	3	2	1	3	91	2
LT		1	2	2	0	3	92	1
PT		2	1	1	1	1	95	1

Highest percentage per country

Lowest percentage per country

Highest percentage per item

Lowest percentage per item

Base: all respondents (N=27,607)

The socio-demographic breakdown illustrates the following:

- Respondents aged 15-54 are the most likely to have reported a cybercrime or other illegal online behaviour. For instance, 20% of 15-24 year olds have done so, compared to 11% of those aged 55 and older.
- The longer a respondent remained in education, the more likely they are to have reported one of these crimes or behaviours: 21% who completed education aged 20 or older have done so, compared to 7% who completed age 15 or younger.
- Managers (29%) are more likely than other occupation groups to have reported a cybercrime or other illegal online behaviour.
- Those who consider themselves as belonging to the upper middle or upper class (both 26%) are more likely to have reported a cybercrime or other illegal online behaviour than those who place themselves lower on the social scale.

In addition, respondents who feel well informed about cybercrimes are more likely to have reported a cybercrime or other illegal online behaviour than those who do not feel informed (23% vs 11%).

QC14 Have you ever reported a cybercrime or any other illegal online behaviour (e.g. cyberattack, online harassment or bullying)? (MULTIPLE ANSWERS POSSIBLE)

(% - EU)

	Total 'Yes'	No, never	Don't know
EU28	17	83	1
 Age			
15-24	20	79	0
25-39	21	78	0
40-54	19	81	0
55 +	11	88	1
 Education (End of)			
Education (End of)	7	91	1
16-19	15	84	1
20+	21	79	0
Still studying	21	78	0
 Socio-professional category			
Self-employed	20	80	0
Managers	29	71	0
Other white collars	20	80	0
Manual workers	15	85	0
House persons	13	86	1
Unemployed	19	81	0
Retired	9	89	1
Students	21	78	0
 Consider belonging to			
The working class	11	88	1
The lower middle class	17	82	1
The middle class	18	81	0
The upper middle class	26	74	0
The upper class	26	74	0
Level of information about cybercrime risks			
Well informed	23	77	0
Not well informed	11	89	1

Base: all respondents (N=27,607)

2. Actions that would be taken on becoming a victim of cybercrime

All respondents were given a range of cybercrime scenarios and asked what they would do if they were to experience each one²⁹.

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

At least two thirds of respondents would take action in each situation.

Respondents are most likely to take action if they were a victim of *bank card or online banking fraud* or *identity theft* (both 86%), with almost as many saying they would take action if they were the victim of *online fraud* (84%). More than eight in ten would also take action if they *accidentally encountered child sexual abuse material online* (82%), or if they *were asked for a payment to regain control of a device* (80%).

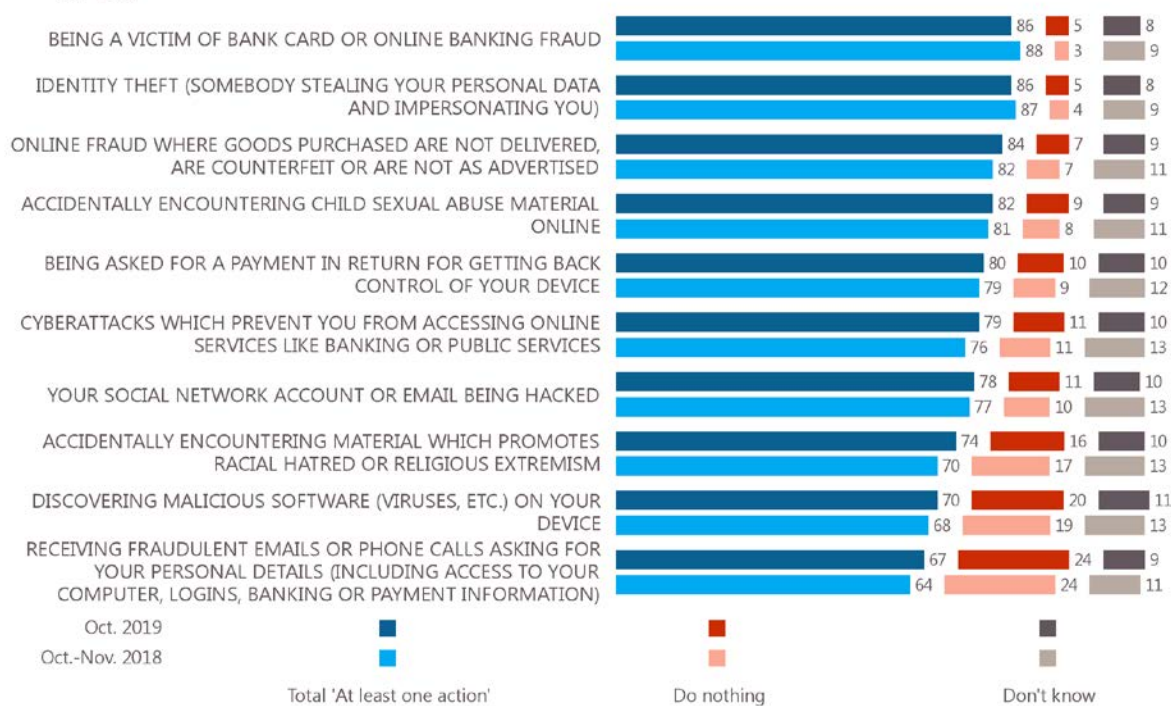
Almost eight in ten respondents say they would take action if they were a victim of *cyberattacks* (79%) or if their *social network or email account were hacked* (78%).

Almost three quarters (74%) would take action if they *accidentally encountered materials which promote racial hatred or religious extremism*, while 70% would act if they *discovered malicious software* and 67% would take action if they were a victim of *fraudulent emails or phone calls*.

There has been little change in these results since 2018, with the largest being a four-point increase in the proportion who would take action if they accidentally encountered materials which promote racial hatred or religious extremism.

²⁹ QC12. Regardless of whether or not you have been a victim of cybercrime, what would you do if you experienced or become a victim of the following situations? You would: (MULTIPLE ANSWERS POSSIBLE) Do nothing. Contact the police. Contact the website/vendor. Contact your Internet service provider. Contact a consumer protection organisation. Report the situation through an official website or e-mail address. Other. Don't know.

QC12 Regardless of whether or not you have been a victim of cybercrime, what would you do if you were to experience or become a victim of the following situations? You would:
(% - EU)



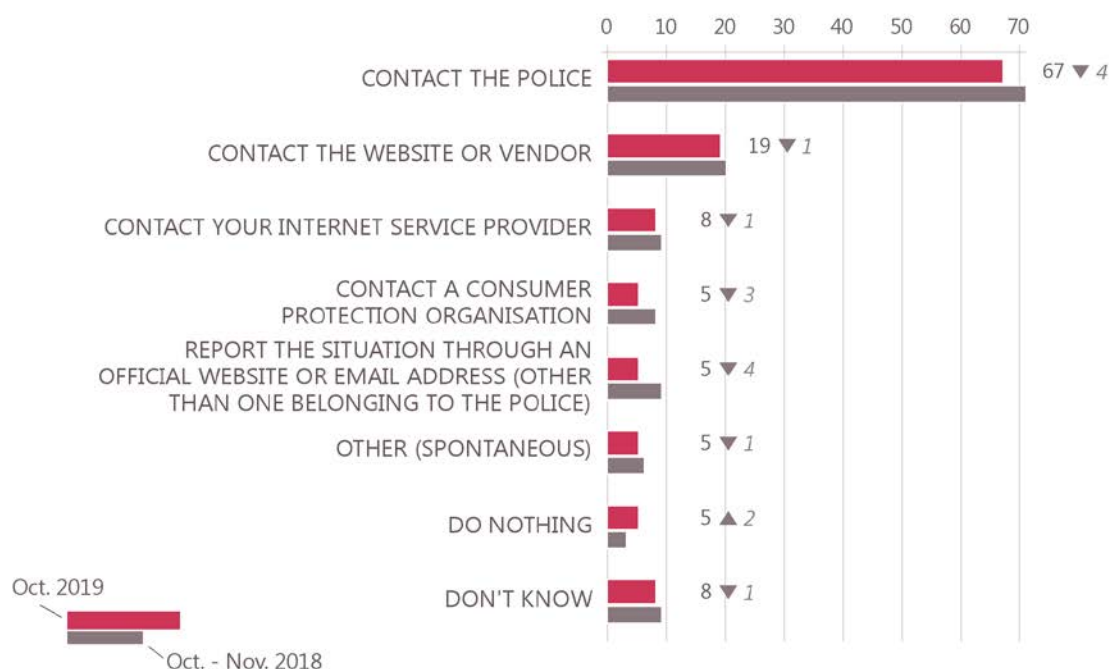
Base: all respondents (N=27,607)

Across all respondents 67% say they would contact the police if they were a victim of bank card or online banking fraud. This is by far the most common response, and the only one mentioned by at least one in five. Contacting the website or vendor is mentioned by 19% of respondents, while 8% would contact their ISP and 5% would contact a consumer protection organisation or report the situation through an official website or email address. Just 5% say they would do nothing.

There has been little change since 2018.

QC12.9 Regardless of whether or not you have been a victim of cybercrime, what would you do if you were to experience or become a victim of the following situations? You would:
(MULTIPLE ANSWERS PER LINE)

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

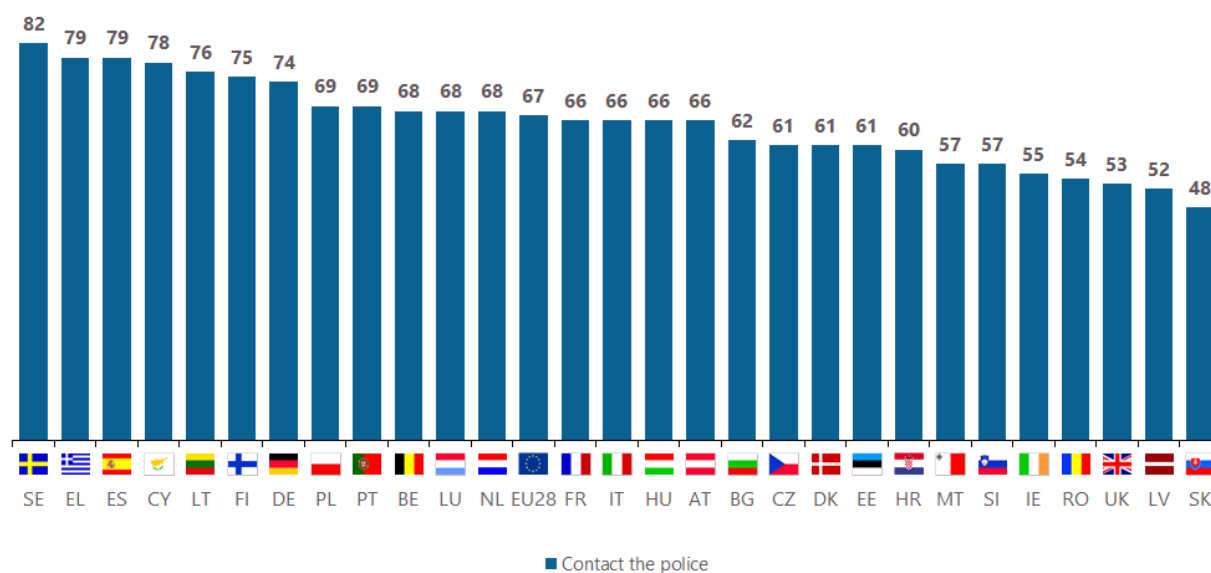


Base: all respondents (N=27,607)

Contacting the police is the most common response in every Member State, although proportions vary considerably: from 82% of respondents in Sweden and 79% in Greece and Spain to 48% in Slovakia, 52% in Latvia and 53% in the United Kingdom.

QC12.9 Regardless of whether or not you have been a victim of cybercrime, what would you do if you were to experience or become a victim of the following situations? You would:

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



Base: all respondents (N=27,607)

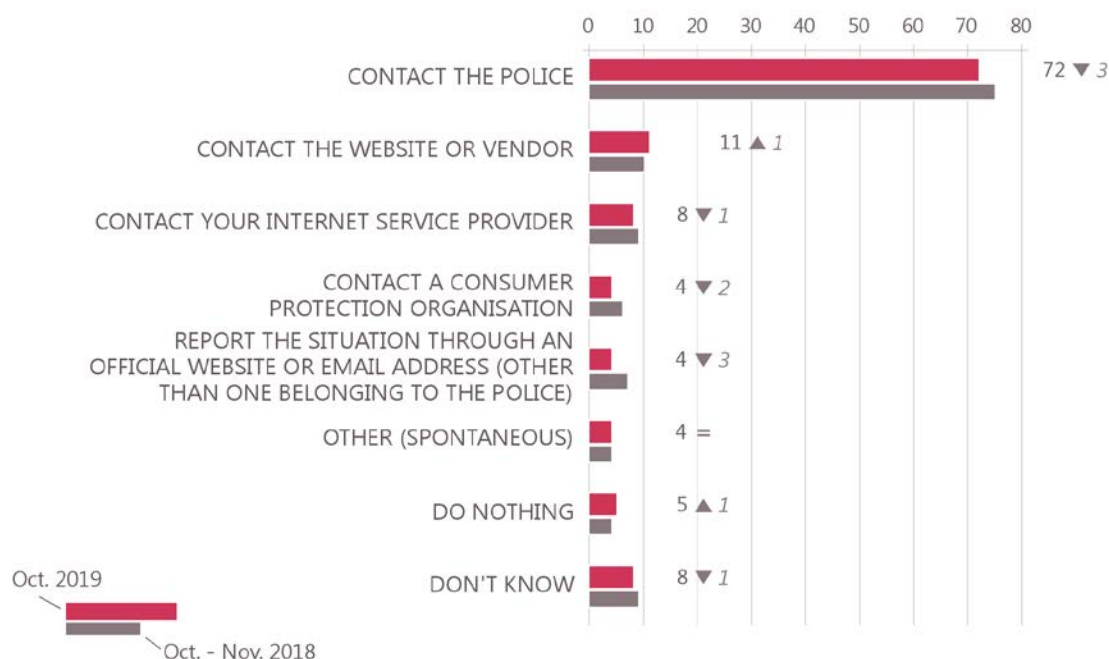
More than seven in ten (72%) respondents say they would contact the police if they were a victim of identity theft, and this is the most common response by a very large margin. Just over one in ten (11%) say they would contact the vendor or website, while 8% would contact their ISP. Fewer than one in twenty (4%) would contact a consumer protection organisation or report the situation through an official website or email address.

Just 5% say they would do nothing.

There has been little change in these results since 2018.

QC12.5 Regardless of whether or not you have been a victim of cybercrime, what would you do if you were to experience or become a victim of the following situations? You would:
(MULTIPLE ANSWERS PER LINE)

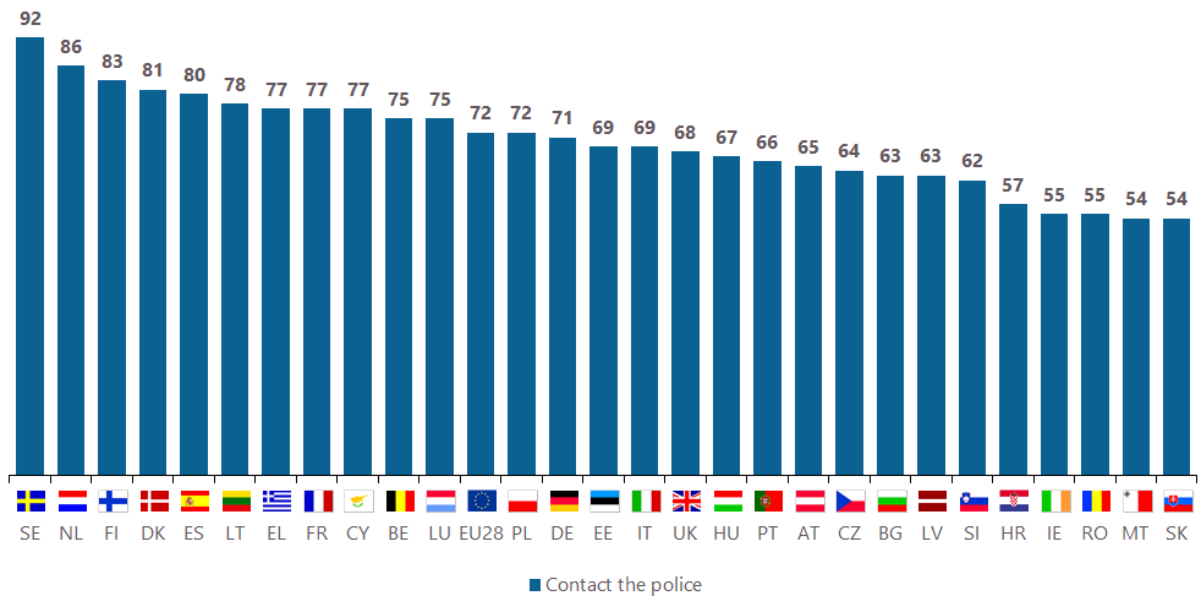
Identity theft (somebody stealing your personal data and impersonating you) (% - EU)



Base: all respondents (N=27,607)

If they were a victim of identity theft, the majority of respondents in each country would contact the police, and this is also the most common answer in each Member State. Proportions range from 92% of respondents in Sweden, 86% in the Netherlands and 83% in Finland to 54% in Slovakia and Malta.

QC12.5 Regardless of whether or not you have been a victim of cybercrime, what would you do if you were to experience or become a victim of the following situations? You would:
Identity theft (somebody stealing your personal data and impersonating you)
(% - THE MOST MENTIONED ANSWER BY COUNTRY)



Base: all respondents (N=27,607)

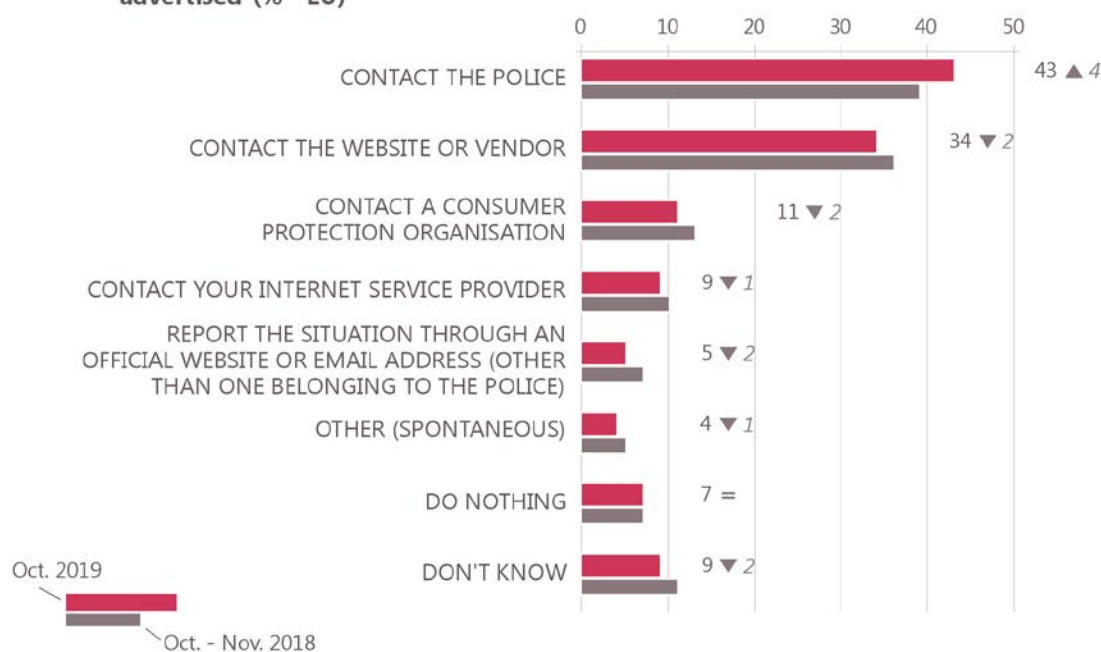
There is more variation when it comes to being a victim of online fraud. More than four in ten (43%) say they would contact the police, while 34% would contact the website or vendor. Just over one in ten (11%) would contact a consumer organisation, while 5% would report the situation through an official website or email address.

More than one in twenty (7%) say they would do nothing.

There has been little change in these results since 2018.

QC12.2 Regardless of whether or not you have been a victim of cybercrime, what would you do if you were to experience or become a victim of the following situations? You would:
(MULTIPLE ANSWERS PER LINE)

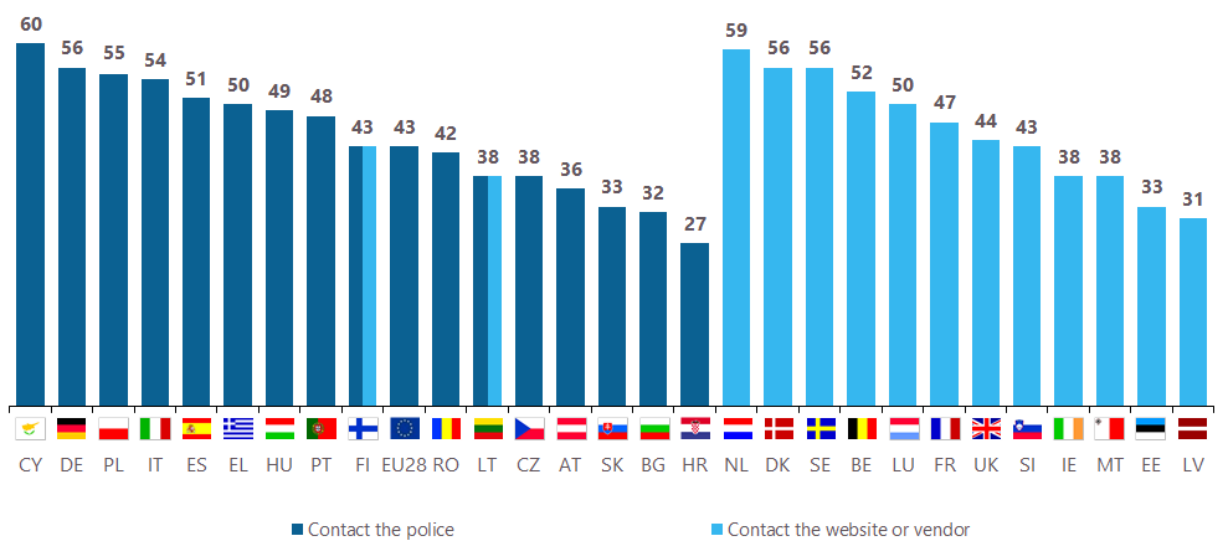
Online fraud where goods purchased are not delivered, are counterfeit or are not as advertised (% - EU)



Base: all respondents (N=27,607)

In 14 countries, respondents most often say they would contact the police, while contacting the website or vendor is the most mentioned action in 12 countries. In Lithuania and Finland these two options are equally mentioned.

QC12.2 Regardless of whether or not you have been a victim of cybercrime, what would you do if you were to experience or become a victim of the following situations? You would:
Online fraud where goods purchased are not delivered, are counterfeit or are not as advertised
(% - THE MOST MENTIONED ANSWER BY COUNTRY)



Base: all respondents (N=27,607)

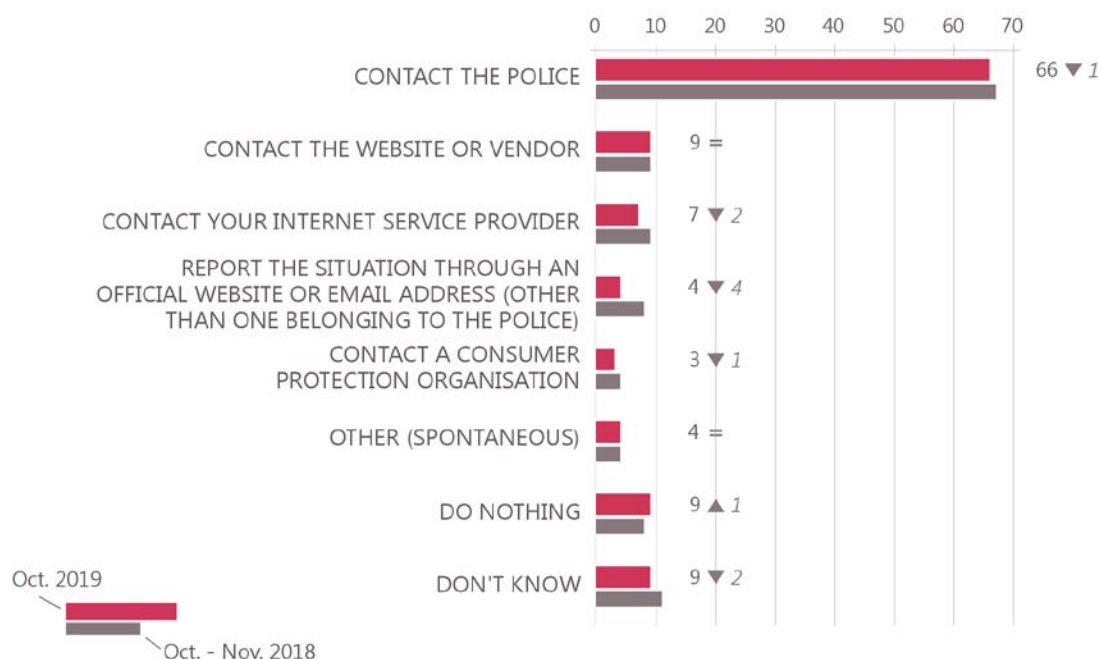
If they accidentally encountered child sexual abuse material online, two thirds of respondents would contact the police. This is by far the most mentioned action, and the only one mentioned by at least one in ten. Almost one in ten (9%) would contact the website or vendor, while 7% would contact their ISP. Fewer than one in twenty would report the situation through an official website or email address (4%) or contact a consumer protection organisation (3%).

Almost one in ten (9%) say they would do nothing.

There has been little change in these results since 2018.

QC12.6 Regardless of whether or not you have been a victim of cybercrime, what would you do if you were to experience or become a victim of the following situations? You would:
(MULTIPLE ANSWERS PER LINE)

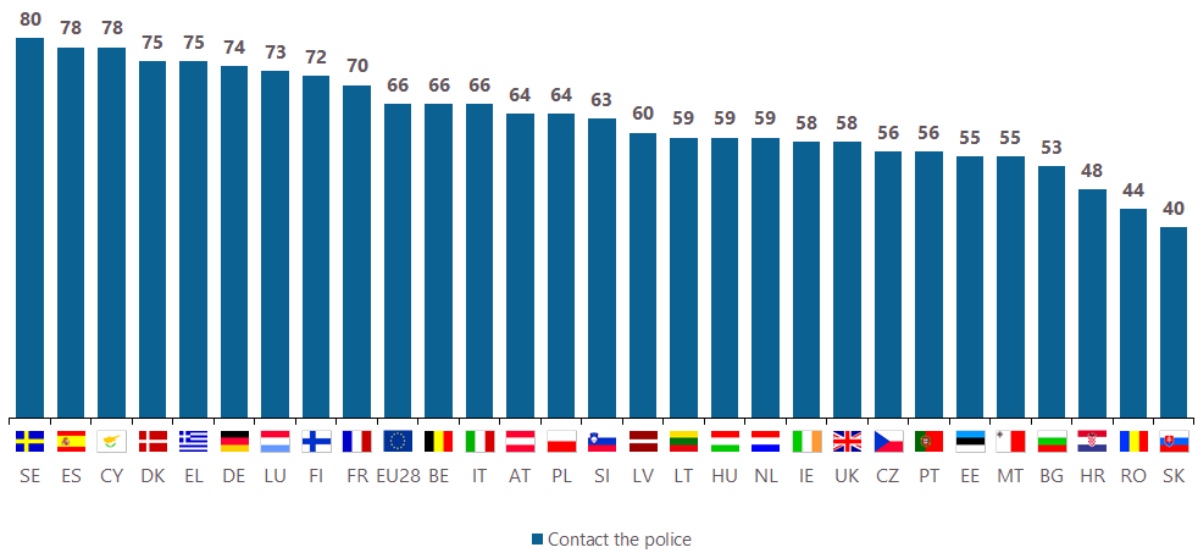
Accidentally encountering child sexual abuse material online (% - EU)



Base: all respondents (N=27,607)

In each Member State, the most common answer is that respondents would contact the police if they encountered such material online, although proportions vary considerably: from 80% in Sweden and 78% in Spain and Cyprus to 40% in Slovakia, 44% in Romania and 48% in Croatia.

QC12.6 Regardless of whether or not you have been a victim of cybercrime, what would you do if you were to experience or become a victim of the following situations? You would:
Accidentally encountering child sexual abuse material online
(% - THE MOST MENTIONED ANSWER BY COUNTRY)



Base: all respondents (N=27,607)

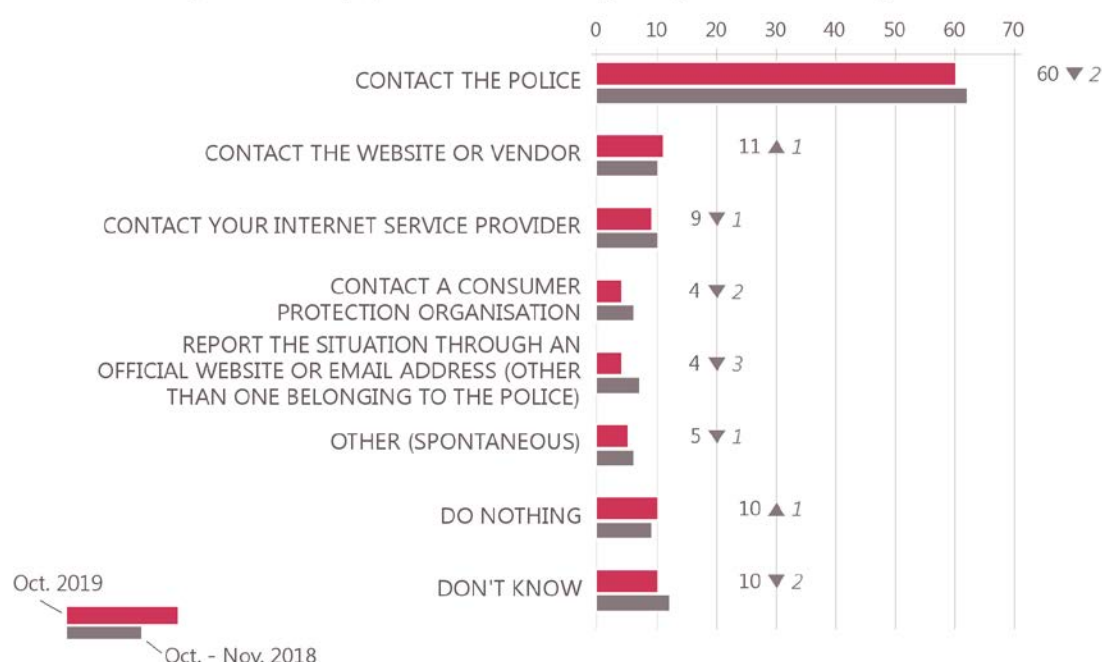
If they were asked for payment in return for getting back control of their device, six in ten respondents would contact the police. Just over one in ten (11%) would contact the vendor or website, while 9% would contact their ISP. Fewer than one in twenty would contact a consumer organisation or report the situation through an official website or email address (4% each).

One in ten say they would do nothing.

There has been almost no change in these results since 2018.

QC12.10 Regardless of whether or not you have been a victim of cybercrime, what would you do if you were to experience or become a victim of the following situations? You would:
(MULTIPLE ANSWERS PER LINE)

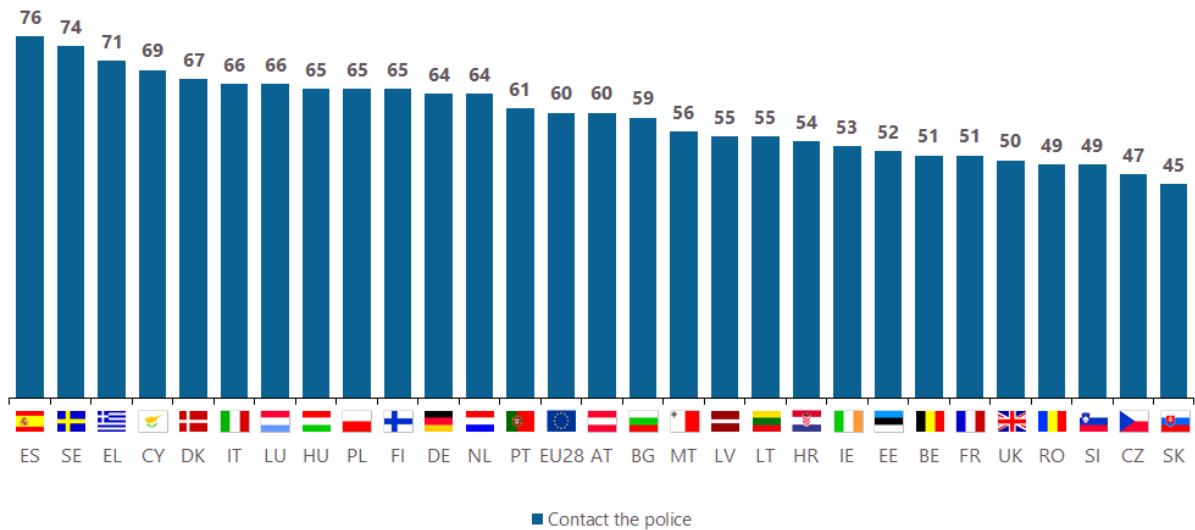
Being asked for a payment in return for getting back control of your device (% - EU)



Base: all respondents (N=27,607)

In every country, respondents are most likely to say they would contact the police if they were in this situation, although proportions vary widely: from 76% in Spain, 74% in Sweden and 71% in Greece to 45% in Slovakia, 47% in Czechia and 49% in Romania and Slovenia.

QC12.10 Regardless of whether or not you have been a victim of cybercrime, what would you do if you were to experience or become a victim of the following situations? You would:
Being asked for a payment in return for getting back control of your device
(% - THE MOST MENTIONED ANSWER BY COUNTRY)



Base: all respondents (N=27,607)

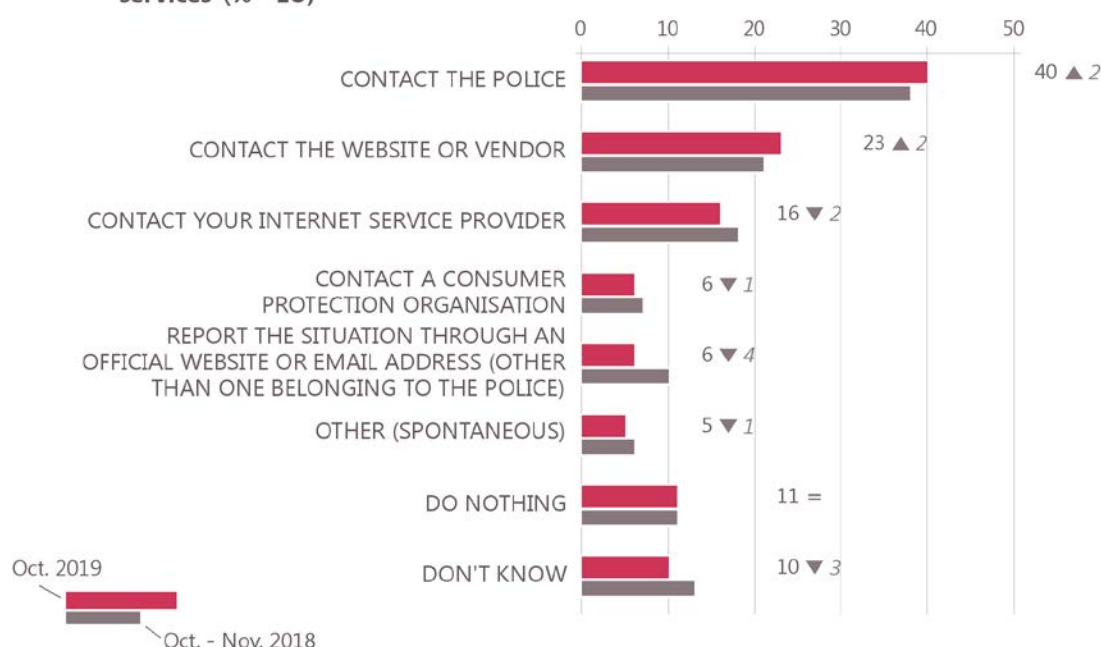
Four in ten respondents would contact the police if they experienced a cyberattack that prevented them from accessing online services. More than one in five (23%) would contact the vendor or website, while 16% would contact their ISP. Just over one in twenty could contact a consumer organisation or report the situation through an official website or email address (both 6%).

Just over one in ten say they would do nothing.

There have been no significant changes since 2018.

QC12.3 Regardless of whether or not you have been a victim of cybercrime, what would you do if you were to experience or become a victim of the following situations? You would:
(MULTIPLE ANSWERS PER LINE)

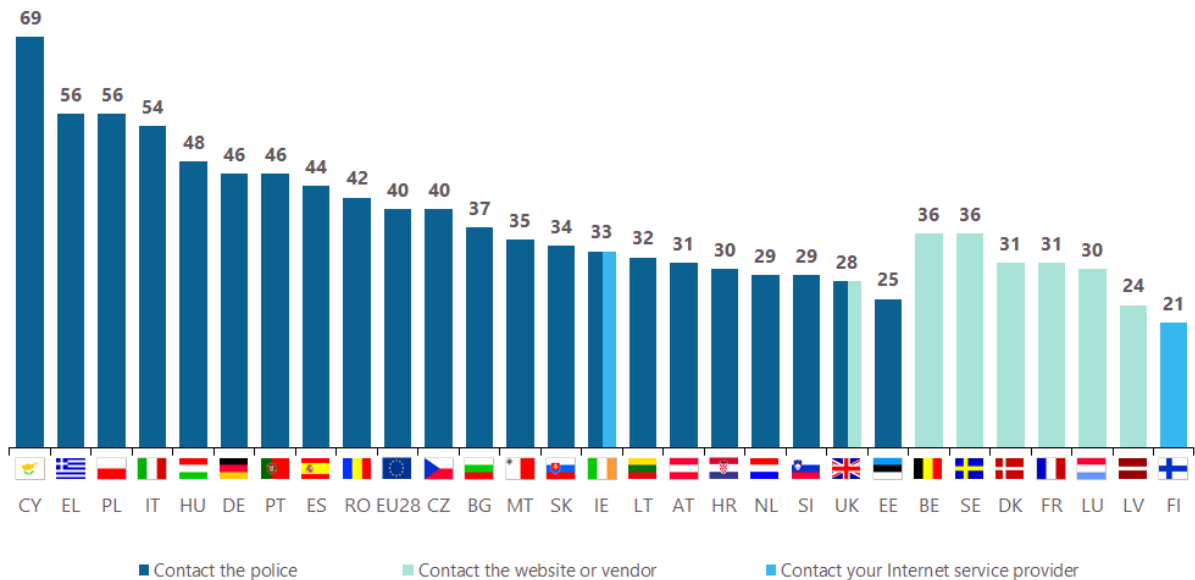
Cyberattacks which prevent you from accessing online services like banking or public services (% - EU)



Base: all respondents (N=27,607)

In 19 countries, respondents most often say they would contact the police, while in six other countries respondents are most likely to contact the website or vendor. In the United Kingdom these two answers are equally mentioned. Finland is the only country where the most common answer is contacting the ISP, while in Ireland respondents are equally likely to mention the police or their ISP.

