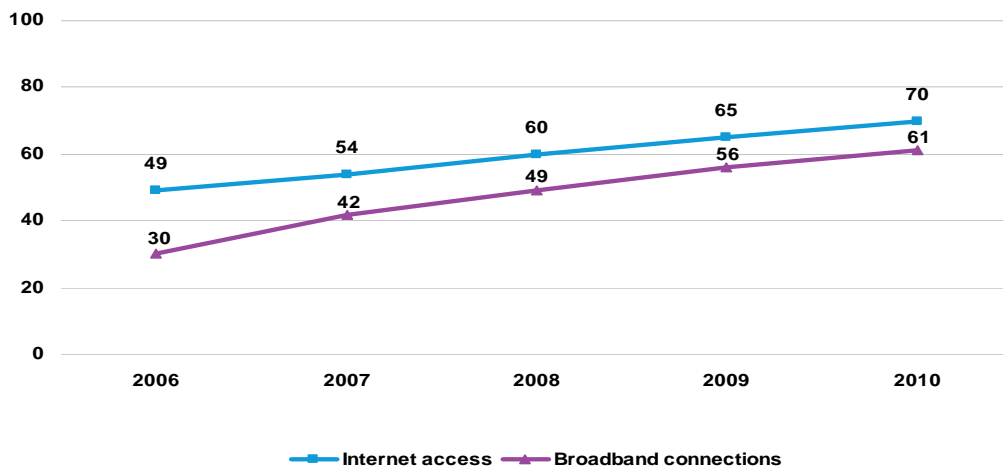


## Internet usage in 2010 – Households and Individuals

The share of households with broadband internet access has doubled since 2006

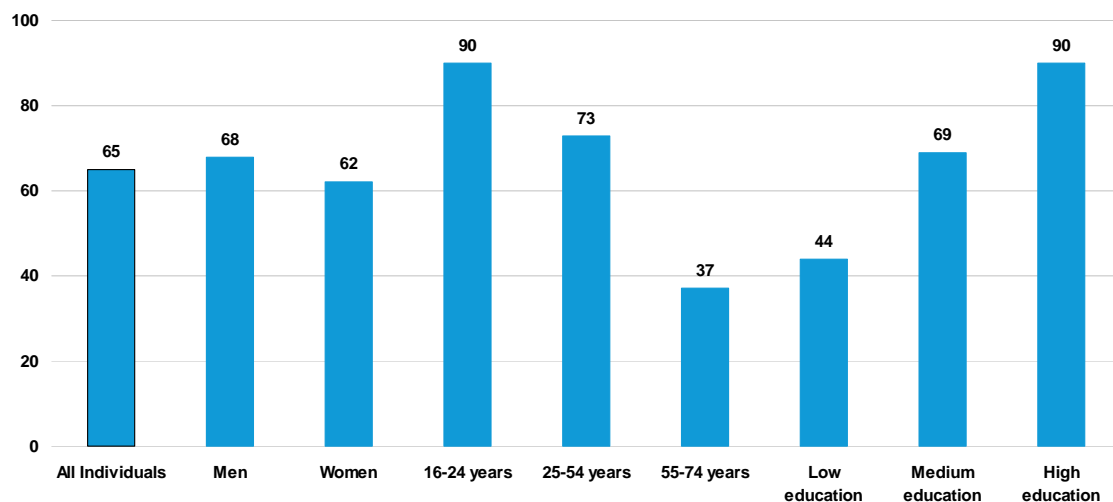
Figure 1: Internet access and broadband internet connections by households, EU27 (%)



Source: Eurostat (online data codes: [isoc\\_pibi\\_hiacc](#), [isoc\\_pibi\\_hba](#))

### The lowest share of regular internet users was in the age group 55-74 years

Figure 2: Individuals who used the internet on average at least once a week, by gender, age group and level of formal education, EU27, 2010 (% of individuals)



Source: Eurostat (online data code: [isoc\\_pibi\\_use](#))

