

ICT Household Survey 2025

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You are completing this for CSO (Central Statistics Office)

The purpose of this survey is to collect data on the level of Information and Communication Technology (ICT) usage by households and individuals.

The survey asks questions on the following topics:

Household internet access

Access to ICT and usage of the internet

Use of e-government

Use of electronic identification (eID)

Online purchases

E-skills

Privacy and protection of personal data

Contact Details

If you have any queries, please contact:

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Phone: +353 (21) - 4535110

Website: www.cso.ie

Details

Soc_Age What is your age?

Only answer this question if Soc_Age Not Empty

Soc_Sex What is your sex?

☐

Male

☐

Female

Only answer this question if Soc_Sex Not Empty

CountyofRes What is your County of Residence?

- ☐ Co. Carlow
- ☐ Co. Cavan
- ☐ Co. Clare
- ☐ Co. Cork
- ☐ Co. Donegal
- ☐ Co. Dublin
- ☐ Co. Galway
- ☐ Co. Kerry
- ☐ Co. Kildare
- ☐ Co. Kilkenny
- ☐ Co. Laois
- ☐ Co. Leitrim
- ☐ Co. Limerick
- ☐ Co. Longford
- ☐ Co. Louth
- ☐ Co. Mayo
- ☐ Co. Meath
- ☐ Co. Monaghan
- ☐ Co. Offaly
- ☐ Co. Roscommon
- ☐ Co. Sligo
- ☐ Co. Tipperary

☐

Co. Waterford

☐

Co. Westmeath

☐

Co. Wexford

☐

Co. Wicklow

Only answer this question if CountyofRes Not Empty

Soc_NumResid How many people (including yourself) live in this household?

Please include all persons including children.

Only answer this question if Soc_NumResid Greater than 1

Under_Sixteen How many children under 16 live in this household?

Please enter a numeric value.

The following questions relate to the type of internet access at home.

Internet access at home

HH1 What types of the following internet connections are currently used in your home by either yourself or your household?

Selecting option 4 implies no other option selected.

Select all that apply

☐

Fixed broadband (e.g. cable providers such as Vodafone, Pure Telecom, Sky, Eir, Digiweb, Virgin Media, Cellnet, Imagine, IFA Telecom, Rural WiFi)

☐

Mobile broadband (e.g. 3G, 4G, 5G, data only Sim card, WiFi hotspot or dongle providers such as Vodafone, Eir, Virgin Media, Eir Evo, Three)

☐

A different type of connection

☐

This household does not have an internet connection currently.

Only answer this question if HH1 Contains Any 4 This household does not have an internet connection currently.

HH1_No From the following list, select why your household does not have internet access?

Select all that apply.

Select all that apply

☐

You have access to the internet elsewhere

☐

You don't need the internet

☐

Equipment costs too high

☐

Access costs too high (telephone, DSL, subscription)

☐

Lack of skills

☐

Privacy or security concerns

☐

Broadband internet is not available in your area

☐

A different reason than from the options given

A1_V2 Do you use the internet every day or almost every day?

☐

Yes

☐

No

Only answer this question if A1_V2 Contains Any 1 Yes

A2_V2 On average, how often do you use the internet?

☐

Briefly, or 1 or 2 times a day

☐

Several times a day

☐

Nearly all the time every day

☐

All the time every day

Only answer this question if A1_V2 Contains Any 2 No

A3_V2 On average how often do you use the internet?

☐

At least once a week but not every day

☐

Less than once a week but within the last 3 months

☐

Between 3 months and a year ago

☐

More than a year ago

☐

Never used it

Only answer this question if A3_V2 Contains Any 3 Between 3 months and a year ago or 4 More than a year ago or 5 Never used it

NO_NET_USE What were the reasons for not using the internet in the last 3 months?

☐

No need (because the internet is not useful, not interesting, etc.)