QC12.3 Regardless of whether or not you have been a victim of cybercrime, what would you do if you were to experience or become a victim of the following situations? You would:
Cyberattacks which prevent you from accessing online services like banking or public services
(% - THE MOST MENTIONED ANSWER BY COUNTRY)



Base: all respondents (N=27,607)

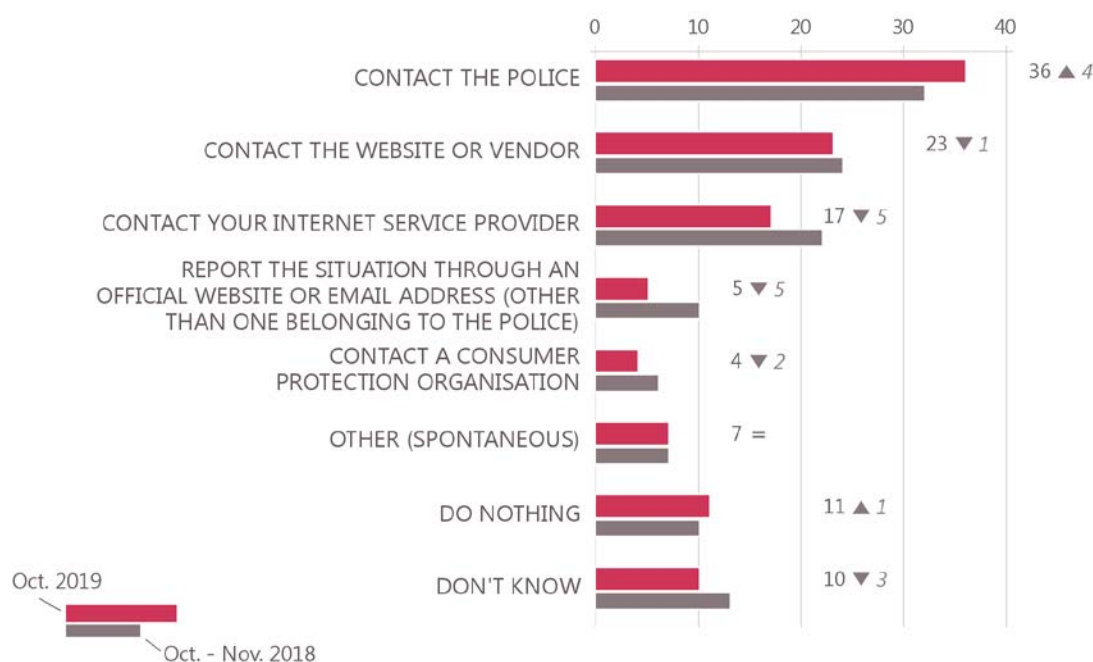
There is more variation when it comes to the actions that respondents would take if their social network account or email was hacked. More than one third (36%) would contact the police, while 23% would contact the vendor or website and 17% would contact their Internet Service Provider (ISP). One in twenty would report the situation through an official website or email address, while almost as many (4%) would contact a consumer protection organisation.

Just over one in ten (11%) say they would do nothing.

Compared to 2018, respondents are now less likely to say they would contact their ISP or report the situation through an official website or email address (both -5 pp).

QC12.8 Regardless of whether or not you have been a victim of cybercrime, what would you do if you were to experience or become a victim of the following situations? You would:
(MULTIPLE ANSWERS PER LINE)

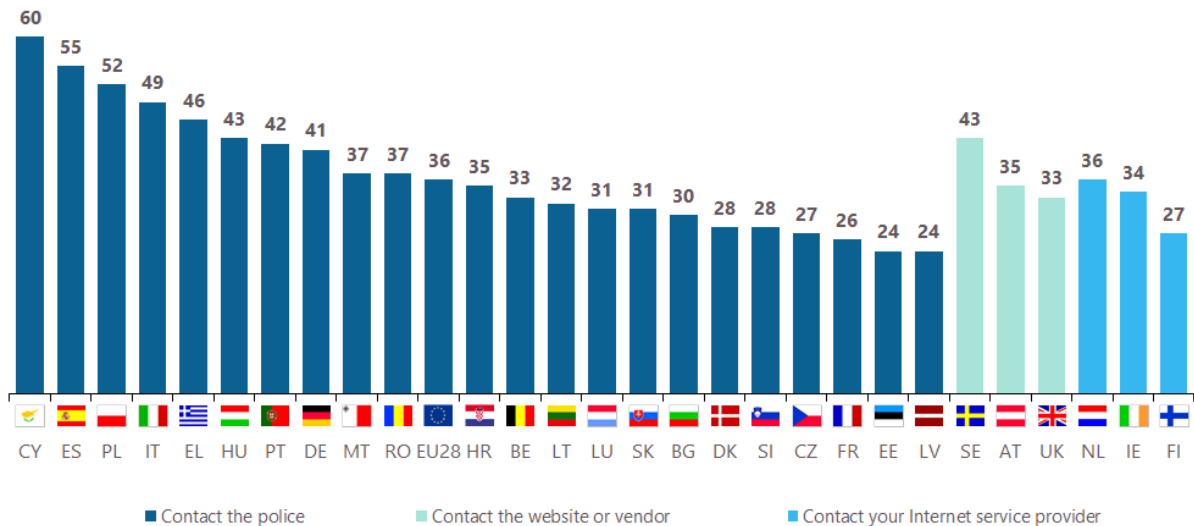
Your social network account or email being hacked (% - EU)



Base: all respondents (N=27,607)

Contacting the police is the most common answer in 22 countries, with contacting the website or vendor and contacting the ISP the most mentioned in three countries each.

QC12.8 Regardless of whether or not you have been a victim of cybercrime, what would you do if you were to experience or become a victim of the following situations? You would:
Your social network account or email being hacked
(% - THE MOST MENTIONED ANSWER BY COUNTRY)



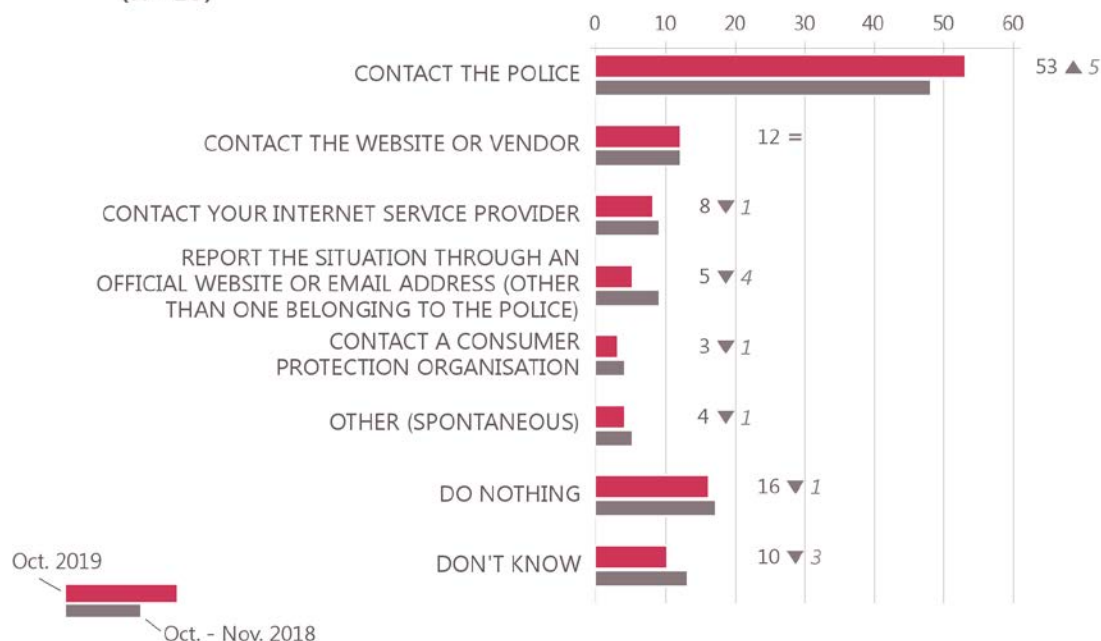
Base: all respondents (N=27,607)

If they accidentally encountered material which promotes racial hatred or religious extremism, the majority (53%) of respondents would contact the police. This is by far the most mentioned answer. More than one in ten (12%) would contact the vendor or website, while 8% would contact their ISP. One in twenty would report the situation through an official website or email address, while 3% would contact a consumer organisation.

More than one in ten (16%) say they would do nothing.

Respondents are now more likely to say they would contact the police than in 2018 (+5 pp).

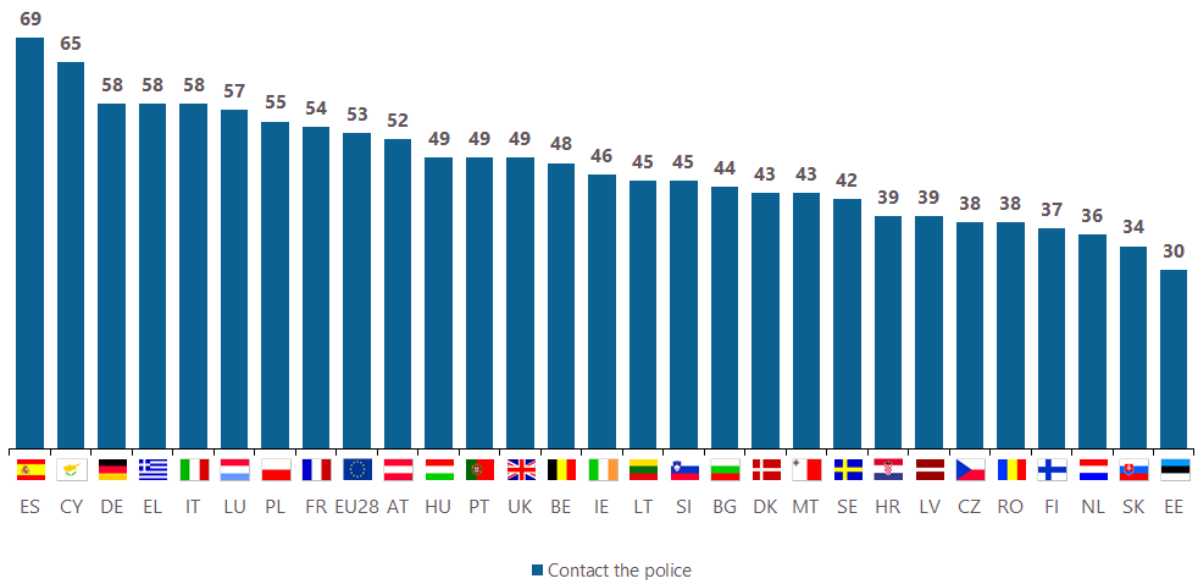
QC12.7 Regardless of whether or not you have been a victim of cybercrime, what would you do if you were to experience or become a victim of the following situations? You would:
(MULTIPLE ANSWERS PER LINE)
Accidentally encountering material which promotes racial hatred or religious extremism
(% - EU)



Base: all respondents (N=27,607)

Contacting the police is the most common answer in all Member States, although there are only nine countries where the majority say they would do this. Respondents in Spain (69%), Cyprus (65%), and Greece, Italy and Germany (all 58%) are the most likely to mention this option, compared to 30% in Estonia, 34% in Slovakia and 36% in the Netherlands.

QC12.7 Regardless of whether or not you have been a victim of cybercrime, what would you do if you were to experience or become a victim of the following situations? You would:
Accidentally encountering material which promotes racial hatred or religious extremism
(% - THE MOST MENTIONED ANSWER BY COUNTRY)



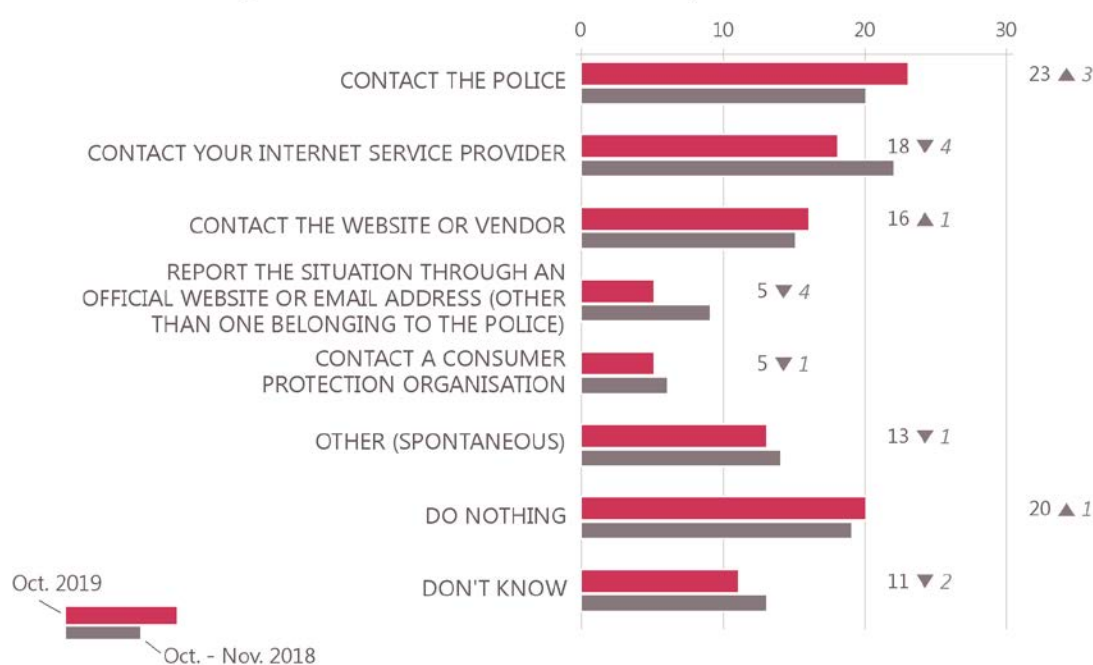
Base: all respondents (N=27,607)

Across the EU, 23% of respondents would contact the police if they discovered malicious software on their device – only slightly higher than the proportion who say they would do nothing (20%). Almost one in five (18%) would contact their ISP, while 16% would contact the website or vendor. One in twenty would contact a consumer protection organisation or report the situation through an official website or email address.

Changes since 2018 are small.

QC12.4 Regardless of whether or not you have been a victim of cybercrime, what would you do if you were to experience or become a victim of the following situations? You would:
(MULTIPLE ANSWERS PER LINE)

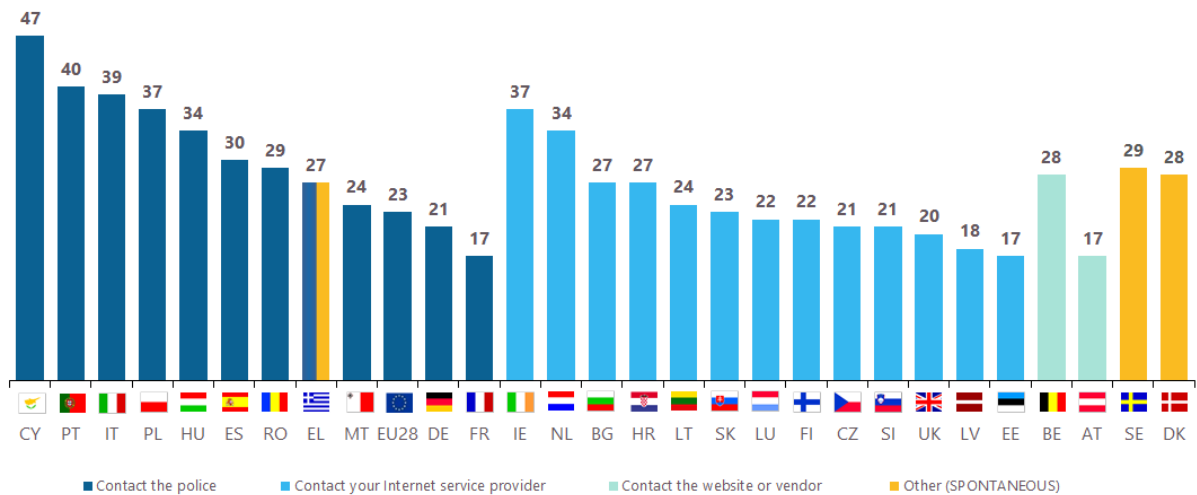
Discovering malicious software (viruses, etc.) on your device (% - EU)



Base: all respondents (N=27,607)

There are ten countries where respondents most often say they would contact the police if they discovered malicious software, while in Greece the police and ‘other’ are equally mentioned. In 13 countries respondents are most likely to say they would contact their ISP, while the website or vendor and ‘other’ are the most mentioned in two countries each.

QC12.4 Regardless of whether or not you have been a victim of cybercrime, what would you do if you were to experience or become a victim of the following situations? You would:
Discovering malicious software (viruses, etc.) on your device
(% - THE MOST MENTIONED ANSWER BY COUNTRY)



Base: all respondents (N=27,607)

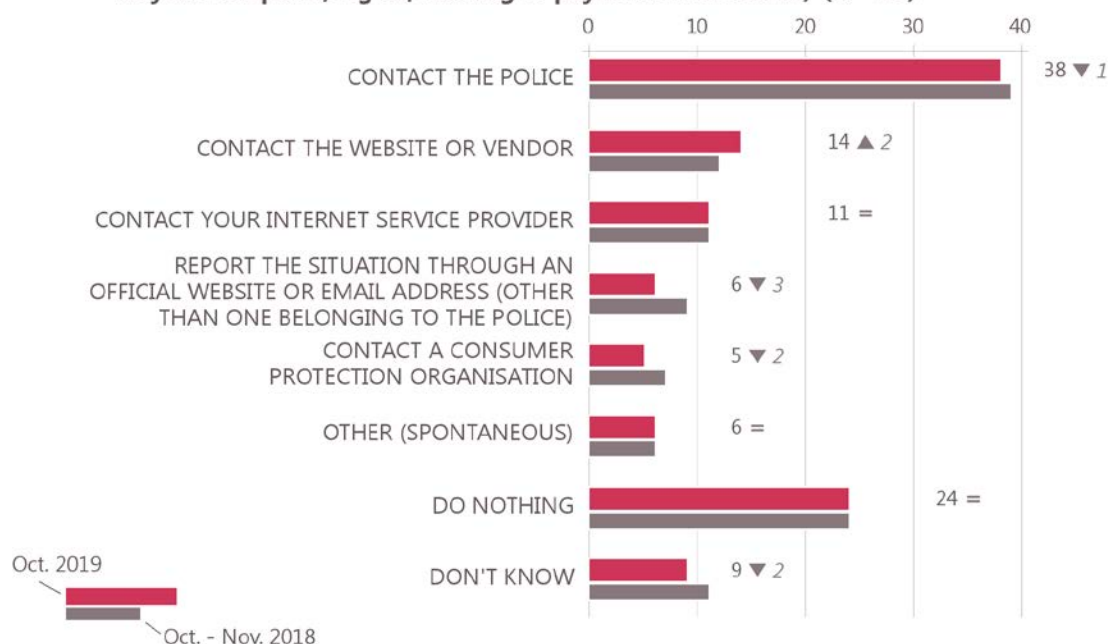
Almost four in ten (38%) respondent say they would contact the police if they received fraudulent emails or phone calls asking for personal details. More than one in ten say they would contact the vendor or website (14%), while 11% would contact their ISP. At least one in twenty would report the situation through an official website or email address (6%) or contact a consumer protection organisation (5%).

Almost one quarter (24%) say they would do nothing if this happened.

There has been little change since Oct-Nov 2018.

QC12.1 Regardless of whether or not you have been a victim of cybercrime, what would you do if you were to experience or become a victim of the following situations? You would:
(MULTIPLE ANSWERS PER LINE)

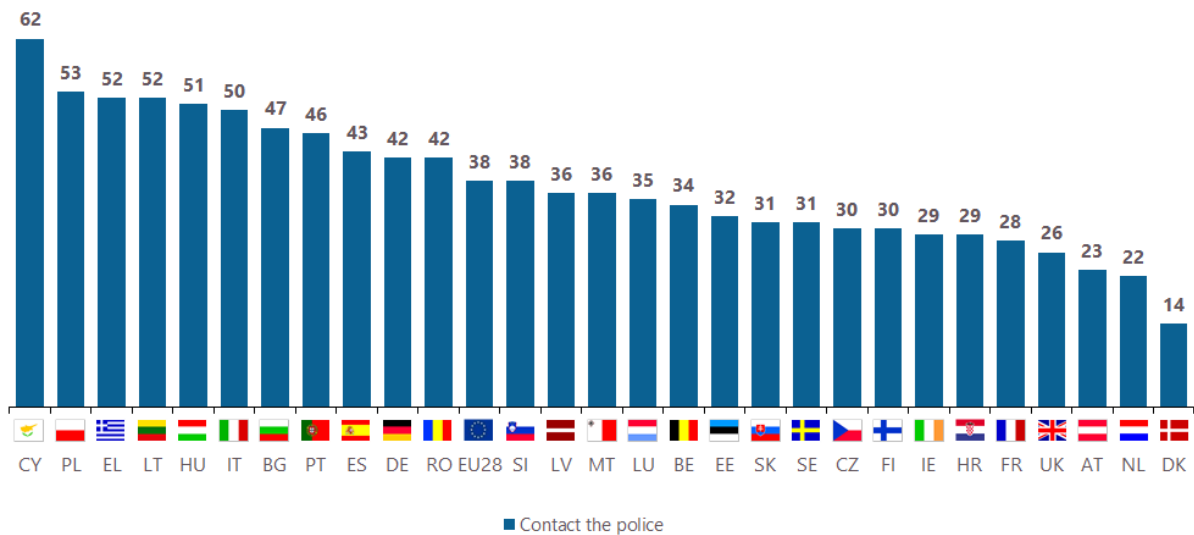
Receiving fraudulent emails or phone calls asking for your personal details (including access to your computer, logins, banking or payment information) (% - EU)



Base: all respondents (N=27,607)

In all countries, respondents most often say they would contact the police in this situation although proportions vary widely – from 62% of respondents in Cyprus, 53% in Poland and 52% in Greece and Lithuania to 14% in Denmark, 22% in the Netherlands and 23% in Austria.

QC12.1 Regardless of whether or not you have been a victim of cybercrime, what would you do if you were to experience or become a victim of the following situations? You would:
Receiving fraudulent emails or phone calls asking for your personal details (including access to your computer, logins, banking or payment information))
(% - THE MOST MENTIONED ANSWER BY COUNTRY)



Base: all respondents (N=27,607)

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

As was the case in 2018, **bank card or online banking fraud** and **identity theft** are the cybercrimes respondents are most likely to say would cause them to take action. Furthermore, in each country these cases rank either first or second (and in some cases joint first) in terms of the proportion of respondents who say they would take action. There are 14 countries where online banking fraud is the most likely to cause respondents to take action, while in five countries identity theft is most mentioned. In a further eight countries these two cybercrimes rank equal first.

In the remaining two countries (Germany and Ireland) **online fraud** is the cybercrime most likely to cause respondents to take action, and it is also one of the three most mentioned in 26 countries overall. **Accidentally encountering child sexual abuse material online** is the second most likely event to cause respondents to take action in Luxembourg. It ranks equal second along with online fraud for respondents in Cyprus and Slovenia, and equal second with being asked for payment to regain control of a device for respondents in Spain.

In addition to respondents in Spain, **being asked for payment to regain control of a device** is the second most mentioned crime that would result in action for respondents in Hungary (along with identity theft), Italy (along with cyberattacks) and Bulgaria (along with online fraud).. Being asked for payment to regain control of a device is one of the second or third most mentioned in nine countries as well, while **cyberattacks** are amongst the second or third most mentioned in seven. Respondents in Estonia rank their **social network or email being hacked** as the third most likely event to lead them to take action, and this is the only country where it is in the top three.

QC12 Regardless of whether or not you have been a victim of cybercrime, what would you do if you were to experience or become a victim of the following situations? You would: (MULTIPLE ANSWERS PER LINE)

(% - TOTAL 'AT LEAST ONE ACTION')

		Being a victim of bank card or online banking fraud	Identity theft (somebody stealing your personal data and impersonating you)	Online fraud where goods purchased are not delivered, are counterfeit or are not as advertised	Accidentally encountering child sexual abuse material online	Being asked for a payment in return for getting back control of your device	Cyberattacks which prevent you from accessing online services like banking or public services	Your social network account or email being hacked	Accidentally encountering material which promotes racial hatred or religious extremism	Discovering malicious software (viruses, etc.) on your device	Receiving fraudulent emails or phone calls asking for your personal details (including access to your computer, logins, banking or payment information)
EU28		86	86	84	82	80	79	78	74	70	67
BE		90	90	86	81	78	82	78	69	72	67
BG		76	76	73	69	73	68	63	62	65	66
CZ		84	83	82	74	73	77	72	60	65	62
DK		92	91	89	84	85	76	81	64	68	46
DE		86	85	86	83	79	81	81	74	69	66
EE		81	81	75	68	71	67	72	49	66	58
IE		88	87	88	86	84	85	84	81	82	73
EL		90	89	87	86	86	82	78	75	75	76
ES		90	90	86	87	87	78	79	80	70	66
FR		88	87	82	83	74	74	73	74	63	64
HR		86	85	81	75	81	79	76	69	71	66
IT		88	88	87	86	87	87	85	82	82	78
CY		85	85	84	84	81	83	78	74	71	75
LV		82	81	77	73	74	75	69	60	64	68
LT		84	83	79	69	71	71	68	59	63	65
LU		91	92	87	91	84	85	85	80	73	75
HU		88	87	86	83	87	84	82	76	78	76
MT		74	73	73	70	72	72	68	59	66	57
NL		94	94	91	78	84	84	83	62	72	63
AT		81	79	77	76	75	72	75	69	62	55
PL		85	87	85	82	81	81	79	76	70	74
PT		78	79	75	77	76	73	73	72	71	72
RO		78	79	76	73	76	72	69	69	69	71
SI		80	80	79	79	75	76	71	67	68	70
SK		76	78	76	63	72	74	68	58	66	65
FI		90	90	87	81	82	59	81	61	62	57
SE		97	96	93	87	85	83	85	68	71	47
UK		85	84	84	79	75	76	77	75	65	63

1st MOST FREQUENTLY MENTIONED ITEM

2nd MOST FREQUENTLY MENTIONED ITEM

3rd MOST FREQUENTLY MENTIONED ITEM

Base: all respondents (N=27,607)

Compared to 2018, respondents in Romania are now more likely to say they would take action if they were a victim of bank card or online banking fraud (+7 pp), but this is the only significant increase. However, in 20 countries respondents are now less likely to say they would take at least one action, with the largest declines observed in Austria (-9 pp), Malta (-8 pp), and Estonia and Bulgaria (both -6 pp).

In the case of taking action after experiencing identity theft, changes in most countries are small, but there are some exceptions. Respondents in Spain and Romania (both +5 pp) are now more likely to say they would take action if this happened to them, while those in Austria (-9 pp), Malta (-7 pp), and Estonia and Latvia (both -5 pp) are now less likely to say they would take action.

Respondents in Greece (+7 pp), Ireland, Luxembourg, Romania and Slovakia (all +6 pp) and Croatia, Slovenia and Poland (all +5 pp) are now more likely to say they would take action if they were a victim of online fraud. In contrast, respondents in Austria (-7 pp) and Estonia (-5 pp) are less likely to say they would take action compared to those in 2018.

When it comes to accidentally encountering child sexual abuse material online, respondents in Luxembourg (+8 pp), Sweden (+6 pp) and Slovenia and Romania (both +5 pp) are now more likely to say they would take action, while those in Austria (-10 pp) and the Netherlands (-6 pp) are now less likely to do so.

In most countries there has been relatively little change in the proportion who say they would take action if they were asked for payment in return for regaining control of a device, but there are some exceptions. Respondents in Greece (+9 pp), Romania (+7 pp) and Spain (+5 pp) are now more likely to say they would take action in this situation, while those in Belgium (-10 pp) and Austria (-7 pp) are now less likely to say this.

Respondents in Greece (+11 pp), Portugal (+10 pp) and the Netherlands and Luxembourg (+8 pp) are more likely than they were in 2018 to say they would take action if they experienced cyberattacks that prevented them from accessing online services. On the other hand, respondents in Malta (-8 pp) and Belgium (-6 pp) are now less likely to say they would take action.

Compared to 2018, respondents in Greece (+11 pp), Poland (+7 pp), Romania (+6 pp) and Slovenia (+5 pp) are now more likely to say they would take action if their online social network or email accounts were hacked. Those in Belgium and Malta (both -10 pp) and Austria, the Netherlands and Latvia (all -5 pp) are now less likely to say they would take action if they experienced this.

In 22 countries, respondents are now more likely to say they would take action if they accidentally encountered material which promotes racial hatred or religious extremism, with the largest increases seen in Greece (+16 pp), Portugal (+13 pp), Czechia (+11 pp) and Cyprus and Poland (both +10 pp). The largest declines are observed in Austria (-7 pp) and Belgium (-5 pp).

Compared to 2018, respondents in Greece (+18 pp) are now much more likely to say they would take action if they discovered malicious software, and those in Croatia (+9 pp) and Romania and Slovakia (both +7 pp) are also more likely to say this. In contrast, respondents in Belgium (-8 pp), Austria (-7 pp), and Latvia and Malta (both -5 pp) are now less likely they would take action if they experienced this situation.

Finally, there are 19 countries where respondents are now more likely to say they would take action if they received fraudulent emails or phone calls asking for personal details, with the largest increases seen in Portugal (+16 pp) Greece (+13 pp), Luxembourg (+11 pp) and Ireland and Poland (both +8 pp). Respondents in Belgium (-12 pp), Denmark (-9 pp) and Austria (-8 pp), however, are now less likely to say they would take action if they experienced this situation.

QC12 Regardless of whether or not you have been a victim of cybercrime, what would you do if you were to experience or become a victim of the following situations?

You would: (MULTIPLE ANSWERS POSSIBLE)

(% - TOTAL 'AT LEAST ONE ACTION')

		Being a victim of bank card or online banking fraud	Diff. Oct. 2019 - Oct.-Nov. 2018	Identity theft (somebody stealing your personal data and impersonating you)	Diff. Oct. 2019 - Oct.-Nov. 2018	Online fraud where goods purchased are not delivered, are counterfeit or are not as advertised	Diff. Oct. 2019 - Oct.-Nov. 2018	Accidentally encountering child sexual abuse material online	Diff. Oct. 2019 - Oct.-Nov. 2018	Being asked for a payment in return for getting back control of your device	Diff. Oct. 2019 - Oct.-Nov. 2018
EU28		86	▼ 2	86	▼ 1	84	▲ 2	82	▲ 1	80	▲ 1
BE		90	▼ 4	90	▼ 4	86	▼ 4	81	▼ 4	78	▼10
BG		76	▼ 6	76	▼ 4	73	▲ 3	69	=	73	▼ 1
CZ		84	▼ 4	83	▼ 3	82	▲ 1	74	▼ 1	73	▲ 4
DK		92	▼ 2	91	▼ 1	89	▲ 3	84	▼ 2	85	▼ 2
DE		86	▼ 4	85	▼ 3	86	▲ 2	83	▼ 3	79	▼ 2
EE		81	▼ 6	81	▼ 5	75	▼ 5	68	▼ 1	71	▼ 2
IE		88	▼ 2	87	=	88	▲ 6	86	▲ 4	84	=
EL		90	▲ 2	89	▲ 3	87	▲ 7	86	▲ 1	86	▲ 9
ES		90	▲ 2	90	▲ 5	86	▲ 4	87	▲ 3	87	▲ 5
FR		88	▼ 1	87	▼ 2	82	▼ 1	83	▲ 2	74	▼ 3
HR		86	=	85	=	81	▲ 5	75	▲ 1	81	▲ 2
IT		88	▼ 1	88	▼ 2	87	▲ 1	86	▲ 5	87	▲ 2
CY		85	▼ 3	85	▼ 3	84	▲ 1	84	▼ 1	81	=
LV		82	▼ 5	81	▼ 5	77	▼ 1	73	=	74	▼ 2
LT		84	▼ 1	83	▼ 1	79	▲ 4	69	▲ 3	71	▲ 3
LU		91	▲ 2	92	▲ 4	87	▲ 6	91	▲ 8	84	▼ 1
HU		88	▼ 2	87	▼ 4	86	=	83	=	87	=
MT		74	▼ 8	73	▼ 7	73	▼ 4	70	=	72	▼ 4
NL		94	▼ 4	94	▼ 2	91	=	78	▼ 6	84	▼ 3
AT		81	▼ 9	79	▼ 9	77	▼ 7	76	▼10	75	▼ 7
PL		85	▲ 2	87	▲ 4	85	▲ 5	82	▲ 2	81	▲ 3
PT		78	▼ 4	79	▼ 3	75	▼ 2	77	▲ 4	76	▼ 1
RO		78	▲ 7	79	▲ 5	76	▲ 6	73	▲ 5	76	▲ 7
SI		80	▼ 2	80	▼ 1	79	▲ 5	79	▲ 5	75	▲ 2
SK		76	=	78	▲ 3	76	▲ 6	63	▼ 1	72	▲ 1
FI		90	▼ 2	90	=	87	▲ 2	81	=	82	▲ 1
SE		97	=	96	▲ 1	93	▲ 4	87	▲ 6	85	▲ 2
UK		85	▼ 2	84	▼ 1	84	▲ 2	79	▲ 1	75	=

Base: all respondents (N=27,607)

QC12 Regardless of whether or not you have been a victim of cybercrime, what would you do if you were to experience or become a victim of the following situations?

You would: (MULTIPLE ANSWERS POSSIBLE)

(% - TOTAL 'AT LEAST ONE ACTION')

		Cyberattacks which prevent you from accessing online services like banking or public services	Diff. Oct. 2019 - Oct.-Nov. 2018	Your social network account or email being hacked	Diff. Oct. 2019 - Oct.-Nov. 2018	Accidentally encountering material which promotes racial hatred or religious extremism	Diff. Oct. 2019 - Oct.-Nov. 2018	Discovering malicious software (viruses, etc.) on your device	Diff. Oct. 2019 - Oct.-Nov. 2018	Receiving fraudulent emails or phone calls asking for your personal details (including access to your computer, logins, banking or payment information)	Diff. Oct. 2019 - Oct.-Nov. 2018
EU28		79	▲ 3	78	▲ 1	74	▲ 4	70	▲ 2	67	▲ 3
BE		82	▼ 6	78	▼ 10	69	▼ 5	72	▼ 8	67	▼ 12
BG		68	▲ 3	63	▲ 2	62	▲ 3	65	▲ 3	66	▲ 1
CZ		77	▲ 2	72	▼ 2	60	▲ 11	65	=	62	▲ 3
DK		76	▲ 2	81	▼ 1	64	▼ 3	68	▼ 3	46	▼ 9
DE		81	▲ 2	81	=	74	=	69	▲ 5	66	=
EE		67	▼ 2	72	▼ 2	49	▲ 2	66	▼ 3	58	▲ 2
IE		85	▲ 4	84	▲ 1	81	▲ 6	82	▲ 5	73	▲ 8
EL		82	▲ 11	78	▲ 11	75	▲ 16	75	▲ 18	76	▲ 13
ES		78	▲ 5	79	▲ 2	80	▲ 6	70	▲ 1	66	▲ 2
FR		74	▲ 2	73	▼ 1	74	=	63	▼ 2	64	▲ 1
HR		79	▲ 6	76	▲ 2	69	▲ 9	71	▲ 9	66	▲ 7
IT		87	▲ 2	85	▲ 4	82	▲ 6	82	▲ 2	78	▲ 6
CY		83	▲ 4	78	▼ 3	74	▲ 10	71	▼ 2	75	▲ 4
LV		75	▲ 2	69	▼ 5	60	▲ 4	64	▼ 5	68	▼ 3
LT		71	=	68	▲ 4	59	▲ 6	63	▲ 1	65	=
LU		85	▲ 8	85	▲ 5	80	▲ 8	73	▲ 2	75	▲ 11
HU		84	▲ 1	82	▲ 1	76	▲ 4	78	▼ 1	76	▲ 1
MT		72	▼ 8	68	▼ 10	59	▲ 5	66	▼ 5	57	▲ 3
NL		84	▲ 8	83	▼ 5	62	▼ 4	72	▼ 2	63	▼ 1
AT		72	▼ 3	75	▼ 5	69	▼ 7	62	▼ 7	55	▼ 8
PL		81	▲ 4	79	▲ 7	76	▲ 10	70	▲ 3	74	▲ 8
PT		73	▲ 10	73	▲ 2	72	▲ 13	71	▼ 1	72	▲ 16
RO		72	▲ 4	69	▲ 6	69	▲ 7	69	▲ 7	71	▲ 4
SI		76	▲ 6	71	▲ 5	67	▲ 9	68	▲ 5	70	▲ 7
SK		74	▲ 6	68	▲ 2	58	▲ 4	66	▲ 7	65	▲ 4
FI		59	▼ 2	81	▼ 3	61	▲ 1	62	=	57	▼ 2
SE		83	▲ 4	85	▲ 1	68	▲ 7	71	▲ 2	47	▼ 7
UK		76	▲ 1	77	▲ 2	75	▲ 3	65	▲ 4	63	▲ 6

Base: all respondents (N=27,607)

Several consistent patterns emerge from the **socio-demographic** breakdown:

- In the case of each cybercrime, respondents aged 15-54 are the most likely to say they would take at least one action. For example, 92% of 15-24 year olds would take action if they were a victim of identity theft, compared to 78% of those aged 55 and older.
- Respondents who completed education aged 16 or older are more likely to say they would take action than those who completed education aged 15 or younger, and in most cases the difference is more than ten points. For instance, 84% of those who completed education aged 16-19 and 90% of those who completed education aged 20 or older say they would take action if they experienced online fraud, compared to 68% of respondents who completed education aged 15 or younger.

In addition, respondents who feel well informed about the risks of cybercrime are more likely to say they would take action than those who do not feel well informed. For example, 84% who feel well informed would take action if they experienced cyberattacks, compared to 74% who do not feel well-informed.

QC12 Regardless of whether or not you have been a victim of cybercrime, what would you do if you were to experience or become a victim of the following situations? You would: (MULTIPLE ANSWERS PER LINE)
(% - TOTAL 'AT LEAST ONE ACTION')

	Identity theft (somebody stealing your personal data and impersonating you)	Online fraud where goods purchased are not delivered, are counterfeit or are not as advertised	Accidentally encountering child sexual abuse material online	Being asked for a payment in return for getting back control of your device	Cyberattacks which prevent you from accessing online services like banking or public services	Your social network account or email being hacked	Accidentally encountering material which promotes racial hatred or religious extremism	Discovering malicious software (viruses, etc.) on your device	Receiving fraudulent emails or phone calls asking for your personal details (including access to your computer, logins, banking or payment information)
EU28	86	84	82	80	79	78	74	70	67
 Age									
15-24	92	91	85	85	84	83	75	75	67
25-39	92	90	88	84	83	83	78	70	68
40-54	91	90	87	84	84	83	78	74	70
55 +	78	75	73	73	71	71	68	65	64
 Education (End									
15-	72	68	70	69	65	64	64	60	60
16-19	86	84	82	80	79	78	74	70	69
20+	91	90	86	84	84	84	77	73	68
Still studying	92	92	85	84	85	83	75	75	66
Level of information about cybercrime risks									
Well informed	92	90	87	84	84	83	78	73	69
Not well informed	81	79	77	76	74	73	70	67	66

Base: all respondents (N=27,607)

The chart below shows the results of this question only for Internet-using respondents. In the case of each cybercrime, Internet users are more likely to say they would take action, compared to all respondents. There is no difference in the ranking in terms of the cybercrimes most likely to invoke action.