## More than half of individuals in the EU27 used the internet daily

Table 1: Internet use by individuals and frequency of use, 2010 (% of individuals)

	Internet users <sup>1</sup>	Regular internet users <sup>2</sup>	Frequency of use (on average)		
			Every day or almost every day	weekly, but not every day	less than once a week
<b>EU-27</b>	<b>69</b>	<b>65</b>	<b>53</b>	<b>12</b>	<b>4</b>
BE	78	75	59	15	3
BG	43	42	33	9	2
CZ	66	58	38	21	8
DK	88	86	76	10	2
DE	80	74	60	15	5
EE	74	71	57	14	3
IE	67	63	47	16	4
EL	44	41	31	10	4
ES	64	58	44	14	6
FR	79	75	62	13	3
IT	51	48	46	2	4
CY	52	50	40	9	2
LV	66	62	49	13	4
LT	60	58	45	13	3
LU	90	86	74	12	4
HU	62	61	49	11	2
MT	62	60	49	11	2
NL	90	88	76	12	2
AT	74	70	53	17	4
PL	59	55	42	12	4
PT	51	47	38	9	4
RO	36	34	21	13	3
SI	68	65	54	11	3
SK	76	73	58	15	3
FI	86	83	72	10	3
SE	91	88	76	12	3
UK	83	80	66	14	4
HR	54	51	40	10	4
TR	38	33	22	11	4
NO	93	90	81	9	3

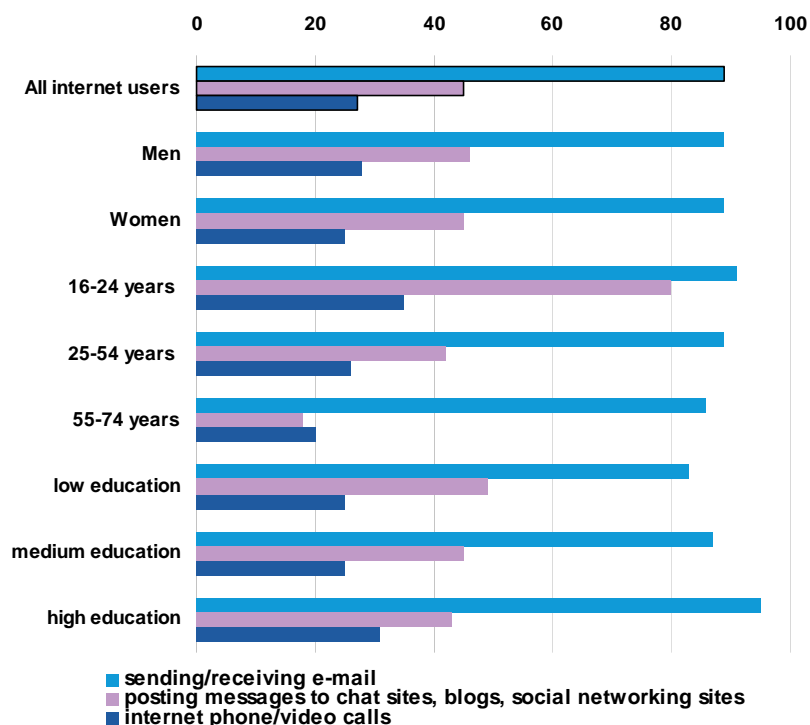
(1) Individuals who used the internet at least once in the last three months prior to the survey. Figures of use frequency sometimes do not sum due to rounding.

(2) Individuals who used the internet on average at least once a week. Figures of daily and weekly (not daily) use sometimes do not sum due to rounding.