☐

Use of the internet is too difficult

☐

Physical or mental challenges to using the internet (including physical/motor skills disability/impairment, visual impairment, sensory issues, cognitive incl. dementia, etc., special needs, or other disability)

☐

Concerns about security or privacy, fear of being scammed or harassed online

☐

Cost of the internet connection or equipment too high

☐

I am opposed to the internet in general; I don't trust the information on the internet

☐

Other

This section asks about your internet use at any location (home, work or other places) via any device (desktop computer, laptop, tablet, mobile or smart phone, smart devices, etc.).

Internet Use at Any Location

Only answer this question if (A1_V2 Contains Any 1 Yes) Or (A3_V2 Contains Any 1 At least once a week but not every day or 2 Less than once a week but within the last 3 months)

Devices On which of the following devices did you use the internet in the last 3 months?
Select all that apply

☐

Desktop computer

☐

Laptop

☐

Tablet

☐

Mobile phone or smart phone

☐

Other devices (e.g. smart TV, smart speakers, game console, e-book reader, smart watch)

Only answer this question if (A1_V2 Contains Any 1 Yes) Or (A3_V2 Contains Any 1 At least once a week but not every day or 2 Less than once a week but within the last 3 months)

IntActivities For which of the following activities did you use the internet (including via apps) in the last 3 months for private purposes?

Select all that apply.

None of the above cannot be selected with any other option.

Select all that apply

- ☐ Sending / receiving e-mails
- ☐ Making calls (including video calls) over the internet, for example, via Skype, Messenger, WhatsApp, Facetime, Viber, Snapchat, Zoom, MS Teams, WebEx)
- ☐ Participating in social media (creating user profile, posting messages or other contributions to Meta (formerly Facebook), X (formerly Twitter), Instagram, Snapchat, TikTok etc.)
- ☐ Using instant messaging, i.e. exchanging messages, for example, via Skype, Messenger, WhatsApp, Viber, Snapchat
- ☐ Reading online news sites / newspapers / news magazines
- ☐ Seeking health-related information on physical health (e.g. about flu symptoms, high blood pressure, pain medication, surgical procedures, nutrition, health-promoting measures, etc.)
- ☐ Seeking health-related information on mental health (e.g. burnout, depression, anxiety, eating disorders, reducing stress, etc.)
- ☐ Finding information about the safety of products (information on associated risks or health hazards, composition, instructions for safe usage, contact details to report safety issues)
- ☐ Expressing opinions on civic or political issues on websites or in social media (e.g. Meta (formerly Facebook), X (formerly Twitter), Instagram, YouTube, etc.)
- ☐ Taking part in online consultations or voting/polling to define civic or political issues (e.g. urban planning, politics/social issues, signing a petition)
- ☐ Looking for a job or sending a job application
- ☐ Selling of goods or services via a website or app (e.g. eBay, Meta (formerly Facebook) Marketplace, Meta (formerly Facebook) Shops, Meta (formerly Facebook) buy/sell groups, Depop, Vinted, Shpock, etc.)
- ☐ Internet banking Include mobile banking using your phone, tablet or other device
- ☐ None of the above

Only answer this question if (A1_V2 Contains Any 1 Yes) Or (A3_V2 Contains Any 1 At least once a week but not every day or 2 Less than once a week but within the last 3 months)

GenAI Have you used any generative AI tools to create content like text, images, programming code, or videos in the last 3 months?

(e.g. ChatGPT, Copilot, Gemini, LLaMA, Midjourney, DALL-E, Meta AI, Synthesia, Adobe Firefly, etc.)

Generative Artificial Intelligence (AI) can create new content, such as text, images, programming code, videos, or other data, based on available information and patterns it has learned from existing examples. To generate this content, it requires input or a prompt by the user, such as asking it a question or providing instructions or a topic to focus on.

☐

Yes

☐

No

Only answer this question if GenAI Contains Any 1 Yes

GenAIPurpose What was the purpose of using generative AI tools in the last 3 months?

