



EUROPEAN COMMISSION
EUROSTAT

Directorate G: Business and trade statistics
Unit G-4: Innovation and digitalisation

EU SURVEY ON THE USE OF ICT IN HOUSEHOLDS AND BY INDIVIDUALS

2025

MODEL QUESTIONNAIRE

SURVEY ON THE USE OF INFORMATION AND COMMUNICATION TECHNOLOGIES IN HOUSEHOLDS AND BY INDIVIDUALS

2025

General outline of the survey

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Creator	Andrea Attwenger
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Version History

Version number	Date	Modified by	Comments
0.0	27/02/2023	Andrea Attwenger	First structure of the 2025 MQ
0.1	24/05/2023	Andrea Attwenger	Version for consultation in the June 2023 TF
0.2	16/06/2023	Andrea Attwenger	Version following the June 2023 TF
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1.1	17/01/2024	Andrea Attwenger	Version following the December 2023 written consultation
1.2	06/02/2024	Andrea Attwenger	Version following the February 2024 ISS WG meeting
1.3	15/02/2024	Andrea Attwenger	Final version

2025 Model Questionnaire version 1.3 - Response burden / number of variables

Module	Description	Mandatory variables	Optional variables
A	Access to Information and Communication Technologies	1	0
B	Use of the internet	30	12
C	Use of e-government	15	3
D	Use of electronic identification (eID)	11	0
E	Use of e-commerce	35	1
F	E-skills	17	9
G	Privacy and protection of personal data	11	1
H	Socio-demographic background information	14	11
Total	<i>Without socio-demographic background information</i>	120	26
Total	<i>With socio-demographic background information</i>	134	37

SURVEY ON THE USE OF ICT IN HOUSEHOLDS AND BY INDIVIDUALS

2025

Model Questionnaire version 1.3

Module A: Access to Information and Communication Technologies

Note: This module is directed to the household and asks about the internet access at home by all members of the household regardless of the device (e.g. desktop computer, laptop, tablet, mobile or smartphone, smart devices, etc.).

A1.	Do you or anyone in your household have access to the internet <u>at home</u>? (by any device)	Yes ☐ ->go to B1	No ☐ -> go to B1	Don't know ☐ -> go to B1
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Module B: Use of the internet

Note: This module asks about your internet use (e.g. e-mail, [messaging (e.g. WhatsApp, Messenger)], online/mobile banking, gaming, streaming) at any location (home, work or other places) via any device (desktop computer, laptop, tablet, mobile or smart phone, smart devices, etc.).

B1. When did you last use the internet?

*

(Filter question)

a) Within the last 3 months	☐ -> go to B2
b) Between 3 months and a year ago	☐ -> go to B10
c) More than 1 year ago	☐ -> go to B10
d) Never used it	☐ -> go to B10

B2. How often on average, did you use the internet in the last 3 months?

*

(tick one)

a) Several times during the day	☐
b) Once a day or almost every day	☐
c) At least once a week (but not every day)	☐
d) Less than once a week	☐

[-> go to B3]

B3. On which of the following devices did you use the internet in the last 3 months?

(tick all that apply)

a) Desktop computer	☐
b) Laptop	☐
c) Tablet	☐
d) Mobile phone or smart phone	☐
e) Other devices (e.g. smart TV, smart speakers, game console, e-book reader, smart watch)	☐

[-> go to B4]