Source: Eurostat (online data code: [isoc\\_ci\\_ifp\\_fu](#))

## Eight in ten young internet users posted messages to chat sites, blogs or social networking sites

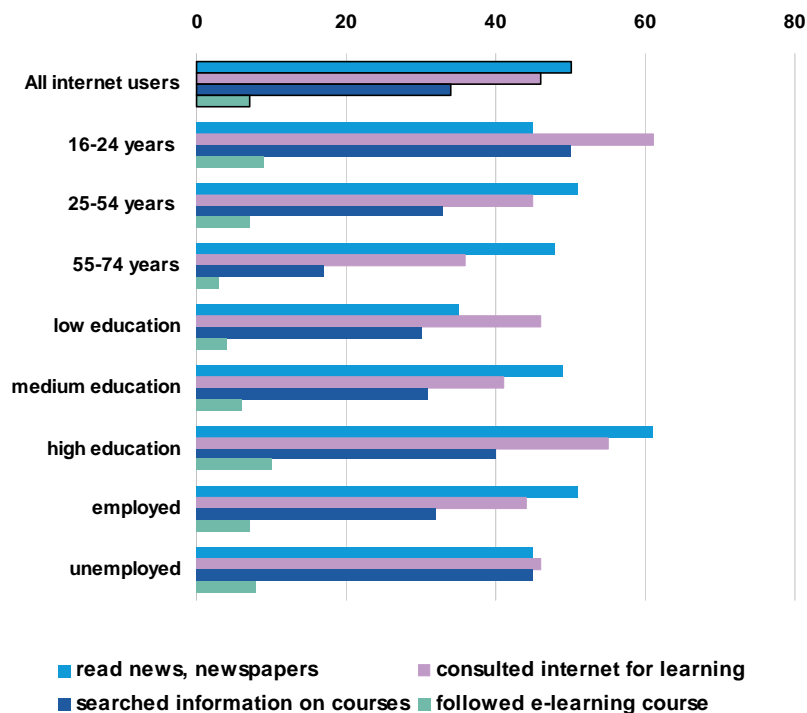
Figure 3: Use of internet for private communication, by gender, age group and level of education, EU27, 2010 (% of internet users)



Source: Eurostat (online data codes: [isoc\\_pibi\\_ioa](#), [isoc\\_ci\\_ac\\_i](#))

## About four in ten unemployed internet users consulted the internet for learning

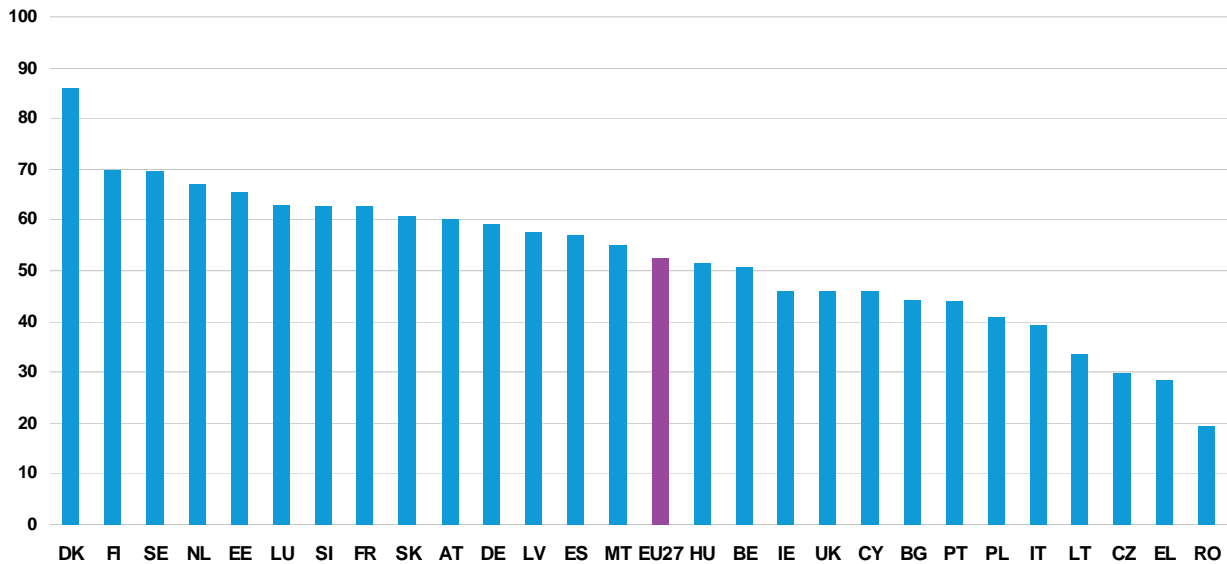
Figure 4: Use of internet for reading news and learning purposes, by age group, level of education and employment situation, EU27, 2010 (% of internet users)