QC12R Regardless of whether or not you have been a victim of cybercrime, what would you do if you were to experience or become a victim of the following situations? You would:
(% - EU)



Base: respondents who use the Internet (N=23,420)

CONCLUSION

The results of the current survey show that Internet use in Europe continues to grow, particularly via smartphones. Not only is the use of Internet still increasing, but respondents are also increasingly using the Internet every day for socialising, communication, and online shopping and banking. Increasing time online potentially increases the risk of being a victim of cybercrime.

Respondents say they are aware of potential dangers online. Concerns about online privacy and security have already led more than nine in ten Internet users to change their online behaviour – most often by not opening emails from unknown persons, installing anti-virus software, only visiting known and trusted websites and only using their own computer. In addition, a large majority have changed at least one online password in the last 12 months, and particularly for email, online banking or social network. However, there is a clear socio-demographic divide in these results, with those under the age of 55 and those with higher education levels the most likely to have changed their behaviour.

Although awareness of the increasing risks of falling victim to a cybercrime are increasing, respondents are less likely to feel well informed about these crimes or feel able to protect themselves. Even though just over half say they feel well informed about cybercrime, since 2018 the proportion who think they can protect themselves from it has declined by nine points to just over half. However, once again there are clear demographic differences, with younger and longer educated respondents more likely to feel informed about cybercrime and more confident they can protect themselves online. As has been the case in previous surveys, respondents in countries with high levels of daily Internet use also have higher proportions who feel well-informed about the risks.

Across the European Union there is a high level of concern about becoming a victim of a range of cybercrimes, but this is not matched by a high proportion of victims. In terms of Internet transactions, there is a high level of concern about the misuse of personal data, to the point that almost eight in ten avoid disclosing personal information online. When it comes to specific cybercrimes, more than six in ten are concerned about becoming a victim of bank card or online banking fraud, identity theft, their devices being infected by malicious software or their social network or email accounts being hacked. However, only a minority have themselves been victim of a cybercrime, with the most common crime of receiving fraudulent emails or phone calls asking for personal details experienced by just over one third, while one quarter have discovered malicious software on their device. Although Internet use and daily use is increasing, the proportion who have experienced cybercrime is not growing – and has in fact dropped slightly for most crimes compared to 2018.

Awareness of official channels to report cybercrimes and other illegal behaviour remains low, at just over one in five. However, at least two thirds of respondents say they would take action if they experienced one of the cybercrimes asked about in the survey. Police, Internet Service Providers (ISP) and websites or providers are the most commonly mentioned entities that respondents would complain to, rather than official emails or websites specifically to report such crimes. This intention to report is supported by those who have actually experienced a cybercrime. In almost all cases, the majority of victims reported their experience, and this is especially the case for online banking and bank card fraud, identity theft or online fraud. Receiving fraudulent emails or phone calls asking for personal details or accidentally encountering material which promotes racial hatred or religious extremism are the only crimes where less than half of the victims took action. The lack of awareness about official channels for reporting cybercrimes is reinforced by the fact that victims most often reported their crimes to police, websites or vendors or their ISP rather than through specific official channels for reporting cybercrime.

The results of the current survey show that awareness of the risks of cybercrime and concern about becoming a victim remains high. However, the decline of confidence in the ability to protect oneself from cybercrime illustrates a general need for greater education about the steps people can take to

protect themselves. In addition, the current survey once again highlights persistent socio-demographic differences, with younger and better educated respondents feeling more informed about the risks and more confident they can address them. These differences are long-standing, and reinforce the need for additional targeted campaigns to raise awareness of the risks of cybercrime and to educate about the tools that can be used to provide protection in the online environment.

TECHNICAL SPECIFICATIONS

Between the 8th and 22th of October 2019, Kantar carried out the wave 92.2 of the EUROBAROMETER survey, at the request of the European Commission, Directorate-General for Communication, "Media monitoring and Eurobarometer" Unit.

The wave 92.2 covers the population of the respective nationalities of the European Union Member States, resident in each of the 28 Member States and aged 15 years and over.

	COUNTRIES	INSTITUTES	N° INTERVIEWS	DATES FIELDWORK		POPULATION 15+	PROPORTION EU28
BE	Belgium	Kantar Belgium (Kantar TNS)	1.086	09/10/2019	21/10/2019	9.693.779	2,25%
BG	Bulgaria	Kantar TNS BBSS	1.030	09/10/2019	20/10/2019	6.537.535	1,52%
CZ	Czechia	Kantar CZ	1.003	08/10/2019	22/10/2019	9.238.431	2,14%
DK	Denmark	Kantar Gallup	1.013	08/10/2019	21/10/2019	4.838.729	1,12%
DE	Germany	Kantar Deutschland	1.506	08/10/2019	22/10/2019	70.160.634	16,26%
EE	Estonia	Kantar Emor	1.027	08/10/2019	21/10/2019	1.160.064	0,27%
IE	Ireland	Behaviour & Attitudes	1.015	08/10/2019	20/10/2019	3.592.162	0,83%
EL	Greece	Taylor Nelson Sofres Market Research	1.012	08/10/2019	20/10/2019	9.937.810	2,30%
ES	Spain	TNS Investigación de Mercados y Opinión	1.005	08/10/2019	19/10/2019	39.445.245	9,14%
FR	France	Kantar Public France	1.018	08/10/2019	20/10/2019	54.097.255	12,54%
HR	Croatia	Hendal	1.016	10/10/2019	21/10/2019	3.796.476	0,88%
IT	Italy	Kantar Italia	1.023	09/10/2019	20/10/2019	52.334.536	12,13%
CY	Rep. Of Cyprus	CYMAR Market Research	506	08/10/2019	20/10/2019	741.308	0,17%
LV	Latvia	Kantar TNS Latvia	1.007	09/10/2019	22/10/2019	1.707.082	0,40%
LT	Lithuania	TNS LT	1.000	08/10/2019	20/10/2019	2.513.384	0,58%
LU	Luxembourg	ILReS	509	08/10/2019	21/10/2019	457.127	0,11%
HU	Hungary	Kantar Hoffmann	1.027	08/10/2019	20/10/2019	8.781.161	2,04%
MT	Malta	MISCO International	511	08/10/2019	21/10/2019	364.171	0,08%
NL	Netherlands	TNS NIPO	1.017	08/10/2019	20/10/2019	13.979.215	3,24%
AT	Austria	Das Österreichische Gallup Institut	1.011	08/10/2019	20/10/2019	7.554.711	1,75%
PL	Poland	Kantar Polska	1.027	08/10/2019	20/10/2019	33.444.171	7,75%
PT	Portugal	Marktest – Marketing, Organização e Formação	1.007	08/10/2019	21/10/2019	8.480.126	1,97%
RO	Romania	Centrul Pentru Studierea Opiniei si Piete (CSOP)	1.089	09/10/2019	20/10/2019	16.852.701	3,91%
SI	Slovenia	Mediana DOO	1.030	08/10/2019	19/10/2019	1.760.032	0,41%
SK	Slovakia	Kantar Slovakia	1.013	09/10/2019	21/10/2019	4.586.024	1,06%
FI	Finland	Kantar TNS Oy	1.012	08/10/2019	20/10/2019	4.747.810	1,10%
SE	Sweden	Kantar Sifo	1.047	08/10/2019	20/10/2019	7.998.763	1,85%
UK	United Kingdom	Kantar UK Limited	1.040	08/10/2019	20/10/2019	52.651.777	12,20%
TOTAL EU28			27.607	08/10/2019	22/10/2019	431.452.219	100%*

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

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"). If no one answered the interviewer in a household, or if the respondent selected was not available (not present or busy), the interviewer revisited the same household up to three additional times (four contact attempts in total). Interviewers never indicate that the survey is conducted on behalf of the European Commission beforehand; they may give this information once the survey is completed, upon request.

The recruitment phase was slightly different in the Netherlands and Sweden. In these countries, samples of addresses were selected using address or population registers, within each sampling point: the selection of households was done in a random manner. Households were then contacted by telephone (Netherlands and Sweden) and e-mail (Sweden) and an appointment was made.

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 responding sample and the universe is carried out. Weights are used to match the responding sample to the universe on gender by age, region and degree of urbanisation. For European estimates (i.e. EU average), an adjustment is made to the individual country weights, weighting them up or down to reflect their 15+ population as a proportion of the EU 15+ population.

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%	
N=50	6.0	8.3	9.9	11.1	12.0	12.7	13.2	13.6	13.8	13.9	N=50
N=500	1.9	2.6	3.1	3.5	3.8	4.0	4.2	4.3	4.4	4.4	N=500
N=1000	1.4	1.9	2.2	2.5	2.7	2.8	3.0	3.0	3.1	3.1	N=1000
N=1500	1.1	1.5	1.8	2.0	2.2	2.3	2.4	2.5	2.5	2.5	N=1500
N=2000	1.0	1.3	1.6	1.8	1.9	2.0	2.1	2.1	2.2	2.2	N=2000
N=3000	0.8	1.1	1.3	1.4	1.5	1.6	1.7	1.8	1.8	1.8	N=3000
N=4000	0.7	0.9	1.1	1.2	1.3	1.4	1.5	1.5	1.5	1.5	N=4000
N=5000	0.6	0.8	1.0	1.1	1.2	1.3	1.3	1.4	1.4	1.4	N=5000
N=6000	0.6	0.8	0.9	1.0	1.1	1.2	1.2	1.2	1.3	1.3	N=6000
N=7000	0.5	0.7	0.8	0.9	1.0	1.1	1.1	1.1	1.2	1.2	N=7000
N=7500	0.5	0.7	0.8	0.9	1.0	1.0	1.1	1.1	1.1	1.1	N=7500
N=8000	0.5	0.7	0.8	0.9	0.9	1.0	1.0	1.1	1.1	1.1	N=8000
N=9000	0.5	0.6	0.7	0.8	0.9	0.9	1.0	1.0	1.0	1.0	N=9000
N=10000	0.4	0.6	0.7	0.8	0.8	0.9	0.9	1.0	1.0	1.0	N=10000
N=11000	0.4	0.6	0.7	0.7	0.8	0.9	0.9	0.9	0.9	0.9	N=11000
N=12000	0.4	0.5	0.6	0.7	0.8	0.8	0.9	0.9	0.9	0.9	N=12000
N=13000	0.4	0.5	0.6	0.7	0.7	0.8	0.8	0.8	0.9	0.9	N=13000
N=14000	0.4	0.5	0.6	0.7	0.7	0.8	0.8	0.8	0.8	0.8	N=14000
N=15000	0.3	0.5	0.6	0.6	0.7	0.7	0.8	0.8	0.8	0.8	N=15000
	5%	10%	15%	20%	25%	30%	35%	40%	45%	50%	
	95%	90%	85%	80%	75%	70%	65%	60%	55%	50%	

QUESTIONNAIRE

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

Q1 What devices do you use to access the Internet?

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

- | | |
|--|----|
| Home computer (any kind of computer that is located and used only at home) (N) | 1, |
| Laptop (other than a home computer) (N) | 2, |
| Tablet | 3, |
| Smartphone | 4, |
| TV | 5, |
| Games console | 6, |
| Other (SPONTANEOUS) | 7, |
| DK | 8 |

EB90.2 QD1 trend modified

Q2 Which of the following activities have you done online in the last 12 months?

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

- | | |
|---|-----|
| Online banking | 1, |
| Buying goods or services (e.g. concert tickets, train tickets) | 2, |
| Selling goods or services | 3, |
| Using online social networks | 4, |
| Email | 5, |
| Online gaming | 6, |
| Entertainment (e.g. video and audio streaming, online gambling) | 7, |
| Reading news, blogs, forums, etc. | 8, |
| Accessing public services (e.g. e-Administration) | 9, |
| E-Learning (following courses online) | 10, |
| Instant messaging | 11, |
| Making phone and video calls via web-based applications | 12, |
| Other (SPONTANEOUS) | 13 |
| DK | 14 |

NEW Based on EB90.2 QD2

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

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

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

EB90.2 QD3 trend modified

Q4 For which of the following online services, if any, have you changed the password you use to access your account(s) during the last 12 months?*(SHOW SCREEN – READ OUT – MULTIPLE ANSWERS POSSIBLE)*

Email	1,
Online social networks	2,
Shopping websites	3,
Online banking	4,
Online games	5,
Public service websites	6,
Other (SPONTANEOUS)	7
None	8
DK	9

EB90.2 QD4 trend

Q5 Has concern about security issues made you change the way you use the Internet in any of the following ways?*(SHOW SCREEN – READ OUT – ROTATE – MULTIPLE ANSWERS POSSIBLE)*

You are less likely to buy goods or services online	1,
You are less likely to bank online	2,
You are less likely to enter personal information on websites (M)	3,
You have changed your security settings (e.g. on your browser, online social network, search engine)	4,
You only visit websites you know and trust	5,
You use different passwords for different sites	6,
You do not open emails from people you don't know	7,
You only use your own computer	8,
You have installed anti-virus software	9,
You have cancelled an online purchase because of suspicions about the seller or website	10,
You regularly change your passwords	11,
You use more complex passwords than in the past	12,
You use a password manager (N)	13,
You use biometric features (e.g. facial recognition, fingerprint) (N)	14,
You do not connect to the Internet through unsecured hotspots (N)	15,
Other (SPONTANEOUS)	16,
None/You are not concerned about online security (SPONTANEOUS)	17
DK	18

NEW based on EB90.2 QD5

ASK ALL**Q6 Thinking about the online harassment of children under the age of 16 (e.g. bullying or grooming), what, if anything, is done in your household to protect them while they are online?***(DO NOT SHOW SCREEN – DO NOT READ OUT – MULTIPLE ANSWERS POSSIBLE)*

- The child's Internet use is monitored 1,
- Parental control settings are activated (M) 2,
- The time spent by child online is limited 3,
- Online risks are discussed with the child 4,
- You report online harassment (N) 5.
- You would like to do something, but you do not know what (M) 6,
- Other 7,
- Nothing 8,
- Not applicable 9,
- DK 10

EB90.2 QD6 trend modified

Q7 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

EB90.2 QD7 trend

ASK Q8 TO Q9 IF "USE THE INTERNET" CODE 1 TO 5 IN D62.1 OR D62.2 OR D62.3 OR D62.4 – OTHERS GO TO Q10**Q8 Cybercrimes include many different types of criminal activity. How concerned are you personally about experiencing or being a victim of the following situations?***(SHOW SCREEN – READ OUT – ONE ANSWER PER LINE)*

		Very concerned	Fairly concerned	Not very concerned	Not at all concerned	DK
1	Fraudulent emails or phone calls asking for your personal details (including access to your computer, logins, banking or payment information)	1	2	3	4	5
2	Online fraud where goods purchased are not delivered, are counterfeit or are not as advertised	1	2	3	4	5
3	Cyberattacks which prevent you from accessing online services like banking or public services	1	2	3	4	5
4	The infection of devices with malicious software (viruses, etc.)	1	2	3	4	5
5	Identity theft (somebody stealing your personal data and impersonating you)	1	2	3	4	5
6	Accidentally encountering child sexual abuse material online (M)	1	2	3	4	5
7	Online material which promotes racial hatred or religious extremism	1	2	3	4	5

8	Hacking online social network or mail account	1	2	3	4	5
9	Bank card or online banking fraud	1	2	3	4	5
10	Demands for payment in return for getting back control of your device	1	2	3	4	5

EB90.2 QD8 trend modified

Q9 In the last three years, how often have you personally experienced or been a victim of each of the following situations?

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

		Once	Two or three times	More than three times	Never	DK
1	Receiving fraudulent emails or phone calls asking for your personal details (including access to your computer, logins, banking or payment information)	1	2	3	4	5
2	Online fraud where goods purchased are not delivered, are counterfeit or are not as advertised	1	2	3	4	5
3	Cyberattacks which prevent you from accessing online services like banking or public services	1	2	3	4	5
4	Discovering malicious software (viruses, etc.) on your device	1	2	3	4	5
5	Identity theft (somebody stealing your personal data and impersonating you)	1	2	3	4	5
6	Accidentally encountering child sexual abuse material online (M)	1	2	3	4	5
7	Accidentally encountering material which promotes racial hatred or religious extremism	1	2	3	4	5
8	Your social network or email account being hacked	1	2	3	4	5
9	Being a victim of bank card or online banking fraud	1	2	3	4	5
10	Being asked for payment in return for getting back control of your device	1	2	3	4	5

EB90.2 QD10 trend modified

ASK ALL

Q10 In the last three years, has anybody in your family, amongst your friends or acquaintances experienced or been a victim of any of these situations? Please tell me all that apply. (M)

(SHOW SCREEN – READ OUT – MULTIPLE ANSWERS POSSIBLE)

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

EB90.2 QD11 modified

ASK Q11 FOR EACH SITUATION WHERE RESPONDENTS HAVE BEEN A VICTIM (CODES 1 TO 3 IN Q9)**Q11 What have you done in each of the situations you have personally experienced or been a victim of?***(SHOW SCREEN – READ OUT – MULTIPLE ANSWERS POSSIBLE PER LINE – CODE 1 IS EXCLUSIVE)*

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

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

EB90.2 QD12 modified

ASK ALL

Q12 **Regardless of whether or not, you have previously been a cybercrime victim, what would you do if you were to experience or become a victim of the following situations? You would: (M)**

(SHOW SCREEN – READ OUT – MULTIPLE ANSWERS POSSIBLE PER LINE – CODE 1 IS EXCLUSIVE)

		Do nothing	Contact the police	Contact the website or vendor	Contact your Internet service provider	Contact a consumer protection organisation	Report the situation through an official website or email address (other than one belonging to the police)	Other (SPONTANEOUS)	DK
1	Receiving fraudulent emails or phone calls asking for your personal details (including access to your computer, logins, banking or payment information)	1	2	3	4	5	6	7	8
2	Online fraud where goods purchased are not delivered, are counterfeit or are not as advertised	1	2	3	4	5	6	7	8
3	Cyberattacks which prevent you from accessing online services like banking or public services	1	2	3	4	5	6	7	8
4	Discovering malicious software (viruses, etc.) on your device	1	2	3	4	5	6	7	8
5	Identity theft (somebody stealing your personal data and impersonating you)	1	2	3	4	5	6	7	8
6	Accidentally encountering child sexual abuse material online (M)	1	2	3	4	5	6	7	8
7	Accidentally encountering material which promotes racial hatred or religious extremism	1	2	3	4	5	6	7	8

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

EB90.2 QD13 trend modified

Q13 Are you aware of the existence of a website, email address, online form, or contact number in (OUR COUNTRY) where you can report a cybercrime or any other illegal online behaviour (e.g. cyberattack, online harassment or bullying)?

(MULTIPLE ANSWERS POSSIBLE – READ OUT)

- Yes, a website 1,
 Yes, an email address 2,
 Yes, an online form 3,
 Yes, a contact number 4,
 Yes, another way of reporting a cybercrime or any other illegal online behaviour 5,
 No, you are not aware of their existence 6
 DK 7

NEW

Q14 Have you ever reported a cybercrime or any other illegal online behaviour (e.g. cyberattack, online harassment or bullying)?

(MULTIPLE ANSWERS POSSIBLE – READ OUT)

- Yes, to the police or authorities 1,
 Yes, to a service provider 2,
 Yes, to a website 3,
 Yes, to a consumer protection organisation 4,
 Yes, to someone else 5
 No, never 6
 DK 7

NEW

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

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

		Totally agree	Tend to agree	Tend to disagree	Totally disagree	DK
1	You are concerned that your online personal information is not kept secure by websites	1	2	3	4	5
2	You are concerned that your online personal information is not kept secure by public authorities	1	2	3	4	5
3	You avoid disclosing personal information online	1	2	3	4	5
4	You believe the risk of becoming a victim of cybercrime is increasing	1	2	3	4	5
5	You are able to protect yourself sufficiently against cybercrime (M)	1	2	3	4	5

EB90.2 QD15 slightly modified

COUNTRY TABLES

QC1 What devices do you use to access the Internet? (MULTIPLE ANSWERS POSSIBLE)

(%)

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

		Home computer (any kind of computer that is located and used only at home)	Laptop (other than a home computer)	Tablet	Smartphone	TV	Games console	Other (SPONTANEOUS)	Don't know
EU28		41	51	35	85	23	9	1	0
BE		48	58	42	84	26	9	0	0
BG		41	45	19	90	9	1	0	1
CZ		41	50	25	76	14	2	0	0
DK		42	68	52	87	29	9	0	0
DE		38	64	37	87	26	10	1	0
EE		47	57	29	81	20	5	1	0
IE		25	54	43	86	23	12	0	0
EL		39	51	37	87	9	2	1	0
ES		40	41	28	96	19	6	0	0
FR		39	54	30	77	13	11	1	0
HR		38	43	28	89	22	5	0	0
IT		61	17	32	91	17	7	0	1
CY		19	41	40	91	16	5	0	0
LV		55	42	27	77	21	3	1	0
LT		51	49	28	87	30	4	1	0
LU		43	55	48	87	26	12	1	0
HU		43	50	14	79	19	3	0	0
MT		33	63	49	85	18	8	1	0
NL		59	67	55	89	39	10	1	0
AT		45	64	44	92	34	18	0	0
PL		22	67	13	77	15	3	2	0
PT		50	30	26	91	7	3	0	0
RO		26	32	23	86	16	5	1	0
SI		51	50	29	85	17	3	0	0
SK		41	64	35	78	13	3	0	0
FI		53	57	45	88	26	11	0	0
SE		51	66	49	93	39	12	1	0
UK		34	56	51	81	38	18	0	0

QC1R1 What devices do you use to access the Internet? (MULTIPLE ANSWERS POSSIBLE)

(%)

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

		Computer/laptop		Tablet		Smartphone		TV		Games console		Other (SPONTANEOUS)		Don't know
		Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	
EU28		76	-3	35	-5	85	1	23	1	9	-2	1	1	0
BE		84	-4	42	-7	84	6	26	-3	9	-4	0	0	0
BG		74	0	19	-6	90	3	9	0	1	-1	0	0	1
CZ		78	-3	25	-9	76	1	14	-2	2	-3	0	0	0
DK		86	-6	52	-6	87	1	29	-7	9	-1	0	-1	0
DE		84	3	37	-2	87	3	26	5	10	0	1	0	0
EE		83	-7	29	-3	81	5	20	-5	5	-2	1	1	0
IE		66	-1	43	-10	86	-1	23	-14	12	-4	0	0	0
EL		73	-1	37	-5	87	2	9	0	2	-4	1	1	0
ES		63	-9	28	-10	96	0	19	-6	6	-5	0	-1	0
FR		79	-8	30	-7	77	3	13	-9	11	-2	1	1	0
HR		63	-8	28	1	89	-2	22	5	5	1	0	0	0
IT		68	-9	32	1	91	-2	17	6	7	2	0	0	1
CY		52	-5	40	-8	91	0	16	-4	5	-5	0	0	0
LV		82	-1	27	-7	77	-2	21	0	3	-1	1	1	0
LT		80	-6	28	-3	87	7	30	2	4	-2	1	0	0
LU		80	-3	48	-5	87	1	26	-6	12	-6	1	1	0
HU		78	2	14	-5	79	4	19	2	3	-1	0	0	0
MT		72	-3	49	2	85	7	18	2	8	0	1	-1	0
NL		95	2	55	-7	89	-2	39	-2	10	-5	1	1	0
AT		86	10	44	-3	92	4	34	6	18	0	0	-1	0
PL		79	2	13	-4	77	2	15	4	3	-1	2	1	0
PT		72	1	26	-7	91	5	7	-3	3	-1	0	0	0
RO		49	-1	23	-1	86	-5	16	5	5	1	1	0	0
SI		80	-2	29	-3	85	1	17	0	3	1	0	0	0
SK		85	3	35	1	78	11	13	4	3	0	0	-1	0
FI		87	-2	45	-7	88	1	26	-4	11	-3	0	0	0
SE		90	-3	49	2	93	4	39	8	12	3	1	0	0
UK		70	-5	51	-14	81	-3	38	0	18	-5	0	0	0

QC1R2 What devices do you use to access the Internet? (MULTIPLE ANSWERS POSSIBLE)

(%)

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

		0 device		1 device		2 devices		3 devices		4 or more devices	
		Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018
EU28		0	0	23	0	36	-2	22	-1	19	3
BE		0	0	16	-2	35	0	26	-1	23	3
BG		1	-1	26	3	49	-5	18	1	6	2
CZ		0	0	34	5	37	-4	18	-3	11	2
DK		0	0	13	1	28	2	31	-3	28	0
DE		0	0	16	-6	36	-2	26	1	22	7
EE		0	0	23	-2	39	2	21	-3	17	3
IE		0	0	23	4	37	3	22	-2	18	-5
EL		0	0	21	-5	47	5	20	-4	12	4
ES		0	0	29	7	35	-2	20	-4	16	-1
FR		0	0	29	3	36	-2	21	1	14	-2
HR		0	0	31	3	36	-9	18	1	15	5
IT		0	-1	25	4	42	-6	20	-3	13	6
CY		0	0	32	3	37	3	20	-5	11	-1
LV		0	0	27	1	36	-3	25	0	12	2
LT		0	0	20	-5	39	1	22	1	19	3
LU		0	0	16	-1	32	3	30	1	22	-3
HU		0	0	29	-4	46	-2	18	3	7	3
MT		0	0	24	-6	26	-5	25	-2	25	13
NL		0	0	7	1	23	-1	30	-8	40	8
AT		0	0	10	-4	32	-5	26	-4	32	13
PL		0	0	32	-5	48	1	12	2	8	2
PT		0	0	24	-1	50	0	21	0	5	1
RO		0	0	46	1	31	-7	15	3	8	3
SI		0	0	26	0	35	-7	23	2	16	5
SK		0	0	22	-12	38	-5	26	7	14	10
FI		0	0	13	-1	32	-2	29	3	26	0
SE		0	0	7	-2	24	-12	35	0	34	14
UK		0	0	23	7	25	-2	22	-2	30	-3

QC2 Which of the following activities have you done online in the last 12 months? (MULTIPLE ANSWERS POSSIBLE)
(%)

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

		Online banking		Buying goods or services (e.g. concert tickets, train tickets)		Selling goods or services		Using online social networks		Email		Online gaming		Entertainment (e.g. video and audio streaming, online gambling)	
		Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018
EU28		61	2	55	-2	22	-2	62	0	80	0	25	-2	40	-25
BE		74	4	56	6	26	-5	67	3	84	2	24	1	35	-38
BG		21	2	33	-7	11	-4	78	4	66	6	23	-7	23	-43
CZ		61	-6	50	-3	26	-3	55	-4	80	-1	23	-7	30	-30
DK		94	1	78	0	36	-4	77	4	95	1	34	-8	63	-14
DE		64	8	67	0	26	0	52	0	86	0	22	-3	39	-23
EE		84	1	59	0	20	-4	70	6	84	-4	22	-6	38	-32
IE		68	-3	63	5	24	3	66	4	76	-2	18	0	48	-18
EL		36	5	42	0	6	-2	77	1	64	-1	35	-6	44	-28
ES		52	4	41	-1	12	0	69	0	77	1	19	-4	40	-28
FR		66	1	52	-5	23	-6	55	-2	84	-4	27	-4	36	-33
HR		41	-6	32	0	18	-2	59	-6	55	-13	28	-6	37	-28
IT		46	0	40	-2	17	2	59	-2	68	-4	25	1	34	-17
CY		37	-5	36	-10	3	-4	65	1	52	-8	30	-8	48	-16
LV		80	-1	49	-2	16	1	63	-2	78	-1	23	-9	31	-42
LT		73	0	55	-1	25	-6	75	3	75	0	29	-3	39	-35
LU		76	3	57	-3	19	-2	61	1	87	0	27	-3	40	-30
HU		36	-1	36	0	14	-1	61	2	66	-5	28	-5	43	-5
MT		52	7	50	-6	18	-7	74	4	70	-3	31	-2	47	-19
NL		92	0	83	-1	38	-6	66	-3	98	1	28	-1	51	-28
AT		70	6	63	6	35	1	63	-2	86	0	35	-5	46	-20
PL		63	6	44	-9	18	-4	59	1	72	7	20	-2	25	-31
PT		40	-1	36	-2	12	-1	87	4	75	-2	29	0	26	-44
RO		13	-1	25	-2	12	-6	68	-8	39	-10	19	-11	22	-37
SI		46	1	46	3	22	-5	56	-5	78	2	20	-2	37	-25
SK		60	5	49	-2	20	-1	63	2	82	5	18	-5	22	-24
FI		94	1	75	6	30	1	70	0	94	3	30	-2	65	-12
SE		94	2	86	7	39	7	82	5	96	2	33	4	77	-9
UK		70	-2	70	-3	27	0	63	1	88	4	28	3	54	-19

QC2 Which of the following activities have you done online in the last 12 months? (MULTIPLE ANSWERS POSSIBLE)
(%)

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

		Reading news, blogs, forums, etc.		Accessing public services (e.g. e-Administration)		E-Learning (following courses online)		Instant messaging		Making phone and video calls via web-based applications		Other (SPONTANEOUS)		Don't know
		Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	Oct. 2019
EU28		62	-12	36	-2	16	0	51	N.A	41	N.A	2	0	0
BE		58	-12	40	-9	16	1	44	N.A	45	N.A	1	-1	0
BG		65	-14	17	-2	6	-4	38	N.A	47	N.A	2	0	1
CZ		58	-14	13	-10	8	-3	36	N.A	27	N.A	2	1	0
DK		82	-2	84	-2	23	-4	52	N.A	53	N.A	1	-1	0
DE		63	-6	20	-2	14	3	33	N.A	30	N.A	3	2	1
EE		79	-9	65	-2	21	-11	46	N.A	45	N.A	1	0	0
IE		62	-6	35	0	21	2	58	N.A	51	N.A	1	0	0
EL		76	-8	35	4	10	-3	50	N.A	51	N.A	5	2	0
ES		74	-1	42	2	20	0	78	N.A	50	N.A	1	-4	0
FR		55	-17	71	-4	12	-2	51	N.A	39	N.A	1	-2	0
HR		69	-16	20	-1	12	2	53	N.A	56	N.A	3	1	0
IT		54	-19	24	4	9	0	66	N.A	37	N.A	1	-1	1
CY		60	-16	30	-4	16	0	65	N.A	59	N.A	0	-1	0
LV		73	-13	41	-6	16	2	46	N.A	49	N.A	2	-2	0
LT		75	-11	38	-2	20	7	35	N.A	57	N.A	1	-1	0
LU		65	-16	49	-4	19	3	53	N.A	47	N.A	2	0	0
HU		62	-15	23	1	9	2	53	N.A	38	N.A	0	-1	0
MT		58	-21	37	0	17	4	56	N.A	46	N.A	3	0	2
NL		72	-9	41	-3	31	3	39	N.A	53	N.A	1	0	0
AT		63	-12	30	-3	19	1	46	N.A	37	N.A	5	-1	0
PL		60	-24	17	-4	8	-3	23	N.A	27	N.A	3	2	0
PT		58	-8	42	-2	5	-2	73	N.A	51	N.A	3	0	0
RO		47	-12	9	0	10	-4	38	N.A	37	N.A	3	1	1
SI		76	-5	28	-4	17	4	53	N.A	40	N.A	2	-1	0
SK		59	-10	27	8	12	5	33	N.A	41	N.A	3	0	1
FI		85	-4	77	2	36	4	65	N.A	57	N.A	1	0	0
SE		91	3	72	4	31	5	80	N.A	68	N.A	3	1	0
UK		59	-12	39	-4	29	2	61	N.A	52	N.A	1	-1	0

QC3 What concerns do you have, if any, about using the Internet for activities such as online banking or buying goods and services online? (SPONTANEOUS ANSWERS - MULTIPLE ANSWERS POSSIBLE)

(%)

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

		You cannot inspect the goods or ask a real person for advice		You are concerned about the security of online payments		You are concerned about someone misusing your personal data		You are afraid that you might not receive the goods or services that you buy online		Other		None		Don't know
		Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	
EU28		22	-2	41	-2	46	3	22	-1	10	5	15	-4	6
BE		23	-9	46	-12	46	5	24	-1	6	2	13	5	4
BG		23	0	32	-2	52	10	25	5	8	5	14	-6	7
CZ		34	6	36	-8	37	-6	32	2	10	8	13	0	4
DK		16	-1	27	-1	39	-2	21	2	8	0	43	10	4
DE		23	-6	41	2	57	12	25	0	9	7	11	-15	5
EE		31	-1	25	-2	33	0	23	-9	10	4	36	10	5
IE		35	5	52	0	53	8	27	9	6	3	22	10	3
EL		24	2	44	-1	57	8	19	-4	3	-4	21	2	5
ES		16	1	49	-4	53	7	19	-3	12	8	12	-5	5
FR		22	3	43	-6	49	4	20	2	9	4	15	-2	7
HR		28	2	40	-6	49	-1	30	-3	5	1	13	-1	6
IT		23	0	41	-3	40	0	20	1	11	7	8	-9	5
CY		19	-4	43	1	60	-2	30	2	9	7	13	-2	8
LV		20	4	29	-4	38	3	18	-2	7	-1	34	4	2
LT		30	-3	36	2	44	5	27	-5	6	0	21	-1	7
LU		23	-3	42	-3	44	-5	24	5	11	2	7	-8	4
HU		38	1	35	-8	31	-3	23	0	8	5	14	-3	3
MT		24	-6	31	-6	45	7	28	-8	8	3	19	-4	8
NL		19	2	44	2	48	4	26	2	8	-4	16	0	7
AT		27	1	27	-7	34	2	22	-3	10	3	37	13	14
PL		19	3	24	-3	32	0	23	-3	15	12	17	-5	9
PT		14	-1	32	-6	54	5	20	-15	6	4	21	1	5
RO		30	-4	40	6	34	0	35	3	7	-2	10	-7	7
SI		32	-3	43	5	47	4	26	0	7	2	18	-7	6
SK		23	-3	37	-5	31	-4	29	-1	8	1	20	5	10
FI		14	-1	39	5	43	7	17	1	12	4	37	6	8
SE		33	4	42	2	43	-2	19	-1	9	1	25	2	4
UK		21	-7	46	-3	44	-3	18	-1	12	7	14	-1	7

QC4 For which of the following online services, if any, have you changed the password you use to access your account(s) during the last 12 months? (MULTIPLE ANSWERS POSSIBLE)

(%)

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

		Email		Online social networks		Shopping websites		Online banking		Online games	
		Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018
EU28		37	3	25	1	16	1	30	4	7	1
BE		38	-3	37	-3	17	-6	27	-3	7	-2
BG		37	7	33	9	8	2	15	9	3	1
CZ		28	-1	14	-2	6	1	27	0	3	-1
DK		38	-1	29	-3	15	-3	25	-4	8	-1
DE		41	7	23	5	18	4	36	8	6	1
EE		43	1	28	-3	9	0	34	-10	4	-3
IE		47	2	36	3	20	-1	36	3	7	-2
EL		25	2	28	-2	5	-3	23	2	5	0
ES		32	2	19	2	10	1	20	3	4	-1
FR		33	-1	24	-2	18	0	31	5	6	1
HR		21	2	24	0	9	3	13	-1	6	-1
IT		33	2	16	2	10	4	23	5	5	3
CY		28	1	28	0	10	-3	22	0	6	-2
LV		28	2	17	-3	8	1	49	-12	4	0
LT		28	-1	23	3	10	0	39	-12	6	0
LU		46	-4	28	-6	25	4	34	5	8	0
HU		34	4	25	5	12	1	18	1	8	3
MT		37	0	31	4	22	-2	26	2	9	-1
NL		41	-3	27	-2	23	1	39	-3	6	-1
AT		46	11	28	5	17	-1	41	14	12	3
PL		20	-1	22	-1	9	0	31	2	3	-1
PT		25	4	16	-4	6	-5	15	0	3	-1
RO		24	-2	26	-5	10	0	10	-3	8	2
SI		33	0	22	1	9	3	22	3	2	-1
SK		33	2	21	6	7	-1	24	3	2	-1
FI		55	4	33	-5	20	3	28	5	10	0
SE		41	-5	32	-4	23	3	26	0	10	2
UK		52	4	37	2	28	-3	42	5	15	2

QC4 For which of the following online services, if any, have you changed the password you use to access your account(s) during the last 12 months? (MULTIPLE ANSWERS POSSIBLE)

(%)

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

		Public service websites		Other (SPONTANEOUS)		None		Don't know	Total 'Has changed password'	
		Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018
EU28		9	1	10	5	31	-9	11	69	11
BE		7	0	8	-2	30	8	10	74	-4
BG		4	2	7	5	40	-6	11	61	17
CZ		3	0	11	-1	44	9	11	63	2
DK		15	-2	4	-2	42	4	11	57	-4
DE		6	0	12	11	34	-13	7	72	22
EE		8	-3	8	5	36	7	6	71	2
IE		9	-1	13	7	38	6	5	80	13
EL		3	-3	2	-1	42	-13	17	52	7
ES		6	2	6	2	39	-16	18	52	9
FR		15	3	8	4	26	-12	13	71	10
HR		3	1	8	2	48	-6	14	60	15
IT		6	3	15	3	33	-9	10	70	14
CY		9	-1	9	5	36	-4	15	59	-1
LV		9	3	5	1	37	14	6	72	-4
LT		8	1	5	2	34	1	10	65	-1
LU		9	-1	10	2	17	-5	7	76	1
HU		8	3	12	9	32	-18	11	71	21
MT		11	-5	6	5	33	-4	13	66	6
NL		20	-2	4	-2	22	1	9	76	-2
AT		8	2	4	2	39	1	17	71	11
PL		5	1	19	12	37	-6	8	69	16
PT		6	1	7	6	48	-11	21	41	1
RO		4	-1	10	5	33	-8	18	60	6
SI		4	-1	11	6	44	-4	8	61	9
SK		3	1	10	-2	35	-4	15	63	7
FI		14	-1	4	2	33	3	6	75	6
SE		18	5	2	-1	31	0	7	69	0
UK		15	-1	12	5	17	-11	9	82	12

QC5 Has concern about security issues made you change the way you use the Internet in any of the following ways?
(MULTIPLE ANSWERS POSSIBLE)

(%)

