	Weighted Total
All respondents:	**1350**
Q1. How do you usually access the internet?	
	1041
Smartphone	77%
	721
Tablet	53%
	945
PC or Mac	70%
	273
Games console	20%
	463
Smart TV	34%
	278
Internet connected devices in the home (e.g. smart lighting, Alexa, Google home, etc.)	21%
	59
I don't access the internet	4%
All those using the internet:	**1291**
Q3a. How often do you do each of the following things online? - Download apps on your smartphone/tablet	
	49
Daily	4%
	161
Weekly	12%
	424
Monthly	33%
	418
Less often	32%
	232
Never	18%
	7
Don't know	1%
All those using the internet:	**1291**
Q3b. How often do you do each of the following things online? -Use social media sites or apps e.g. Facebook, Instagram, Twitter	
	790
Daily	61%
	142
Weekly	11%

	Weighted Total
	32
Monthly	2%
	50
Less often	4%
	275
Never	21%
	2
Don't know	*
All those using the internet:	**1291**
Q3c. How often do you do each of the following things online? -Use online banking	
	309
Daily	24%
	484
Weekly	37%
	154
Monthly	12%
	38
Less often	3%
	307
Never	24%
	1
Don't know	*
All those using the internet:	**1291**
Q3d. How often do you do each of the following things online? -Play online games	
	217
Daily	17%
	130
Weekly	10%
	62
Monthly	5%
	135
Less often	10%
	744
Never	58%
	3
Don't know	*
All those using the internet:	**1291**

	Weighted Total
Q3e. How often do you do each of the following things online? - Purchase items online, excluding music and film downloads	
	77
Daily	6%
	427
Weekly	33%
	421
Monthly	33%
	220
Less often	17%
	141
Never	11%
	4
Don't know	*
All who are employed:	**803**
Q3f. How often do you do each of the following things online? -Use your work provided devices for personal use	
	190
Daily	24%
	74
Weekly	9%
	22
Monthly	3%
	43
Less often	5%
	428
Never	53%
	30
Don't know	4%
All respondents:	**1350**
Q5. How high or low a priority is cyber security to you? Would you say it is...	
	670
Very high priority	50%
	406
Fairly high priority	30%
	162
Medium priority	12%
	56
Fairly low priority	4%

	Weighted Total
	48
Very low priority	4%
	8
Don't know	1%
	1076
Very/ fairly high Priority	80%
	104
Fairly/ very low Priority	8%
	972
Net priority	72%
All respondents:	**1350**

Q6. Overall, how much, if anything, would you say you know about how best to protect yourself from harmful cyber activity?

	202
A great deal	15%
	722
A fair amount	53%
	316
Not very much	23%
	101
Nothing at all	7%
	10
Don't know	1%
	923
Great deal/fair amount	68%
	417
Not very much/nothing	31%
	507
Net great deal	38%
All respondents:	**1350**

Q7. Thinking about staying secure online. What, if anything, do you do to protect yourself from harmful cyber activity?

	78
Lock devices (laptop, smartphones)	6%
	264
Use strong passwords	20%
	126
Dont use the same passwords across accounts	9%

	Weighted Total
	35
Back up my data	3%
	101
Dont share passwords or PINs	7%
	80
Install the latest software and app updates	6%
	572
Use anti-virus software	42%
	55
Use a VPN	4%
	178
Use a firewall on your laptop/desktop	13%
	24
Use a password manager	2%
Use two-factor authentication (2FA)/ multi-factor authentication/ text message verification	29 2%
	276
Dont click on links in emails from unknown senders	20%
	87
Dont download and run unknown files from the web	6%
	113
Change password regularly	8%
	66
Dont enter credit card details into unknown websites	5%
	132
Look out for the padlock on websites	10%
	42
Dont write down passwords	3%
	13
Anti-malware / spyware software	1%
	15
Be careful / cautious / aware / wary online	1%
	85
Check authenticity / security of websites / only visit known / trusted sites	6%
	2
Check bank account / statements / regularly	*
	8
Clear / delete browsing history	1%
	2
Clear / delete cookies	*
	7
Cover / don`t use webcam	*
	5
Don`t answer / be wary of suspect telephone calls	*