Source: Eurostat (online data code: [isoc\\_pibi\\_ioa](#))

About half of internet users in the EU27 looked for information on websites of public authorities; the highest share was registered in Denmark

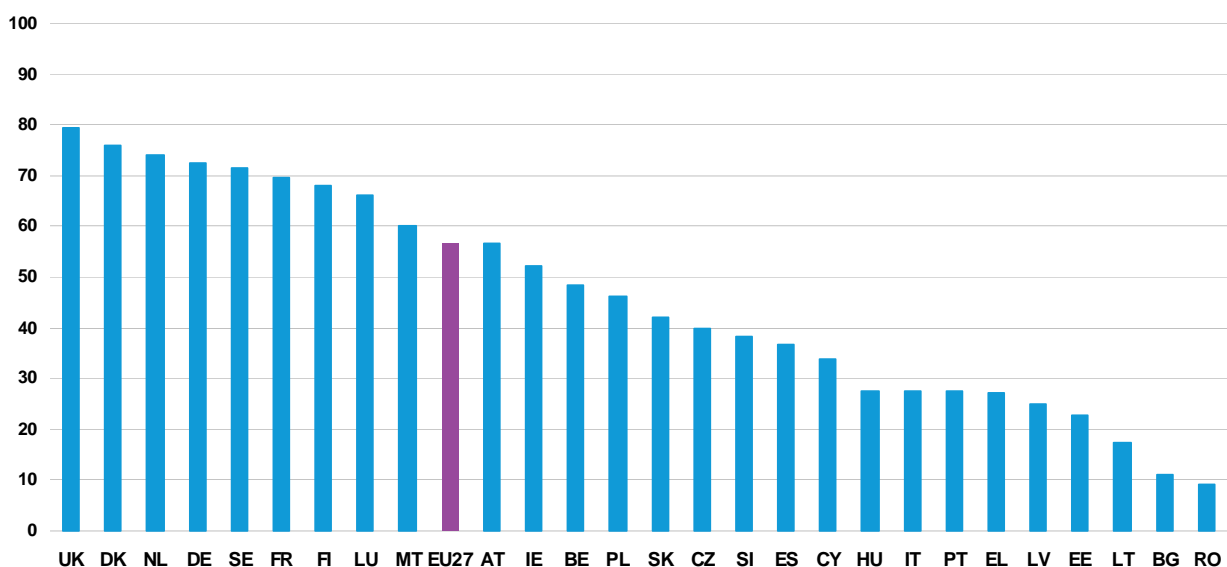
Figure 5: Internet users who used the internet for finding information from public authorities' websites in the last 12 months, 2010 (% of internet users)



Source: Eurostat (online data code: [isoc\\_bde15ei](#))

Nearly 60 % of internet users in the EU27 shopped online; the proportion of e-shoppers among internet users ranged from 79 % in the United Kingdom to 9 % in Romania

Figure 6: Internet users who bought or ordered goods or services for private use over the internet in the last 12 months, 2010 (% of internet users)



Source: Eurostat (online data code: [isoc\\_ec\\_ibuy](#))