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

		You are less likely to buy goods or services online	You are less likely to bank online	You are less likely to enter personal information on websites	You have changed your security settings (e.g. on your browser, online social network, search engine)	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
EU28		10	8	30	13	32	29	42	32	42
BE		10	9	27	14	43	28	50	43	49
BG		9	11	25	9	32	17	36	26	32
CZ		10	7	26	6	31	23	43	40	34
DK		12	2	41	19	34	41	59	36	58
DE		10	4	48	17	26	42	50	44	57
EE		6	3	33	16	41	32	64	43	50
IE		12	11	28	18	35	30	38	29	35
EL		15	22	40	9	46	15	47	42	56
ES		11	8	19	7	26	21	33	22	29
FR		13	7	24	14	42	29	50	32	45
HR		12	9	24	8	22	15	27	27	30
IT		8	8	18	8	27	18	31	19	29
CY		21	16	39	6	44	22	47	45	33
LV		3	2	23	8	35	27	43	39	34
LT		16	12	42	5	37	17	45	42	57
LU		8	9	26	17	35	31	55	37	51
HU		8	12	20	9	20	13	25	32	33
MT		5	4	19	11	44	34	45	42	45
NL		10	5	59	22	45	56	64	40	60
AT		14	12	32	20	25	28	42	36	54
PL		7	6	25	8	27	19	35	28	33
PT		12	11	33	10	34	20	43	26	35
RO		12	13	13	6	13	14	23	23	28
SI		11	9	28	11	33	23	46	43	42
SK		4	3	16	6	29	15	35	41	45
FI		9	2	42	28	36	46	59	38	53
SE		22	6	55	30	37	51	60	39	52
UK		10	10	29	19	35	34	40	30	36

QC5 Has concern about security issues made you change the way you use the Internet in any of the following ways?
(MULTIPLE ANSWERS POSSIBLE)

(%)

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

		You have cancelled an online purchase because of suspicions about the seller or website	You regularly change your passwords	You use more complex passwords than in the past	You use a password manager	You use biometric features (e.g. facial recognition, fingerprint)	You do not connect to the Internet through unsecured hotspots	Other (SPONTANEOUS)	None/ You are not concerned about online security (SPONTANEOUS)	Don't know
EU28		9	21	26	7	13	23	8	4	3
BE		7	18	29	7	17	27	4	1	0
BG		2	18	22	2	7	12	8	7	3
CZ		5	16	24	6	7	19	8	2	1
DK		9	14	27	13	25	31	12	6	1
DE		17	27	34	7	16	30	6	4	2
EE		12	17	27	6	18	23	5	6	2
IE		9	25	25	11	14	26	6	2	2
EL		4	26	16	6	4	17	2	4	1
ES		5	14	17	5	8	22	13	9	5
FR		8	23	35	6	13	29	6	4	3
HR		14	13	14	5	5	15	8	1	3
IT		4	19	15	6	8	12	9	2	4
CY		6	21	17	11	5	17	5	7	3
LV		8	18	18	5	12	15	3	10	2
LT		6	18	20	9	10	16	5	4	4
LU		9	26	37	11	22	28	6	3	3
HU		9	14	17	6	8	13	11	1	1
MT		3	30	29	8	10	22	5	4	5
NL		7	23	42	12	31	46	4	3	0
AT		14	30	30	12	20	23	3	6	1
PL		6	18	17	4	10	17	10	1	3
PT		2	14	15	3	4	15	6	13	1
RO		5	12	18	6	7	13	12	4	3
SI		5	18	20	5	5	20	5	7	1
SK		3	16	17	6	5	18	6	2	3
FI		10	26	37	7	22	22	3	5	4
SE		30	17	40	11	34	37	3	2	1
UK		6	27	27	7	16	21	8	3	4

QC6 Thinking about the online harassment of children under the age of 16 (e.g. bullying or grooming), what, if anything, is done in your household to protect them while they are online?
(SPONTANEOUS ANSWERS - MULTIPLE ANSWERS POSSIBLE)
(%)

		The child's Internet use is monitored		Parental control settings are activated		The time spent by child online is limited		Online risks are discussed with the child		You report online harassment		You would like to do something, but you do not know what	
		Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018
EU28		21	-1	17	3	19	0	20	0	8	N.A	6	3
BE		25	-1	21	-7	24	-11	23	-8	10	N.A	14	7
BG		23	2	16	5	21	3	21	5	4	N.A	8	2
CZ		19	-2	10	0	15	-4	18	-3	2	N.A	7	2
DK		13	2	10	4	12	2	22	1	4	N.A	3	0
DE		18	3	16	6	17	4	21	3	10	N.A	4	3
EE		26	3	9	-1	21	2	32	2	12	N.A	3	0
IE		28	-3	24	6	22	-2	18	-2	7	N.A	4	0
EL		19	-2	11	1	17	-1	22	1	5	N.A	4	2
ES		22	-5	12	-1	17	-4	17	-1	5	N.A	2	0
FR		24	-4	20	9	19	-1	17	-5	8	N.A	4	2
HR		24	3	16	0	24	2	24	1	6	N.A	6	2
IT		27	-2	30	6	26	-3	24	0	14	N.A	13	6
CY		31	5	16	-1	28	7	36	2	12	N.A	9	3
LV		26	5	8	1	14	1	18	0	4	N.A	6	5
LT		14	-1	6	1	11	-1	12	-2	2	N.A	5	3
LU		32	-2	27	9	26	0	29	0	12	N.A	5	2
HU		19	-2	14	1	15	1	22	7	4	N.A	10	8
MT		27	-1	17	3	17	-2	13	-1	9	N.A	2	0
NL		23	5	15	4	17	6	34	8	6	N.A	3	1
AT		13	-2	18	2	17	-1	18	0	8	N.A	12	8
PL		17	-2	11	-2	16	-4	17	2	5	N.A	5	3
PT		18	5	5	-4	12	-3	12	1	3	N.A	4	-2
RO		24	-3	19	-7	34	1	33	3	14	N.A	11	2
SI		25	2	13	3	19	2	21	1	3	N.A	3	1
SK		9	1	6	1	12	-1	13	0	2	N.A	6	2
FI		20	-1	10	-2	17	0	24	4	7	N.A	2	1
SE		18	4	15	7	14	3	28	8	9	N.A	3	-1
UK		22	-2	20	4	16	1	13	-5	6	N.A	2	1

QC6 Thinking about the online harassment of children under the age of 16 (e.g. bullying or grooming), what, if anything, is done in your household to protect them while they are online?
(SPONTANEOUS ANSWERS - MULTIPLE ANSWERS POSSIBLE)
(%)

		Other		Nothing		Not applicable		Don't know	Total 'Something is done'	
		Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018
EU28		6	2	11	6	52	0	7	37	1
BE		6	-5	4	3	51	22	4	47	-9
BG		8	7	9	7	45	-7	9	39	6
CZ		9	-3	10	6	53	11	6	34	-2
DK		3	-5	10	1	64	7	5	28	1
DE		4	3	7	-1	67	6	9	34	6
EE		3	1	5	4	57	-4	9	40	6
IE		6	0	14	9	46	4	7	42	-3
EL		1	0	13	10	61	-2	6	31	1
ES		7	5	9	3	59	1	5	31	-3
FR		9	4	20	16	40	-13	8	37	0
HR		4	0	12	0	59	12	3	44	9
IT		7	2	11	3	24	-7	6	51	0
CY		3	-4	11	5	49	8	3	44	0
LV		4	-2	9	5	58	1	6	35	2
LT		3	-3	17	13	56	-8	9	21	-3
LU		12	0	18	14	13	-22	4	51	4
HU		4	3	13	8	37	-19	12	42	5
MT		5	2	9	9	39	-14	21	35	1
NL		3	-6	5	2	55	1	7	41	7
AT		5	1	5	-2	67	15	12	33	-2
PL		6	4	6	3	61	11	8	35	-3
PT		7	5	11	10	55	-7	9	26	-3
RO		9	5	5	3	19	-16	10	57	7
SI		7	-2	5	-1	51	3	12	35	-1
SK		7	-4	15	14	56	-3	8	21	-3
FI		2	-3	9	-4	67	14	5	32	2
SE		3	-2	12	2	58	-1	3	36	9
UK		3	-2	15	11	65	6	4	32	0

QC7 How well informed do you feel about the risks of cybercrime?
(%)

		Very well informed		Fairly well informed		Not very well informed		Not at all informed		Don't know	Total 'Well informed'		Total 'Not well informed'	
		Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018
EU28		11	1	41	0	30	2	17	-1	1	52	1	47	1
BE		9	2	37	-5	37	5	17	-1	0	46	-3	54	4
BG		2	-4	28	4	37	4	29	-3	4	30	0	66	1
CZ		7	0	38	2	33	4	21	-2	1	45	2	54	2
DK		32	2	48	2	16	-3	3	0	1	80	4	19	-3
DE		11	1	45	-2	30	4	12	-1	2	56	-1	42	3
EE		12	0	45	5	31	1	11	-3	1	57	5	42	-2
IE		18	-1	42	-5	26	7	13	-1	1	60	-6	39	6
EL		7	-1	35	5	32	4	25	-8	1	42	4	57	-4
ES		9	3	36	5	36	-2	19	-5	0	45	8	55	-7
FR		10	-2	42	2	30	0	16	0	2	52	0	46	0
HR		6	-1	33	3	37	3	23	-4	1	39	2	60	-1
IT		2	0	29	-4	40	6	27	2	2	31	-4	67	8
CY		14	-4	35	4	25	-3	25	4	1	49	0	50	1
LV		11	3	36	-2	34	3	16	-5	3	47	1	50	-2
LT		13	3	43	0	26	0	16	-1	2	56	3	42	-1
LU		12	-4	50	4	27	2	10	0	1	62	0	37	2
HU		5	3	36	-4	36	5	23	-4	0	41	-1	59	1
MT		14	-3	46	8	15	-4	17	2	8	60	5	32	-2
NL		16	2	57	2	23	-2	4	-1	0	73	4	27	-3
AT		13	2	40	-2	29	3	17	-1	1	53	0	46	2
PL		8	-1	47	3	24	1	19	2	2	55	2	43	3
PT		2	-1	39	-4	34	4	23	1	2	41	-5	57	5
RO		3	-4	29	6	39	6	28	-5	1	32	2	67	1
SI		7	-1	36	3	32	1	24	-2	1	43	2	56	-1
SK		4	0	40	-1	31	2	23	0	2	44	-1	54	2
FI		17	1	51	0	26	2	5	-2	1	68	1	31	0
SE		19	-1	53	-3	25	4	3	0	0	72	-4	28	4
UK		23	0	47	-1	20	0	9	1	1	70	-1	29	1

QC8.1 Cybercrimes include many different types of criminal activity. How concerned are you personally about experiencing or being a victim of the following situations?

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

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

		Very concerned		Fairly concerned		Not very concerned		Not at all concerned		Don't know	Total 'Concerned'		Total 'Not concerned'	
		Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018
EU28		22	0	37	-1	26	0	14	2	1	59	-1	40	2
BE		21	-5	42	-5	25	6	11	4	1	63	-10	36	10
BG		28	4	49	1	16	-1	4	-4	3	77	5	20	-5
CZ		28	-7	35	5	24	0	11	2	2	63	-2	35	2
DK		11	-4	22	-4	37	2	29	6	1	33	-8	66	8
DE		20	5	35	-1	30	-4	14	1	1	55	4	44	-3
EE		11	-1	30	4	37	-2	20	1	2	41	3	57	-1
IE		40	-5	35	2	18	2	6	1	1	75	-3	24	3
EL		20	0	40	2	30	4	10	-5	0	60	2	40	-1
ES		29	2	33	-1	22	-3	15	2	1	62	1	37	-1
FR		25	-3	36	-1	20	0	18	5	1	61	-4	38	5
HR		23	-4	36	1	28	3	12	-1	1	59	-3	40	2
IT		21	0	42	-5	23	1	11	3	3	63	-5	34	4
CY		39	1	27	-3	19	1	14	1	1	66	-2	33	2
LV		34	2	30	0	20	-3	15	2	1	64	2	35	-1
LT		24	-5	40	3	20	-4	15	6	1	64	-2	35	2
LU		24	0	32	-7	24	4	16	4	4	56	-7	40	8
HU		16	-14	30	-1	29	5	23	9	2	46	-15	52	14
MT		15	-14	35	0	22	4	18	5	10	50	-14	40	9
NL		8	-3	27	2	39	-2	25	2	1	35	-1	64	0
AT		18	2	31	-7	30	2	20	3	1	49	-5	50	5
PL		20	-5	48	4	27	5	4	-4	1	68	-1	31	1
PT		18	3	47	-1	28	2	6	-4	1	65	2	34	-2
RO		33	1	33	-11	20	5	11	4	3	66	-10	31	9
SI		14	-6	32	2	38	10	15	-6	1	46	-4	53	4
SK		10	1	40	-8	29	2	16	6	5	50	-7	45	8
FI		13	0	31	-3	34	-1	21	4	1	44	-3	55	3
SE		8	-2	14	-3	41	1	36	4	1	22	-5	77	5
UK		22	-4	38	1	26	2	13	2	1	60	-3	39	4

QC8.2 Cybercrimes include many different types of criminal activity. How concerned are you personally about experiencing or being a victim of the following situations?

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

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

		Very concerned		Fairly concerned		Not very concerned		Not at all concerned		Don't know	Total 'Concerned'		Total 'Not concerned'	
		Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018
EU28		20	-2	34	-2	29	2	14	2	3	54	-4	43	4
BE		19	-4	40	-4	28	3	12	6	1	59	-8	40	9
BG		25	5	46	-1	18	-1	8	-2	3	71	4	26	-3
CZ		30	-6	36	3	21	1	10	2	3	66	-3	31	3
DK		11	-3	25	-5	39	3	23	6	2	36	-8	62	9
DE		14	0	31	0	37	-1	15	1	3	45	0	52	0
EE		5	-4	31	1	36	0	20	1	8	36	-3	56	1
IE		36	-7	35	-1	20	6	7	2	2	71	-8	27	8
EL		22	-5	40	4	24	3	13	-3	1	62	-1	37	0
ES		30	-1	33	1	20	-2	15	2	2	63	0	35	0
FR		16	-2	34	-5	26	3	19	4	5	50	-7	45	7
HR		24	-6	34	1	28	6	12	-3	2	58	-5	40	3
IT		26	0	35	-6	25	3	10	2	4	61	-6	35	5
CY		32	-8	28	0	16	-2	20	7	4	60	-8	36	5
LV		28	0	25	-7	20	-1	22	8	5	53	-7	42	7
LT		21	-8	41	-2	21	4	14	6	3	62	-10	35	10
LU		14	-3	30	-3	27	-2	21	8	8	44	-6	48	6
HU		15	-13	32	3	28	2	23	7	2	47	-10	51	9
MT		16	-11	38	-1	18	1	18	6	10	54	-12	36	7
NL		6	-1	26	-1	48	1	17	0	3	32	-2	65	1
AT		18	-3	30	2	31	-2	19	3	2	48	-1	50	1
PL		26	-3	45	3	23	1	4	-2	2	71	0	27	-1
PT		19	3	48	3	23	-3	9	-3	1	67	6	32	-6
RO		32	-9	32	-1	21	5	12	4	3	64	-10	33	9
SI		14	-4	32	0	37	10	16	-5	1	46	-4	53	5
SK		12	0	36	-11	28	3	18	8	6	48	-11	46	11
FI		11	0	31	-4	36	-3	20	7	2	42	-4	56	4
SE		6	2	16	-4	50	0	24	2	4	22	-2	74	2
UK		18	-3	35	-7	30	5	15	5	2	53	-10	45	10

QC8.3 Cybercrimes include many different types of criminal activity. How concerned are you personally about experiencing or being a victim of the following situations?

Cyberattacks which prevent you from accessing online services like banking or public services (%)

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

		Very concerned		Fairly concerned		Not very concerned		Not at all concerned		Don't know	Total 'Concerned'		Total 'Not concerned'	
		Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018
EU28		22	-2	35	-2	26	1	14	3	3	57	-4	40	4
BE		25	-4	40	-6	24	6	10	4	1	65	-10	34	10
BG		28	4	42	1	18	-1	8	-3	4	70	5	26	-4
CZ		28	-9	33	1	24	5	12	3	3	61	-8	36	8
DK		14	-3	23	-7	34	0	28	11	1	37	-10	62	11
DE		16	0	36	2	29	-5	17	4	2	52	2	46	-1
EE		13	1	32	-2	34	0	17	3	4	45	-1	51	3
IE		36	-12	34	1	22	9	6	2	2	70	-11	28	11
EL		18	-4	34	0	31	7	16	-3	1	52	-4	47	4
ES		29	0	32	-1	22	0	15	1	2	61	-1	37	1
FR		20	0	33	-2	24	-1	20	5	3	53	-2	44	4
HR		23	-8	34	3	28	3	13	0	2	57	-5	41	3
IT		28	1	41	-3	19	0	8	1	4	69	-2	27	1
CY		32	-4	24	-3	16	-4	22	6	6	56	-7	38	2
LV		37	3	29	-5	17	0	13	2	4	66	-2	30	2
LT		24	-10	40	0	21	5	12	5	3	64	-10	33	10
LU		18	-2	32	-2	27	0	16	4	7	50	-4	43	4
HU		13	-11	31	0	28	2	25	8	3	44	-11	53	10
MT		18	-10	36	0	19	2	17	3	10	54	-10	36	5
NL		14	-3	35	-3	37	2	13	4	1	49	-6	50	6
AT		21	2	30	-1	27	-4	20	3	2	51	1	47	-1
PL		25	-3	47	4	22	0	5	-1	1	72	1	27	-1
PT		21	2	39	-2	31	5	7	-6	2	60	0	38	-1
RO		31	-2	32	-9	19	4	14	6	4	63	-11	33	10
SI		17	-5	29	1	35	11	17	-6	2	46	-4	52	5
SK		11	0	34	-15	29	4	20	11	6	45	-15	49	15
FI		17	-1	36	-5	31	-2	15	8	1	53	-6	46	6
SE		9	-2	31	-4	42	6	16	0	2	40	-6	58	6
UK		21	-9	34	-3	28	9	15	4	2	55	-12	43	13

QC8.4 Cybercrimes include many different types of criminal activity. How concerned are you personally about experiencing or being a victim of the following situations?

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

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

		Very concerned		Fairly concerned		Not very concerned		Not at all concerned		Don't know	Total 'Concerned'		Total 'Not concerned'	
		Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018
EU28		25	-4	41	-1	22	2	10	3	2	66	-5	32	5
BE		27	-3	46	-6	19	6	7	3	1	73	-9	26	9
BG		34	3	49	5	10	-4	4	-3	3	83	8	14	-7
CZ		31	-10	36	3	22	4	8	2	3	67	-7	30	6
DK		16	-3	31	-4	31	1	21	7	1	47	-7	52	8
DE		21	1	40	-1	26	-4	11	4	2	61	0	37	0
EE		14	-2	38	4	32	-1	14	1	2	52	2	46	0
IE		39	-6	38	0	16	4	5	2	2	77	-6	21	6
EL		29	-3	44	1	17	1	10	1	0	73	-2	27	2
ES		33	-4	38	3	17	-1	10	2	2	71	-1	27	1
FR		27	-5	42	-1	18	3	11	3	2	69	-6	29	6
HR		27	-9	36	-2	25	7	10	2	2	63	-11	35	9
IT		31	1	41	-7	16	1	8	4	4	72	-6	24	5
CY		42	-4	28	-1	14	0	14	4	2	70	-5	28	4
LV		44	5	26	-11	17	4	11	3	2	70	-6	28	7
LT		26	-13	47	5	16	4	10	5	1	73	-8	26	9
LU		25	0	39	-5	20	1	11	5	5	64	-5	31	6
HU		16	-9	36	1	28	3	18	4	2	52	-8	46	7
MT		15	-18	39	4	17	1	19	8	10	54	-14	36	9
NL		14	-3	41	-4	34	5	10	2	1	55	-7	44	7
AT		19	-2	39	-3	25	0	15	5	2	58	-5	40	5
PL		27	-4	49	4	19	0	4	0	1	76	0	23	0
PT		24	4	52	-3	18	3	5	-4	1	76	1	23	-1
RO		32	-6	35	-4	20	6	10	3	3	67	-10	30	9
SI		20	-5	37	3	27	7	15	-5	1	57	-2	42	2
SK		17	0	38	-12	26	7	15	7	4	55	-12	41	14
FI		17	-3	43	-5	28	4	11	4	1	60	-8	39	8
SE		10	-2	37	-1	36	1	16	3	1	47	-3	52	4
UK		21	-9	39	-2	25	6	13	5	2	60	-11	38	11

QC8.5 Cybercrimes include many different types of criminal activity. How concerned are you personally about experiencing or being a victim of the following situations?

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

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

		Very concerned		Fairly concerned		Not very concerned		Not at all concerned		Don't know	Total 'Concerned'		Total 'Not concerned'	
		Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018
EU28		31	-3	35	-1	21	1	11	3	2	66	-4	32	4
BE		32	-2	40	-1	19	0	8	3	1	72	-3	27	3
BG		38	1	41	7	15	-2	3	-6	3	79	8	18	-8
CZ		38	-8	28	1	20	2	11	4	3	66	-7	31	6
DK		23	-6	27	-4	27	2	22	9	1	50	-10	49	11
DE		21	0	34	0	27	-7	15	6	3	55	0	42	-1
EE		17	-1	32	3	33	-3	16	3	2	49	2	49	0
IE		44	-8	34	2	16	6	5	1	1	78	-6	21	7
EL		28	-4	38	2	21	1	13	1	0	66	-2	34	2
ES		46	-2	32	2	13	-1	8	1	1	78	0	21	0
FR		41	-2	36	0	13	1	9	2	1	77	-2	22	3
HR		29	-16	36	6	23	5	11	4	1	65	-10	34	9
IT		34	-2	36	-5	18	4	8	2	4	70	-7	26	6
CY		46	-6	23	-3	14	3	14	3	3	69	-9	28	6
LV		48	0	27	-3	12	1	11	2	2	75	-3	23	3
LT		40	-5	39	5	10	-5	10	5	1	79	0	20	0
LU		33	-2	35	-3	13	-2	14	8	5	68	-5	27	6
HU		20	-9	31	-1	25	1	22	8	2	51	-10	47	9
MT		19	-16	38	3	18	5	15	3	10	57	-13	33	8
NL		17	-2	30	-6	38	4	14	4	1	47	-8	52	8
AT		16	-4	32	-2	30	1	21	6	1	48	-6	51	7
PL		31	-2	44	6	20	0	4	-3	1	75	4	24	-3
PT		29	5	48	4	19	-4	4	-4	0	77	9	23	-8
RO		35	-1	32	-9	20	7	10	2	3	67	-10	30	9
SI		23	-7	32	5	29	8	14	-6	2	55	-2	43	2
SK		14	-4	35	-10	28	5	18	10	5	49	-14	46	15
FI		25	-2	37	-1	27	0	11	4	0	62	-3	38	4
SE		18	-1	35	-6	36	8	11	0	0	53	-7	47	8
UK		29	-10	38	1	20	7	12	3	1	67	-9	32	10

QC8.6 Cybercrimes include many different types of criminal activity. How concerned are you personally about experiencing or being a victim of the following situations?

Accidentally encountering child sexual abuse material online (%)

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

		Very concerned		Fairly concerned		Not very concerned		Not at all concerned		Don't know	Total 'Concerned'		Total 'Not concerned'	
		Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018
EU28		25	-16	28	2	25	8	19	7	3	53	-14	44	15
BE		26	-13	33	-1	25	9	14	5	2	59	-14	39	14
BG		29	-6	41	9	20	5	6	-5	4	70	3	26	0
CZ		34	-13	24	3	24	6	14	3	4	58	-10	38	9
DK		18	-12	15	-4	30	3	35	16	2	33	-16	65	19
DE		14	-21	22	2	31	10	29	10	4	36	-19	60	20
EE		17	-9	21	-1	31	7	23	5	8	38	-10	54	12
IE		40	-22	27	5	19	11	11	6	3	67	-17	30	17
EL		21	-16	30	7	31	9	17	0	1	51	-9	48	9
ES		48	-12	28	6	13	1	10	5	1	76	-6	23	6
FR		32	-19	26	-2	18	9	20	12	4	58	-21	38	21
HR		28	-20	30	4	26	10	14	5	2	58	-16	40	15
IT		26	-6	38	0	21	3	11	3	4	64	-6	32	6
CY		44	-18	23	7	17	8	14	3	2	67	-11	31	11
LV		50	-5	23	-2	11	3	12	4	4	73	-7	23	7
LT		29	-13	33	0	19	5	16	9	3	62	-13	35	14
LU		24	-20	25	2	23	6	20	10	8	49	-18	43	16
HU		15	-11	27	-1	28	5	27	6	3	42	-12	55	11
MT		17	-17	32	1	19	3	22	8	10	49	-16	41	11
NL		7	-21	14	-6	42	15	35	13	2	21	-27	77	28
AT		17	-10	27	-4	30	8	23	7	3	44	-14	53	15
PL		24	-17	43	12	26	7	5	-2	2	67	-5	31	5
PT		25	-4	40	8	29	0	5	-4	1	65	4	34	-4
RO		33	-8	32	-4	19	7	12	3	4	65	-12	31	10
SI		23	-13	29	4	30	13	16	-4	2	52	-9	46	9
SK		11	-1	25	-6	35	4	23	6	6	36	-7	58	10
FI		19	-24	21	0	31	10	27	14	2	40	-24	58	24
SE		8	-10	11	-1	37	10	42	4	2	19	-11	79	14
UK		22	-24	26	2	27	14	22	10	3	48	-22	49	24

QC8.7 Cybercrimes include many different types of criminal activity. How concerned are you personally about experiencing or being a victim of the following situations?

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

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

		Very concerned		Fairly concerned		Not very concerned		Not at all concerned		Don't know	Total 'Concerned'		Total 'Not concerned'	
		Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018
EU28		23	-10	30	-2	26	6	18	6	3	53	-12	44	12
BE		23	-6	32	-10	29	9	14	6	2	55	-16	43	15
BG		26	-1	40	2	22	3	7	-5	5	66	1	29	-2
CZ		22	-9	27	-2	29	4	17	5	5	49	-11	46	9
DK		14	-8	16	-4	34	2	34	12	2	30	-12	68	14
DE		15	-13	26	-3	32	7	24	9	3	41	-16	56	16
EE		11	-4	22	-2	37	4	24	3	6	33	-6	61	7
IE		39	-15	31	3	20	9	8	3	2	70	-12	28	12
EL		15	-8	30	1	35	6	19	1	1	45	-7	54	7
ES		40	-11	33	6	15	1	11	4	1	73	-5	26	5
FR		31	-15	29	-2	18	7	19	10	3	60	-17	37	17
HR		24	-10	31	-1	29	6	14	3	2	55	-11	43	9
IT		26	-2	36	-5	23	4	11	2	4	62	-7	34	6
CY		36	-10	24	1	21	4	17	4	2	60	-9	38	8
LV		34	-1	27	-4	18	-2	17	6	4	61	-5	35	4
LT		20	-15	36	1	24	5	18	11	2	56	-14	42	16
LU		21	-14	26	-6	26	9	19	10	8	47	-20	45	19
HU		13	-10	26	-1	30	2	28	8	3	39	-11	58	10
MT		14	-15	35	-1	20	4	21	8	10	49	-16	41	12
NL		8	-13	18	-10	42	11	30	11	2	26	-23	72	22
AT		16	-8	25	-6	32	7	24	8	3	41	-14	56	15
PL		21	-6	47	3	25	3	5	-1	2	68	-3	30	2
PT		20	-2	39	3	33	2	7	-3	1	59	1	40	-1
RO		29	-5	30	-10	22	7	15	6	4	59	-15	37	13
SI		17	-11	27	2	35	12	19	-3	2	44	-9	54	9
SK		8	-3	25	-7	34	1	27	11	6	33	-10	61	12
FI		14	-14	26	-6	34	8	25	13	1	40	-20	59	21
SE		9	-9	13	-7	37	8	39	8	2	22	-16	76	16
UK		21	-21	30	0	28	14	19	8	2	51	-21	47	22

QC8.8 Cybercrimes include many different types of criminal activity. How concerned are you personally about experiencing or being a victim of the following situations?

Hacking of an online social network or email account (%)

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

		Very concerned		Fairly concerned		Not very concerned		Not at all concerned		Don't know	Total 'Concerned'		Total 'Not concerned'	
		Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018
EU28		24	-5	37	-1	24	2	13	4	2	61	-6	37	6
BE		25	-4	43	-6	22	6	9	4	1	68	-10	31	10
BG		30	3	47	5	15	-3	4	-5	4	77	8	19	-8
CZ		30	-9	35	4	22	3	10	2	3	65	-5	32	5
DK		19	-3	31	-5	30	5	19	4	1	50	-8	49	9
DE		17	-4	35	0	29	-1	16	4	3	52	-4	45	3
EE		16	2	35	5	31	-6	15	1	3	51	7	46	-5
IE		40	-13	35	4	17	7	6	2	2	75	-9	23	9
EL		23	-3	39	1	23	1	14	0	1	62	-2	37	1
ES		38	-4	35	3	15	-2	10	2	2	73	-1	25	0
FR		29	-3	35	-5	19	3	15	6	2	64	-8	34	9
HR		25	-10	34	-2	26	7	13	3	2	59	-12	39	10
IT		27	-1	41	-4	19	2	10	3	3	68	-5	29	5
CY		40	-12	28	4	16	3	14	4	2	68	-8	30	7
LV		43	1	30	-2	13	-1	11	2	3	73	-1	24	1
LT		27	-10	40	2	19	3	13	6	1	67	-8	32	9
LU		27	-3	36	-4	20	6	12	3	5	63	-7	32	9
HU		15	-12	33	4	29	0	21	7	2	48	-8	50	7
MT		17	-16	40	0	17	6	16	5	10	57	-16	33	11
NL		12	-6	37	-4	36	6	14	4	1	49	-10	50	10
AT		21	-2	33	0	26	1	18	2	2	54	-2	44	3
PL		27	-4	43	3	23	1	5	-1	2	70	-1	28	0
PT		23	1	50	5	21	-2	5	-4	1	73	6	26	-6
RO		33	-4	32	-8	20	7	11	3	4	65	-12	31	10
SI		18	-7	33	5	29	7	18	-5	2	51	-2	47	2
SK		12	-1	35	-9	27	0	20	11	6	47	-10	47	11
FI		19	-5	39	-1	30	2	11	4	1	58	-6	41	6
SE		9	-4	28	-9	43	10	19	3	1	37	-13	62	13
UK		23	-11	35	1	26	6	14	5	2	58	-10	40	11

QC8.9 Cybercrimes include many different types of criminal activity. How concerned are you personally about experiencing or being a victim of the following situations?

Bank card or online banking fraud (%)

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

		Very concerned		Fairly concerned		Not very concerned		Not at all concerned		Don't know	Total 'Concerned'		Total 'Not concerned'	
		Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018
EU28		32	-5	35	2	19	1	12	2	2	67	-3	31	3
BE		38	0	38	-6	16	3	7	3	1	76	-6	23	6
BG		40	5	39	3	13	-1	5	-5	3	79	8	18	-6
CZ		48	-7	26	4	14	0	9	2	3	74	-3	23	2
DK		23	-7	28	-4	31	6	17	6	1	51	-11	48	12
DE		22	-3	36	6	21	-6	18	3	3	58	3	39	-3
EE		23	1	31	4	28	-6	16	3	2	54	5	44	-3
IE		49	-10	32	4	12	5	5	1	2	81	-6	17	6
EL		26	-6	35	7	21	-1	17	0	1	61	1	38	-1
ES		49	-3	28	4	12	-2	9	1	2	77	1	21	-1
FR		41	-4	32	-3	14	4	11	4	2	73	-7	25	8
HR		29	-14	32	2	25	8	12	2	2	61	-12	37	10
IT		33	-4	36	-2	17	2	10	3	4	69	-6	27	5
CY		41	-9	21	-1	12	-1	21	7	5	62	-10	33	6
LV		55	2	24	-5	9	1	9	1	3	79	-3	18	2
LT		44	-4	37	1	9	0	9	3	1	81	-3	18	3
LU		36	-7	34	3	14	0	11	5	5	70	-4	25	5
HU		15	-15	33	5	25	2	25	7	2	48	-10	50	9
MT		21	-14	37	1	16	7	16	1	10	58	-13	32	8
NL		16	-4	35	-3	36	4	12	3	1	51	-7	48	7
AT		22	-4	33	0	23	-1	20	5	2	55	-4	43	4
PL		31	-6	42	5	20	2	5	-2	2	73	-1	25	0
PT		29	4	45	6	18	-5	7	-5	1	74	10	25	-10
RO		38	2	31	-10	17	4	10	3	4	69	-8	27	7
SI		25	-9	33	11	27	6	14	-6	1	58	2	41	0
SK		14	-3	37	-7	23	0	20	11	6	51	-10	43	11
FI		28	-4	35	-1	27	3	9	2	1	63	-5	36	5
SE		16	-3	34	0	35	3	14	0	1	50	-3	49	3
UK		31	-11	36	2	18	4	13	5	2	67	-9	31	9

QC8.10 Cybercrimes include many different types of criminal activity. How concerned are you personally about experiencing or being a victim of the following situations?

Demands for payment in return for getting back control of your device (%)

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

		Very concerned		Fairly concerned		Not very concerned		Not at all concerned		Don't know	Total 'Concerned'		Total 'Not concerned'	
		Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018
EU28		24	-4	31	-1	25	1	17	4	3	55	-5	42	5
BE		28	-2	34	-8	24	4	13	6	1	62	-10	37	10
BG		30	4	38	0	22	3	6	-5	4	68	4	28	-2
CZ		32	-6	28	2	22	0	13	3	5	60	-4	35	3
DK		16	-7	22	-1	33	3	27	6	2	38	-8	60	9
DE		15	-3	30	5	29	-6	23	4	3	45	2	52	-2
EE		15	-1	27	5	33	-6	21	4	4	42	4	54	-2
IE		40	-13	28	1	19	8	10	3	3	68	-12	29	11
EL		19	-4	30	2	33	2	17	0	1	49	-2	50	2
ES		43	-3	30	3	14	-2	12	3	1	73	0	26	1
FR		30	-2	27	-5	19	1	20	6	4	57	-7	39	7
HR		25	-12	30	-2	28	10	14	2	3	55	-14	42	12
IT		26	-3	38	-2	19	0	13	5	4	64	-5	32	5
CY		35	-12	23	2	17	0	21	8	4	58	-10	38	8
LV		43	-2	26	-1	13	0	13	2	5	69	-3	26	2
LT		28	-8	35	1	17	1	15	7	5	63	-7	32	8
LU		25	-7	26	1	21	0	20	5	8	51	-6	41	5
HU		13	-13	28	2	30	3	26	6	3	41	-11	56	9
MT		14	-12	37	3	19	3	20	3	10	51	-9	39	6
NL		13	-3	20	-7	43	7	23	4	1	33	-10	66	11
AT		15	-2	31	-4	27	0	25	6	2	46	-6	52	6
PL		26	-3	41	1	25	3	6	-2	2	67	-2	31	1
PT		22	2	43	3	28	-1	6	-4	1	65	5	34	-5
RO		34	-1	30	-11	19	5	14	6	3	64	-12	33	11
SI		19	-10	30	8	31	7	18	-4	2	49	-2	49	3
SK		11	-2	31	-12	30	4	21	11	7	42	-14	51	15
FI		17	-3	27	1	33	-3	21	5	2	44	-2	54	2
SE		10	0	18	-4	41	-1	29	5	2	28	-4	70	4
UK		23	-10	28	-1	26	4	20	7	3	51	-11	46	11

QC9.1 In the last three years, how often have you personally experienced or been a victim of each of the following situations?
Receiving fraudulent emails or phone calls asking for your personal details (including access to your computer, logins, banking or payment information) (%)
(IF 'USE THE INTERNET', CODE 1 TO 5 IN D62.1, D62.2, D62.3 OR D62.4)

		Once		Two or three times		More than three times		Never		Don't know	Total 'At least once'	
		Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018
EU28		9	0	11	0	16	2	63	-1	1	36	2
BE		12	-7	14	-1	17	3	56	6	1	43	-5
BG		7	2	4	0	4	1	83	-2	2	15	3
CZ		12	0	10	1	10	0	66	-1	2	32	1
DK		6	-2	14	1	52	11	27	-9	1	72	10
DE		9	0	16	4	21	9	53	-12	1	46	13
EE		11	0	11	1	13	3	63	-3	2	35	4
IE		15	2	17	4	14	2	53	-6	1	46	8
EL		6	2	2	-1	1	-1	91	1	0	9	0
ES		9	3	6	-1	5	0	78	-3	2	20	2
FR		11	-2	13	-2	23	-1	52	5	1	47	-5
HR		10	2	11	5	3	-2	75	-6	1	24	5
IT		8	0	7	-2	11	3	72	-1	2	26	1
CY		11	-4	8	1	4	0	76	2	1	23	-3
LV		8	-2	8	2	10	2	74	-2	0	26	2
LT		10	3	6	-1	5	2	78	-4	1	21	4
LU		12	-1	10	-8	19	-1	55	11	4	41	-10
HU		9	1	7	-1	3	0	80	0	1	19	0
MT		7	-5	11	-7	13	-7	61	14	8	31	-19
NL		12	0	17	1	30	0	41	0	0	59	1
AT		10	-2	12	0	14	5	63	-3	1	36	3
PL		4	-1	4	-2	5	0	85	3	2	13	-3
PT		2	-1	2	-2	1	-2	94	4	1	5	-5
RO		6	-1	5	0	5	2	80	-3	4	16	1
SI		7	-2	6	-1	7	-1	80	4	0	20	-4
SK		5	-2	6	0	3	0	83	5	3	14	-2
FI		11	1	12	-2	22	-1	52	1	3	45	-2
SE		11	2	16	1	33	-2	39	-2	1	60	1
UK		11	-1	13	-3	21	-2	54	8	1	45	-6

QC9.2 In the last three years, how often have you personally experienced or been a victim of each of the following situations?

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

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

		Once		Two or three times		More than three times		Never		Don't know	Total 'At least once'	
		Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018
EU28		7	-2	3	-1	2	0	86	3	2	12	-3
BE		10	-5	3	-3	3	1	83	8	1	16	-7
BG		4	0	2	-1	2	1	89	0	3	8	0
CZ		10	-2	4	0	3	1	81	2	2	17	-1
DK		9	-2	2	-3	1	0	87	5	1	12	-5
DE		9	-2	3	0	1	0	85	2	2	13	-2
EE		7	-1	3	-4	2	-2	86	8	2	12	-7
IE		8	-1	3	-1	1	0	87	5	1	12	-2
EL		3	-1	1	0	0	0	95	1	1	4	-1
ES		4	-1	1	-1	1	-1	92	2	2	6	-3
FR		9	0	3	-2	2	0	85	3	1	14	-2
HR		8	0	4	0	6	5	81	-6	1	18	5
IT		6	0	3	0	3	2	86	-2	2	12	2
CY		7	-5	4	-2	1	-2	87	8	1	12	-9
LV		6	-2	4	-2	1	-1	88	5	1	11	-5
LT		5	-3	2	-3	2	1	89	4	2	9	-5
LU		8	-3	4	-2	1	-3	82	8	5	13	-8
HU		6	-2	3	-1	6	4	84	-1	1	15	1
MT		8	-1	7	0	0	-3	77	2	8	15	-4
NL		12	-1	2	-2	1	1	84	1	1	15	-2
AT		8	-4	5	-1	2	-1	83	5	2	15	-6
PL		5	-4	3	-1	2	-1	88	6	2	10	-6
PT		3	0	0	-3	0	-1	96	4	1	3	-4
RO		3	-3	5	0	4	2	84	-2	4	12	-1
SI		8	1	3	-3	1	-1	87	3	1	12	-3
SK		4	-1	2	-1	1	0	90	5	3	7	-2
FI		7	-2	1	-3	1	-1	87	4	4	9	-6
SE		10	-1	3	0	1	0	85	1	1	14	-1
UK		8	-5	4	0	2	0	85	7	1	14	-5

QC9.3 In the last three years, how often have you personally experienced or been a victim of each of the following situations?