	Weighted Total
	5
Don`t connect with people you don`t know / on social media	*
	9
Don`t do internet / online banking	1%
	13
Don`t go online / use the internet / computer / much	1%
	3
Don`t save / store card details	*
	12
Don`t save / store passwords	1%
	39
Don`t share / give away private / personal information	3%
	2
Don`t share device / computer	*
	1
Don`t use mobile phone for banking / shopping / going online	*
	9
Don`t use public networks / use online banking on open networks	1%
	3
Don`t use social media	*
	2
Don`t use Windows	*
	24
Internet / online security companies / providers	2%
	22
Managing privacy settings	2%
	26
Online security / protection	2%
	14
Parental controls / protect children`s access	1%
	9
Phishing emails / how to spot / stop	1%
	6
Regular scans / scan for viruses	*
	12
Secure internet / network / wifi	1%
	12
Somebody else looks after this / advises me	1%
	7
Spam / filters / reporting spam	1%
	5
Use a credit card / separate card for online shopping	*
	13
Use ad blocker / pop-up blocker	1%
	10
Use Apple products	1%

	Weighted Total
	5
Use common sense	*
	6
Use encryption / encrypt emails	*
	10
Use PayPal	1%
	6
Work / work training	*
	97
Other	7%
	14
There isnt much I can do	1%
	118
Nothing	9%
	70
Dont know	5%
All respondents:	**1350**

Q8. Have you ever been the victim of cyber-crime or harmful cyber activity online?

	952
No	70%
	234
Yes, once	17%
	115
Yes, 2-3 times	9%
	18
Yes, 4-5 times	1%
	20
Yes, more than 5 times	1%
	10
Don't know	1%
All respondents:	**388**

Q9. If so, did you report it, and to whom?

	28
Yes - to the Police	7%
	14
Yes - to Action Fraud	4%
	3
Yes - to the National Cyber Security Centre (NCSC)	1%
	103
Yes - to my bank	27%

	Weighted Total
	19
Yes - to my Internet Service Provider (ISP) (e.g. Virgin, Sky, BT)	5%
	14
Yes - to the online retailer (eBay, Amazon etc.)	4%
	17
Yes - to my Credit Card Provider	4%
	5
Yes - to Facebook / Social Media Provider	1%
	3
Yes - to my Email provider	1%
	6
Yes - Paypal	1%
	5
Yes - Place at work	1%
	4
Yes - google / internet	1%
	3
Yes - Gaming Company	1%
	1
Yes - HMRC	*
	4
It was reported to me	1%
	1
Don`t know	*
	30
Other	8%
	130
No, I did not report it	34%
All respondents:	**1350**

Q10a. To what extent, if at all, do you agree or disagree with the following statements? -I find it easy to be secure when I am online

	243
Strongly agree	18%
	635
Tend to agree	47%
	181
Neither agree nor disagree	13%
	151
Tend to disagree	11%
	66
Strongly disagree	5%

	Weighted Total
	73
Don't know	5%
	1
Prefer not to say	*
	878
Strongly/ tend to agree	65%
	216
Strongly/ tend to disagree	16%
	662
Net agree	49%
All respondents:	**1350**

Q10b. To what extent, if at all, do you agree or disagree with the following statements? -Most information on how to be secure online is confusing

	244
Strongly agree	18%
	384
Tend to agree	28%
	189
Neither agree nor disagree	14%
	344
Tend to disagree	26%
	132
Strongly disagree	10%
	56
Don't know	4%
	1
Prefer not to say	*
	628
Strongly/ tend to agree	47%
	476
Strongly/ tend to disagree	35%
	152
Net agree	11%
All respondents:	**1350**

Q10d. To what extent, if at all, do you agree or disagree with the following statements? -It is too expensive to fully protect myself online

	182
Strongly agree	13%

	Weighted Total
	187
Tend to agree	14%
	142
Neither agree nor disagree	11%
	356
Tend to disagree	26%
	369
Strongly disagree	27%
	114
Don't know	8%
	-
Prefer not to say	-
	369
Strongly/ tend to agree	27%
	725
Strongly/ tend to disagree	54%
	-356
Net agree	-26%
All respondents:	**1350**

Q10e. To what extent, if at all, do you agree or disagree with the following statements? -I rely on friends and family for help on cyber security

	234
Strongly agree	17%
	226
Tend to agree	17%
	99
Neither agree nor disagree	7%
	316
Tend to disagree	23%
	448
Strongly disagree	33%
	26
Don't know	2%
	-
Prefer not to say	-
	460
Strongly/ tend to agree	34%
	765
Strongly/ tend to disagree	57%
	-305
Net agree	-23%

