



Special Eurobarometer 518
Report

Digital Rights and Principles

Fieldwork: September-October 2021



Special Eurobarometer 518 Digital Rights and Principles

Survey conducted by Kantar on behalf of Kantar Belgium
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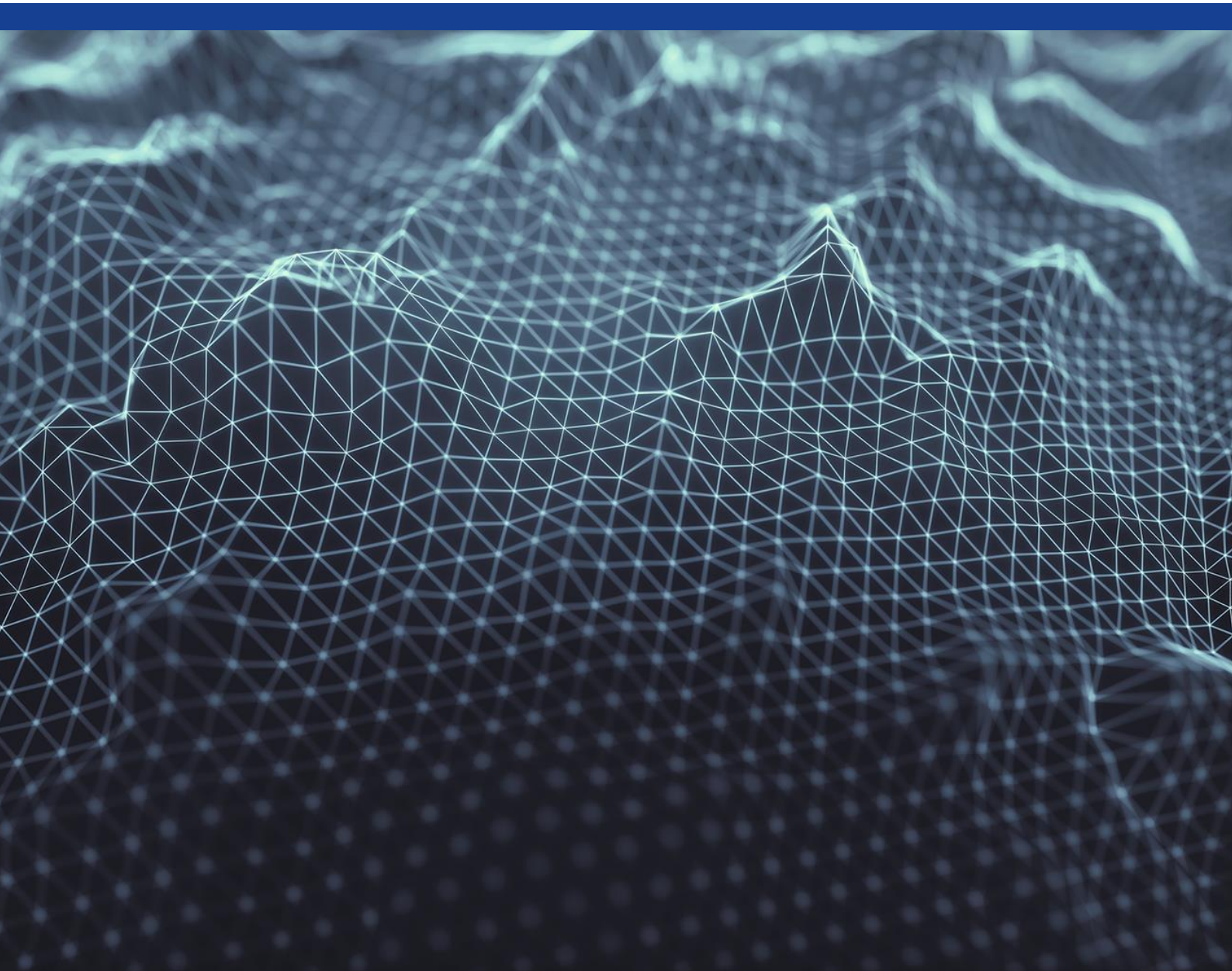
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INTRODUCTION



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EU citizens are increasingly using **digital tools and the internet** to work, learn, socialise, to interact with administrations or companies, and to access services such as health and culture. Access to the internet and the use of digital tools is no longer a novelty. **For citizens, companies, organisations, and governments** in today's society, **they have become essential**. The COVID-19 crisis has accelerated this trend. The creation of a strong and shared vision for a digital economy and society is more important than ever.

The publication by the European Commission in March 2021 of **the Communication on the 'Digital Compass: the European way for the Digital Decade'**¹ outlines the goal of reaching a 'human-centred, sustainable and more prosperous digital future for Europe by 2030'. The communication announced a proposal for a declaration on digital principles to define **a European way for the digital transition**, launching a broad consultation and engagement exercise² on a set of digital principles.

The overall aim of a declaration on digital principles would be to promote a **values-based European digital landscape** to help nurture more democratic and inclusive societies, ensuring a level playing field for all EU citizens to access and **leverage the full potential of an increasingly digital world**.

The aim of these consultations, and this Eurobarometer, was to gain the **perspectives of EU citizens to help formulate the proposed European digital principles**.

The first part of this report focuses on the **perception among EU citizens of the role that digital tools and the internet will play in their lives**, and their expected impact in the future. For example, respondents were asked how important they expect digital tools and the internet will be in their lives by 2030, and whether or not they expect digital tools and the internet to bring them more advantages than disadvantages. Respondents were also asked to indicate what worries them about the increased role of digital tools and the internet in our society.

The second part of the report focuses on **the awareness of EU citizens on the application and protection of rights in the online environment**. More concretely, respondents were asked whether or not they are aware that rights such as the freedom of expression, privacy, or non-discrimination should be respected online as well as offline. Respondents were also asked to indicate how well they think that the EU protects their rights in the online environment, and to indicate whether or not they consider it useful to know more about their rights in the online environment.

The third part of this report explores **the perception among respondents regarding a common European vision to digital rights and principles**. Respondents were asked to indicate if they would find it useful for the European Commission to define and promote such a common European vision. They were also asked to assess a selection of examples of principles that could be considered for inclusion in a declaration to define a European approach for the digital decade.

¹ Communication from the Commission to the European Parliament, the Council, the European Economic and Social Committee and the Committee of the Regions 2030 Digital Compass: the European way for the Digital Decade, COM/2021/118 final/2, 9. 3. 2021

² Next to this Eurobarometer, this consultation exercise consisted of a public consultation, dedicated workshops with civil society, targeted interviews, and a consultation with children and their educators.

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This survey was carried out by the Kantar network in the 27 EU Member States between the 16th of September and 15th of October 2021. Some 26,530 respondents from different social and demographic groups were interviewed in their mother tongue. This survey was commissioned by the European Commission, Directorate General for Communications Networks, Content and Technology (DG CNECT) in the framework of the Communication on the ‘Digital Compass: the European way for the Digital Decade’.

The methodology used is that of Eurobarometer surveys as carried out for the Directorate-General for Communication (“Media monitoring and Eurobarometer” Unit). However, in order to run fieldwork during the COVID pandemic, it was necessary to change the methodology in some countries (total or partial online interviews in some countries). A technical note on the way the interviews were conducted by the institutes within the Kantar network is annexed to this report. Also included are the interview methods and confidence intervals.

Note: In this report, Member States are referred to by their official abbreviation, as listed below:

Belgium	BE	Lithuania	LT
Bulgaria	BG	Luxembourg	LU
Czechia	CZ	Hungary	HU
Denmark	DK	Malta	MT
Germany	DE	Netherlands	NL
Estonia	EE	Austria	AT
Ireland	IE	Poland	PL
Greece	EL	Portugal	PT
Spain	ES	Romania	RO
France	EN	Slovenia	SI
Croatia	HR	Slovakia	SK
Italy	IT	Finland	FI
Republic of Cyprus*	CY*	Sweden	SE
Latvia	LV		
European Union - weighted average for the 27 Member States of the European Union			EU27

* Cyprus as a whole is one of the 27 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 EU27 average.

We would like to thank all respondents in Europe who took the time to take part in this survey.

Without their active participation, this survey would not have been possible.

EXECUTIVE SUMMARY



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EU citizens feel that digital tools and the internet will be important in their lives, and close to half of them feel that they will bring them more advantages than disadvantages.

- Around eight in ten of the surveyed EU citizens (81%) feel that digital tools and the internet will be important in their lives by 2030. This feeling is considerably higher among young people (e.g. 96% of those surveyed aged 15-24 feel this way).
- Two out of five respondents (41%) expect that the use of digital tools and the internet will bring them more advantages than disadvantages, and a similar number (43%) expect as many advantages as disadvantages. Only a small proportion (12%) expect more disadvantages than advantages.

However, EU citizens indicate that they are worried about some challenges related to the increasing role of digital tools and the internet in our society.

- For example, a large number of respondents indicate that they are worried about cyber-attacks and cybercrime (56%), the safety and well-being of children in the online environment (53%), and the use of personal data and information by companies or public administrations (46%).
- Next to this, several respondents also indicate being worried about the difficulty some people have accessing the online world (41%), finding a good online/offline life balance (34%), learning new digital skills (26%), or the environmental impact of digital products and services (23%).

Furthermore, a large number of EU citizens is not aware that rights such as the freedom of expression, privacy, or non-discrimination should also be respected online.

- Over a third of respondents (39%) indicate being unaware that the rights that apply offline should also be respected online. In some EU countries, more than half of the respondents think this way, while older persons are less aware of this (e.g. 49% of those surveyed in the age group 55+).
- Around half of the EU citizens surveyed (48%) think that the EU protects their rights in the online environment well but over one in four (29%) think the EU does not protect their online rights very well, while 8% of the respondents think it protects their online rights not well at all.

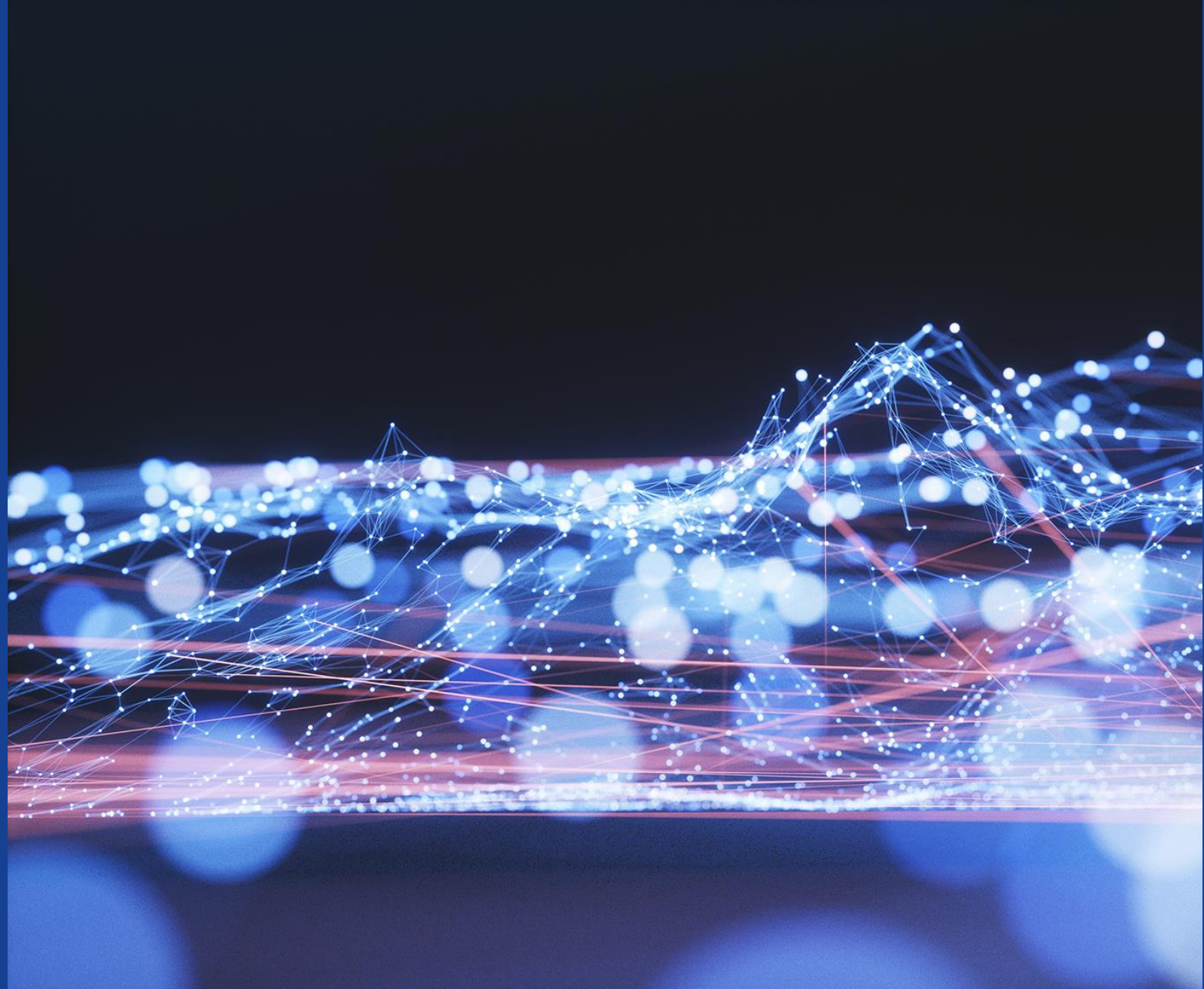
A large majority of EU respondents would find it useful to know more about their rights in the online environment, and for the European Commission to define and promote a common European vision on digital rights and principles.

- More than three quarters (76%) of respondents indicate that they would find it useful to know more about their rights in the online environment. This number is even higher among young people (e.g. 90% of those surveyed aged 15-24).
- Next to this, a large majority of respondents (82%) consider it useful for the European Commission to define and promote a common European vision on digital rights and principles. Only a small number indicate that this would not be very useful (9%), or not useful at all (4%).

When asked about the importance of some specific example principles, a large majority of EU citizens considered all the mentioned principles as important to be included in a list of digital principles.

- More specifically, respondents consider having principles on the protection of children in the online environment, on the confidentiality of communications, and on a safe and trusted online environment where people are protected from cybercrime and illegal content and goods as the most important to be included in a list of digital principles.
- The other examples principles in this Eurobarometer also received considerable support from the respondents but there are some notable differences between Member States and according to the socio-demographic profile of respondents.

I PERCEPTION ON THE FUTURE OF DIGITAL TOOLS AND THE INTERNET



This first chapter examines Europeans' views on the future of digital tools and the internet. It explores the extent to which respondents expect these digital tools and the internet to impact their lives by the end of this decade (year 2030). In addition, respondents were asked whether or not they view this impact, and more specifically their use of digital tools and the internet, as a net positive, bringing them on the whole more advantages or disadvantages.

1. Importance of digital tools and the internet by 2030

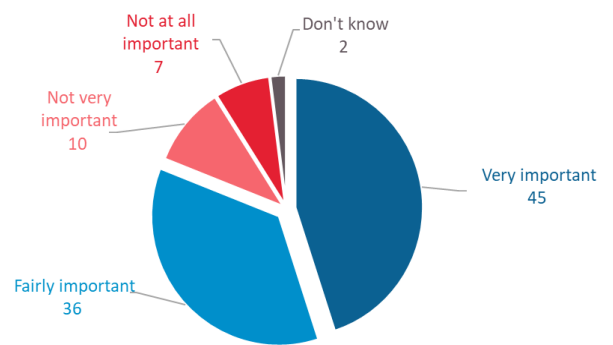
A large majority of respondents feel that digital tools and the internet will be important in their lives by 2030

When asked to what extent they think that digital tools and the internet will be important in their lives by 2030³, respondents provided the following answers:

- More than eight in ten Europeans (81%) indicate thinking that **digital tools and the internet will be important in their lives by 2030**, with close to half (45%) thinking they will be very important, and over a third (36%) that they will be somewhat important.
- Close to one in five (17%) respondents expect digital tools and the internet not to be very important in their lives by 2030, with 7% thinking that they will not be important at all.

A country analysis reveals that in seven EU Member States, more than nine in ten respondents indicate thinking that digital tools and the internet will be important in their lives by 2030, with the highest percentages recorded in Finland (95%), the Netherlands (95%), and Sweden (94%), and the lowest in Romania (21%), Austria (72%), and Bulgaria (74%).

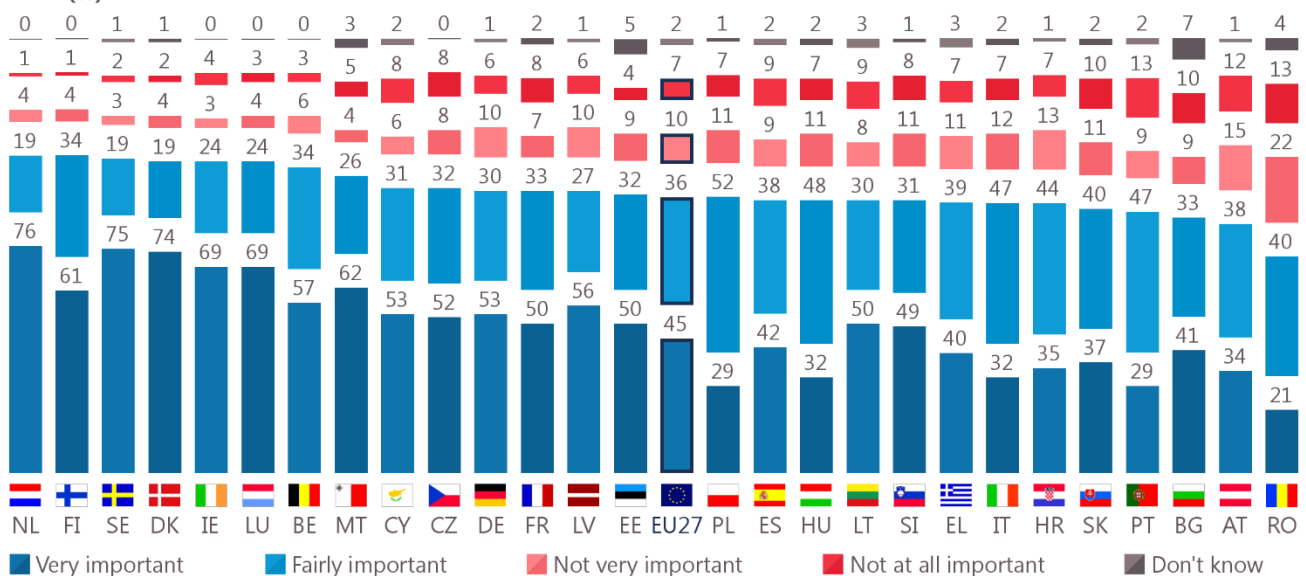
QB1 How important do you think digital tools and the internet will be in your life by 2030?
(% - EU27)



(Sept.-Oct. 2021)

Similarly, in the Netherlands (76%), Sweden (75%), and Denmark (74%) more than six in ten respondents expect digital tools and the internet to be very important by 2030. While respondents are least likely to feel this way in Romania (21%), Poland and Portugal (both 29%), and Hungary and Italy (both 32%).

QB1 How important do you think digital tools and the internet will be in your life by 2030?
(%)



³ QB1. How important do you think digital tools and the internet will be in your life by 2030?






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An analysis of the socio-demographic data shows the following

- Men are more likely (84%) to think digital tools and the internet will be important in their lives than women (79%).
- Respondents aged 15-24 are slightly more likely (96%) to think this way than those aged 25-39 (94%), those aged 40-54 (89%), and substantially more than those aged 55 and up (66%).
- Respondents with a higher education are more likely (92%) to think digital tools and the internet will be important in their lives than those who finished a secondary education (schooled until 16 to 19 years of age) (79%), and those who went to school until the age of 15 (53%).
- Among different socio-demographic categories, students are most likely (97%) to think digital tools and the internet will be important in their lives, followed by managers (94%), other white collar workers (93%), the self-employed (91%), manual workers (86%), and the unemployed (85%), whereas those who are retired are less likely to say this (59%).
- Social class plays a substantial role. 91% of those who consider themselves as belonging to the upper middle class are likely to think that digital tools and the internet will be important in their lives, followed by 88% of those belonging to the upper class, 86% of the middle class, 78% of the lower middle class, and 69% of the working class.
- Not unexpectedly, respondents who use the internet every day are more likely (92%) to indicate thinking digital tools and the internet will be important in their lives, than those who sometimes use the internet (64%), and than those who never go online (30%).
- Respondents who have a positive image of the EU are substantially more likely (88%) to think digital tools and the internet will be important in their lives than those who hold a negative view of the EU (68%).
- Respondents who think that things in their life are going in the right direction are also more likely (86%) to think that digital tools and the internet will be important in their lives than those who think things in their life are going in the wrong direction (69%).