Select all that apply

Select all that apply

☐

For private purposes

☐

For professional (work) purposes

☐

For formal education (e.g. school or university)

Only answer this question if GenAI Contains Any 2 No

GenAI No

What is the main reason for not using generative AI tools in the last 3 months?

☐

There was no need

☐

I didn't know they existed

☐

I didn't know how to use them

☐

Concerns about privacy, security, or safety

☐

Other

Only answer this question if (A1_V2 Contains Any 1 Yes) Or (A3_V2 Contains Any 1 At least once a week but not every day or 2 Less than once a week but within the last 3 months)

B4 Have you conducted any of the following learning activities over the internet for educational, professional or private purposes in the last 3 months?

☐

Doing an online course

☐

Using online learning material other than a complete online course (e.g. video tutorials, webinars, electronic textbooks, learning apps or platforms)

☐

Communicating with educators or learners using audio or video online tools (e.g. Zoom, MS Teams, Google Classroom, etc.)

☐

None of the above

Only answer this question if (A1_V2 Contains Any 1 Yes) Or (A3_V2 Contains Any 1 At least once a week but not every day or 2 Less than once a week but within the last 3 months)

SOLV_DIFF

If you had any difficulties when using the internet in the last 3 months, how did you try to solve them?

☐

I asked someone to help me with the problem

☐

I fixed or tried to fix the problem myself

☐

I did not make any attempt to fix the problem

☐

Other

☐

I didn't have any problems

Section 4 - e-government

This section asks about your use of e-Government services (i.e. your contacts via the internet with public authorities and services)

Exclude contacts through manually typed e-mails.

Include use of websites concerning citizen information and rights, tax declaration, social benefits, online educational services (e.g. public library online services, information on enrolment in schools or universities), public health services, etc. Examples include Revenue Online Service (ROS), Motor Tax Online, National Driver Licence Service (NDLS) online booking of appointment, etc. Department of Employment Affairs and Social Protection website, Intreo online service, etc.

Only answer this question if (A1_V2 Contains Any 1 Yes) Or (A3_V2 Contains Any 1 At least once a week but not every day or 2 Less than once a week but within the last 3 months or 3 Between 3 months and a year ago)

C1 Have you performed any of the following activities via a website or app of public authorities or public services for private purpose in the last 12 months?

Select all that apply.

Selecting option 4 implies no other option selected.

Select all that apply

☐

Accessed information stored about you by public authorities or public services (e.g. information regarding pension, health etc., revenue online service, your pay/tax paid, social welfare records)

☐

Accessed information from public databases or registers (e.g. cadastral (land/property) registers, register(s) of companies/enterprises (e.g. CRO (Company Registrations Office), information about availability of books in public libraries etc.)

☐

Obtained information (e.g. about services, benefits, entitlements, laws, opening hours)

☐

Have not performed any of the mentioned activities

Only answer this question if (A1_V2 Contains Any 1 Yes) Or (A3_V2 Contains Any 1 At least once a week but not every day or 2 Less than once a week but within the last 3 months or 3 Between 3 months and a year ago)

C2 Have you downloaded/printed any official forms from a website or app of public authorities or public services for private purpose in the last 12 months?

☐

Yes

☐

No

Only answer this question if (A1_V2 Contains Any 1 Yes) Or (A3_V2 Contains Any 1 At least once a week but not every day or 2 Less than once a week but within the last 3 months or 3 Between 3 months and a year ago)

C3 Have you made any appointment or reservation via a website or app with public authorities or public services (e.g. reservation of a book in a public library, appointment with Government Department or body or State healthcare provider (such as online booking of COVID-19 test, BreastCheck, CervicalCheck, online booking of appointment, etc.) for private purpose in the last 12 months?

(e.g. appointment with Government Department or body or State healthcare provider such as online booking of appointment time for NDLS, Passport Office, online booking of BreastCheck, CervicalCheck, or hospital or other appointment, reservation online of a book in a public library, etc.)

