



# Flash Eurobarometer 469

## Report

# Illegal content online

Fieldwork

June 2018

Publication

September 2018

Survey requested by the European Commission,  
Directorate-General for Communications Networks, Content & Technology  
and co-ordinated by the Directorate-General for Communication

This document does not represent the point of view of the European Commission.  
The interpretations and opinions contained in it are solely those of the authors.

Flash Eurobarometer 469 – TNS Political & Social



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(DG COMM "Media monitoring, media analysis and Eurobarometer" Unit)

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## INTRODUCTION

The European Commission has taken a series of targeted and horizontal measures to curb the spread of illegal content online, including on such as hate speech, child sexual abuse material, incitement to terrorism, consumer scams and content that infringes intellectual property rights. On 28<sup>th</sup> September 2017 the Commission adopted a Communication on tackling illegal content online, towards enhancing responsibility of online platforms<sup>1</sup>. Following on from this, on March 1 2018, the Commission issued a Recommendation on measures to effectively tackle illegal content online<sup>2</sup>.

This Recommendation emphasises the need for online platforms to take greater responsibility when it comes to the governance of online content. It clearly sets out the processes online platforms should put in place to enhance the detection and removal of illegal content. These include clearer rules for notifying illegal content, more proactive tools and technologies to identify and remove illegal content, and, importantly, stronger safeguards to ensure decisions to remove content are accurate and well-founded<sup>3</sup>.

To explore Europeans' experience of illegal content online, and their opinions about the role and responsibility of online platforms, this survey explores the following areas:

- The use of various types of online hosting services;
- Views about the safety of the Internet and addressing illegal content online;
- The types of illegal content encountered online, the actions taken as a result, and satisfaction with the hosting service's response;
- Respondents' experiences of having legal content wrongfully blocked, the reasons given for this and including the actions taken as a result;
- Opinions about the actions Internet hosting services should take to address illegal content online, including content removal and the right of appeal.

This survey was carried out by the TNS Political & Social network in all 28 Member States of the European Union, between 18 and 26 June 2018. Some 33,244 respondents from different social and demographic groups were interviewed via telephone in their mother tongue on behalf of the Directorate-General for Communications Networks, Content and Technology (DG CONNECT).

The methodology used is that of Flash Eurobarometer surveys as carried out by the Directorate-General for Communication "Media monitoring, media analysis and Eurobarometer" Unit<sup>4</sup>: A technical note on the manner in which interviews were conducted by the Institutes within the TNS Political & Social network is appended as an annex to this report. Also included are the interview methods and confidence intervals<sup>5</sup>.

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<sup>1</sup> <https://eur-lex.europa.eu/legal-content/EN/TXT/HTML/?uri=CELEX:52017DC0555>

<sup>2</sup> <https://ec.europa.eu/digital-single-market/en/news/commission-recommendation-measures-effectively-tackle-illegal-content-online>

<sup>3</sup> <https://ec.europa.eu/digital-single-market/en/illegal-content-online-platforms>

<sup>4</sup> [http://ec.europa.eu/public\\_opinion/index\\_en.htm](http://ec.europa.eu/public_opinion/index_en.htm)

<sup>5</sup> The results tables are included in the annex. It should be noted that the total of the percentages in the tables of this report may exceed 100% when the respondent has the possibility of giving several answers to the question.

**Note:** In this report, countries are referred to by their official abbreviation. The abbreviations used in this report correspond to:

Belgium	BE	Latvia	LV
Bulgaria	BG	Luxembourg	LU
Czech Republic	CZ	Hungary	HU
Denmark	DK	Malta	MT
Germany	DE	The Netherlands	NL
Estonia	EE	Austria	AT
Greece	EL	Poland	PL
Spain	ES	Portugal	PT
France	FR	Romania	RO
Croatia	HR	Slovenia	SI
Ireland	IE	Slovakia	SK
Italy	IT	Finland	FI
Republic of Cyprus	CY *	Sweden	SE
Lithuania	LT	United Kingdom	UK

*We wish to thank the people throughout the European Union  
who have given their time to take part in this survey.  
Without their active participation, this study would not have been possible.*

## KEY FINDINGS

### **The majority of respondents (65%) do not agree that the Internet is safe for its users.**

- A large majority of respondents (90%) agree *arrangements need to be in place to limit the spread of illegal content on the Internet*, and, similarly
- A large majority of respondents (85%) agree *freedom of expression needs to be protected online*.
- Less than half of the respondents (44%) agree *Internet hosting services are effective in tackling illegal content*.

### **Most respondents undertake a wide range of activities online.**

- Among the seven categories of online activities considered, the more common among respondents are *watching videos, live streaming or listening to music* (76%), *online shopping* (72%) or using *online social networks* (70%), while the least common is *using collaborative economy platforms* (32%).
- The most likely activities to be undertaken on a daily basis are using *social networks* (44%), *watching videos, live-streaming or listening to music* (31%).
- A large majority of respondents (91%) undertakes at least one of the online activities considered.

### **The majority (61%) of respondents<sup>6</sup> say they have encountered some type of illegal content online.**

- Amongst respondents who use at least one of the online activities considered, over six in ten (61%) answered that they *have encountered some type of illegal content* while using these services.
- In 17 countries *scams, frauds, subscription traps or other illegal commercial practices* are the most commonly form of illegal content encountered, while in 9 countries it is *hate speech*. In one country *pirated content* is the type of illegal content most likely to be encountered by respondents, while in another country respondents are equally likely to mention *hate speech* and *pirated content*.

**Amongst respondents that have encountered illegal content while online, just over one in five (21%)** informed the Internet service hosting this content, while 9% directly contacted the person or organisation who uploaded the content, and 8% alerted the police or relevant authorities.

- In **less than half (45%) of the cases, respondents who took action after seeing illegal content, say the content was taken down.**
- Amongst respondents who notified the hosting service provider about the illegal content encountered, over six in ten (64%) say they were satisfied with the response they received.

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<sup>6</sup> Amongst respondents who undertake at least one of the online activities considered.

**Just 5% of the respondents who use online hosting services mentioned to have tried to post or upload content that was wrongly blocked or removed by the Internet hosting service.**

- Amongst respondents that undertake at least one of the online activities considered, (5%) mentioned to have tried to post or upload content that was *wrongly blocked or removed* by the Internet hosting service.
- More than one in five (22%) say they were not informed of the grounds for having their content blocked/removed.
- The three most common reasons given for the removal of content were that *the content violated the terms of service of the Internet hosting service* (29%), that *the content was pirated* (17%) or that it was considered *hate speech* (5%). 2% of the respondents said the content was wrongly considered as *child sexual abuse material*, and 1% said it was wrongly considered as *terrorist content*.
- Almost half (47%) of the respondents who had content they considered was wrongly blocked or removed, *took no action*.
- Just over one quarter (26%) of these respondents contacted the Internet hosting service, while 24% uploaded or posted the content again to the same hosting service and 9% to a different hosting service.

**Nine in ten respondents agree Internet hosting services should immediately remove content flagged as illegal by public or law enforcement authorities (90%).**

- More than eight in ten agree Internet hosting services should process all notifications they receive and assess the legality of the content (86%).
- More than eight in ten agree Internet hosting services should immediately remove content flagged as illegal by organisations with proven expertise on the topic (85%).
- Three quarters (75%) agree that when an Internet hosting service removes content uploaded by a user, the user should be able to appeal the decision.



## I. PERCEPTION AND USE OF THE INTERNET

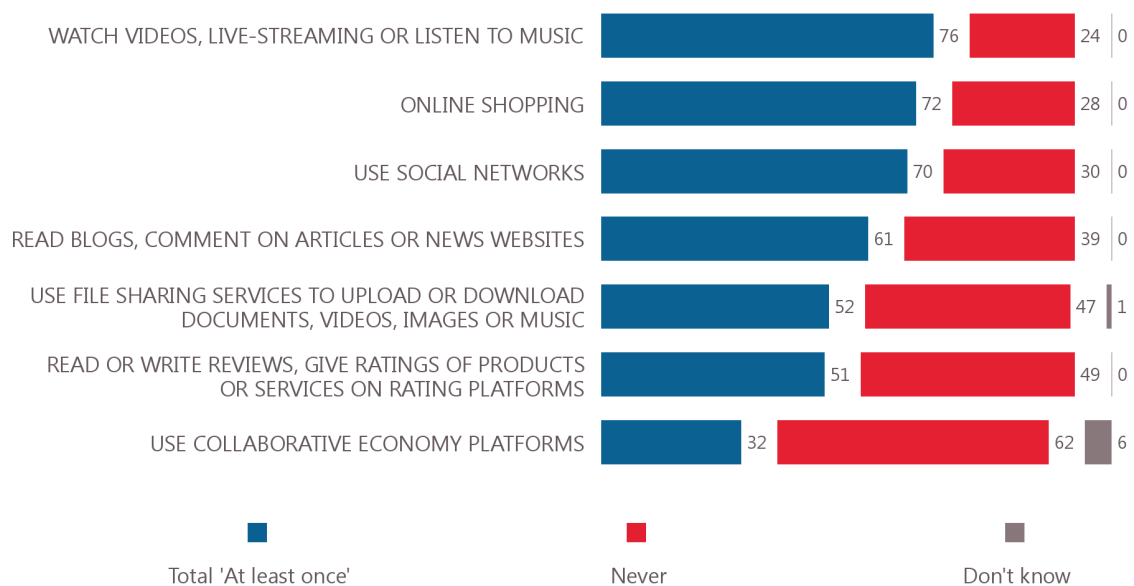
The first chapter of this report explores the extent with which certain kinds of online activities are undertaken by respondents, like online shopping, using file-sharing services or online social networks and watching videos, listening to music or live-streaming. It also presents respondents' views about the safety of the Internet, freedom of expression online, and illegal content.

### 1 Use of the Internet

#### Most respondents undertake a wide range of activities online

Watching videos, live-streaming or listening to music (76%) is the online activity most commonly mentioned by respondents, however at least seven in ten respondents also shop online (72%) or use social networks (70%)<sup>7</sup>. Just over six in ten (61%) read blogs or comment on articles or news websites, while more than half of the respondents use file sharing services (52%) or read or write reviews or give ratings of products or services on rating platforms (51%). Fewer than one third (32%) use collaborative economy platforms.

Q2 How often do you do the following?  
(% - EU)



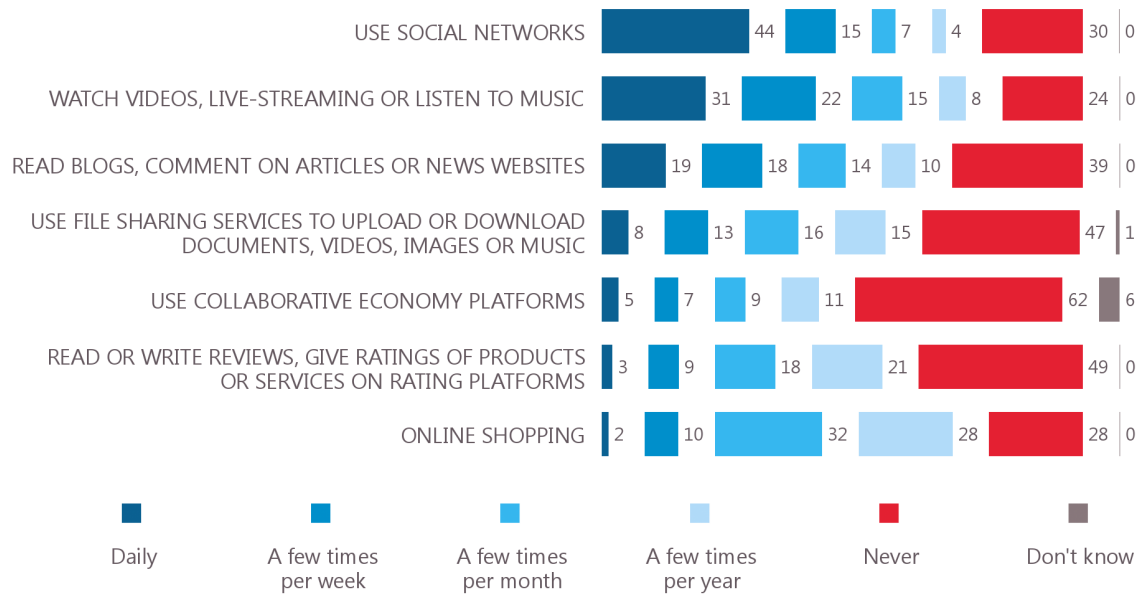
Base: All respondents (N=33,244)

<sup>7</sup> Q2. How often do you do the following? 2.1 Online shopping; 2.2 Use collaborative economy platforms; 2.3 Use social networks; 2.4 Watch videos, live-streaming or listen to music; 2.5 Use file sharing services to upload or download documents, videos, images or music; 2.6 Read or write reviews, give ratings of products or services on rating platforms; 2.7 Read blogs, comment on articles or news websites.

Although *watching videos, live-streaming or listening to music online* is the most common type of online activity mentioned by respondents overall (76%), *using social networks* is the online activity most commonly undertaken by respondents on a daily basis (44%), while almost one third (31%) *watch videos, live-stream or listen to music daily* (31%) and almost one in five (19%) *read blogs or comment on articles or news websites* daily.

These three activities are the most likely to be undertaken daily or weekly, while *online shopping* and *reading or writing reviews or giving product or service ratings* are most likely to be done a few times a month or less.

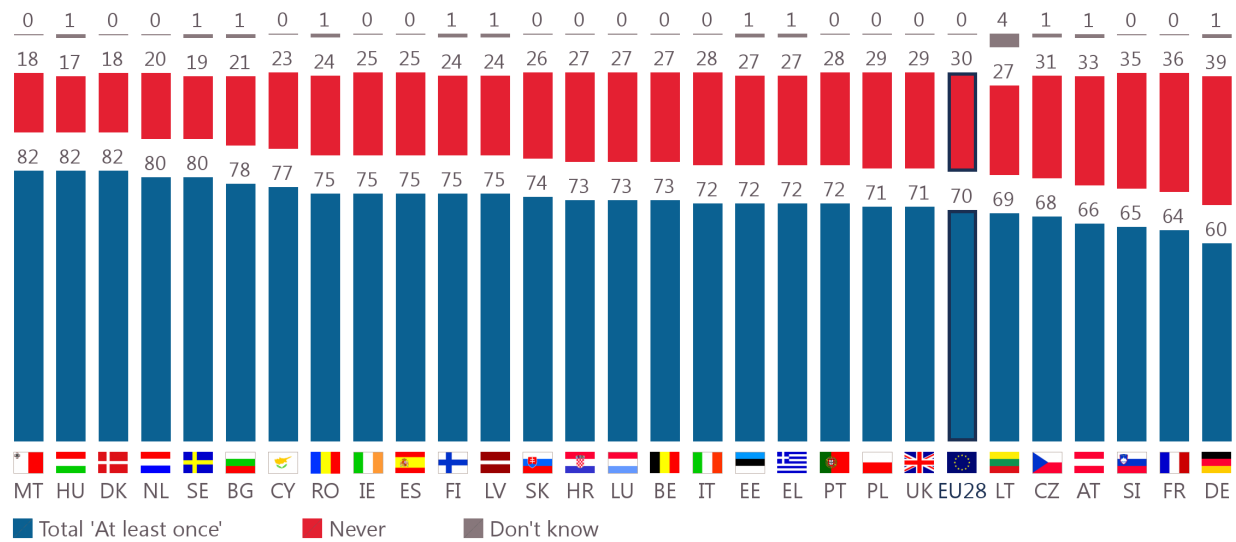
Q2 How often do you do the following?  
(% - EU)



Base: All respondents (N=33,244)

The majority of respondents in all member States **use social networks** with over eight in ten respondents saying so in Malta, Hungary and Denmark (all 82%). On the other side, in all but four countries, at least one in five respondents say they never use social networks, with those in Germany (39%), France (36%) and Slovenia (35%) the most likely to say this.

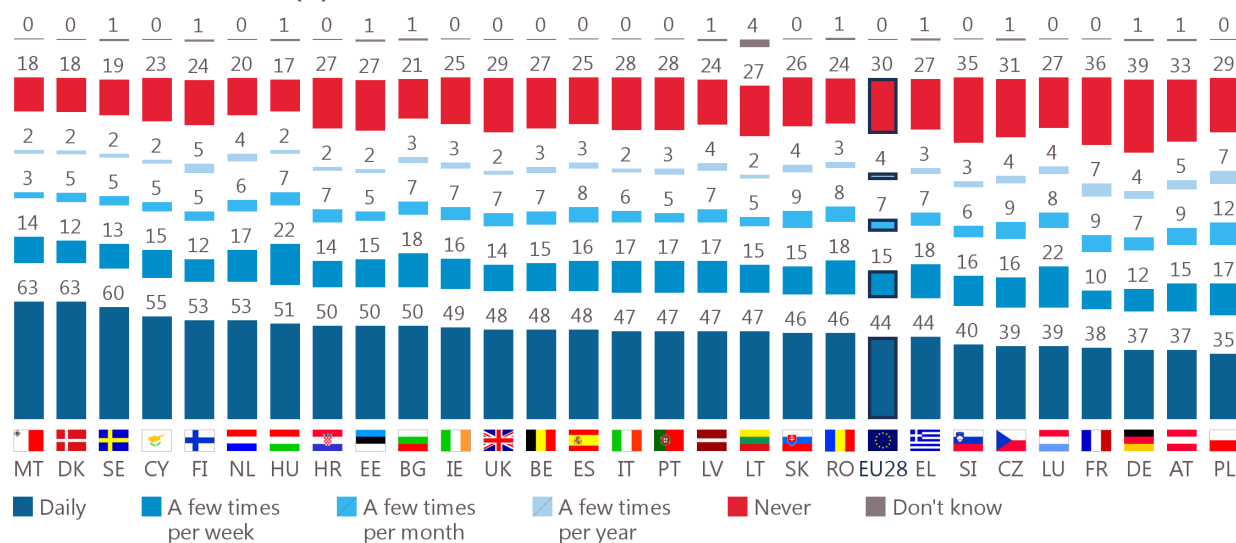
**Q2.3** How often do you do the following?  
Use social networks (%)



Base: All respondents (N=33,244)

More than one third of respondents in each country use social networks daily, and in ten countries at least half do so. Respondents in Malta, Denmark (both 63%) and Sweden (60%) are the most likely to use social networks daily, compared to 35% in Poland and 37% in Austria and Germany.

**Q2.3** How often do you do the following?  
Use social networks (%)

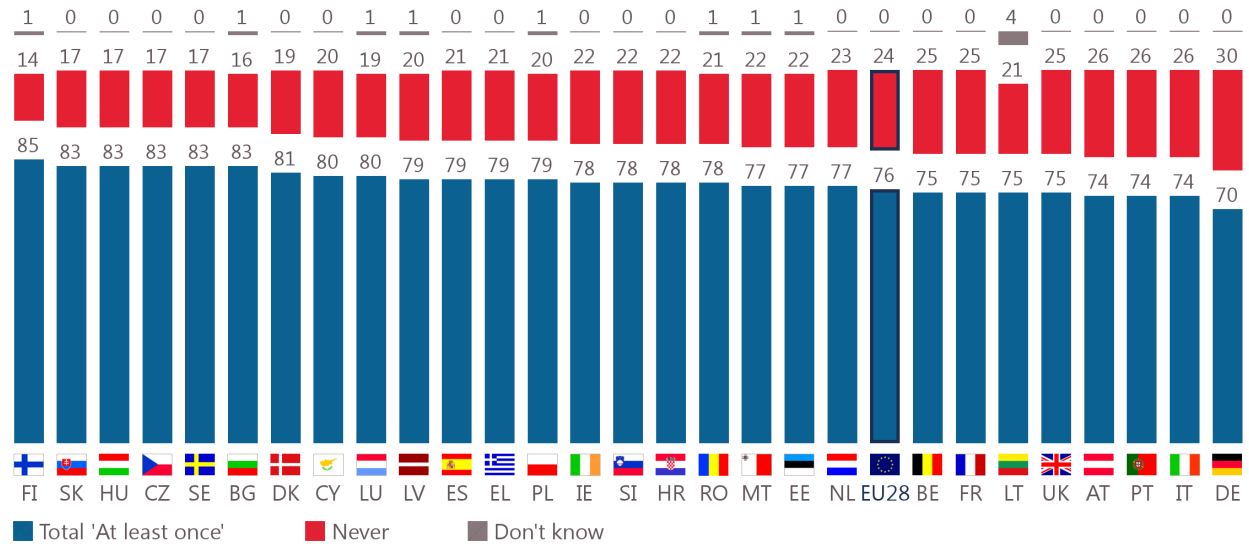


Base: All respondents (N=33,244)

At least seven in ten respondents in all Member States **watch videos, live-stream or listen to music**. Respondents in Germany (30%), Austria, Portugal and Italy (all 26%) are the most likely to say they never undertake these activities.

Q2.4 How often do you do the following?