B4.		For which of the following activities did you use the internet (including via apps) in the last 3 months for private purpose? <i>(tick all that apply)</i> Communication	
* a)		Sending / receiving e-mails	☐
* b)		Making calls (including video calls) over the internet, for example, via Skype, Messenger, WhatsApp, FaceTime, Viber, Snapchat, Zoom, MS Teams, WebEx	☐
* c)		Participating in social media (creating user profile, posting messages or other contributions to Facebook, X (formerly Twitter), Instagram, Snapchat, TikTok etc.)	☐
* d)		Using instant messaging, i.e. exchanging messages, for example, via Skype, Messenger, WhatsApp, Viber, Snapchat	☐
Access to information			
* e)		Reading online news sites/ newspapers/ news magazines	☐
* f)		Seeking health-related information (e.g. injuries, diseases, nutrition, improving health, etc.)	☐
<i>If yes to f) - Tick all that apply</i> Note: If the information is related to both physical and mental health, please tick both answer options.			
		f1) Information on physical health (e.g. about flu symptoms, high blood pressure, pain medication, surgical procedures, nutrition, health-promoting measures)	☐
		f2) Information on mental health (e.g. about burnout, depression, anxiety, eating disorders, reducing stress)	☐
* g)		Finding information about goods or services	☐
<i>If yes to g)</i>			
		g1) Finding information about the safety of products (information on associated risks or health hazards, composition, instructions for safe usage, contact details to report safety issues)	☐
Civic and political participation			
* h)		Expressing opinions on civic or political issues on websites or in social media (e.g. Facebook, X (formerly Twitter), Instagram, YouTube)	☐
* i)		Taking part in online consultations or voting to define civic or political issues (e.g. urban planning, signing a petition)	☐
Professional life			
** j)		Looking for a job or sending a job application	☐
Other on-line services			
* k)		Selling of goods or services via a website or app (e.g. eBay, Facebook Marketplace, shpock)	☐
* l)		Internet Banking (including mobile banking)	☐
[-> go to B5]			

AI

Generative Artificial Intelligence (AI) can create new content, such as text, images, programming code, videos, or other data, based on available information and patterns it has learned from existing examples.

To generate this content, it requires input or a prompt by the user, such as asking it a question or providing instructions or a topic to focus on.

B5. Have you used any generative AI tools (e.g. ChatGPT, Copilot, Gemini, LLaMA, Midjourney, DALL-E) to create content like text, images, programming code, or videos in the last 3 months?

(tick one)

- | | |
|--------|--------------------------------------|
| a) Yes | ☐ -> go to B6 |
| b) No | ☐ -> go to B7 |

B6. (Only for respondents who answered 'yes' to B5)

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

(tick all that apply)

- | | |
|---|--------------------------|
| a) For private purposes | ☐ |
| b) For professional (work) purposes | ☐ |
| c) For formal education (e.g. school or university) | ☐ |

[-> go to B8]

B7. (Only for respondents who answered 'no' to B5)

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

(tick one)

- | | |
|--|--------------------------|
| a) There was no need | ☐ |
| b) I didn't know they existed | ☐ |
| c) I didn't know how to use them | ☐ |
| d) Concerns about privacy, security, or safety | ☐ |
| e) Other | ☐ |

[-> go to B8]

E-Learning

B8. *	Have you conducted any of the following learning activities over the internet for educational, professional or private purposes in the last 3 months?	
	<i>(tick all that apply)</i>	
	a) Doing an online course	☐
	b) Using online learning material other than a complete online course (e.g. video tutorials (including YouTube), webinars, electronic textbooks, learning apps or platforms)	☐
	c) Communicating with educators or learners using audio or video online tools (e.g. Zoom, MS Teams, Google Classroom, [national examples], etc.)	☐
[-> go to B9]		

Problems when using the internet

B9.	If you had any difficulties when using the internet in the last 3 months, how did you try to solve them?	
	[optional]	
	(e.g. did not know how to proceed with the service I needed, connection problems, computer virus)	
	<i>(tick all that apply or a))</i>	
	a) I didn't have any problems	☐
	b) I asked someone to help me with the problem	☐
	c) I fixed or tried to fix the problem myself	☐
d) I did not make any attempt to fix the problem	☐	
e) Other	☐	
[->go to C1]		