QB1

How important do you think digital tools and the internet will be in your life by 2030?
(% - EU)

	Total 'Important'	Total 'Not important'	Don't know
EU27	81	17	2
 Gender			
Man	84	15	1
Woman	79	19	2
 Age			
15-24	96	4	0
25-39	94	6	0
40-54	89	10	1
55 +	66	31	3
 Education (End of)			
15-	53	41	6
16-19	79	19	2
20+	92	7	1
Still studying	97	3	0
 Socio-professional category			
Self-employed	91	8	1
Managers	94	6	0
Other white collars	93	6	1
Manual workers	86	13	1
House persons	70	27	3
Unemployed	85	14	1
Retired	59	37	4
Students	97	3	0
 Consider belonging to			
The working class	69	28	3
The lower middle class	78	20	2
The middle class	86	13	1
The upper middle class	91	8	1
The upper class	88	12	0
Use of the Internet			
Everyday	92	7	1
Often/ Sometimes	64	34	2
Never	30	62	8
Image of EU			
Positive	88	11	1
Neutral	75	23	2
Negative	68	30	2
Things in your life are going in ...			
Right direction	86	13	1
Wrong direction	69	29	2
Neither	69	28	3

2. Impact of digital tools and the internet on Europeans' lives in the future

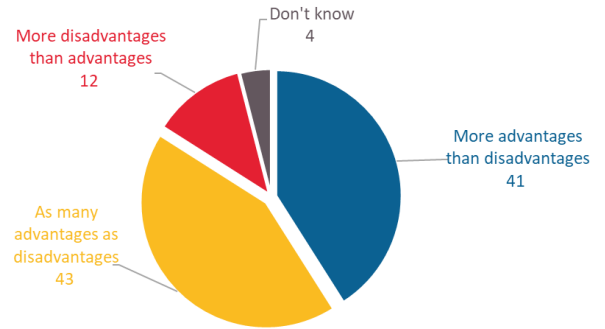
Close to half of EU citizens surveyed feel that in 2030 the use of digital tools and the internet will bring them more advantages than disadvantages.

When asked to imagine their lives in 2030, and whether the use of digital tools and the internet will bring them more advantages than disadvantages⁴, respondents provided the following answers:

- Two out of five (41%) Europeans expect that the use of digital tools and the internet will bring them more advantages than disadvantages.
- A slightly higher proportion (43%) of respondents expect as many advantages as disadvantages.
- Over one in ten (12%) expect that using digital tools and the internet will bring them more disadvantages than advantages.

Country-specific results reveal some interesting patterns. In ten countries, more than half of the respondents expect the use of digital tools and the internet to bring them more advantages than disadvantages, most notably in Finland (67%), Denmark (63%), and Sweden (62%). Respondents are least likely to think this way in Romania (25%), Greece (28%), and France (29%).

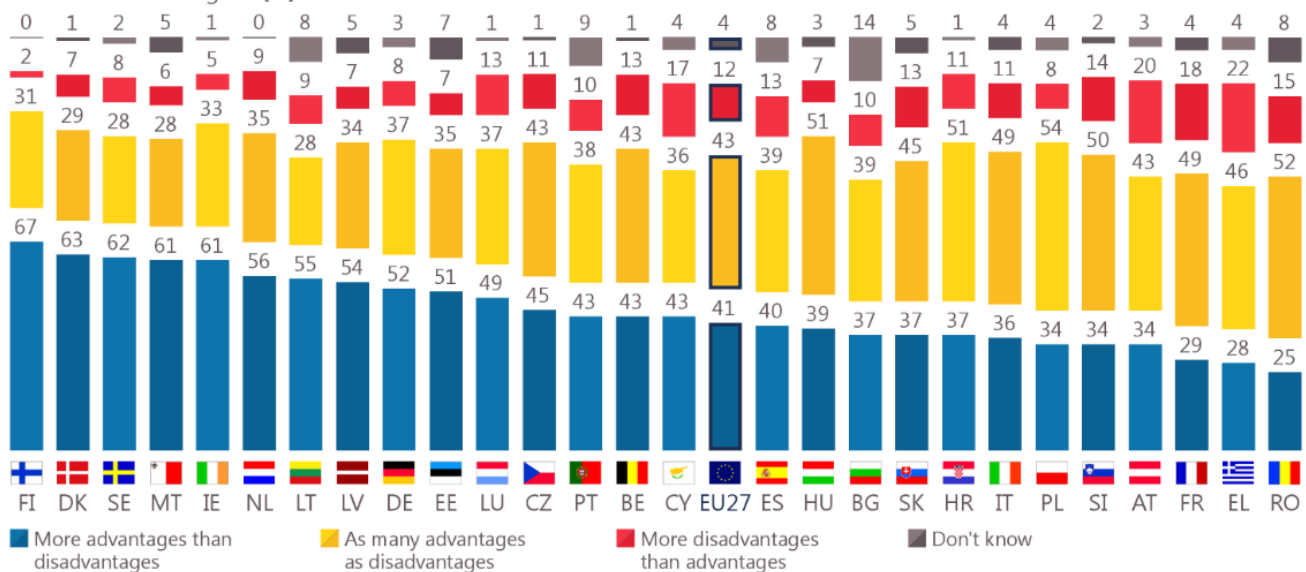
QB2 When you imagine your life in 2030, do you think the use of digital tools and the internet will bring you more advantages or disadvantages? (% - EU27)



(Sept.-Oct. 2021)

In some countries, some respondents think that the use of digital tools and the internet carries more disadvantages than advantages. This is most notably the case in Greece (22%), Austria (20%), and France (18%), with respondents in Finland (2%), Ireland (5%), and Malta (6%) least likely to think this way. More than one in ten (14%) of respondents in Bulgaria indicate that they don't know.

QB2 When you imagine your life in 2030, do you think the use of digital tools and the internet will bring you more advantages or disadvantages? (%)



⁴ QB2. When you imagine your life in 2030, do you think the use of digital tools and the internet will bring you more advantages or disadvantages?

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An analysis of the socio-demographic data shows the following:

- Men are more likely (45%) than women (37%) to think the use of digital tools and the internet will bring them more advantages than disadvantages.
- Respondents aged 15-24 are more likely (57%) to expect digital tools and the internet to bring them more advantages than disadvantages than those aged 25-39 (50%), those aged 40-54 (44%), and substantially more than those aged 55 and up (30%).
- Respondents who are still studying are more likely (61%) to think that the use of digital tools and the internet will bring them more advantages than disadvantages than those with a higher education (51%), those who finished their education aged 16 to 19 (36%), and those who went to school until the age of 15 (21%).
- Among different socio-demographic categories, students are most likely (61%) to think that the use of digital tools and the internet will bring them more advantages than disadvantages, followed by managers (56%), other white collar workers (47%), the self-employed (46%), manual workers (38%), the unemployed (37%), and those who are retired (27%).
- Respondents who use the internet every day are more likely (48%) to indicate thinking that the use of digital tools and the internet will bring them more advantages than disadvantages, than those who sometimes use the internet (21%), and than those who never go online (9%).
- Respondents who have a positive image of the EU are substantially more likely (53%) to think this way than those who hold a negative view of the EU (23%).
- Respondents who think their life is going in the right direction are also more likely (47%) to think that the use of digital tools and the internet will bring them more advantages than disadvantages than those who think their life is going in the wrong direction (21%).

QB2 When you imagine your life in 2030, do you think the use of digital tools and the internet will bring you more advantages or disadvantages?
(% - EU)

	More advantages than disadvantages	As many advantages as disadvantages	More disadvantages than advantages	Don't know
EU27	41	43	12	4
Gender				
Man	45	41	10	4
Woman	37	45	13	5
Age				
15-24	57	37	5	1
25-39	50	42	7	1
40-54	44	45	10	1
55 +	30	45	16	9
Education (End of)				
15-	21	41	23	15
16-19	36	49	12	3
20+	51	40	7	2
Still studying	61	34	5	0
Socio-professional category				
Self-employed	46	42	11	1
Managers	56	37	6	1
Other white collars	47	45	6	2
Manual workers	38	49	11	2
House persons	28	50	14	8
Unemployed	37	47	12	4
Retired	27	43	19	11
Students	61	34	5	0
Difficulties paying bills				
Most of the time	28	43	23	6
From time to time	31	51	14	4
Almost never/ Never	46	41	9	4
Consider belonging to				
The working class	31	46	15	8
The lower middle class	35	45	16	4
The middle class	44	44	9	3
The upper middle class	56	37	6	1
The upper class	56	29	14	1
Use of the Internet				
Everyday	48	43	8	1
Often/ Sometimes	21	56	20	3
Never	9	41	30	20
Image of EU				
Positive	53	38	6	3
Neutral	28	51	15	6
Negative	23	46	27	4
Things in your life are going in ...				
Right direction	47	41	9	3
Wrong direction	21	54	20	5
Neither	26	45	18	11

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More than half of EU citizens indicate worrying about cyber-attacks and cybercrime such as theft or abuse of personal data, ransomware (malicious software) or phishing, as well as the safety and well-being of children

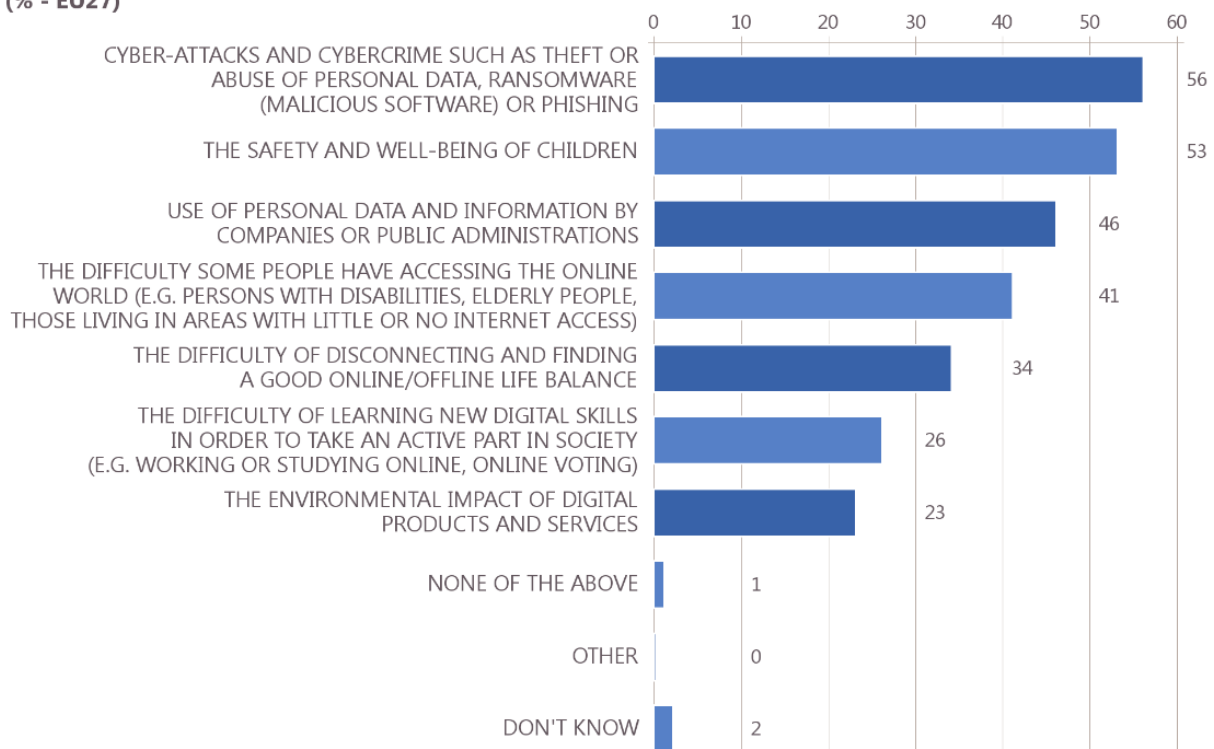
Respondents were asked to select four aspects of what worries them most about the increased role of digital tools and the internet in their society, from a list of seven⁵. They provided the following answers:

Across the EU, **cyber-attacks and cybercrime such as theft or abuse of personal data, ransomware (malicious software) or phishing** are the top most frequently indicated by respondents. More than half (56%) of the respondents indicate this. The **safety and well-being of children** is indicated almost as frequently (53%), followed by the **use of personal data and information by companies or public administrations** (46%), and the **difficulty some people have accessing the online world** (e.g. persons with disabilities, elderly people, those living in areas with little or no internet access) (41%).

Over one in three (34%) indicate the **difficulty of disconnecting and finding a good online/offline life balance**, with over one in four (26%) indicating worrying about the **difficulty of learning new digital skills in order to take an active part in society** (e.g. working or studying online, online voting).

Around one in five (23%) worry about the **environmental impact of digital products and services**.

QB3 What worries you most about the increased role of digital tools and the internet in our society? (MAX. 4 ANSWERS)
(% - EU27)



⁵ QB3. What worries you most about the increased role of digital tools and the internet in our society? (MAX. 4 ANSWERS)

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A national analysis shows some interesting differences among EU Member States. The most likely to indicate **worrying about cyber-attacks and cybercrime such as theft or abuse of personal data, ransomware (malicious software) or phishing** are respondents in Sweden (82%), the Netherlands and Finland (79% both), and Ireland and Denmark (70% both). In ten countries, less than half think this way. Least likely to do so are respondents in Romania (38%), Croatia (41%), and Cyprus (44%).

In 21 EU Member States, more than half indicate **being worried about the safety and well-being of children**, most notably in Cyprus and Ireland (71% both), Croatia (65%), and Greece and Luxembourg (63% both). Least likely to indicate this are respondents in Poland and Romania (both 38%), the Netherlands and Finland (both 47%), and Bulgaria (49%).

The respondents that are most likely **to worry about the use of personal data and information by companies or public administrations** are from Greece (64%), the Netherlands (63%), and Ireland (58%), with respondents least likely to indicate this in Romania (33%), Latvia (35%), and Hungary and Slovakia (both 37%).

The highest proportion of respondents indicating **the difficulty some people have accessing the online world** are found in the Netherlands (55%), Finland (54%) and Sweden (52%). The least worried about this are respondents in Czechia (19%), Estonia (26%), and Lithuania (29%).

The respondents that are most likely to indicate **the difficulty of disconnecting and finding a good online/offline life balance** in Greece, Croatia, and the Netherlands (all 44%), Denmark (43%), and Germany and Luxembourg (both 40%) and least likely to do so in Lithuania (20%), Portugal (21%), and Cyprus (25%).

Worries about the difficulties of learning new digital skills in order to take an active part in society are mostly indicated by respondents in Greece and Italy (both 35%), Croatia and Hungary (both 33%), and Austria (32%), while **the environmental impact of digital products and services** is indicated most in France (33%), Slovakia (31%), and Austria and Italy (both 29%).

QB3 What worries you most about the increased role of digital tools and the internet in our society?
(MAX. 4 ANSWERS) (%)

		Cyber-attacks and cybercrime such as theft or abuse of personal data, ransomware (malicious software) or phishing	The safety and well-being of children	Use of personal data and information by companies or public administrations	The difficulty some people have accessing the online world (e.g. persons with disabilities; elderly people, those living in areas with little or no internet access)	The difficulty of disconnecting and finding a good online/offline life balance	The difficulty of learning new digital skills in order to take an active part in society (e.g. working or studying online, online voting)	The environmental impact of digital products and services	None of the above	Other	Don't know
EU27		56	53	46	41	34	26	23	1	0	2
BE		61	53	49	47	33	24	23	0	0	1
BG		45	49	50	31	29	28	25	2	0	4
CZ		62	56	44	19	34	23	16	1	0	1
DK		70	57	45	39	43	21	19	1	0	1
DE		65	55	46	41	40	22	22	1	0	2
EE		58	60	38	26	30	21	11	2	0	5
IE		70	71	58	35	33	23	23	0	0	0
EL		50	63	64	47	44	35	21	1	0	1
ES		49	57	46	43	33	29	18	2	0	5
FR		60	58	46	40	32	16	33	2	0	1
HR		41	65	38	34	44	33	25	1	0	0
IT		46	51	46	45	31	35	29	1	0	2
CY		44	71	51	39	25	22	25	3	0	1
LV		53	60	35	31	29	17	17	2	0	3
LT		55	53	42	29	20	20	17	3	1	6
LU		64	63	40	35	40	15	24	0	0	0
HU		48	52	37	37	31	33	25	1	0	2
MT		64	58	53	42	35	24	25	1	0	5
NL		79	47	63	55	44	19	19	0	0	0
AT		52	58	43	42	38	32	29	2	1	0
PL		45	38	39	30	28	30	19	1	0	3
PT		56	59	40	51	21	31	14	1	0	4
RO		38	38	33	44	28	31	22	3	0	5
SI		49	58	43	41	39	31	21	1	0	1
SK		47	50	37	31	34	29	31	1	0	3
FI		79	47	41	54	33	19	11	0	0	0
SE		82	60	54	52	33	16	20	0	0	0

Highest percentage per country

Highest percentage per item

Lowest percentage per country

Lowest percentage per item

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The **socio-demographic data** shows the following:

- Men are more likely (49%) to worry about the **use of personal data and information by companies or public administrations** than women (43%). They are more or less equally likely to worry about **cyber-attacks and cybercrime such as theft or abuse of personal data, ransomware (malicious software) or phishing** than women (58% vs 54%). Women on the other hand are more likely (56%) to worry about **the safety and well-being of children** than men (50%).
- Respondents of all ages are equally likely (about six in ten) to worry about **cyber-attacks and cybercrime such as theft or abuse of personal data, ransomware (malicious software) or phishing**, but substantially more likely than those aged 55 and up (50%). The same is true regarding **the use of personal data and information by companies or public administrations** (about 50% vs 40%). However, respondents aged 55 and up are more likely (29%) to worry about **the difficulty of learning new digital skills in order to take an active part in society** (e.g. working or studying online, online voting) than those aged 40-54 (26%), those aged 15-24 (23%), and those aged 25-39 (21%). The youngest respondents, aged 15-24, are most likely (47%) to worry about **the difficulty of disconnecting and finding a good online/offline life balance**, followed by those aged 25-39 (42%), 40-54 (37%), and 55+ (24%). The youngest age group is also more likely (28%) to worry about **the environmental impact of digital products and services**, than those aged 55 and up (20%).
- Respondents who have a higher education (64%) are more likely to worry about **cyber-attacks and cybercrime such as theft or abuse of personal data, ransomware (malicious software) or phishing**, than those who finished their education aged 16 to 19 (54%), and those who went to school until the age of 15 (39%). Respondents who enjoyed a higher education are more likely (51%) to worry about **the use of personal data and information by companies or public administrations** than those who enjoyed a secondary education (45%), and those who went to school until the age of 15 (35%). Respondents of all education levels are equally likely (54%) to be concerned about **the safety and well-being of children** online. Respondents who are still studying are substantially more likely (49%) to indicate **the difficulty of disconnecting and finding a good online/offline life balance** than those who enjoyed a higher education (38%), those who finished their education aged 16 to 19 (32%), and those who went to school until the age of 15 (22%).
- We note that among different socio-demographic categories, managers are more likely (44%) to worry about the **difficulty of disconnecting and finding a good online/offline life balance** than other white collar workers (39%), manual workers and the unemployed (both 36%), the self-employed (35%), house persons (27%), and pensioners (21%).
- Respondents who never have trouble paying bills are more likely (59%) to worry about **cyber-attacks and cybercrime such as theft or abuse of personal data, ransomware (malicious software) or phishing** than those who encounter financial difficulties most of the time (50%). However, respondents who regularly face financial difficulties are more likely (30%) to be concerned about **the difficulty of learning new digital skills in order to take an active part in society (e.g. working or studying online, online voting)** than those who are financially secure (24%).
- Respondents who use the internet every day are more likely (61%) to worry about **cyber-attacks and cybercrime such as theft or abuse of personal data, ransomware (malicious software) or phishing**, than those who sometimes use the internet (49%), and than those who never go online (28%). Respondents who use the internet every day are also more likely (49%) to worry about **the use of personal data and information by companies or public administrations** than those who never go online (24%). Respondents who go online every day are more likely (38%) to be concerned about **the difficulty of disconnecting and finding a good online/offline life balance** than those who sometimes go online (27%), and those who never use the internet (17%).