Watch videos, live-streaming or listen to music (%)

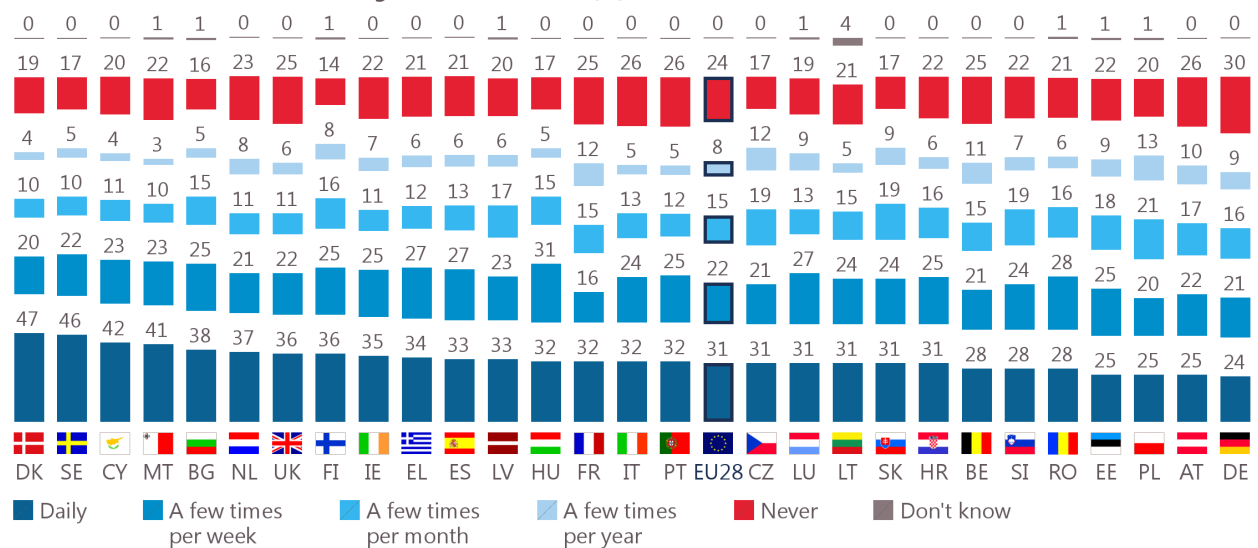


Base: All respondents (N=33,244)

Fewer than half of all respondents in each country watch videos, live-stream or listen to music daily, with proportions ranging from 47% in Denmark and 46% in Sweden to 24% in Germany and 25% in Austria, Poland and Estonia.

Q2.4 How often do you do the following?

Watch videos, live-streaming or listen to music (%)

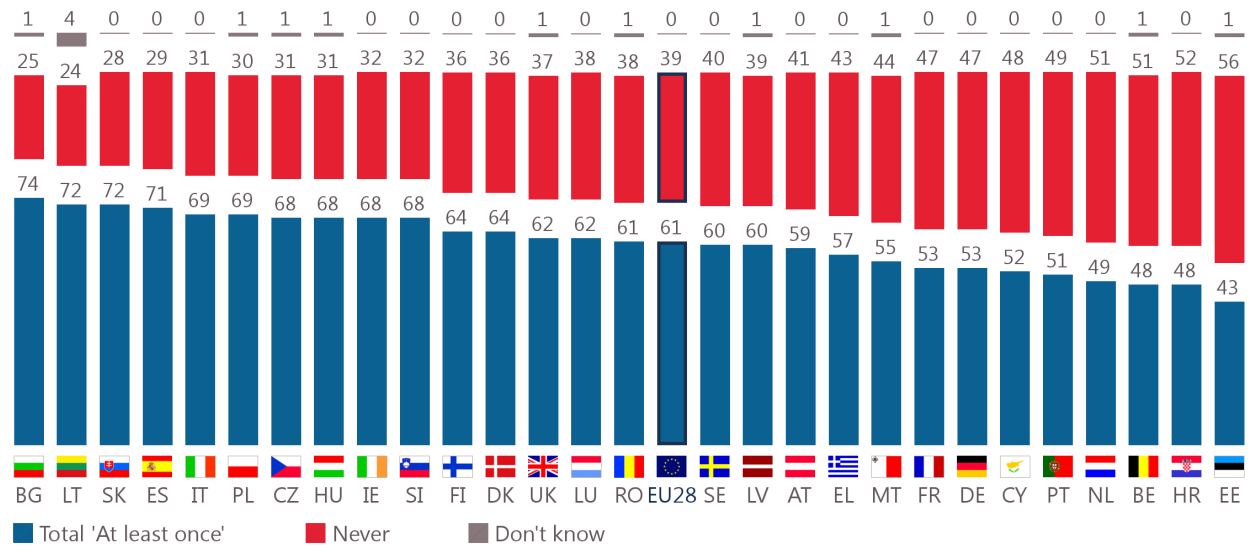


Base: All respondents (N=33,244)

In 24 of the 28 Member States more than half of the respondents **read blogs, comment on articles or news websites** with over seven in ten respondents doing so in Bulgaria (74%), Lithuania, Slovakia (both 72%) and Spain (71%). On the other side, more than one in five respondents in each country say they never undertake this activity, with the highest proportions who say so observed in Estonia (56%), Croatia (52%), Belgium and the Netherlands (both 51%).

**Q2.7** How often do you do the following?

**Read blogs, comment on articles or news websites (%)**

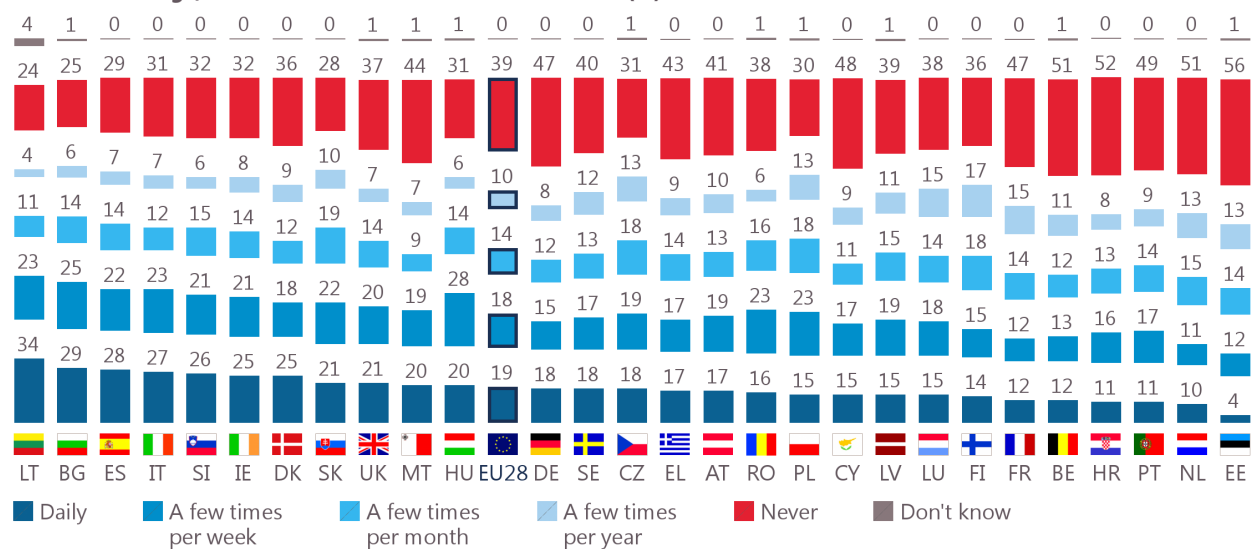


Base: All respondents (N=33,244)

Respondents in Lithuania (34%), Bulgaria (29%) and Spain (28%) are the most likely to say they read blogs, comment on articles or news websites daily, while those in Estonia (5%), the Netherlands (10%) and Croatia and Portugal (both 11%) are the least likely to do so.

**Q2.7** How often do you do the following?

**Read blogs, comment on articles or news websites (%)**

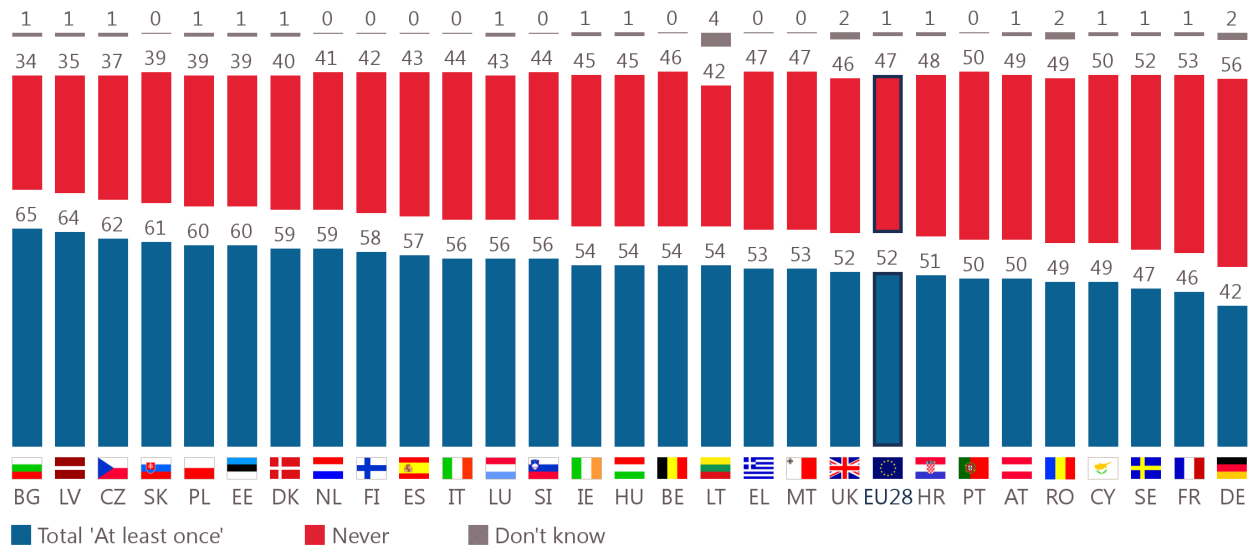


Base: All respondents (N=33,244)

In 23 Member States at least half of the respondents **use file sharing services to upload or download documents, videos, images or music** with respondents in Bulgaria (65%), Latvia (64%), Czech Republic (62%) and Slovakia (61%) the more likely to do so. On the other side, at least half of all respondents in Germany (56%), France (53%), Sweden (52%), Portugal and Cyprus (both 50%) say they never use these services, and overall more than one third in each country never use file sharing services.

**Q2.5** How often do you do the following?

**Use file sharing services to upload or download documents, videos, images or music (%)**

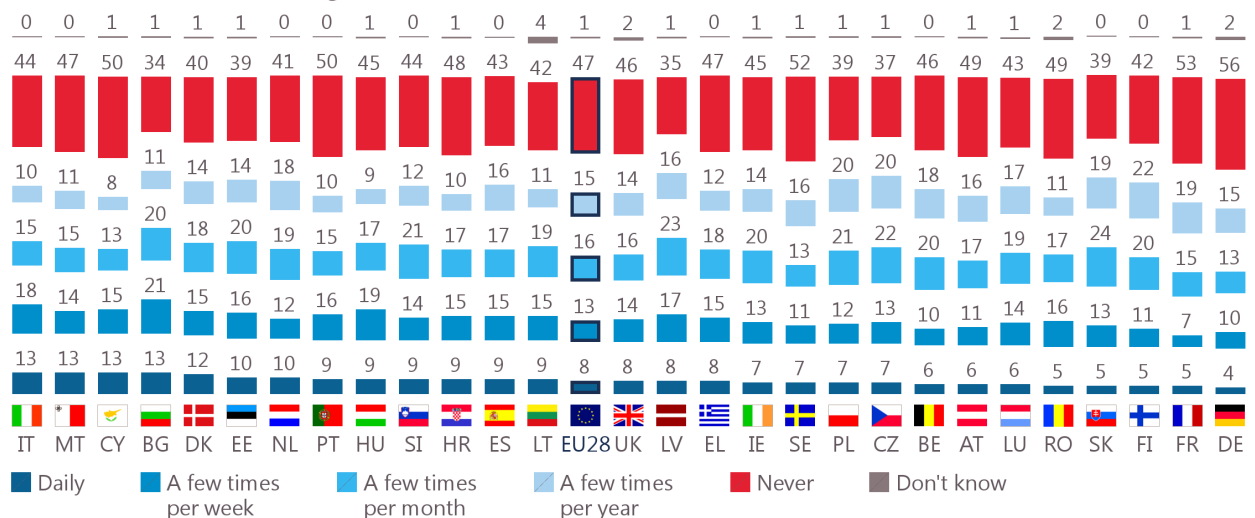


Base: All respondents (N=33,244)

Daily use of these services is relatively uncommon. Respondents in Italy, Malta, Cyprus and Bulgaria (all 13%) are the most likely to do use these services daily, compared to 4% in Germany and 5% in France, Finland, Slovakia and Romania.

**Q2.5** How often do you do the following?

**Use file sharing services to upload or download documents, videos, images or music (%)**

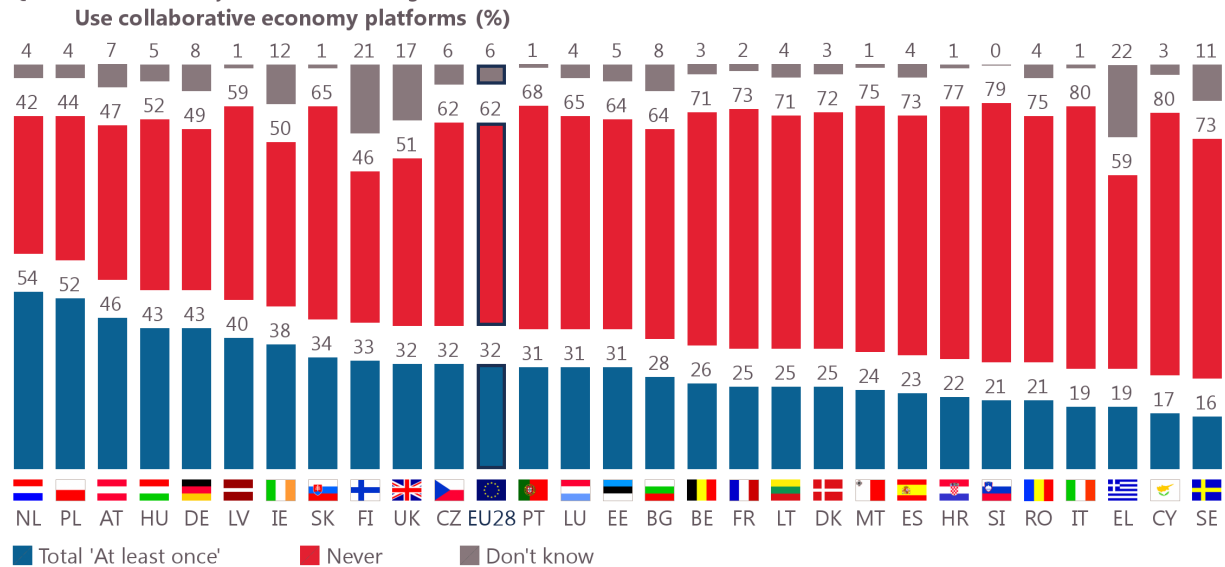


Base: All respondents (N=33,244)

Use of collaborative economy platforms is fairly uncommon, with at least half of all respondents in 23 countries saying they never use them.

..

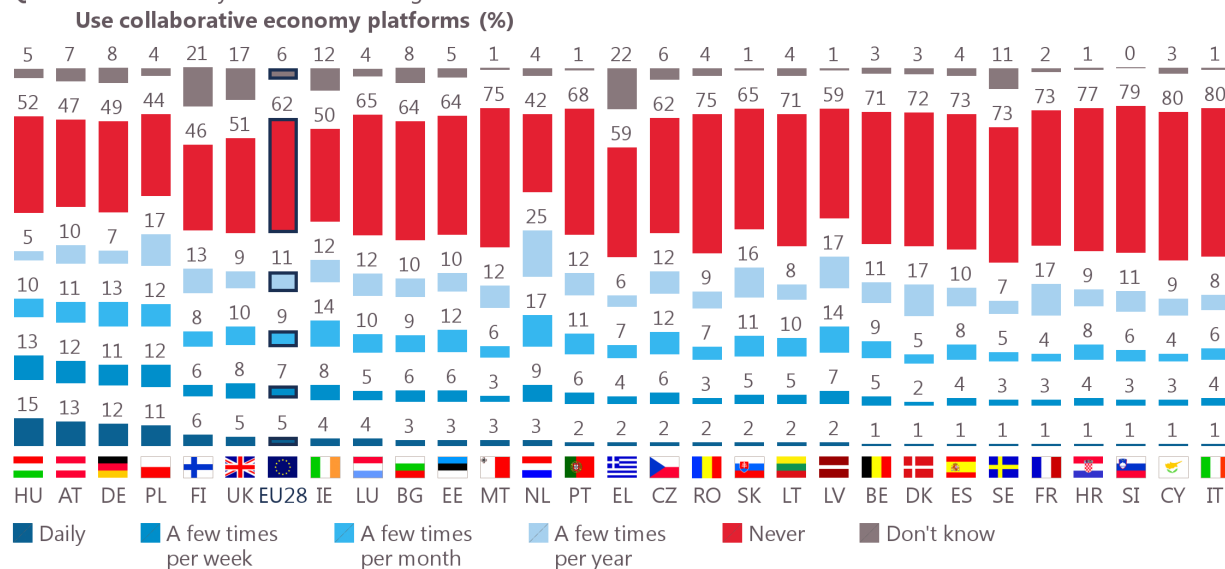
Q2.2 How often do you do the following?



Base: All respondents (N=33,244)

When looking in particular to the proportions of those who use these platforms daily, Hungary (15%), Austria (13%), Germany (12%) and Poland (11%) are the only countries where at least one in ten respondents do so.

Q2.2 How often do you do the following?

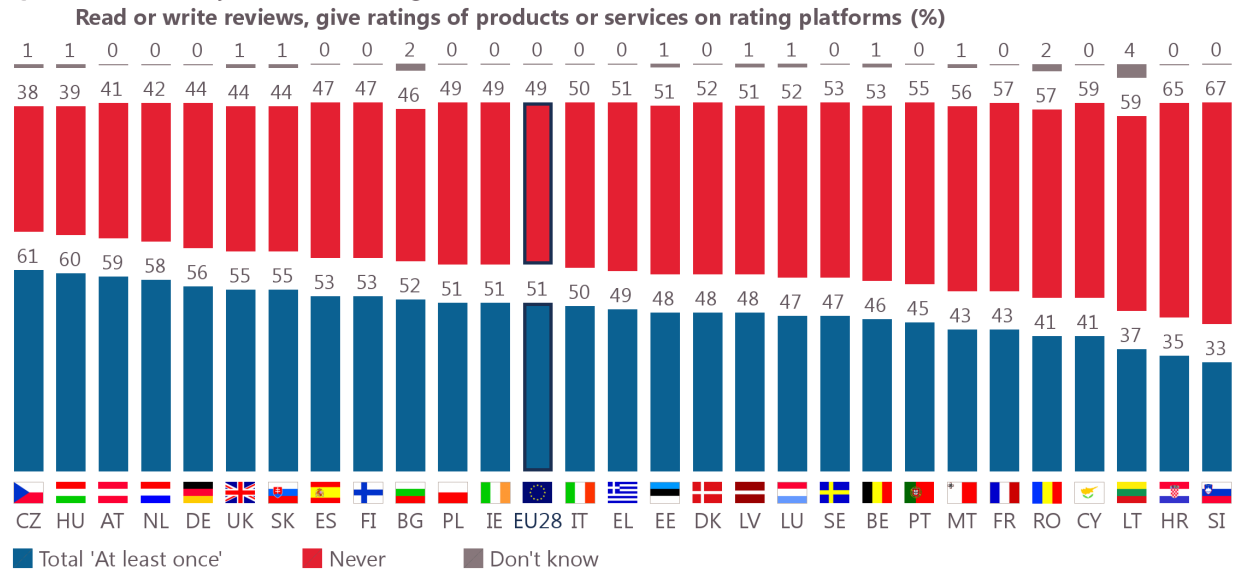


Base: All respondents (N=33,244)

More than one third of respondents in each country say they never **read or write reviews or give ratings of products or services**, with those in Slovenia (67%), Croatia (65%), Cyprus and Lithuania (both 59%) the most likely to say they never do this.

In 14 Member States at least half of the respondents read or write reviews or give ratings of products or services on rating platforms.

