

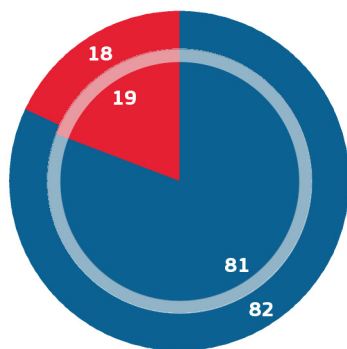
27.524 interviews
15 > 29 / 03 / 2019

512 interviews
15 > 26 / 03 / 2019

Methodology: face-to-face

1. DIFFERENT USES OF THE INTERNET

D20 How often, if at all, do you use online social networks?
(%)



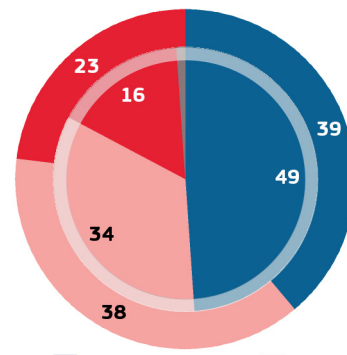
EU28 Outer pie LU Inner pie

	EU28		LU	
	2019	2019-2015	2019	2019-2015
Has used online social networks	82	+ 11	81	+ 18
Never	18	- 11	19	- 18
Don't know	0	=	0	=

Evolution 02-03/2015 (EB83.1) - 03/2019 (EB91.2)

Base: respondents who use the Internet (EU N=23.106)

QB7 How often, if at all, do you purchase goods or services online (e.g. clothes, books, tickets or food)?
(%)



EU28 Outer pie LU Inner pie

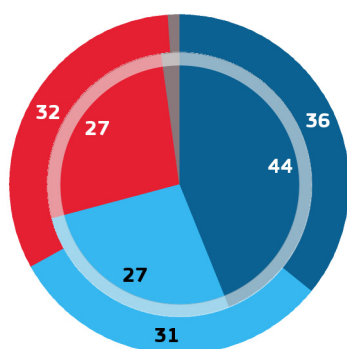
	EU28		LU	
	2019	2019-2015	2019	2019-2015
Regularly	39	=	49	+ 10
Less often	38	+ 1	34	- 7
Never	23	- 1	16	- 4
Don't know	0	=	1	+ 1

Evolution 02-03/2015 (EB83.1) - 03/2019 (EB91.2)

Base: respondents who use the Internet (EU N=23.106)

2. KNOWLEDGE OF GDPR

QB17 Have you heard of the General Data Protection Regulation (GDPR), which came into force in 2018?
(%)



- Yes and you know what it is
- Yes, but you don't know exactly what it is
- No
- Don't know

EU28 Outer pie LU Inner pie

Base: all respondents (EU N=27.524)

QB17 Have you heard of the General Data Protection Regulation (GDPR), which came into force in 2018?
(%)

Answer: Yes and you know what it is		
	EU28	LU
TOTAL	36	44
Age		
15-24	35	43
25-39	45	53
40-54	43	51
55+	26	32
Respondent occupation scale		
Self-employed	49	62
Managers	63	74
Other white collars	47	54
Manual workers	34	26
House persons	26	22
Unemployed	27	29
Retired	23	31
Students	34	45
Use of the Internet		
Everyday	43	49
Often/ Sometimes	24	21
Never	12	6

Socio-demographic breakdown

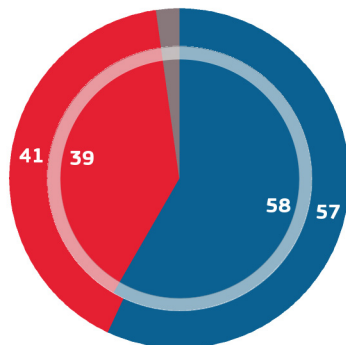
Base: all respondents (EU N=27.524)

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QB16 Have you heard about the existence of a public authority in (OUR COUNTRY) responsible for protecting your rights regarding your personal data? (%)



EU28 Outer pie LU Inner pie

	EU28		LU	
	2019	2019-2015	2019	2019-2015
Yes	57	+ 20	58	+ 25
No	41	- 20	39	- 26
Don't know	2	=	2	=

Evolution 02-03/2015 (EB83.1) - 03/2019 (EB91.2)

Base: all respondents (EU N=27.524)