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QB3 What worries you most about the increased role of digital tools and the internet in our society? (MAX. 4 ANSWERS)
(% - EU)

	Cyber-attacks and cybercrime such as theft or abuse of personal data, ransomware (malicious software) or phishing	The safety and well-being of children	Use of personal data and information by companies or public administrations	The difficulty some people have accessing the online world (e.g. persons with disabilities, elderly people, those living in areas with little or no internet access)	The difficulty of disconnecting and finding a good online/offline life balance	The difficulty of learning new digital skills in order to take an active part in society (e.g. working or studying online, online voting)	The environmental impact of digital products and services	Don't know
EU27	56	53	46	41	34	26	23	2
Gender								
Man	58	50	49	40	35	25	23	2
Woman	54	56	43	42	33	27	24	3
Age								
15-24	61	49	47	38	47	23	28	0
25-39	61	55	51	41	42	21	26	0
40-54	60	57	49	41	37	26	24	1
55 +	50	51	40	42	24	29	20	4
Education (End of)								
15-	39	54	35	40	22	27	18	7
16-19	54	54	45	41	32	30	22	2
20+	64	54	51	42	38	22	26	1
Still studying	65	49	49	40	49	20	31	0
Socio-professional category								
Self-employed	59	54	55	39	35	25	24	1
Managers	64	53	48	43	44	21	28	0
Other white collars	61	57	49	39	39	24	26	0
Manual workers	56	54	47	41	36	28	23	1
House persons	45	54	41	39	27	27	21	5
Unemployed	55	59	51	43	36	30	20	1
Retired	48	51	38	41	21	28	19	5
Students	65	49	49	40	49	20	31	0
Difficulties paying bills								
Most of the time	50	54	47	43	33	30	24	3
From time to time	49	53	43	41	34	30	23	2
Almost never/ Never	59	53	46	41	34	24	24	2
Use of the Internet								
Everyday	61	55	49	42	38	25	25	1
Often/ Sometimes	49	48	42	42	27	34	21	2
Never	28	47	24	32	17	26	16	13

II RIGHTS IN THE ONLINE ENVIRONMENT



The second part of this report focuses on the perception of participants on the application and protection of rights in the online environment. Respondents were asked about their awareness of the application of rights in the online environment; whether they were aware that rights enjoyed offline are equally applicable in the online world.

1. Awareness of the application and protection of rights in the online environment

A large number of EU citizens surveyed is not aware that rights such as the freedom of expression, privacy, or non-discrimination should also be respected online

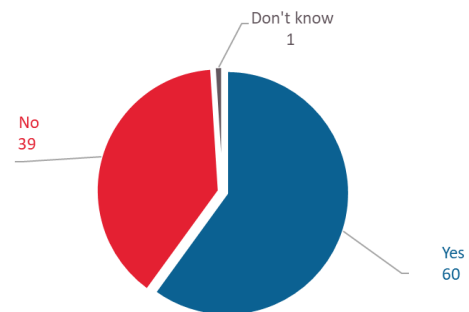
When asked whether, before being interviewed, respondents had been aware that the rights that apply offline (such as the freedom of expression, privacy, or non-discrimination) should also be respected online⁶, respondents provided the following answers:

- Over a third (39%) indicate being unaware that the rights that apply offline should also be respected online.
- Close to two thirds (60%) of respondents indicate being aware of this. Significant differences exist regarding this awareness between Member States and according to the socio-graphic profiles of respondents.

A national analysis indicates that in six EU Member States, more than three in four respondents is aware that the rights that apply offline should also be respected online, most notably in Finland (86%), the Netherlands (85%), and Sweden (84%).

They were also asked to what extent they think the EU protects those rights online, and whether they would want more information and, more concretely, deem it useful to know more about their rights in the online environment.

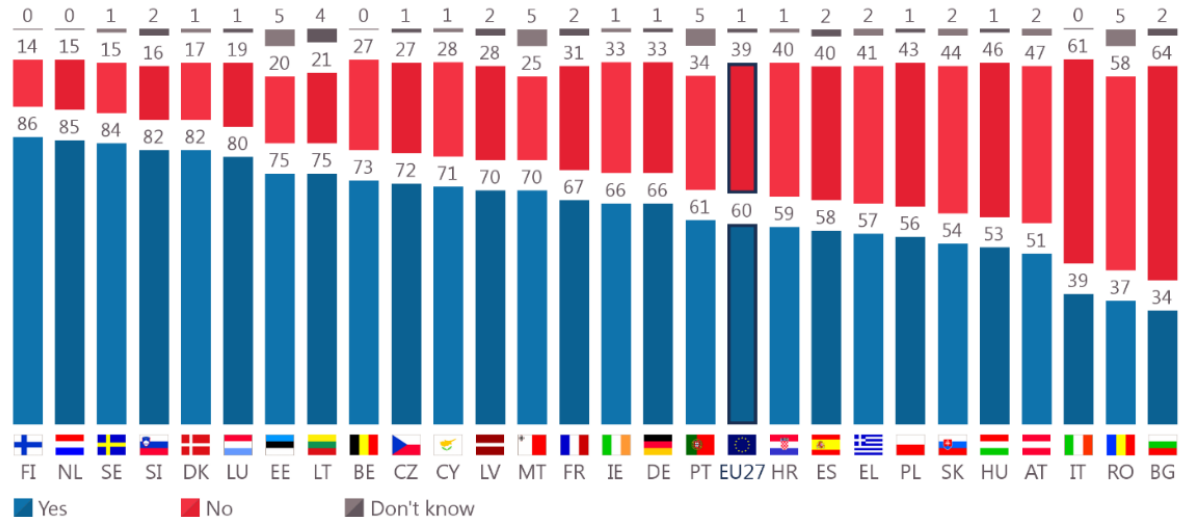
QB4 Before this interview, were you aware that the rights that apply offline should also be respected online? (% - EU27)



(Sept.-Oct. 2021)

However, more than half of the respondents indicate that they were not aware that rights that apply offline should be respected online in Bulgaria (64%), Italy (61%), and Romania (58%). In seven other EU Member States, more than 40% of respondents were not aware. These countries are Austria (47%), Slovakia (44%), Poland (43%), Greece (41%), Spain and Croatia (40% both).

QB4 Before this interview, were you aware that the rights that apply offline should also be respected online? (%)








⁶ QB4. Before this interview, were you aware that the rights that apply offline should also be respected online?

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An analysis of the socio-demographic data shows the following:

- EU citizens participating in the research aged 15-24 and those aged 25-39 are more likely (both 70%) to be aware that rights that apply offline should also be respected online than those aged 40-54 (65%), and substantially more likely than those aged 55 and up (48%).
- Respondents who enjoyed a higher education are more likely (74%) to be aware that rights that apply offline should also be respected online than those who went to school until the ages of 16-19 (56%), and those who went to school until the age of 15 (30%).
- Among different socio-demographic categories, managers are most likely (76%) to be aware that the rights that apply offline should also be respected online, followed by students (72%), the self-employed (70%), other white collar workers (67%), manual workers and the unemployed (both 59%), and those who are retired (46%).
- Social class plays a considerable role. Those who consider themselves as belonging to the upper middle class are most likely (79%) to be aware that the rights that apply offline should also be respected online, followed by 73% of those belonging to the upper class, 63% of the middle class, 57% of the lower middle class, and close to half (47%) of the working class.
- Respondents who use the internet every day are more likely (68%) to indicate being aware that the rights that apply offline should also be respected online, than those who sometimes use the internet (43%), and those who never go online (18%).
- Respondents who think that their life is going in the right direction are also more likely (65%) to be aware that the rights that apply offline should also be respected online than those who think their life is going in the wrong direction (45%).

QB4 Before this interview, were you aware that the rights that apply offline should also be respected online?
(% - EU)

	Yes	No	Don't know
EU27	60	39	1
 Gender			
Man	63	35	2
Woman	57	42	1
 Age			
15-24	70	29	1
25-39	70	29	1
40-54	65	34	1
55 +	48	49	3
 Education (End of)			
15-	30	66	4
16-19	56	43	1
20+	74	25	1
Still studying	72	27	1
 Socio-professional category			
Self-employed	70	29	1
Managers	76	24	0
Other white collars	67	32	1
Manual workers	59	40	1
House persons	41	57	2
Unemployed	59	40	1
Retired	46	51	3
Students	72	27	1
 Consider belonging to			
The working class	47	51	2
The lower middle class	57	42	1
The middle class	63	36	1
The upper middle class	79	20	1
The upper class	73	26	1
Use of the Internet			
Everyday	68	31	1
Often/ Sometimes	43	55	2
Never	18	77	5
Things in your life are going in ...			
Right direction	65	34	1
Wrong direction	45	53	2
Neither	49	48	3

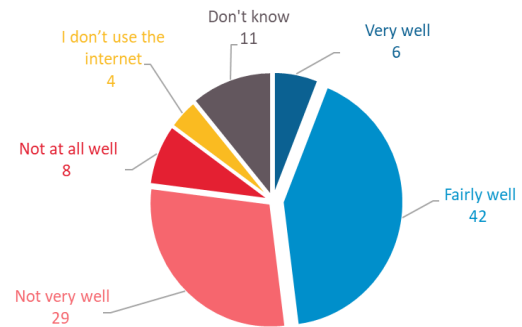
Special Eurobarometer 518 Digital Rights and Principles

Around half of respondents think that the EU protects their rights in the online environment well

Respondents were asked to what extent they think the EU protects their rights in the online environment ⁷.

- Almost half (48%) think that the EU protects their rights in the online environment well. Close to half (42%) thinks the EU protects their online rights fairly well, while only 6% indicate thinking the EU protects these rights very well.
- Over one in three (37%) think the EU does not protect their rights in the online environment well, with over one in four (29%) thinking the EU doesn't protect these rights very well, and 8% thinking it protects rights in the online environment not well at all.
- Over one in ten (11%) indicate that they do not know.

QB5 How well do you think that the EU protects your rights in the online environment? (% - EU27)



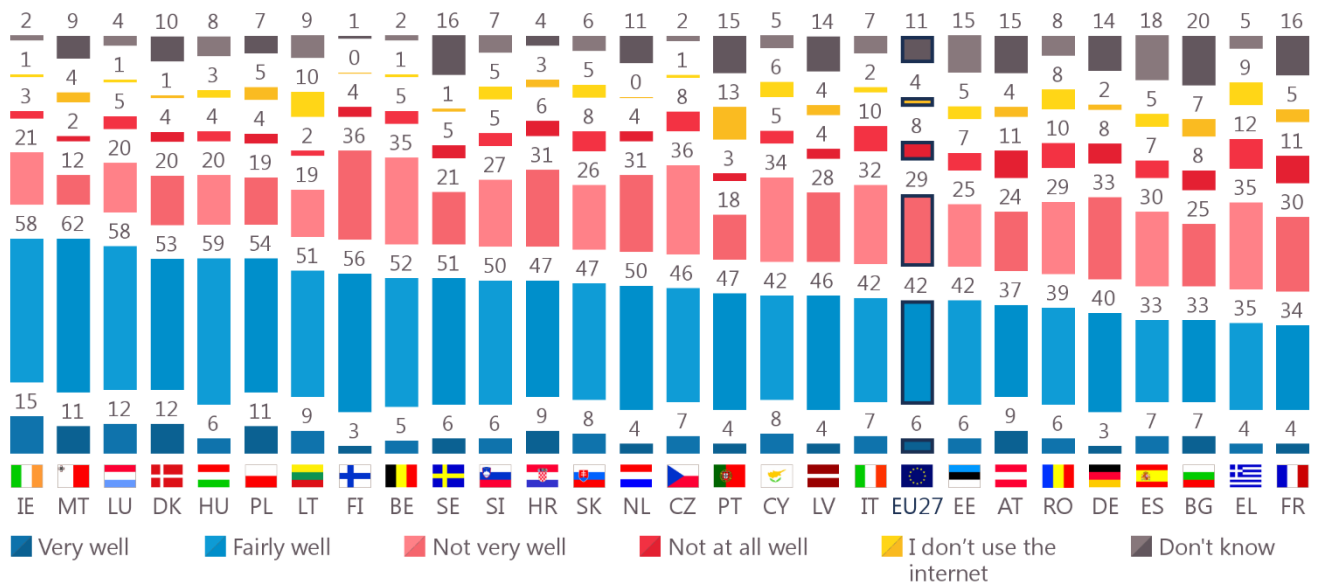
(Sept.-Oct. 2021)

At the **national level**, notable differences exist. In 15 EU Member States, more than half of all respondents indicate thinking the EU protects their rights in the online environment well. Most likely to do so are respondents in Malta and Ireland (both 73%), Luxembourg (70%), Poland, Hungary, and Denmark (all 65%). Respondents are least likely to think this in France (38%), Greece (39%), Spain and Bulgaria (both 40%).

Respondents are most likely to think that the EU does not protect their rights in the online environment well in Greece (47%), Czechia (44%), and Italy (42%), and least likely to think this in Malta (14%), Lithuania and Portugal (both 21%), and Poland (23%).

Respondents are most likely to indicate that they do not use the internet in Portugal (13%), Lithuania (10%), and Greece (9%). One in five respondents in Bulgaria indicate that they don't know, followed by Spain (18%), France and Sweden (both 16%), and Estonia, Portugal, and Austria (all 15%).

QB5 How well do you think that the EU protects your rights in the online environment? (%)







⁷ QB5. How well do you think that the EU protects your rights in the online environment?

Special Eurobarometer 518 Digital Rights and Principles

An analysis of the socio-demographic data shows the following:

- Respondents aged 25-39 are more likely (58%) to think the EU protects their rights in the online environment than those aged 15-24 (57%), those aged 40-54 (53%), and substantially more likely than those aged 55 and up (38%).
- Respondents who are still studying are more likely (59%) to think EU protects their rights well in the online environment than those who enjoyed a higher education (54%), those who went to school until the ages of 16-19 (47%), and those who enjoyed a primary education (31%).
- Among different socio-demographic categories, managers, other white collar workers, and students are most likely (59% all) to think the EU protects their rights in the online environment well, followed by the self-employed (51%), manual workers (50%), the unemployed (43%), and those who are retired (34%).
- Respondents who never have trouble paying their bills are substantially more likely (50%) to think to think the EU protects their rights in the online environment well than those who encounter financial difficulties most of the time (33%).
- Respondents who use the internet every day are more likely (53%) to indicate thinking the EU protects their rights in the online environment well, than those who sometimes use the internet (42%), and those who never go online (20%).
- Respondents who have a positive image of the EU are substantially more likely (60%) to think to think the EU protects their rights in the online environment well than those who have a neutral (38%), or a negative view of the EU (23%).
- Respondents who think that things in their lives are going in the right direction are also more likely (53%) to indicate thinking the EU protects their rights in the online environment well than those who think things in their lives are going in the wrong direction (36%).

QB5 How well do you think that the EU protects your rights in the online environment?
(% - EU)

	Total 'Well'	Total 'Not well'	Don't know
EU27	48	37	11
 Age			
15-24	57	31	12
25-39	58	35	7
40-54	53	37	9
55 +	38	39	14
 Education (End of)			
15-	31	39	15
16-19	47	39	11
20+	54	35	11
Still studying	59	30	11
 Socio-professional category			
Self- employed	51	40	8
Managers	59	34	7
Other white collars	59	32	9
Manual workers	50	40	9
House persons	40	37	15
Unemployed	43	42	13
Retired	34	39	16
Students	59	30	11
 Difficulties paying bills			
Most of the time	33	50	11
From time to time	45	42	9
Almost never/ Never	50	34	12
Use of the Internet			
Everyday	53	37	10
Often/ Sometimes	42	42	15
Never	20	40	15
Image of EU			
Positive	60	27	10
Neutral	38	44	13
Negative	23	64	9
Things in your life are going in ...			
Right direction	53	34	11
Wrong direction	36	50	9
Neither	30	39	19

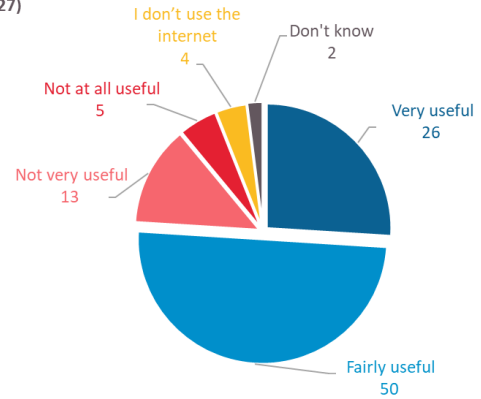
2. Need for more information on rights in the online environment

A large majority of respondents would consider it useful to know more about their rights in the online environment

- More than three quarters (76%) of respondents indicate that they would find it useful to know more about their rights in the online environment. Half of the respondents indicated that they would find knowing more about their rights in the online environment fairly useful, while over a quarter (26%) consider it very useful.
- Around one in ten (13%) do not consider it very useful to know more about their rights in the online environment, and 5% not useful at all.
- Two percent indicated that they don't know, and four percent indicate not using the internet.

A **national analysis** shows that in eight EU Member States, more than eight in ten respondents consider it useful to know more about their rights in the online environment, most notably in Ireland (87%), Finland (85%), and Belgium, Cyprus, Hungary, and Malta (all 84%). Least likely to think this are respondents in Romania (65%), Denmark (66%), and Sweden and Austria (both 72%).

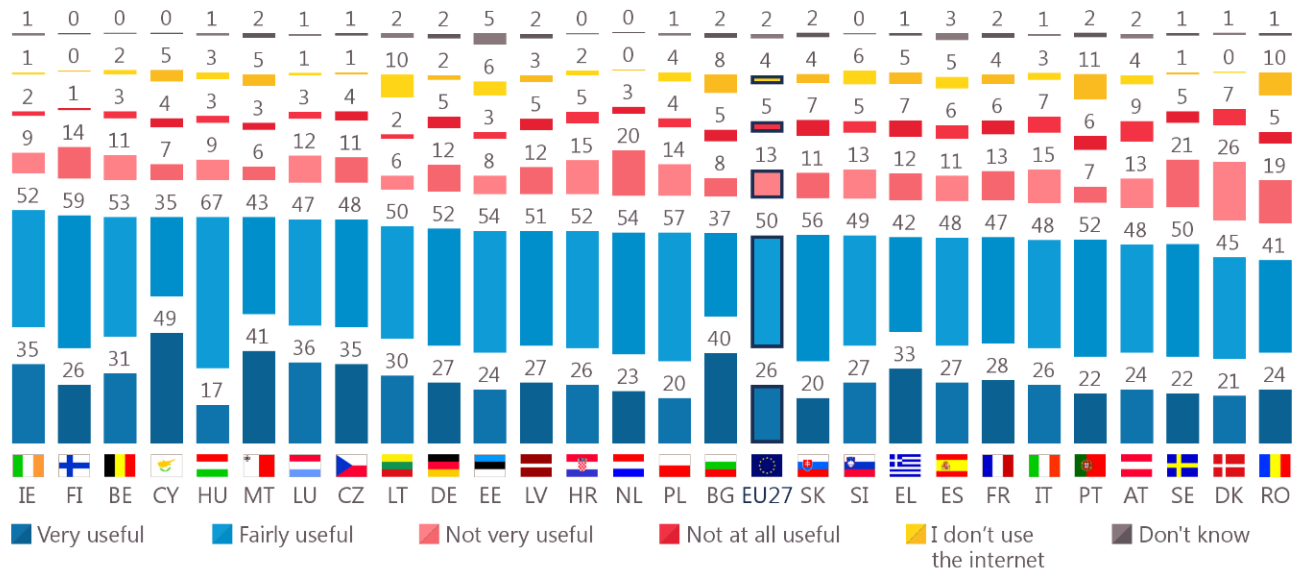
QB6 How useful would you find it to know more about your rights in the online environment? (% - EU27)



(Sept.-Oct. 2021)

In six EU Member States, more than a third of respondents consider it very useful to know more about their rights in the online environment, most notably in Cyprus (49%), Malta (41%), and Bulgaria (40%). Respondents are least likely to consider this very useful in Hungary (17%), Poland and Slovakia (20%), and Denmark (21%).