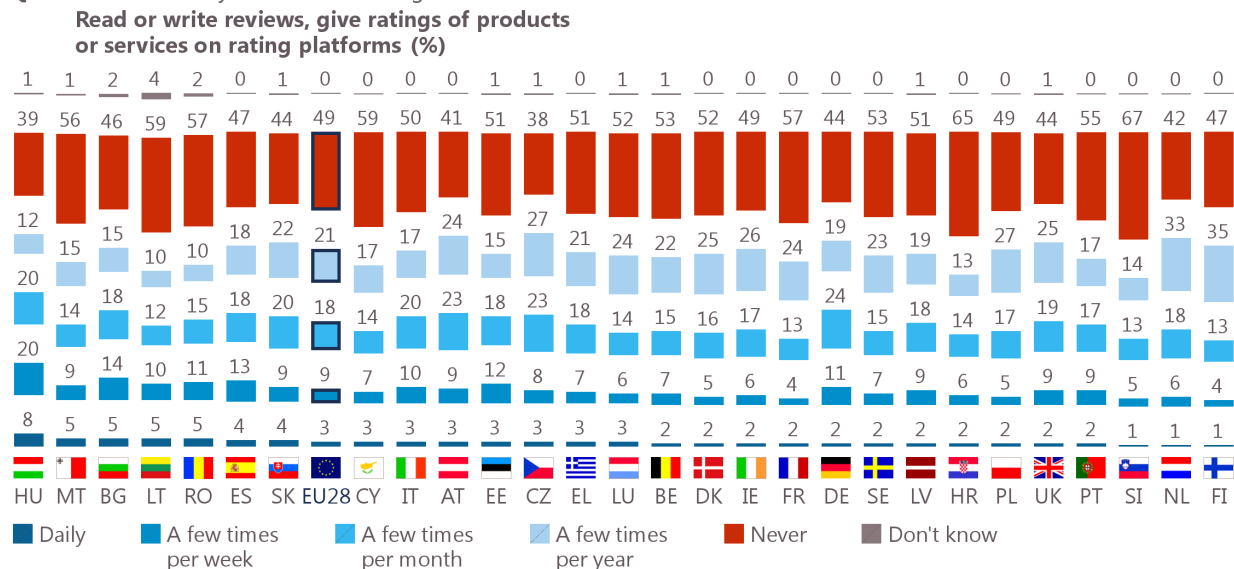
**Q2.6** How often do you do the following?



Base: All respondents (N=33,244)

Respondents in Hungary are the most likely to read or write reviews or give ratings of products or services on rating platforms daily (8%), with no more than one in twenty in other countries doing this daily. Respondents are more likely to say they read or write reviews or give ratings of products or services on rating platforms few times per year (21%), and this is particularly the case in Finland (35%), the Netherlands (33%), Poland and Czech Republic (both 27%)

**Q2.6** How often do you do the following?

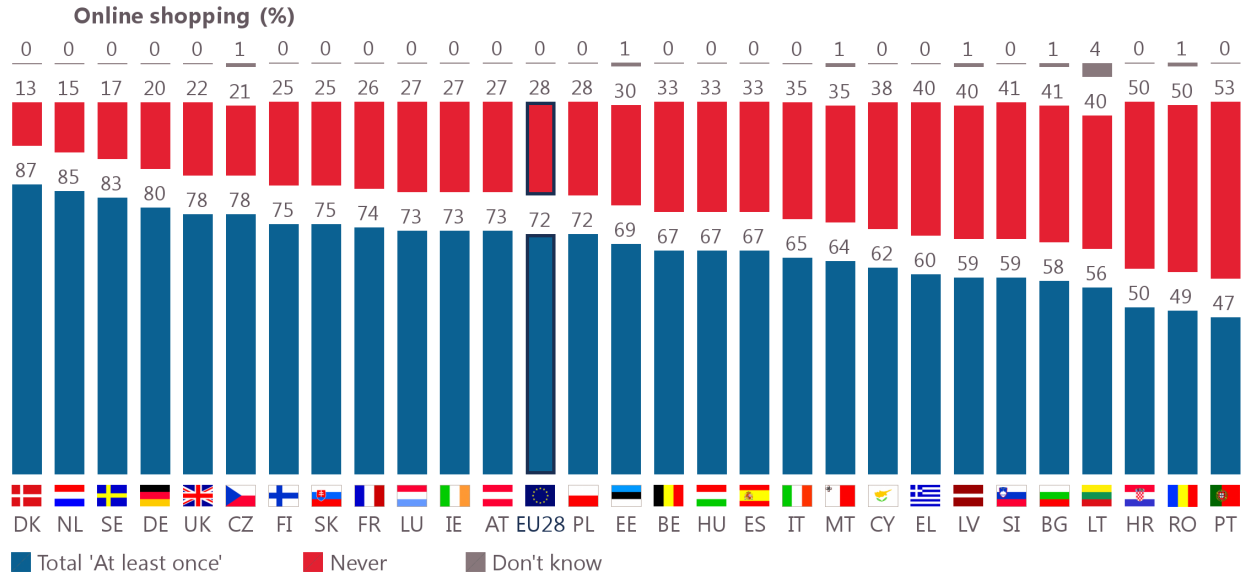


Base: All respondents (N=33,244)



The United Kingdom is the only country where at least one in five shop online daily (5%). Respondents are most likely to say they shop online a few times per month (32%), this is particularly the case in Denmark (46%), the Netherlands (41%), Sweden (40%) and Germany (39%).

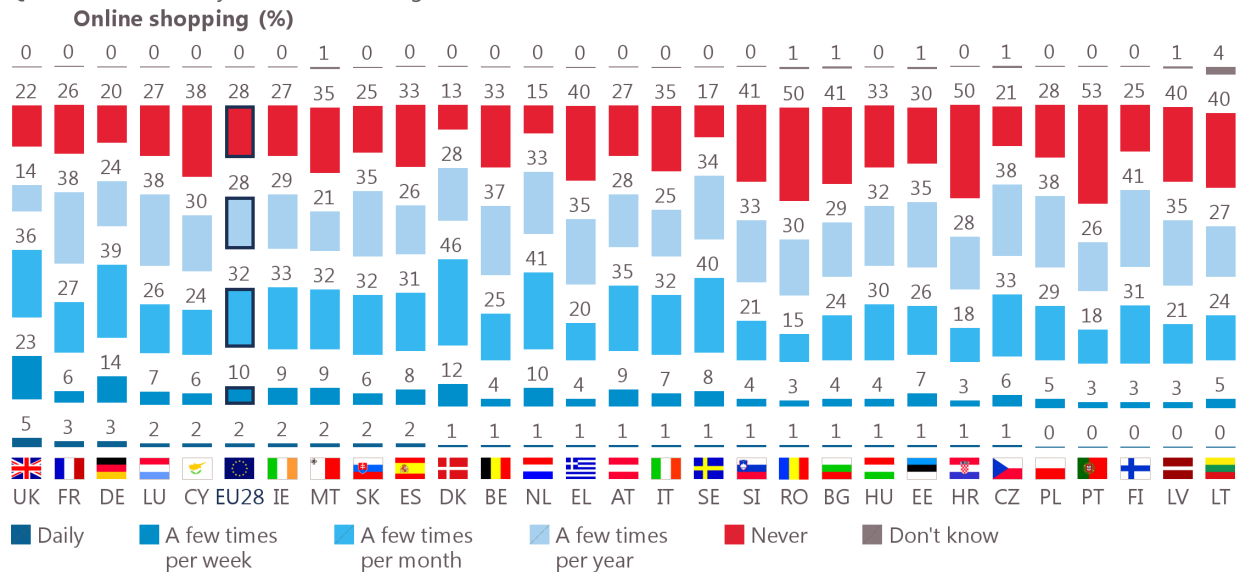
Q2.1 How often do you do the following?



Base: All respondents (N=33,244)

The United Kingdom is the only country where at least one in five shop online daily (5%). Respondents are most likely to say they shop online a few times per month (32%), this is particularly the case in Denmark (46%), the Netherlands (41%), Sweden (40%) and Germany (39%).


Q2.1 How often do you do the following?



Base: All respondents (N=33,244)

The table below shows a clear age trend for each activity: respondents aged 15-39 are the most likely to have undertaken each activity at least once, while those aged 55+ the least likely to have done so. For example, 87% of 15-24 year olds and 90% of 25-39 year olds have shopped online at least once, compared to 78% of 40-54 year olds and 51% of those aged 55+.

**Q2** How often do you do the following?  
**Total 'At least once' (% - UE28)**

	Watch videos, live-streaming or listen to music	Online shopping	Use social networks	Read blogs, comment on articles or news websites	Use file sharing services to upload or download documents, videos, images or music	Read or write reviews, give ratings of products or services on rating platforms	Use collaborative economy platforms
UE28	76	72	70	61	52	51	32
 Age							
15-24	98	87	97	74	80	65	44
25-39	95	90	87	75	70	67	43
40-54	81	78	73	64	54	56	34
55 +	54	51	48	46	31	34	19

## 2 Perception of the Internet’s safety and measures against illegal content

All respondents were asked whether they agreed with a series of statements relating to online safety, the importance of taking measures to limit the spread of illegal content online, and the importance of protecting free speech online.<sup>8</sup>

**The majority of respondents (65%) do not agree that the Internet is safe for its users.**

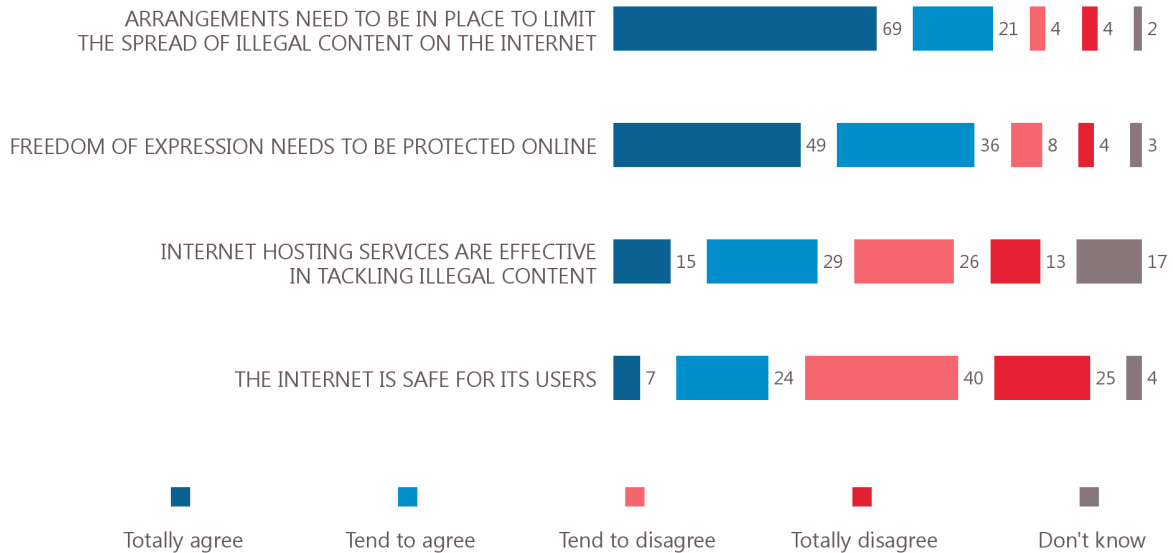
A large majority of respondents (90%) agree that *arrangements need to be in place to limit the spread of illegal content on the Internet*, with 69% totally agreeing.

A large majority (85%) also agree that freedom of expression needs to be protected online with almost half (49%) who totally agree.

Opinion is more divided about whether *Internet hosting services are effective in tackling illegal content*: 44% agree (15% totally agree), 39% disagree and 17% say they don’t know.

Fewer than one third of respondents (31%) agree *the Internet is safe for all users*, and only 7% totally agree. The majority (65%) disagree, with one quarter (25%) totally disagreeing.

Q1 Do you agree or disagree with each of the following?  
(% - EU)

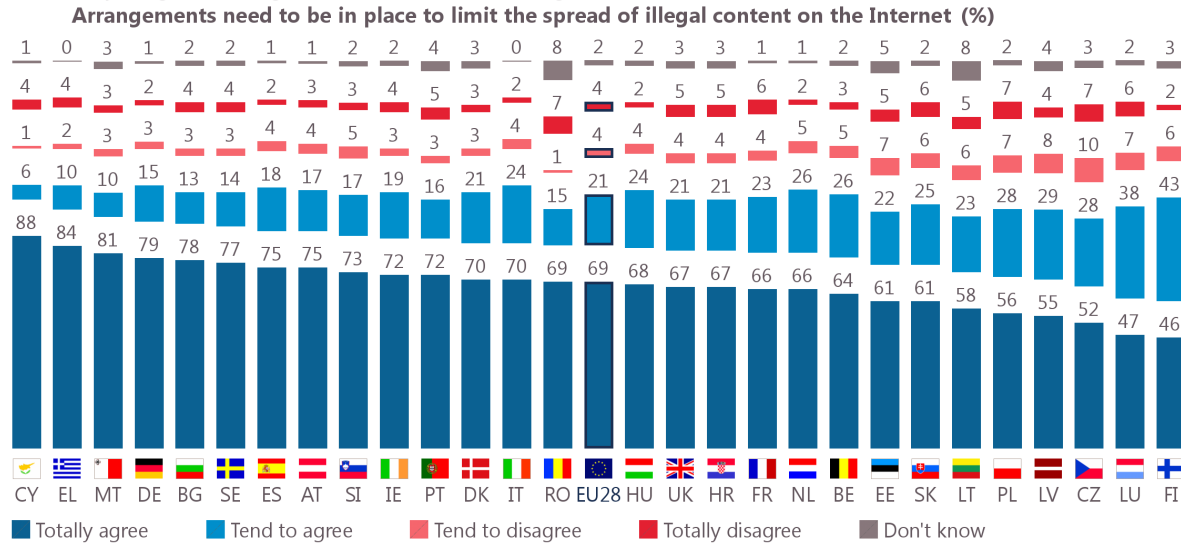


Base: All respondents (N=33,244)

<sup>8</sup> Q1. Do you agree or disagree with each of the following? 1.1 The Internet is safe for its users; 1.2 Arrangements need to be in place to limit the spread of illegal content on the Internet; 1.3 Freedom of expression needs to be protected online; 1.4 Internet hosting services are effective in tackling illegal content.

At least eight in ten respondents in each country *agree arrangements need to be in place to limit the spread of illegal content on the Internet*. In fact, in all but two countries the majority of respondents *totally agree*. Respondents in Cyprus (88%), Greece (84%) and Malta (81%) are the most likely to totally agree, compared to 46% in Finland and 47% in Luxembourg.

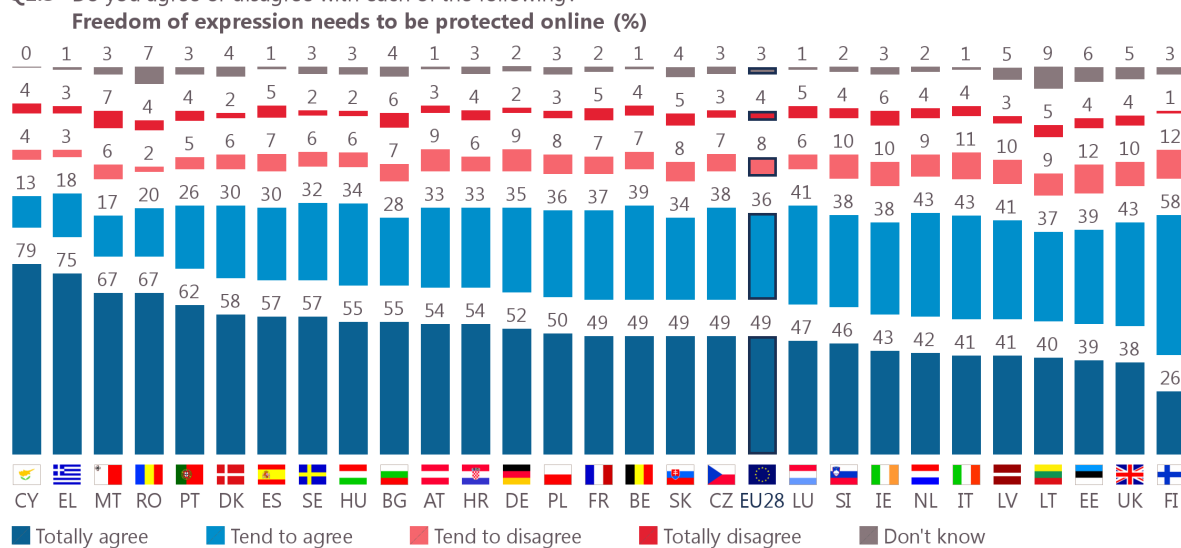
**Q1.2** Do you agree or disagree with each of the following?



Base: All respondents (N=33,244)

More than three quarters of respondents in each country *agree that freedom of expression needs to be protected online*, although the proportion who *totally agree* varies widely. Once again respondents in Cyprus (79%), Greece (75%) and Malta (67%) are most likely to totally agree – along with those in Romania (67%). In contrast just 26% in Finland, 38% in the United Kingdom and 39% in Estonia totally agree with the statement.

**Q1.3** Do you agree or disagree with each of the following?



Base: All respondents (N=33,244)

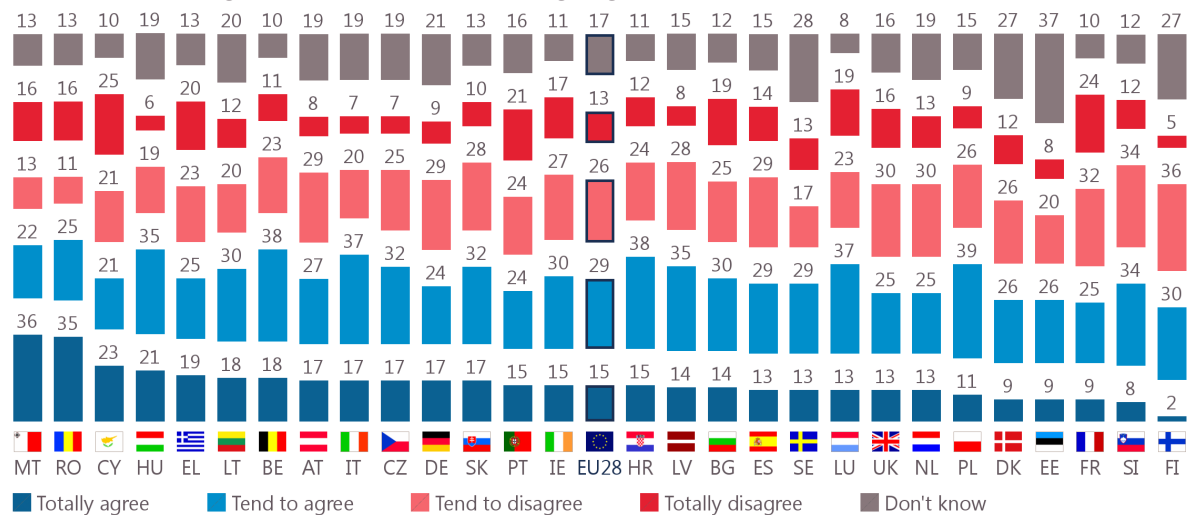
At country level, views about whether **Internet hosting services are effective in tackling illegal content** are more diverse. There are only eight countries where at least half of the respondents *agree*, with those in Romania (60%), Malta (58%), Belgium and Hungary (both 56%) the most likely to do so. At the other end of the scale, just 32% in Finland, 34% in France and 35% in Denmark and Estonia also agree.

Malta (36%), Romania (35%), Cyprus (23%) and Hungary (21%) are the only countries where at least one in five respondents *totally agree* Internet hosting services are effective in tackling illegal content. In contrast, in Cyprus (25%), France (24%), Portugal (21%) and Greece (20%) at least one in five respondents *totally disagree*.

In all but one country at least one in ten respondents say they don't know, with more than one quarter saying so in Estonia (37%), Sweden (28%), Denmark and Finland (both 27%).

**Q1.4** Do you agree or disagree with each of the following?

**Internet hosting services are effective in tackling illegal content (%)**

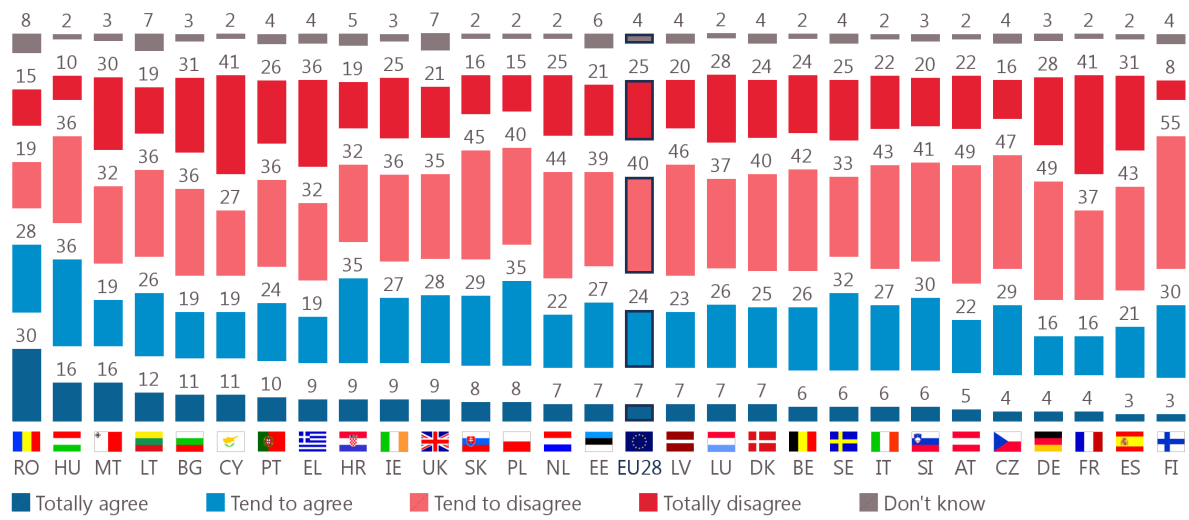


Base: All respondents (N=33,244)

Romania (58%) and Hungary (52%) are the only countries where a majority of respondents *agree* the **Internet is safe for its users**, and only in Romania more than one in five respondents *totally agree* (30%). In 15 countries no more than one third of respondents agree, with the lowest agreement levels seen in France, Germany (both 20%) and Spain (24%).