## About one third of internet users in the EU27 reported a virus or other computer infection

**Table 2: Security incidents reported by internet users in the last 12 months, 2010**  
(% of internet users)

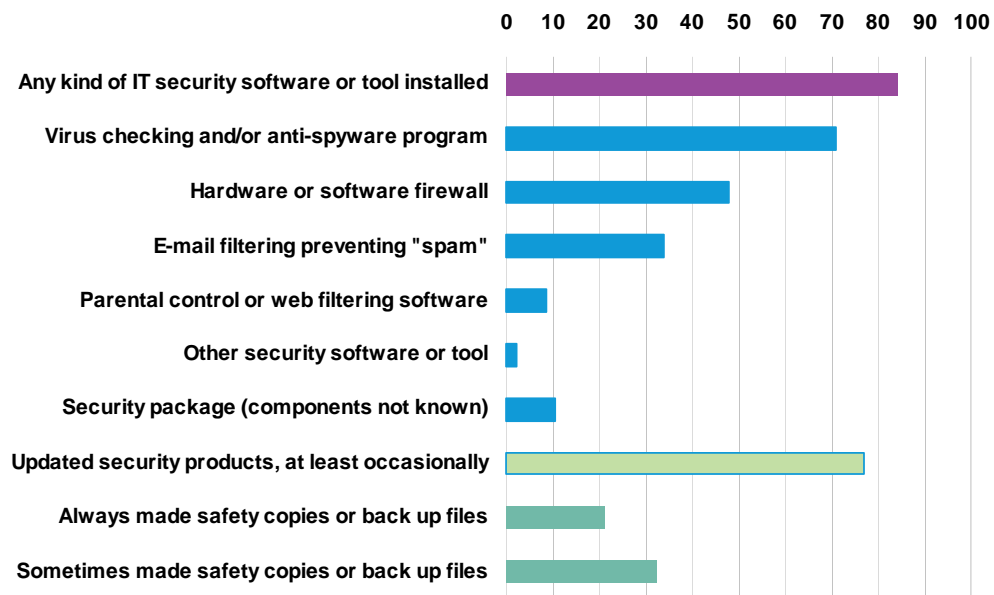
	had a virus or other computer infection	received 'spam' e-mails	abuse of personal information	financial loss due to 'phishing', 'pharming', payment card misuse	incidents involving children
<b>EU-27</b>	<b>31</b>	<b>56</b>	<b>4</b>	<b>3</b>	<b>3</b>
<b>BE</b>	32	68	3	3	4
<b>BG</b>	58	55	7	1	5
<b>CZ</b>	26	47	1	1	0
<b>DK</b>	29	54	4	3	3
<b>DE</b>	22	68	2	3	2
<b>EE</b>	42	68	4	2	4
<b>IE</b>	15	18	2	4	u
<b>EL</b>	34	29	3	2	1
<b>ES</b>	33	50	7	4	2
<b>FR</b>	34	70	5	2	3
<b>IT</b>	45	54	6	4	7
<b>CY</b>	34	25	1	2	1
<b>LV</b>	41	44	5	8	8
<b>LT</b>	34	40	2	1	1
<b>LU</b>	28	58	5	3	4
<b>HU</b>	46	58	4	2	4
<b>MT</b>	50	58	4	5	2
<b>NL</b>	23	68	6	3	3
<b>AT</b>	14	20	3	5	2
<b>PL</b>	30	41	3	1	2
<b>PT</b>	37	52	4	2	3
<b>RO</b>	10	26	5	2	3
<b>SI</b>	37	51	1	1	3
<b>SK</b>	47	63	3	1	4
<b>FI</b>	20	61	1	2	3
<b>SE</b>	31	53	1	2	3
<b>UK</b>	31	54	4	7	2
<b>HR</b>	33	25	2	2	4
<b>TR</b>	36	32	4	3	2
<b>NO</b>	28	70	3	3	4

u: unreliable data

Source: Eurostat (online data code: [jsoc\\_cisci\\_pb](#))

## Nearly eight in ten internet users updated security products installed on their computers, at least occasionally

Figure 7: Precautions taken by internet users to protect private computer<sup>1</sup> and data, EU27, 2010 (% of internet users)