QB6 How useful would you find it to know more about your rights in the online environment? (%)






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An analysis of the socio-demographic data shows the following:

- Respondents aged 15-24 are more likely (90%) to consider it useful to know more about their rights in the online environment than those aged 25-39 (86%), those aged 40-54 (83%), and substantially more likely than those aged 55 and up (64%).
- Respondents who are still studying are more likely (90%) to consider it useful to know more about their rights in the online environment than those who enjoyed a higher education (84%), those who enjoyed a secondary education (76%), and those who enjoyed a primary education (50%).
- Those who consider themselves as belonging to the upper middle class are the most likely (82%) to consider it useful to know more about their rights in the online environment, followed by 80% of those belonging to the middle class, 75% of the lower middle class, 70% of the upper class, and 66% of the working class.
- Respondents who use the internet every day are more likely (86%) to consider it useful to know more about their rights in the online environment, than those who sometimes use the internet (68%), and than those who never go online (26%).
- Respondents who have a positive image of the EU are substantially more likely (84%) to consider it useful to know more about their rights in the online environment than those who have a neutral (69%), or a negative view of the EU (62%).
- Respondents who think that their life is going in the right direction are also more likely (81%) to consider it useful to know more about their rights in the online environment than those who think their life is going in the wrong direction (63%).

QB6 How useful would you find it to know more about your rights in the online environment?
(% - EU)

	Total 'Useful'	Total 'Not useful'	Don't know
EU27	76	18	2
 Age			
15-24	90	9	1
25-39	86	13	1
40-54	83	15	1
55 +	64	26	2
 Education (End of)			
15-	50	33	3
16-19	76	20	1
20+	84	13	2
Still studying	90	9	1
 Consider belonging to			
The working class	66	24	2
The lower middle class	75	20	2
The middle class	80	17	1
The upper middle class	82	17	0
The upper class	70	27	3
Use of the Internet			
Everyday	86	13	1
Often/ Sometimes	68	29	2
Never	26	45	4
Image of EU			
Positive	84	13	1
Neutral	69	23	2
Negative	62	32	3
Things in your life are going in ...			
Right direction	81	16	1
Wrong direction	63	30	2
Neither	63	25	2

III PERCEPTIONS ON THE COMMON EUROPEAN VISION TO DIGITAL RIGHTS AND PRINCIPLES



The third part of this report delves deeper into the perception among citizens in the European Union regarding a proposed common European vision for a digital decade in the form of a list of the main rights, principles and values. Respondents were asked to give their opinion on whether or not they deem it useful for the European Commission to define and promote such a common European vision.

1. European vision on digital rights and principles

A large majority of respondents considers it useful for the European Commission to define and promote a common European vision on digital rights and principles

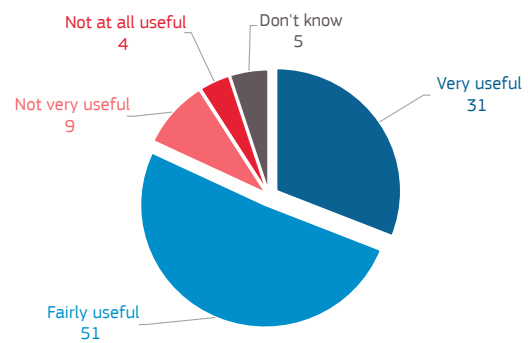
Across all respondents:

- More than eight in ten (82%) think that it would be useful for the European Commission to define and promote a common European vision on digital rights and principles⁸, with more than half (51%) considering it fairly useful, and close to one in three (31%) deeming this very useful.
- Close to one in ten (9%) indicate thinking that this would not be very useful, and a small number (4%) thinks that it would not be useful at all.
- Five percent of respondents indicated that they don't know.

A **national analysis** shows that in six EU Member States around nine in ten (or more) respondents consider it useful for the European Commission to define and promote a common European vision on digital rights and principles, chiefly in Ireland (93%), Cyprus (91%), Belgium, Luxembourg, and Hungary (all 89%). Respondents are least likely to think this way in Romania (71%), Latvia and Estonia (both 74%), and Austria (76%).

The European Commission wants to compile a list of the main rights, principles and values that together define the approach of the European Union to digital life.

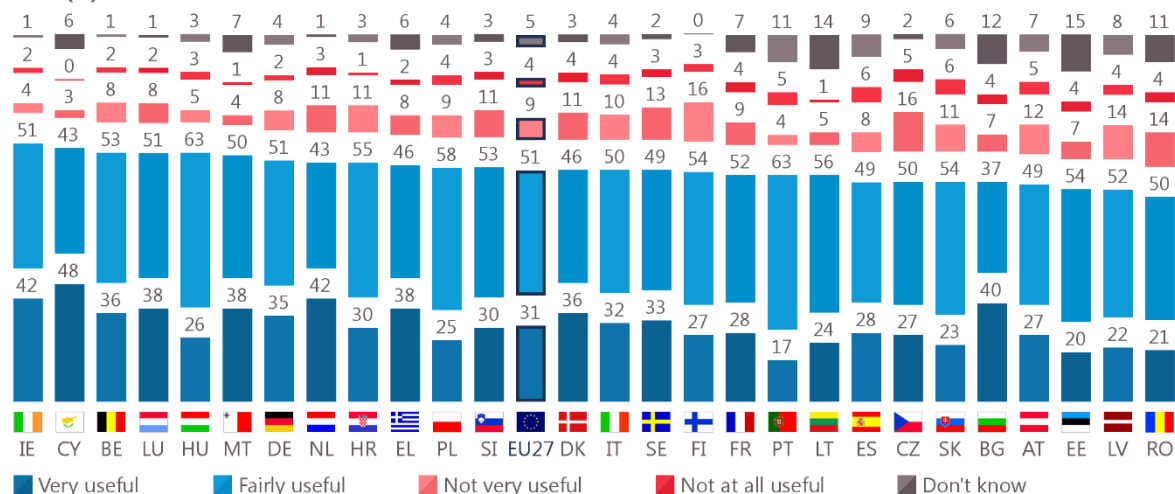
QB7 How useful do you think it would be for the European Commission to define and promote such a common European vision? (% - EU27)



(Sept.-Oct. 2021)

Close to half (48%) of the respondents in Cyprus consider it very useful for the European Commission to define and promote a common European vision on digital rights and principles, followed by the Netherlands and Ireland (both 42%), and Bulgaria (40%). Least likely to think this way are respondents in Portugal (17%), Estonia (20%), and Romania (21%). More than one in ten respondents indicate that they don't know in Estonia (15%), Lithuania (14%) and Bulgaria (12%).

QB7 How useful do you think it would be for the European Commission to define and promote such a common European vision? (%)



⁸ QB7. How useful do you think it would be for the European Commission to define and promote such a common European vision?

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An analysis of the socio-demographic data shows the following:

- Respondents aged 15-24 are slightly more likely (91%) to consider it useful for the European Commission to define and promote a common European vision on digital rights and principles, than those aged 25-39 (89%), those aged 40-54 (86%), and substantially more likely than those aged 55 and up (73%).
- Respondents who are still studying are more likely (93%) to consider it useful for the European Commission to define and promote a common European vision on digital rights and principles, than those who enjoyed a higher education (88%), those who enjoyed a secondary education (82%), and those who enjoyed a primary education (62%).
- Among different socio-demographic categories, students are the most likely (93%) to consider it useful for the European Commission to define and promote a common European vision on digital rights and principles, followed by managers and other white collar workers (both 90%), the self-employed (86%), manual workers (85%), the unemployed (80%), house persons (70%), and pensioners (69%).
- Respondents who use the internet every day are more likely (88%) to consider it useful for the European Commission to define and promote a common European vision on digital rights and principles, than those who sometimes use the internet (77%), and than those who never go online (46%).
- Respondents who have a positive image of the EU are substantially more likely (91%) to consider it useful for the European Commission to define and promote a common European vision on digital rights and principles, than those who have a neutral (76%), or a negative view of the EU (61%).
- Respondents who think that their life is going in the right direction are also more likely (86%) to consider it useful for the European Commission to define and promote a common European vision on digital rights and principles than those who think their life is going in the wrong direction (71%).

QB7 How useful do you think it would be for the European Commission to define and promote such a common European vision?
(% - EU)

	Total 'Useful'	Total 'Not useful'	Don't know
EU27	82	13	5
Age			
15-24	91	7	2
25-39	89	9	2
40-54	86	12	2
55 +	73	17	10
Education (End of)			
15-	62	21	17
16-19	82	13	5
20+	88	9	3
Still studying	93	6	1
Socio-professional category			
Self-employed	86	11	3
Managers	90	9	1
Other white collars	90	9	1
Manual workers	85	12	3
House persons	70	21	9
Unemployed	80	15	5
Retired	69	18	13
Students	93	6	1
Use of the Internet			
Everyday	88	10	2
Often/ Sometimes	77	18	5
Never	46	30	24
Image of EU			
Positive	91	6	3
Neutral	76	16	8
Negative	61	33	6
Things in your life are going in ...			
Right direction	86	10	4
Wrong direction	71	23	6
Neither	71	17	12

2. Importance of the EU set of digital principles for the Digital Decade

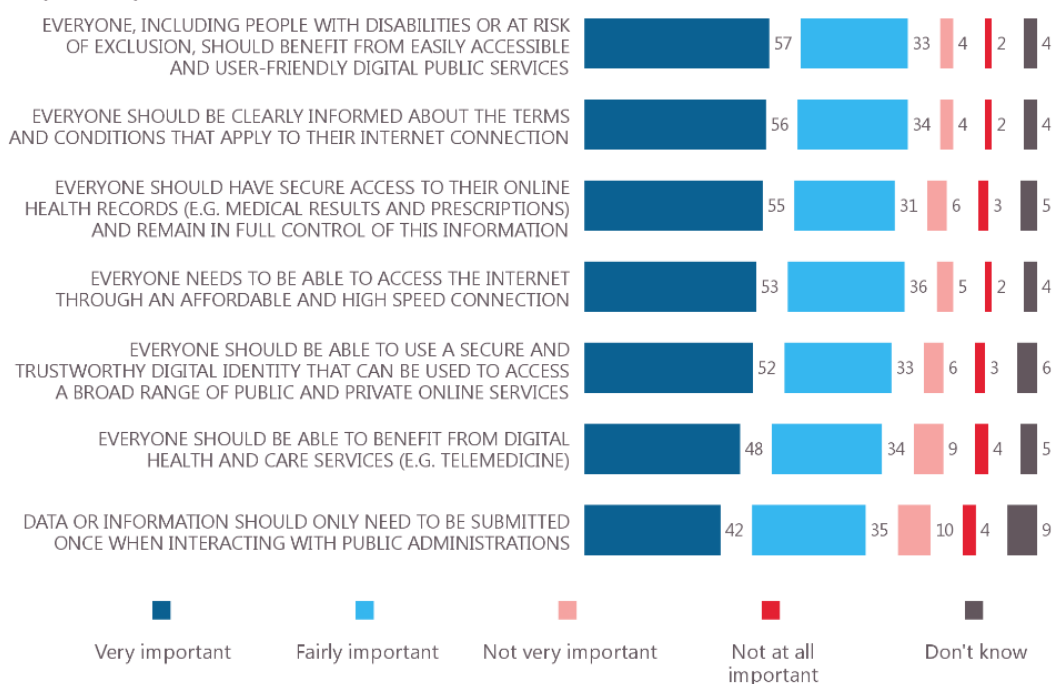
A large majority of respondents considers all seven of the following example principles important to include in a list of principles that define the European approach to digital life (Q8)

Respondents were given a list of example principles, and asked which of them they considered to be important to include in a list of principles to define a European approach to digital life⁹.

- Across the EU, nine in ten (90%) respondents indicate the principle that everyone, including people with disabilities or at risk of exclusion, should benefit from easily accessible and user-friendly digital public services, with more than half (57%) considering this principle very important to include in a list of principles.
- Nine in ten (90%) respondents indicate the principle ‘everyone [to] be clearly informed about the terms and conditions that apply to their internet connection’, with more than half (56%) considering this principle very important to include in a list of principles.
- Close to nine in ten (89%) respondents indicate the principle that everyone needs to be able to access the internet through an affordable and high speed connection, with over half (53%) considering this principle very important to include in a list of principles.

- Close to nine in ten (86%) respondents indicate the principle that everyone should have secure access to their online health records (e.g. medical results and prescriptions) and remain in full control of this information with over half (55%) considering this principle very important to include in a list of principles.
- Close to nine in ten (85%) respondents indicate the principle that everyone should be able to use a secure and trustworthy digital identity that can be used to access a broad range of public and private online services, with over half (52%) considering this principle very important to include in a list of principles.
- More than eight in ten (82%) respondents indicate the principle that everyone should be able to benefit from digital health and care services (e.g. telemedicine), with close to half (48%) considering this principle very important to include in a list of principles.
- Close to eight in ten (77%) respondents indicate the principle that data or information should only need to be submitted once when interacting with public administrations, with over two in five (42%) considering this principle very important to include in a list of principles.

Q88 How important would it be for you to have the following included in a list of principles that define the European approach to digital life? (% - EU27)



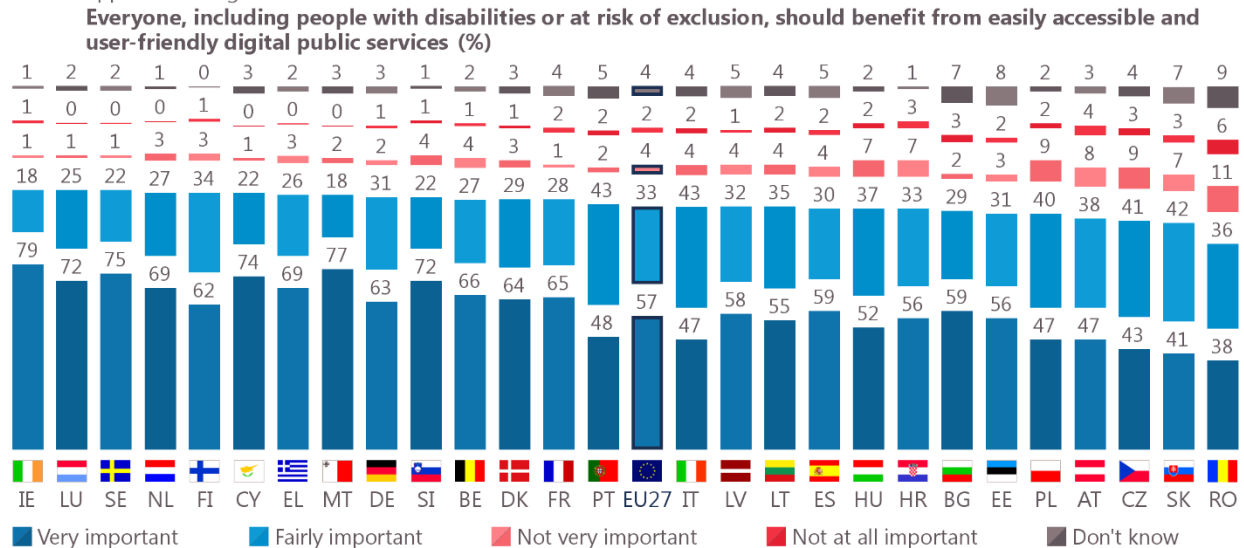
⁹ Q88. How important would it be for you to have the following included in a list of principles that define the European approach to digital life?

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A **national analysis** shows that in 14 EU Member States, more than nine in ten respondents consider it important to include the example principle that **everyone, including people with disabilities or at risk of exclusion, should benefit from easily accessible and user-friendly digital public services**, most notably in Luxembourg, Ireland and Sweden (97% all), Cyprus, Finland and the Netherlands (96% all), and Greece and Malta (95% both). Least likely to do so are respondents in Romania (74%), Slovakia (83%), and Czechia (84%).

In six EU Member States, more than seven in ten respondents consider this principle very important to be included in a list of principles. This is for example the case in Ireland (79%), Malta (77%), and Sweden (75%). Least likely to do so are respondents in Romania (38%), Slovakia (41%), and Czechia (43%).

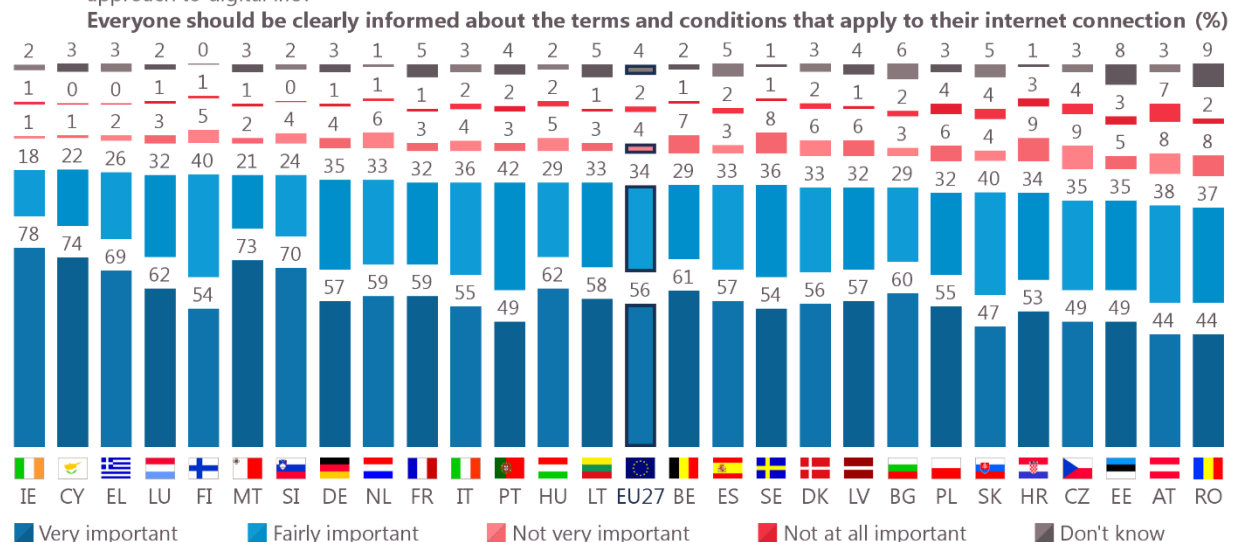
QB8.3 How important would it be for you to have the following included in a list of principles that define the European approach to digital life?



A **national analysis** shows that in 17 EU Member States, at least nine in ten respondents consider it important to include the example principle that **everyone should be clearly informed about the terms and conditions that apply to their internet connection**, most notably in Ireland, and Cyprus (both 96%), Greece (95%), Malta, Luxembourg, Slovenia, and Finland (94% all). The least likely to think this way are respondents in Romania (81%), Austria (82%), and Estonia and Czechia (both 84%).

In five EU Member States, more than two in three respondents consider this principle very important to be included in a list of principles. This is for example the case in Ireland (78%), Cyprus (74%), and Malta (73%). The least likely to think this way are respondents in Austria and Romania (both 44%), Slovakia (47%), and Czechia, Estonia, and Portugal (all 49%).

QB8.2 How important would it be for you to have the following included in a list of principles that define the European approach to digital life?