Cyprus, France (both 41%) and Greece (36%) have the highest proportion of respondents who *totally disagree* the Internet is safe for users.

**Q1.1** Do you agree or disagree with each of the following?  
**The Internet is safe for its users (%)**







Base: All respondents (N=33,244)

The **socio-demographic analysis** illustrates a range of differences:

- Women are more likely to agree **arrangements need to be in place to limit the spread of illegal content on the Internet** (93% vs 88% of men), and they are also more likely to totally agree with this idea (75% vs 64%). Men are more likely to agree the **Internet is safe for its users** (35% vs 27%). Although there is no difference in overall agreement, men are more likely to totally agree freedom of expression needs to be protected online (53% vs 46% of women).
- Respondents aged 15-39 are the most likely to agree **freedom of expression needs to be protected online** (90% vs 81%-85%), while those aged 15-24 are the most likely to agree **Internet hosting services are effective in tackling illegal content** (53% vs 40%-46%) or that the **Internet is safe for its users** (38%).
- Respondents who completed their education aged 16 or older are the most likely to agree **arrangements need to be in place to limit the spread of illegal content on the Internet**, or that **freedom of expression needs to be protected online**. Those who completed their education aged 16-19 are the most likely to agree **Internet hosting services are effective in tackling illegal content** (47% vs 40%).
- Manual workers are the most likely to agree **Internet hosting services are effective in tackling illegal content** (52% vs 40%-43%), or that the **Internet is safe for its users** (37% vs 29%-30%). They are also the most likely to totally agree with each of these statements.

**Q1** Do you agree or disagree with each of the following ?

**Total 'Agree' (% - EU28)**

	Arrangements need to be in place to limit the spread of illegal content on the Internet	Freedom of expression needs to be protected online	Internet hosting services are effective in tackling illegal content	The Internet is safe for its users
EU28	90	85	44	31
 <b>Gender</b>				
Male	88	86	46	35
Female	93	84	42	27
 <b>Age</b>				
15-24	91	90	53	38
25-39	91	90	46	33
40-54	92	85	43	29
55 +	89	81	40	28
 <b>Education (End of)</b>				
15-	82	79	40	31
16-19	91	85	47	32
20+	92	86	40	29
Still studying	91	91	52	36
 <b>Respondent occupation scale</b>				
Self-employed	90	85	40	30
Employee	93	87	43	29
Manual workers	87	88	52	37
Not working	89	84	44	31

Base: All respondents (N=33,244)

In addition, it was found that respondents who have used at least one of the online hosting services proposed are more likely to agree with each statement, compared to those who have never used any of them. For example, 92% who have used at least one platform agree arrangements need to be in place to limit the spread of illegal content on the Internet, compared to 79% of those who have never used them.

Finally, respondents who have never come across illegal content online are also more likely to agree that the **Internet is safe for its users** (35% vs 30% who have come across illegal content online).



Q1 Do you agree or disagree with each of the following ?

Total 'Agree' (% - EU28)

	Arrangements need to be in place to limit the spread of illegal content on the Internet	Freedom of expression needs to be protected online	Internet hosting services are effective in tackling illegal content	The Internet is safe for its users
EU28	90	85	44	31
<b>Use of online hosting services</b>				
Total 'At least once'	92	86	44	32
Never used	79	76	34	23
<b>Come across online illegal contents</b>				
Total 'At least one'	92	87	43	30
None	91	85	47	35

Base: All respondents (N=33,244)

## II. ILLEGAL CONTENT ENCOUNTERED ONLINE

Respondents were asked about the type of illegal content accidentally discovered, as well as about the actions they took as a result of finding this content. The results from these actions, as well as satisfaction with the response obtained from the hosting provider, were also be discussed. Respondents were not given further explanations as to the legal definition of the categories of illegal content considered. Their replies reflect the personal perceptions and understanding of the respondents.

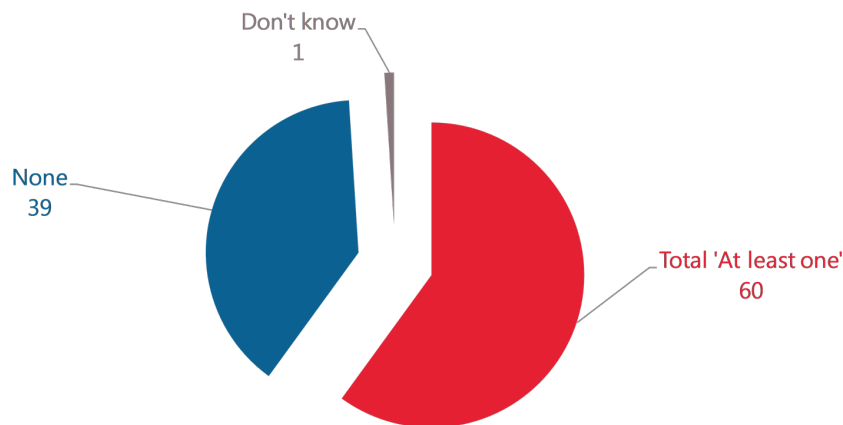
### 1 Types of illegal content encountered online

Respondents who have undertaken at least one of the types of online activities considered were asked whether, to their knowledge, they had encountered illegal content online<sup>9</sup>.

#### Six in ten of these respondents have encountered illegal content online

Amongst respondents who have undertaken at least one of the types of online activities considered, the majority (60%) mentioned to have **encountered** at least one of the types of **illegal online content** they were asked about, while 39% have not.

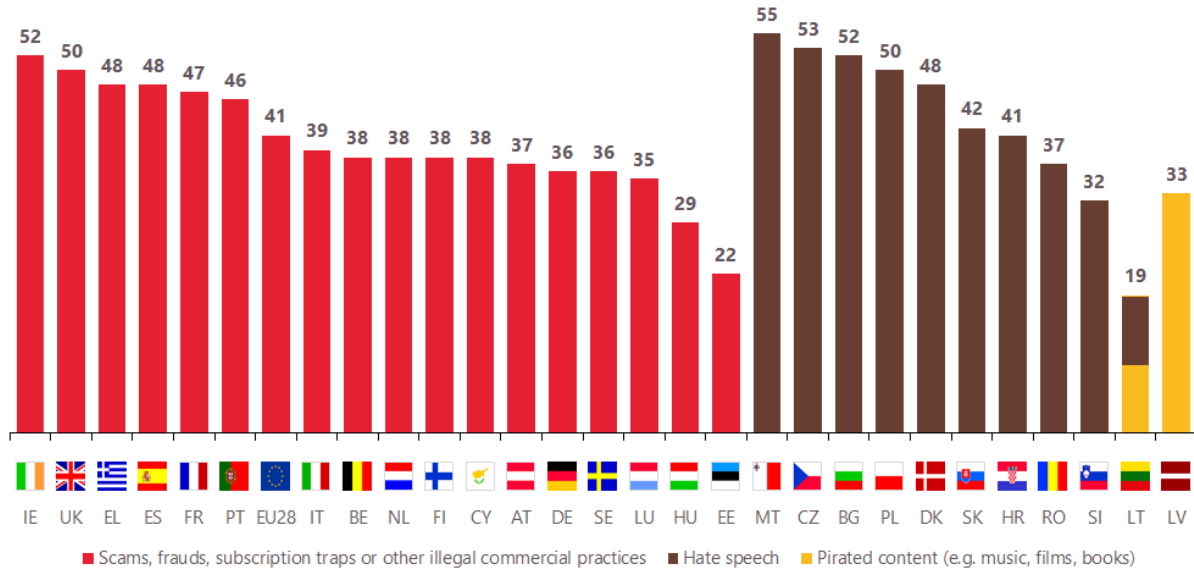
**Q3** While using any of these services, have you accidentally come across the following types of illegal content? (MULTIPLE ANSWERS POSSIBLE)  
(% - EU)



Base: Respondents who do at least one activity online (N=30,266)

<sup>9</sup> Q3. While using any of these services, have you accidentally come across the following types of illegal content? Child sexual abuse material; Terrorist content; Pirated content (e.g. music, films, books); Counterfeit goods (e.g. fake perfume, fake designer brands); Hate speech; Scams, frauds, subscription traps or other illegal commercial practices; Other illegal content; None.

**Q3** While using any of these services, have you accidentally come across the following types of illegal content?  
(MULTIPLE ANSWERS POSSIBLE)  
(% - THE MOST MENTIONED ANSWER BY COUNTRY)



Base: Respondents who do at least one activity online (N=30,266)

In 17 countries **frauds, subscription traps or other illegal commercial practices** are the types of illegal content most frequently mentioned by respondents. Ireland (52%) and the UK (50%) are the only countries where at least half of the respondents mentioned to have seen such content when using the hosting services they were asked about, followed by 48% in Greece.

**Hate speech**<sup>10</sup> is the type of illegal content most mentioned by respondents in 10 countries, with those in Malta (55%), the Czech Republic (53%), Bulgaria (52%) and Poland (50%) the most likely to do so. Estonia (15%), Italy (17%) and Lithuania (19%) are the only countries where fewer than one in five say to have come across hate speech on these hosting services.

In 12 countries, **counterfeit goods** is the second most mentioned type of illegal content. Respondents in Greece (47%), Bulgaria (44%) and Malta (40%) are the most likely to do so, while those in Estonia (14%), Lithuania (16%) and Slovenia (17%) are the least likely to do so.

**Pirated content** is the type of illegal content most mentioned by respondents in Latvia (33%) and Lithuania (19%) and the second most mentioned in further eight countries. However, only a minority in each country mentions this. Pirated content is most likely to be mentioned in Spain (46%), Portugal (41%), Greece and Bulgaria (both 40%), and least likely to be mentioned in Germany, Hungary (both 16%) and Estonia (17%).

In seven countries, at least one in ten respondents say they have come across **child sexual abuse material**: Romania (21%), Bulgaria (19%), Cyprus (14%), Croatia (13%), Portugal, Luxembourg (both 11%) and Greece (10%). This compares to 2% of respondents in Estonia and Germany.

There are also seven countries where at least one in ten respondents say to have come across **terrorist material**: Romania, Bulgaria, Cyprus and Malta (all 12%), Greece and Slovakia (both

<sup>10</sup> As for all other types of illegal content, a definition for "Hate speech" was not provided to the respondents. It does not reflect a legal definition of hate speech, but the personal perceptions of the respondents and their understanding of what constitutes hate speech.

11%) and the Czech Republic (10%). Respondents in Estonia, Lithuania and Italy (all 3%) are the least likely to have come across this type of content on these online platforms.

**Q3** While using any of these services, have you accidentally come across the following types of illegal content? (MULTIPLE ANSWERS POSSIBLE)  
(%)

		Scams, frauds, subscription traps or other illegal commercial practices	Hate speech	Counterfeit goods (e.g. fake perfume, fake designer brands)	Pirated content (e.g. music, films, books)	Child sexual abuse material	Terrorist content	Other illegal content	None	Don't know
EU28		41	29	27	26	6	6	10	39	1
BE		38	30	22	23	7	6	9	40	0
BG		44	52	44	40	19	12	11	21	3
CZ		29	53	25	35	5	10	11	32	1
DK		36	48	29	23	5	7	10	35	0
DE		36	20	20	16	2	4	8	50	1
EE		22	15	14	17	2	3	5	60	1
IE		52	27	34	34	5	9	12	33	0
EL		48	36	47	40	10	11	11	26	1
ES		48	31	34	46	7	6	12	30	0
FR		47	27	23	24	9	5	11	37	0
HR		25	41	27	26	13	9	6	40	2
IT		39	17	22	22	4	3	9	45	1
CY		38	21	37	23	14	12	5	37	0
LV		29	30	24	33	8	6	6	40	1
LT		11	19	16	19	4	3	6	55	2
LU		35	22	24	24	11	6	10	45	0
HU		29	21	22	16	6	6	7	50	1
MT		40	55	40	37	9	12	19	24	1
NL		38	34	29	26	3	7	8	37	0
AT		37	25	19	20	3	8	11	47	0
PL		38	50	34	31	4	5	10	29	1
PT		46	36	37	41	11	9	11	31	1
RO		32	37	35	34	21	12	11	34	3
SI		24	32	17	19	4	4	4	47	2
SK		21	42	29	31	8	11	7	38	1
FI		38	36	19	22	3	5	8	40	1
SE		36	29	21	22	3	7	11	43	1
UK		50	28	32	26	4	7	10	36	0
		1st MOST FREQUENTLY MENTIONED ITEM								
		2nd MOST FREQUENTLY MENTIONED ITEM								
		3rd MOST FREQUENTLY MENTIONED ITEM								

Base: Respondents who do at least one activity online (N=30,266)

The **socio-demographic analysis** shows that amongst those who have used at least one of these services men are slightly more likely than women to have come across at least one of these types of illegal content online (64% vs 57%). Those aged 15-24 (78%) and 25-39 (73%) are the most likely to have come across at least one of these types of content, followed by those aged 40-54 (59%) and 55+ (45%).

The longer a respondent remained in education, the more likely they are to have come across at least one of these types of content. For instance, 64% of those who finished studying aged 20+ have done so, compared to 44% of those who finished aged 15 or younger.

These gender, age and education patterns apply to all the forms of illegal content asked about. The only exceptions are the *child sexual abuse material* and *terrorist content*, for which no relevant differences can be observed across all the socio-demographic categories.

Finally, the self-employed (67%) and employees (65%) are more likely to have come across at least one of these types of content, compared to manual workers (59%) and those who are not working (55%).

There are no large differences between the type of online hosting services used and exposure to illegal content: those who use file sharing services are the most likely to report seeing at least one type (72%), compared to those who watch videos, live-stream or visit music websites (65%).

**Q3** While using any of these services, have you accidentally come across the following types of illegal content?  
(MULTIPLE ANSWERS POSSIBLE)  
(% - EU28)

	Scams, frauds, subscription traps or other illegal commercial practices	Hate speech	Counterfeit goods (e.g. fake perfume, fake designer brands)	Pirated content (e.g. music, films, books)	Other illegal content	Child sexual abuse material	Terrorist content	None	Don't know	Total 'At least one'
EU28	41	29	27	26	10	6	6	39	1	61
<b>Gender</b>										
Male	45	32	29	31	12	6	6	35	1	64
Female	36	27	26	22	8	6	6	42	1	57
<b>Age</b>										
15-24	49	43	44	49	14	8	11	22	0	78
25-39	52	39	35	38	14	6	8	26	0	73
40-54	41	25	26	23	9	6	5	40	1	59
55+	28	19	15	11	5	5	4	54	1	45
<b>Education (End of)</b>										
15-	28	18	18	15	6	6	6	55	1	44
16-19	36	25	24	22	9	6	7	45	1	54
20+	44	31	27	27	10	6	5	36	1	64
Still studying	47	44	43	48	15	8	8	22	0	78
<b>Respondent occupation scale</b>										
Self-employed	48	35	32	31	13	7	8	32	1	67
Employee	46	31	30	29	11	6	6	35	1	65
Manual workers	37	27	27	28	11	6	7	41	0	59
Not working	34	27	23	23	8	6	5	44	1	55
<b>Use of online hosting services</b>										
Online shopping	45	32	31	30	11	6	6	34	1	66
Collaborative economy platforms	49	37	35	34	13	7	7	29	0	71
Social networks	45	34	31	31	11	7	7	33	1	67
Videos, live-streaming, music websites	44	33	30	30	11	6	7	34	1	65
File-sharing services	48	37	35	36	13	7	8	28	1	72
Rating platforms	50	36	34	34	12	7	7	28	1	71
Blogs and news websites	46	35	32	32	12	7	7	31	1	68

Base: Respondents who do at least one activity online (N=30,266)

## 2 Action taken to report the allegedly illegal content online

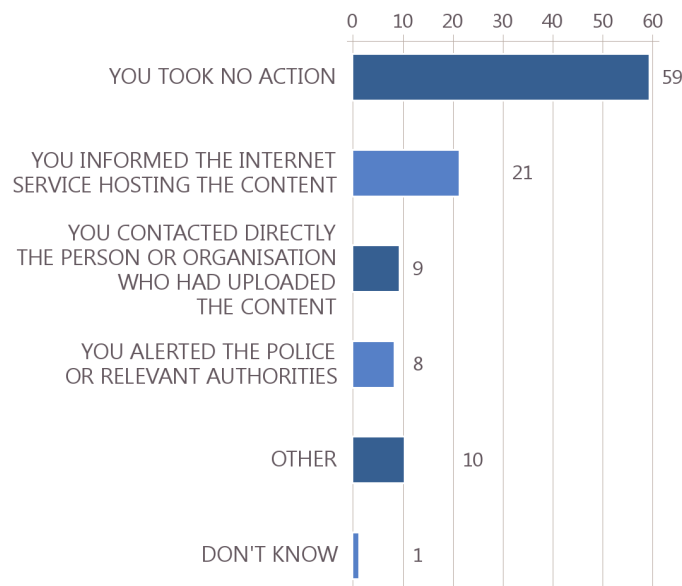
Respondents who had seen at least one type of illegal content online were asked what action they took after seeing this content<sup>11</sup>.

### The most likely attitude of respondents when encountering illegal content online is to take no action

The majority of respondents (59%) say they *took no action* when encountering illegal content online.

In what concerns actions taken by respondents, the most common action mentioned was to *inform the Internet service hosting the content* (21%). Fewer than one in ten respondents directly *contacted the person or organisation who had uploaded the content* (9%) or *alerted the police or relevant authorities* (8%). Around one in ten respondents (10%) took *other different action*.

**Q4** What action did you take after encountering this content?  
(MULTIPLE ANSWERS POSSIBLE)  
(% - EU)



Base: Respondents who have come across illegal content online (N=18,313)

In each country, respondents who say to have encountered illegal content online are most likely to say they **took no action** – and in all but two countries the majority also says this. Proportions range from 81% in Slovenia and 80% in Croatia and Romania to 46% in Germany and 47% in France.

At least one quarter of respondents in France, Germany (both 28%), Luxembourg and the United Kingdom (both 25%) answered that they **informed the Internet service hosting the content**. This compares to 8% who have done so in Croatia and Bulgaria and 9% in Estonia.

<sup>11</sup> Q4. What action did you take after encountering this content? You took no action; You informed the Internet service hosting the content; You contacted directly the person or organisation who had uploaded the content; You alerted the police or relevant authorities; Other

Respondents in Luxembourg, Italy (both 13%), Germany, Austria and Belgium (all 12%) are the most likely to say they **directly contacted the person or organisation who had uploaded the content**, while those in Romania and Greece (both 3%) are the least likely to have done so.

Respondents in Germany (14%), Luxembourg and the Netherlands (both 12%) are the most likely to say they **alerted the police or relevant authorities**, compared to 1% in Hungary and Croatia.

**Q4** What action did you take after encountering this content?  
(MULTIPLE ANSWERS POSSIBLE)  
(%)

		You took no action	You informed the internet service hosting the content	You contacted directly the person or organisation who had uploaded the content	You alerted the police or relevant authorities	Other	Don't know
EU28		59	21	9	8	10	1
BE		56	20	12	10	9	2
BG		77	8	6	3	7	2
CZ		67	20	6	6	5	2
DK		65	17	7	5	11	1
DE		46	28	12	14	10	2
EE		68	9	9	4	10	2
IE		64	20	8	6	9	2
EL		72	17	3	5	5	0
ES		67	16	5	8	7	1
FR		47	28	9	6	16	3
HR		80	8	6	1	5	1
IT		56	15	13	10	9	0
CY		69	16	5	5	8	1
LV		73	15	7	4	5	0
LT		73	12	6	3	7	0
LU		54	25	13	12	8	2
HU		75	16	4	1	5	0
MT		73	11	8	4	5	3
NL		58	21	10	12	9	1
AT		58	22	12	10	9	2
PL		70	17	9	3	6	0
PT		62	20	8	7	8	1
RO		80	10	3	2	6	1
SI		81	10	4	3	4	0
SK		75	13	6	2	7	1
FI		71	19	6	6	4	0
SE		58	22	10	7	7	3
UK		53	25	10	9	12	2

Highest percentage per country      Lowest percentage per country  
 Highest percentage per item      Lowest percentage per item

Base: Respondents who have come across illegal content online (N=18,313)

The **socio-demographic analysis shows** few differences.