Select all that apply

☐

Yes

☐

No

Only answer this question if (A1_V2 Contains Any 1 Yes) Or (A3_V2 Contains Any 1 At least once a week but not every day or 2 Less than once a week but within the last 3 months or 3 Between 3 months and a year ago)

C5 Have you completed, edited, reviewed or approved your tax declaration via a website or app for private purpose in the last 12 months?

Select all that apply

☐

Yes

☐

No

Only answer this question if (A1_V2 Contains Any 1 Yes) Or (A3_V2 Contains Any 1 At least once a week but not every day or 2 Less than once a week but within the last 3 months or 3 Between 3 months and a year ago)

C6 Have you performed any of the following activities via a website or app of public authorities or public services for private purpose in the last 12 months?

Select all that apply

Selecting option 4 implies no other option selected

Select all that apply

☐

Requested official documents or certificates (e.g. birth, baptismal, graduation, marriage, divorce, death, residence certificates, police or criminal records)

☐

Requested benefits or entitlements (e.g. pension, unemployment, child allowance, enrolment in schools, universities)

☐

Made other requests, claims or complaints (e.g. report theft to the Guards, launch a legal complaint, request legal aid, initiate a civil claim procedure in front of a court such as Small Claims Court, made an official complaint online such as (to the Workplace Relations Commission (WRC), Residential Tenancies Board (RTB), HSE's Your Service Your Say, Garda Síochána Ombudsman Commission (GSOC), Irish Human Rights and Equality Commission (IHREC), etc.)

☐

None of the above

Only answer this question if C6 Contains Any 4 None of the above

C7 What were the reasons for not requesting any official documents or not making any claims via a website or app of public authorities or public services in the last 12 months?

Select all that apply.

Select all that apply

☐

I did not have to request any documents or to make any claims

☐

Lack of skills or knowledge (e.g. did not know how to use the website/app or it was too complicated to use)

☐

Concerns about the security of personal data or unwillingness to pay online (credit card fraud)

☐

Another person did it on my behalf (e.g. consultant, tax adviser, relative)

☐

There was no such online service available

☐

Other reason

Section 5 - Use of electronic identification (eID)

Electronic identification (eID) enables the identification of a person and secure login to online services in Ireland or other European countries.

Only answer this question if (A1_V2 Contains Any 1 Yes) Or (A3_V2 Contains Any 1 At least once a week but not every day or 2 Less than once a week but within the last 3 months or 3 Between 3 months and a year ago)

EID_Use Have you used your electronic identification (eID)(s) to access online services in the public or private sector in Ireland or other European countries for private purpose in the last 12 months?

(e.g. MyGovID, Revenue myAccount, Revenue Online Service ROS, eID for accessing banking services, login to transport services, digital marketplace, etc.)

☐

Yes

☐

No

Only answer this question if EID_Use Contains Any 1 Yes

EID_Types For what type(s) of services have you used your electronic identification (eID)(s) in the last 12 months?

Please select all that apply

Selecting option 4 implies no other option selected

Select all that apply

☐

Services provided by public authorities or public services of your country of residence (such as Revenue MyAccount for submitting your tax declaration or other services, MyGovID for applying for social benefits, requesting official certificates, NDLS, motor tax, etc.)

☐

Services provided by public authorities or public services of other European countries (e.g. submitting your tax declaration, requesting official documents or certificates, if applicable)

☐

Services provided by business sector (e.g. accessing banking services, login to transport services, identification via eID e.g. on a digital marketplace, (Facebook Marketplace, etc.)

☐

None of the above

Only answer this question if EID_Use Contains Any 2 No

EID_No What are the reasons for not using the mentioned electronic identification (eID)(s) in the last 12 months?