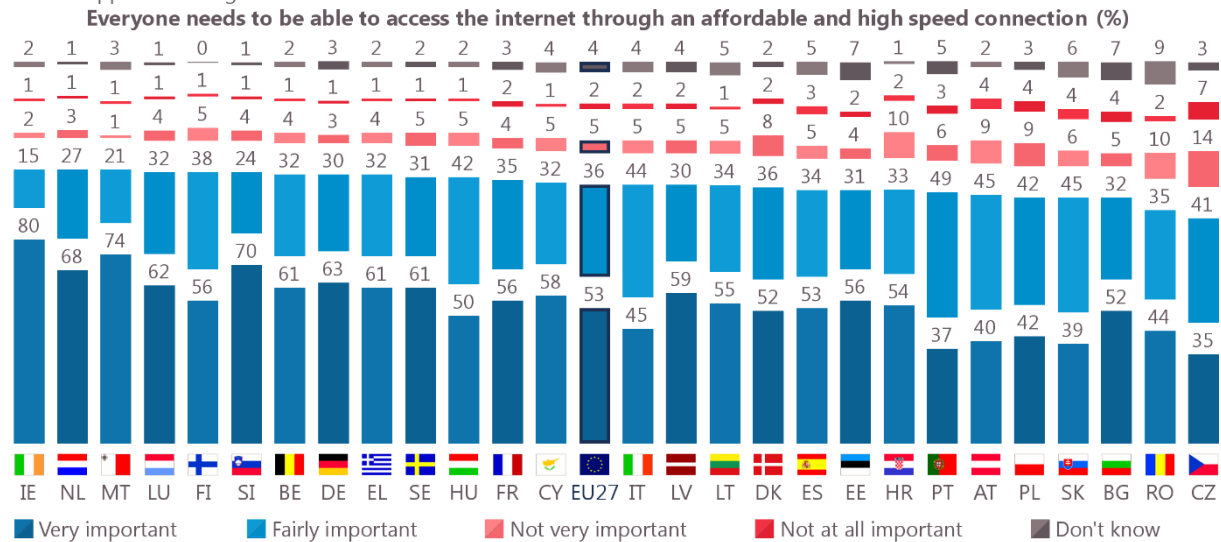


Special Eurobarometer 518 Digital Rights and Principles

A **national analysis** shows that in 13 EU Member States, at least nine in ten respondents consider it important to include the example principle that **everyone needs to be able to access the internet through an affordable and high speed connection**, most notably in the Ireland, Malta, and the Netherlands (all 95%), Luxembourg, Slovenia, and Finland (all 94%), and Belgium, Germany, Greece (all 93%). Respondents are least likely to mention this in Czechia (76%), Romania (79%), and Bulgaria, Slovakia and Poland (84% all).

In four EU Member States, more than two in three respondents consider this principle very important to be included in a list of principles. This for example the case in Ireland (80%), Malta (74%), and Slovenia (70%). Respondents are least likely to think this way in Czechia (35%), Portugal (37%), and Slovakia (39%).

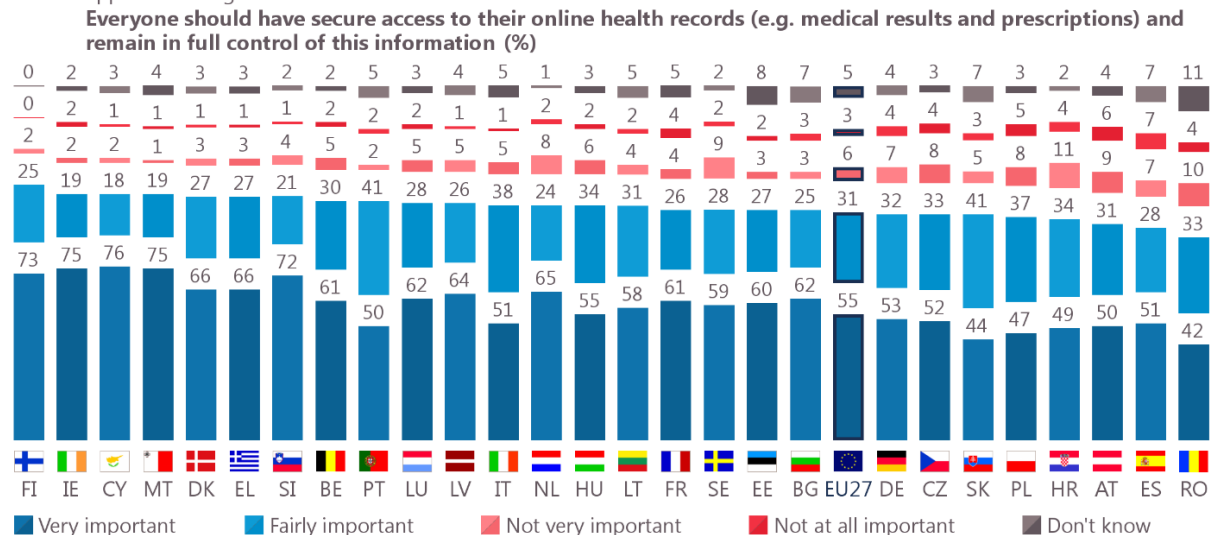
QB8.1 How important would it be for you to have the following included in a list of principles that define the European approach to digital life?



A **national analysis** shows that in eleven EU Member States, at least nine in ten respondents consider it important to include the example principle that **everyone should have secure access to their online health records (e.g. medical results and prescriptions) and remain in full control of this information**, most notably in Finland (98%), Ireland, Malta and Cyprus (all 94%), and Denmark, Greece, and Slovenia (all 93%). The respondents least likely to mention this are from Romania (75%), Spain (79%), and Austria (81%).

In 21 EU Member States, more than half of all respondents consider this principle very important to be included in a list of principles. This is for example the case in Cyprus (76%), Malta and Ireland (both 75%), and Finland (73%). Less than half of all respondents think this way in Romania (42%), Slovakia (44%), and Poland (47%). In Romania, more than one in ten (11%) respondents indicate that they don't know.

QB8.6 How important would it be for you to have the following included in a list of principles that define the European approach to digital life?

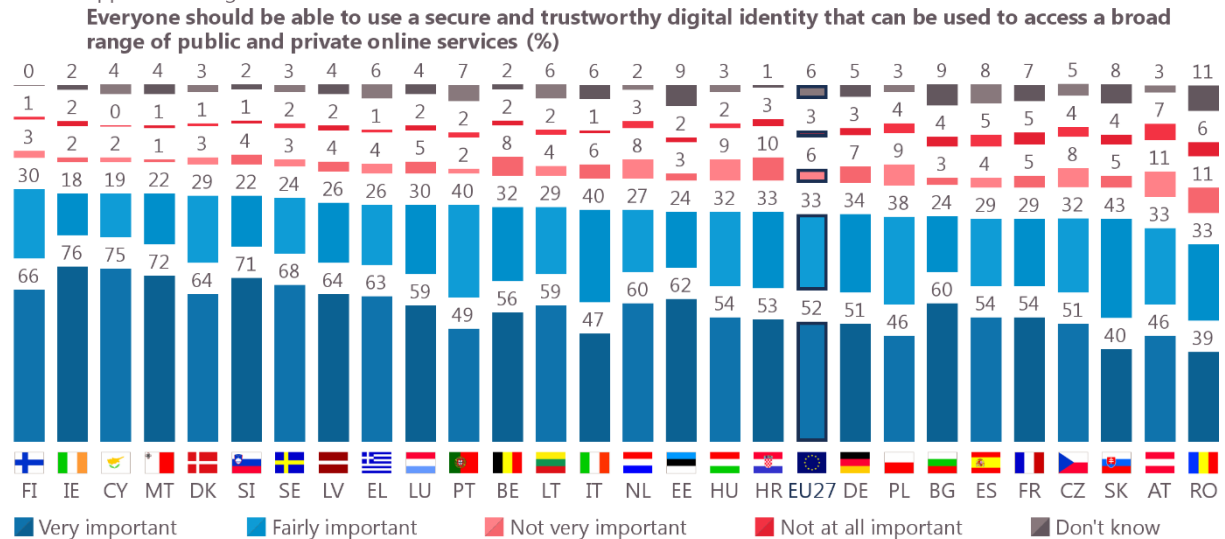


Special Eurobarometer 518 Digital Rights and Principles

A **national analysis** shows that in eight EU Member States, at least nine in ten respondents consider it important to include the example principle that **everyone should be able to use a secure and trustworthy digital identity that can be used to access a broad range of public and private online services**, most notably in Finland (96%), Malta, Cyprus, and Ireland (all 94%), and Slovenia and Denmark (both 93%), and Sweden (92%). The least likely to mention this are respondents in Romania (72%), Austria (79%), and Czechia, Spain, France, and Slovakia (83% all).

In 21 EU Member States, more than half of the respondents consider this principle very important to be included in a list of principles. This is for example the case in Ireland (76%), Cyprus (75%), Malta (72%). Respondents are least likely to think this way in Romania (39%), Slovakia (40%), and Poland and Austria (both 46%). In Romania, more than one in ten (11%) respondents indicate that they don't know.

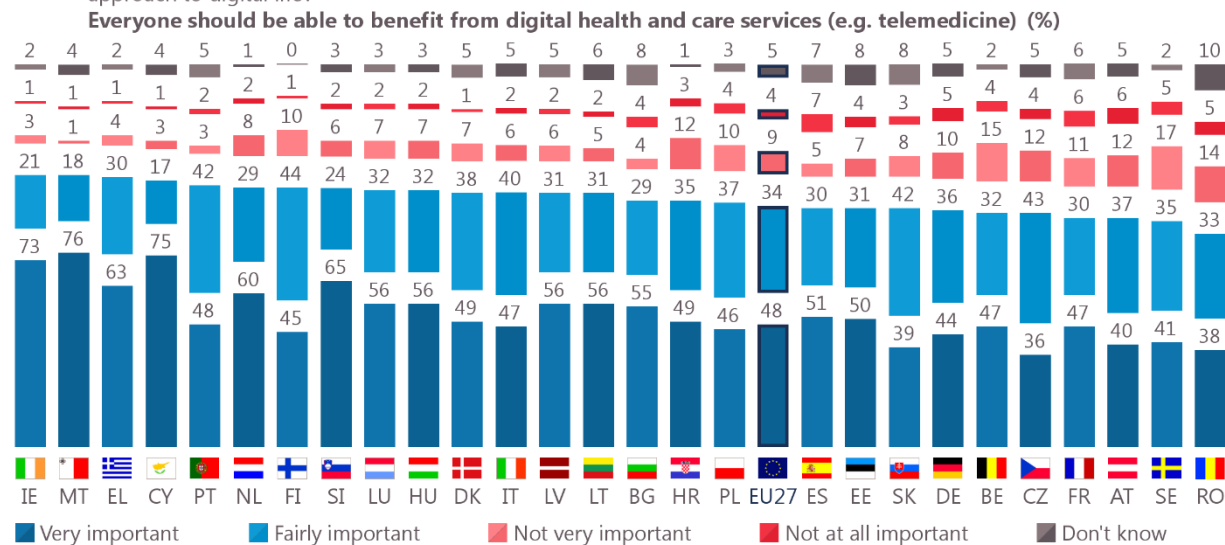
QB8.7 How important would it be for you to have the following included in a list of principles that define the European approach to digital life?



A **national analysis** shows that in five EU Member States, at least nine in ten respondents consider it important to include the example principle that **everyone should be able to benefit from digital health and care services (e.g. telemedicine)**, most notably in Malta and Ireland (both 94%), Greece (93%), Cyprus (92%), and Portugal (90%). Least likely to mention this are respondents in Romania (71%), Sweden (76%), and France and Austria (both 77%).

In 12 EU Member States, more than half of the respondents consider this principle very important to be included in a list of principles. This is for example the case in Malta (76%), Cyprus (75%), and Ireland (73%). Least likely to consider this as very important are respondents in Czechia (36%), Romania (38%), and Slovakia (39%). In Romania, one in ten (10%) respondents indicate that they don't know.

QB8.5 How important would it be for you to have the following included in a list of principles that define the European approach to digital life?

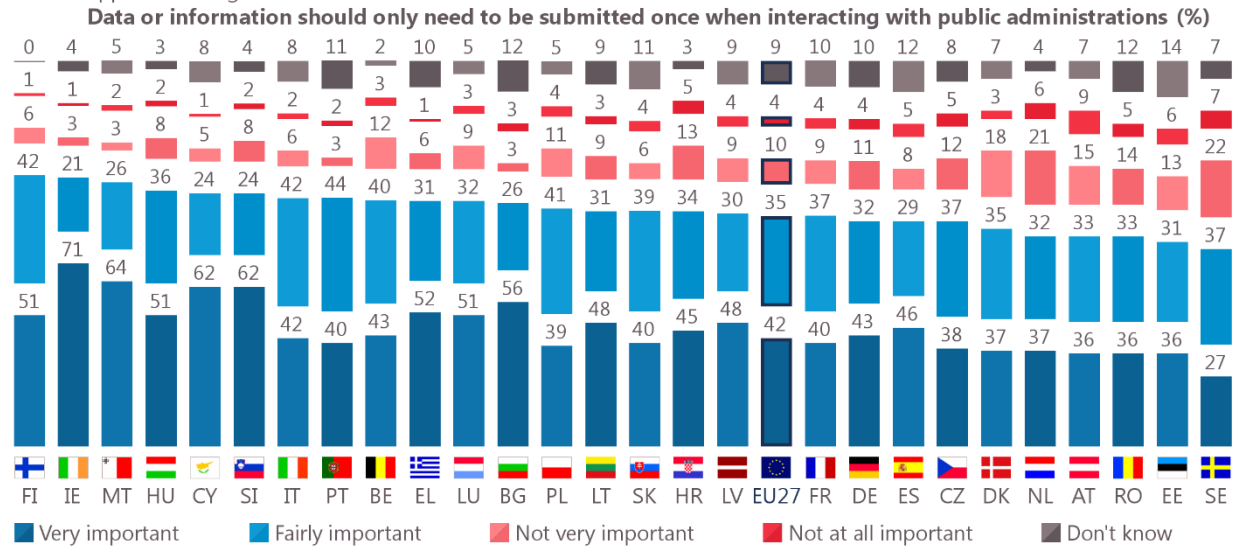


Special Eurobarometer 518 Digital Rights and Principles

A national analysis shows that in 13 EU Member States, at least eight in ten respondents consider it important to include the example principle that **data or information should only need to be submitted once when interacting with public administrations**, most notably in Finland (93%), Ireland (92%), and Malta (90%). The least likely to mention this are respondents in Sweden (64%), Estonia (67%), and Romania, the Netherlands and Austria (both 69%).

In nine EU Member States, more than half of the respondents consider this principle very important to be included in a list of principles. This is for example the case in Ireland (71%), Malta (64%), and Cyprus and Slovenia (both 62%). The least likely to consider this as very important are respondents in Sweden (27%), Romania, Austria and Estonia (36% all), and Denmark and the Netherlands (both 37%). In nine countries, one in ten or more respondents indicate that they don't know, namely in Estonia (14%), Bulgaria, Romania, and Spain (12% all), and Slovakia and Portugal (both 11%).

QB8.4 How important would it be for you to have the following included in a list of principles that define the European approach to digital life?








An analysis of the socio-demographic data shows the following:

- Little variation can be found regarding support for inclusion of the proposed example principles to define the European approach to digital life among the three youngest aged groups, with substantially less support among those aged 55 and up. For instance, respondents aged 40-54 are the most likely (95%) to consider as important for inclusion in a list of digital principles that **everyone, including people with disabilities or at risk of exclusion, should benefit from easily accessible and user-friendly digital public services**, followed by those aged 15-24 (94%), those aged 25-39 (93%), and those aged 55 and up (86%). Respondents aged 40-54 are slightly more likely (82%) to mention the principle that **data or information should only need to be submitted once when interacting with public administrations** than those aged 25-39 (81%), those aged 15-24 (80%), and substantially more than those aged 55 and up (73%).
- Overall, respondents who enjoyed a higher education are more likely to support including each of the examples in a list of principles to define the European approach to digital life, than those who enjoyed less education. For instance, those who enjoyed a higher education are more likely (93%) to mention the example principle that **everyone should be clearly informed about the terms and conditions that apply to their internet connection**, than those who enjoyed a primary education (79%).
- Differences among socio-professional categories are limited. Overall, managers, students, the self-employed, manual workers, and the unemployed are more likely to support the inclusion of the proposed principles in a European approach to digital life, than house persons and pensioners. For instance, students are most likely (93%) to mention the principle that **everyone should be able to use a secure and trustworthy digital identity that can be used to access a broad range of public and private online services**, followed by managers (91%), other white collar workers (90%), the self-employed (89%), the unemployed (88%), manual workers (86%), house persons (79%), and those who are retired (75%).
- Respondents who never have trouble paying bills are slightly more likely (87%) to mention the principle that **everyone should be able to use a secure and trustworthy digital identity that can be used to access a broad range of public and private online services** than those who have financial difficulties most of the time (78%). This pattern is repeated for all of the seven example principles.

Special Eurobarometer 518 Digital Rights and Principles

QB8 How important would it be for you to have the following included in a list of principles that define the European approach to digital life?

(% Total 'Important'- EU)

	Everyone, including people with disabilities or at risk of exclusion, should benefit from easily accessible and use friendly digital public services	Everyone should be clearly informed about the terms and conditions that apply to their internet connection	Everyone needs to be able to access the internet through an affordable and high speed connection	Everyone should have secure access to their online health records (e.g. medical results and prescriptions) and remain in full control of this information	Everyone should be able to use a secure and trustworthy digital identity that can be used to access a broad range of public and private online services	Everyone should be able to benefit from digital health and care services (e.g. telemedicine)	Data or information should only need to be submitted once when interacting with public administrations
EU27	90	90	89	86	85	82	77
 Gender							
Man	91	90	89	87	86	83	79
Woman	90	90	89	85	84	81	76
 Age							
15-24	94	94	95	93	92	89	80
25-39	93	92	94	91	89	87	81
40-54	95	93	93	89	90	85	82
55 +	86	85	83	80	78	75	73
 Education (End of)							
15-	79	79	76	73	69	71	68
16-19	90	91	89	87	86	83	79
20+	95	93	94	90	90	85	79
Still studying	95	95	96	92	93	88	81
 Socio-professional category							
Self- employed	94	93	95	89	89	87	81
Managers	95	93	95	91	91	85	81
Other white collars	94	93	93	92	90	87	80
Manual workers	92	92	91	87	86	84	81
House persons	86	85	83	82	79	76	73
Unemployed	93	92	91	91	88	86	80
Retired	84	83	80	78	75	73	71
Students	95	95	96	92	93	88	81
 Difficulties paying bills							
Most of the time	87	86	85	83	78	77	75
From time to time	88	89	86	84	83	82	77
Almost never/ Never	92	91	91	88	87	82	78

Special Eurobarometer 518 Digital Rights and Principles

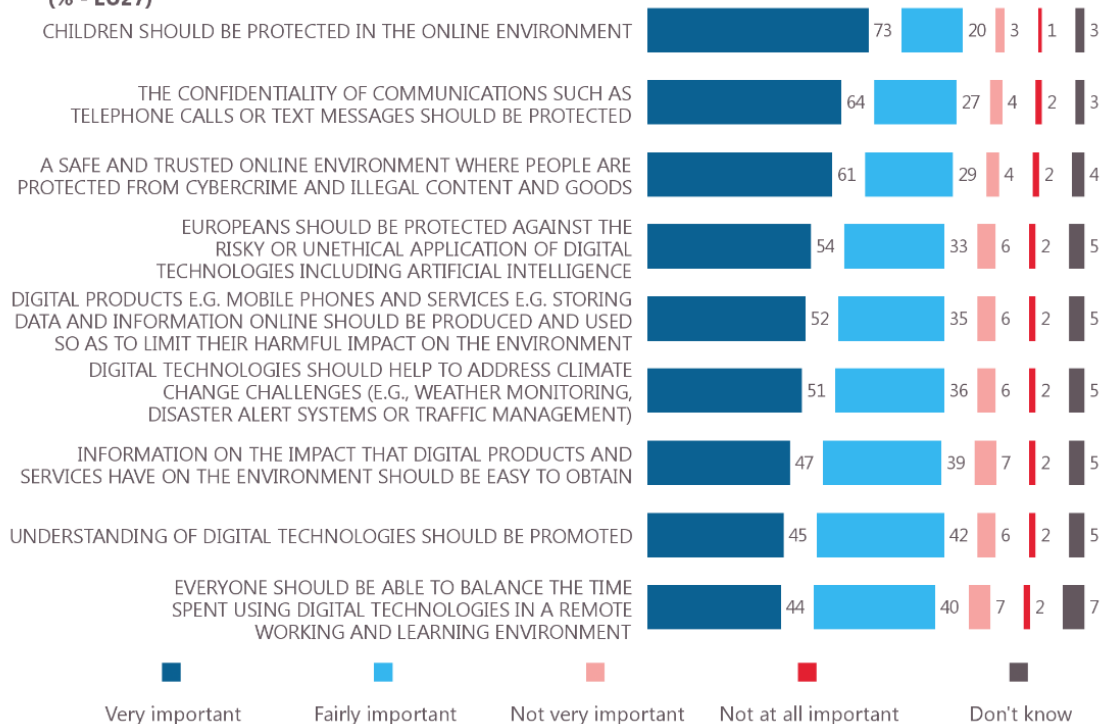
A large majority of respondents considers all nine of the following example principles important to include in a list of principles that define the European approach to digital life.