Cyberattacks which prevent you from accessing online services like banking or public services (%)

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

		Once		Two or three times		More than three times		Never		Don't know	Total 'At least once'	
		Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018		Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018
EU28		3	-3	3	0	2	0	90	3	2	8	-3
BE		5	-5	3	-3	2	-1	89	10	1	10	-9
BG		1	0	2	1	1	0	93	0	3	4	1
CZ		3	-2	2	0	2	0	90	1	3	7	-2
DK		3	-5	2	0	2	0	92	6	1	7	-5
DE		5	1	2	0	1	0	90	-1	2	8	1
EE		6	-1	3	0	3	1	86	2	2	12	0
IE		2	-4	3	0	2	1	91	5	2	7	-3
EL		0	-1	1	0	0	0	99	2	0	1	-1
ES		2	-1	2	-1	1	0	93	1	2	5	-2
FR		5	-4	4	0	2	0	87	4	2	11	-4
HR		3	0	7	4	2	0	87	-3	1	12	4
IT		3	-1	3	1	2	1	90	-1	2	8	1
CY		3	0	1	-2	0	-1	94	2	2	4	-3
LV		4	-2	3	1	1	-1	91	2	1	8	-2
LT		3	0	2	0	1	1	93	1	1	6	1
LU		5	-2	3	-3	5	1	83	7	4	13	-4
HU		4	0	5	0	3	0	86	-2	2	12	0
MT		2	1	2	1	0	-1	88	-4	8	4	1
NL		8	0	4	-3	1	-3	86	6	1	13	-6
AT		7	1	5	-1	3	-1	83	1	2	15	-1
PL		2	0	2	-2	3	1	90	1	3	7	-1
PT		1	-1	1	-3	0	-2	97	6	1	2	-6
RO		2	-3	5	1	4	1	85	-2	4	11	-1
SI		4	1	2	-1	1	-1	92	1	1	7	-1
SK		2	-1	1	-3	0	-1	94	9	3	3	-5
FI		7	-4	11	-4	7	-2	69	8	6	25	-10
SE		7	-2	4	-1	2	-1	84	4	3	13	-4
UK		3	-4	1	-2	1	-1	93	9	2	5	-7

QC9.4 In the last three years, how often have you personally experienced or been a victim of each of the following situations?

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

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

		Once		Two or three times		More than three times		Never		Don't know	Total 'At least once'	
		Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018
EU28		12	-1	9	-3	7	-1	70	5	2	28	-5
BE		16	-6	9	-7	7	-2	67	15	1	32	-15
BG		6	0	6	-4	5	2	80	4	3	17	-2
CZ		11	-1	12	-1	11	-3	63	4	3	34	-5
DK		15	-1	8	-5	8	0	68	8	1	31	-6
DE		15	-1	12	-1	10	1	61	1	2	37	-1
EE		15	2	10	-4	7	-4	66	7	2	32	-6
IE		9	0	8	-2	4	-1	77	5	2	21	-3
EL		9	-2	6	-3	3	-4	82	10	0	18	-9
ES		6	-1	8	0	6	-1	77	1	3	20	-2
FR		17	-1	13	-3	7	-5	62	10	1	37	-9
HR		13	2	6	-7	7	1	73	3	1	26	-4
IT		10	-1	9	-1	4	0	75	2	2	23	-2
CY		16	4	7	-5	3	-7	73	8	1	26	-8
LV		10	2	7	-3	8	-2	73	2	2	25	-3
LT		10	0	8	0	5	-2	75	3	2	23	-2
LU		15	-3	12	-9	13	-1	56	14	4	40	-13
HU		9	0	9	1	6	-1	75	0	1	24	0
MT		11	-5	5	-1	0	-7	76	9	8	16	-13
NL		18	1	13	0	6	-4	62	3	1	37	-3
AT		15	1	15	1	10	-1	59	0	1	40	1
PL		6	-1	8	-1	9	-1	75	3	2	23	-3
PT		7	-5	3	-6	1	-2	88	13	1	11	-13
RO		8	0	8	-1	10	3	71	-4	3	26	2
SI		12	0	9	-3	11	1	67	1	1	32	-2
SK		9	0	5	-3	3	-1	80	7	3	17	-4
FI		12	-4	12	-5	10	0	62	7	4	34	-9
SE		13	-5	9	-3	7	-3	69	10	2	29	-11
UK		9	-2	7	-5	4	-2	79	12	1	20	-9

QC9.5 In the last three years, how often have you personally experienced or been a victim of each of the following situations?

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

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

		Once		Two or three times		More than three times		Never		Don't know	Total 'At least once'	
		Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018
EU28		3	-1	2	0	1	0	92	1	2	6	-1
BE		5	-3	3	-1	1	-1	90	6	1	9	-5
BG		0	-1	1	0	1	0	95	2	3	2	-1
CZ		3	-1	1	-1	1	1	91	0	4	5	-1
DK		2	-1	0	0	0	0	97	2	1	2	-1
DE		3	0	1	0	2	1	92	-2	2	6	1
EE		2	-1	1	0	1	0	93	1	3	4	-1
IE		4	-2	1	-1	1	0	92	4	2	6	-3
EL		1	0	1	1	0	-1	98	1	0	2	0
ES		3	0	1	-1	1	0	93	0	2	5	-1
FR		6	0	1	-1	0	-1	92	3	1	7	-2
HR		2	0	6	4	2	0	89	-5	1	10	4
IT		2	-1	3	0	3	2	90	-1	2	8	1
CY		3	-3	1	0	1	-1	93	2	2	5	-4
LV		4	0	1	0	1	0	93	0	1	6	0
LT		1	-1	0	0	0	-1	97	2	2	1	-2
LU		4	-2	4	2	2	1	87	2	3	10	1
HU		4	1	4	-1	4	1	87	-1	1	12	1
MT		3	0	1	1	0	-2	88	-1	8	4	-1
NL		2	0	1	1	0	-1	96	0	1	3	0
AT		4	-1	4	1	3	1	88	1	1	11	1
PL		1	-1	3	0	2	0	91	0	3	6	-1
PT		1	-1	0	-2	0	-1	98	4	1	1	-4
RO		3	-1	4	-2	4	2	85	-2	4	11	-1
SI		2	0	1	-1	1	0	95	0	1	4	-1
SK		1	-2	1	-2	1	0	94	7	3	3	-4
FI		2	0	0	-1	1	0	93	-1	4	3	-1
SE		4	-1	1	-1	0	0	94	2	1	5	-2
UK		4	-2	1	-2	1	1	92	5	2	6	-3

QC9.6 In the last three years, how often have you personally experienced or been a victim of each of the following situations?

Accidentally encountering child sexual abuse material online (%)

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

		Once		Two or three times		More than three times		Never		Don't know	Total 'At least once'	
		Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018		Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018
EU28		1	-2	2	0	2	0	93	2	2	5	-2
BE		4	-3	2	-2	1	-1	91	6	2	7	-6
BG		2	0	4	3	3	2	88	-5	3	9	5
CZ		3	-1	2	1	2	1	90	-2	3	7	1
DK		1	-1	1	-1	1	0	96	3	1	3	-2
DE		1	-1	1	0	1	1	95	-1	2	3	0
EE		2	0	2	0	0	-2	94	3	2	4	-2
IE		1	-1	1	-2	1	0	95	4	2	3	-3
EL		1	-1	1	0	0	0	98	2	0	2	-1
ES		1	-2	1	-1	0	-2	95	3	3	2	-5
FR		1	-3	1	-2	1	-1	96	7	1	3	-6
HR		4	2	5	1	6	3	84	-6	1	15	6
IT		2	-3	4	0	3	1	89	2	2	9	-2
CY		2	0	3	0	1	0	91	-3	3	6	0
LV		2	0	0	-1	1	-1	96	2	1	3	-2
LT		1	0	1	-1	0	0	95	0	3	2	-1
LU		2	-4	4	1	3	1	87	3	4	9	-2
HU		2	-1	5	1	4	0	87	-1	2	11	0
MT		1	-2	1	-2	1	0	89	1	8	3	-4
NL		2	0	1	0	0	-1	96	1	1	3	-1
AT		3	-1	4	0	2	0	89	1	2	9	-1
PL		1	-1	3	1	4	0	90	0	2	8	0
PT		1	-1	1	-1	0	-2	97	3	1	2	-4
RO		2	-5	7	0	6	1	81	1	4	15	-4
SI		2	0	1	-1	1	0	95	1	1	4	-1
SK		3	0	2	-2	2	1	90	4	3	7	-1
FI		1	-1	1	0	1	0	93	-1	4	3	-1
SE		2	-1	1	-1	1	-1	95	3	1	4	-3
UK		2	0	0	-1	0	0	96	3	2	2	-1

QC9.7 In the last three years, how often have you personally experienced or been a victim of each of the following situations?

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

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

		Once		Two or three times		More than three times		Never		Don't know	Total 'At least once'	
		Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018
EU28		3	-2	4	-2	6	-1	85	5	2	13	-5
BE		6	-4	7	-2	7	-1	79	8	1	20	-7
BG		2	0	4	1	4	3	86	-4	4	10	4
CZ		5	-2	4	-1	5	-1	83	3	3	14	-4
DK		4	0	6	-2	10	-2	79	5	1	20	-4
DE		5	-2	4	-2	8	0	81	4	2	17	-4
EE		4	0	7	0	8	-3	78	4	3	19	-3
IE		3	-2	5	1	3	-1	87	3	2	11	-2
EL		3	0	2	0	1	-1	94	2	0	6	-1
ES		2	-1	2	-2	4	1	90	1	2	8	-2
FR		4	-2	5	-2	5	-3	85	8	1	14	-7
HR		4	1	9	2	7	-6	79	3	1	20	-3
IT		2	-3	4	0	4	0	88	3	2	10	-3
CY		5	0	3	-3	4	0	86	1	2	12	-3
LV		4	1	4	-4	4	-2	87	5	1	12	-5
LT		3	-1	3	-1	2	-2	90	5	2	8	-4
LU		5	-5	6	0	8	0	78	7	3	19	-5
HU		4	3	5	-2	6	1	83	-3	2	15	2
MT		5	-1	6	1	5	1	76	-3	8	16	1
NL		7	-1	6	-1	7	-4	79	6	1	20	-6
AT		5	-1	5	-3	5	0	83	4	2	15	-4
PL		1	-2	4	-1	5	-1	88	4	2	10	-4
PT		1	-2	1	-1	1	-1	96	3	1	3	-4
RO		2	-5	5	-1	6	2	82	0	5	13	-4
SI		4	1	3	0	4	-2	89	2	0	11	-1
SK		3	0	4	-2	4	0	86	5	3	11	-2
FI		3	-2	10	0	12	-3	71	3	4	25	-5
SE		6	1	8	-4	22	-8	63	10	1	36	-11
UK		2	-1	3	-2	3	-3	90	8	2	8	-6

QC9.8 In the last three years, how often have you personally experienced or been a victim of each of the following situations?

Your social network or email account being hacked (%)

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

		Once		Two or three times		More than three times		Never		Don't know	Total 'At least once'	
		Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018
EU28		6	-1	3	0	2	0	87	1	2	11	-1
BE		8	-5	3	-3	3	1	84	7	2	14	-7
BG		4	0	1	-2	2	0	89	1	4	7	-2
CZ		5	-1	4	1	3	1	85	-1	3	12	1
DK		6	-4	2	0	1	0	90	5	1	9	-4
DE		6	1	2	0	2	1	88	-3	2	10	2
EE		7	-2	4	1	3	1	84	1	2	14	0
IE		8	-1	5	1	2	0	83	1	2	15	0
EL		4	1	1	0	0	-1	94	0	1	5	0
ES		3	0	2	-1	0	-1	93	1	2	5	-2
FR		13	1	5	0	2	0	79	0	1	20	1
HR		3	-1	6	4	3	1	87	-4	1	12	4
IT		4	0	3	0	3	2	87	-3	3	10	2
CY		11	2	1	-3	2	-2	84	2	2	14	-3
LV		9	3	2	0	2	0	85	-4	2	13	3
LT		4	0	1	-1	1	0	92	1	2	6	-1
LU		8	-4	5	2	4	1	80	4	3	17	-1
HU		3	-2	5	0	4	0	87	2	1	12	-2
MT		5	-2	2	0	0	-1	85	1	8	7	-3
NL		10	1	1	-1	0	-1	88	1	1	11	-1
AT		7	0	5	0	4	1	82	-1	2	16	1
PL		1	-2	3	0	3	0	90	1	3	7	-2
PT		2	-1	0	-3	1	0	96	4	1	3	-4
RO		5	-1	3	-3	5	2	83	-1	4	13	-2
SI		5	-1	2	-2	2	0	90	2	1	9	-3
SK		2	0	1	-3	2	0	92	6	3	5	-3
FI		5	-2	1	-1	3	1	87	0	4	9	-2
SE		9	-1	2	-1	1	0	87	3	1	12	-2
UK		7	-4	2	-3	1	0	88	9	2	10	-7

QC9.9 In the last three years, how often have you personally experienced or been a victim of each of the following situations?

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

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

		Once		Two or three times		More than three times		Never		Don't know	Total 'At least once'	
		Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018		Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018
EU28		5	-1	2	-1	1	0	90	2	2	8	-2
BE		5	-3	2	-3	2	0	90	7	1	9	-6
BG		0	-1	1	0	1	0	94	0	4	2	-1
CZ		3	-1	1	-1	2	1	90	0	4	6	-1
DK		8	-1	2	-1	1	0	88	2	1	11	-2
DE		3	-1	1	0	1	1	93	-1	2	5	0
EE		2	-1	1	0	1	0	94	2	2	4	-1
IE		7	-2	2	-1	1	0	88	4	2	10	-3
EL		0	0	1	0	0	0	99	1	0	1	0
ES		3	0	1	-1	0	-1	94	1	2	4	-2
FR		10	-1	3	-1	1	-1	85	4	1	14	-3
HR		2	0	4	2	3	2	89	-6	2	9	4
IT		3	0	3	0	2	0	89	-1	3	8	0
CY		3	-2	1	-1	0	-1	93	2	3	4	-4
LV		3	0	0	-1	0	-1	96	2	1	3	-2
LT		1	-1	1	0	0	0	96	1	2	2	-1
LU		10	-1	3	-1	2	-1	82	5	3	15	-3
HU		3	1	3	-2	4	1	89	0	1	10	0
MT		2	-3	0	-1	0	-1	90	3	8	2	-5
NL		5	1	0	0	0	0	93	-2	2	5	1
AT		4	1	3	-1	2	-1	89	1	2	9	-1
PL		2	-1	2	0	2	-1	91	1	3	6	-2
PT		2	0	0	-2	0	-2	97	3	1	2	-4
RO		2	-2	4	-2	3	1	87	0	4	9	-3
SI		2	-1	1	0	1	0	95	0	1	4	-1
SK		1	-2	1	-2	1	-1	94	8	3	3	-5
FI		4	-1	1	0	1	0	90	-1	4	6	-1
SE		8	-3	1	-1	0	-1	90	4	1	9	-5
UK		10	-4	2	0	1	0	85	6	2	13	-4

QC9.10 In the last three years, how often have you personally experienced or been a victim of each of the following situations?

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

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

		Once		Two or three times		More than three times		Never		Don't know	Total 'At least once'	
		Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018
EU28		4	0	2	-1	2	0	90	1	2	8	-1
BE		6	-3	3	-3	4	0	86	7	1	13	-6
BG		0	-1	1	0	1	0	94	0	4	2	-1
CZ		5	0	2	-2	2	0	88	1	3	9	-2
DK		2	-1	1	0	1	0	95	1	1	4	-1
DE		7	-1	4	2	4	1	83	-3	2	15	2
EE		2	0	1	0	1	0	94	1	2	4	0
IE		3	-1	3	1	1	-1	91	3	2	7	-1
EL		1	0	1	0	0	0	98	1	0	2	0
ES		2	-1	1	-1	1	0	94	1	2	4	-2
FR		6	1	1	-1	1	0	91	1	1	8	0
HR		2	0	5	2	3	2	88	-6	2	10	4
IT		2	-1	3	-1	4	3	88	-2	3	9	1
CY		3	-2	1	-1	1	0	92	1	3	5	-3
LV		3	0	1	0	0	-1	95	1	1	4	-1
LT		2	1	1	-1	0	0	96	1	1	3	0
LU		4	-2	2	1	3	1	88	3	3	9	0
HU		2	0	4	-1	3	0	90	1	1	9	-1
MT		1	-1	0	-2	0	-1	91	2	8	1	-4
NL		6	-1	3	2	1	0	89	-1	1	10	1
AT		5	0	4	-2	3	1	86	1	2	12	-1
PL		1	-1	2	0	3	0	91	0	3	6	-1
PT		1	-1	1	-2	0	-2	97	4	1	2	-5
RO		3	0	4	-2	4	1	85	-2	4	11	-1
SI		2	-1	1	0	1	0	95	0	1	4	-1
SK		1	-2	1	-3	1	0	94	8	3	3	-5
FI		3	0	1	0	1	0	91	-2	4	5	0
SE		5	1	2	0	1	-1	91	-1	1	8	0
UK		3	-1	1	-1	1	1	92	2	3	5	-1

QC10 In the last three years, has anybody in your family, amongst your friends or acquaintances experienced or been a victim of any of these situations? Please tell me all that apply.

(MULTIPLE ANSWERS POSSIBLE)

(%)

		Receiving fraudulent emails or phone calls asking for their personal details (including access to their computer, logins, banking or payment information)	Online fraud where goods purchased are not delivered, are counterfeit or are not as advertised	Cyberattacks which prevent them from accessing online services like banking or public services	Discovering malicious software (viruses, etc.) on their device	Identity theft (somebody stealing their personal data and impersonating them)	Accidentally encountering child sexual abuse material online	Accidentally encountering material which promotes racial hatred or religious extremism
EU28		25	13	5	21	7	3	6
BE		33	18	8	32	9	4	12
BG		11	7	1	14	3	4	3
CZ		22	15	3	27	5	4	5
DK		58	22	7	29	5	2	10
DE		34	18	3	27	7	2	8
EE		27	12	5	23	5	2	7
IE		41	18	9	19	8	4	7
EL		6	8	1	23	1	2	2
ES		11	7	2	13	5	1	2
FR		36	15	6	26	9	3	7
HR		18	14	6	22	3	7	10
IT		18	10	6	18	5	3	5
CY		13	11	1	17	3	3	3
LV		21	11	3	16	4	1	4
LT		16	7	3	14	1	1	2
LU		31	13	8	30	7	3	8
HU		15	8	6	19	5	4	7
MT		14	13	3	15	5	2	6
NL		47	25	10	33	8	3	8
AT		29	19	7	31	4	5	9
PL		8	9	6	19	5	4	5
PT		2	3	2	5	3	1	1
RO		11	6	6	16	10	7	7
SI		16	12	4	20	2	2	4
SK		8	8	1	14	2	3	5
FI		34	16	14	28	8	3	11
SE		49	18	10	31	13	3	20
UK		31	13	4	12	8	1	4

QC10 In the last three years, has anybody in your family, amongst your friends or acquaintances experienced or been a victim of any of these situations? Please tell me all that apply.

(MULTIPLE ANSWERS POSSIBLE)

(%)

		Their social network or email account being hacked	Being a victim of bank card or online banking fraud	Being asked for payment in return for getting back control of their device	Other cybercrimes or any other illegal online behaviour (cyberattack, online harassment or bullying) (SPONTANEOUS)	No, nothing (SPONTANEOUS)	Don't know
EU28		12	10	5	4	37	23
BE		22	11	10	4	25	15
BG		6	2	1	2	41	35
CZ		9	6	7	2	30	23
DK		21	17	7	5	19	15
DE		11	7	10	8	29	20
EE		14	6	4	3	52	16
IE		20	15	5	3	23	23
EL		8	2	1	2	57	19
ES		5	5	2	1	36	38
FR		28	25	7	3	22	22
HR		6	3	3	0	43	20
IT		7	8	4	2	60	17
CY		9	3	2	0	53	28
LV		11	4	3	1	53	17
LT		5	3	1	1	57	22
LU		22	16	6	6	14	30
HU		7	3	1	0	59	20
MT		10	5	0	1	56	22
NL		22	12	11	6	13	20
AT		15	7	9	13	43	15
PL		4	3	4	4	46	24
PT		3	1	1	4	55	32
RO		9	3	3	1	45	26
SI		10	9	4	2	57	18
SK		3	2	2	2	54	25
FI		10	9	3	3	45	16
SE		27	20	11	11	13	17
UK		14	17	3	2	34	27

QC10R In the last three years, has anybody in your family, amongst your friends or acquaintances experienced or been a victim of any of these situations? Please tell me all that apply. (MULTIPLE ANSWERS POSSIBLE)

(%)

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

		Receiving fraudulent emails or phone calls asking for their personal details (including access to their computer, logins, banking or payment information)		Online fraud where goods purchased are not delivered, are counterfeit or are not as advertised		Cyberattacks which prevent them from accessing online services like banking or public services		Discovering malicious software (viruses, etc.) on their device		Identity theft (somebody stealing their personal data and impersonating them)		Accidentally encountering child sexual abuse material online		Accidentally encountering material which promotes racial hatred or religious extremism	
		Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018
EU28		28	2	15	0	5	-3	24	-2	7	0	3	-1	7	-2
BE		36	-4	19	-8	9	-9	35	-10	10	-9	5	-3	13	-6
BG		13	1	9	0	2	-1	19	3	3	0	5	2	4	0
CZ		25	2	18	1	4	0	30	1	5	1	4	2	5	-2
DK		60	8	23	-2	7	-6	31	-6	5	-2	2	-1	11	-4
DE		37	11	20	6	4	0	30	5	8	4	2	0	9	-1
EE		31	3	14	-5	6	-3	27	-5	6	-1	3	-1	8	-4
IE		44	9	20	7	10	1	22	4	9	1	4	1	7	0
EL		7	-3	11	0	1	0	30	-5	2	0	2	-1	3	0
ES		12	-1	8	-2	2	-4	15	-5	6	-1	2	-1	2	-3
FR		39	-3	17	-2	6	-5	30	-9	10	-4	3	-4	8	-5
HR		21	7	17	0	7	2	26	0	4	0	8	2	12	-7
IT		21	5	12	-1	8	3	21	0	6	1	3	-3	6	2
CY		16	-4	13	-7	2	-3	21	-5	4	-5	4	2	4	-3
LV		24	4	13	-3	4	-2	18	-4	4	-2	1	-2	5	-3
LT		18	3	9	-5	4	2	18	-3	2	0	1	-2	3	-2
LU		33	-11	14	-8	9	-4	32	-12	8	-4	3	-3	8	-6
HU		18	4	10	-2	7	2	23	8	6	2	4	1	8	3
MT		17	-18	16	0	4	2	19	-1	7	4	3	0	7	-4
NL		47	-3	25	-1	10	-8	34	-8	8	2	3	0	8	-7
AT		33	10	21	-1	8	-1	36	1	5	-3	5	-1	11	0
PL		8	1	10	-1	6	1	23	4	5	0	4	0	6	-2
PT		3	0	4	-3	3	0	6	-6	4	1	1	-2	1	-1
RO		13	4	8	1	7	3	21	12	11	6	8	0	8	3
SI		19	2	14	-7	5	-1	25	-2	3	0	2	0	5	-1
SK		10	-1	10	2	2	-3	18	1	2	-3	3	-1	7	-1
FI		37	1	18	-3	14	-11	30	-5	9	0	3	-1	12	-4
SE		49	-3	18	-5	11	-1	32	-6	13	-3	3	-1	20	-12
UK		33	-4	14	-1	4	-6	14	-8	8	-3	1	-2	5	-1

QC10R In the last three years, has anybody in your family, amongst your friends or acquaintances experienced or been a victim of any of these situations? Please tell me all that apply. (MULTIPLE ANSWERS POSSIBLE)

(%)

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

		Their social network or email account being hacked		Being a victim of bank card or online banking fraud		Being asked for payment in return for getting back control of their device		Other cybercrimes or any other illegal online behaviour (cyberattack, online harassment or bullying) (SPONTANEOUS)		No, nothing (SPONTANEOUS)		Don't know
		Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	
EU28		14	0	11	0	6	0	4	0	33	-4	21
BE		24	-4	12	-4	11	-2	5	-2	22	7	13
BG		8	-2	3	1	2	1	1	-2	38	-3	33
CZ		10	0	7	2	8	0	2	-5	28	1	19
DK		22	-3	17	-7	7	1	5	3	18	-10	15
DE		12	2	8	3	11	1	8	7	25	-18	18
EE		17	0	7	0	5	0	4	2	48	13	16
IE		22	5	16	2	6	2	3	-1	21	-15	21
EL		10	-1	2	1	2	-1	3	1	51	5	17
ES		6	-2	6	0	2	-2	1	-1	31	-24	39
FR		32	0	27	0	8	0	4	0	19	-5	19
HR		8	-3	3	0	3	-1	0	-4	39	7	18
IT		8	3	9	3	5	2	2	-7	60	22	12
CY		11	-5	4	-6	3	-3	0	-4	46	0	29
LV		13	-2	5	-1	3	0	1	-1	49	6	18
LT		7	-1	3	1	1	-2	1	-5	53	3	21
LU		23	-2	17	-4	6	-2	7	0	13	-10	28
HU		8	2	3	0	1	0	1	-1	56	-5	18
MT		13	5	6	-3	0	-4	0	-1	49	12	24
NL		23	0	12	-1	11	-3	6	3	12	-7	20
AT		17	7	7	1	10	4	15	14	41	10	12
PL		5	-1	3	0	4	1	4	-1	38	-10	25
PT		4	1	2	-1	2	1	4	3	50	-5	34
RO		12	5	4	1	4	2	1	-3	43	0	22
SI		12	-2	10	1	4	1	2	-3	51	3	18
SK		4	-1	2	-2	3	0	2	-8	48	-1	25
FI		11	-2	10	-4	3	-2	3	1	44	9	15
SE		27	-2	20	-3	11	1	11	9	12	-9	17
UK		15	-3	18	-2	3	-1	2	-3	32	-1	26

QC11.1 What have you done in each of the situations you have personally experienced or been a victim of?
(MULTIPLE ANSWERS POSSIBLE)

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

(IF 'FOR EACH SITUATION WHERE RESPONDENTS HAVE BEEN A VICTIM', CODE 1 TO 3 IN QC9)

		Nothing		You contacted the police		You contacted the website or vendor		You contacted your Internet service provider		You contacted a consumer protection organisation		You reported the situation through an official website or email address (other than one belonging to the police)		Other (SPONTANEOUS)		Don't know	Total 'At least one action'	
		Oct. 2019	Diff: Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Diff: Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Diff: Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Diff: Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Diff: Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Diff: Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Diff: Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Oct. 2019	Diff: Oct. 2019 - Oct.-Nov. 2018
EU28		55	8	9	-5	14	-3	9	-2	3	-2	7	-6	7	1	2	43	-7
BE		59	29	10	-13	14	-23	8	-7	4	-2	9	-6	3	1	1	41	-27
BG		59	25	11	-11	9	-3	6	-12	2	-3	3	-4	8	-3	3	38	-26
CZ		60	5	6	-3	9	-3	10	-3	2	-3	5	-5	8	4	2	38	-2
DK		66	7	1	-8	5	-2	2	-3	1	-1	4	-1	21	2	1	33	-5
DE		61	6	13	-5	10	-4	7	1	3	-1	2	-2	8	2	2	37	-6
EE		62	3	7	-3	6	-5	6	-1	1	-3	8	-3	11	0	2	36	-4
IE		60	6	8	-1	11	-6	16	1	4	-1	6	-7	3	-2	0	39	-4
EL		60	8	7	2	5	-8	13	3	3	-4	7	-6	9	-16	0	40	-8
ES		61	7	6	-10	8	-1	7	-2	2	-4	5	-1	10	-2	1	38	-3
FR		55	11	7	-4	12	-6	10	-3	2	0	9	-7	10	2	1	45	-9
HR		47	-21	7	-1	29	19	8	-2	3	-3	5	-5	3	1	2	51	22
IT		45	-6	10	-5	21	4	17	7	8	2	6	-5	3	1	4	51	4
CY		59	15	20	-10	8	-2	8	-10	2	-2	6	1	4	-3	0	41	-15
LV		64	14	6	-3	8	-1	6	-10	1	-2	4	-5	11	-2	0	36	-10
LT		66	10	19	-6	1	-1	3	-5	3	3	5	2	7	1	1	33	-8
LU		48	12	15	-2	13	1	10	-6	2	-3	8	-9	12	3	0	52	-6
HU		22	-3	30	-15	33	-11	23	-8	10	5	7	5	3	1	1	77	6
MT		51	0	21	-3	21	14	11	2	3	0	7	2	9	3	1	48	6
NL		50	-1	6	-2	16	0	8	1	3	-1	17	-1	7	-1	1	49	1
AT		57	20	9	-7	13	-8	12	-7	5	-10	3	-5	12	-1	0	43	-17
PL		36	2	21	-9	28	11	17	0	1	-11	4	-6	3	-1	2	62	0
PT		32	-14	20	0	28	21	13	-3	0	-7	6	-2	11	5	6	61	9
RO		36	-3	17	5	6	-5	13	3	5	-3	5	-4	2	-4	20	44	-1
SI		51	4	11	-7	11	0	14	2	4	2	8	-2	7	-4	2	47	-3
SK		53	15	15	-7	10	-2	8	-6	5	-2	8	-2	6	-6	4	43	-17
FI		67	5	2	-7	6	-7	5	-2	1	-1	6	-3	13	9	1	32	-5
SE		71	4	7	-2	7	-2	2	-2	1	-1	6	-2	9	0	1	29	-4
UK		50	10	7	-5	18	-4	10	-4	4	-2	12	-10	5	2	1	48	-9

QC11.2 What have you done in each of the situations you have personally experienced or been a victim of?
(MULTIPLE ANSWERS POSSIBLE)

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

(IF 'FOR EACH SITUATION WHERE RESPONDENTS HAVE BEEN A VICTIM', CODE 1 TO 3 IN QC9)

		Nothing		You contacted the police		You contacted the website or vendor		You contacted your Internet service provider		You contacted a consumer protection organisation		You reported the situation through an official website or email address (other than one belonging to the police)		Other (SPONTANEOUS)		Don't know		Total 'At least one action'	
		Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018
EU28		23	5	16	-3	41	-10	12	0	6	-2	7	-2	5	2	3		74	-5
BE		29	18	11	-17	54	-4	8	-8	4	-10	4	-9	2	0	1		70	-19
BG		18	-5	7	-14	53	6	7	2	5	-8	7	-1	7	7	8		74	-3
CZ		25	2	14	-2	42	-4	9	1	4	-6	3	-6	6	3	2		73	-3
DK		17	-5	16	3	47	-11	1	1	0	-2	7	-1	16	5	1		82	8
DE		21	7	20	-10	38	-8	17	3	5	4	2	0	6	3	1		78	-5
EE		19	-2	9	0	48	-6	9	1	11	-9	5	-5	4	1	3		78	2
IE		16	-4	9	-14	48	2	18	0	9	-2	11	0	3	1	1		83	4
EL		33	14	4	-8	52	-7	9	-3	12	-9	5	-19	6	3	0		67	-14
ES		28	7	17	-6	34	-13	8	-11	5	-8	8	3	10	10	2		70	-3
FR		28	13	13	7	48	-23	5	0	3	1	7	0	4	2	2		70	-11
HR		22	-10	13	3	20	-21	28	8	11	-4	6	-5	4	4	1		76	11
IT		18	1	20	-4	37	-10	21	-2	10	2	9	1	2	-1	2		81	0
CY		32	14	23	4	35	-11	3	-17	7	-6	0	-9	9	8	2		66	-12
LV		23	2	2	-2	50	-3	14	-1	7	-1	3	-1	3	1	0		77	2
LT		26	8	12	3	60	-1	7	-1	6	2	3	-2	0	-7	2		72	-8
LU		30	17	12	-1	44	-13	4	-10	9	5	6	-8	4	1	0		70	-12
HU		21	11	23	-14	40	-15	25	-7	10	-3	6	0	2	-1	1		78	-9
MT		14	2	18	-1	61	5	32	24	13	9	9	-4	3	-1	0		86	-2
NL		25	11	17	-5	46	-17	4	2	8	0	8	-2	5	2	4		71	-15
AT		28	15	16	1	37	-9	13	-9	15	-7	9	-4	8	0	0		72	-12
PL		18	0	29	-1	37	-1	15	-2	2	-12	3	-4	4	3	4		78	-1
PT		21	-11	12	-5	44	14	10	2	6	-4	6	4	13	5	5		74	11
RO		21	-3	12	-6	20	0	3	-8	11	1	9	0	0	-8	28		50	-8
SI		24	7	4	-7	59	-1	5	-10	4	-4	2	1	5	4	2		74	-6
SK		48	15	13	-9	22	-2	3	-19	3	-13	6	5	6	0	4		48	-18
FI		39	17	14	-8	36	-26	5	-3	7	2	5	-2	8	5	0		61	-17
SE		28	1	14	4	58	-3	6	0	4	-8	7	-1	5	4	0		72	-1
UK		23	2	12	3	43	-4	11	4	7	-1	15	-6	5	3	1		76	2

QC11.3 What have you done in each of the situations you have personally experienced or been a victim of?
(MULTIPLE ANSWERS POSSIBLE)

Cyberattacks which prevent you from accessing online services like banking or public services (%)

(IF 'FOR EACH SITUATION WHERE RESPONDENTS HAVE BEEN A VICTIM', CODE 1 TO 3 IN QC9)

		Nothing		You contacted the police		You contacted the website or vendor		You contacted your Internet service provider		You contacted a consumer protection organisation		You reported the situation through an official website or email address (other than one belonging to the police)		Other (SPONTANEOUS)		Don't know	Total 'At least one action'	
		Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018
EU28		38	-3	11	-3	25	4	14	-1	3	-4	5	-4	7	2	4	59	5
BE		36	20	17	-8	25	-21	20	-9	3	-9	7	-6	0	-2	1	62	-18
BG		15	-6	10	-22	33	18	14	-16	4	-5	7	1	19	19	3	82	3
CZ		24	-15	18	2	15	-2	16	-2	0	-6	8	-1	13	11	8	68	13
DK		41	-17	2	-7	29	21	15	4	0	0	3	-1	9	0	7	51	15
DE		40	-4	13	-6	18	6	13	-1	1	-2	1	-5	15	8	4	56	6
EE		42	-10	4	-3	11	0	15	4	4	4	8	-9	10	3	8	50	3
IE		37	11	12	-15	25	-6	20	-8	6	-3	6	-7	2	2	1	62	-6
EL		86	26	14	3	0	-25	0	-11	0	-11	0	-15	0	0	0	14	-26
ES		38	-24	0	-21	25	11	11	2	3	2	6	3	14	14	2	59	25
FR		41	0	4	-3	34	12	7	-8	0	-5	11	2	5	-4	3	56	1
HR		12	-31	3	-9	51	38	22	-2	6	-1	4	-1	4	1	2	86	32
IT		11	-17	26	6	35	22	31	7	6	-6	4	-10	2	-1	4	85	19
CY		46	22	41	14	14	4	0	-28	7	4	0	-28	6	6	0	54	-22
LV		56	11	8	3	11	3	16	-6	2	-5	3	-4	1	-5	5	39	-8
LT		47	17	10	-17	14	4	15	2	4	0	10	0	8	1	0	53	-11
LU		36	10	10	-7	29	9	11	-5	5	2	8	-4	6	-10	0	64	-5
HU		23	14	25	-15	33	-15	37	-6	5	-7	2	0	3	2	1	76	-6
MT		27	27	6	-50	24	10	14	0	0	0	16	7	19	-16	0	73	-27
NL		55	-13	2	0	17	10	5	-3	3	2	11	3	8	0	2	43	14
AT		52	28	8	-8	17	-12	17	-1	6	-5	6	-5	3	-10	1	47	-24
PL		16	-9	22	-11	39	16	17	1	5	-11	0	-9	3	3	4	80	10
PT		34	-3	0	-17	25	3	19	7	0	0	6	3	22	11	13	53	0
RO		35	16	9	-1	11	-8	10	-2	9	-5	2	-14	5	-11	27	39	-20
SI		28	6	9	-17	29	6	28	-2	3	-3	2	-9	7	-2	0	72	-5
SK		34	-14	20	-1	17	3	4	-10	2	-11	0	-5	20	13	4	62	16
FI		77	9	2	-3	3	-9	8	-1	1	0	3	-5	6	3	1	23	-8
SE		60	-5	2	0	23	4	11	7	0	-2	7	0	4	-1	2	38	3
UK		44	4	13	4	26	-5	12	-1	4	-5	0	-11	2	1	1	55	-2

QC11.4 What have you done in each of the situations you have personally experienced or been a victim of?
(MULTIPLE ANSWERS POSSIBLE)

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

(IF 'FOR EACH SITUATION WHERE RESPONDENTS HAVE BEEN A VICTIM', CODE 1 TO 3 IN QC9)

		Nothing		You contacted the police		You contacted the website or vendor		You contacted your Internet service provider		You contacted a consumer protection organisation		You reported the situation through an official website or email address (other than one belonging to the police)		Other (SPONTANEOUS)		Don't know	Total 'At least one action'	
		Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018
EU28		45	3	4	-1	12	0	15	0	2	-2	4	-3	20	0	3	52	-2
BE		50	19	6	-3	14	-19	18	-3	2	-6	7	-5	8	1	1	49	-18
BG		34	10	1	-3	11	5	27	-14	0	-4	1	-3	26	5	4	62	-8
CZ		51	2	2	-1	9	1	19	1	2	-4	6	-3	13	1	1	48	-1
DK		49	8	0	-2	7	4	7	-2	1	0	4	1	33	-6	1	50	-3
DE		44	-6	3	-1	14	4	16	4	2	-1	2	0	22	1	3	53	6
EE		31	-2	1	-3	8	-2	14	3	1	0	4	-3	35	-1	6	63	1
IE		32	-3	5	-2	14	-7	31	4	3	-5	7	-6	13	8	1	67	5
EL		36	-5	1	-1	6	-2	11	-2	1	-3	5	2	48	11	1	63	5
ES		44	-1	7	-1	7	0	8	-1	1	-2	2	-2	26	-2	5	51	-1
FR		51	9	2	0	6	-3	10	-1	1	0	7	-2	24	-2	3	47	-7
HR		34	-13	6	3	11	2	32	12	4	1	4	-7	9	-9	3	64	13
IT		34	2	5	-3	25	1	22	-6	4	-1	5	-4	10	5	3	63	-2
CY		47	15	13	-2	18	8	19	-5	5	-3	5	0	5	-13	2	51	-15
LV		47	17	1	-4	6	-2	15	-1	1	-4	2	-8	28	-1	1	52	-13
LT		46	0	2	-1	11	0	14	3	2	1	2	0	25	2	2	52	3
LU		36	8	5	1	9	-1	18	8	5	-2	6	-7	23	-6	3	60	-6
HU		32	6	12	-7	26	-1	24	-7	6	-2	4	1	9	-7	2	66	-7
MT		16	-12	14	5	33	14	48	17	9	8	8	4	22	6	2	83	15
NL		43	0	1	0	6	3	13	1	2	0	5	-1	30	-6	2	55	0
AT		38	14	3	0	14	-2	11	-14	3	-6	2	-3	35	-2	0	62	-12
PL		45	15	8	-4	18	-5	13	-8	0	-8	3	-10	11	-2	5	50	-14
PT		33	18	1	-3	11	8	9	2	3	-1	6	4	47	-18	2	65	-18
RO		49	14	8	-5	6	-2	12	0	4	-7	5	-10	8	-2	11	40	-12
SI		34	0	2	-4	10	-3	30	5	3	1	3	-2	25	-2	2	64	2
SK		43	12	6	-1	5	-2	23	-13	1	-4	9	4	14	-1	5	52	-12
FI		43	-5	1	-1	7	0	12	1	2	1	3	-2	28	2	6	51	2
SE		46	0	2	-1	3	-1	10	3	1	-1	3	-4	36	1	3	51	-3
UK		55	2	1	-3	16	3	15	3	2	0	3	-9	9	3	2	43	0