Please select all that apply

☐

I was not aware of the existence of electronic identification (eID)

☐

I don't have an electronic identification (eID)

☐

I have an electronic identification (eID), but I didn't need to access any online services requiring electronic identification (eID)

☐

I have an electronic identification (eID), but I don't feel safe using it (concerns about ICT security, personal data protection)

☐

I could not use my electronic identification (eID) due to usability / technical issues (e.g. too difficult or not user-friendly, lack of appropriate card reader, software incompatibility, it was not accepted for the services I needed to access)

☐

I could not use my electronic identification (eID) to access the service via a smartphone or tablet

☐

I have an electronic identification (eID), but I'm not using it for other reasons

Section 6 - Online Purchases

The following questions concern your purchases online, either via a website or app. Include also buying from private persons in marketplaces such as Airbnb, Facebook Marketplace, etc.

Only answer this question if (A1_V2 Contains Any 1 Yes) Or (A3_V2 Contains Any 1 At least once a week but not every day or 2 Less than once a week but within the last 3 months or 3 Between 3 months and a year ago)

OnlineBuyWhen When did you last buy or order goods or services for private use over the internet?

☐

Within the last 3 months

☐

Between 3 months and a year ago

☐

More than 1 year ago

☐

Never bought or ordered

Only answer this question if OnlineBuyWhen Contains Any 1 Within the last 3 months

PhysicalGoods Did you buy any physical goods (e.g. clothes, books, deliveries from restaurants, cosmetics, furniture, or electronics) via a website or app for private use in the last 3 months?

Important information: Include all online purchases of physical goods including used goods, also from private persons in marketplaces (such as Airbnb, Meta (Facebook) Marketplace, etc.)

☐

Yes

☐

No

Only answer this question if PhysicalGoods Contains Any 1 Yes

Goods Did you buy any of the following goods via a website or app for private use?

Select all that apply

None of the above cannot be selected with any other option.

Select all that apply

- ☐ Clothes (including sport clothing), shoes or accessories (e.g. bags, jewellery)
- ☐ Sports goods (excluding sport clothing)
- ☐ Children toys or childcare items (e.g. nappies, bottles, baby strollers)
- ☐ Furniture, home accessories (e.g. carpets or curtains) or gardening products (e.g. tools, plants)
- ☐ Music as CDs, vinyls, etc. or films or series as DVDs, Blu-ray, etc.
- ☐ Printed books, magazines or newspapers
- ☐ Computers, tablets, mobile phones or accessories
- ☐ Consumer electronics (e.g. TV-sets, stereos, cameras, sound bars or smart speakers, virtual assistants) or household appliances (e.g. washing machines)
- ☐ Medicine or dietary supplements such as vitamins (online renewal of prescriptions is not included)
- ☐ Deliveries from restaurants, fast-food chains, catering services
- ☐ Food or beverages from stores or from meal-kits providers
- ☐ Cosmetics, beauty or wellness products
- ☐ Cleaning products or personal hygiene products (e.g. toothbrushes, handkerchiefs, washing detergents, cleaning cloths)
- ☐ Bicycles, mopeds, cars, or other vehicles or their spare parts
- ☐ Other physical goods
- ☐ None of the above

Only answer this question if OnlineBuyWhen Contains Any 1 Within the last 3 months

Subscriptions Did you buy any of the following services via a website or app for private use in the last 3 months?

Select all that apply

None of the above cannot be selected with any other option

Select all that apply

☐

Subscriptions to the internet or mobile phone connections

☐

Subscriptions to electricity, water or heating supply, waste disposal or similar services

☐

None of the above

Only answer this question if OnlineBuyWhen Contains Any 1 Within the last 3 months

Othersonline Did you buy any of the following via a website or app for private use in the last 3 months?

Select all that apply.

None of the above cannot be selected with any other option.

Select all that apply

☐

Transport services from enterprises e.g. bus, train, flight ticket, taxi ride (e.g. (e.g. FreeNow, Uber, Joemaxi, Bolt, etc.)))