Respondents were given an additional list of example principles, and asked which of them they considered to be important to include in a list of principles that define the European approach to digital life¹⁰.

- Across the EU, more than nine in ten (93%) respondents indicate as important the principle that **children should be protected in the online environment**, with close to three quarters (73%) of respondents considering this principle very important for inclusion in a list of principles.
- More than nine in ten (91%) respondents indicate the principle that **the confidentiality of communications such as telephone calls or text messages should be protected** as important, with close to two thirds (64%) of Respondents considering this principle very important for inclusion in a list of principles.
- Nine in ten (90%) respondents indicate the principle about **a safe and trusted online environment where people are protected from cybercrime and illegal content and goods** as important, with close to two thirds (61%) of Respondents considering this principle very important for inclusion in a list of principles.
- Close to nine in ten (87%) respondents indicate as important the principle that **digital products e.g. mobile phones and services e.g. storing data and information online should be produced and used so as to limit their harmful impact on the environment**, with over half (52%) considering this principle very important for inclusion in a list of principles.

- Close to nine in ten (87%) respondents indicate the principle that **Europeans should be protected against the risky or unethical application of digital technologies including Artificial Intelligence** as important, with more than half (54%) of respondents considering this principle very important for inclusion in a list of principles.
- Close to nine in ten (87%) respondents indicate the principle that **understanding of digital technologies should be promoted** as important, with close to half (45%) considering this principle very important for inclusion in a list of principles.
- Close to nine in ten (87%) respondents indicate the principle that **digital technologies should help to address climate change challenges e.g. weather monitoring, disaster alert systems or traffic management** as important, with more than half (51%) considering this principle very important for inclusion in a list of principles.
- Close to nine in ten (86%) respondents indicate the principle that **information on the impact that digital products and services have on the environment should be easy to obtain** as important, with close to half (47%) considering this principle very important for inclusion in a list of principles. Around eight in ten (84%) respondents indicate the principle that **everyone should be able to balance the time spent using digital technologies in a remote working and learning environment** as important, with close to half (44%) considering this principle as very important for inclusion in a list of principles.

QB9 How important would it be for you to have the following included in a list of principles that define the European approach to digital life?
(% - EU27)



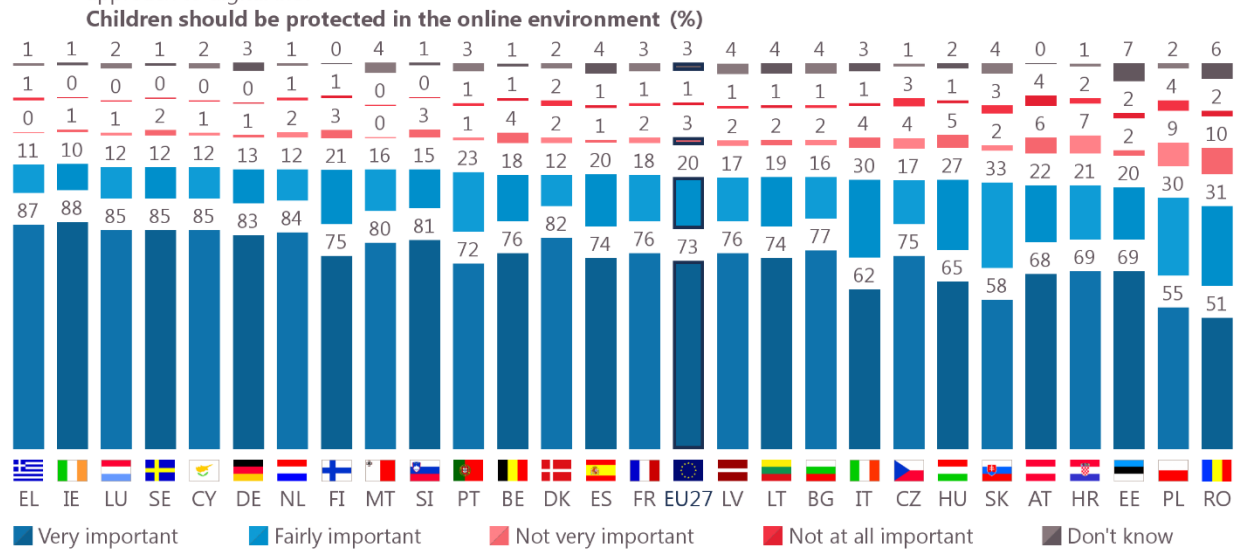
¹⁰ QB9. How important would it be for you to have the following included in a list of principles that define the European approach to digital life?

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A **national analysis** shows that in 11 EU Member States, at least 95% of respondents consider it important to include the example principle that **children should be protected in the online environment**. In Greece and Ireland, almost all (98%) respondents mention this, followed by Sweden, Luxembourg, and Cyprus (97% all), and Slovenia, Germany, the Netherlands, Finland, and Malta (96% all). Least likely to mention this are respondents in Romania (82%), Poland (85%), and Estonia (89%).

In nine EU Member States, more than eight in ten respondents consider this principle very important to be included in a list of digital principles. This is for example the case Ireland (88%), Greece (87%), and Cyprus, Luxembourg, and Sweden (85% all). Least likely to do so are respondents in Romania (51%), Poland (55%), and Slovakia (58%).

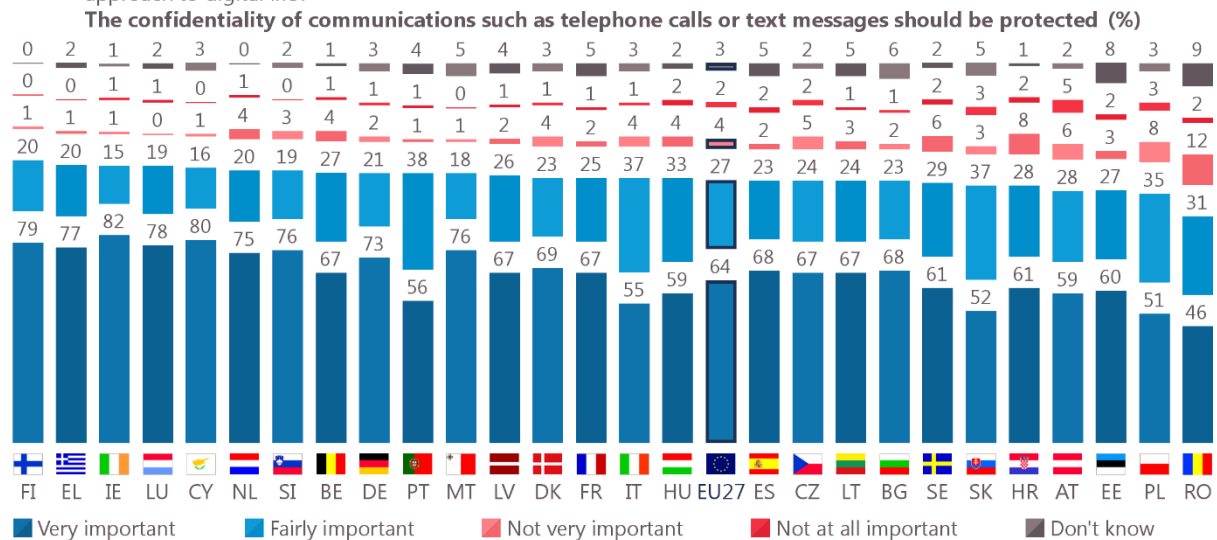
QB9.4 How important would it be for you to have the following included in a list of principles that define the European approach to digital life?



A **national analysis** shows that in 20 EU Member States, more than nine in ten respondents consider it important to include the principle that **the confidentiality of communications such as telephone calls or text messages should be protected**. In Finland, almost all respondents (99%) mention this, followed by Luxembourg, Ireland and Greece (97% all), and Cyprus (96%). The least likely to mention this are respondents in Romania (77%), Poland (86%), and Austria, and Estonia (both 87%).

In 17 EU Member States, more than two thirds of respondents consider this principle very important to be included in a list of digital principles. This is for example the case for Ireland (82%), Cyprus (80%), and Finland (79%). Less than half (46%) of the respondents in Romania think the same way, followed by just over half (51%) of the respondents in Poland, and 52% in Slovakia.

QB9.9 How important would it be for you to have the following included in a list of principles that define the European approach to digital life?



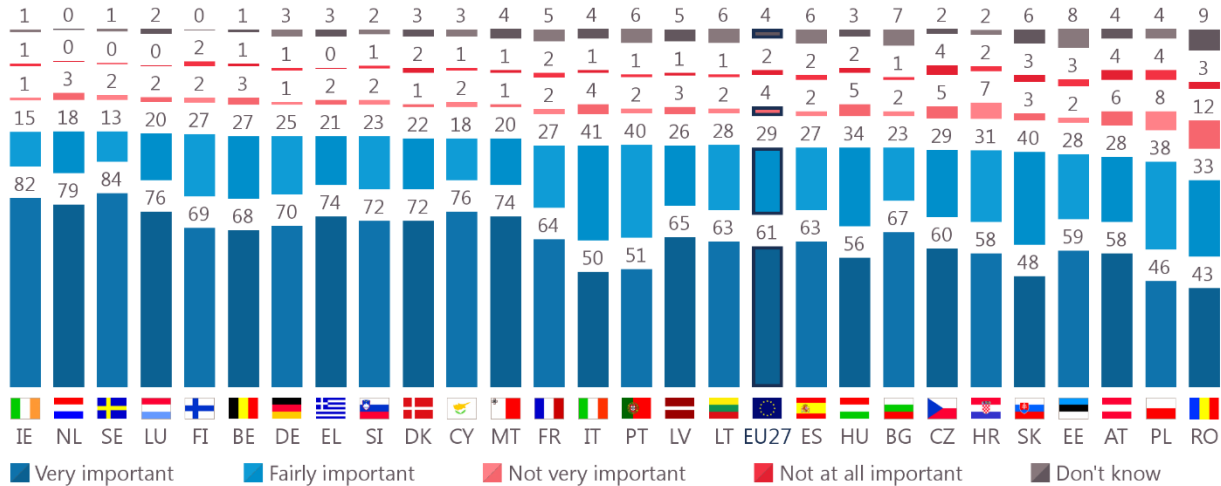
Special Eurobarometer 518 Digital Rights and Principles

A **national analysis** shows that in nine EU Member States, 95% (or more) of respondents consider it important to include the principle about **a safe and trusted online environment where people are protected from cybercrime and illegal content and goods**. Respondents are most likely to think this way in Ireland, the Netherlands and Sweden (97% all), Luxembourg and Finland (both 96%), and Slovenia, Greece, Germany, and Belgium (95% all). Least likely to mention this are respondents in Romania (76%), Poland (84%), and Austria (86%).

In 13 EU Member States, more than two thirds consider this principle very important to be included in a list of digital principles. This is for example the case in Sweden (84%), Ireland (82%), and the Netherlands (79%). The respondents least likely to do so are from Romania (43%), Poland (46%), and Slovakia (48%).

QB9.8 How important would it be for you to have the following included in a list of principles that define the European approach to digital life?

A safe and trusted online environment where people are protected from cybercrime and illegal content and goods (%)

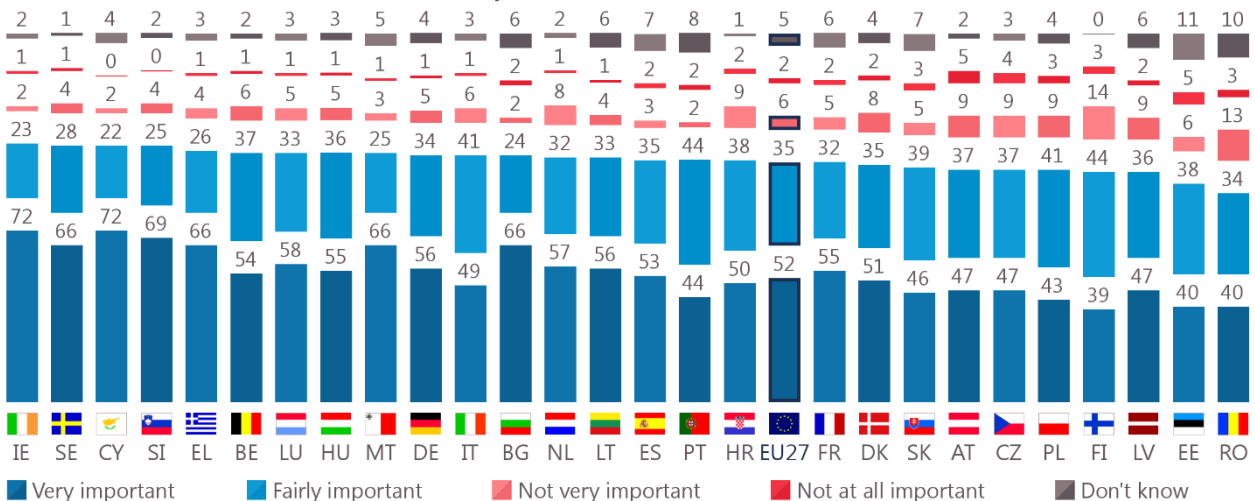


A **national analysis** shows that in nine EU Member States, more than nine in ten respondents consider it important to include the principle that **digital products and services should be produced and used so as to limit their harmful impact on the environment**. The respondents most likely to think this way are from Ireland (95%), Sweden, Cyprus, Slovenia (94% all), and Greece (92%). The least likely to mention this are respondents in Romania (74%), Estonia (78%), and Latvia and Finland (both 83%).

In seven EU Member States, two thirds (or more) consider this principle very important to be included in a list of digital principles. This is for example the case in Cyprus and Ireland (both 72%), Slovenia (69%), Bulgaria, Greece, Malta and Sweden (66% all). Least likely to think this way are respondents in Finland (39%), Estonia and Romania (both 40%), and Poland (43%). Around one in ten respondents in Estonia (11%) and Romania (10%) indicate that they don't know.

QB9.7 How important would it be for you to have the following included in a list of principles that define the European approach to digital life?

Digital products e.g. mobile phones and services e.g. storing data and information online should be produced and used so as to limit their harmful impact on the environment (%)



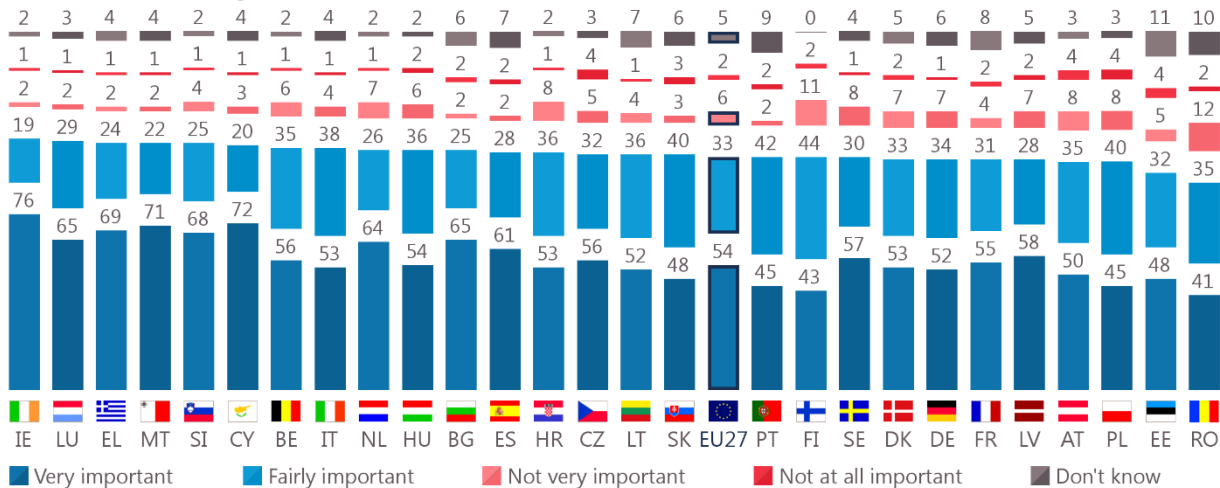
Special Eurobarometer 518 Digital Rights and Principles

A **national analysis** shows that in 11 EU Member States, at least nine in ten respondents consider it important to include the principle that **Europeans should be protected against the risky or unethical application of digital technologies**. Respondents are most likely to think this way in Ireland (95%), Luxembourg (94%), and Malta, Greece, and Slovenia (93% all). The least likely to mention this are respondents in Romania (76%), Estonia (80%), and Austria and Poland (both 85%).

In 21 EU Member States, half (or more) consider this principle very important to be included in a list of digital principles. This is for example the case in Ireland (76%), Cyprus (72%), and Malta (71%). The least likely to think this way are respondents in Romania (41%), Finland (43%), and Portugal and Poland (both 45%). Around one in ten respondents in Estonia (11%) and Romania (10%) indicate that they don't know.

QB9.3 How important would it be for you to have the following included in a list of principles that define the European approach to digital life?

Europeans should be protected against the risky or unethical application of digital technologies including Artificial Intelligence (%)

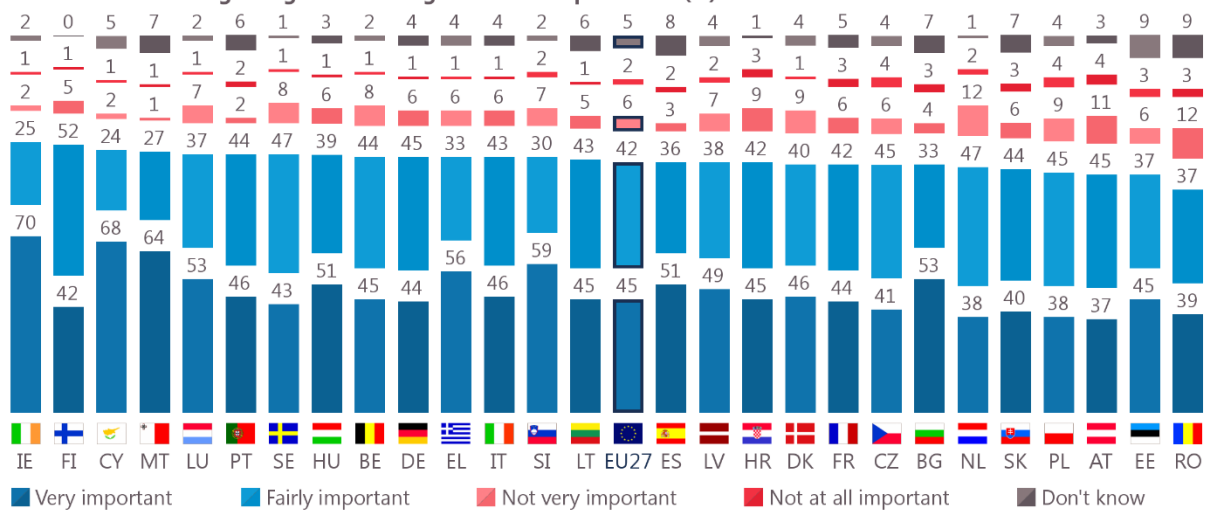


At the **national level**, an analysis indicates that in eight EU Member States, nine in ten (or more) respondents consider it important to include the principle that **understanding of digital technologies should be promoted**. Respondents are most likely to think this way in Ireland (95%), Finland (94%), and Cyprus (92%). The least likely to mention this are respondents in Romania (76%), Estonia and Austria (both 82%), and Poland (83%).

In nine EU Member States, at least half of respondents consider this principle very important to be included in a list of digital principles. This is for example the case in Ireland (70%), Cyprus (68%), and Malta (64%). The least likely to think this way are respondents in Poland and the Netherlands (both 38%), and Romania (39%).