Question for non-users

B10. (Only for respondents who answered 'no' to question B1a) What were the reasons for not using the internet in the last 3 months? [optional] (tick all that apply)	
a) No need (because the internet is not useful, not interesting, etc.)	☐
b) Use of the internet is too difficult	☐
c) Physical or mental challenges to using the internet (including physical disability, visual impairment, dementia, special needs, or other disability)	☐
d) Concerns about security or privacy, fear of being scammed or harassed online	☐
e) Costs of the internet connection or equipment too high	☐
f) I am opposed to the internet in general; I don't trust the information on the internet	☐
g) Other	☐
[-> go to C1 if 'yes' to B1b) / -> go to H1 if 'yes' to B1c) or d)]	

Module C: Use of e-government

For respondents who used the internet in the last 12 months – "Yes" to options a) or b) in question B1

This module asks about the usage of websites or apps of public authorities (e.g. government and/or judiciary bodies at national, regional and local level) and the use of public services over the internet. Contacts through manually typed e-mails should be excluded.

Websites or apps of public authorities or public services include websites concerning citizen obligations (e.g. tax declaration, notification of moving), rights (e.g. social benefits), official documents (e.g. ID card, birth certificate), public educational services (e.g. public libraries, information on the enrolment in schools or universities), public health services (e.g. services of public hospitals).

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

(tick all that apply or d))

a) Accessed information stored <u>about you</u> by public authorities or public services (e.g. information regarding [pension], [health [including government health application]], [national examples])	☐
b) Accessed information from public databases or registers (e.g. information about availability of books in public libraries, cadastral registers, enterprise registers)	☐
c) Obtained information (e.g. about services, benefits, entitlements, laws, opening hours)	☐
d) Have not performed any of the mentioned activities	☐

[-> go to C2]

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

(tick one)

a) Yes	☐
b) No	☐

[-> go to C3]

C3. Have you made any appointment or reservation via a website or app with public authorities or public services (e.g. reservation of a book in a public library, appointment with a government servant or a state healthcare provider) for private purpose in the last 12 months?

(tick one)

a) Yes	☐
b) No	☐

[-> go to C4]

C4. Have you received any official communication/document by public authorities via your account on a website or app [name of the service - if applicable in the country] of public authorities or services (e.g. notification of fines or invoices, letters, service of court summons, court documents, [national examples]) for private purpose in the last 12 months? (optional)

(Exclude the usage of e-mail or SMS based information messages or notifications that a document is available)

a) Yes	☐
b) No	☐

[> go to C5]

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

a) Yes	☐
b) No	☐

[> go to C6]

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

(tick all that apply)

a) Requested official documents or certificates (e.g. graduation, birth, marriage, divorce, death, residence certificates, police or criminal records, [national examples])	☐
b) Requested benefits or entitlements (e.g. pension, unemployment, child allowance, enrolment in schools, universities, [national examples])	☐
c) Made other requests, claims or complaints (e.g. report theft to the police, launch a legal complaint, request legal aid, initiate a civil claim procedure in front of a court, [national examples])	☐

[If 'no' reply to all options in C6 -> go to C7; otherwise-> go to D1]

C7. *(Only for respondents who answered 'no' to options a), b) and c) in C6)*

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

(tick all that apply or a))

a) I did not have to request any documents or to make any claims	☐
b) Lack of skills or knowledge (e.g. did not know how to use the website/app or it was too complicated to use)	☐
c) Concerns about the security of personal data or unwillingness to pay online (credit card fraud)	☐
d) Lack of electronic signature, activated electronic identification (eID) or any other tool to use the eID (required for using the services) [national examples] (optional)	☐
e) Another person did it on my behalf (e.g. consultant, adviser, relative)	☐
f) There was no such online service available (optional)	☐
g) Other reason	☐

[-> go to D1]

Module D: Use of electronic identification (eID)

[Note: The wording of D1 and D2 is to be adapted to the kind of advanced eID system(s) established in your Member State. Advanced eIDs are defined as eIDs, which are officially recognized by public authorities or public services, and which are of high or substantial level of assurance under the eIDAS Regulation.]

For respondents who used the internet in the last 12 months – "Yes" to options a) or b) in question B1

Electronic identification (eID) enables the identification of a person and secure login to online services in your country of residence/ [other European countries].