☐

Accommodation from businesses e.g. hotels or travel agencies

☐

Tickets to events (concerts, cinema, sports events, fairs, etc)

☐

E-books or audio books as downloads (including updates)

☐

Software as downloads (including upgrades)

☐

Games as downloads (including upgrades) or virtual in-game items

☐

None of the above

Only answer this question if OnlineBuyWhen Contains Any 1 Within the last 3 months

Subscriptions Have you had a subscription (including existing and new subscriptions) to any of the following services in the last 3 months, which you paid for?

Select all that apply.

None of the above cannot be selected with any other option.

Select all that apply

☐

Music streaming service (e.g. Spotify, Apple Music, Soundcloud etc.)

☐

Films, series or sports streaming service (e.g. Netflix, HBO Max, Amazon prime, Disney+, Maxdome, Apple TV, Sky, Showtime etc.)

☐

Online news sites, online newspapers (e-papers) or online magazines

☐

Gaming streaming services (e.g. GeForce Now, Google Stadia, PlayStation Now etc.)

☐

Apps related to health or fitness

☐

Other apps (e.g. related to learning languages, travelling, weather)

☐

None of the above

Only answer this question if OnlineBuyWhen Contains Any 1 Within the last 3 months

BuyPrivPersons Did you buy any of the following from private persons via a website or app in the last 3 months?

Select all that apply.

None of the above cannot be selected with any other option.

Select all that apply

☐

Physical goods (e.g. on eBay, Facebook Marketplace, Facebook Shop, Facebook Buy/Sell etc.)

☐

Transport service (e.g. on [national examples])

☐

Accommodation (e.g. on Airbnb)

☐

Household services like cleaning, babysitting, repair work, gardening, etc. (e.g. on Facebook Marketplace, Facebook Shop, Facebook Buy/Sell etc.)

☐

None of the above

Only answer this question if OnlineBuyWhen Contains Any 1 Within the last 3 months

Buy_Internet_Times How many times have you bought goods or services over the internet for private use in the last 3 months?

- ☐ 1-2 times
- ☐ 3-5 times
- ☐ 6-10 times
- ☐ >10 times

Only answer this question if OnlineBuyWhen Contains Any 1 Within the last 3 months

Buy_Internet_Problems Did you encounter any of the following problems when buying via a website or with an app in the last 3 months?

Select all that apply

Selecting option 10 implies no other option selected

Select all that apply

- ☐ Website was difficult to use, or it worked unsatisfactorily (too complicated, confusing, poorly functioning technically etc.)
- ☐ Difficulties in finding information concerning guarantees or other legal right
- ☐ Speed of delivery slower than indicated
- ☐ Final costs higher than indicated (e.g. unexpected transaction fees or unjustified guarantee fees)
- ☐ Wrong or damaged goods/services delivered
- ☐ Problems with fraud encountered (e.g. no goods/services received at all, misuse of credit card details, etc.)
- ☐ Complaints and redress were difficult or no satisfactory response after complaint
- ☐ Foreign retailer did not sell to Ireland
- ☐ Other
- ☐ I have not encountered any problem

Only answer this question if OnlineBuyWhen Contains Any 1 Within the last 3 months

OnlineBuyProbs In the last 3 months, were there any safety or health problems caused by products you had previously bought online for private use (e.g. build, material or software of the product led to an accident, injury, or health issue)?

Examples: a product breaking during use due to its faulty construction or design, a product causing skin irritations due to a wrong material used, or a device overheating due to a software issue.

Exclude issues where the involved product was not used as intended (e.g. using a kitchen knife as a screwdriver or using an electronic device near water when it's not waterproof)

☐

Yes

☐

No

Only answer this question if OnlineBuyWhen Contains Any 1 Within the last 3 months

FinanceOnline Did you carry out any of the following via a website or app for private purposes in the last 3 months?

Select all that apply

None of the above cannot be selected with any other option.