Respondents aged 15-39 are more likely to say they *informed the Internet service hosting the content* than those aged 40+ (26% vs 13%-18%). However, those aged 40+ are the most likely to say they *informed the police or relevant authorities* (10-12% vs 2%-7%). The only other notable difference is that those who stayed in education until at least age 16 are the most likely to say they *informed the Internet service hosting the content* (20%-21% vs 15%).

**Q4** What action did you take after encountering this content? (MULTIPLE ANSWERS POSSIBLE)  
(% - EU28)

	You took no action	You informed the internet service hosting the content	You contacted directly the person or organisation who had uploaded the content	You alerted the police or relevant authorities	Other	Don't know	Total 'Took an action'
EU28	59	21	9	8	10	1	40
Gender							
Male	61	20	8	9	9	1	38
Female	57	21	11	7	11	1	42
Age							
15-24	58	26	9	2	8	1	41
25-39	59	26	8	7	8	1	40
40-54	57	18	11	10	12	1	42
55 +	61	13	9	12	11	2	36
Education (End of)							
15-	61	15	11	10	14	2	37
16-19	57	21	10	8	9	2	41
20+	59	20	9	9	10	1	40
Still studying	60	27	7	3	6	1	39
Respondent occupation scale							
Self-employed	57	23	10	8	11	1	42
Employee	58	22	9	9	10	1	41
Manual workers	61	20	10	7	8	2	37
Not working	60	19	8	7	9	2	38

Base: Respondents who have come across illegal content online (N=18,313)

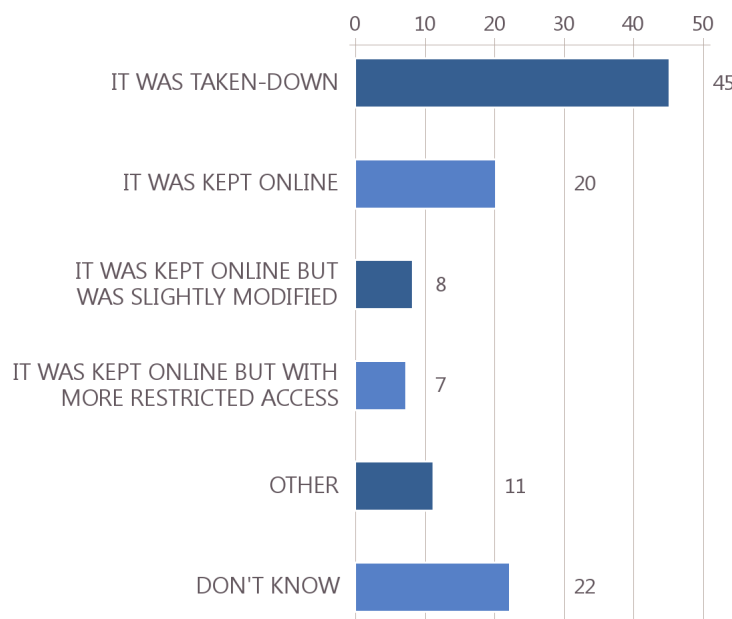


Respondents who took action as a result of seeing illegal content online were asked what happened to the content<sup>12</sup>.

Less than half of the respondents (45%) said the *content was taken down*, while 20% answered *it was kept online* and 22% answered they don't know what happened to the content they reported.

Fewer than one in ten say the *content was kept online but was slightly modified* (8%), while 7% say it was *kept online but with more restricted access*. Just over one in ten say something else happened (11%).

**Q5** What happened to the content you reported?  
(MULTIPLE ANSWERS POSSIBLE)  
(% - EU)



Base: Respondents who took action after encountering illegal content online (N=7,279)

In all Member States, respondents who took action when encountering content they thought to be illegal are most likely to say that the content was **taken down**, and in nine countries at least half say so. Proportions range from 61% in Hungary and 58% in Portugal to 31% in Estonia and 34% in Denmark.

More than one quarter of respondents in Spain (28%), Sweden and Malta (both 26%) say the content they reported was **kept online**, compared to 10% in Portugal and 15% in Romania, the Czech Republic, Slovakia and Estonia.

In 13 countries at least one in five respondents say that they **don't know** what happened to the content they reported, with those in the United Kingdom, Estonia (both 28%) and Ireland (27%) the most likely to do so<sup>13</sup>.

<sup>12</sup> Q5. What happened to the content you reported? It was taken-down; It was kept online; It was kept online but with more restricted access; It was kept online but was slightly modified; Other.

<sup>13</sup> Care should be taken interpreting the results in EE, HR, CY, LT, LU, HU, MT, RO and SI due to low base sizes (<150).

**Q5** What happened to the content you reported?  
(MULTIPLE ANSWERS POSSIBLE)  
(%)

		It was taken-down	It was kept online	It was kept online but was slightly modified	It was kept online but with more restricted access	Other	Don't know
EU28		45	20	8	7	11	22
BE		<b>43</b>	18	11	7	20	15
BG		<b>44</b>	21	7	8	14	17
CZ		<b>54</b>	15	8	11	10	14
DK		<b>34</b>	24	6	<b>3</b>	17	24
DE		<b>44</b>	23	9	8	9	23
EE		<b>31</b>	15	5	8	21	28
IE		<b>45</b>	19	11	11	11	27
EL		<b>44</b>	22	12	8	5	18
ES		<b>38</b>	<b>28</b>	12	5	7	20
FR		<b>50</b>	20	6	8	13	20
HR		<b>43</b>	18	11	8	10	15
IT		<b>46</b>	16	6	4	7	26
CY		<b>50</b>	18	<b>3</b>	8	15	9
LV		<b>43</b>	20	11	6	12	21
LT		<b>51</b>	21	10	9	10	7
LU		<b>57</b>	19	<b>16</b>	<b>12</b>	10	11
HU		<b>61</b>	20	8	5	12	10
MT		<b>41</b>	26	9	6	12	11
NL		<b>43</b>	17	8	4	18	20
AT		<b>53</b>	17	8	8	5	23
PL		<b>43</b>	20	7	11	9	19
PT		<b>58</b>	<b>10</b>	6	6	4	22
RO		<b>57</b>	15	10	6	13	9
SI		<b>42</b>	24	7	4	9	18
SK		<b>47</b>	15	9	7	17	17
FI		<b>44</b>	16	15	10	10	19
SE		<b>43</b>	26	4	4	13	23
UK		<b>39</b>	16	5	8	17	28

**Highest percentage per country**

Highest percentage per item

*Lowest percentage per country*

Lowest percentage per item





Base: Respondents who took action after encountering illegal content online (N=7,279)

Once again, the **socio-demographic analysis** highlights few notable differences.

The younger the respondent, the more likely they are to say the content was *kept online* (27%-24% vs 15%-13%), *kept online but slightly modified* (11%-8% vs 4%-6%), or *kept online with more restricted access* (12%-8% vs 6%).

The earlier a respondent finished education, the more likely they are to say the content was *taken down*: 57% who completed education aged 15 or younger say this, compared to 43% of those who completed education aged 20+.

**Q5** What happened to the content you reported? (MULTIPLE ANSWERS POSSIBLE)  
(% - EU28)

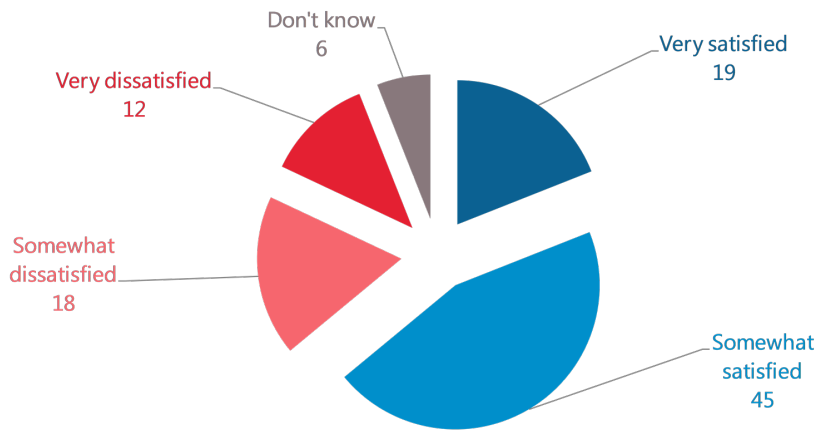
	It was taken down	It was kept online	It was kept online but with more restricted access	It was kept online but was slightly modified	Other	Don't know
EU28	45	20	7	8	11	22
 Gender						
Male	45	22	8	8	11	22
Female	45	18	6	8	11	22
 Age						
15-24	46	27	11	12	6	16
25-39	47	24	8	8	11	19
40-54	44	15	4	6	11	27
55 +	43	13	6	6	16	26
 Education (End of)						
15-	57	11	9	9	18	14
16-19	48	18	6	7	11	19
20+	43	19	6	7	12	26
Still studying	41	28	12	14	5	16
 Respondent occupation scale						
Self-employed	47	15	5	5	9	25
Employee	45	20	6	8	12	24
Manual workers	46	21	7	5	10	20
Not working	44	20	8	9	12	19

Base: Respondents who took action after encountering illegal content online (N=7,279)

Respondents who informed the Internet service hosting the about the illegal content encountered were asked about their satisfaction with the way the hosting service handled their notification<sup>14</sup>.

Overall 64% were *satisfied*, with 19% saying they were *very satisfied*. Three in ten (30%) were *dissatisfied*, with 12% *very dissatisfied*.

**Q6** How satisfied or dissatisfied are you with how the internet hosting service handled your notification?  
(% - EU)



Base: Respondents who informed the Internet service hosting the illegal content online (N=3,778)

No significant differences were observed among the results obtained for the different socio-demographic groups. The only notable result from the **socio-demographic analysis** is that respondents who completed their education prior to age 20 are more likely to be satisfied. For example, 75% who completed education aged 15 or younger say they were satisfied with the way the hosting service handled their notification, compared to 61% of those who completed education aged 20+.

<sup>14</sup> Q6. How satisfied or dissatisfied are you with how the Internet hosting service handled your notification? Very satisfied; Somewhat satisfied; Somewhat dissatisfied; Very dissatisfied.

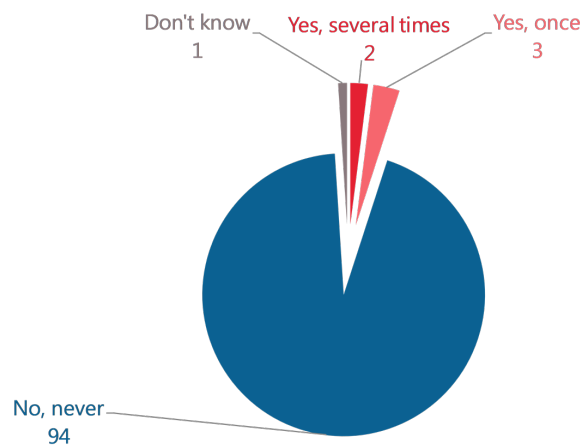
### III. USERS' EXPERIENCES WITH THEIR CONTENT REMOVED BY ONLINE HOSTING SERVICES

Respondents who used at least one of the online hosting services were asked if they had uploaded content which, in their view, was erroneously removed or blocked by the hosting service <sup>15</sup>.

**Only a very small minority (5%) of the respondents who use online hosting services say that they had uploaded content which was wrongly blocked or removed by an Internet hosting service**

One in twenty (5%) respondents who have undertaken at least one of the types of online activities considered, say they had content *wrongly blocked or removed by an Internet hosting service*: 3% mention this has happened once, while 2% say it has happened several times.

**Q7** Have you tried to upload or post content online which was legal but was wrongly blocked or removed by the internet hosting service?  
(% - EU)

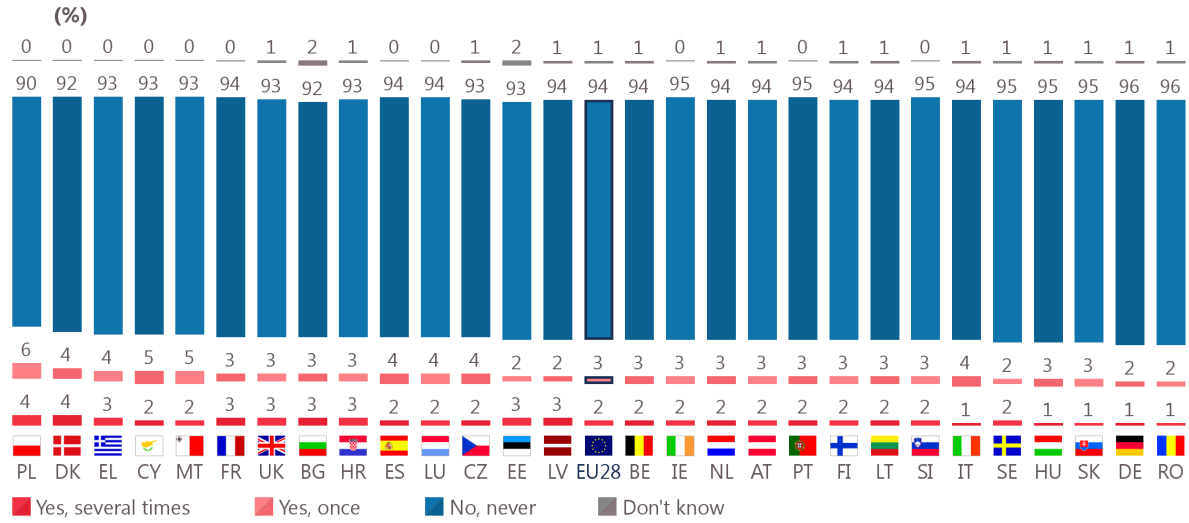


Base: Respondents who do at least one activity online (N=30,266)

Poland (10%) is the only country where at least one in ten respondents say they **have tried to upload or post legal content online that was, in their view, wrongly blocked or removed by an Internet hosting service**, followed by 8% in Denmark and 7% in Greece, Cyprus and Malta. At the other end of the scale just 3% of respondents in Romania and Germany say this has happened to them.

<sup>15</sup> Q7. Have you tried to upload or post content online which was legal but was wrongly blocked or removed by the Internet hosting service? No, never; Yes, once; Yes, several times.

**Q7** Have you tried to upload or post content online which was legal but was wrongly blocked or removed by the internet hosting service?



Base: Respondents who do at least one activity online (N=30,266)

Given the small proportion of respondents who have had legal content blocked or removed, it is not surprising there are generally no striking differences in the **socio-demographic analysis**. However, respondents who mention to have come across illegal content online are more likely to say they have had content they considered legal removed by a hosting service: 8% say this, compared to 2% of respondents who say they have not come across illegal content online.

**Q7** Have you tried to upload or post content online which was legal but was wrongly blocked or removed by the internet hosting service?  
(% - UE28)

	No, never	Yes, once	Yes, several times	Don't know
UE28	94	3	2	1
Come across online illegal contents				
Total 'at least one'	92	5	3	0
None	97	1	1	1

a. Reasons why the content was blocked or removed

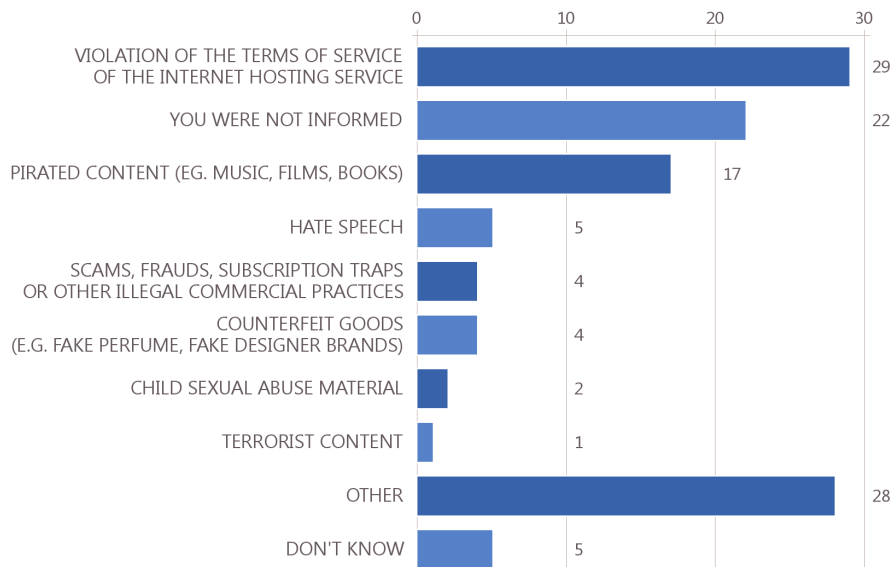
Respondents who say their content was wrongly blocked or removed were asked about the reason they were given for this<sup>16</sup>.

**Violation of the terms of service is the most common reason given by Internet hosting services for blocking or removing content**

Almost three in ten respondents who had, in their opinion, legal content wrongly blocked or removed say they were told the grounds for removal were the fact that *the content violated the terms of service of the Internet hosting service* (29%). More than one in five respondents (22%) say they were not informed of the grounds for blocking/removal and almost one in five (17%) say they were told the *content was pirated*.

One in twenty say they were told their content was *hate speech* (5%), an *illegal commercial practice* or involved *counterfeit goods* (both 4%), *child sexual abuse material* (2%) or *terrorist content* (1%). More than one quarter of the respondents (28%) were given another reason for the blocking or removal of their content.

Q8 On what grounds was your content blocked or removed wrongly? (MULTIPLE ANSWERS POSSIBLE)  
(% - EU)



Base: Respondents whose content was wrongfully blocked or removed (N=1,636)

<sup>16</sup> Q8. On what grounds was your content blocked or removed wrongly? Terrorist content; Child sexual abuse material; Hate speech; Pirated content (e.g. music, films, books); Counterfeit goods (e.g. fake perfume, fake designer brands); Scams, frauds, subscription traps or other illegal commercial practices; Violation of the terms of service of the Internet hosting service; You were not informed; Other.

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

- Men are more likely to say their content was blocked or removed because it violated the terms of service of the Internet hosting service (34% vs 20%).
- The younger the respondent, the more likely they are to say their content was blocked or removed because it violated the terms of service (40%-32% vs 24%-14%). In a very similar way, respondents aged 15-39 are the most likely to say pirated content was the reason given for blocking/removing their content (24%-20% vs 8%-12%).
- Manual workers are the most likely to say they were not informed (33% vs 13%-25%), while the self-employed are the most likely to say their content was wrongly blocked as pirated content (24% vs 10%-16%).

**Q8** On what grounds was your content blocked or removed wrongly? (MULTIPLE ANSWERS POSSIBLE)  
(% - EU28)

	Violation of the terms of service of the Internet hosting service	You were not informed	Pirated content (eg. music, films, books)	Hate speech	Counterfeit goods (e.g. fake perfume, fake designer brands)	Scams, frauds, subscription traps or other illegal commercial practices	Child sexual abuse material	Terrorist content	Other	Don't know
EU28	29	22	17	5	4	4	2	1	28	5
<b>Gender</b>										
Male	34	21	18	5	3	5	2	0	26	5
Female	20	25	16	5	4	3	2	2	30	6
<b>Age</b>										
15-24	40	26	24	5	3	2	0	2	15	2
25-39	32	18	20	4	3	3	1	0	27	4
40-54	24	23	8	5	4	4	2	0	36	4
55 +	14	24	12	6	4	7	5	2	34	12
<b>Education (End of)</b>										
15-	9	16	21	8	1	9	2	1	40	10
16-19	27	19	17	4	3	3	2	0	32	8
20+	28	24	14	5	5	5	2	0	28	5
Still studying	41	27	26	7	1	1	2	3	12	0
<b>Respondent occupation scale</b>										
Self-employed	28	13	24	1	6	5	2	0	32	6
Employee	29	22	16	5	3	6	2	0	33	4
Manual workers	29	33	10	5	1	2	2	0	23	2
Not working	27	25	16	6	3	2	2	1	23	6

Base: Respondents whose content was wrongfully blocked or removed (N=1,636)



b. Action taken following the removal or blocking of content

Respondents who had legal content blocked or removed wrongly were asked how they responded<sup>17</sup>.