D1. Have you used your electronic identification (eID)(s) [national list of all country-specific eIDs, which are in line with the definition as referred to in the note above] to access online services for private purpose in the last 12 months?**

(Filter question)

a) Yes	☐ -> go to D2
b) No	☐ -> go to D3

D2. For what type(s) of services have you used your electronic identification (eID)(s) [national list of all country-specific eIDs, which are in line with the definition as referred to in the note above] in the last 12 months?

(tick all that apply)

a) Services provided by public authorities or public services of your country of residence (e.g. submitting your tax declaration, applying for social benefits, requesting official certificates, accessing your health records, [national examples])	☐
b) Services provided by public authorities or public services of other European countries (e.g. submitting your tax declaration, requesting official documents or certificates, [national examples]) (if applicable)	☐
c) Services provided by business sector (e.g. accessing banking services, login to transport services, identification via eID e.g. on a digital marketplace, [national examples]) (if applicable)	☐

[-> go to E1]

D3. What are the reasons for not using the mentioned electronic identification (eID)(s) in the last 12 months?
(tick all that apply or a), b))

a) I was not aware of the existence of electronic identification (eID)	☐
b) I don't have an electronic identification (eID)	☐
c) I have an electronic identification (eID), but I didn't need to access any online services requiring electronic identification (eID)	☐
d) I have an electronic identification (eID), but I don't feel safe using it (concerns about ICT security, personal data protection)	☐
e) I could not use my electronic identification (eID) due to usability / technical issues (e.g. too difficult or not user-friendly, lack of appropriate card reader, software incompatibility, it was not accepted for the services I needed to access)	☐
f) I could not use my electronic identification (eID) to access the service via a smartphone or tablet	☐
g) I have an electronic identification (eID), but I'm not using it for other reasons	☐

[-> go to E1]

Module E: Use of e-commerce

For respondents who used the internet in the last 12 months – "Yes" to options a) or b) in question B1.

Note: The following questions concern buying for private use over the Internet, either via a website or with an app. Include also buying from private persons in marketplaces (e.g. Airbnb, Facebook Marketplace, [national examples]).

E1. When did you last buy or order goods or services for private use over the internet?

*

(tick one)

a) Within the last 3 months	☐ -> go to E2
b) Between 3 months and a year ago	☐ -> go to E11
c) More than 1 year ago	☐ -> go to E11
d) Never bought or ordered over the Internet	☐ -> go to E11

E2. Did you buy any physical goods (some of the examples may be: clothes, books, deliveries from restaurants, cosmetics, furniture, or electronics) via a website or app for private use in the last 3 months? Include online purchases from enterprises or private persons, including used goods.

(tick one)

a) Yes	☐
b) No	☐

[-> go to E3]

E3. (Only for respondents who answered 'yes' to 'Within the last 3 months' in question E1) Did you buy any of the following services via a website or app for private use in the last 3 months? <i>(tick all that apply)</i>	
a) Subscriptions to the internet or mobile phone connections	☐
b) Subscriptions to electricity, water or heating supply, waste disposal or similar services	☐
[-> go to E4]	
E4. (Only for respondents who answered 'yes' to 'Within the last 3 months' in question E1) Did you buy any of the following via a website or app for private use in the last 3 months? <i>(tick all that apply)</i>	
a) Transport services from enterprises e.g. bus, train, flight ticket, taxi ride (e.g. [national examples], UBER ¹)	☐
b) Accommodation from businesses e.g. hotels or travel agencies	☐
c) Tickets to events (concerts, cinema, sports events, fairs, etc.)	☐
d) E-books or audio books as downloads (including updates)	☐
e) Software as downloads (including upgrades)	☐
f) Games as downloads (including upgrades) or virtual in-game items	☐
[-> go to E5]	
E5. Have you had a subscription (including existing and new subscriptions) to any of the following services in the last 3 months, which <u>you</u> paid for? <i>(tick all that apply)</i>	
a) Music streaming service (e.g. Spotify, [national examples])	☐
b) Films, series or sports streaming service (e.g. Netflix, HBO Max, Amazon prime, Disney+, Maxdome, Apple TV, Sky, Showtime, [national examples])	☐
c) Online news sites, online newspapers (e-papers) or online magazines	☐
d) Gaming streaming services (e.g. GeForce Now, Google Stadia, PlayStation Now, [national examples])	☐
e) Apps related to health or fitness	☐
f) Other apps (e.g. related to learning languages, travelling, weather)	☐
[-> go to E6]	