QB9.2 How important would it be for you to have the following included in a list of principles that define the European approach to digital life?

Understanding of digital technologies should be promoted (%)



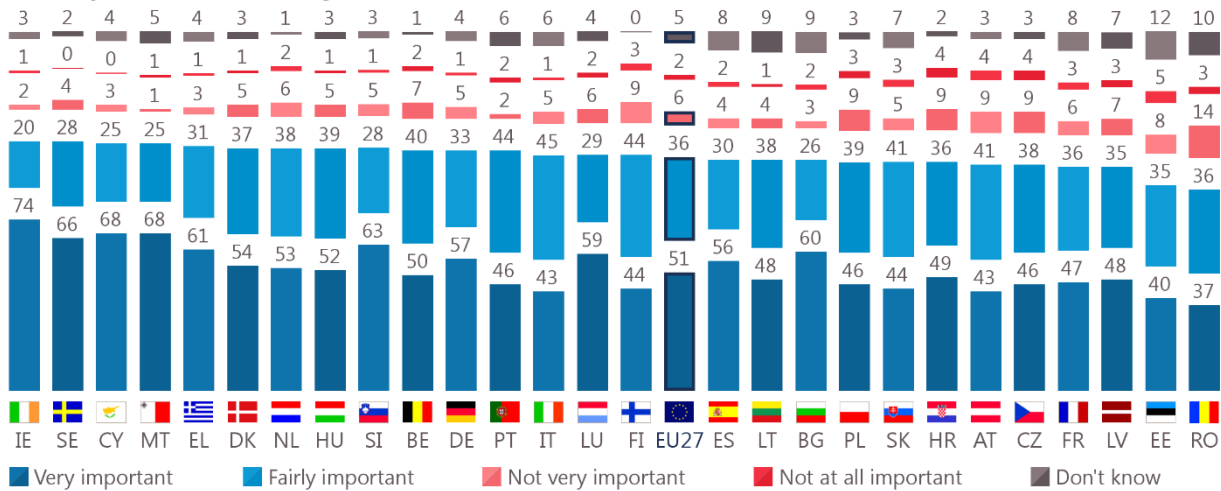
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At the **national level**, an analysis indicates that in 12 EU Member States, nine in ten (or more) respondents consider it important to include the principle that **digital technologies should help address climate changes challenges**. Respondents are most likely to think this way in Sweden and Ireland (both 94%), Malta and Cyprus (both 93%), Greece (92%). Least likely to mention this are respondents in Romania (73%), Estonia (75%), and Latvia and France (both 83%).

In 14 EU Member States, half (or more) consider this principle very important to be included in a list of digital principles. This is for example the case in Ireland (74%), Malta and Cyprus (both 68%), and Sweden (66%). Least likely to think that this way are respondents in Romania (37%), Estonia (40%), and Austria and Italy (both 43%). Around one in ten respondents in Estonia (12%) and Romania (10%) indicate that they don't know.

QB9.5 How important would it be for you to have the following included in a list of principles that define the European approach to digital life?

Digital technologies should help to address climate change challenges (e.g., weather monitoring, disaster alert systems or traffic management) (%)

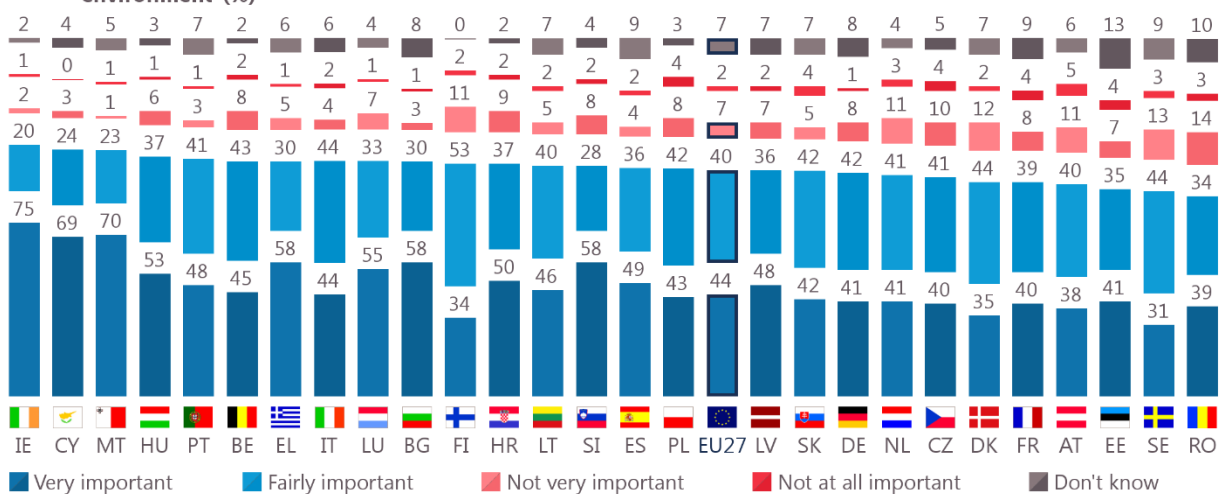


A **national level analysis** shows that in four EU Member States, at least nine in ten respondents consider it important to include the principle that **everyone should be able to balance the time spent using digital technologies in a remote working and learning environment**. Respondents are most likely to think this way in Ireland (95%), and Malta and Cyprus (both 93%), and Hungary (90%). The least likely to think this way are respondents in Romania (73%), Sweden (75%), and Estonia (76%).

In nine EU Member States, half (or more) consider this principle very important to be included in a list of digital principles. This is for example the case in Ireland (75%), Malta (70%), and Cyprus (69%). Least likely to think this way are respondents in Sweden (31%), Finland (34%), and Denmark (35%). Around one in ten respondents in Estonia (13%) and Romania (10%) indicate that they don't know.

QB9.1 How important would it be for you to have the following included in a list of principles that define the European approach to digital life?

Everyone should be able to balance the time spent using digital technologies in a remote working and learning environment (%)



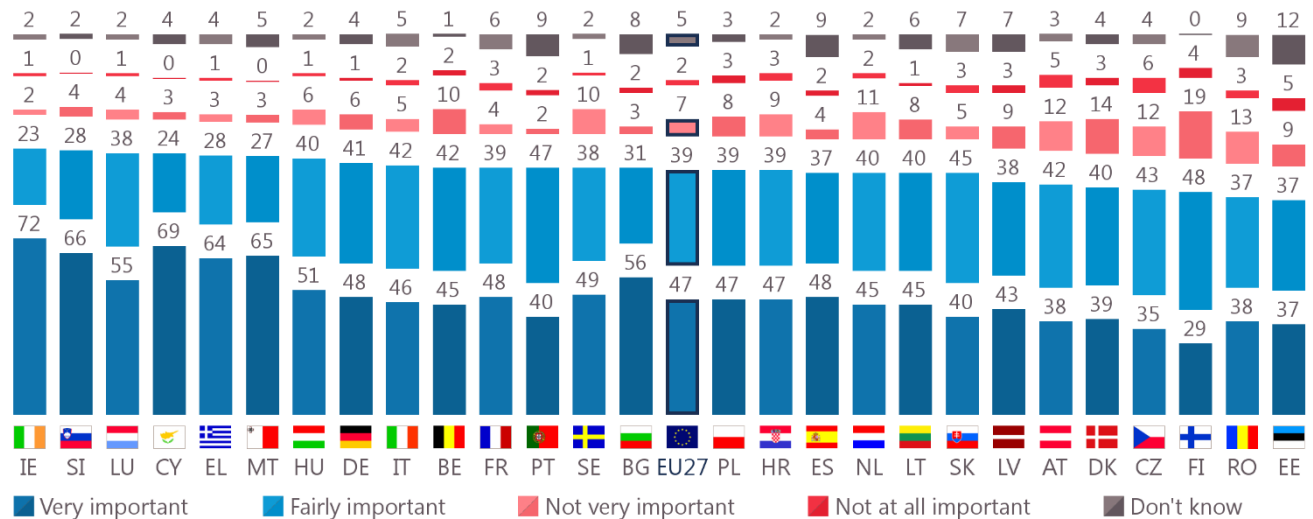
Special Eurobarometer 518 Digital Rights and Principles

A **national level analysis** shows that in seven EU Member States, at least nine in ten respondents consider it important to include the principle that **information on the impact that digital products and services have on the environment should be easy to obtain**. Respondents are most likely to think this principle is important in Ireland (95%), Slovenia (94%), and Luxembourg and Cyprus (both 93%). Least likely to mention this are respondents in Estonia (74%), Romania (75%), and Finland (77%).

In eight EU Member States, half (or more) consider this principle very important to be included in a list of digital principles. This is for example the case in Ireland (72%), Cyprus (69%), and Slovenia (66%). Least likely to think this way are respondents in Finland (29%), Czechia (35%), and Estonia (37%). Around one in ten respondents in Estonia (12%) indicate that they don't know.

QB9.6 How important would it be for you to have the following included in a list of principles that define the European approach to digital life?

Information on the impact that digital products and services have on the environment should be easy to obtain (%)



An analysis of the socio-demographic data shows the following:

- Scarcely any variation can be found in terms of support for inclusion of the nine proposed examples in a list of digital principles among the three youngest aged groups, with less support among those aged 55 and up. For instance, respondents aged 40-54 and those aged 25-39 are most likely (both 95%) to consider as important for inclusion in a list of digital principles that **children should be protected in the online environments**, followed by those aged 15-24 (94%), and those aged 55 and up (90%). Respondents aged 15-24 are slightly more likely (95%) to mention that **the confidentiality of communications such as telephone calls or text messages should be protected** should be included than those aged 25-39 and those aged 40-54 (both 94%), and those aged 55 and up (88%). The same pattern is repeated throughout, with similar support among the youngest three age groups, and less support among those aged 55 and up.
- Overall, respondents who enjoyed a higher education are more likely to support including the proposed example principles in list of digital principles, than those who enjoyed less education. For example, those who enjoyed a higher education are more likely (94%) to indicate support for inclusion in a list of digital principles that **a safe and trusted online environment where people are protected from cybercrime and illegal content and goods** than those who enjoyed a secondary education (91%), and those who enjoyed a primary education (80%). Respondents who studied beyond the age of 20 are more likely (92%) to mention that **digital products and services should be produced and used so as to limit their harmful impact on the environment** should be included, than those who studied until ages 16 to 19 (89%), and those who studied until the age of 15 (76%). The same pattern is repeated to varying degrees with regard to the rest of the proposed principles.
- Overall, managers, students, the self-employed, manual workers, and the unemployed are more likely to support including the proposed example principles in list of digital principles, than house persons and those who are retired. For example, the self-employed and the unemployed are the most likely (both 92%) to consider as important for inclusion in a list of digital principles that **Europeans should be protected against the risky or unethical application of digital technologies including Artificial Intelligence**, followed by students and managers (both 91%), other white collar workers (89%), manual workers (88%), house persons (83%), and those who are retired (81%). Students are more likely (93%) to mention the principle that **digital technologies should help to address climate change challenges (e.g., weather monitoring, disaster alert systems or traffic management)** than managers (92%), other white collar workers (91%), the self-employed and unemployed (both 90%), manual workers (87%), house persons (82%), and pensioners (80%).
- Respondents who never have trouble paying bills are more likely (84%) to consider as important for inclusion in a list of digital principles that **everyone should be able to balance the time spent using digital technologies in a remote working and learning environment** than those who have financial difficulties most of the time (79%). This pattern is repeated across all of the nine proposed example principles.
- Respondents who use the internet every day are more likely (92%) to consider as important for inclusion in a list of digital principles that **understanding of digital technologies should be promoted**, than those who sometimes use the internet (82%), and those who never go online (62%). Similarly, respondents who go online every day are more likely (92%) to consider as important for inclusion in a list of digital principles that **Europeans should be protected against the risky or unethical application of digital technologies including Artificial Intelligence** than those who sometimes use the internet (86%), and those who never go online (65%).
- Overall, respondents who have a positive image of the EU are more likely to support the inclusion of the proposed example principles than those who have a negative view of the EU. For instance, respondents who have a positive image of the EU are substantially more likely (92%) to mention the principle that **digital technologies should help to address climate change challenges** than those who have a neutral (82%), or a negative view of the EU (75%).

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QB9 How important would it be for you to have the following included in a list of principles that define the European approach to digital life?

(% Total 'Important' - EU)

	Children should be protected in the online environment	The confidentiality of communications such as telephone calls or text messages should be protected	A safe and trusted online environment where people are protected from cybercrime and illegal content and goods	Europeans should be protected against the risky or unethical application of digital technologies including Artificial Intelligence	Digital products e.g. mobile phones and services e.g. storing data and information online should be produced and used so as to limit their harmful impact on the environment	Digital technologies should help to address climate change challenges (e.g., weather monitoring, disaster alert systems or traffic management) 'Important'	Understanding of digital technologies should be promoted	Information on the impact that digital products and services have on the environment should be easy to obtain	Everyone should be able to balance the time spent using digital technologies in a remote working and learning environment
EU27	93	91	90	87	87	87	87	86	84
Gender									
Man	93	92	91	88	88	87	88	87	84
Woman	93	91	90	87	88	87	86	86	83
Age									
15-24	94	95	95	91	92	92	93	94	88
25-39	95	94	94	90	90	91	90	89	89
40-54	95	94	93	90	90	89	89	90	87
55 +	90	88	87	83	83	82	82	82	77
Education (End of)									
15-	86	82	80	77	76	76	74	73	72
16-19	93	92	91	89	89	87	87	88	84
20+	96	94	94	91	92	91	91	90	86
Still studying	96	95	96	91	93	93	95	94	89
Socio-professional category									
Self-employed	97	94	95	92	91	90	91	90	89
Managers	95	94	95	91	92	92	91	91	88
Other white collars	95	95	93	89	92	91	91	90	87
Manual workers	92	92	91	88	88	87	87	87	86
House persons	90	88	84	83	82	82	81	80	80
Unemployed	97	95	94	92	91	90	91	90	88
Retired	89	86	84	81	82	80	80	79	74
Students	96	95	96	91	93	93	95	94	89
Difficulties paying bills									
Most of the time	92	89	87	85	83	83	80	82	79
From time to time	90	88	88	87	85	85	84	84	83
Almost never/ Never	94	93	92	88	89	88	88	87	84
Use of the Internet									
Everyday	96	95	95	92	92	92	92	91	88
Often/ Sometimes	88	87	88	86	83	81	82	84	79
Never	77	72	66	65	64	62	62	61	60
Image of EU									
Positive	95	95	95	91	92	92	92	91	88
Neutral	90	88	87	84	84	82	82	82	80
Negative	89	87	83	81	79	75	78	78	75

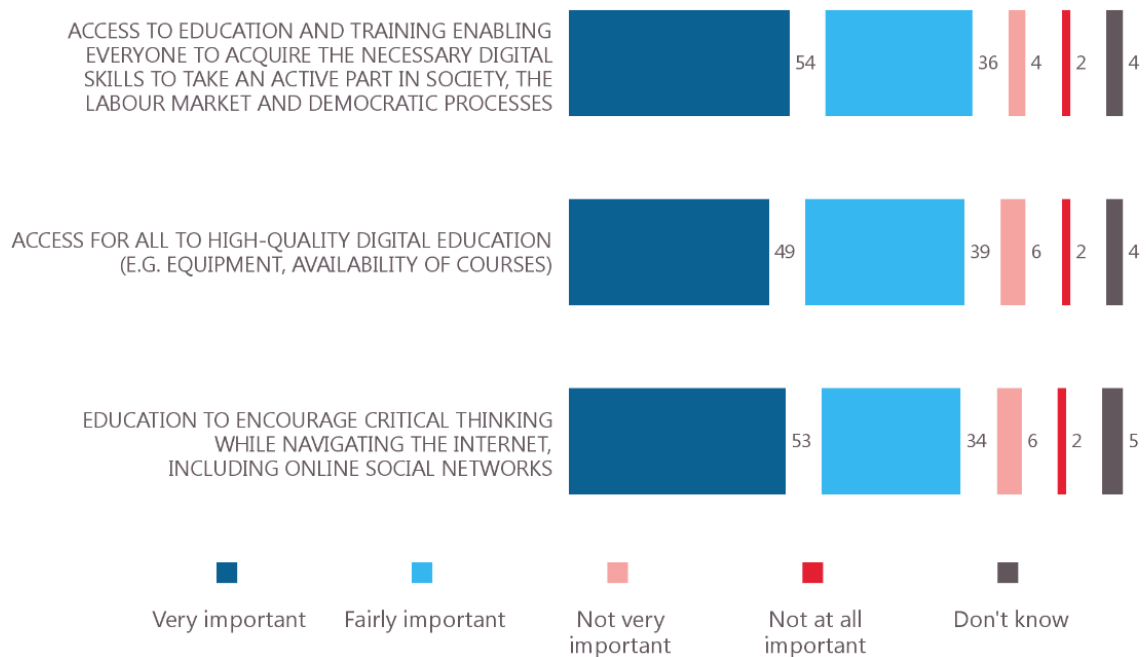
Special Eurobarometer 518 Digital Rights and Principles

A large majority of respondents considers all three of the following example principles important to include in a list of proposed principles that define the European approach to digital life

Respondents were given an additional list of principles, and asked which of them they considered to be important to include in a list of principles that define the European approach to digital life¹¹.

- Across the EU, nine in ten (90%) respondents indicate the principle about **access to education and training enabling everyone to acquire the necessary digital skills to take an active part in society, the labour market and democratic processes** as being important, with over half (54%) considering this principle very important to include in a list of principles.
- Close to nine in ten (88%) of respondents indicate the principle about **access for all to high-quality digital education (e.g. equipment, availability of courses)** as important, with close to half (49%) considering this principle very important to include in a list of principles.
- Close to nine in ten (87%) respondents indicate the principle that **education [should] encourage critical thinking while navigating the internet, including online social networks, as important** with over half (53%) considering this principle very important to include in a list of principles.

QB10 How important would it be for you to have the following included in a list of principles that define the European approach to digital life?
(% - EU27)



¹¹ QB10. How important would it be for you to have the following included in a list of principles that define the European approach to digital life?

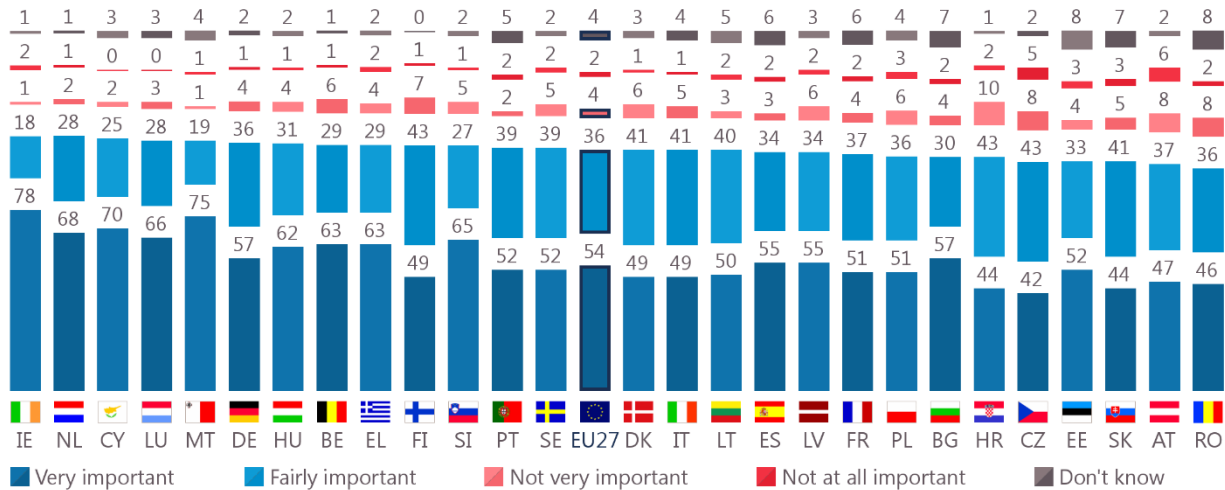
Special Eurobarometer 518 Digital Rights and Principles

A **national analysis** shows that in 13 EU Member States, more than nine in ten respondents consider it important to include the example principle about **access to education and training enabling everyone to acquire the necessary digital skills to take an active part in society, the labour market and democratic processes**. The respondents most likely to think this way in the Netherlands and Ireland (both 96%), Cyprus (95%), and Luxembourg and Malta (both 94%). Least likely to consider this are respondents in Romania (82%), Austria (84%), and Czechia, Estonia, and Slovakia (all 85%).