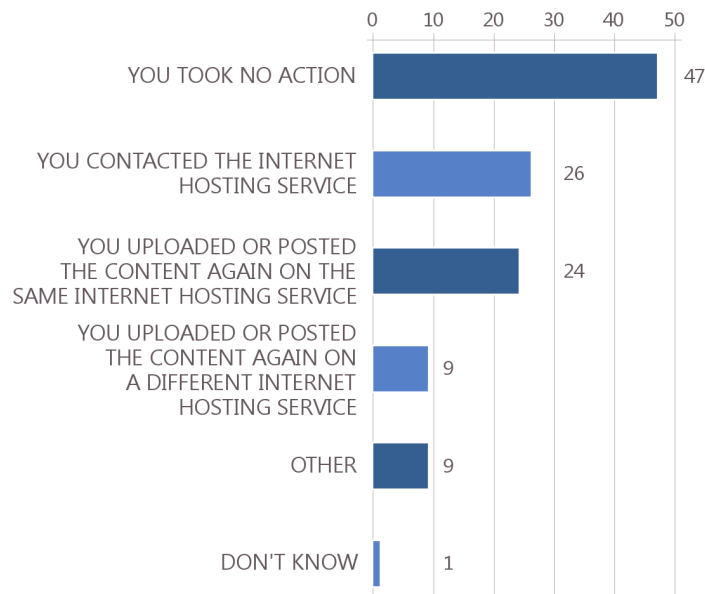
**Respondents are not likely to take action when their content is blocked or removed by the Internet hosting service**

Less than half of the respondents (47%) who had their content blocked or removed said they *took no action* afterwards.

Around one quarter *contacted the Internet hosting service* (26%) or *uploaded or posted the content again to the same hosting service* (24%).

Almost one in ten *uploaded or posted the content again to a different Internet hosting service* or *took another action* (both 9%).

**Q9** Which actions did you take, if any, after your content was blocked or removed? (MULTIPLE ANSWERS POSSIBLE)  
(% - EU)







Base: Respondents whose content was wrongfully blocked or removed (N=1,636)

<sup>17</sup> Q9. Which actions did you take, if any, after your content was blocked or removed? You contacted the Internet hosting service; You uploaded or posted the content again on the same Internet hosting service; You uploaded or posted the content again on a different Internet hosting service; You took no action; Other.

The **socio-demographic analysis** reveals the following:

- Men are more likely than women to say they contacted the hosting services (30% vs 18%) or that they uploaded or posted the content again to the same site (26% vs 20%). Women are more likely to say they took no action (52% vs 43% of men).
- Respondents younger than 55 are the most likely to say they contacted the hosting service (25%-33% vs 11%), while those aged 55+ are the most likely to say they took no action (57% vs 43%-46%). The youngest respondents are the most likely to have uploaded or posted the content again to the same site (33%-25% vs 16%).
- Respondents who completed education aged 15 or younger are the most likely to say they took no action (64% vs 46%-49%), and the least likely to say they uploaded or posted the content again to the same site (9% vs 24%-36%)<sup>18</sup>.
- Manual workers are the most likely to have taken no action (54% vs 44%-46%).

**Q9** Which actions did you take, if any, after your content was blocked or removed? (MULTIPLE ANSWERS POSSIBLE)  
(% - EU28)

	You took no action	You contacted the internet hosting service	You uploaded or posted the content again on the same internet hosting service	You uploaded or posted the content again on a different internet hosting service	Other	Don't know
EU28	47	26	24	9	9	1
 Gender						
Male	43	30	26	10	8	1
Female	52	18	20	9	10	2
 Age						
15-24	44	25	33	11	4	0
25-39	46	28	22	12	8	0
40-54	43	33	25	7	14	1
55 +	57	11	16	6	11	6
 Education (End of)						
15-	64	23	9	6	5	2
16-19	49	25	24	6	7	3
20+	46	25	20	11	11	1
Still studying	39	28	36	9	4	0
 Respondent occupation scale						
Self-employed	44	31	22	10	12	1
Employee	46	27	23	13	8	1
Manual workers	54	25	25	5	7	0
Not working	46	22	25	7	9	2

Base: Respondents whose content was wrongfully blocked or removed (N=1,636)

<sup>18</sup> Care should be taken interpreting the results for those who completed their education aged 15 or younger due to low base size (50-99).

#### IV. OPINIONS ABOUT HOW INTERNET HOSTING SERVICE PROVIDERS SHOULD REACT

This final chapter explores respondents' opinions about how Internet hosting services should deal with illegal content uploaded or posted by their users<sup>19</sup>.

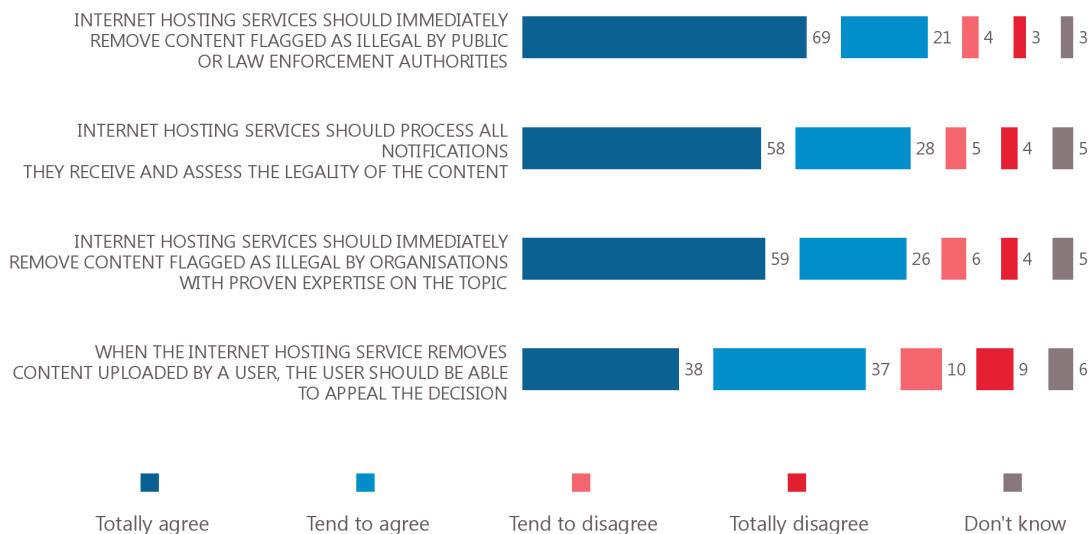
**Nine in ten respondents agree *Internet hosting services should immediately remove content flagged as illegal by public or law enforcement authorities (90%), with more than two thirds saying they totally agree (69%).***

More than eight in ten agree *Internet hosting services should process all notifications they receive and assess the legality of the content (86%), with 58% in total agreement.*

More than eight in ten also agree *Internet hosting services should immediately remove content flagged as illegal by organisations with proven expertise on the topic (85%), with 59% totally agreeing.*

Three quarters (75%) agree that when an *Internet hosting service removes content uploaded by a user, the user should be able to appeal the decision: 38% totally agree with this idea.*

**Q10** Do you agree or disagree with each of the following statements?  
(% - EU)



Base: All respondents (N=33,244)

<sup>19</sup> Q10 Do you agree or disagree with each of the following statements? 10.1 Internet hosting services should process all notifications they receive and assess the legality of the content; 10.2 Internet hosting services should immediately remove content flagged as illegal by organisations with proven expertise on the topic; 10.3 Internet hosting services should immediately remove content flagged as illegal by public or law enforcement authorities; 10.4 When the Internet hosting service removes content uploaded by a user, the user should be able to appeal the decision.

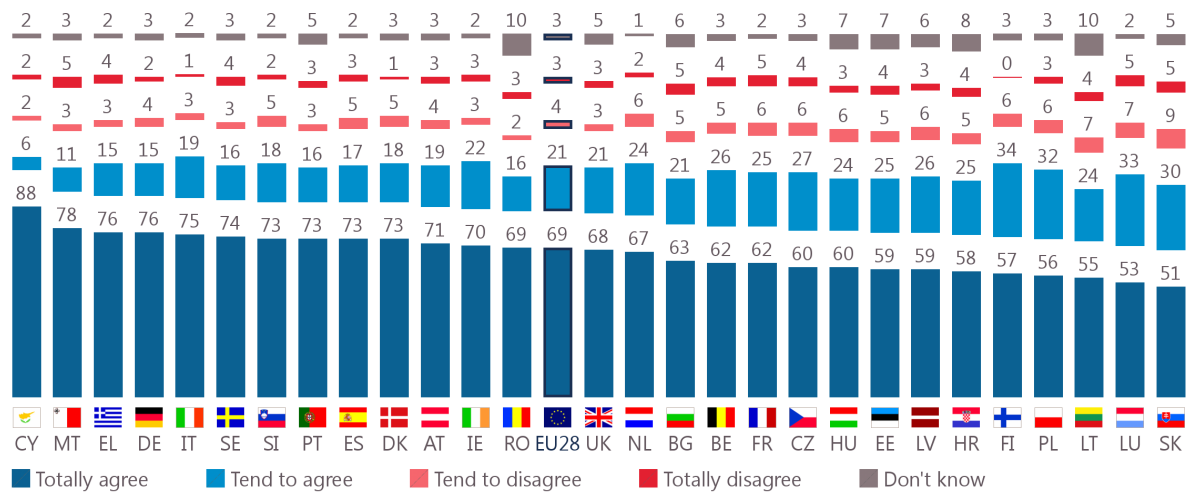
More than three quarters of respondents in each country *agree* **Internet hosting services should immediately remove content flagged as illegal by public or law enforcement authorities**, and in 12 countries at least nine in ten respondents do so – most notable in Italy and Cyprus (both 94%).

The majority in each country *totally agree* with this idea, ranging from 88% in Cyprus, 78% in Malta, 76% in Malta and Greece and Germany to 51% in Slovakia, 53% in Luxembourg and 55% in Lithuania.

Respondents in Slovakia (14%), Luxembourg (12%), France and Lithuania (both 11%) are the most likely to *disagree*.

**Q10.3** Do you agree or disagree with each of the following statements?

**Internet hosting services should immediately remove content flagged as illegal by public or law enforcement authorities (%)**



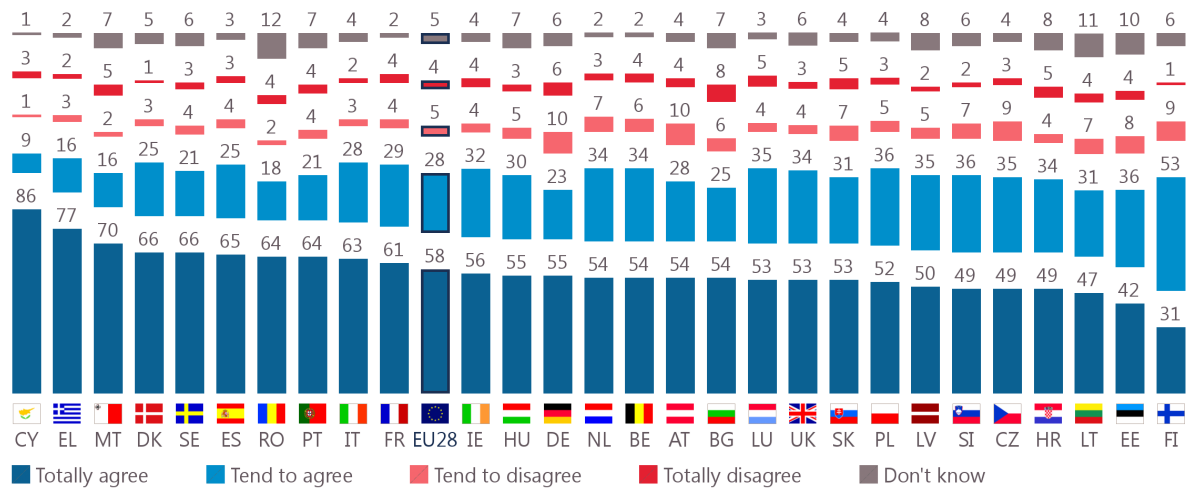
Base: All respondents (N=33,244)

More than three quarters of respondents in each country also *agree Internet hosting services should process all notifications they receive and assess the legality of the content*, ranging from 95% in Cyprus, 93% in Greece and 91% in Denmark and Italy to 78% in Germany, Estonia and Lithuania.

There is greater variability in the proportion who *totally agree* with this idea. Respondents in Cyprus (86%), Greece (77%) and Malta (70%) are the most likely to *totally agree*, while those in Finland (31%), Estonia (42%) and Lithuania (47%) are the least likely to do so.

**Q10.1** Do you agree or disagree with each of the following statements?

**Internet hosting services should process all notifications they receive and assess the legality of the content (%)**



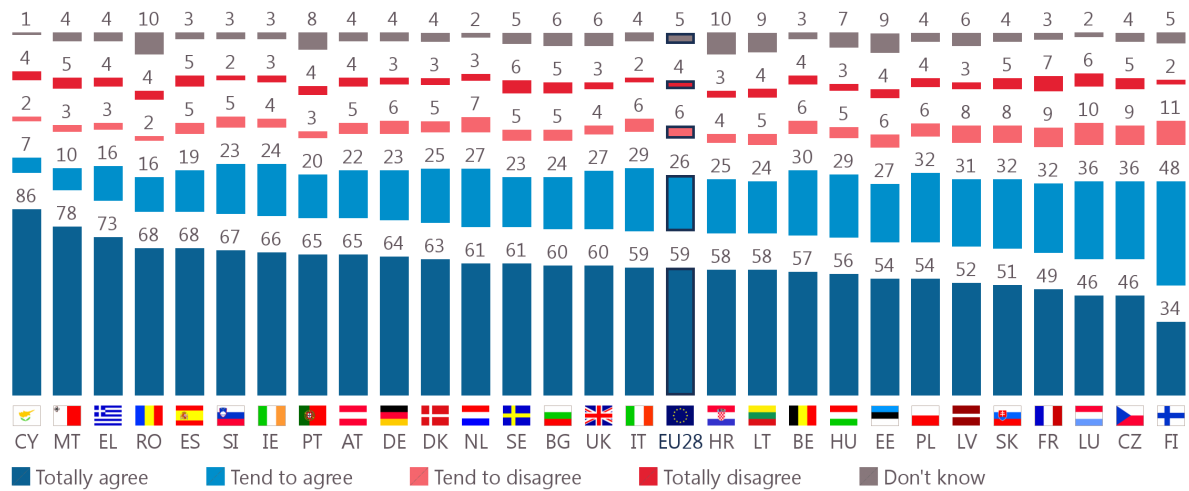
Base: All respondents (N=33,244)

More than eight in ten respondents in each country *agree* **Internet hosting services should immediately remove content flagged as illegal by organisations with proven expertise on the topic**, with proportions ranging from 93% in Cyprus and 90% in Ireland and Slovenia to 81% in Estonia and France.

Furthermore, in all but four countries the majority *totally agree*, with the highest levels seen amongst those in Cyprus (86%), Malta (78%) and Greece (73%). The exceptions are Finland (34%), the Czech Republic, Luxembourg (both 46%) and France (49%).

**Q10.2** Do you agree or disagree with each of the following statements?

**Internet hosting services should immediately remove content flagged as illegal by organisations with proven expertise on the topic (%)**



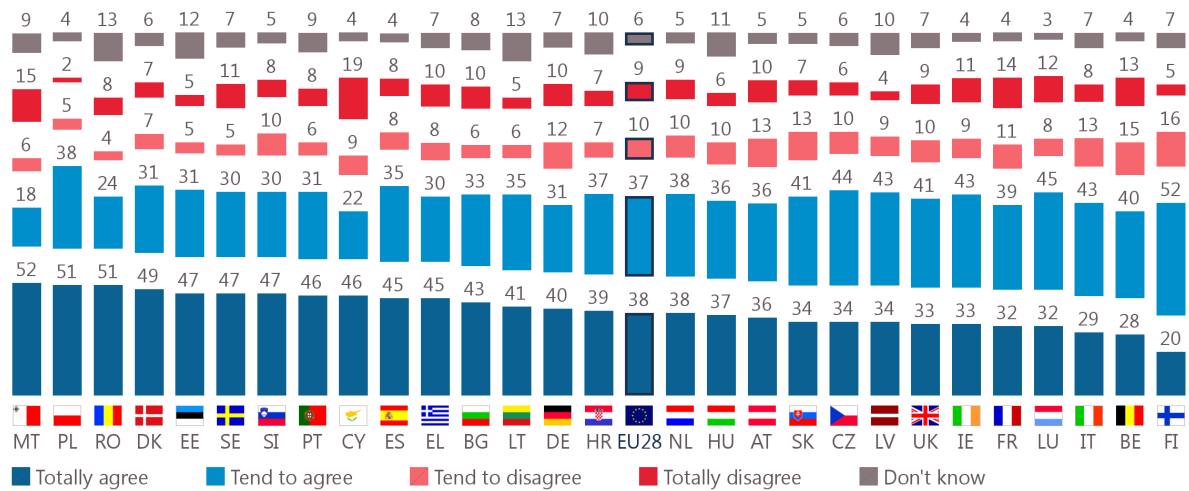
Base: All respondents (N=33,244)

More than two thirds of respondents in each country *agree* that **when an Internet hosting service removes content uploaded by a user, the user should be able to appeal the decision**. Those in Poland (89%), Denmark and Spain (both 80%) are the most likely to agree, compared to 68% in Cyprus and Belgium and 70% in Malta.

Malta (52%), Poland and Romania (both 51%) are the only countries where at least half of the respondents *totally agree* with this idea. In contrast, only 20% in France, 28% in Belgium and 29% in Italy totally agree.

**Q10.4** Do you agree or disagree with each of the following statements?

**When the Internet hosting service removes content uploaded by a user, the user should be able to appeal the decision (%)**



Base: All respondents (N=33,244)





The **socio-demographic analysis** highlights the following:

- Although there is no difference between men and women in the overall agreement with each statement, men are more likely than women to total agree that when an **Internet hosting service removes content uploaded by a user, the user should be able to appeal the decision** (79% vs 71%). But, women are more likely than men to total agree with the other three statements.
- Those under 55 are the most likely to agree **Internet hosting services should process all notifications they receive and assess the legality of the content** (92%-88% vs 81%). Respondents aged 15-39 are the most likely to agree that **when an Internet hosting service removes content uploaded by a user, the user should be able to appeal the decision** (82% vs 75%-68%).
- Respondents who completed their education aged 16 or older are the most likely to agree with each statement. For example, 87% agree **Internet hosting services should immediately remove content flagged as illegal by organisations with proven expertise on the topic**, compared to 77% who completed education aged 15 or younger. In addition, those who completed their education aged 16 or older are the most likely to totally agree **Internet hosting services should process all notifications they receive and assess the legality of the content**, or that **when the Internet hosting service removes content uploaded by a user, the user should be able to appeal the decision**.



**Q10** Do you agree or disagree with each of the following statements?

**Total 'Agree' (% - EU28)**

	Internet hosting services should immediately remove content flagged as illegal by public or law enforcement authorities	Internet hosting services should process all notifications they receive and assess the legality of the content	Internet hosting services should immediately remove content flagged as illegal by organisations with proven expertise on the topic	When the Internet hosting service removes content uploaded by a user, the user should be able to appeal the decision
EU28	90	86	85	75
 <b>Gender</b>				
Male	88	85	83	79
Female	91	88	88	71
 <b>Age</b>				
15-24	91	92	89	82
25-39	89	90	86	82
40-54	92	88	87	75
55 +	87	81	83	68
 <b>Education (End of)</b>				
15-	81	74	77	62
16-19	89	86	87	72
20+	91	88	87	78
Still studying	91	92	87	85
 <b>Respondent occupation scale</b>				
Self-employed	90	87	86	79
Employee	92	90	89	78
Manual workers	89	89	87	72
Not working	87	83	84	72

Base: All respondents (N=33,244)

Respondents who have used at least one type of hosting service are more likely to agree with each statement. They are also more likely to totally agree. For instance, 89% who have used at least one platform agree Internet hosting services should process all notifications they receive and assess the legality of the content, compared to 65% who have never used these platforms.

Finally, respondents who have never come across illegal content online are more likely to agree that when an Internet hosting service removes content uploaded by a user, the user should be able to appeal the decision (81% vs 71% who have not seen illegal content). They are also more likely to totally agree (41% vs 35%).

**Q10** Do you agree or disagree with each of the following statements?

**Total 'Agree' (% - EU28)**

	Internet hosting services should immediately remove content flagged as illegal by public or law enforcement authorities	Internet hosting services should process all notifications they receive and assess the legality of the content	Internet hosting services should immediately remove content flagged as illegal by organisations with proven expertise on the topic	When the Internet hosting service removes content uploaded by a user, the user should be able to appeal the decision
EU28	90	86	85	75
<b>Use of online hosting services</b>				
Total 'At least once'	91	89	88	77
Never used	73	65	69	56
<b>Come across online illegal contents</b>				
Total 'At least once'	91	90	88	81
None	90	86	86	71

Base: All respondents (N=33,244)

## TECHNICAL SPECIFICATIONS

Between the 18 and 26 June 2018, TNS Political & Social, a consortium created between TNS political & social, TNS UK and Kantar Belgium, carried out the FLASH EUROBAROMETER 469 survey on request of the EUROPEAN COMMISSION, Directorate-General for Communications Networks, Content & Technology. It is a general public survey co-ordinated by the Directorate-General for Communication, "Media monitoring and analysis" Unit.

The FLASH EUROBAROMETER 469 survey covers the population of the respective nationalities of the European Union Member States, resident in each of the 28 Member States and aged 15 years and over.