¹ "UBER" is to be mentioned in the list of examples only in countries where UBER offers its services in a way, which can be assimilated to a taxi service.

E6. Did you buy any of the following from private persons via a website or app in the last 3 months?
(tick all that apply)

a) Physical goods (e.g. on eBay, Facebook Marketplace, [national examples])	☐
b) Transport service (e.g. on [national examples])	☐
c) Accommodation (e.g. on Airbnb, [national examples])	☐
d) Household services like cleaning, babysitting, repair work, gardening, etc. (e.g. on Facebook Marketplace, [national examples])	☐

[-> go to E7]

E7. Did you buy any other services (excluding financial and insurance services) than those mentioned previously via a website or app for private use in the last 3 months? (optional)
(tick one)

a) Yes	☐
b) No	☐

[-> go to E8]

E8. (Only for respondents who answered 'yes' to 'Within the last 3 months' in E1)
How many times have you bought goods or services over the internet for private use in the last 3 months?

_____ times (please provide an estimate)

Or (tick one)

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

[-> go to E9]

E9. *(Only for respondents who answered 'yes' to "Within the last 3 months" in question E1)*

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

(tick all that apply or j)

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

[-> go to E10]

E10. *(Only for respondents who answered 'yes' to "Within the last 3 months" in question E1)*

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

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

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

(tick one)

a) Yes	☐
b) No	☐

[-> go to E11]

E11.

(Only for respondents who answered 'yes' to "Within the last 3 months" in question B1)

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

(tick all that apply)

a) Buy insurance policies, including travel insurance, also as a package together with e.g. a plane ticket	☐
b) Take a loan, mortgage or arrange credit from banks or other financial providers	☐
c) Buy or sell shares, bonds, units in funds or other financial assets	☐

[-> go to F1]

Module F: E-skills

For respondents who used the internet in the last 3 months – "Yes" to option a) in question B1

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

F1.**

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

(tick all that apply)

a) Copying or moving files (e.g. documents, data, images, video) between folders, devices (e.g. via e-mail, Messenger, WhatsApp, USB, cable) or on the cloud	☐
b) Downloading or installing software or apps	☐
c) Changing settings of software, app or device (e.g. adjusting language, colours, contrast, text size, toolbars/menu)	☐

[-> go to F2]

F2.**

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

(tick all that apply)

a) Using word processing software	☐
b) Creating files (e.g. document, image, video) incorporating several elements, e.g. text, picture, table, chart, animation, sound	☐
c) Using spreadsheet software	☐
<i>if 'yes' to c)</i>	
c1) Using advanced features of spreadsheet software (functions, formulas, macros, Visual Basic) to organise, analyse, structure or modify data	☐
d) Editing photos, video or audio files	☐
e) Writing code in a programming language	☐

[-> go to F3]