In nine EU Member States, more than six in ten consider it very important to include this principle in a list of principles. This is the case in Ireland (78%), Malta (75%), and Cyprus (70%). Least likely to do so are respondents in Czechia (42%), Slovakia and Croatia (both 44%), and Romania (46%).

QB10.2 How important would it be for you to have the following included in a list of principles that define the European approach to digital life?

Access to education and training enabling everyone to acquire the necessary digital skills to take an active part in society, the labour market and democratic processes (%)

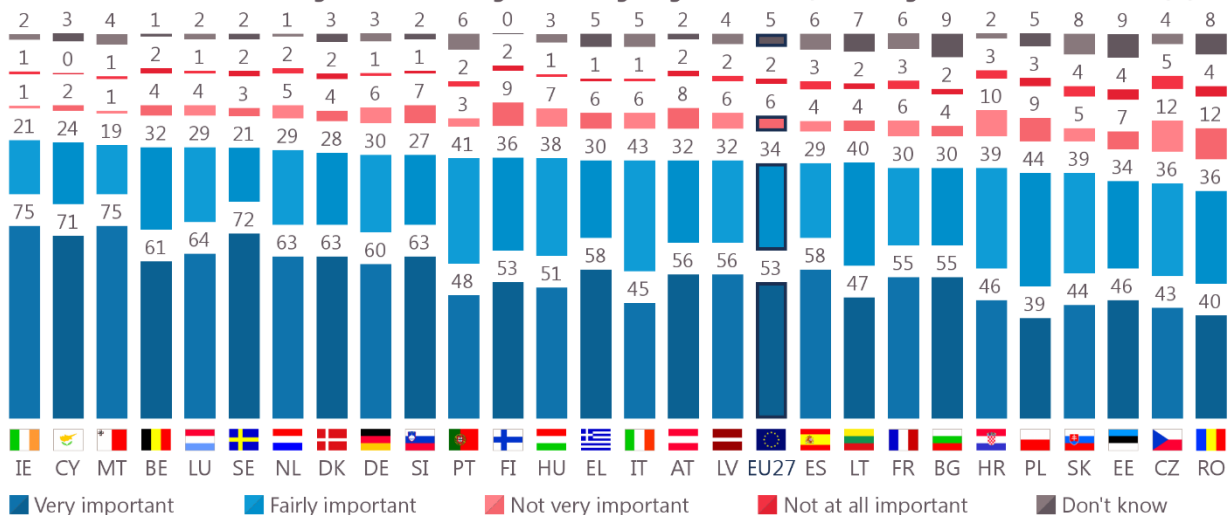


A **national analysis** shows that in eight EU Member States, more than nine in ten respondents consider it important to include the example principle about **education to encourage critical thinking while navigating the internet, including online social networks**. Respondents are most likely to think this way in Ireland (96%), Cyprus (95%), and Malta (94%). Least likely to consider this are respondents in Romania (76%), Czechia (79%), and Estonia (80%).

In nine EU Member States, more than six in ten consider it very important to include this principle in a list of principles. This is the case in Malta and Ireland (both 75%), Sweden (72%), and Cyprus (71%). Least likely to do so are respondents in Poland (39%), Slovakia (44%), and Estonia (46%).

QB10.3 How important would it be for you to have the following included in a list of principles that define the European approach to digital life?

Education to encourage critical thinking while navigating the internet, including online social networks (%)



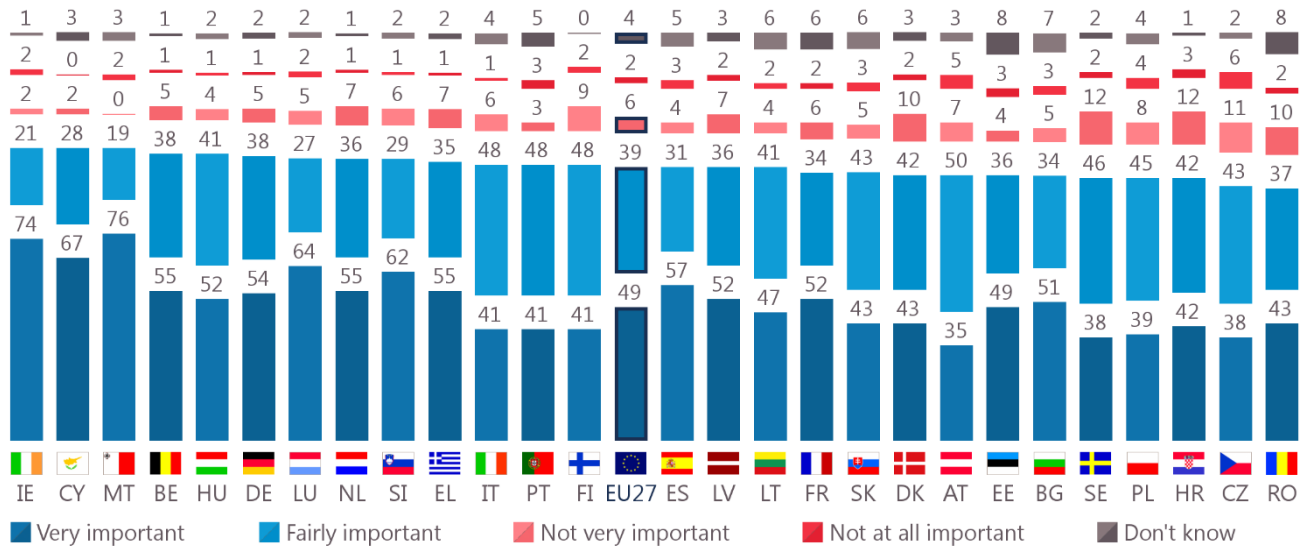
Special Eurobarometer 518 Digital Rights and Principles

A **national analysis** shows that in nine EU Member States, more than nine in ten respondents consider it important to include the example principle about **access for all to high-quality digital education (e.g. equipment, availability of courses)**. Respondents are most likely to think this way in Malta, Ireland, and Cyprus (95% all), Hungary and Belgium (both 93%), and Germany (92%). The least likely to consider this are respondents in Romania (80%), Czechia (81%), and Poland, Croatia, and Sweden (all 84%).

In 14 EU Member States, more than half consider it very important to include this principle in a list of principles. This is the case in Malta (76%), Ireland (74%), and Cyprus (67%). The least likely to do so are respondents in Austria, (35%), Sweden and Czechia (both 38%), and Poland (39%).

QB10.1 How important would it be for you to have the following included in a list of principles that define the European approach to digital life?

Access for all to high-quality digital education (e.g. equipment, availability of courses) (%)



Special Eurobarometer 518 Digital Rights and Principles

An analysis of the socio-demographic data shows the following:

- Respondents aged 15-24 are more likely (94%) to support inclusion of the principle about **access for all to high-quality digital education (e.g. equipment, availability of courses)**, than those aged 25-39 and 40-54 (both 91%), and those aged 55 and up (82%).
- Among socio-demographic categories, students are more likely (94%) to indicate **access for all to high-quality digital education (e.g. equipment, availability of courses)** as important than managers and the self-employed (both 93%), other white collar workers (92%), the unemployed (91%), manual workers (88%), house persons (84%), and pensioners (80%).
- Respondents who have a positive image of the EU are more likely to support the inclusion of the proposed example principles in list of principles than those who have a negative view of the EU. For instance, respondents who have a positive image of the EU are substantially more likely (93%) to mention **access for all to high-quality digital education (e.g. equipment, availability of courses)** than those who have a neutral (84%), or a negative view of the EU (77%).
- Respondents who consider a common European vision to digital life as useful are also more likely (93%) to support the principle about **access for all to high-quality digital education (e.g. equipment, availability of courses)** than those who do not believe in such a vision (68%).
- Respondents who go online every day are more likely (94%) to support inclusion of the principle about **access to education and training enabling everyone to acquire the necessary digital skills to take an active part in society, the labour market and democratic processes** than those who sometimes use the internet (84%), and those who never go online (66%).
- Respondents who enjoyed a higher education are more likely (92%) to support inclusion of the principle about **education to encourage critical thinking while navigating the internet, including online social networks**, followed by those who enjoyed a secondary education (86%), and those who enjoyed only a primary education (76%).

QB10 How important would it be for you to have the following included in a list of principles that define the European approach to digital life?

(% Total 'Important' - EU)

	Access to education and training enabling everyone to acquire the necessary digital skills to take an active part in society, the labour market and democratic processes	Access for all to high-quality digital education (e.g. equipment, availability of courses)	Education to encourage critical thinking while navigating the internet, including online social networks
EU27	90	88	87
Age			
15-24	95	94	92
25-39	94	91	91
40-54	93	91	91
55 +	85	82	82
Education (End of)			
15-	77	76	76
16-19	90	88	86
20+	94	92	92
Still studying	96	94	94
Socio-professional category			
Self-employed	94	93	93
Managers	94	93	92
Other white collars	93	92	90
Manual workers	91	88	88
House persons	84	84	82
Unemployed	92	91	88
Retired	82	80	80
Students	96	94	94
Use of the Internet			
Everyday	94	93	92
Often/ Sometimes	84	83	82
Never	66	64	64
Image of EU			
Positive	94	93	93
Neutral	85	84	82
Negative	82	77	77
A common European vision to digital life			
Total 'Useful'	95	93	93
Total 'Not useful'	71	68	68

CONCLUSION



The first part of the report focuses on the perception of EU citizens on the role and the importance that digital tools and the internet will play in their lives, and what their expected impact will be for them at the end of this decade (in the year 2030).

Many of the surveyed **respondents are positive, and feel that digital tools and the internet will bring them more advantages than disadvantages**. However, the results also indicate that a large group of respondents expect as many advantages than disadvantages, with some respondents even expecting a negative outcome.

Respondents also indicate that they are worried about **some challenges that are connected to the increasing role of digital tools and the internet** in our society. For example, more than half of the respondents to this Eurobarometer survey indicate that they are worried about cyber-attacks and cybercrime, as well as about the safety and well-being of children. Respondents also indicate worrying about the use of personal data and information by companies or public administrations, and the difficulty that some people might have accessing and participating in the digital society.

Furthermore, the second part of the report indicates that a large number of respondents is not aware that **rights such as the freedom of expression, privacy, or non-discrimination should also be respected online**. In some EU countries, and in older age groups, around half of the surveyed respondents were unaware that rights that apply offline should also be respected online.

Building further on this, **around half of the EU citizens surveyed think that the EU protects their rights in the online environment well**.

The combination of the above findings shows that **there is a need to inform EU citizens better about their rights in the online environment**. This was also echoed by more than three quarters of respondents (76%) who would find it useful to know more about their rights in the online environment.

The third part of this report explores the perception among respondents regarding a common European vision to digital rights and principles, measuring support for some examples of principles that could be included in a list of principles to define the European approach for a digital society.

A large majority of EU citizens surveyed considers it useful for the European Commission to **define and promote a common European vision on digital rights and principles**. Only a small number indicated that this would not be very useful, or not useful at all.

When asked, in this survey, about the importance of some specific example principles, a large majority of **respondents considered all the mentioned principles as important** to be included in a list of digital principles. More specifically, respondents considered having principles on the **protection of children in the online environment**, on the **confidentiality of communications**, and on a **safe and trusted online environment** where people are protected from cybercrime and illegal content and goods, as the most important to be included in a list of digital principles.

The other example principles also received considerable support from the respondents but there are **notable differences between Member States and according to the socio-demographic profiles of respondents**.

TECHNICAL SPECIFICATIONS

Between the 16th September and 17th October 2021, Kantar carried out the wave 96.1 of the EUROBAROMETER survey, at the request of the European Commission, Directorate-General for Communication, "Media monitoring and Eurobarometer" Unit.

The wave 96.1 covers the population of the respective nationalities of the European Union Member States, resident in each of the 27 Member States and aged 15 years and over.

The basic sample design applied in all countries and territories 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, a sample of addresses within each areal sampling point (1km² grid) were selected from the address or population register. The selection of addresses was done in a random manner. Households were then contacted by telephone and recruited to take part in the survey.

	COUNTRIES	INSTITUTES	N° INTERVIEWS	FIELDWORK DATES		POPULATION 15+	PROPORTION EU27
BE	Belgium	Mobiel Centre Market Research	1,070	17-09-21	13-10-21	9,188,369	2.45%
BG	Bulgaria	Kantar TNS BBSS	1,032	16-09-21	12-10-21	5,995,194	1.60%
CZ	Czechia	Kantar CZ	1,017	17-09-21	11-10-21	8,956,740	2.39%
DK	Denmark	Kantar Gallup	1,009	17-09-21	13-10-21	4,848,611	1.29%
DE	Germany	Kantar Deutschland	1,557	16-09-21	11-10-21	71,728,398	19.10%
EE	Estonia	Norstat Estonia	1,004	18-09-21	15-10-21	1,073,224	0.29%
IE	Ireland	B and A Research	1,007	16-09-21	14-10-21	3,896,482	1.04%
EL	Greece	Kantar Greece	1,014	16-09-21	11-10-21	9,187,524	2.45%
ES	Spain	TNS Investigación de Mercados y Opinión	1,009	18-09-21	10-10-21	40,006,943	10.65%
FR	France	Kantar Public France	1,004	16-09-21	07-10-21	52,732,499	14.04%
HR	Croatia	Hendal	1,010	16-09-21	12-10-21	3,488,460	0.93%
IT	Italy	Kantar Italia	1,027	16-09-21	12-10-21	52,397,331	13.95%
CY	Rep. Of Cyprus	CYMAR Market Research	504	16-09-21	07-10-21	734,695	0.20%
LV	Latvia	Kantar TNS Latvia	1,002	16-09-21	10-10-21	1,568,124	0.42%
LT	Lithuania	TNS LT	1,012	16-09-21	09-10-21	2,300,257	0.61%
LU	Luxembourg	Kantar Belgium	506	16-09-21	11-10-21	503,275	0.13%
HU	Hungary	Kantar Hoffmann	1,013	17-09-21	05-10-21	8,351,017	2.22%
MT	Malta	MISCO International	534	16-09-21	14-10-21	426,055	0.11%
NL	Netherlands	Kantar Netherlands	1,011	16-09-21	11-10-21	14,165,638	3.77%
AT	Austria	Das Österreichische Gallup Institut	1,012	16-09-21	06-10-21	7,580,083	2.02%
PL	Poland	Kantar Polska	1,036	16-09-21	10-10-21	32,139,021	8.56%
PT	Portugal	Marktest – Marketing, Organização e Formação	1,020	17-09-21	12-10-21	8,869,051	2.36%
RO	Romania	Centrul Pentru Studierea Opiniei si Pietei (CSOP)	1,060	16-09-21	12-10-21	16,372,216	4.36%
SI	Slovenia	Mediana DOO	1,004	16-09-21	10-10-21	1,767,202	0.47%
SK	Slovakia	Kantar Czechia	1,020	16-09-21	03-10-21	4,592,379	1.22%
FI	Finland	Kantar TNS Oy	1,010	17-09-21	17-10-21	4,488,064	1.20%
SE	Sweden	Kantar Sifo	1,026	16-09-21	15-10-21	8,149,850	2.17%
	TOTAL EU27		26,530	16-09-21	17-10-21	375,506,702	100%*

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

** Recruitments for online interviews in Belgium and Czechia are carried out by Kantar Belgium and Kantar Czechia respectively.

Consequences of the coronavirus pandemic on fieldwork

- Face-to-face interviewing

Where feasible, interviews were conducted face-to-face in people's homes or on their door step and in the appropriate national language. In all countries and territories where face-to-face interviewing was feasible CAPI (Computer Assisted Personal Interviewing) was used. For all interviews conducted face-to-face, hygiene and physical distancing measures have been respected at all times in line with government regulations, and whenever possible, interviews were conducted outside homes, on doorsteps, to remain in open air and maintain social distance.

- Face-to-face and online interviewing

In **Belgium, Czechia, Denmark** and **Malta** face-to-face interviewing was feasible but it was not possible to reach the target number of face-to-face interviews within the fieldwork period due to the impact of Covid-19 restrictions: many potential respondents are reluctant to open their homes to interviewers, even if they respect hygiene rules and physical distancing, such as wearing masks and using hydroalcoholic gel. Therefore, to hit the target number of interviews within the fieldwork period, **additional interviews** were conducted online with Computer-Assisted Web Interviewing (CAWI) technique.

- Online interviewing

In **Finland**, face-to-face interviews were not feasible at all. Therefore all interviews were conducted online with CAWI technique.

	COUNTRIES	N° OF CAPI INTERVIEWS	N° OF CAWI INTERVIEWS	TOTAL N° INTERVIEWS
BE	Belgium	707	363	1,070
BG	Bulgaria	1,032		1,032
CZ	Czechia	760	257	1,017
DK	Denmark	769	240	1,009
DE	Germany	1,557		1,557
EE	Estonia	1,004		1,004
IE	Ireland	1,007		1,007
EL	Greece	1,014		1,014
ES	Spain	1,009		1,009
FR	France	1,004		1,004
HR	Croatia	1,010		1,010
IT	Italy	1,027		1,027
CY	Rep. Of Cyprus	504		504
LV	Latvia	1,002		1,002
LT	Lithuania	1,012		1,012
LU	Luxembourg	506		506
HU	Hungary	1,013		1,013
MT	Malta	358	176	534
NL	Netherlands	1,011		1,011
AT	Austria	1,012		1,012
PL	Poland	1,036		1,036
PT	Portugal	1,020		1,020
RO	Romania	1,060		1,060
SI	Slovenia	1,004		1,004
SK	Slovakia	1,020		1,020
FI	Finland		1,010	1,010
SE	Sweden	1026		1,026
	TOTAL EU27	24,484	2,046	26,530

CAPI : Computer-Assisted Personal interviewing

CAWI : Computer-Assisted Web interviewing

Recruitment for online interviews

The online design in each country differed based on what was feasible within the fieldwork period. Where feasible, the online sample was based on a probabilistic sample design. Those recruited to the online survey were recruited through a single mobile frame or dual frame Random Digit Dialling (RDD) design. In this way the entire phone owning population in each country had a non-zero chance of being sampled. The choice of whether to use a single mobile frame or dual frame (mobile and landline) was dependent on the countries' landline infrastructure. Where the landline infrastructure is suitably advanced to support a significant minority of residential households with landline phones a dual frame design is employed. The mix of mobile and landline sample is designed to maximise the representation of the responding sample. The RDD sample for both the mobile and landline sample is drawn from the country's telephone numbering plan. The landline sample frame is stratified by NUTS3 regions based on their prefix and the mobile by operator before a systematic random sample of numbers is generated proportional in size to the total generatable numbers in each stratum. Respondents were recruited using this sample design in **Belgium, Czechia and Malta**.

In **Finland** and **Denmark**, RDD samples were not used, instead the telephone sample was drawn from the country telephone directory. In these countries the telephone directories offer comprehensive coverage of the phone owning population, storing both landline and mobile phone numbers for each individual.

Response rates

For each country a comparison between the responding sample and the universe (i.e. the overall population in the country) 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.

The response rates are calculated by dividing the total number of complete interviews with the number of all the addresses visited, apart from ones that are not eligible but including those where eligibility is unknown. For the wave 96.1 of the EUROBAROMETER survey, the response rates for the EU27 countries, calculated by Kantar, are:

BE	38.6%	EE	32.3%	LV	44.1%	PL	42.2%
BE*	21.0%	IE	33.8%	LT	40.5%	PT	38.5%
BG	45.9%	EL	27.5%	LU	19.4%	RO	62.0%
CZ	39.1%	ES	33.4%	HU	61.1%	SI	47.8%
CZ*	24.9%	FR	27.5%	MT	83.6%	SK	66.8%
DK	37.3%	HR	39.6%	MT*	33.0%	FI*	32.8%
DK*	19.7%	IT	21.9%	NL	71.3%	SE	62.9%
DE	19.7%	CY	44.4%	AT	43.0%		

* CAWI response rates, without taking into account recruitment phase.

Margins of error

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