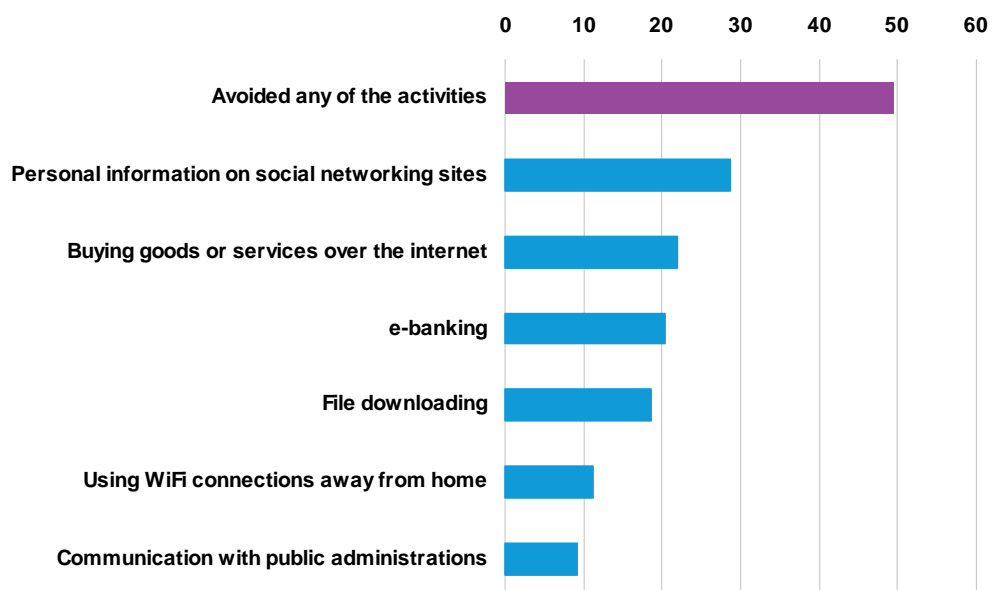


(1) Some internet users did not use a private computer (3%) or did not know whether security products were installed (5%).

Source: Eurostat (online data codes: [isoc\\_cisci\\_sw](#), [isoc\\_cisci\\_f](#))

## Security concerns kept nearly one third of internet users from providing personal information to social networking sites

Figure 8: Activities avoided at least once in the last 12 months by internet users due to security concerns, EU27, 2010 (% of internet users)



Source: Eurostat (online data code: [isoc\\_cisci\\_ax](#))

## Methodology

**Source:** Data presented in this publication are based on the results of the Community survey on ICT usage in households and by individuals.

The survey covered households with at least one person aged 16-74, and individuals aged 16-74. Households were asked about internet access by any member of the household at home.

**Country codes:** European Union (27 countries) is written as EU27 and includes Belgium (BE), Bulgaria (BG), the Czech Republic (CZ), Denmark (DK), Germany (DE), Estonia (EE), Ireland (IE), Greece (EL), Spain (ES), France (FR), Italy (IT), Cyprus (CY), Latvia (LV), Lithuania (LT), Luxembourg (LU), Hungary (HU), Malta (MT), the Netherlands (NL), Austria (AT), Poland (PL), Portugal (PT), Romania (RO), Slovenia (SI), Slovakia (SK), Finland (FI), Sweden (SE) and the United Kingdom (UK). Other countries for which data are presented in this publication: Norway (NO), Croatia (HR) and Turkey (TR).

**Sample sizes EU27:** 150 453 households and 216 899 individuals (2010).

### Definitions, reference periods of selected data:

Broadband internet connections include DSL (e.g. ADSL, SHDSL, etc.) and other broadband connections (e.g. cable, UMTS, etc.).

In general, individuals were asked about activities they had carried out on the internet in the last 3 months prior to the survey at home or at any other location for private purposes. The main reference period was the first quarter of 2010 (the data was collected in most countries in the second quarter).