F3.**	Have you seen information or content (e.g. videos, images) that you considered untrue or doubtful on internet news sites or social media (e.g. Facebook, Instagram, YouTube, X – formerly Twitter) in the last 3 months? <i>(tick one)</i> <table border="1"> <tr> <td>a) Yes</td> <td>☐</td> </tr> <tr> <td>b) No</td> <td>☐</td> </tr> </table> [if 'Yes' -> go to F4; if 'No' -> go to F7]		a) Yes	☐	b) No	☐		
a) Yes	☐							
b) No	☐							
F4.**	<i>(Only for respondents who answered 'yes' to question F3)</i> Have you checked the truthfulness of the information or content you found on internet news sites or social media in the last 3 months? <i>(tick one)</i> <table border="1"> <tr> <td>a) Yes</td> <td>☐</td> </tr> <tr> <td>b) No</td> <td>☐</td> </tr> </table> [if 'Yes' -> go to F5; if 'No' -> go to F6]		a) Yes	☐	b) No	☐		
a) Yes	☐							
b) No	☐							
F5.**	<i>(Only for respondents who answered 'yes' to question F4)</i> How did you check truthfulness of the information or content found on the internet? <i>(tick all that apply)</i> <table border="1"> <tr> <td>a) Checking the sources or finding other information on the internet (e.g. other news sites, Wikipedia)</td> <td>☐</td> </tr> <tr> <td>b) Following or taking part in discussion on the internet regarding the information</td> <td>☐</td> </tr> <tr> <td>c) Discussing the information offline with other persons or using sources not on the internet</td> <td>☐</td> </tr> </table> [-> go to F7]		a) Checking the sources or finding other information on the internet (e.g. other news sites, Wikipedia)	☐	b) Following or taking part in discussion on the internet regarding the information	☐	c) Discussing the information offline with other persons or using sources not on the internet	☐
a) Checking the sources or finding other information on the internet (e.g. other news sites, Wikipedia)	☐							
b) Following or taking part in discussion on the internet regarding the information	☐							
c) Discussing the information offline with other persons or using sources not on the internet	☐							
F6.**	<i>(Only for respondents who answered 'no' to question F4)</i> Why did you not check truthfulness of the information or content found on the internet? <i>(tick all that apply)</i> <table border="1"> <tr> <td>a) You already knew that information, content or source was not reliable</td> <td>☐</td> </tr> <tr> <td>b) Lack of skills or knowledge (e.g. did not know how to check information on the internet or it was too complicated to do)</td> <td>☐</td> </tr> <tr> <td>c) Other reasons</td> <td>☐</td> </tr> </table> [-> go to F7]		a) You already knew that information, content or source was not reliable	☐	b) Lack of skills or knowledge (e.g. did not know how to check information on the internet or it was too complicated to do)	☐	c) Other reasons	☐
a) You already knew that information, content or source was not reliable	☐							
b) Lack of skills or knowledge (e.g. did not know how to check information on the internet or it was too complicated to do)	☐							
c) Other reasons	☐							

F7.	Have you encountered content online (including messages, comments, photos, memes, videos, etc.) that you consider to be hostile or degrading towards groups of people or individuals in the last 3 months, e.g. in blogs, vlogs, on social media or news sites (incl. in comment sections)? (optional) <i>(tick one)</i>	
	a) Yes	☐ -> go to F8
	b) No	☐ -> go to G1
F8.	<i>(Only for respondents who answered 'yes' to question F7)</i> Were these groups of people or individuals attacked/targeted because of: (optional) <i>(tick all that apply)</i>	
	a) Political or social views	☐
	b) Sexual orientation and/or gender identities (LGBTIQ+)	☐
	c) Sex	☐
	d) Racial or ethnic origin	☐
	e) Religion or belief	☐
	f) Disability	☐
	g) Age	☐
	h) Other personal characteristics	☐
	[-> go to G1]	

Module G: Privacy and protection of personal data

For respondents who used the internet in the last 3 months – "Yes" to option a) in question B1

Note: The following questions concern the provision and protection of personal data for activities carried out over the internet for any private or work-related purpose, using websites or apps.

G1.** Have you carried out any of the following to manage access to your personal data (e.g. name, date of birth, identity card number, contact details, credit card number, photos, geographical location) on the internet in the last 3 months?
(tick all that apply)

a) Read privacy policy statements before providing personal data	☐
b) Restricted or refused access to your geographical location	☐
c) Limited access to profile or content on social networking sites or shared online storage	☐
d) Refused allowing the use of personal data for advertising purposes	☐
e) Checked that the website where you provided personal data was secure (e.g. https sites, safety logo or certificate)	☐
f) Asked websites or search engines administrator or provider to access the data they hold about you to update or delete it	☐