QB16 Have you heard about the existence of a public authority in (OUR COUNTRY) responsible for protecting your rights regarding your personal data? (%)

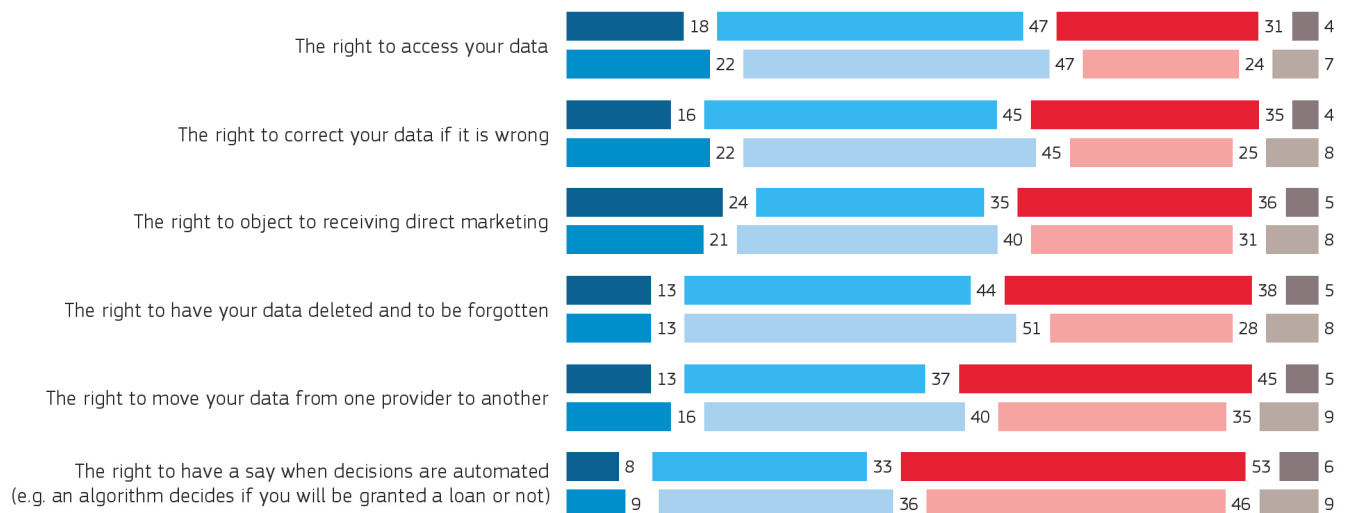
Answer: Yes and you know which public authority is responsible

	EU28	LU
TOTAL	20	25
Age		
15-24	19	34
25-39	23	25
40-54	24	26
55+	15	19
Education (End of)		
15-	7	4
16-19	17	23
20+	29	28
Still studying	19	32
Have heard of GDPR		
Yes	27	34
No	5	4

Socio-demographic breakdown

Base: all respondents (EU N=27.524)

QB18 The General Data Protection Regulation (GDPR) guarantees a number of rights. Have you heard of each of the following rights? (%)



EU28 LU

Yes and you have exercised it Yes but you have not exercised it No Don't know

Base: all respondents (EU N=27.524)

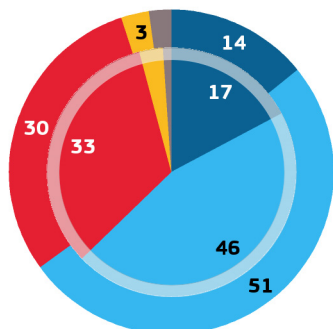
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Methodology: face-to-face

3. CONTROL OVER PERSONAL DATA

QB9 How much control do you feel you have over the information you provide online, e.g. the ability to correct, change or delete this information? (%)



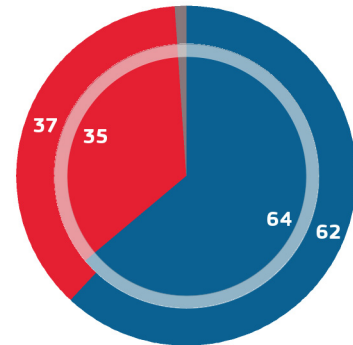
EU28 Outer pie LU Inner pie

	EU28		LU	
	2019	2019-2015	2019	2019-2015
Complete control	14	- 1	17	- 5
Partial control	51	+ 1	46	- 2
No control at all	30	- 1	33	+ 7
It depends on the website or application	3	=	3	+ 2
Don't know	2	+ 1	1	- 2