All interviews were carried using the TNS e-Call centre (our centralised CATI system). In every country the respondents were called both on fixed lines and mobile phones. The basic sample design applied in all states is multi-stage random (probability). In each household, the respondent was drawn at random following the "last birthday rule".

TNS has developed its own RDD sample generation capabilities based on using contact telephone numbers from responders to random probability or random location face-to-face surveys, such as Eurobarometer, as seed numbers. The approach works because the seed number identifies a working block of telephone numbers and reduces the volume of numbers generated that will be ineffective. The seed numbers are stratified by NUTS2 region and urbanisation to approximate a geographically representative sample. From each seed number the required sample of numbers are generated by randomly replacing the last two digits. The sample is then screened against business databases in order to exclude as many of these numbers as possible before going into field. This approach is consistent across all countries.

	COUNTRIES	INSTITUTES	N° INTERVIEWS	DATES FIELDWORK		POPULATION 15+	PROPORTION EU28
BE	Belgium	Kantar TNS	1253	18/06/2018	22/06/2018	9,430,478	2.18%
BG	Bulgaria	Kantar TNS BBSS	1251	18/06/2018	25/06/2018	6,108,289	1.41%
CZ	Czech Rep.	Kantar TNS	1253	18/06/2018	22/06/2018	8,930,036	2.07%
DK	Denmark	Kantar Gallup A/S	1250	18/06/2018	25/06/2018	4,793,807	1.11%
DE	Germany	Kantar	1250	19/06/2018	22/06/2018	71,834,280	16.62%
EE	Estonia	Kantar Emor	1250	18/06/2018	21/06/2018	1,102,407	0.26%
IE	Ireland	Behaviour & Attitudes	1250	18/06/2018	22/06/2018	3,666,259	0.85%
EL	Greece	Kantar TNS	1250	19/06/2018	25/06/2018	9,190,023	2.13%
ES	Spain	Kantar TNS	1255	19/06/2018	25/06/2018	39,460,860	9.13%
FR	France	Kantar TNS	1254	18/06/2018	22/06/2018	54,651,908	12.64%
HR	Croatia	HENDAL	1250	18/06/2018	26/06/2018	3,548,976	0.82%
IT	Italy	Kantar TNS	1250	19/06/2018	22/06/2018	52,545,031	12.16%
CY	Rep. Of Cyprus	CYMAR	652	19/06/2018	22/06/2018	717,310	0.17%
LV	Latvia	Kantar TNS	1250	18/06/2018	26/06/2018	1,650,098	0.38%
LT	Lithuania	Kantar TNS	1250	18/06/2018	25/06/2018	2,428,325	0.56%
LU	Luxembourg	Kantar TNS	640	18/06/2018	22/06/2018	493,032	0.11%
HU	Hungary	Kantar Hoffmann	1255	18/06/2018	25/06/2018	8,395,200	1.94%
MT	Malta	MISCO	658	19/06/2018	21/06/2018	376,304	0.09%
NL	Netherlands	Kantar Public	1262	18/06/2018	26/06/2018	14,312,179	3.31%
AT	Austria	Kantar	1250	19/06/2018	22/06/2018	7,516,038	1.74%
PL	Poland	Kantar TNS	1251	19/06/2018	25/06/2018	32,246,194	7.46%
PT	Portugal	Marktest Limitada	1250	18/06/2018	25/06/2018	8,877,432	2.05%
RO	Romania	Kantar TNS	1254	19/06/2018	25/06/2018	16,608,007	3.84%
SI	Slovenia	Mediana DOO	1250	19/06/2018	25/06/2018	1,756,267	0.41%
SK	Slovakia	Kantar TNS	1250	18/06/2018	25/06/2018	4,599,960	1.06%
FI	Finland	Kantar TNS Oy	1252	18/06/2018	22/06/2018	4,608,516	1.07%
SE	Sweden	Kantar Sifo AB	1250	18/06/2018	25/06/2018	8,227,534	1.90%
UK	United Kingdom	Kantar TNS	1253	19/06/2018	22/06/2018	54,203,274	12.54%
	TOTAL EU28		33,243	18/06/2018	26/06/2018	432,278,024	100%*

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
	5%	10%	15%	20%	25%	30%	35%	40%	45%	50%	
	95%	90%	85%	80%	75%	70%	65%	60%	55%	50%	

**QUESTIONNAIRE**

**ASK ALL**

**Q1 Do you agree or disagree with each of the following ?**

*(READ OUT – ROTATE - ONE ANSWER PER LINE)*

		Totally agree	Tend to agree	Tend to disagree	Totally disagree	DK/NA
1	The Internet is safe for its users	1	2	3	4	5
2	Arrangements need to be in place to limit the spread of illegal content on the Internet	1	2	3	4	5
3	Freedom of expression needs to be protected online	1	2	3	4	5
4	Internet hosting services are effective in tackling illegal content	1	2	3	4	5

NEW

**Q2 How often do you do the following?**

*(READ OUT – ONE ANSWER PER LINE)*

		Daily	A few times per week	A few times per month	A few times per year	Never	DK/NA (DO NOT READ OUT)
1	Online shopping	1	2	3	4	5	6
2	Use collaborative economy platforms	1	2	3	4	5	6
3	Use social networks	1	2	3	4	5	6
4	Watch videos, live-streaming or listen to music	1	2	3	4	5	6
5	Use file sharing services to upload or download documents, videos, images or music	1	2	3	4	5	6
6	Read or write reviews, give ratings of products or services on rating platforms	1	2	3	4	5	6
7	Read blogs, comment on articles or news websites	1	2	3	4	5	6

NEW

**ASK Q3 IF AT LEAST ONE CODE 1 TO 4 IN Q2**

**Q3 While using any of these services, have you accidentally come across the following types of illegal content?**

*(READ OUT - MULTIPLE ANSWERS POSSIBLE)*

- Child sexual abuse material 1,
- Terrorist content 2,
- Pirated content (e.g. music, films, books) 3,
- Counterfeit goods (e.g. fake perfume, fake designer brands) 4,
- Hate speech 5,
- Scams, frauds, subscription traps or other illegal commercial practices 6,
- Other illegal content 7,
- None 8,
- DK/NA (DO NOT READ OUT) 9

NEW

**ASK Q4 IF CODE 1 TO 7 IN Q3**

**Q4 What action did you take after encountering this content?**

*(READ OUT - MULTIPLE ANSWERS POSSIBLE)*

- You took no action 1,
- You informed the internet service hosting the content 2,
- You contacted directly the person or organisation who had uploaded the content 3,
- You alerted the police or relevant authorities 4,
- Other 5,
- DK/NA (DO NOT READ OUT) 6

NEW

**ASK Q5 IF CODE 2 TO 5 IN Q4**

**Q5 What happened to the content you reported?**

*(READ OUT - MULTIPLE ANSWERS POSSIBLE)*

- It was taken-down 1,
- It was kept online 2,
- It was kept online but with more restricted access 3,
- You alerted the police or relevant authorities 4,
- Other 5,
- DK/NA (DO NOT READ OUT) 6

NEW

**ASK Q6 IF CODE 2 IN Q4**

**Q6 How satisfied or dissatisfied are you with how the internet hosting service handled your notification?**

*(READ OUT - ONE ANSWER ONLY)*

- Very satisfied 1,
- Somewhat satisfied 2,
- Somewhat dissatisfied 3,
- Very dissatisfied 4,
- DK/NA (DO NOT READ OUT) 5

NEW



**ASK Q7 IF AT LEAST ONE CODE 1 TO 4 IN Q2**

**Q7 Have you tried to upload or post content online which was legal but was wrongly blocked or removed by the internet hosting service?**

*(READ OUT - ONE ANSWER ONLY)*

- No, never 1,
- Yes, once 2,
- Yes, several times 3,
- DK/NA (DO NOT READ OUT) 4

NEW

**ASK Q8 AND Q9 IF CODE 2 OR 3 IN Q7**

**Q8 On what grounds was your content blocked or removed wrongly?**

*(READ OUT - ONE ANSWER ONLY)*

- Terrorist content 1,
- Child sexual abuse material 2,
- Hate speech 3,
- Pirated content (eg. music, films, books) 4,
- Counterfeit goods (e.g. fake perfume, fake designer brands) 5,
- Scams, frauds, subscription traps or other illegal commercial practices 6,
- Violation of the terms of service of the Internet hosting service 7,
- You were not informed 8,
- Other 9,
- DK/NA (DO NOT READ OUT) 10

NEW

**Q9 Which actions did you take, if any, after your content was blocked or removed?**

*(READ OUT - MULTIPLE ANSWERS POSSIBLE)*

- You contacted the internet hosting service 1,
- You uploaded or posted the content again on the same internet hosting service 2,
- You uploaded or posted the content again on a different internet hosting service 3,
- You took no action 4,
- Other 5,
- DK/NA (DO NOT READ OUT) 6

NEW

**ASK ALL**

**Q10 Do you agree or disagree with each of the following statements?**

*(READ OUT - ONE ANSWER ONLY)*





























		Totally agree	Tend to agree	Tend to disagree	Totally disagree	DK/NA
1	Internet hosting services should process all notifications they receive and assess the legality of the content	1	2	3	4	5
2	Internet hosting services should immediately remove content flagged as illegal by organisations with proven expertise on the topic	1	2	3	4	5
3	Internet hosting services should immediately remove content flagged as illegal by public or law enforcement authorities	1	2	3	4	5
4	When the Internet hosting service removes content uploaded by a user, the user should be able to appeal the decision	1	2	3	4	5

NEW

### TABLES OF RESULTS






























**Q1.1** Do you agree or disagree with each of the following?

**The Internet is safe for its users (%)**

		Totally agree	Tend to agree	Tend to disagree	Totally disagree	Don't know	Total 'Agree'	Total 'Disagree'
EU28		7	24	40	25	4	31	65
BE		6	26	42	24	2	32	66
BG		11	19	36	31	3	30	67
CZ		4	29	47	16	4	33	63
DK		7	25	40	24	4	32	64
DE		4	16	49	28	3	20	77
EE		7	27	39	21	6	34	60
IE		9	27	36	25	3	36	61
EL		9	19	32	36	4	28	68
ES		3	21	43	31	2	24	74
FR		4	16	37	41	2	20	78
HR		9	35	32	19	5	44	51
IT		6	27	43	22	2	33	65
CY		11	19	27	41	2	30	68
LV		7	23	46	20	4	30	66
LT		12	26	36	19	7	38	55
LU		7	26	37	28	2	33	65
HU		16	36	36	10	2	52	46
MT		16	19	32	30	3	35	62
NL		7	22	44	25	2	29	69
AT		5	22	49	22	2	27	71
PL		8	35	40	15	2	43	55
PT		10	24	36	26	4	34	62
RO		30	28	19	15	8	58	34
SI		6	30	41	20	3	36	61
SK		8	29	45	16	2	37	61
FI		3	30	55	8	4	33	63
SE		6	32	33	25	4	38	58
UK		9	28	35	21	7	37	56






























**Q1.2** Do you agree or disagree with each of the following?

**Arrangements need to be in place to limit the spread of illegal content on the Internet (%)**

		Totally agree	Tend to agree	Tend to disagree	Totally disagree	Don't know	Total 'Agree'	Total 'Disagree'
EU28		69	21	4	4	2	90	8
BE		64	26	5	3	2	90	8
BG		78	13	3	4	2	91	7
CZ		52	28	10	7	3	80	17
DK		70	21	3	3	3	91	6
DE		79	15	3	2	1	94	5
EE		61	22	7	5	5	83	12
IE		72	19	3	4	2	91	7
EL		84	10	2	4	0	94	6
ES		75	18	4	2	1	93	6
FR		66	23	4	6	1	89	10
HR		67	21	4	5	3	88	9
IT		70	24	4	2	0	94	6
CY		88	6	1	4	1	94	5
LV		55	29	8	4	4	84	12
LT		58	23	6	5	8	81	11
LU		47	38	7	6	2	85	13
HU		68	24	4	2	2	92	6
MT		81	10	3	3	3	91	6
NL		66	26	5	2	1	92	7
AT		75	17	4	3	1	92	7
PL		56	28	7	7	2	84	14
PT		72	16	3	5	4	88	8
RO		69	15	1	7	8	84	8
SI		73	17	5	3	2	90	8
SK		61	25	6	6	2	86	12
FI		46	43	6	2	3	89	8
SE		77	14	3	4	2	91	7
UK		67	21	4	5	3	88	9



**Q1.3** Do you agree or disagree with each of the following?

**Freedom of expression needs to be protected online (%)**

		Totally agree	Tend to agree	Tend to disagree	Totally disagree	Don't know	Total 'Agree'	Total 'Disagree'
EU28		49	36	8	4	3	85	12
BE		49	39	7	4	1	88	11
BG		55	28	7	6	4	83	13
CZ		49	38	7	3	3	87	10
DK		58	30	6	2	4	88	8
DE		52	35	9	2	2	87	11
EE		39	39	12	4	6	78	16
IE		43	38	10	6	3	81	16
EL		75	18	3	3	1	93	6
ES		57	30	7	5	1	87	12
FR		49	37	7	5	2	86	12
HR		54	33	6	4	3	87	10
IT		41	43	11	4	1	84	15
CY		79	13	4	4	0	92	8
LV		41	41	10	3	5	82	13
LT		40	37	9	5	9	77	14
LU		47	41	6	5	1	88	11
HU		55	34	6	2	3	89	8
MT		67	17	6	7	3	84	13
NL		42	43	9	4	2	85	13
AT		54	33	9	3	1	87	12
PL		50	36	8	3	3	86	11
PT		62	26	5	4	3	88	9
RO		67	20	2	4	7	87	6
SI		46	38	10	4	2	84	14
SK		49	34	8	5	4	83	13
FI		26	58	12	1	3	84	13
SE		57	32	6	2	3	89	8
UK		38	43	10	4	5	81	14






























**Q1.4** Do you agree or disagree with each of the following?

**Internet hosting services are effective in tackling illegal content (%)**

		Totally agree	Tend to agree	Tend to disagree	Totally disagree	Don't know	Total 'Agree'	Total 'Disagree'
EU28		15	29	26	13	17	44	39
BE		18	38	23	11	10	56	34
BG		14	30	25	19	12	44	44
CZ		17	32	25	7	19	49	32
DK		9	26	26	12	27	35	38
DE		17	24	29	9	21	41	38
EE		9	26	20	8	37	35	28
IE		15	30	27	17	11	45	44
EL		19	25	23	20	13	44	43
ES		13	29	29	14	15	42	43
FR		9	25	32	24	10	34	56
HR		15	38	24	12	11	53	36
IT		17	37	20	7	19	54	27
CY		23	21	21	25	10	44	46
LV		14	35	28	8	15	49	36
LT		18	30	20	12	20	48	32
LU		13	37	23	19	8	50	42
HU		21	35	19	6	19	56	25
MT		36	22	13	16	13	58	29
NL		13	25	30	13	19	38	43
AT		17	27	29	8	19	44	37
PL		11	39	26	9	15	50	35
PT		15	24	24	21	16	39	45
RO		35	25	11	16	13	60	27
SI		8	34	34	12	12	42	46
SK		17	32	28	10	13	49	38
FI		2	30	36	5	27	32	41
SE		13	29	17	13	28	42	30
UK		13	25	30	16	16	38	46





























**Q2.1** How often do you do the following?

**Online shopping (%)**

		Daily	A few times per week	A few times per month	A few times per year	Never	Don't know	Total 'At least once'
EU28		2	10	32	28	28	0	72
BE		1	4	25	37	33	0	67
BG		1	4	24	29	41	1	58
CZ		1	6	33	38	21	1	78
DK		1	12	46	28	13	0	87
DE		3	14	39	24	20	0	80
EE		1	7	26	35	30	1	69
IE		2	9	33	29	27	0	73
EL		1	4	20	35	40	0	60
ES		2	8	31	26	33	0	67
FR		3	6	27	38	26	0	74
HR		1	3	18	28	50	0	50
IT		1	7	32	25	35	0	65
CY		2	6	24	30	38	0	62
LV		0	3	21	35	40	1	59
LT		0	5	24	27	40	4	56
LU		2	7	26	38	27	0	73
HU		1	4	30	32	33	0	67
MT		2	9	32	21	35	1	64
NL		1	10	41	33	15	0	85
AT		1	9	35	28	27	0	73
PL		0	5	29	38	28	0	72
PT		0	3	18	26	53	0	47
RO		1	3	15	30	50	1	49
SI		1	4	21	33	41	0	59
SK		2	6	32	35	25	0	75
FI		0	3	31	41	25	0	75
SE		1	8	40	34	17	0	83
UK		5	23	36	14	22	0	78

**Q2.2** How often do you do the following?





























**Use collaborative economy platforms (%)**

		Daily	A few times per week	A few times per month	A few times per year	Never	Don't know	Total 'At least once'
EU28		5	7	9	11	62	6	32
BE		1	5	9	11	71	3	26
BG		3	6	9	10	64	8	28
CZ		2	6	12	12	62	6	32
DK		1	2	5	17	72	3	25
DE		12	11	13	7	49	8	43
EE		3	6	12	10	64	5	31
IE		4	8	14	12	50	12	38
EL		2	4	7	6	59	22	19
ES		1	4	8	10	73	4	23
FR		1	3	4	17	73	2	25
HR		1	4	8	9	77	1	22
IT		1	4	6	8	80	1	19
CY		1	3	4	9	80	3	17
LV		2	7	14	17	59	1	40
LT		2	5	10	8	71	4	25
LU		4	5	10	12	65	4	31
HU		15	13	10	5	52	5	43
MT		3	3	6	12	75	1	24
NL		3	9	17	25	42	4	54
AT		13	12	11	10	47	7	46
PL		11	12	12	17	44	4	52
PT		2	6	11	12	68	1	31
RO		2	3	7	9	75	4	21
SI		1	3	6	11	79	0	21
SK		2	5	11	16	65	1	34
FI		6	6	8	13	46	21	33
SE		1	3	5	7	73	11	16
UK		5	8	10	9	51	17	32































**Q2.3** How often do you do the following?

**Use social networks (%)**

		Daily	A few times per week	A few times per month	A few times per year	Never	Don't know	Total 'At least once'
EU28		44	15	7	4	30	0	70
BE		48	15	7	3	27	0	73
BG		50	18	7	3	21	1	78
CZ		39	16	9	4	31	1	68
DK		63	12	5	2	18	0	82
DE		37	12	7	4	39	1	60
EE		50	15	5	2	27	1	72
IE		49	16	7	3	25	0	75
EL		44	18	7	3	27	1	72
ES		48	16	8	3	25	0	75
FR		38	10	9	7	36	0	64
HR		50	14	7	2	27	0	73
IT		47	17	6	2	28	0	72
CY		55	15	5	2	23	0	77
LV		47	17	7	4	24	1	75
LT		47	15	5	2	27	4	69
LU		39	22	8	4	27	0	73
HU		51	22	7	2	17	1	82
MT		63	14	3	2	18	0	82
NL		53	17	6	4	20	0	80
AT		37	15	9	5	33	1	66
PL		35	17	12	7	29	0	71
PT		47	17	5	3	28	0	72
RO		46	18	8	3	24	1	75
SI		40	16	6	3	35	0	65
SK		46	15	9	4	26	0	74
FI		53	12	5	5	24	1	75
SE		60	13	5	2	19	1	80
UK		48	14	7	2	29	0	71





























**Q2.4** How often do you do the following?

**Watch videos, live-streaming or listen to music (%)**

		Daily	A few times per week	A few times per month	A few times per year	Never	Don't know	Total 'At least once'
EU28		31	22	15	8	24	0	76
BE		28	21	15	11	25	0	75
BG		38	25	15	5	16	1	83
CZ		31	21	19	12	17	0	83
DK		47	20	10	4	19	0	81
DE		24	21	16	9	30	0	70
EE		25	25	18	9	22	1	77
IE		35	25	11	7	22	0	78
EL		34	27	12	6	21	0	79
ES		33	27	13	6	21	0	79
FR		32	16	15	12	25	0	75
HR		31	25	16	6	22	0	78
IT		32	24	13	5	26	0	74
CY		42	23	11	4	20	0	80
LV		33	23	17	6	20	1	79
LT		31	24	15	5	21	4	75
LU		31	27	13	9	19	1	80
HU		32	31	15	5	17	0	83
MT		41	23	10	3	22	1	77
NL		37	21	11	8	23	0	77
AT		25	22	17	10	26	0	74
PL		25	20	21	13	20	1	79
PT		32	25	12	5	26	0	74
RO		28	28	16	6	21	1	78
SI		28	24	19	7	22	0	78
SK		31	24	19	9	17	0	83
FI		36	25	16	8	14	1	85
SE		46	22	10	5	17	0	83
UK		36	22	11	6	25	0	75






