[-> go to G2]

G2.** Have you changed the settings in your internet browser to prevent or limit cookies on any of your devices?
(tick one)

a) Yes	☐
b) No	☐

[-> go to G3]

G3. Are you concerned with your online activities being recorded to provide you with tailored advertising? (optional)
(tick one)

a) Yes, very concerned	☐
b) Yes, somehow concerned	☐
c) No, I'm not concerned	☐

[-> go to G4]

G4. Do you use software that limits the ability to track your activities on the internet on any of your devices?
(tick one)

a) Yes	☐
b) No	☐

[-> go to G5]

Problems encountered with deleting an account

G5. Have you ever opened an account or registered with a <u>free</u> app or service? For example a subscription/account for e-mail, social media, web shops, apps for buying transport tickets, music streaming, games, ... <i>(tick one)</i>	
a) Yes	☐
b) No	☐
[yes -> go to G6, no -> go to H1]	
G6. <i>(Only for respondents who ticked "yes" to G5)</i> Have you deleted or tried to delete (or close) your account of a <u>free</u> app or service in the last 3 months? <i>(tick one)</i>	
a) Yes	☐
b) No	☐
[yes -> go to G7, no -> go to H1]	
G7. <i>(Only for respondents who ticked "yes" to G5 and G6)</i> Have you encountered problems when trying to delete your account of a <u>free</u> app or service in the last 3 months? For example difficulty to find a way to delete the account, spending a disproportionate amount of time to do it, technical issues, unacceptable conditions for withdrawal, inability to succeed... <i>(tick one)</i>	
a) Yes	☐
b) No	☐
[-> go to H1]	

Module H: Socio-demographic background information

DEMOGRAPHY

H1. Age in completed years

Year of birth	□□□□	
Passing of birthday at the reference date	Yes	No
Reference date ²	(DD / MM / YYYY)	
H2. Sex	Male	Female

CITIZENSHIP AND MIGRANT BACKGROUND

H3. Country of birth

Country of usual residence of the individual's mother at the time of the delivery, according to the current national boundaries (and not according to the boundaries in place at the time of birth)

□□ or other

SCL GEO code³ or "Foreign-born but country of birth unknown"

H4. Country of main citizenship

□□ or other

SCL GEO code⁴, "Stateless" or "Foreign citizenship but country unknown"

² The reference date is the time of the first interview (DD/MM/YYYY).

³ The list of countries is defined according to the Eurostat Standard Code list (SCL) GEO: http://ec.europa.eu/eurostat/ramon/nomenclatures/index.cfm?TargetUrl=LST_NOM_DTL&StrNom=CL_GEO&StrLanguageCode=EN&IntPcKey=&StrLayoutCode=HIERARCHIC (English version)

EDUCATION ATTAINMENT AND BACKGROUND

H5. Educational attainment level (highest level of education successfully completed) according to the International Standard Classification of Education (ISCED 2011):

(tick only one)

☐ At most lower secondary education	<i>[ISCED 0, 1 or 2]</i>
☐ No formal education [ISCED 0]	
☐ Primary education [ISCED 1]	
☐ Lower secondary education [ISCED 2]	
☐ Upper secondary and post-secondary non-tertiary education	<i>[ISCED 3 or 4]</i>
☐ Upper secondary education [ISCED 3]	
☐ Post-secondary non-tertiary education [ISCED 4]	
☐ Tertiary education	<i>[ISCED 5, 6, 7 or 8]</i>
☐ Short-cycle tertiary education [ISCED 5]	
☐ Bachelor's or equivalent level [ISCED 6]	
☐ Master's or equivalent level [ISCED 7]	
☐ Doctoral or equivalent level [ISCED 8]	