- Complete control
- Partial control
- No control at all
- It depends on the website or application
- Don't know

Evolution 02-03/2015 (EB83.1) - 03/2019 (EB91.2)

QB10 How concerned are you about not having complete control over the information you provide online? Would you say you are...? (%)



EU28 Outer pie LU Inner pie

	EU28		LU	
	2019	2019-2015	2019	2019-2015
Concerned	62	- 5	64	- 9
Not concerned	37	+ 5	35	+ 9
Don't know	1	=	1	=

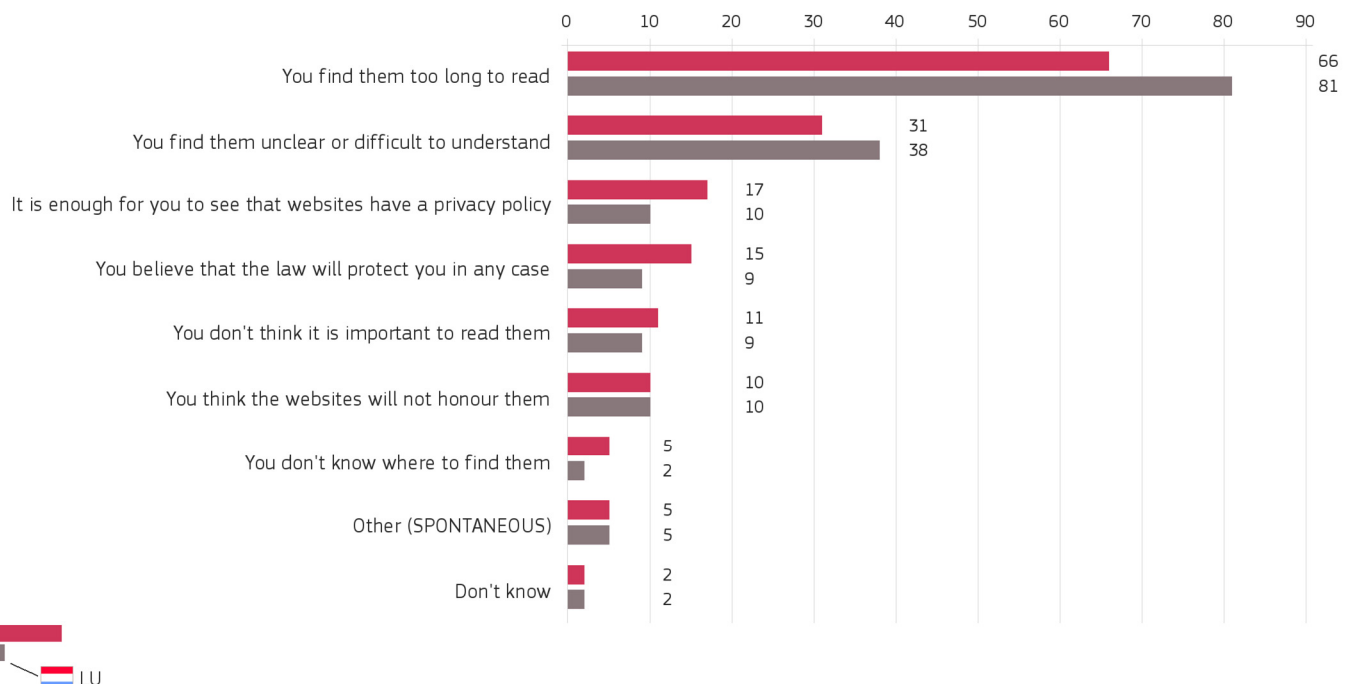
- Concerned
- Not concerned
- Don't know

Evolution 02-03/2015 (EB83.1) - 03/2019 (EB91.2)

Base: respondents who have provided personal information online (EU N=18.975)

Base: respondents who feel they have partial or no control over the information provided online (EU N=15.915)

QB15 What are the reasons why you do not usually read privacy statements, or only read them partially? (MULTIPLE ANSWERS POSSIBLE) (%)



Base: respondents who do not read privacy statements or only partially (EU N=19.516)