QC11.5 What have you done in each of the situations you have personally experienced or been a victim of?
(MULTIPLE ANSWERS POSSIBLE)

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

(IF 'FOR EACH SITUATION WHERE RESPONDENTS HAVE BEEN A VICTIM', CODE 1 TO 3 IN QC9)

		Nothing		You contacted the police		You contacted the website or vendor		You contacted your Internet service provider		You contacted a consumer protection organisation		You reported the situation through an official website or email address (other than one belonging to the police)		Other (SPONTANEOUS)		Don't know	Total 'At least one action'	
		Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018
EU28		20	-4	28	-6	25	2	15	-1	6	-2	5	-6	8	2	6	74	3
BE		35	27	33	-34	21	-14	14	-7	6	-9	8	-7	0	0	1	64	-28
BG		15	2	12	-26	34	11	11	-9	0	-10	0	-7	18	13	10	75	-12
CZ		11	-18	31	5	30	14	7	-11	4	-9	6	-1	17	15	0	89	19
DK		28	13	57	17	10	-17	0	-13	4	4	4	3	3	-7	9	63	-17
DE		21	-16	17	-12	27	7	13	1	2	1	1	-3	19	10	7	72	9
EE		20	0	30	6	18	-12	3	-6	5	5	4	-8	11	-8	9	71	-7
IE		10	-8	28	-2	17	-12	32	6	6	-7	10	4	2	1	4	86	12
EL		59	7	28	-2	6	-12	6	-12	0	-9	6	-3	0	0	0	41	-7
ES		19	-15	36	-9	21	11	14	7	6	6	7	1	12	5	3	78	20
FR		17	-7	38	5	22	6	7	-8	0	-2	11	1	9	-1	8	76	7
HR		3	-25	9	-30	49	34	24	4	8	4	2	-1	2	2	4	92	21
IT		12	-11	21	2	27	-5	31	9	17	4	11	-2	2	-3	4	84	10
CY		41	20	38	-11	10	1	10	1	6	1	7	-9	0	0	0	59	-20
LV		38	3	21	-3	29	20	11	6	3	-4	2	-2	0	-13	2	60	8
LT		47	15	25	-8	16	6	0	-11	0	0	16	16	12	4	0	53	-9
LU		45	33	26	-16	15	-8	6	-13	0	-18	5	-5	6	-1	4	51	-33
HU		16	7	36	-7	30	-11	15	-28	4	-5	2	2	3	-1	2	82	-5
MT		26	10	38	7	37	29	33	15	16	16	0	-3	19	7	0	74	6
NL		31	-5	23	-7	17	7	8	-2	0	-8	5	1	21	11	0	69	5
AT		48	29	14	1	25	-7	15	-11	3	-22	4	-8	1	-10	1	51	-26
PL		9	-3	29	-10	40	16	24	1	7	-6	0	-12	0	-3	3	88	5
PT		37	-7	0	-30	11	-7	26	22	0	-3	0	0	27	27	0	63	19
RO		28	9	12	-7	10	-2	9	2	6	-10	6	-4	4	-14	29	43	-15
SI		32	8	27	-12	15	0	20	3	2	-4	0	-8	3	-8	3	64	-7
SK		44	0	32	9	3	-12	5	-17	2	0	0	0	14	14	8	48	-2
FI		31	14	31	-6	20	-19	4	-6	0	-12	7	4	5	0	15	54	-29
SE		12	-7	77	32	36	11	12	8	0	-8	16	2	11	7	4	85	13
UK		24	3	34	-4	27	-3	9	-7	14	1	1	-19	6	6	2	74	0

QC11.6 What have you done in each of the situations you have personally experienced or been a victim of?
(MULTIPLE ANSWERS POSSIBLE)

Accidentally encountering child sexual abuse material online (%)

(IF 'FOR EACH SITUATION WHERE RESPONDENTS HAVE BEEN A VICTIM', CODE 1 TO 3 IN QC9)

		Nothing		You contacted the police		You contacted the website or vendor		You contacted your Internet service provider		You contacted a consumer protection organisation		You reported the situation through an official website or email address (other than one belonging to the police)		Other (SPONTANEOUS)		Don't know	Total 'At least one action'	
		Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018
EU28		34	-7	21	-1	20	4	13	1	6	-2	6	-4	5	-1	5	61	7
BE		53	32	28	-20	20	-19	5	-16	0	-12	1	-17	1	-1	0	47	-30
BG		58	33	9	-15	12	-2	1	-14	0	-8	4	-7	11	2	4	38	-32
CZ		26	-29	18	-4	23	10	14	9	5	-9	6	2	7	4	4	70	26
DK		78	43	11	-31	2	-1	0	-8	0	-4	4	0	5	-7	3	19	-46
DE		24	-50	25	13	24	16	15	13	5	1	7	4	15	15	4	73	48
EE		39	-19	10	-1	6	2	10	7	5	5	9	-3	8	-1	13	48	9
IE		32	-8	32	14	24	-4	17	-15	6	-3	4	-2	0	-3	6	63	10
EL		73	2	0	-19	10	4	9	9	0	-6	10	-4	8	8	0	27	-2
ES		28	-12	34	0	4	-7	14	11	0	-1	15	6	0	-7	6	67	14
FR		48	-6	20	9	16	8	4	-3	0	-5	3	-9	3	-9	6	45	3
HR		31	-15	10	-18	18	0	29	13	6	-2	3	-2	2	2	3	66	13
IT		14	-24	27	5	32	14	17	1	14	4	8	-2	4	2	2	84	27
CY		48	3	42	6	16	9	6	6	17	10	9	4	5	5	0	52	-3
LV		61	7	23	14	11	7	10	4	3	-1	3	-3	2	-12	0	39	3
LT		77	38	16	-24	7	2	0	-5	0	0	0	0	0	-5	0	23	-33
LU		32	2	31	-1	13	3	0	-5	0	-7	16	4	8	1	1	66	2
HU		20	6	27	-11	26	-26	27	-5	7	-3	2	1	5	5	3	77	-3
MT		72	6	0	-12	15	4	15	4	0	0	0	0	14	10	0	28	0
NL		54	-6	0	-10	8	2	10	1	4	2	10	-1	12	6	4	42	4
AT		46	22	21	1	9	-15	20	-10	10	-5	9	-4	5	-6	2	52	-21
PL		25	17	20	-12	30	-3	18	-6	4	-14	0	-8	5	1	3	72	-12
PT		35	4	16	-17	16	11	0	-18	0	-8	0	-2	18	18	15	50	-13
RO		41	9	11	-6	9	-5	9	-3	5	-8	7	-8	4	-4	21	39	-11
SI		60	19	12	-15	11	-9	10	-9	2	-10	0	-8	0	-2	4	36	-23
SK		69	21	18	5	1	-11	0	-26	0	-4	2	1	5	5	4	27	-19
FI		48	-11	3	-21	35	34	10	10	0	-3	10	8	8	3	4	49	13
SE		35	-29	37	24	30	18	10	2	4	-1	25	18	1	1	1	64	30
UK		74	41	11	-10	7	-4	8	1	6	6	0	-15	0	-11	0	26	-30

QC11.7 What have you done in each of the situations you have personally experienced or been a victim of?
(MULTIPLE ANSWERS POSSIBLE)

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

(IF 'FOR EACH SITUATION WHERE RESPONDENTS HAVE BEEN A VICTIM', CODE 1 TO 3 IN QC9)

		Nothing		You contacted the police		You contacted the website or vendor		You contacted your Internet service provider		You contacted a consumer protection organisation		You reported the situation through an official website or email address (other than one belonging to the police)		Other (SPONTANEOUS)		Don't know	Total 'At least one action'	
		Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018
EU28		52	0	8	-2	18	0	8	0	3	0	7	-3	6	1	3	45	1
BE		62	21	16	-10	13	-14	3	-7	1	-7	6	-9	3	1	1	37	-19
BG		60	14	6	-14	8	-6	3	-7	0	-2	4	-3	14	10	6	34	-15
CZ		54	-13	9	0	10	3	10	3	2	0	3	0	9	6	4	42	13
DK		64	2	1	-4	17	3	2	1	1	1	8	-2	7	-2	1	34	-2
DE		57	-3	4	-3	20	3	9	4	1	1	3	-1	7	-2	3	40	2
EE		75	1	3	1	7	2	0	-1	1	1	2	-4	4	-5	7	18	-5
IE		47	-5	10	-9	25	7	12	2	2	-4	4	-5	8	2	2	51	5
EL		59	5	7	2	16	9	7	-6	0	-13	18	-6	7	6	0	41	-5
ES		57	14	12	-14	5	-5	5	4	2	1	8	-7	9	4	2	41	-6
FR		54	3	10	1	15	-2	2	-2	2	1	12	-4	6	1	2	45	-2
HR		46	-25	5	-3	23	13	15	6	2	-1	4	1	3	-3	4	50	21
IT		21	-30	16	5	29	13	18	4	14	7	6	-1	3	1	4	75	33
CY		55	1	25	16	18	9	13	0	17	15	2	-11	5	5	0	45	1
LV		72	0	6	4	10	0	3	0	0	-2	2	-6	7	2	0	28	3
LT		87	34	4	-7	3	-7	2	-3	2	-1	2	-8	2	-5	0	13	-31
LU		48	0	13	-1	19	8	1	-3	1	0	9	-8	6	1	5	48	1
HU		36	12	19	-18	32	-6	19	-12	5	-5	5	3	1	-4	1	63	-9
MT		53	-13	19	5	27	21	33	27	13	12	8	2	5	1	0	47	18
NL		70	5	1	-1	12	-6	4	0	2	1	9	1	6	1	0	29	-5
AT		47	-1	15	7	19	-1	18	6	6	-5	4	-3	6	-3	1	51	3
PL		38	10	17	-6	30	5	8	-7	2	-4	2	-12	4	0	4	58	-11
PT		36	1	6	-14	14	0	8	1	5	2	0	-13	23	12	7	57	-4
RO		35	7	9	-9	12	-5	9	-2	5	-6	6	-6	3	-7	23	41	-10
SI		65	13	7	0	10	-1	15	0	0	-3	1	-13	3	-5	3	32	-14
SK		66	9	12	-4	5	-3	6	-6	0	-3	3	-1	7	4	3	31	-4
FI		70	6	2	-5	12	-2	4	-3	0	0	1	-3	9	7	3	27	-5
SE		59	-7	5	2	17	1	2	0	0	0	13	3	10	5	2	39	5
UK		57	7	3	0	23	-1	8	-3	0	-4	10	-2	1	0	1	42	-3

QC11.8 What have you done in each of the situations you have personally experienced or been a victim of?
(MULTIPLE ANSWERS POSSIBLE)

Your social network or email account being hacked (%)

(IF 'FOR EACH SITUATION WHERE RESPONDENTS HAVE BEEN A VICTIM', CODE 1 TO 3 IN QC9)

		Nothing		You contacted the police		You contacted the website or vendor		You contacted your Internet service provider		You contacted a consumer protection organisation		You reported the situation through an official website or email address (other than one belonging to the police)		Other (SPONTANEOUS)		Don't know	Total 'At least one action'	
		Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018
EU28		34	6	11	-1	25	-3	16	-2	4	-2	5	-6	9	1	4	62	-5
BE		43	23	15	-3	20	-22	13	-14	3	-6	9	-9	4	1	1	56	-24
BG		29	8	5	-8	24	7	23	-12	2	-2	0	-13	16	5	4	67	-8
CZ		32	-10	14	5	18	-3	13	-11	5	1	8	-1	10	5	3	65	7
DK		29	-4	7	-1	23	11	7	-5	1	-1	4	-5	32	0	2	69	2
DE		29	2	13	0	28	-8	18	5	5	5	2	-3	9	-3	3	68	-5
EE		32	-5	6	0	24	-1	6	-4	5	4	4	-6	19	-1	5	63	2
IE		26	-5	11	-2	30	-8	28	5	5	-3	7	-4	5	5	1	73	7
EL		42	-14	8	3	8	3	11	6	0	-7	8	-16	29	15	0	58	14
ES		40	11	14	-13	8	-7	13	1	0	0	5	-5	14	6	6	54	-11
FR		47	16	8	1	20	-7	10	-4	1	-1	7	-4	10	0	2	51	-11
HR		14	-16	5	-11	25	10	44	16	4	-3	4	-6	4	2	2	85	17
IT		18	3	15	-4	32	6	23	-8	12	1	3	-11	6	4	4	78	-1
CY		38	11	27	1	25	5	16	-10	11	8	4	-3	8	0	2	60	-11
LV		37	10	5	0	33	13	14	-4	1	-5	5	-11	7	-12	0	63	-4
LT		46	8	5	-2	15	-6	12	10	5	0	6	-7	17	3	0	54	-6
LU		30	14	22	7	25	1	16	0	2	-12	5	-10	5	-8	0	70	-9
HU		22	2	12	-15	31	-12	29	-2	5	-5	5	-2	4	1	2	76	0
MT		32	10	5	5	22	0	14	2	0	-5	0	-9	27	-4	0	68	-6
NL		41	8	5	2	19	-1	18	7	2	1	6	-3	9	-21	6	53	-13
AT		40	20	9	1	30	-5	13	-9	4	-8	4	-10	16	-1	2	59	-15
PL		26	12	20	-10	40	13	13	-9	3	-20	0	-8	0	-6	3	71	-9
PT		16	-6	11	-18	27	9	25	11	7	0	0	-10	14	2	0	84	10
RO		23	-8	9	-2	12	-1	15	9	5	-3	6	-7	8	-3	26	51	4
SI		35	7	16	5	19	-3	27	-5	2	0	5	0	2	-16	2	63	-8
SK		51	9	15	-3	6	-8	3	-15	0	-12	6	-2	14	10	6	43	-11
FI		27	-4	11	-1	20	-4	12	-4	0	-1	11	4	18	3	4	69	1
SE		27	-12	2	-5	41	12	10	4	0	-3	6	-4	19	4	0	73	12
UK		39	8	8	3	29	-1	14	-5	2	-5	6	-5	6	5	2	60	0

QC11.9 What have you done in each of the situations you have personally experienced or been a victim of?
(MULTIPLE ANSWERS POSSIBLE)

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

(IF 'FOR EACH SITUATION WHERE RESPONDENTS HAVE BEEN A VICTIM', CODE 1 TO 3 IN QC9)

		Nothing		You contacted the police		You contacted the website or vendor		You contacted your Internet service provider		You contacted a consumer protection organisation		You reported the situation through an official website or email address (other than one belonging to the police)		Other (SPONTANEOUS)		Don't know	Total 'At least one action'	
		Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018
EU28		12	1	31	-5	35	5	11	1	6	-2	8	-8	9	-3	4	84	1
BE		23	13	36	-20	36	-3	12	-8	4	-4	9	-6	4	3	1	76	-10
BG		16	11	24	-13	33	8	0	-15	4	0	0	-13	18	5	5	79	-16
CZ		7	-16	28	-8	21	4	12	-5	7	0	12	4	11	7	4	88	11
DK		10	0	22	0	37	13	6	5	1	-4	11	-2	22	-15	0	90	4
DE		16	4	35	-20	24	-1	11	3	1	-1	4	-6	14	9	7	77	-10
EE		15	0	18	1	23	12	8	-9	7	7	12	-5	17	-6	4	81	-4
IE		9	-3	27	-3	30	-10	18	4	9	-2	15	-1	5	1	3	87	1
EL		64	16	16	-36	0	-24	20	7	0	0	0	-28	0	-13	0	36	-16
ES		21	3	41	5	24	-3	17	8	0	-5	4	1	9	-1	4	74	0
FR		8	0	39	-8	35	13	6	2	0	-3	9	-1	20	-11	3	90	0
HR		2	-25	10	-34	41	17	34	21	2	-3	3	3	6	4	1	97	27
IT		11	-1	24	-14	40	19	20	-4	18	5	5	-12	2	0	3	87	8
CY		39	9	27	-13	8	-7	11	-14	12	12	0	0	11	6	0	61	-9
LV		44	25	20	0	12	-6	20	-1	0	-7	0	-1	4	-5	3	52	-15
LT		17	-13	29	-3	33	28	11	6	0	0	10	4	12	5	8	75	19
LU		15	10	36	-8	24	4	13	6	1	-7	6	-13	16	-4	0	85	-7
HU		16	7	24	-5	31	-20	29	-19	6	1	4	2	3	2	1	83	-1
MT		0	-6	21	4	59	28	0	-6	21	6	0	-8	21	10	0	100	18
NL		18	5	33	4	39	8	0	-10	3	-1	21	-4	15	2	0	82	-5
AT		43	31	18	6	18	-14	10	-10	7	-17	5	-14	6	-9	5	52	-27
PL		10	-11	36	6	36	14	11	-8	9	-15	0	-4	0	-5	5	84	8
PT		19	-13	27	-7	16	3	8	-2	0	-14	0	-3	29	29	0	81	21
RO		28	2	11	-8	11	0	7	-2	11	1	8	-4	4	-10	26	46	-5
SI		28	8	9	-13	41	21	19	-21	4	-6	4	-3	11	9	0	72	-8
SK		41	3	27	7	11	-2	4	-13	2	-8	0	-1	10	5	8	51	-3
FI		15	6	24	-21	18	-14	14	-4	6	1	13	11	12	3	6	80	-11
SE		9	0	41	-3	51	9	0	-1	4	1	11	-2	14	-2	0	91	0
UK		8	5	28	5	47	2	9	7	11	1	10	-21	3	-2	1	92	5

QC11.10 What have you done in each of the situations you have personally experienced or been a victim of?
(MULTIPLE ANSWERS POSSIBLE)

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

(IF 'FOR EACH SITUATION WHERE RESPONDENTS HAVE BEEN A VICTIM', CODE 1 TO 3 IN QC9)

		Nothing		You contacted the police		You contacted the website or vendor		You contacted your Internet service provider		You contacted a consumer protection organisation		You reported the situation through an official website or email address (other than one belonging to the police)		Other (SPONTANEOUS)		Don't know	Total 'At least one action'	
		Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018
EU28		44	6	15	-3	14	0	12	0	3	-5	3	-4	9	-3	5	51	-6
BE		51	29	20	-9	13	-21	12	-9	0	-9	5	-16	4	2	1	48	-28
BG		31	10	16	-17	30	16	0	-17	0	-6	0	-8	8	-4	15	54	-17
CZ		42	-15	13	-2	13	4	7	1	9	7	6	4	11	4	1	57	17
DK		41	6	18	-7	16	16	3	-5	0	-10	0	-4	24	1	3	56	-6
DE		44	-8	16	4	11	-1	9	4	3	1	1	-2	13	-3	7	49	2
EE		55	12	9	6	6	-16	9	7	5	-4	15	3	2	-9	2	43	-3
IE		28	-6	36	6	13	-6	16	-9	9	2	3	-6	6	2	3	69	7
EL		69	16	7	-1	0	-7	0	-17	0	-7	0	-10	24	0	0	31	-16
ES		35	-2	23	-5	10	8	14	0	0	0	7	5	11	1	8	57	2
FR		61	16	15	7	7	-3	7	0	0	-5	3	-5	6	-10	5	34	-13
HR		15	-19	5	-29	26	7	39	25	8	4	2	0	5	0	3	82	18
IT		25	2	14	-15	27	5	25	6	11	-9	5	-7	1	-1	2	73	2
CY		51	23	20	-16	7	-5	17	5	6	-5	0	-7	6	-2	0	49	-23
LV		62	30	16	-2	17	5	9	3	3	1	3	3	2	-20	0	38	-20
LT		53	21	23	-14	10	6	11	-1	0	0	0	0	9	-3	0	47	-13
LU		41	7	22	-2	9	3	4	-5	8	-4	3	-12	13	4	0	59	-3
HU		23	15	23	-12	24	-19	30	-15	4	-5	1	-1	2	-6	2	74	-15
MT		70	27	0	-42	0	-4	0	0	0	0	30	30	0	0	0	30	-12
NL		59	12	5	-11	5	1	6	2	1	-2	3	-2	21	-3	1	40	-11
AT		55	33	16	3	12	-13	15	-3	2	-19	3	-12	7	-6	1	45	-28
PL		18	0	17	-15	45	24	15	-13	2	-15	1	-9	0	0	3	79	4
PT		35	4	16	-13	26	7	10	-4	0	-7	0	-2	33	31	0	65	0
RO		32	-2	11	5	8	-6	6	1	9	2	3	-5	5	-11	28	40	-1
SI		57	11	7	-2	14	-5	14	2	5	5	2	-9	0	-10	4	39	-15
SK		48	11	21	-1	3	-6	0	-14	5	-1	0	-2	14	5	9	43	-11
FI		61	14	13	-1	2	-7	7	3	0	0	0	-2	14	-6	3	36	-13
SE		59	11	19	3	6	-4	5	-6	0	-11	1	-4	17	4	0	41	-11
UK		61	27	15	-1	11	2	10	0	0	-16	2	-3	3	-9	6	33	-25

QC12.1 Regardless of whether or not you have been a victim of cybercrime, what would you do if you were to experience or become a victim of the following situations? You would: (MULTIPLE ANSWERS POSSIBLE)

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

		Do nothing		Contact the police		Contact the website or vendor		Contact your Internet service provider		Contact a consumer protection organisation		Report the situation through an official website or email address (other than one belonging to the police)		Other (SPONTANEOUS)		Don't know	Total 'At least one action'	
		Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018
EU28		24	0	38	-1	14	2	11	0	5	-2	6	-3	6	0	9	67	3
BE		30	13	34	-6	20	-12	14	-2	6	-2	8	-6	3	-1	3	67	-12
BG		15	2	47	5	6	0	11	-3	4	-1	4	-2	7	1	19	66	1
CZ		30	4	30	1	9	1	12	-1	3	0	6	0	9	0	9	62	3
DK		51	13	14	-11	6	0	5	0	3	0	5	-1	18	-2	4	46	-9
DE		27	0	42	-3	12	4	11	3	6	0	4	0	4	-2	8	66	0
EE		28	0	32	-4	5	0	7	1	2	-2	7	-1	10	0	14	58	2
IE		21	-3	29	-6	20	-2	26	6	12	6	7	-3	4	0	6	73	8
EL		15	-3	52	14	14	5	18	4	6	-2	8	-1	9	-2	9	76	13
ES		23	1	43	2	8	-1	6	-1	4	-1	4	-5	9	3	11	66	2
FR		28	2	28	0	14	1	12	-2	7	0	8	-4	7	0	9	64	1
HR		24	-5	29	-2	10	0	18	2	7	0	7	-2	4	-3	10	66	7
IT		14	-3	50	0	16	1	10	0	8	0	5	-2	4	0	9	78	6
CY		14	0	62	4	7	0	8	-4	3	-3	3	-2	4	-1	11	75	4
LV		23	7	36	-5	10	-3	13	0	3	-3	6	-1	8	1	9	68	-3
LT		23	5	52	0	7	2	7	1	3	-2	2	-3	5	0	13	65	0
LU		18	-6	35	-3	15	4	13	4	5	-2	7	-6	9	-1	7	75	11
HU		17	4	51	-2	13	-3	15	1	4	0	4	1	6	1	6	76	1
MT		20	-9	36	1	11	5	14	5	5	2	5	3	10	-2	23	57	3
NL		35	2	22	-6	16	0	11	2	7	-2	18	-4	5	-1	2	63	-1
AT		39	10	23	-12	17	4	13	1	9	-6	3	-6	9	0	5	55	-8
PL		19	0	53	3	15	4	5	-2	1	-3	5	0	5	1	7	74	8
PT		10	-10	46	8	28	16	12	-1	7	0	5	-1	4	-1	18	72	16
RO		17	2	42	3	11	-1	13	3	9	-2	6	-1	6	-2	13	71	4
SI		17	-4	38	1	12	5	14	1	7	3	10	1	9	1	13	70	7
SK		22	5	31	1	14	3	16	1	5	-4	7	1	7	-1	13	65	4
FI		37	4	30	-7	9	-6	8	-1	1	-2	8	-1	6	1	6	57	-2
SE		50	6	31	-5	9	-1	4	-1	2	-3	4	-5	5	-2	2	47	-7
UK		28	-6	26	1	16	-1	13	1	6	-1	10	-6	3	0	9	63	6

QC12.2 Regardless of whether or not you have been a victim of cybercrime, what would you do if you were to experience or become a victim of the following situations? You would: (MULTIPLE ANSWERS POSSIBLE)

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

		Do nothing		Contact the police		Contact the website or vendor		Contact your Internet service provider		Contact a consumer protection organisation		Report the situation through an official website or email address (other than one belonging to the police)		Other (SPONTANEOUS)		Don't know	Total 'At least one action'	
		Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018
EU28		7	0	43	4	34	-2	9	-1	11	-2	5	-2	4	-1	9	84	2
BE		10	3	29	-6	52	-4	11	-2	10	-4	5	-6	3	-2	4	86	-4
BG		6	0	32	8	30	0	7	-1	13	-1	2	-4	5	0	20	73	3
CZ		10	2	38	3	30	-9	7	-1	13	-2	4	0	7	1	7	82	1
DK		7	1	32	-4	56	7	3	-1	9	-4	3	-6	7	-4	4	89	3
DE		5	-3	56	-2	28	6	9	0	8	0	3	0	3	-1	9	86	2
EE		8	4	21	-3	33	-4	3	-4	24	-5	4	-1	5	-2	17	75	-5
IE		5	-2	33	-1	38	-4	25	7	18	3	9	0	4	1	7	88	6
EL		5	1	50	11	39	4	10	-1	16	-11	7	-1	7	1	8	87	7
ES		5	0	51	9	25	-5	6	-2	10	0	4	-4	5	-1	10	86	4
FR		8	3	24	4	47	-6	9	0	11	-1	5	-2	5	-1	10	82	-1
HR		11	-1	27	4	21	-15	15	-1	21	1	7	-3	4	-3	9	81	5
IT		5	1	54	3	23	-3	11	-1	12	-1	5	-2	3	0	8	87	1
CY		5	1	60	11	24	-1	7	-9	8	-8	2	-2	3	2	11	84	1
LV		8	2	22	0	31	-2	15	-1	13	-5	3	-1	4	-1	14	77	-1
LT		5	0	38	5	38	7	7	0	11	-1	3	-3	4	-1	17	79	4
LU		6	0	26	5	50	-4	9	1	12	-4	4	-5	3	-1	7	87	6
HU		8	5	49	-4	26	0	12	-1	10	-5	3	0	6	3	6	86	0
MT		3	-3	36	8	38	4	11	-1	11	1	4	-2	6	-5	25	73	-4
NL		6	1	36	0	59	-1	4	-1	15	-3	9	-3	3	-3	3	91	0
AT		17	6	36	-3	34	1	11	-2	21	-11	2	-6	5	-1	6	77	-7
PL		9	1	55	3	29	6	6	-4	4	-2	4	0	4	0	7	85	5
PT		7	3	48	5	33	-2	10	-1	10	0	4	-2	4	1	18	75	-2
RO		10	-2	42	4	17	-2	13	2	10	-5	5	-2	5	-2	14	76	6
SI		9	-3	22	3	43	0	12	2	13	1	5	-1	6	1	12	79	5
SK		12	2	33	1	27	3	13	2	8	-6	5	1	6	1	13	76	6
FI		6	-1	43	-1	43	-3	5	-1	11	-6	3	-2	4	1	7	87	2
SE		4	-3	44	8	56	-4	4	0	18	-6	6	-5	4	1	4	93	4
UK		7	-2	27	7	44	-6	10	1	13	0	8	-6	3	-2	9	84	2

QC12.3 Regardless of whether or not you have been a victim of cybercrime, what would you do if you were to experience or become a victim of the following situations? You would: (MULTIPLE ANSWERS POSSIBLE)

Cyberattacks which prevent you from accessing online services like banking or public services (%)

		Do nothing		Contact the police		Contact the website or vendor		Contact your Internet service provider		Contact a consumer protection organisation		Report the situation through an official website or email address (other than one belonging to the police)		Other (SPONTANEOUS)		Don't know	Total 'At least one action'	
		Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018
EU28		11	0	40	2	23	2	16	-2	6	-1	6	-4	5	-1	10	79	3
BE		14	6	32	-8	36	-4	21	-2	5	-6	7	-8	3	-2	4	82	-6
BG		9	2	37	5	10	1	19	-3	3	-5	4	-3	6	1	23	68	3
CZ		14	4	40	1	14	0	16	-5	3	-2	4	-3	8	0	9	77	2
DK		19	2	15	-5	31	11	19	-3	2	-3	7	0	11	-7	5	76	2
DE		9	-2	46	-4	23	5	17	2	6	1	4	0	4	-2	10	81	2
EE		14	0	25	-2	13	-1	18	-4	3	0	10	1	8	-1	19	67	-2
IE		8	1	33	-7	28	-3	33	5	14	3	8	-4	5	2	7	85	4
EL		8	1	56	14	15	3	17	-1	6	-9	7	-5	10	2	11	82	11
ES		10	-2	44	3	18	-2	9	-2	4	-2	4	-5	8	2	12	78	5
FR		16	2	25	3	31	5	14	-1	5	0	6	-6	8	-1	10	74	2
HR		12	-3	30	0	15	0	28	0	6	-2	7	-4	4	-3	9	79	6
IT		5	2	54	2	20	-1	15	-5	8	-1	5	-5	4	0	9	87	2
CY		4	-1	69	6	12	0	9	-8	3	-2	2	-1	2	0	12	83	4
LV		11	1	23	1	24	-1	21	-1	4	0	5	-1	5	-2	14	75	2
LT		10	5	32	-7	18	4	24	4	3	-3	2	-3	6	1	19	71	0
LU		7	-1	28	2	30	1	23	1	3	-5	6	-8	7	-4	7	85	8
HU		9	3	48	-3	21	-3	20	-2	4	-2	4	-1	6	2	7	84	1
MT		2	0	35	-4	28	10	18	3	6	0	6	-5	9	-5	26	72	-8
NL		13	-8	29	4	23	2	28	5	7	-3	15	-4	5	-3	3	84	8
AT		20	5	31	0	29	5	19	-5	10	-8	6	-7	6	-5	8	72	-3
PL		12	3	56	3	19	5	8	-5	2	-4	4	-2	5	0	7	81	4
PT		8	0	46	7	30	14	11	-3	6	-4	3	-3	4	-2	19	73	10
RO		13	1	42	7	12	0	14	-1	8	-5	5	-5	6	-2	15	72	4
SI		10	-4	29	-1	24	8	23	1	4	-1	6	-4	8	2	14	76	6
SK		12	2	34	-1	18	5	21	2	7	-1	5	-2	6	0	14	74	6
FI		33	3	15	-2	18	-4	21	-3	1	-2	6	-3	5	2	8	59	-2
SE		13	-3	29	-1	36	-1	23	1	4	0	8	-5	5	-1	4	83	4
UK		12	-2	28	6	28	0	19	-3	7	-1	9	-7	4	-1	12	76	1

QC12.4 Regardless of whether or not you have been a victim of cybercrime, what would you do if you were to experience or become a victim of the following situations? You would: (MULTIPLE ANSWERS POSSIBLE)

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

		Do nothing		Contact the police		Contact the website or vendor		Contact your Internet service provider		Contact a consumer protection organisation		Report the situation through an official website or email address (other than one belonging to the police)		Other (SPONTANEOUS)		Don't know	Total 'At least one action'	
		Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018
EU28		20	1	23	3	16	1	18	-4	5	-1	5	-4	13	-1	11	70	2
BE		22	7	17	0	28	-8	27	-4	4	-3	5	-10	7	-1	6	72	-8
BG		12	2	23	8	9	1	27	-5	3	0	2	-4	9	-1	23	65	3
CZ		26	5	16	6	9	0	21	-7	3	-1	4	-3	14	-4	9	65	0
DK		26	5	7	-1	13	5	21	0	2	0	3	-2	28	-9	6	68	-3
DE		21	-5	21	-2	20	6	18	-3	5	0	3	0	13	0	11	69	5
EE		16	4	8	-1	11	3	17	-1	1	-1	7	1	25	-8	19	66	-3
IE		10	-1	22	-2	25	-2	37	5	12	1	8	-5	8	2	8	82	5
EL		14	-5	27	15	11	1	16	-4	4	-3	7	-1	27	7	11	75	18
ES		18	2	30	5	9	0	11	-3	3	-2	3	-4	19	-1	12	70	1
FR		25	4	17	9	14	3	16	-2	5	0	6	-6	15	-6	12	63	-2
HR		19	-6	18	5	11	1	27	0	7	2	6	-5	8	-6	11	71	9
IT		9	1	39	7	20	-5	19	-10	6	-2	5	-5	5	0	9	82	2
CY		17	6	47	12	14	1	15	-14	3	-2	3	-2	2	-6	12	71	-2
LV		21	8	14	3	12	-2	18	-2	3	-1	4	-2	18	-4	15	64	-5
LT		19	7	17	4	13	7	24	2	2	-4	2	-2	15	-5	19	63	1
LU		18	3	12	5	18	3	22	0	3	-4	6	-10	17	-6	9	73	2
HU		15	6	34	1	21	0	22	-6	2	-4	3	-3	7	-2	7	78	-1
MT		5	-5	24	3	22	8	20	-7	3	0	5	-1	12	-4	28	66	-5
NL		23	1	4	-2	8	-1	34	6	5	2	9	-3	22	-9	4	72	-2
AT		31	8	9	-4	17	3	13	-7	4	-8	3	-3	24	-3	6	62	-7
PL		22	5	37	4	17	6	10	-6	2	-2	4	-1	8	-3	8	70	3
PT		10	3	40	10	20	7	13	-2	6	-3	4	-2	15	-7	19	71	-1
RO		17	0	29	4	13	1	18	2	7	-5	5	-5	7	-1	14	69	7
SI		18	-2	17	3	16	7	21	-3	5	1	5	-4	18	0	14	68	5
SK		20	4	19	6	14	2	23	0	5	0	6	-1	9	-1	15	66	7
FI		30	3	6	1	12	0	22	-2	3	0	5	-3	19	-2	8	62	0
SE		23	-2	7	0	11	-1	26	2	2	-1	5	-4	29	-1	6	71	2
UK		21	-5	14	4	20	3	20	-4	6	-1	8	-7	8	1	14	65	4

QC12.5 Regardless of whether or not you have been a victim of cybercrime, what would you do if you were to experience or become a victim of the following situations? You would: (MULTIPLE ANSWERS POSSIBLE)

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

		Do nothing		Contact the police		Contact the website or vendor		Contact your Internet service provider		Contact a consumer protection organisation		Report the situation through an official website or email address (other than one belonging to the police)		Other (SPONTANEOUS)		Don't know	Total 'At least one action'	
		Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018
EU28		5	1	72	-3	11	1	8	-1	4	-2	4	-3	4	0	8	86	-1
BE		6	3	75	-5	14	-12	9	-3	3	-3	4	-5	2	-1	4	90	-4
BG		5	2	63	-3	6	2	7	-1	2	-4	4	0	5	0	19	76	-4
CZ		9	4	64	-9	7	-1	7	-3	2	-2	3	-2	8	4	8	83	-3
DK		6	3	81	-1	6	0	4	-4	3	-3	3	-2	7	-4	4	91	-1
DE		6	0	71	-7	13	1	9	0	3	-1	3	0	4	0	9	85	-3
EE		5	2	69	-9	4	1	3	-1	1	-2	4	-2	6	1	14	81	-5
IE		6	2	55	-13	19	-3	26	4	13	3	8	-1	3	1	7	87	0
EL		4	3	77	1	5	-4	11	-1	5	-4	7	-2	7	0	7	89	3
ES		2	-1	80	4	4	0	3	-1	2	-1	3	-3	5	1	8	90	5
FR		5	3	77	-3	9	2	5	-2	3	-2	3	-4	4	0	8	87	-2
HR		6	-1	57	-14	8	0	15	-2	5	0	7	1	4	2	9	85	0
IT		4	2	69	-9	12	2	8	0	5	-2	4	-4	2	-1	8	88	-2
CY		5	4	77	-6	7	1	5	-8	2	-1	1	-2	2	0	11	85	-3
LV		7	4	63	-8	7	0	8	-1	3	0	3	0	5	-1	12	81	-5
LT		3	1	78	0	6	4	5	0	2	-1	1	-2	3	0	13	83	-1
LU		3	1	75	-2	10	0	7	0	3	-3	3	-10	3	-4	5	92	4
HU		7	5	67	-14	11	-3	9	-2	3	0	3	1	5	3	6	87	-4
MT		3	0	54	-11	11	4	13	2	5	-1	4	-1	8	-1	24	73	-7
NL		4	2	86	-2	6	0	8	-2	7	-2	6	-6	2	-4	2	94	-2
AT		15	9	65	-2	15	-3	13	-5	12	-10	6	-6	4	-2	6	79	-9
PL		7	0	72	1	10	1	3	-4	2	-2	3	-1	5	1	6	87	4
PT		5	2	66	-7	25	14	10	-1	6	-5	4	-1	3	-1	16	79	-3
RO		9	-2	55	5	11	2	10	-1	7	-5	4	-3	5	-1	13	79	5
SI		8	0	62	-8	11	7	11	2	3	0	7	-1	6	2	12	80	-1
SK		10	2	54	-3	11	4	13	2	4	-3	5	1	5	-1	12	78	3
FI		4	1	83	-1	10	0	8	0	3	-1	5	0	3	0	6	90	0
SE		1	-1	92	4	10	-4	7	-1	3	-4	5	-4	5	0	3	96	1
UK		6	-1	68	-1	15	0	9	-2	5	-5	6	-7	3	0	9	84	-1

QC12.6 Regardless of whether or not you have been a victim of cybercrime, what would you do if you were to experience or become a victim of the following situations? You would: (MULTIPLE ANSWERS POSSIBLE)

Accidentally encountering child sexual abuse material online (%)