LABOUR MARKET PARTICIPATION	
MAIN ACTIVITY STATUS (Employment situation)	
H6. Main activity status (self-defined) <i>(tick only one)</i>	
Employed	☐
Unemployed	☐
Retired	☐
Unable to work due to a long-standing health problems	☐
Student, pupil (not in the labour force)	☐
Fulfilling domestic tasks	☐
Compulsory military or civilian service (if applicable)	☐
Other	☐
ELEMENTARY JOB CHARACTERISTICS and CAREER CONTINUITY AND BREAKS	
<i>(Only for respondents who answered "yes" to "employed" in question H6)</i>	
H7. Status in employment in the main job <i>(tick only one)</i>	
Self-employed person with employees	☐
Self-employed person without employees	☐
Employee	☐
Family worker (unpaid)	☐
<i>(Only for respondents who answered "yes" to "employed" in question H6)</i>	
H8. Full- or part-time main job (self-defined) (OPTIONAL) <i>(tick only one)</i>	
Full-time job	☐
Part-time job	☐
<i>(Only for respondents who answered "yes" to "employee" in question H7)</i>	
H9. Permanency of main job (OPTIONAL) <i>(tick only one)</i>	
Permanent job	☐
Fixed-term contract	☐

(Only for respondents who answered "yes" to "employed" in question H6)

H10. Economic activity of the local unit for the main job (OPTIONAL)

(tick only one)

A	Agriculture, Forestry and Fishing	☐
B	Mining and Quarrying	☐
C	Manufacturing	☐
D	Electricity, Gas, Steam and Air Conditioning Supply	☐
E	Water supply; sewerage, waste management and remediation activities	☐
F	Construction	☐
G	Wholesale and retail trade; repair of motor vehicles and motorcycles	☐
H	Transportation and Storage	☐
I	Accommodation and Food Service Activities	☐
J	Information and Communication	☐
K	Financial and Insurance Activities	☐
L	Real Estate Activities	☐
M	Professional, Scientific and Technical Activities	☐
N	Administrative and Support Service Activities	☐
O	Public Administration And Defence; Compulsory Social Security	☐
P	Education	☐
Q	Human Health and Social Work Activities	☐
R	Arts, Entertainment and Recreation	☐
S	Other Service Activities	☐
T	Activities of Households as Employers; Undifferentiated goods- and Services-producing Activities of Households for own use	☐
U	Activities of Extraterritorial Organisations and Bodies	☐

(Only for respondents who answered "yes" to "employed" in question H6)

H11.

Occupation in the main job

< description >

☐☐

<Transmission of all 2-digit ISCO-08 occupations mandatory. In addition, transmission of: ICT professional/ Non-ICT professional; Manual worker/Non-manual worker>

SCL ISCO-08 2, digits code

LOCALISATION		
H12.	Region of Residence	< description > NUTS 1
H13.	Region of Residence	< description > NUTS 2 OPTIONAL
H14.	Region of Residence	< description > NUTS 3 OPTIONAL
H15.	Geographical location (tick only one)	
	Less developed region	☐
	Transition region	☐
	More developed region	☐
H16.	Degree of urbanisation (tick only one)	
	Cities (Densely populated area)	☐
	Towns and suburbs (Intermediate density area)	☐
	Rural areas (Thinly populated area)	☐
HOUSEHOLD COMPOSITION		
H17.	Total number of members in the household (household size)	< __ >
	of which: OPTIONAL	
	Number of persons aged from 16 to 24	< __ >
	of which: OPTIONAL	
	Number of students	< __ >
	Number of persons aged 25 to 64	< __ >
	Number of persons aged 65 to 74	< __ >
	Number of persons aged more than or equal to 75	< __ >
H18.	of which, number of children under 16:	< __ >
	of which: OPTIONAL	
	Number of children aged from 14 to 15	< __ >
	Number of children aged from 5 to 13	< __ >
	Number of children aged less than or equal to 4	< __ >

TOTAL MONTHLY HOUSEHOLD INCOME	
H19. Household income: (total average net current monthly income)	< _____ > <national currency> or income bands To be transmitted in one of the five equalised income quintiles' groups (for more information regarding the mode of collection of this variable, see methodological manual)
INTERVIEW DURATION	
H20. Interview duration	< _____ > min
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