Note on Insurance Policies: Examples of insurance covered include motor, house, medical, dental, pet, travel insurance policies, etc. Insurances offered via another service or provider such as a bank, travel insurance offered together with a plane ticket, phone insurance for breakage/loss/theft, insurance for purchased household equipment, means of payment insurance when for example arranging finance for the purchase of a car, household furniture or equipment, etc. This category includes not only situations where you are the policyholder, but also where you are part of family medical or travel insurance.

Select all that apply

☐

Buy insurance policies, including travel insurance, also as a package together with for example a plane ticket, etc.

☐

Take a loan, mortgage or arrange credit from banks or other financial providers

☐

Buy or sell shares, bonds, units in funds or other financial assets

☐

None of the above

Section 7 - E-Skills

These questions concern activities done for educational, professional or private purposes, via any device (e.g. desktop computer, laptop, tablet, mobile or smart phone, smart devices etc.)

Only answer this question if (A1_V2 Contains Any 1 Yes) Or (A3_V2 Contains Any 1 At least once a week but not every day or 2 Less than once a week but within the last 3 months)

E1 Which of the following activities have you carried out in the last 3 months?

Select all that apply

Selecting option 4 implies no other option selected

Select all that apply

☐

Copying or moving files (e.g. documents, data, images, video) between folders, devices (e.g. via e-mail, Messenger, WhatsApp, USB, cable) or on the cloud

☐

Downloading or installing software or apps

☐

Changing settings of software, app or device (e.g. adjusting language, colours, contrast, text size, toolbars/menu)

☐

None of the above

Only answer this question if (A1_V2 Contains Any 1 Yes) Or (A3_V2 Contains Any 1 At least once a week but not every day or 2 Less than once a week but within the last 3 months)

E2 Which of the following software related activities have you carried out in the last 3 months?

Select all that apply.

Selecting option 7 means no other option may be selected.

Select all that apply

☐

Using word processing software

☐

Creating files (e.g. document, image, video) incorporating several elements, e.g. text, picture, table, chart, animation, sound

☐

Using spreadsheet software

☐

Using advanced features of spreadsheet software (functions, formulas, macros, Visual Basic) to organise, analyse, structure or modify data

☐

Editing photos, video or audio files

☐

Writing code in a programming language

☐

None of the above

Only answer this question if (A1_V2 Contains Any 1 Yes) Or (A3_V2 Contains Any 1 At least once a week but not every day or 2 Less than once a week but within the last 3 months)

E3 Have you seen information or content (e.g. videos, images) that you considered untrue or doubtful on internet news sites or social media (e.g. Facebook, Instagram, YouTube, X-formerly Twitter) in the last 3 months?

☐

Yes

☐

No

Only answer this question if E3 Contains Any 1 Yes

E4 Have you checked the truthfulness of the information or content you found on internet news sites or social media in the last 3 months?

☐

Yes

☐

No

Only answer this question if E4 Contains Any 1 Yes

E5 How did you check truthfulness of the information or content found on the internet?

Select all that apply.

Select all that apply

☐

Checking the sources or finding other information on the internet (e.g. other news sites, Wikipedia etc.)

☐

Following or taking part in discussion on the internet regarding the information

☐

Discussing the information offline with other persons or using sources not on the internet

☐

Another way

Only answer this question if E3 Contains Any 2 No

E6 Why did you not check truthfulness of the information or content found on the internet?

Select all that apply.

Select all that apply

☐

You already knew that information, content or source was not reliable

☐

Lack of skills or knowledge (e.g. Did not know how to check information on the internet or it was too complicated to do)

☐

Other reasons

Only answer this question if (A1_V2 Contains Any 1 Yes) Or (A3_V2 Contains Any 1 At least once a week but not every day or 2 Less than once a week but within the last 3 months)

Hostile Have you encountered content online (including messages, comments, photos, memes, videos, etc.) that you consider to be hostile or degrading towards groups of people or individuals in the last 3 months, e.g. in blogs, vlogs, on social media or news sites (incl. in comment sections)?