		Do nothing		Contact the police		Contact the website or vendor		Contact your Internet service provider		Contact a consumer protection organisation		Report the situation through an official website or email address (other than one belonging to the police)		Other (SPONTANEOUS)		Don't know	Total 'At least one action'	
		Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018
EU28		9	1	66	-1	9	0	7	-2	3	-1	4	-4	4	0	9	82	1
BE		14	4	66	-1	11	-12	5	-7	2	-3	4	-7	2	-2	4	81	-4
BG		10	2	53	2	5	0	8	-1	2	-2	3	-3	6	0	21	69	0
CZ		18	7	56	-8	6	2	5	-3	1	-1	3	-1	8	3	8	74	-1
DK		10	3	75	-3	4	-2	3	-4	1	-2	3	-2	6	-3	5	84	-2
DE		9	1	74	-6	8	3	7	3	2	-1	2	-2	4	1	9	83	-3
EE		12	-1	55	0	4	-1	3	1	1	-1	5	-4	6	0	20	68	-1
IE		6	-2	58	-8	16	-1	22	5	12	6	7	-1	4	1	8	86	4
EL		6	4	75	-4	4	-2	7	-1	3	-2	8	-3	7	1	8	86	1
ES		4	-1	78	2	3	1	2	0	1	0	2	-4	5	2	8	87	3
FR		8	1	70	4	8	0	5	-4	3	-1	5	-7	4	0	9	83	2
HR		13	-1	48	-11	7	-2	12	-1	4	-1	5	-3	5	-1	12	75	1
IT		6	-1	66	1	12	1	8	-1	5	0	5	-4	3	0	8	86	5
CY		6	3	78	-4	6	1	4	-4	2	-1	1	-1	2	0	10	84	-1
LV		11	-1	60	0	5	-1	4	-3	3	0	2	-2	3	-1	16	73	0
LT		14	3	59	6	6	1	6	-1	2	-2	3	-3	4	0	17	69	3
LU		3	-4	73	1	7	-1	6	-4	2	-3	5	-8	4	0	6	91	8
HU		11	5	59	-8	12	-5	9	-4	3	-2	4	1	6	3	6	83	0
MT		5	-8	55	1	9	5	10	2	4	3	4	1	6	-4	24	70	0
NL		19	7	59	-6	6	1	16	1	3	0	6	-8	3	-3	3	78	-6
AT		17	10	64	-7	12	-3	11	-3	6	-8	5	-7	3	-2	7	76	-10
PL		11	3	64	-3	12	3	4	-3	1	-2	3	-1	5	1	7	82	2
PT		5	0	56	-7	24	13	11	0	6	-4	4	-2	3	0	18	77	4
RO		12	-2	44	3	11	-1	10	0	6	-6	5	-3	6	-1	15	73	5
SI		9	-2	63	3	6	2	5	-2	2	0	6	-4	6	1	13	79	5
SK		22	5	40	-8	9	4	11	0	3	0	5	3	5	-1	15	63	-1
FI		12	2	72	1	8	-3	7	0	1	0	6	0	3	0	7	81	0
SE		9	-5	80	10	11	-1	6	-3	1	-2	7	-4	2	-1	3	87	6
UK		10	-1	58	-3	11	-3	10	-6	3	-1	7	-3	3	0	11	79	1

QC12.7 Regardless of whether or not you have been a victim of cybercrime, what would you do if you were to experience or become a victim of the following situations? You would: (MULTIPLE ANSWERS POSSIBLE)

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

		Do nothing		Contact the police		Contact the website or vendor		Contact your Internet service provider		Contact a consumer protection organisation		Report the situation through an official website or email address (other than one belonging to the police)		Other (SPONTANEOUS)		Don't know	Total 'At least one action'	
		Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018
EU28		16	-1	53	5	12	0	8	-1	3	-1	5	-4	4	-1	10	74	4
BE		26	4	48	1	14	-11	5	-9	2	-5	5	-7	3	-1	5	69	-5
BG		14	-2	44	5	4	0	8	0	3	0	3	-3	7	0	24	62	3
CZ		31	-3	38	6	6	1	6	-4	2	0	4	-1	8	2	9	60	11
DK		30	6	43	3	8	-2	4	-3	2	-1	5	-2	8	-6	6	64	-3
DE		17	0	58	-1	13	2	7	1	2	0	2	-2	5	1	9	74	0
EE		29	-2	30	4	6	0	3	1	1	-1	4	-4	7	0	22	49	2
IE		11	-3	46	-4	20	0	25	6	11	4	8	-2	4	1	8	81	6
EL		16	-3	58	18	7	0	8	-1	4	-2	7	-6	7	0	9	75	16
ES		10	-4	69	9	4	1	2	0	2	-1	2	-7	5	1	10	80	6
FR		16	2	54	5	12	0	6	-4	3	-2	6	-8	5	0	10	74	0
HR		21	-6	39	8	7	-3	12	-2	6	2	6	-3	6	-2	10	69	9
IT		9	-2	58	4	13	0	7	-3	6	1	5	-6	3	0	9	82	6
CY		14	-8	65	17	6	-2	5	-5	2	0	2	-4	2	-3	12	74	10
LV		24	-3	39	5	8	-1	6	-2	2	0	3	-3	4	-1	17	60	4
LT		24	2	45	13	8	0	6	-2	2	-3	3	-5	4	0	17	59	6
LU		13	-4	57	7	9	-2	7	-3	3	-1	5	-10	4	-1	7	80	8
HU		17	2	49	-3	15	1	10	-2	2	-2	5	1	6	2	7	76	4
MT		15	-11	43	8	10	6	10	2	4	4	5	0	7	-3	26	59	5
NL		34	3	36	3	9	-3	16	1	4	-1	7	-11	3	-1	4	62	-4
AT		22	7	52	4	14	-5	10	-4	6	-7	5	-8	3	-4	9	69	-7
PL		16	-2	55	9	13	2	5	-4	1	-1	3	-1	5	-1	8	76	10
PT		9	-4	49	6	23	12	11	1	5	-2	4	-2	4	0	19	72	13
RO		16	-3	38	4	11	0	11	0	7	-4	4	-6	6	-1	15	69	7
SI		19	-6	45	8	7	3	7	-1	2	-1	6	-5	7	1	15	67	9
SK		27	1	34	2	9	4	12	-1	3	0	5	1	6	-2	15	58	4
FI		31	3	37	3	14	-3	8	-1	1	0	7	-2	4	1	8	61	1
SE		28	-6	42	8	19	-1	7	-1	2	0	9	-4	4	-1	4	68	7
UK		14	-2	49	3	14	-5	11	-3	3	-1	7	-5	3	-1	11	75	3

QC12.8 Regardless of whether or not you have been a victim of cybercrime, what would you do if you were to experience or become a victim of the following situations? You would: (MULTIPLE ANSWERS POSSIBLE)

Your social network account or email being hacked (%)

		Do nothing		Contact the police		Contact the website or vendor		Contact your Internet service provider		Contact a consumer protection organisation		Report the situation through an official website or email address (other than one belonging to the police)		Other (SPONTANEOUS)		Don't know	Total 'At least one action'	
		Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018
EU28		11	1	36	4	23	-1	17	-5	4	-2	5	-5	7	0	10	78	1
BE		16	9	33	6	26	-16	22	-9	4	-4	4	-10	3	-1	5	78	-10
BG		13	2	30	10	9	1	19	-5	4	-1	3	-5	8	-1	24	63	2
CZ		19	7	27	5	17	3	17	-13	3	-3	4	-6	10	0	9	72	-2
DK		13	4	28	3	19	-3	22	-3	3	-2	5	-3	15	-6	6	81	-1
DE		8	-2	41	0	29	4	15	-7	4	-2	3	0	6	0	10	81	0
EE		9	0	24	0	21	0	13	-2	1	-1	8	-4	13	-1	19	72	-2
IE		9	3	30	0	27	-9	34	1	14	3	8	-6	6	3	7	84	1
EL		11	2	46	15	14	0	17	-3	4	-7	7	-7	13	0	11	78	11
ES		9	0	55	11	10	-6	8	-6	3	-2	4	-8	7	1	12	79	2
FR		16	4	26	5	23	0	20	-4	3	-3	7	-5	8	-2	11	73	-1
HR		13	-1	35	5	10	-6	22	-9	7	0	7	-6	6	-4	11	76	2
IT		6	0	49	7	20	-5	16	-8	6	-1	5	-5	4	1	9	85	4
CY		10	5	60	6	10	-3	10	-14	3	-2	2	-4	3	-2	12	78	-3
LV		15	6	24	-5	19	-3	19	-1	3	-2	3	-5	9	2	16	69	-5
LT		13	2	32	10	15	0	18	0	3	-2	2	-6	9	1	19	68	4
LU		7	0	31	5	25	-1	24	-2	4	-2	6	-11	8	-4	8	85	5
HU		11	5	43	1	18	-8	21	-3	2	-3	3	-4	7	3	7	82	1
MT		3	0	37	-7	19	4	18	-1	4	1	5	-2	9	-2	29	68	-10
NL		13	5	16	-3	22	-1	36	-5	4	-2	9	-10	10	-3	4	83	-5
AT		18	7	26	-1	35	5	19	-7	8	-11	3	-6	11	-3	7	75	-5
PL		14	3	52	4	18	4	7	-5	2	-2	3	-3	5	-1	7	79	7
PT		8	3	42	8	30	10	13	-2	6	-3	4	-6	4	-6	18	73	2
RO		16	-1	37	8	11	-1	14	0	7	-6	5	-6	6	-1	15	69	6
SI		13	-5	28	4	18	9	21	-4	5	0	9	-6	9	0	16	71	5
SK		16	5	31	0	13	3	20	-1	6	-1	7	-1	7	-1	16	68	2
FI		10	3	26	-3	25	-5	27	-2	2	-1	7	-4	9	3	9	81	-3
SE		11	0	18	0	43	-4	17	-2	1	-2	7	-9	13	2	4	85	1
UK		11	-2	17	6	33	-4	20	-4	6	1	8	-7	4	-1	12	77	2

QC12.9 Regardless of whether or not you have been a victim of cybercrime, what would you do if you were to experience or become a victim of the following situations? You would: (MULTIPLE ANSWERS POSSIBLE)

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

		Do nothing		Contact the police		Contact the website or vendor		Contact your Internet service provider		Contact a consumer protection organisation		Report the situation through an official website or email address (other than one belonging to the police)		Other (SPONTANEOUS)		Don't know	Total 'At least one action'	
		Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018
EU28		5	2	67	-4	19	-1	8	-1	5	-3	5	-4	5	-1	8	86	-2
BE		6	3	68	-7	27	-8	7	-7	3	-5	6	-6	3	0	4	90	-4
BG		5	3	62	-5	7	-1	6	0	3	-4	4	-1	6	0	20	76	-6
CZ		8	5	61	-12	15	2	7	-8	3	-3	3	-4	8	4	7	84	-4
DK		4	3	61	-7	27	1	4	-4	2	-3	5	-2	13	-9	4	92	-2
DE		5	1	74	-6	16	3	8	0	3	-2	2	-1	5	1	9	86	-4
EE		5	3	61	-9	13	-3	4	-3	1	-3	5	-2	8	-2	14	81	-6
IE		6	4	55	-10	25	-9	24	2	12	0	8	-4	5	2	6	88	-2
EL		3	2	79	-1	13	3	9	0	6	-9	6	-3	7	-2	7	90	2
ES		2	0	79	2	9	-5	4	-3	3	-1	2	-5	5	1	8	90	2
FR		5	4	66	-2	23	0	7	0	5	0	5	-5	9	-2	7	88	-1
HR		6	0	60	-15	8	-3	15	0	6	-1	6	-3	4	0	8	86	0
IT		4	2	66	-9	14	-1	10	-1	7	-1	4	-4	3	1	8	88	-1
CY		4	3	78	-4	10	1	5	-9	2	-2	1	-2	2	0	11	85	-3
LV		6	3	52	-7	19	-2	15	0	2	-3	3	-2	6	-1	12	82	-5
LT		3	1	76	-2	11	4	5	1	2	-1	1	-2	3	0	13	84	-1
LU		2	0	68	-3	19	3	11	3	4	-3	5	-9	10	-10	6	91	2
HU		7	6	66	-10	13	-3	9	-2	3	-2	3	0	6	1	6	88	-2
MT		2	1	57	-4	23	10	11	3	6	2	5	-4	5	-9	25	74	-8
NL		3	2	68	-7	32	-2	7	-1	6	-4	13	-8	5	-3	2	94	-4
AT		14	9	66	-4	21	-6	11	-7	13	-12	4	-8	6	-2	5	81	-9
PL		9	3	69	-1	13	0	4	-4	1	-3	4	-1	5	0	6	85	2
PT		5	1	69	-2	24	7	10	-1	6	-4	3	-4	3	-2	17	78	-4
RO		9	-2	54	7	11	0	10	-2	7	-4	4	-6	5	-2	13	78	7
SI		8	2	57	-9	19	3	13	1	4	-1	5	-5	7	3	13	80	-2
SK		10	3	48	-10	15	5	13	1	6	-2	5	1	6	0	14	76	0
FI		4	2	75	-3	21	-4	13	0	4	-2	6	-1	3	-1	6	90	-2
SE		1	-1	82	1	34	-8	4	-4	2	-6	6	-5	8	0	2	97	0
UK		6	2	53	0	30	-6	12	2	6	-7	8	-8	3	-1	9	85	-2

QC12.10 Regardless of whether or not you have been a victim of cybercrime, what would you do if you were to experience or become a victim of the following situations? You would: (MULTIPLE ANSWERS POSSIBLE)

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

		Do nothing		Contact the police		Contact the website or vendor		Contact your Internet service provider		Contact a consumer protection organisation		Report the situation through an official website or email address (other than one belonging to the police)		Other (SPONTANEOUS)		Don't know		Total 'At least one action'	
		Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	Oct. 2019		Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018
EU28		10	1	60	-2	11	1	9	-1	4	-2	4	-3	5	-1	10		80	1
BE		17	9	51	-3	21	-12	12	-6	3	-5	6	-7	3	-1	4		78	-10
BG		6	1	59	0	5	0	7	0	2	-2	3	-1	7	1	21		73	-1
CZ		17	2	47	-1	7	2	10	-4	2	-3	3	-2	10	2	10		73	4
DK		10	4	67	-2	7	1	4	-5	1	-3	1	-3	12	-4	5		85	-2
DE		11	-1	64	-5	13	6	9	1	4	0	3	0	5	0	10		79	-2
EE		10	2	52	-3	6	-1	6	-1	1	-2	3	-1	7	-2	19		71	-2
IE		9	3	53	-11	19	-3	22	1	12	2	7	-3	5	3	7		84	0
EL		5	0	71	8	6	-1	9	-3	5	-2	6	-2	10	0	9		86	9
ES		4	-2	76	4	4	-1	3	-2	2	-1	2	-3	5	1	9		87	5
FR		15	5	51	-5	12	3	8	0	4	0	5	-3	7	-1	11		74	-3
HR		10	-1	54	-9	9	-2	14	-2	7	0	7	-4	4	0	9		81	2
IT		4	0	66	-1	12	-1	9	-2	6	-1	5	-3	3	0	9		87	2
CY		7	3	69	-3	11	4	7	-7	2	-2	1	-3	2	0	13		81	0
LV		11	4	55	-1	8	0	7	-3	2	-1	3	1	6	-1	15		74	-2
LT		9	4	55	4	10	5	10	2	3	-1	2	-1	5	0	20		71	3
LU		8	4	66	-2	8	1	8	0	3	-4	3	-10	5	-4	8		84	-1
HU		7	4	65	-8	12	-2	10	-1	2	-3	4	1	5	3	6		87	0
MT		3	-1	56	0	10	2	10	0	5	-1	4	0	6	-5	25		72	-4
NL		13	2	64	-3	7	-1	18	0	5	-3	8	-5	7	-3	3		84	-3
AT		18	8	60	0	16	2	12	-7	9	-11	5	-7	6	-2	7		75	-7
PL		12	4	65	0	11	3	4	-4	1	-3	3	0	4	0	7		81	3
PT		6	0	61	-2	25	14	11	-2	6	-3	4	-2	4	-2	17		76	-1
RO		11	-1	49	5	12	2	9	-2	7	-3	5	-4	6	-1	13		76	7
SI		11	0	49	-3	13	5	12	0	4	0	6	-2	8	2	15		75	2
SK		14	5	45	-5	11	2	14	1	5	-1	6	0	5	-1	14		72	1
FI		10	2	65	1	9	0	10	-1	3	-1	4	-2	6	1	8		82	1
SE		11	0	74	5	10	-3	8	-4	1	-5	4	-4	8	-1	3		85	2
UK		11	0	50	1	14	-2	10	-4	5	-1	5	-4	4	-1	15		75	0

QC12R.1 Regardless of whether or not you have been a victim of cybercrime, what would you do if you were to experience or become a victim of the following situations? You would: (MULTIPLE ANSWERS POSSIBLE)

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

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

		Do nothing		Contact the police		Contact the website or vendor		Contact your Internet service provider		Contact a consumer protection organisation		Report the situation through an official website or email address (other than one belonging to the police)		Other (SPONTANEOUS)		Don't know		Total 'At least one action'	
		Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018
EU28		26	-1	39	-1	16	2	12	0	6	-1	7	-4	4	-1	4		70	2
BE		30	13	36	-6	22	-12	15	-2	6	-3	9	-6	1	-1	1		69	-12
BG		19	3	50	7	7	-2	15	-4	6	0	6	-2	5	1	10		72	1
CZ		32	4	31	0	10	0	13	-2	3	-1	6	-1	7	-1	4		63	-1
DK		52	13	14	-11	7	1	5	-1	3	0	6	0	17	-4	2		46	-10
DE		28	-1	44	-1	14	5	12	3	6	-1	4	-1	3	-2	3		68	1
EE		31	-1	33	-6	6	0	8	1	2	-3	8	-2	10	1	7		62	2
IE		22	-4	29	-6	22	-3	29	7	13	6	8	-3	2	-1	4		74	6
EL		19	-4	53	12	18	6	22	3	7	-4	10	-3	8	-5	1		80	7
ES		25	1	46	1	9	-2	7	-2	4	-2	5	-7	7	2	7		69	-1
FR		31	3	28	-1	15	0	13	-3	7	-1	9	-5	6	0	4		66	0
HR		27	-8	28	-3	12	0	21	1	7	-2	8	-3	3	-3	3		69	7
IT		16	-3	51	-2	20	1	13	1	8	-1	6	-2	3	1	3		81	5
CY		15	-2	67	4	9	0	10	-6	3	-4	4	-2	3	-2	2		82	3
LV		24	6	38	-5	12	-4	15	0	4	-3	7	-1	7	1	4		72	-4
LT		27	4	56	0	9	2	9	1	4	-3	3	-3	2	-1	4		69	-2
LU		19	-7	35	-6	16	4	13	3	5	-3	8	-6	9	0	4		77	9
HU		19	5	52	-4	16	-4	17	0	4	-1	5	1	3	-1	3		78	-3
MT		22	-13	43	1	14	5	17	6	6	1	7	5	11	3	10		68	10
NL		35	1	22	-6	16	-1	11	2	7	-2	18	-4	5	-1	1		63	-1
AT		38	9	23	-12	20	6	14	0	10	-7	4	-6	9	0	2		59	-7
PL		21	0	56	1	20	6	6	-4	2	-3	5	-1	2	-1	3		77	4
PT		8	-14	54	11	38	22	16	-2	8	-2	7	-1	3	-3	6		86	21
RO		19	2	45	0	12	1	15	4	10	0	8	-1	5	-3	6		76	4
SI		18	-4	43	1	14	5	17	0	8	3	13	1	7	0	4		78	7
SK		25	7	31	-2	17	2	20	0	6	-5	8	1	4	-3	7		68	-2
FI		39	4	31	-7	10	-6	9	-1	1	-3	9	-1	6	2	2		59	-3
SE		51	7	31	-5	9	-2	4	-1	2	-3	4	-6	5	-2	2		47	-7
UK		28	-8	26	3	18	-1	14	1	6	-1	11	-7	3	0	7		65	8

QC12R.2 Regardless of whether or not you have been a victim of cybercrime, what would you do if you were to experience or become a victim of the following situations? You would: (MULTIPLE ANSWERS POSSIBLE)

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

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

		Do nothing		Contact the police		Contact the website or vendor		Contact your internet service provider		Contact a consumer protection organisation		Report the situation through an official website or email address (other than one belonging to the police)		Other (SPONTANEOUS)		Don't know	Total 'At least one action'	
		Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018
EU28		6	0	44	3	39	-3	10	-1	12	-2	5	-4	3	0	4	89	0
BE		9	2	30	-5	56	-4	11	-3	11	-3	5	-7	1	-2	1	90	-2
BG		6	-1	33	8	40	0	9	-3	17	-1	3	-5	3	0	9	85	3
CZ		10	2	40	3	34	-11	8	-1	15	-2	4	-1	5	1	3	87	-1
DK		6	0	33	-4	58	6	3	-1	9	-4	3	-6	6	-4	3	91	2
DE		4	-4	60	-1	31	6	10	0	9	0	3	0	2	-1	4	92	3
EE		8	4	22	-3	39	-5	4	-4	28	-7	4	-2	4	-2	9	83	-6
IE		5	-3	34	-1	42	-4	27	7	20	4	10	0	1	-1	4	92	6
EL		5	1	51	13	49	1	13	-2	20	-16	8	-4	5	-3	1	94	0
ES		5	0	53	8	28	-9	7	-3	11	0	5	-5	3	-1	6	90	-1
FR		9	5	24	3	51	-9	9	0	11	-1	5	-3	4	-1	5	86	-4
HR		11	-3	27	3	24	-19	17	-1	24	0	8	-4	3	-2	2	87	4
IT		5	2	56	2	27	-5	12	-2	14	-2	6	-3	2	1	3	92	-1
CY		5	1	65	14	29	-3	8	-12	10	-10	3	-2	2	1	2	93	0
LV		8	2	23	0	36	-3	17	-2	15	-4	3	-2	3	0	7	85	-1
LT		4	-1	42	6	48	7	9	0	14	-2	3	-4	2	-1	4	91	3
LU		6	0	26	4	52	-7	9	0	12	-5	4	-7	2	-1	5	90	3
HU		7	5	49	-6	32	-2	14	-3	12	-5	3	-1	3	1	3	89	-4
MT		3	-3	42	10	47	2	14	-1	13	1	5	-3	7	1	10	87	-2
NL		6	1	36	0	59	-2	4	-1	15	-3	10	-2	3	-3	2	92	1
AT		15	6	37	-2	39	1	13	-2	23	-12	2	-8	4	-1	2	83	-5
PL		8	0	58	1	36	6	7	-6	4	-4	4	-2	1	-2	2	90	1
PT		6	4	55	7	45	-3	13	-2	13	0	5	-3	4	1	6	89	-4
RO		11	-1	46	3	20	-4	14	3	13	-4	6	-4	3	-3	7	83	4
SI		8	-3	24	4	52	0	14	1	15	1	6	-1	4	0	3	89	4
SK		13	3	34	-2	33	4	16	2	9	-8	6	1	3	-1	6	81	0
FI		6	0	45	-2	46	-5	6	-1	12	-7	4	-1	3	1	3	91	0
SE		4	-2	44	8	57	-5	4	0	19	-6	6	-5	4	1	3	93	2
UK		6	-3	28	8	48	-6	10	0	13	-2	8	-8	2	-1	6	88	3

QC12R.3 Regardless of whether or not you have been a victim of cybercrime, what would you do if you were to experience or become a victim of the following situations? You would: (MULTIPLE ANSWERS POSSIBLE)

Cyberattacks which prevent you from accessing online services like banking or public services (%)

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

		Do nothing		Contact the police		Contact the website or vendor		Contact your Internet service provider		Contact a consumer protection organisation		Report the situation through an official website or email address (other than one belonging to the police)		Other (SPONTANEOUS)		Don't know	Total 'At least one action'	
		Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018
EU28		11	-1	41	1	27	2	18	-3	6	-2	7	-4	4	-1	5	83	1
BE		13	5	34	-8	39	-3	22	-3	5	-7	7	-9	1	-2	1	86	-5
BG		11	4	41	5	13	0	26	-4	5	-5	6	-3	4	1	11	78	2
CZ		14	4	43	0	16	1	18	-6	4	-2	4	-4	6	0	5	81	0
DK		19	2	16	-4	32	11	20	-3	2	-3	7	-1	11	-7	4	77	0
DE		9	-2	48	-4	27	7	18	0	6	0	4	0	3	-2	5	86	2
EE		16	0	27	-2	16	-1	21	-5	3	-1	12	2	7	-1	10	74	-2
IE		8	0	33	-9	30	-4	37	7	15	3	9	-4	2	0	4	88	2
EL		8	0	60	12	19	2	21	-3	7	-13	9	-9	8	-1	3	89	3
ES		10	-3	46	1	21	-4	11	-3	4	-3	4	-7	6	2	7	82	0
FR		18	3	24	2	34	4	15	-2	5	0	7	-6	7	-1	5	77	0
HR		13	-4	30	-1	18	0	33	0	7	-3	8	-5	3	-2	2	85	6
IT		5	2	56	-1	24	-2	18	-6	8	-3	6	-6	3	1	3	92	0
CY		4	-2	76	8	15	0	11	-10	4	-3	3	0	1	-1	4	92	4
LV		11	0	24	0	28	-2	25	0	5	1	6	-1	4	-2	6	82	2
LT		11	5	37	-6	23	5	30	3	4	-4	3	-4	4	0	5	84	1
LU		8	-1	28	0	32	0	23	0	3	-6	7	-8	6	-4	5	88	6
HU		8	3	49	-4	25	-6	24	-4	5	-2	4	-2	3	-1	4	88	-3
MT		2	-1	41	-3	35	10	23	3	8	1	8	-6	9	-1	11	87	-3
NL		13	-8	29	4	23	2	28	5	7	-3	15	-4	5	-3	3	85	9
AT		17	5	32	0	34	6	22	-6	11	-9	7	-8	5	-6	5	78	-3
PL		11	3	59	1	24	6	10	-7	2	-5	5	-3	2	-2	3	86	0
PT		7	-1	52	11	41	18	15	-4	8	-5	4	-5	3	-4	6	87	14
RO		14	0	45	3	14	1	17	1	10	-2	7	-5	4	-3	7	79	3
SI		10	-2	32	-1	30	10	29	1	5	-2	7	-6	6	1	4	86	4
SK		13	2	35	-4	22	6	26	2	8	-1	7	-1	3	-3	7	80	2
FI		35	4	15	-3	20	-4	22	-4	1	-3	7	-3	4	2	3	62	-2
SE		13	-4	29	-1	36	-3	24	1	4	0	9	-4	5	-1	3	84	3
UK		11	-3	29	7	30	-1	20	-3	7	-2	10	-8	3	-1	9	80	2

QC12R.4 Regardless of whether or not you have been a victim of cybercrime, what would you do if you were to experience or become a victim of the following situations? You would: (MULTIPLE ANSWERS POSSIBLE)

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

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

		Do nothing		Contact the police		Contact the website or vendor		Contact your Internet service provider		Contact a consumer protection organisation		Report the situation through an official website or email address (other than one belonging to the police)		Other (SPONTANEOUS)		Don't know	Total 'At least one action'	
		Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018
EU28		21	0	22	3	19	2	21	-4	5	-1	6	-4	13	-2	6	73	0
BE		22	6	18	2	30	-8	29	-4	4	-3	6	-11	5	-1	2	76	-6
BG		15	4	23	8	12	1	37	-7	3	-1	3	-5	8	-1	11	74	-1
CZ		27	4	16	6	10	-1	24	-7	3	-1	4	-4	14	-4	4	68	-3
DK		27	5	6	-2	13	5	22	0	2	0	3	-2	28	-11	4	69	-4
DE		22	-7	20	-4	22	6	21	-2	5	0	3	0	13	0	5	72	5
EE		18	4	7	-2	12	3	20	-1	2	0	9	2	27	-9	10	72	-5
IE		10	-2	21	-3	28	-1	41	5	14	3	8	-7	6	0	5	85	3
EL		17	-6	26	14	15	1	19	-7	6	-2	9	-2	29	1	2	82	10
ES		20	2	30	3	11	0	13	-5	4	-2	3	-6	18	-2	7	73	-3
FR		28	5	17	9	16	3	17	-3	5	0	6	-7	16	-5	7	65	-4
HR		21	-9	17	3	12	-1	31	-1	8	2	7	-6	8	-4	4	75	8
IT		10	2	38	5	24	-6	22	-13	7	-2	6	-6	5	2	4	86	-1
CY		19	6	50	15	16	0	18	-18	4	-3	4	-3	1	-8	3	78	-4
LV		22	7	15	4	14	-3	20	-3	4	0	5	-2	18	-6	7	70	-7
LT		23	8	18	4	16	9	30	3	3	-4	2	-3	15	-8	4	73	-1
LU		19	3	12	4	19	3	23	0	3	-4	6	-12	17	-7	6	75	0
HU		16	6	32	-1	25	-1	25	-8	3	-5	4	-4	4	-7	4	80	-6
MT		7	-4	28	5	28	10	26	-9	4	1	6	-2	14	1	12	82	1
NL		24	2	4	-2	8	-1	34	6	5	2	9	-3	22	-9	4	73	-2
AT		29	7	9	-4	19	3	15	-7	5	-7	3	-4	26	-3	3	68	-5
PL		23	5	35	2	21	8	13	-8	2	-3	4	-3	7	-4	4	72	-3
PT		9	3	45	14	28	10	17	-4	8	-4	5	-3	19	-11	5	85	-2
RO		19	-2	30	2	14	0	22	4	9	-2	7	-6	6	0	7	75	8
SI		20	-1	19	4	20	9	25	-5	6	1	7	-4	19	-1	4	77	3
SK		22	4	17	5	18	3	29	-1	7	1	7	-2	7	-4	8	70	3
FI		31	2	5	0	13	0	24	-2	3	0	6	-3	20	-2	4	65	-1
SE		24	-2	7	0	11	-1	26	1	2	-1	5	-4	30	-1	4	72	1
UK		22	-5	14	4	21	2	21	-5	6	-2	9	-8	7	2	11	67	4

QC12R.5 Regardless of whether or not you have been a victim of cybercrime, what would you do if you were to experience or become a victim of the following situations? You would: (MULTIPLE ANSWERS POSSIBLE)

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

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

		Do nothing		Contact the police		Contact the website or vendor		Contact your internet service provider		Contact a consumer protection organisation		Report the situation through an official website or email address (other than one belonging to the police)		Other (SPONTANEOUS)		Don't know	Total 'At least one action'	
		Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018
EU28		5	1	77	-4	12	0	9	-1	4	-3	4	-4	3	0	4	91	-2
BE		5	3	79	-4	15	-13	9	-4	3	-4	5	-5	0	-2	1	94	-2
BG		6	3	70	-3	8	2	10	-1	3	-4	5	-1	3	-1	9	84	-5
CZ		9	4	69	-9	8	-1	7	-4	2	-2	3	-3	6	3	4	87	-3
DK		5	2	84	-1	6	0	4	-4	3	-3	3	-2	7	-3	2	93	-1
DE		5	-1	76	-6	15	1	10	-1	4	0	3	-1	3	0	4	91	-1
EE		6	3	75	-11	4	0	4	-1	1	-2	4	-3	5	1	7	87	-6
IE		5	1	59	-12	21	-4	28	4	14	3	8	-2	1	-1	5	91	0
EL		5	5	83	-1	7	-5	13	-4	6	-7	8	-5	5	-3	1	95	-3
ES		2	-1	85	0	4	-2	4	0	3	-1	3	-5	3	1	4	94	0
FR		6	4	82	-4	10	2	5	-3	3	-2	4	-4	3	0	4	91	-4
HR		6	-2	61	-16	8	-2	18	-3	6	0	8	0	3	2	2	92	1
IT		4	3	73	-11	14	2	10	1	6	-3	4	-5	1	0	3	93	-3
CY		4	3	86	-6	9	2	6	-10	2	-2	2	-2	1	0	1	94	-4
LV		7	3	68	-9	9	0	10	0	3	-1	3	-1	4	-1	5	88	-4
LT		3	1	88	1	8	5	7	0	3	-1	1	-3	1	-1	3	94	1
LU		3	1	77	-4	10	-1	8	0	3	-4	4	-10	2	-4	3	94	2
HU		6	4	71	-14	13	-4	10	-3	4	0	4	1	2	0	4	91	-5
MT		4	1	65	-14	15	6	17	3	6	-1	6	-1	9	5	9	87	-4
NL		4	2	87	-1	6	0	8	-2	7	-2	6	-6	2	-3	2	95	-1
AT		13	9	70	-1	18	-2	15	-6	13	-11	6	-8	3	-3	2	85	-8
PL		6	0	79	0	13	1	4	-5	2	-4	3	-3	2	-1	2	92	1
PT		3	1	78	-5	34	19	13	-2	8	-7	5	-3	2	-2	4	93	-1
RO		9	-3	60	2	13	3	11	1	8	-5	6	-4	3	-2	6	85	4
SI		7	1	71	-8	14	9	13	2	4	1	8	-2	4	0	3	90	-1
SK		11	3	58	-7	13	5	16	2	5	-3	7	2	2	-2	6	83	-2
FI		4	2	87	-3	10	-1	9	0	3	-2	5	-1	2	0	2	94	-1
SE		1	-1	93	3	10	-5	7	-1	3	-4	5	-4	5	0	2	97	0
UK		6	0	71	-1	17	1	9	-3	6	-5	6	-8	2	0	7	87	0

QC12R.6 Regardless of whether or not you have been a victim of cybercrime, what would you do if you were to experience or become a victim of the following situations? You would: (MULTIPLE ANSWERS POSSIBLE)

Accidentally encountering child sexual abuse material online (%)

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

		Do nothing		Contact the police		Contact the website or vendor		Contact your internet service provider		Contact a consumer protection organisation		Report the situation through an official website or email address (other than one belonging to the police)		Other (SPONTANEOUS)		Don't know	Total 'At least one action'	
		Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018
EU28		9	0	70	-2	11	1	8	-2	3	-2	5	-4	3	0	5	86	0
BE		14	4	70	0	12	-13	6	-7	2	-3	5	-7	1	-1	1	85	-3
BG		12	3	59	3	7	0	10	-3	3	-3	5	-3	5	2	11	77	0
CZ		19	7	61	-9	6	2	5	-5	2	0	3	-2	5	1	4	77	-4
DK		10	3	77	-4	4	-2	3	-4	1	-3	3	-3	5	-3	4	86	-3
DE		8	0	80	-5	9	3	7	2	3	0	2	-2	3	1	3	88	-2
EE		14	-1	61	0	5	-1	3	0	1	-1	6	-5	5	1	12	75	0
IE		6	-3	61	-8	18	0	24	5	13	7	8	-1	2	-1	5	90	5
EL		7	5	81	-6	5	-3	9	-3	4	-3	10	-6	5	-2	1	92	-3
ES		4	-2	84	1	3	0	2	-1	2	0	2	-6	3	1	4	92	2
FR		9	1	73	2	9	0	5	-5	3	-1	6	-7	3	0	5	86	0
HR		14	-3	50	-13	8	-3	15	0	4	-2	7	-2	3	-1	7	79	1
IT		6	-1	69	-1	15	2	9	-2	5	-1	5	-5	2	1	3	90	3
CY		6	2	87	-3	7	1	5	-5	2	-2	2	-1	1	-1	1	93	-1
LV		12	-1	67	1	5	-3	5	-3	3	0	2	-3	2	-1	8	80	0
LT		16	4	71	9	7	1	7	-2	3	-3	4	-4	2	-2	5	80	3
LU		3	-4	76	0	8	-1	7	-4	3	-3	5	-9	3	-1	3	94	7
HU		11	4	62	-8	14	-7	11	-6	4	-2	4	0	3	1	3	86	-3
MT		6	-8	65	-2	12	7	12	2	6	5	5	2	7	1	10	84	4
NL		19	6	60	-6	6	1	16	1	3	0	6	-8	3	-3	3	79	-5
AT		15	9	69	-6	14	-4	13	-3	7	-8	6	-8	2	-3	4	82	-8
PL		11	3	69	-4	16	5	5	-4	1	-2	3	-2	2	-1	2	87	0
PT		3	-1	65	-7	33	19	15	0	8	-6	6	-3	3	-1	6	91	7
RO		13	-5	47	1	12	-1	12	3	7	-5	7	-3	5	0	8	80	7
SI		8	-2	73	4	7	2	7	-2	3	1	7	-6	4	0	4	88	4
SK		25	6	42	-12	11	5	14	0	4	0	6	3	2	-3	9	66	-5
FI		12	2	76	0	8	-4	8	0	1	0	7	1	2	0	3	85	-2
SE		10	-5	81	10	11	-1	6	-3	2	-1	7	-4	2	0	2	88	6
UK		10	-1	61	-3	12	-4	11	-5	3	-2	7	-4	2	0	8	82	1

QC12R.7 Regardless of whether or not you have been a victim of cybercrime, what would you do if you were to experience or become a victim of the following situations? You would: (MULTIPLE ANSWERS POSSIBLE)

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

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

		Do nothing		Contact the police		Contact the website or vendor		Contact your internet service provider		Contact a consumer protection organisation		Report the situation through an official website or email address (other than one belonging to the police)		Other (SPONTANEOUS)		Don't know	Total 'At least one action'	
		Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018
EU28		17	-2	56	5	13	-1	9	-2	3	-2	5	-6	3	-1	5	77	3
BE		27	4	50	1	15	-12	6	-9	2	-6	6	-7	1	-2	2	71	-4
BG		17	-3	50	9	6	0	11	0	4	0	4	-4	5	0	14	70	6
CZ		34	-4	39	5	7	2	6	-5	2	0	4	-2	6	1	5	61	9
DK		31	6	44	3	8	-2	4	-3	2	-1	5	-3	8	-5	5	65	-4
DE		18	0	61	0	15	2	7	0	2	-1	2	-3	4	1	5	78	1
EE		33	-4	32	5	7	0	4	1	1	-1	5	-5	7	1	14	53	3
IE		11	-4	48	-4	21	-1	27	6	12	4	9	-2	2	-1	5	84	6
EL		19	-3	62	17	9	-1	10	-4	5	-3	9	-9	5	-3	2	80	11
ES		11	-5	74	10	4	0	2	-1	2	-2	2	-10	3	1	5	84	4
FR		17	2	56	4	13	-1	7	-4	3	-2	7	-9	4	0	6	77	-1
HR		23	-9	42	11	7	-5	14	-3	6	1	7	-5	4	-3	4	73	10
IT		10	-1	61	5	16	0	9	-3	6	0	6	-8	2	1	4	86	6
CY		16	-10	71	20	8	-2	6	-7	2	-1	2	-6	1	-3	3	81	11
LV		26	-5	43	7	9	-2	7	-2	2	-1	3	-5	3	0	10	65	5
LT		28	2	53	18	10	-1	7	-3	2	-4	4	-6	3	0	5	67	6
LU		13	-5	59	7	10	-2	8	-3	3	-1	5	-11	3	-1	5	82	7
HU		18	2	51	-4	18	0	12	-3	2	-3	5	0	3	0	4	79	3
MT		17	-14	51	9	13	8	13	3	5	4	6	0	8	2	11	72	14
NL		34	3	36	3	9	-3	16	1	4	-1	7	-11	3	-1	3	63	-3
AT		21	7	55	5	16	-6	12	-4	6	-8	6	-8	3	-4	6	74	-6
PL		17	-3	58	10	16	2	7	-4	1	-2	3	-3	2	-3	4	79	7
PT		9	-5	57	10	32	17	14	0	6	-3	5	-4	4	-1	6	85	17
RO		19	-3	40	1	11	0	13	2	8	-3	6	-6	5	-1	8	74	6
SI		20	-6	52	11	8	3	9	-1	3	-1	7	-7	6	1	6	74	8
SK		31	1	35	1	11	5	14	-3	4	1	6	1	3	-4	9	60	0
FI		33	3	39	2	15	-4	8	-2	1	0	7	-3	4	2	4	63	-1
SE		29	-6	42	8	20	-1	7	-1	2	0	9	-4	4	-1	3	68	6
UK		14	-3	51	4	15	-6	12	-2	3	-2	7	-7	2	-1	8	78	4