**Q2.5** How often do you do the following?

**Use file sharing services to upload or download documents, videos, images or music (%)**

		Daily	A few times per week	A few times per month	A few times per year	Never	Don't know	Total 'At least once'
EU28		8	13	16	15	47	1	52
BE		6	10	20	18	46	0	54
BG		13	21	20	11	34	1	65
CZ		7	13	22	20	37	1	62
DK		12	15	18	14	40	1	59
DE		4	10	13	15	56	2	42
EE		10	16	20	14	39	1	60
IE		7	13	20	14	45	1	54
EL		8	15	18	12	47	0	53
ES		9	15	17	16	43	0	57
FR		5	7	15	19	53	1	46
HR		9	15	17	10	48	1	51
IT		13	18	15	10	44	0	56
CY		13	15	13	8	50	1	49
LV		8	17	23	16	35	1	64
LT		9	15	19	11	42	4	54
LU		6	14	19	17	43	1	56
HU		9	19	17	9	45	1	54
MT		13	14	15	11	47	0	53
NL		10	12	19	18	41	0	59
AT		6	11	17	16	49	1	50
PL		7	12	21	20	39	1	60
PT		9	16	15	10	50	0	50
RO		5	16	17	11	49	2	49
SI		9	14	21	12	44	0	56
SK		5	13	24	19	39	0	61
FI		5	11	20	22	42	0	58
SE		7	11	13	16	52	1	47
UK		8	14	16	14	46	2	52






























**Q2.6** How often do you do the following?

**Read or write reviews, give ratings of products or services on rating platforms**  
(%)

		Daily	A few times per week	A few times per month	A few times per year	Never	Don't know	Total 'At least once'
EU28		3	9	18	21	49	0	51
BE		2	7	15	22	53	1	46
BG		5	14	18	15	46	2	52
CZ		3	8	23	27	38	1	61
DK		2	5	16	25	52	0	48
DE		2	11	24	19	44	0	56
EE		3	12	18	15	51	1	48
IE		2	6	17	26	49	0	51
EL		3	7	18	21	51	0	49
ES		4	13	18	18	47	0	53
FR		2	4	13	24	57	0	43
HR		2	6	14	13	65	0	35
IT		3	10	20	17	50	0	50
CY		3	7	14	17	59	0	41
LV		2	9	18	19	51	1	48
LT		5	10	12	10	59	4	37
LU		3	6	14	24	52	1	47
HU		8	20	20	12	39	1	60
MT		5	9	14	15	56	1	43
NL		1	6	18	33	42	0	58
AT		3	9	23	24	41	0	59
PL		2	5	17	27	49	0	51
PT		2	9	17	17	55	0	45
RO		5	11	15	10	57	2	41
SI		1	5	13	14	67	0	33
SK		4	9	20	22	44	1	55
FI		1	4	13	35	47	0	53
SE		2	7	15	23	53	0	47
UK		2	9	19	25	44	1	55

**Q2.7** How often do you do the following?

**Read blogs, comment on articles or news websites (%)**

		Daily	A few times per week	A few times per month	A few times per year	Never	Don't know	Total 'At least once'
EU28		19	18	14	10	39	0	61
BE		12	13	12	11	51	1	48
BG		29	25	14	6	25	1	74
CZ		18	19	18	13	31	1	68
DK		25	18	12	9	36	0	64
DE		18	15	12	8	47	0	53
EE		4	12	14	13	56	1	43
IE		25	21	14	8	32	0	68
EL		17	17	14	9	43	0	57
ES		28	22	14	7	29	0	71
FR		12	12	14	15	47	0	53
HR		11	16	13	8	52	0	48
IT		27	23	12	7	31	0	69
CY		15	17	11	9	48	0	52
LV		15	19	15	11	39	1	60
LT		34	23	11	4	24	4	72
LU		15	18	14	15	38	0	62
HU		20	28	14	6	31	1	68
MT		20	19	9	7	44	1	55
NL		10	11	15	13	51	0	49
AT		17	19	13	10	41	0	59
PL		15	23	18	13	30	1	69
PT		11	17	14	9	49	0	51
RO		16	23	16	6	38	1	61
SI		26	21	15	6	32	0	68
SK		21	22	19	10	28	0	72
FI		14	15	18	17	36	0	64
SE		18	17	13	12	40	0	60
UK		21	20	14	7	37	1	62

**Q3 While using any of these services, have you accidentally come across the following types of illegal content?**

(MULTIPLE ANSWERS POSSIBLE)






























(IF 'AT LEAST ONE CODE 1 TO 4 IN Q2')

		Child sexual abuse material	Terrorist content	Pirated content (e.g. music, films, books)	Counterfeit goods (e.g. fake perfume, fake designer brands)	Hate speech	Scams, frauds, subscription traps or other illegal commercial practices	Other illegal content	None	Don't know	Total 'At least one'
EU28		6	6	26	27	29	41	10	39	1	61
BE		7	6	23	22	30	38	9	40	0	60
BG		19	12	40	44	52	44	11	21	3	76
CZ		5	10	35	25	53	29	11	32	1	67
DK		5	7	23	29	48	36	10	35	0	64
DE		2	4	16	20	20	36	8	50	1	49
EE		2	3	17	14	15	22	5	60	1	39
IE		5	9	34	34	27	52	12	33	0	67
EL		10	11	40	47	36	48	11	26	1	73
ES		7	6	46	34	31	48	12	30	0	70
FR		9	5	24	23	27	47	11	37	0	63
HR		13	9	26	27	41	25	6	40	2	58
IT		4	3	22	22	17	39	9	45	1	54
CY		14	12	23	37	21	38	5	37	0	63
LV		8	6	33	24	30	29	6	40	1	58
LT		4	3	19	16	19	11	6	55	2	43
LU		11	6	24	24	22	35	10	45	0	54
HU		6	6	16	22	21	29	7	50	1	49
MT		9	12	37	40	55	40	19	24	1	75
NL		3	7	26	29	34	38	8	37	0	63
AT		3	8	20	19	25	37	11	47	0	53
PL		4	5	31	34	50	38	10	29	1	70
PT		11	9	41	37	36	46	11	31	1	68
RO		21	12	34	35	37	32	11	34	3	63
SI		4	4	19	17	32	24	4	47	2	52
SK		8	11	31	29	42	21	7	38	1	61
FI		3	5	22	19	36	38	8	40	1	59
SE		3	7	22	21	29	36	11	43	1	56
UK		4	7	26	32	28	50	10	36	0	64

**Q4 What action did you take after encountering this content? (%)**

(MULTIPLE ANSWERS POSSIBLE)






























(IF 'CODE 1 TO 7 IN Q3')

		You took no action	You informed the internet service hosting the content	You contacted directly the person or organisation who had uploaded the content	You alerted the police or relevant authorities	Other	Don't know	Total 'Took an action'
EU28		59	21	9	8	10	1	40
BE		56	20	12	10	9	2	42
BG		77	8	6	3	7	2	22
CZ		67	20	6	6	5	2	31
DK		65	17	7	5	11	1	34
DE		46	28	12	14	10	2	52
EE		68	9	9	4	10	2	30
IE		64	20	8	6	9	2	33
EL		72	17	3	5	5	0	27
ES		67	16	5	8	7	1	33
FR		47	28	9	6	16	3	50
HR		80	8	6	1	5	1	19
IT		56	15	13	10	9	0	44
CY		69	16	5	5	8	1	30
LV		73	15	7	4	5	0	27
LT		73	12	6	3	7	0	27
LU		54	25	13	12	8	2	44
HU		75	16	4	1	5	0	25
MT		73	11	8	4	5	3	25
NL		58	21	10	12	9	1	41
AT		58	22	12	10	9	2	40
PL		70	17	9	3	6	0	30
PT		62	20	8	7	8	1	37
RO		80	10	3	2	6	1	20
SI		81	10	4	3	4	0	19
SK		75	13	6	2	7	1	25
FI		71	19	6	6	4	0	29
SE		58	22	10	7	7	3	39
UK		53	25	10	9	12	2	45

**Q5 What happened to the content you reported? (%)**

(MULTIPLE ANSWERS POSSIBLE)






























(IF 'CODE 2 TO 5 IN Q4')

		It was taken-down	It was kept online	It was kept online but with more restricted access	It was kept online but was slightly modified	Other	Don't know
EU28		45	20	7	8	11	22
BE		43	18	7	11	20	15
BG		44	21	8	7	14	17
CZ		54	15	11	8	10	14
DK		34	24	3	6	17	24
DE		44	23	8	9	9	23
EE		31	15	8	5	21	28
IE		45	19	11	11	11	27
EL		44	22	8	12	5	18
ES		38	28	5	12	7	20
FR		50	20	8	6	13	20
HR		43	18	8	11	10	15
IT		46	16	4	6	7	26
CY		50	18	8	3	15	9
LV		43	20	6	11	12	21
LT		51	21	9	10	10	7
LU		57	19	12	16	10	11
HU		61	20	5	8	12	10
MT		41	26	6	9	12	11
NL		43	17	4	8	18	20
AT		53	17	8	8	5	23
PL		43	20	11	7	9	19
PT		58	10	6	6	4	22
RO		57	15	6	10	13	9
SI		42	24	4	7	9	18
SK		47	15	7	9	17	17
FI		44	16	10	15	10	19
SE		43	26	4	4	13	23
UK		39	16	8	5	17	28
































**Q6 How satisfied or dissatisfied are you with how the internet hosting service handled your notification? (%)**

(IF 'CODE 2 IN Q4')

		Very satisfied	Somewhat satisfied	Somewhat dissatisfied	Very dissatisfied	Don't know	Total 'Satisfied'	Total 'Not satisfied'
EU28		19	45	18	12	6	64	30
BE		14	43	26	8	9	57	34
BG		13	48	13	18	8	61	31
CZ		20	48	16	7	9	68	23
DK		14	36	16	20	14	50	36
DE		20	35	26	14	5	55	40
EE		26	41	9	6	18	67	15
IE		26	41	20	11	2	67	31
EL		23	42	13	18	4	65	31
ES		19	36	25	17	3	55	42
FR		16	53	17	10	4	69	27
HR		16	49	18	11	6	65	29
IT		18	48	15	11	8	66	26
CY		36	44	10	6	4	80	16
LV		22	43	15	10	10	65	25
LT		30	49	10	9	2	79	19
LU		23	46	15	11	5	69	26
HU		20	55	12	7	6	75	19
MT		27	34	7	27	5	61	34
NL		24	43	15	9	9	67	24
AT		17	48	23	5	7	65	28
PL		22	46	14	10	8	68	24
PT		26	44	14	7	9	70	21
RO		25	55	10	9	1	80	19
SI		23	38	12	26	1	61	38
SK		16	51	17	5	11	67	22
FI		8	51	14	15	12	59	29
SE		16	34	25	11	14	50	36
UK		21	50	13	10	6	71	23

**Q7 Have you tried to upload or post content online which was legal but was wrongly blocked or removed by the internet hosting service? (%)**





























*(IF 'AT LEAST ONE CODE 1 TO 4 IN Q2')*

		No, never	Yes, once	Yes, several times	Don't know	Total 'Yes'
EU28		94	3	2	1	5
BE		94	3	2	1	5
BG		92	3	3	2	6
CZ		93	4	2	1	6
DK		92	4	4	0	8
DE		96	2	1	1	3
EE		93	2	3	2	5
IE		95	3	2	0	5
EL		93	4	3	0	7
ES		94	4	2	0	6
FR		94	3	3	0	6
HR		93	3	3	1	6
IT		94	4	1	1	5
CY		93	5	2	0	7
LV		94	2	3	1	5
LT		94	3	2	1	5
LU		94	4	2	0	6
HU		95	3	1	1	4
MT		93	5	2	0	7
NL		94	3	2	1	5
AT		94	3	2	1	5
PL		90	6	4	0	10
PT		95	3	2	0	5
RO		96	2	1	1	3
SI		95	3	2	0	5
SK		95	3	1	1	4
FI		94	3	2	1	5
SE		95	2	2	1	4
UK		93	3	3	1	6

**Q8 On what grounds was your content blocked or removed wrongly? (%)**






























(MULTIPLE ANSWERS POSSIBLE)

(IF 'CODE 2 OR 3 IN Q7')

		Terrorist content	Child sexual abuse material	Hate speech	Pirated content (eg. music, films, books)	Counterfeit goods (e.g. fake perfume, fake designer brands)	Scams, frauds, subscription traps or other illegal commercial practices	Violation of the terms of service of the Internet hosting service	You were not informed	Other	Don't know
EU28		1	2	5	17	4	4	29	22	28	5
BE		4	5	22	45	5	13	16	8	15	3
BG		0	0	3	9	1	2	12	42	25	10
CZ		3	5	7	26	11	5	24	19	17	2
DK		2	0	1	10	0	4	35	22	22	6
DE		0	0	3	23	4	9	56	14	13	8
EE		0	0	4	9	0	0	15	19	41	12
IE		0	0	0	15	5	1	27	19	31	10
EL		4	1	8	12	6	7	26	26	21	0
ES		0	1	2	15	1	1	21	23	45	9
FR		1	5	6	14	5	5	36	24	24	6
HR		0	0	6	4	8	3	12	28	37	9
IT		3	2	2	28	0	0	15	19	30	1
CY		0	2	3	16	0	0	23	15	41	0
LV		0	0	5	16	0	3	30	27	21	6
LT		0	0	0	14	2	6	17	15	33	13
LU		8	7	8	22	15	9	16	25	32	5
HU		0	0	2	7	2	2	27	38	20	4
MT		0	3	5	39	0	6	11	7	23	9
NL		0	4	3	22	3	2	20	18	28	6
AT		1	3	8	18	5	5	29	22	21	5
PL		0	1	7	12	5	2	33	32	18	3
PT		0	0	2	18	1	2	20	26	31	6
RO		0	0	3	16	10	3	20	36	14	4
SI		0	5	7	17	0	4	12	30	31	0
SK		0	0	2	19	4	4	24	16	23	11
FI		0	0	6	13	0	5	22	23	23	8
SE		0	0	8	7	0	7	21	27	37	0
UK		1	3	6	13	3	5	25	17	46	5






























**Q9 Which actions did you take, if any, after your content was blocked or removed? (%)**

(IF 'CODE 2 OR 3 IN Q7')

		You contacted the internet hosting service	You uploaded or posted the content again on the same internet hosting service	You uploaded or posted the content again on a different internet hosting service	You took no action	Other	Don't know
EU28		26	24	9	47	9	1
BE		15	20	2	61	12	1
BG		17	20	5	54	9	4
CZ		34	13	20	40	8	2
DK		20	16	6	44	13	1
DE		37	30	8	41	13	4
EE		21	5	7	55	9	4
IE		25	22	11	55	5	4
EL		23	16	18	52	7	0
ES		30	26	10	45	4	0
FR		17	18	16	48	8	2
HR		15	14	12	53	11	2
IT		23	19	3	49	9	0
CY		12	5	2	52	33	2
LV		16	15	9	55	11	1
LT		9	9	11	66	5	0
LU		28	24	12	49	3	0
HU		21	15	2	60	4	2
MT		15	15	5	51	11	3
NL		26	14	8	52	9	2
AT		42	24	11	35	5	6
PL		21	22	10	55	1	1
PT		25	22	5	52	9	3
RO		18	17	4	60	8	0
SI		12	11	4	61	12	0
SK		20	3	2	66	11	0
FI		21	10	10	56	11	3
SE		18	18	7	62	2	0
UK		32	43	10	30	18	1






























**Q10.1** Do you agree or disagree with each of the following statements?

**Internet hosting services should process all notifications they receive and assess the legality of the content (%)**

		Totally agree	Tend to agree	Tend to disagree	Totally disagree	Don't know	Total 'Agree'	Total 'Disagree'
EU28		58	28	5	4	5	86	9
BE		54	34	6	4	2	88	10
BG		54	25	6	8	7	79	14
CZ		49	35	9	3	4	84	12
DK		66	25	3	1	5	91	4
DE		55	23	10	6	6	78	16
EE		42	36	8	4	10	78	12
IE		56	32	4	4	4	88	8
EL		77	16	3	2	2	93	5
ES		65	25	4	3	3	90	7
FR		61	29	4	4	2	90	8
HR		49	34	4	5	8	83	9
IT		63	28	3	2	4	91	5
CY		86	9	1	3	1	95	4
LV		50	35	5	2	8	85	7
LT		47	31	7	4	11	78	11
LU		53	35	4	5	3	88	9
HU		55	30	5	3	7	85	8
MT		70	16	2	5	7	86	7
NL		54	34	7	3	2	88	10
AT		54	28	10	4	4	82	14
PL		52	36	5	3	4	88	8
PT		64	21	4	4	7	85	8
RO		64	18	2	4	12	82	6
SI		49	36	7	2	6	85	9
SK		53	31	7	5	4	84	12
FI		31	53	9	1	6	84	10
SE		66	21	4	3	6	87	7
UK		53	34	4	3	6	87	7






























**Q10.2** Do you agree or disagree with each of the following statements?

**Internet hosting services should immediately remove content flagged as illegal by organisations with proven expertise on the topic (%)**

		Totally agree	Tend to agree	Tend to disagree	Totally disagree	Don't know	Total 'Agree'	Total 'Disagree'
EU28		59	26	6	4	5	85	10
BE		57	30	6	4	3	87	10
BG		60	24	5	5	6	84	10
CZ		46	36	9	5	4	82	14
DK		63	25	5	3	4	88	8
DE		64	23	6	3	4	87	9
EE		54	27	6	4	9	81	10
IE		66	24	4	3	3	90	7
EL		73	16	3	4	4	89	7
ES		68	19	5	5	3	87	10
FR		49	32	9	7	3	81	16
HR		58	25	4	3	10	83	7
IT		59	29	6	2	4	88	8
CY		86	7	2	4	1	93	6
LV		52	31	8	3	6	83	11
LT		58	24	5	4	9	82	9
LU		46	36	10	6	2	82	16
HU		56	29	5	3	7	85	8
MT		78	10	3	5	4	88	8
NL		61	27	7	3	2	88	10
AT		65	22	5	4	4	87	9
PL		54	32	6	4	4	86	10
PT		65	20	3	4	8	85	7
RO		68	16	2	4	10	84	6
SI		67	23	5	2	3	90	7
SK		51	32	8	5	4	83	13
FI		34	48	11	2	5	82	13
SE		61	23	5	6	5	84	11
UK		60	27	4	3	6	87	7






























**Q10.3** Do you agree or disagree with each of the following statements?

**Internet hosting services should immediately remove content flagged as illegal by public or law enforcement authorities (%)**

		Totally agree	Tend to agree	Tend to disagree	Totally disagree	Don't know	Total 'Agree'	Total 'Disagree'
EU28		69	21	4	3	3	90	7
BE		62	26	5	4	3	88	9
BG		63	21	5	5	6	84	10
CZ		60	27	6	4	3	87	10
DK		73	18	5	1	3	91	6
DE		76	15	4	2	3	91	6
EE		59	25	5	4	7	84	9
IE		70	22	3	3	2	92	6
EL		76	15	3	4	2	91	7
ES		73	17	5	3	2	90	8
FR		62	25	6	5	2	87	11
HR		58	25	5	4	8	83	9
IT		75	19	3	1	2	94	4
CY		88	6	2	2	2	94	4
LV		59	26	6	3	6	85	9
LT		55	24	7	4	10	79	11
LU		53	33	7	5	2	86	12
HU		60	24	6	3	7	84	9
MT		78	11	3	5	3	89	8
NL		67	24	6	2	1	91	8
AT		71	19	4	3	3	90	7
PL		56	32	6	3	3	88	9
PT		73	16	3	3	5	89	6
RO		69	16	2	3	10	85	5
SI		73	18	5	2	2	91	7
SK		51	30	9	5	5	81	14
FI		57	34	6	0	3	91	6
SE		74	16	3	4	3	90	7
UK		68	21	3	3	5	89	6

**Q10.4** Do you agree or disagree with each of the following statements?

**When the Internet hosting service removes content uploaded by a user, the user should be able to appeal the decision (%)**

		Totally agree	Tend to agree	Tend to disagree	Totally disagree	Don't know	Total 'Agree'	Total 'Disagree'
EU28		38	37	10	9	6	75	19
BE		28	40	15	13	4	68	28
BG		43	33	6	10	8	76	16
CZ		34	44	10	6	6	78	16
DK		49	31	7	7	6	80	14
DE		40	31	12	10	7	71	22
EE		47	31	5	5	12	78	10
IE		33	43	9	11	4	76	20
EL		45	30	8	10	7	75	18
ES		45	35	8	8	4	80	16
FR		32	39	11	14	4	71	25
HR		39	37	7	7	10	76	14
IT		29	43	13	8	7	72	21
CY		46	22	9	19	4	68	28
LV		34	43	9	4	10	77	13
LT		41	35	6	5	13	76	11
LU		32	45	8	12	3	77	20
HU		37	36	10	6	11	73	16
MT		52	18	6	15	9	70	21
NL		38	38	10	9	5	76	19
AT		36	36	13	10	5	72	23
PL		51	38	5	2	4	89	7
PT		46	31	6	8	9	77	14
RO		51	24	4	8	13	75	12
SI		47	30	10	8	5	77	18
SK		34	41	13	7	5	75	20
FI		20	52	16	5	7	72	21
SE		47	30	5	11	7	77	16
UK		33	41	10	9	7	74	19