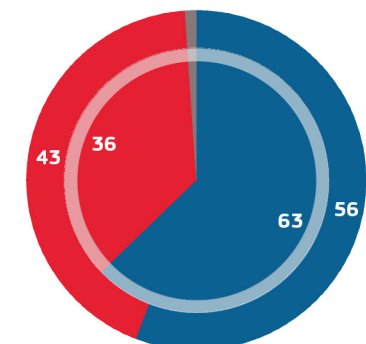
27.524 interviews
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Methodology: face-to-face

4. SOCIAL NETWORK PRIVACY SETTINGS

QB11 Have you ever tried to change the privacy settings of your personal profile from the default settings on an online social network?
(%)



EU28 Outer pie LU Inner pie

	EU28		LU	
	2019	2019-2015	2019	2019-2015
Yes	56	- 4	63	- 10
No	43	+ 4	36	+ 10
Don't know	1	=	1	=

Evolution 02-03/2015 (EB83.1) - 03/2019 (EB91.2)

Base: online social network users (EU N=17.537)

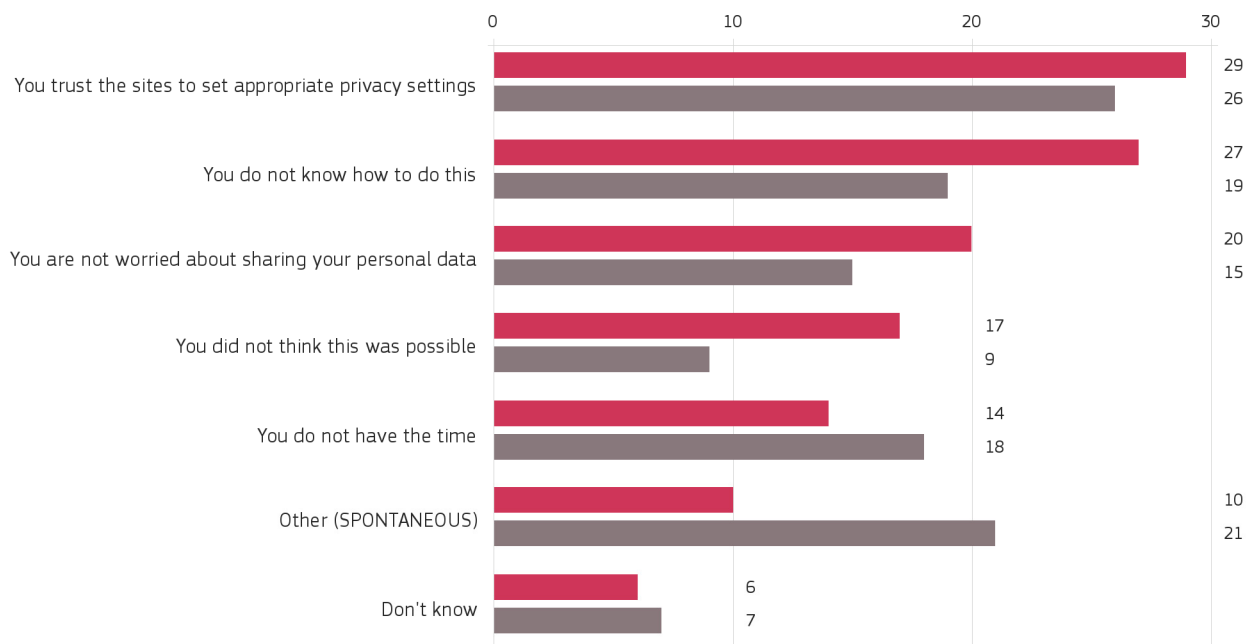
QB11 Have you ever tried to change the privacy settings of your personal profile from the default settings on an online social network?
(%)

Answer: No	EU28	LU
TOTAL	43	36
Education (End of)		
15-	60	65
16-19	51	43
20+	35	31
Still studying	31	28
Respondent occupation scale		
Self-employed	41	31
Managers	31	27
Other white collars	42	19
Manual workers	46	43
House persons	53	81
Unemployed	39	43
Retired	62	56
Students	31	28
Use of the Internet		
Everyday	41	35
Often/ Sometimes	71	64

Socio-demographic breakdown

Base: online social network users (EU N=17.537)

QB12b Why have you not tried to change the privacy settings of your personal profile(s)? (MAX. 3 ANSWERS)
(%)



EU28 LU

Base: respondents who did not try to change the privacy settings of their personal profile on a social network (EU N=7.495)