QC12R.8 Regardless of whether or not you have been a victim of cybercrime, what would you do if you were to experience or become a victim of the following situations? You would: (MULTIPLE ANSWERS POSSIBLE)

Your social network account or email being hacked (%)

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

		Do nothing		Contact the police		Contact the website or vendor		Contact your internet service provider		Contact a consumer protection organisation		Report the situation through an official website or email address (other than one belonging to the police)		Other (SPONTANEOUS)		Don't know	Total 'At least one action'	
		Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018
EU28		12	1	37	4	26	-2	19	-7	5	-2	6	-6	6	0	5	83	0
BE		16	9	34	6	28	-18	23	-10	4	-5	5	-10	2	0	2	82	-10
BG		15	2	33	10	12	1	26	-7	5	-2	4	-8	6	0	12	73	0
CZ		20	8	28	4	19	3	20	-15	3	-5	4	-8	8	-1	5	75	-6
DK		13	4	28	2	20	-3	23	-3	3	-2	5	-4	15	-6	4	83	-2
DE		9	-2	42	-1	33	4	17	-8	5	-1	3	0	5	0	5	87	1
EE		10	0	25	-1	24	-2	15	-2	1	-1	9	-5	13	-1	10	80	-2
IE		9	2	30	-1	29	-10	38	2	15	3	9	-6	4	2	5	87	-1
EL		13	2	49	14	17	-2	22	-6	5	-10	9	-11	14	-4	1	86	2
ES		9	-1	59	11	12	-8	9	-8	3	-2	5	-10	5	1	7	84	-1
FR		17	3	26	5	25	-2	22	-4	3	-3	7	-7	8	-1	6	76	-3
HR		14	-1	36	5	12	-8	26	-12	7	-1	9	-8	5	-3	4	82	0
IT		6	0	50	5	24	-7	19	-10	7	-2	6	-7	3	2	4	90	2
CY		11	5	65	6	12	-4	13	-18	3	-3	3	-4	2	-4	4	85	-7
LV		16	6	25	-6	23	-3	22	-1	3	-3	4	-6	8	3	8	76	-6
LT		15	3	37	11	19	0	24	1	4	-3	3	-8	8	0	5	80	3
LU		7	0	32	5	27	-1	25	-2	4	-2	6	-12	7	-6	5	88	3
HU		10	4	43	-1	22	-11	26	-2	3	-3	3	-5	4	0	4	86	-3
MT		4	1	45	-6	24	5	22	-3	5	1	6	-3	10	3	12	84	-5
NL		13	5	16	-3	22	-1	36	-5	4	-2	9	-10	10	-3	3	83	-6
AT		15	6	27	-1	41	7	22	-8	9	-11	4	-6	11	-5	3	81	-6
PL		14	3	54	2	24	5	9	-7	2	-3	3	-6	2	-3	3	84	4
PT		7	3	48	12	41	13	17	-3	8	-4	6	-7	4	-9	5	88	2
RO		18	-3	40	7	12	0	16	0	9	-5	7	-7	4	-1	7	75	6
SI		13	-4	33	5	22	12	25	-6	6	0	11	-8	7	-2	6	81	4
SK		18	6	31	-3	16	4	24	-3	7	-2	8	-2	4	-3	10	73	-2
FI		10	3	27	-4	27	-6	29	-2	2	-1	8	-4	9	3	4	86	-3
SE		12	1	18	0	44	-5	18	-2	1	-2	7	-10	13	2	3	85	-1
UK		11	-2	17	6	36	-5	22	-4	7	1	8	-9	3	0	8	81	2

QC12R.9 Regardless of whether or not you have been a victim of cybercrime, what would you do if you were to experience or become a victim of the following situations? You would: (MULTIPLE ANSWERS POSSIBLE)

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

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

		Do nothing		Contact the police		Contact the website or vendor		Contact your internet service provider		Contact a consumer protection organisation		Report the situation through an official website or email address (other than one belonging to the police)		Other (SPONTANEOUS)		Don't know	Total 'At least one action'	
		Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018
EU28		5	2	71	-5	21	-2	9	-2	5	-4	5	-5	4	-1	4	91	-3
BE		5	3	72	-5	29	-9	8	-7	3	-6	7	-6	1	-1	1	94	-2
BG		5	2	69	-6	9	-3	8	-1	5	-4	5	-2	4	0	10	85	-5
CZ		8	5	66	-12	17	2	8	-10	3	-5	3	-5	5	2	3	89	-5
DK		4	3	63	-7	28	0	4	-4	2	-4	5	-2	13	-9	2	94	-3
DE		5	2	80	-4	18	3	9	0	3	-2	2	-2	4	1	4	92	-2
EE		5	3	67	-9	15	-3	4	-4	1	-3	6	-2	8	-1	7	88	-7
IE		6	4	57	-10	28	-9	26	2	13	0	9	-4	2	0	4	91	-3
EL		4	4	85	-4	17	4	12	-1	7	-13	7	-7	5	-6	0	96	-3
ES		1	-1	84	-1	10	-8	4	-5	3	-2	2	-6	3	1	4	95	0
FR		5	4	70	-3	25	0	8	0	5	-1	5	-6	9	-2	3	92	-2
HR		6	-1	65	-17	9	-5	17	0	7	-1	7	-5	3	0	2	92	-1
IT		4	3	70	-12	17	-1	12	-1	8	-2	5	-5	2	1	3	92	-4
CY		3	2	87	-4	12	1	6	-11	3	-2	2	-2	1	-1	2	95	-3
LV		6	3	57	-8	21	-3	17	1	2	-3	4	-2	5	0	5	90	-3
LT		2	0	88	0	14	5	7	2	2	-3	1	-3	2	0	2	96	2
LU		2	0	70	-5	20	3	11	2	4	-4	5	-10	8	-9	4	94	2
HU		6	5	70	-11	16	-4	11	-2	4	-2	4	1	3	-2	3	91	-5
MT		2	0	66	-7	28	10	15	5	7	2	6	-5	6	-5	11	87	-7
NL		3	2	69	-6	32	-2	7	-1	6	-4	13	-8	5	-3	2	95	-3
AT		12	9	71	-2	24	-7	13	-7	14	-13	5	-9	6	-2	2	86	-8
PL		8	3	76	-1	17	1	5	-5	1	-4	4	-3	2	-2	2	90	-1
PT		3	1	81	1	33	10	13	-2	7	-7	4	-6	3	-3	4	92	-3
RO		9	-3	60	5	12	-1	11	-1	9	-3	5	-8	4	-1	6	85	5
SI		7	3	66	-9	23	5	16	0	5	-1	7	-6	5	2	3	90	-4
SK		11	5	52	-15	18	6	16	2	7	-3	6	1	3	-2	8	81	-5
FI		3	2	79	-4	23	-4	14	0	4	-3	7	-1	3	0	2	95	-2
SE		1	-1	83	0	34	-9	4	-4	2	-6	6	-5	8	1	1	97	-1
UK		5	2	54	-2	33	-6	13	2	7	-7	8	-10	2	-1	7	88	-3

QC12R.10 Regardless of whether or not you have been a victim of cybercrime, what would you do if you were to experience or become a victim of the following situations? You would: (MULTIPLE ANSWERS POSSIBLE)

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

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

		Do nothing		Contact the police		Contact the website or vendor		Contact your Internet service provider		Contact a consumer protection organisation		Report the situation through an official website or email address (other than one belonging to the police)		Other (SPONTANEOUS)		Don't know	Total 'At least one action'	
		Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018
EU28		11	2	64	-3	13	1	10	-2	5	-1	4	-4	4	-1	5	84	-1
BE		17	9	54	-2	23	-13	13	-7	3	-5	6	-8	2	0	1	82	-8
BG		7	2	68	0	6	-1	10	0	3	-2	4	-1	5	2	11	82	-2
CZ		18	3	51	-1	8	2	11	-5	2	-4	3	-4	8	0	6	76	1
DK		10	4	70	-2	8	1	5	-4	1	-3	1	-3	12	-3	4	87	-3
DE		11	-2	68	-5	15	7	10	1	5	0	3	0	5	1	5	84	-1
EE		12	3	58	-4	7	-1	6	-2	2	-1	3	-1	7	-2	10	78	-3
IE		9	3	55	-12	20	-4	24	2	14	3	8	-3	2	0	5	86	-2
EL		6	1	77	5	8	-1	11	-5	6	-4	7	-5	10	-2	2	93	4
ES		4	-3	81	1	5	-1	4	-2	2	-2	3	-3	4	2	5	91	1
FR		17	7	54	-8	12	2	9	0	4	0	5	-4	7	0	6	77	-5
HR		10	-2	58	-9	10	-3	17	-2	7	-1	8	-6	3	1	3	88	2
IT		5	1	70	-2	15	-1	10	-4	7	-1	5	-4	2	1	3	92	0
CY		7	1	77	-3	13	4	8	-9	2	-2	1	-4	1	0	3	90	-1
LV		11	2	61	-1	9	-1	8	-4	2	-2	3	0	5	-1	8	81	-3
LT		10	3	65	5	12	5	13	2	3	-2	2	-3	4	1	7	83	5
LU		8	4	68	-5	9	1	9	0	3	-4	3	-11	4	-4	5	86	-3
HU		6	3	69	-10	15	-2	12	-2	2	-4	4	0	3	1	3	91	-3
MT		4	0	66	-3	12	1	13	1	7	-1	6	2	7	0	10	86	-3
NL		13	2	64	-4	7	-1	18	0	5	-3	8	-6	7	-3	2	84	-3
AT		16	8	64	2	18	2	14	-8	10	-12	5	-9	6	-2	4	80	-6
PL		12	4	70	-2	14	4	5	-5	1	-4	3	-1	1	-2	3	85	0
PT		5	0	73	0	34	19	14	-4	8	-4	6	-3	4	-3	4	91	0
RO		12	-2	54	4	13	3	10	-2	8	-3	6	-5	5	-1	6	83	6
SI		10	2	57	-4	16	6	15	0	5	0	7	-3	6	1	5	85	0
SK		15	6	48	-9	14	4	17	1	6	-2	7	0	3	-2	8	77	-4
FI		10	2	69	0	9	-1	11	-1	3	-1	4	-3	5	0	4	86	0
SE		12	0	74	3	11	-2	9	-3	1	-5	4	-4	8	-1	3	86	1
UK		10	0	52	0	15	-2	11	-4	6	-1	6	-4	3	0	12	78	0

QC13 Are you aware of the existence of a website, email address, online form, or contact number in (OUR COUNTRY) where you can report a cybercrime or any other illegal online behaviour (e.g. cyberattack, online harassment or bullying)? (MULTIPLE ANSWERS POSSIBLE)
(%)

		Yes, a website	Yes, an email address	Yes, an online form	Yes, a contact number	Yes, another way of reporting a cybercrime or any other illegal online behaviour	No, you are not aware of their existence	Don't know	Total 'Yes, you are aware of their existence'
EU28		12	5	4	6	4	77	1	22
BE		19	7	6	6	5	70	0	29
BG		6	5	1	11	3	77	4	19
CZ		13	4	4	4	5	76	1	24
DK		7	2	2	4	3	86	0	14
DE		12	7	4	5	3	78	2	20
EE		12	5	5	5	6	74	1	24
IE		16	10	7	10	3	70	1	28
EL		14	9	6	25	14	58	2	40
ES		8	2	1	3	2	86	0	14
FR		10	3	2	4	2	82	1	17
HR		10	7	9	12	6	69	1	30
IT		7	5	6	9	8	77	1	22
CY		6	4	2	15	3	75	1	24
LV		8	5	2	11	7	74	1	24
LT		12	7	3	4	2	80	3	17
LU		16	7	5	8	5	67	2	30
HU		10	8	6	6	7	75	1	23
MT		20	14	8	16	10	46	10	44
NL		24	7	4	6	6	69	0	31
AT		19	12	8	8	7	65	2	34
PL		10	3	5	6	3	80	0	20
PT		11	3	3	4	4	80	2	18
RO		2	3	3	5	4	84	2	14
SI		12	4	4	6	5	74	1	25
SK		10	7	3	5	5	75	2	23
FI		19	7	6	11	10	65	1	34
SE		12	3	3	7	5	81	0	18
UK		22	7	6	6	4	68	1	32

QC14 Have you ever reported a cybercrime or any other illegal online behaviour (e.g. cyberattack, online harassment or bullying)?

(MULTIPLE ANSWERS POSSIBLE)

(%)

		Yes, to the police or authorities	Yes, to a service provider	Yes, to a website	Yes, to a consumer protection organisation	Yes, to someone else	No, never	Don't know	Total 'Yes'
EU28		7	5	6	3	3	83	1	17
BE		8	5	7	3	3	82	0	18
BG		4	4	2	3	2	87	3	10
CZ		3	3	2	1	2	90	1	9
DK		6	5	5	1	4	83	0	17
DE		10	4	7	3	4	77	1	22
EE		3	5	4	1	4	85	1	13
IE		8	10	7	3	3	79	0	21
EL		2	3	2	1	3	91	2	8
ES		5	3	1	1	1	91	0	9
FR		7	5	7	1	2	83	0	17
HR		5	5	5	3	1	83	2	15
IT		8	5	5	6	2	82	0	18
CY		6	2	2	1	3	89	1	10
LV		5	3	5	0	2	87	1	12
LT		1	2	2	0	3	92	1	7
LU		9	8	9	3	4	78	1	21
HU		7	12	6	4	3	76	1	23
MT		4	5	5	3	3	79	7	13
NL		9	6	12	3	6	75	0	25
AT		7	10	14	7	7	70	1	29
PL		4	4	4	2	1	87	0	12
PT		2	1	1	1	1	95	1	4
RO		2	3	4	3	2	89	1	11
SI		3	2	4	1	2	91	0	9
SK		3	3	2	2	2	90	0	9
FI		7	8	6	1	6	79	0	20
SE		15	7	12	1	5	70	0	30
UK		7	6	5	1	3	82	0	18

QC15.1 Could you please tell me to what extent you agree or disagree with each of the following statements?

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

		Totally agree		Tend to agree		Tend to disagree		Totally disagree		Don't know	Total 'Agree'		Total 'Disagree'	
		Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018
EU28		28	0	40	0	15	0	8	2	9	68	0	23	2
BE		23	-5	49	-1	15	3	7	3	6	72	-6	22	6
BG		28	5	37	4	9	-3	8	-1	18	65	9	17	-4
CZ		22	0	35	-6	22	3	7	1	14	57	-6	29	4
DK		28	-2	37	-2	19	1	12	5	4	65	-4	31	6
DE		22	1	43	1	18	-3	8	3	9	65	2	26	0
EE		16	4	36	-3	23	-3	11	4	14	52	1	34	1
IE		37	-2	39	0	12	1	4	0	8	76	-2	16	1
EL		30	3	38	5	10	-2	7	0	15	68	8	17	-2
ES		50	5	29	-5	6	1	5	1	10	79	0	11	2
FR		39	1	36	-2	10	0	8	3	7	75	-1	18	3
HR		25	-7	41	8	17	-2	5	0	12	66	1	22	-2
IT		24	-4	41	2	15	2	8	0	12	65	-2	23	2
CY		36	-4	23	-4	12	3	10	3	19	59	-8	22	6
LV		33	3	30	-4	14	-1	10	4	13	63	-1	24	3
LT		24	-1	36	0	15	0	10	4	15	60	-1	25	4
LU		31	0	40	-2	16	3	6	4	7	71	-2	22	7
HU		14	-11	33	1	25	6	19	6	9	47	-10	44	12
MT		19	-6	42	1	10	2	7	0	22	61	-5	17	2
NL		27	1	42	-4	21	-1	8	3	2	69	-3	29	2
AT		20	-3	37	-2	24	3	13	3	6	57	-5	37	6
PL		18	-2	43	0	20	4	7	2	12	61	-2	27	6
PT		20	0	46	2	11	-2	12	0	11	66	2	23	-2
RO		27	-5	34	-4	14	4	12	6	13	61	-9	26	10
SI		22	-4	35	4	18	0	11	-1	14	57	0	29	-1
SK		16	-1	32	-8	22	4	10	6	20	48	-9	32	10
FI		14	0	43	1	31	0	6	1	6	57	1	37	1
SE		25	5	42	-8	20	4	11	0	2	67	-3	31	4
UK		26	-1	45	1	16	2	5	0	8	71	0	21	2

QC15.2 Could you please tell me to what extent you agree or disagree with each of the following statements?

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

		Totally agree		Tend to agree		Tend to disagree		Totally disagree		Don't know	Total 'Agree'		Total 'Disagree'	
		Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018
EU28		25	-1	36	0	20	1	10	2	9	61	-1	30	3
BE		21	-4	47	-2	19	2	8	4	5	68	-6	27	6
BG		31	8	36	4	8	-3	7	-4	18	67	12	15	-7
CZ		20	-2	33	-5	26	3	9	3	12	53	-7	35	6
DK		18	-3	32	-2	24	0	22	7	4	50	-5	46	7
DE		14	-2	34	7	28	-8	15	2	9	48	5	43	-6
EE		12	3	28	-3	32	0	17	4	11	40	0	49	4
IE		37	-2	36	0	15	1	4	0	8	73	-2	19	1
EL		26	-3	39	9	13	-1	7	0	15	65	6	20	-1
ES		47	4	31	-5	8	2	5	1	9	78	-1	13	3
FR		36	2	32	-3	15	1	9	2	8	68	-1	24	3
HR		25	-5	38	2	19	1	6	-1	12	63	-3	25	0
IT		23	-3	40	1	16	1	9	1	12	63	-2	25	2
CY		34	-6	25	-1	12	0	11	4	18	59	-7	23	4
LV		29	3	31	-3	18	1	10	3	12	60	0	28	4
LT		24	-1	35	1	15	0	11	3	15	59	0	26	3
LU		27	0	39	2	20	1	7	2	7	66	2	27	3
HU		16	-10	28	0	28	6	20	4	8	44	-10	48	10
MT		19	-3	44	7	15	0	7	-2	15	63	4	22	-2
NL		19	-1	40	-2	28	0	12	3	1	59	-3	40	3
AT		18	-1	27	-5	31	4	19	5	5	45	-6	50	9
PL		18	-6	41	3	22	4	7	3	12	59	-3	29	7
PT		19	1	45	1	13	-2	12	-1	11	64	2	25	-3
RO		27	-4	33	-5	16	4	13	6	11	60	-9	29	10
SI		22	-1	30	0	20	-1	14	2	14	52	-1	34	1
SK		15	-3	31	-4	25	5	10	4	19	46	-7	35	9
FI		8	0	21	-1	43	0	23	4	5	29	-1	66	4
SE		16	4	28	-8	27	2	28	4	1	44	-4	55	6
UK		26	-1	42	0	19	3	5	0	8	68	-1	24	3

QC15.3 Could you please tell me to what extent you agree or disagree with each of the following statements?

You avoid disclosing personal information online (%)

		Totally agree		Tend to agree		Tend to disagree		Totally disagree		Don't know	Total 'Agree'		Total 'Disagree'	
		Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018
EU28		46	0	32	-1	8	0	5	2	9	78	-1	13	2
BE		41	2	42	-3	9	0	3	1	5	83	-1	12	1
BG		44	5	29	0	5	-1	6	0	16	73	5	11	-1
CZ		41	-1	32	-3	11	2	5	1	11	73	-4	16	3
DK		37	-2	32	1	16	-2	12	5	3	69	-1	28	3
DE		51	-4	31	2	7	0	3	1	8	82	-2	10	1
EE		41	0	37	2	6	-2	5	3	11	78	2	11	1
IE		46	-1	32	-5	11	4	4	1	7	78	-6	15	5
EL		51	4	27	1	4	1	5	1	13	78	5	9	2
ES		55	7	29	-4	3	0	3	0	10	84	3	6	0
FR		61	-1	25	1	3	0	3	1	8	86	0	6	1
HR		42	-11	34	7	7	2	4	0	13	76	-4	11	2
IT		37	-3	33	-1	12	3	7	1	11	70	-4	19	4
CY		60	-1	17	0	3	0	4	0	16	77	-1	7	0
LV		51	2	24	-1	11	3	4	0	10	75	1	15	3
LT		43	-2	32	0	7	4	5	1	13	75	-2	12	5
LU		53	7	33	-4	5	0	2	1	7	86	3	7	1
HU		30	-8	33	1	16	3	12	5	9	63	-7	28	8
MT		34	-6	37	0	3	1	4	0	22	71	-6	7	1
NL		43	8	38	-4	13	-5	5	2	1	81	4	18	-3
AT		40	0	35	-3	12	2	8	3	5	75	-3	20	5
PL		37	4	38	-1	10	0	5	2	10	75	3	15	2
PT		31	-13	42	13	6	-2	9	1	12	73	0	15	-1
RO		44	4	27	-7	10	0	8	5	11	71	-3	18	5
SI		47	0	27	-1	6	0	7	1	13	74	-1	13	1
SK		30	-1	35	-1	14	4	4	1	17	65	-2	18	5
FI		48	-1	36	-1	9	2	2	1	5	84	-2	11	3
SE		34	-2	40	-2	16	4	9	2	1	74	-4	25	6
UK		46	5	38	-3	6	0	3	0	7	84	2	9	0

QC15.4 Could you please tell me to what extent you agree or disagree with each of the following statements?

You believe the risk of becoming a victim of cybercrime is increasing (%)

		Totally agree		Tend to agree		Tend to disagree		Totally disagree		Don't know	Total 'Agree'		Total 'Disagree'	
		Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018
EU28		37	-2	39	-1	9	2	5	2	10	76	-3	14	4
BE		33	-4	46	-2	12	4	3	1	6	79	-6	15	5
BG		36	6	39	6	4	-4	5	-1	16	75	12	9	-5
CZ		22	-5	38	-1	17	0	7	2	16	60	-6	24	2
DK		51	-5	34	1	6	1	5	4	4	85	-4	11	5
DE		42	-1	37	-6	9	4	3	1	9	79	-7	12	5
EE		24	1	46	0	14	1	5	1	11	70	1	19	2
IE		47	-3	39	2	5	1	1	-1	8	86	-1	6	0
EL		25	-1	39	6	13	1	7	0	16	64	5	20	1
ES		50	4	30	-4	5	0	3	1	12	80	0	8	1
FR		43	-4	38	3	6	2	3	1	10	81	-1	9	3
HR		39	-9	40	5	8	3	3	0	10	79	-4	11	3
IT		25	-7	44	3	12	4	6	0	13	69	-4	18	4
CY		41	-4	24	-3	9	3	7	1	19	65	-7	16	4
LV		33	4	35	-1	13	0	5	1	14	68	3	18	1
LT		34	0	39	2	8	1	6	1	13	73	2	14	2
LU		42	0	43	3	5	0	2	1	8	85	3	7	1
HU		22	-8	39	0	17	4	13	4	9	61	-8	30	8
MT		34	-3	37	-2	3	1	4	0	22	71	-5	7	1
NL		38	-1	41	-4	14	3	5	2	2	79	-5	19	5
AT		33	-3	39	-3	13	3	9	4	6	72	-6	22	7
PL		26	-2	46	2	11	1	5	2	12	72	0	16	3
PT		20	1	46	-1	9	-1	11	0	14	66	0	20	-1
RO		29	-5	37	-1	12	3	9	5	13	66	-6	21	8
SI		33	-2	34	-1	11	2	8	0	14	67	-3	19	2
SK		16	-4	38	-3	18	4	9	5	19	54	-7	27	9
FI		44	-2	47	3	4	1	1	0	4	91	1	5	1
SE		63	1	28	-2	5	2	2	0	2	91	-1	7	2
UK		43	1	41	0	5	1	3	0	8	84	1	8	1

QC15.5 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 (%)

		Totally agree		Tend to agree		Tend to disagree		Totally disagree		Don't know	Total 'Agree'		Total 'Disagree'	
		Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018
EU28		16	-6	36	-3	22	5	15	5	11	52	-9	37	10
BE		11	-9	41	-10	26	10	15	9	7	52	-19	41	19
BG		11	-2	19	-6	25	8	29	10	16	30	-8	54	18
CZ		11	-5	34	-5	24	4	14	4	17	45	-10	38	8
DK		29	1	38	-3	18	0	10	3	5	67	-2	28	3
DE		16	-14	37	0	25	9	12	4	10	53	-14	37	13
EE		13	0	36	-7	25	7	11	2	15	49	-7	36	9
IE		27	-4	36	-5	17	4	10	4	10	63	-9	27	8
EL		10	-9	26	-4	25	10	24	8	15	36	-13	49	18
ES		18	-1	30	-4	20	5	20	2	12	48	-5	40	7
FR		12	-8	32	-3	23	3	22	8	11	44	-11	45	11
HR		18	-4	34	1	22	6	13	-4	13	52	-3	35	2
IT		10	-8	33	-6	24	6	19	7	14	43	-14	43	13
CY		24	-7	27	2	14	-1	18	6	17	51	-5	32	5
LV		18	-5	24	-5	23	5	20	7	15	42	-10	43	12
LT		12	-7	28	-6	27	11	17	5	16	40	-13	44	16
LU		16	-6	40	0	23	4	12	4	9	56	-6	35	8
HU		12	-10	30	-2	24	5	22	6	12	42	-12	46	11
MT		16	-5	38	2	12	3	11	-2	23	54	-3	23	1
NL		17	-6	41	-7	27	8	12	4	3	58	-13	39	12
AT		23	-1	37	-2	19	2	12	2	9	60	-3	31	4
PL		15	-1	38	1	22	3	12	4	13	53	0	34	7
PT		13	0	32	-8	23	7	18	1	14	45	-8	41	8
RO		21	-6	35	-1	17	4	12	5	15	56	-7	29	9
SI		14	-6	34	3	19	1	18	1	15	48	-3	37	2
SK		11	-7	35	-3	20	5	11	6	23	46	-10	31	11
FI		13	-5	53	0	22	6	3	0	9	66	-5	25	6
SE		13	-8	44	-4	24	7	16	6	3	57	-12	40	13
UK		26	-1	47	1	12	1	6	1	9	73	0	18	2

QC15R.1 Could you please tell me to what extent you agree or disagree with each of the following statements?

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

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

		Totally agree		Tend to agree		Tend to disagree		Totally disagree		Don't know	Total 'Agree'		Total 'Disagree'	
		Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018
EU28		30	-1	44	-2	17	1	6	2	3	74	-3	23	3
BE		25	-5	53	0	16	3	5	2	1	78	-5	21	5
BG		34	6	48	3	11	-5	4	-1	3	82	9	15	-6
CZ		23	0	40	-8	25	3	6	2	6	63	-8	31	5
DK		29	-2	38	-3	20	1	11	4	2	67	-5	31	5
DE		23	1	48	0	20	-4	7	4	2	71	1	27	0
EE		18	5	41	-4	26	-4	11	4	4	59	1	37	0
IE		39	-2	43	0	13	1	2	-1	3	82	-2	15	0
EL		35	1	48	2	12	-4	4	1	1	83	3	16	-3
ES		56	4	33	-8	6	1	3	2	2	89	-4	9	3
FR		40	1	40	-3	11	-1	7	3	2	80	-2	18	2
HR		28	-7	46	8	19	-4	4	1	3	74	1	23	-3
IT		27	-5	47	2	17	2	5	1	4	74	-3	22	3
CY		44	-4	27	-5	16	4	8	3	5	71	-9	24	7
LV		35	0	35	-6	16	0	9	5	5	70	-6	25	5
LT		29	-2	45	0	16	-1	8	4	2	74	-2	24	3
LU		32	-1	42	-4	17	3	5	3	4	74	-5	22	6
HU		15	-14	38	0	30	7	15	7	2	53	-14	45	14
MT		23	-6	50	-2	12	1	7	2	8	73	-8	19	3
NL		27	1	42	-4	21	-1	8	3	2	69	-3	29	2
AT		21	-4	42	-2	26	3	9	3	2	63	-6	35	6
PL		19	-3	51	0	22	2	5	2	3	70	-3	27	4
PT		24	-1	59	1	12	-1	4	1	1	83	0	16	0
RO		32	-6	37	-9	17	7	10	6	4	69	-15	27	13
SI		25	-6	43	5	22	0	9	2	1	68	-1	31	2
SK		18	-1	40	-9	27	7	9	6	6	58	-10	36	13
FI		14	0	46	1	32	-1	6	1	2	60	1	38	0
SE		25	5	42	-10	20	3	11	1	2	67	-5	31	4
UK		27	-2	49	1	17	1	4	1	3	76	-1	21	2

QC15R.2 Could you please tell me to what extent you agree or disagree with each of the following statements?

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

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

		Totally agree		Tend to agree		Tend to disagree		Totally disagree		Don't know	Total 'Agree'		Total 'Disagree'	
		Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018
EU28		27	-1	40	0	21	-1	9	2	3	67	-1	30	1
BE		22	-4	49	-3	20	2	7	3	2	71	-7	27	5
BG		36	8	46	4	10	-5	4	-4	4	82	12	14	-9
CZ		21	-2	38	-5	29	3	7	3	5	59	-7	36	6
DK		18	-3	33	-3	25	0	22	6	2	51	-6	47	6
DE		15	-2	37	8	31	-7	15	2	2	52	6	46	-5
EE		13	5	30	-6	36	-1	17	4	4	43	-1	53	3
IE		39	-2	39	0	16	1	3	-1	3	78	-2	19	0
EL		29	-7	49	8	15	-4	5	2	2	78	1	20	-2
ES		53	4	33	-9	9	3	3	1	2	86	-5	12	4
FR		38	2	35	-4	17	1	8	2	2	73	-2	25	3
HR		27	-6	43	4	22	0	5	0	3	70	-2	27	0
IT		26	-4	46	1	18	1	6	2	4	72	-3	24	3
CY		42	-5	30	0	15	0	9	4	4	72	-5	24	4
LV		30	1	34	-6	21	2	10	4	5	64	-5	31	6
LT		27	-4	44	2	17	0	10	4	2	71	-2	27	4
LU		27	-1	40	-1	22	1	7	2	4	67	-2	29	3
HU		15	-13	31	0	33	7	19	5	2	46	-13	52	12
MT		20	-4	48	2	16	-2	7	-1	9	68	-2	23	-3
NL		19	-1	40	-2	28	0	12	3	1	59	-3	40	3
AT		19	-2	30	-6	34	5	15	4	2	49	-8	49	9
PL		19	-8	48	4	24	2	6	3	3	67	-4	30	5
PT		24	1	57	0	15	1	3	-2	1	81	1	18	-1
RO		29	-9	38	-6	18	6	11	7	4	67	-15	29	13
SI		26	-1	37	2	24	-2	12	3	1	63	1	36	1
SK		16	-4	38	-4	30	6	10	5	6	54	-8	40	11
FI		7	0	22	0	45	-2	24	4	2	29	0	69	2
SE		16	4	28	-9	27	2	28	3	1	44	-5	55	5
UK		26	-2	45	-1	20	3	5	1	4	71	-3	25	4

QC15R.3 Could you please tell me to what extent you agree or disagree with each of the following statements?

You avoid disclosing personal information online (%)

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

		Totally agree		Tend to agree		Tend to disagree		Totally disagree		Don't know	Total 'Agree'		Total 'Disagree'	
		Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018
EU28		49	-1	37	-1	9	1	3	1	2	86	-2	12	2
BE		43	2	45	-3	9	-1	2	1	1	88	-1	11	0
BG		51	5	37	-2	6	-2	3	-1	3	88	3	9	-3
CZ		44	0	37	-4	13	3	4	1	2	81	-4	17	4
DK		36	-3	33	0	17	-2	12	5	2	69	-3	29	3
DE		54	-2	35	1	8	0	2	1	1	89	-1	10	1
EE		44	-2	42	2	7	-2	5	3	2	86	0	12	1
IE		48	0	36	-4	12	4	3	0	1	84	-4	15	4
EL		58	-1	35	-1	5	1	2	1	0	93	-2	7	2
ES		60	7	32	-8	4	0	2	1	2	92	-1	6	1
FR		65	-2	28	2	3	-1	3	1	1	93	0	6	0
HR		48	-12	38	5	9	4	3	1	2	86	-7	12	5
IT		40	-4	37	-2	14	3	6	3	3	77	-6	20	6
CY		72	-1	21	1	3	0	3	0	1	93	0	6	0
LV		53	-2	28	-1	14	5	4	1	1	81	-3	18	6
LT		50	-5	38	0	8	4	3	1	1	88	-5	11	5
LU		54	5	35	-6	5	0	2	1	4	89	-1	7	1
HU		30	-9	38	0	20	4	10	4	2	68	-9	30	8
MT		43	-4	43	-3	4	2	2	0	8	86	-7	6	2
NL		43	8	39	-4	13	-5	4	1	1	82	4	17	-4
AT		40	0	40	-3	12	1	6	2	2	80	-3	18	3
PL		40	2	45	-1	10	-2	4	2	1	85	1	14	0
PT		37	-17	54	17	6	-1	2	0	1	91	0	8	-1
RO		49	2	30	-10	11	2	7	5	3	79	-8	18	7
SI		54	-1	33	-1	8	1	4	1	1	87	-2	12	2
SK		32	-4	44	1	16	5	4	2	4	76	-3	20	7
FI		49	-3	39	0	10	3	2	1	0	88	-3	12	4
SE		33	-3	41	-3	17	4	8	1	1	74	-6	25	5
UK		47	5	41	-4	7	0	3	1	2	88	1	10	1

QC15R.4 Could you please tell me to what extent you agree or disagree with each of the following statements?

You believe the risk of becoming a victim of cybercrime is increasing (%)

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

		Totally agree		Tend to agree		Tend to disagree		Totally disagree		Don't know	Total 'Agree'		Total 'Disagree'	
		Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018
EU28		40	-3	43	-1	10	2	3	1	4	83	-4	13	3
BE		34	-4	48	-3	13	5	3	1	2	82	-7	16	6
BG		42	7	47	4	5	-5	2	-2	4	89	11	7	-7
CZ		24	-5	42	-2	20	0	6	3	8	66	-7	26	3
DK		52	-5	35	0	6	1	4	3	3	87	-5	10	4
DE		44	-1	41	-5	10	4	2	1	3	85	-6	12	5
EE		25	0	50	-3	16	1	5	2	4	75	-3	21	3
IE		49	-3	42	2	5	1	1	0	3	91	-1	6	1
EL		28	-5	49	3	16	0	3	1	4	77	-2	19	1
ES		56	3	33	-6	5	0	2	1	4	89	-3	7	1
FR		44	-6	42	4	7	2	2	0	5	86	-2	9	2
HR		42	-13	44	7	9	4	3	1	2	86	-6	12	5
IT		28	-8	49	2	13	3	5	2	5	77	-6	18	5
CY		50	-4	30	-3	12	5	5	2	3	80	-7	17	7
LV		35	2	38	-2	15	0	5	1	7	73	0	20	1
LT		39	-2	46	1	9	1	4	1	2	85	-1	13	2
LU		43	-1	44	0	5	-1	2	1	6	87	-1	7	0
HU		23	-10	44	0	20	5	11	4	2	67	-10	31	9
MT		40	-2	44	-4	4	1	3	0	9	84	-6	7	1
NL		38	-1	41	-4	14	3	5	2	2	79	-5	19	5
AT		34	-3	43	-3	14	2	6	3	3	77	-6	20	5
PL		28	-3	54	2	12	0	3	1	3	82	-1	15	1
PT		25	1	58	-2	10	0	3	-1	4	83	-1	13	-1
RO		34	-7	40	-4	15	6	7	4	4	74	-11	22	10
SI		37	-5	42	0	13	3	6	1	2	79	-5	19	4
SK		18	-6	47	-3	21	6	8	6	6	65	-9	29	12
FI		45	-3	48	1	5	1	1	1	1	93	-2	6	2
SE		64	1	28	-3	5	2	2	1	1	92	-2	7	3
UK		45	1	44	0	6	1	1	-1	4	89	1	7	0

QC15R.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 (%)

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

		Totally agree		Tend to agree		Tend to disagree		Totally disagree		Don't know	Total 'Agree'		Total 'Disagree'	
		Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018	Oct. 2019	Diff. Oct. 2019 - Oct.-Nov. 2018
EU28		18	-7	41	-4	24	6	13	5	4	59	-11	37	11
BE		11	-10	45	-9	28	10	13	8	3	56	-19	41	18
BG		13	-4	24	-11	32	8	26	11	5	37	-15	58	19
CZ		12	-5	38	-7	27	4	13	5	10	50	-12	40	9
DK		30	1	39	-4	18	-1	9	3	4	69	-3	27	2
DE		17	-16	42	0	28	10	10	5	3	59	-16	38	15
EE		15	0	41	-10	28	7	11	3	5	56	-10	39	10
IE		28	-5	39	-6	20	6	9	4	4	67	-11	29	10
EL		13	-13	34	-10	32	11	19	11	2	47	-23	51	22
ES		21	-1	33	-8	24	5	18	3	4	54	-9	42	8
FR		13	-9	36	-4	26	4	20	7	5	49	-13	46	11
HR		20	-6	38	-2	26	7	12	0	4	58	-8	38	7
IT		11	-11	38	-9	28	8	17	9	6	49	-20	45	17
CY		30	-8	34	3	17	-2	18	8	1	64	-5	35	6
LV		20	-8	28	-7	26	6	19	8	7	48	-15	45	14
LT		16	-7	34	-11	33	14	13	4	4	50	-18	46	18
LU		16	-8	42	-2	25	4	11	5	6	58	-10	36	9
HU		13	-10	35	-5	29	6	19	7	4	48	-15	48	13
MT		21	-7	48	-1	15	4	7	-1	9	69	-8	22	3
NL		17	-6	41	-8	27	8	12	4	3	58	-14	39	12
AT		25	-2	42	-3	21	3	7	1	5	67	-5	28	4
PL		15	-4	46	2	24	1	9	3	6	61	-2	33	4
PT		15	-1	42	-12	28	10	10	1	5	57	-13	38	11
RO		24	-10	40	-2	19	4	11	6	6	64	-12	30	10
SI		16	-8	42	3	23	1	16	4	3	58	-5	39	5
SK		12	-10	44	-2	24	8	10	6	10	56	-12	34	14
FI		12	-7	57	0	24	7	3	0	4	69	-7	27	7
SE		12	-10	45	-4	24	7	17	7	2	57	-14	41	14
UK		28	-1	50	-1	13	1	5	2	4	78	-2	18	3