Communication activities in 2010 included a) sending and/or receiving e-mails, b) posting messages to chat sites, blogs, social networking sites, newsgroups or on-line discussion forum or use of instant messaging, and c) internet phone or video calls. The activity on posting messages thus included any social media site allowing two-way communication. Telephoning or video calls (via webcam) over the internet involved the instalment of a program for making live audio and visual communication between persons.

Reading news included any type of online news, newspapers or news magazines, either free of charge or paid.

Consultation of the internet for learning excluded finding of any information for daily life and included the intention of learning and improving knowledge on any subject.

Information search on courses included any education, training or course offers for gaining and improving knowledge on any subject.

Followed an e-learning course involved interaction with teachers, trainers and/or learning material over the internet.

On the selected e-government related activity, the individuals were asked if they looked for information on public authorities' websites in the last 12 months prior to the survey. On e-commerce or e-shopping related activities, the individuals were asked if they had bought or ordered goods or services for private use over the internet in the last 12 months prior to the survey. The definition of e-commerce excludes manually typed e-mails.

On internet security (a special module was included in the 2010 model questionnaire), individuals who used the internet in the last 12 months prior to the survey were asked about experiences with security threats and behaviour to avoid security incidences.

Computer systems could be infected with viruses, worms or Trojan horses resulting in loss of information or time. 'Spam' is unsolicited e-mails and most often come from unsolicited bulk e-mails. The indicator on abuse of personal information such as name and address details can include other privacy violations such as private pictures or videos or personal details uploaded to sites for social or professional networking.

'Phishing' means receiving fraudulent messages trying to obtain the username and password to log on to e-mail accounts or e.g. websites used for e-banking. 'Pharming' means getting redirected to fake websites. The user is asked for personal or financial information via a website looking like a one known, e.g. to provide username, password information, bank account or credit card details.

Incidents involving children referred to accessing inappropriate websites or connecting with potentially dangerous persons from a computer within the household.

Virus checking or anti-spyware programs include computer programs that attempt to identify and eliminate viruses, spyware and other malicious software. A firewall is a hardware or software solution which controls and filters communication between a computer and the internet. E-mail filtering tools to prevent 'Spam' can be embedded in services and may be automated or adjusted by the user.

Parental control or a web filtering software are designed for controlling what content is permitted and for restricting material delivered over the internet. Parents may use this software to limit what sites children may view from computers at home.

Security products may be pre-installed on computers and regular, automatic or manual updating of the products used can ensure protection against potential security threats.

Backing-up is a security measure which consists in making copies of computer files on any external storage device, e.g. on a CD, DVD, external hard disk, USB stick or to disk space on internet servers.

The definition of education levels is: high (tertiary education, ISCED 5 or 6) medium (upper secondary education or post secondary, but not tertiary, ISCED 3 or 4), low (no formal education completed, primary or lower secondary education, ISCED 0, 1 or 2).

Further explanations on the questions included in the survey can be found in the dedicated section on Information Society Statistics / Methodology / Methodological Manual / Methodological Manual 2010: <http://ec.europa.eu/eurostat/ict>

The full set of data can be found on the Eurostat web site, under Statistics / Industry, trade and services / Information Society / Data and in the above-mentioned dedicated section on Information Society Statistics / Data.

## Further information

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Eurostat Website: <http://ec.europa.eu/eurostat>

Data on "Information society statistics"

[http://epp.eurostat.ec.europa.eu/portal/page/portal/information\\_society/data/database](http://epp.eurostat.ec.europa.eu/portal/page/portal/information_society/data/database)

More information about "Information society statistics"

[http://epp.eurostat.ec.europa.eu/portal/page/portal/information\\_society/introduction](http://epp.eurostat.ec.europa.eu/portal/page/portal/information_society/introduction)

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### **European Statistical Data Support:**

Contact details for this support network can be found on our Internet site:

<http://ec.europa.eu/eurostat/>