☐

Yes

☐

No

Only answer this question if Hostile Contains Any 1 Yes

Target Were these groups of people or individuals attacked/targeted because of:

Select all that apply

Select all that apply

☐

Political or social views

☐

Sexual orientation and/or gender identities (LGBTIQ+)

☐

Sex

☐

Racial or ethnic origin

☐

Religion or belief

☐

Disability

☐

Age

☐

Other personal characteristics

Section 8 - Privacy and protection of personal data

The following questions concern the provision and protection of personal data for activities carried out online (via website or app) for private or work related purposes.

Only answer this question if (A1_V2 Contains Any 1 Yes) Or (A3_V2 Contains Any 1 At least once a week but not every day or 2 Less than once a week but within the last 3 months)

F1 Have you carried out any of the following to manage access to your personal data (e.g. name, date of birth, identity card number, contact details, credit card number, photos, geographical location) on the internet in the last 3 months?

Select all that apply.

Selecting option 7 means no other option may be selected.

Select all that apply

☐

Read privacy policy statements before providing personal data

☐

Restricted or refused access to your geographical location

☐

Limited access to profile or content on social networking sites or shared online storage

☐

Refused allowing the use of personal data for advertising purposes

☐

Checked that the website where you provided personal data was secure (e.g. https sites, safety logo or certificate)

☐

Asked websites or search engines administrator or provider to access the data they hold about you to update or delete it

☐

None of the above

Only answer this question if (A1_V2 Contains Any 1 Yes) Or (A3_V2 Contains Any 1 At least once a week but not every day or 2 Less than once a week but within the last 3 months)

F3 Have you changed the settings in your internet browser to prevent or limit cookies on any of your devices?

☐

Yes

☐

No

Only answer this question if (A1_V2 Contains Any 1 Yes) Or (A3_V2 Contains Any 1 At least once a week but not every day or 2 Less than once a week but within the last 3 months)

Concerned Are you concerned with your online activities being recorded to provide you with tailored advertising?

☐

Yes, very concerned

☐

Yes, somehow concerned

☐

No, I'm not concerned

Only answer this question if (A1_V2 Contains Any 1 Yes) Or (A3_V2 Contains Any 1 At least once a week but not every day or 2 Less than once a week but within the last 3 months)

F5 Do you use software that limits the ability to track your activities on the internet on any of your devices?

☐

Yes

☐

No

Only answer this question if (A1_V2 Contains Any 1 Yes) Or (A3_V2 Contains Any 1 At least once a week but not every day or 2 Less than once a week but within the last 3 months)

B6 Have you ever opened an account or registered with a free app or service?

For example a subscription/account for e-mail, social media, web shops, apps for buying transport tickets, music streaming, games etc.

☐

Yes

☐

No

Only answer this question if B6 Contains Any 1 Yes

B7 Have you deleted or tried to delete (or close) your account of a free app or service in the last 3 months?

☐

Yes

☐

No

Only answer this question if B7 Contains Any 1 Yes

B8 Have you encountered problems when trying to delete your account of a free app or service in the last 3 months?

For example difficulty to find a way to delete the account, spending a disproportionate amount of time to do it, technical issues, unacceptable conditions for withdrawal, inability to succeed...

☐

Yes

☐

No

Section 9 - Household Income

G18a Can you estimate your NET (after tax) monthly household income?

Important information: Include also social transfers, such as social welfare payments, child benefit, etc.

☐

Yes

☐

No

Only answer this question if G18a Contains Any 1 Yes

G18b Please indicate from the following the net household income?

- ☐ €0 to €1,220
- ☐ €1,221 to €2,131
- ☐ €2,132 to €2,858
- ☐ €2,859 to €3,499
- ☐ €3,500 to €4,225
- ☐ €4,226 to €4,939
- ☐ €4,940 to €5,679
- ☐ €5,680 to €6,583
- ☐ €6,584 to €7,954
- ☐ €7,955 to €13,226
- ☐ €13,227 or more

Exit

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