	Weighted Total
All respondents:	**1350**
Q10h. To what extent, if at all, do you agree or disagree with the following statements? -It is my responsibility, no one else's, to make sure I am secure online	
	636
Strongly agree	47%
	410
Tend to agree	30%
	64
Neither agree nor disagree	5%
	142
Tend to disagree	10%
	83
Strongly disagree	6%
	13
Don't know	1%
	2
Prefer not to say	*
	1046
Strongly/ tend to agree	77%
	224
Strongly/ tend to disagree	17%
	822
Net agree	61%
All respondents:	**1350**
Q10i. To what extent, if at all, do you agree or disagree with the following statements? -I am unlikely to be a target of cyber crime	
	171
Strongly agree	13%
	214
Tend to agree	16%
	251
Neither agree nor disagree	19%
	344
Tend to disagree	25%
	316
Strongly disagree	23%
	52
Don't know	4%

	Weighted Total
	2
Prefer not to say	*
	385
Strongly/ tend to agree	29%
	660
Strongly/ tend to disagree	49%
	-275
Net agree	-20%
All respondents:	**1350**

Q10k. To what extent, if at all, do you agree or disagree with the following statements? -By staying secure online I can help defend the UK from cyber attacks

	256
Strongly agree	19%
	361
Tend to agree	27%
	253
Neither agree nor disagree	19%
	169
Tend to disagree	13%
	190
Strongly disagree	14%
	118
Don't know	9%
	3
Prefer not to say	*
	616
Strongly/ tend to agree	46%
	359
Strongly/ tend to disagree	27%
	257
Net agree	19%
All respondents:	**1350**

Q10l. To what extent, if at all, do you agree or disagree with the following statements? -Friends or family members rely on me to keep them secure online

	212
Strongly agree	16%

	Weighted Total
	259
Tend to agree	19%
	136
Neither agree nor disagree	10%
	323
Tend to disagree	24%
	386
Strongly disagree	29%
	28
Don't know	2%
	6
Prefer not to say	*
	470
Strongly/ tend to agree	35%
	709
Strongly/ tend to disagree	53%
	-238
Net agree	-18%
All respondents:	**1350**

Q10m. To what extent, if at all, do you agree or disagree with the following statements? -Falling victim to cyber crime is something that worries me

	420
Strongly agree	31%
	425
Tend to agree	31%
	123
Neither agree nor disagree	9%
	246
Tend to disagree	18%
	108
Strongly disagree	8%
	27
Don't know	2%
	-
Prefer not to say	-
	845
Strongly/ tend to agree	63%
	354
Strongly/ tend to disagree	26%
	491
Net agree	36%

	Weighted Total
All respondents:	**1350**
Q10n. To what extent, if at all, do you agree or disagree with the following statements? -Losing money or personal details over the internet is unavoidable these days	
	196
Strongly agree	15%
	299
Tend to agree	22%
	114
Neither agree nor disagree	8%
	413
Tend to disagree	31%
	275
Strongly disagree	20%
	53
Don't know	4%
	-
Prefer not to say	-
	495
Strongly/ tend to agree	37%
	688
Strongly/ tend to disagree	51%
	-193
Net agree	-14%
All respondents:	**1350**
Q10o. To what extent, if at all, do you agree or disagree with the following statements? -I only shop online with brands who I trust to keep me safe online	
	654
Strongly agree	48%
	349
Tend to agree	26%
	75
Neither agree nor disagree	6%
	133
Tend to disagree	10%
	52
Strongly disagree	4%
	80
Don't know	6%

	Weighted Total
	8
Prefer not to say	1%
	1003
Strongly/ tend to agree	74%
	185
Strongly/ tend to disagree	14%
	818
Net agree	61%
All respondents:	**1350**

Q10q. To what extent, if at all, do you agree or disagree with the following statements? -I presume my device is automatically secure

	182
Strongly agree	13%
	332
Tend to agree	25%
	67
Neither agree nor disagree	5%
	323
Tend to disagree	24%
	412
Strongly disagree	31%
	35
Don't know	3%
	*
Prefer not to say	*
	514
Strongly/ tend to agree	38%
	735
Strongly/ tend to disagree	54%
	-221
Net agree	-16%
All respondents:	**1350**

Q12a. How regularly, if at all, do you do the following? -Manually lock screen or set computer screen to automatically lock when stepping away

	663
Always	49%
	156
Often	12%

	Weighted Total
	84
Sometimes	6%
	65
Rarely	5%
	309
Never	23%
	61
Doesn't apply to me	5%
	11
Don't know	1%
	819
Always/ often	61%
	374
Rarely/ never	28%
	445
Net regularly	33%
All respondents:	**1350**

Q12b. How regularly, if at all, do you do the following? -Use password/passcode/PIN to unlock smartphones or tablets

	951
Always	70%
	72
Often	5%
	61
Sometimes	5%
	45
Rarely	3%
	144
Never	11%
	70
Doesn't apply to me	5%
	5
Don't know	*
	1023
Always/ often	76%
	190
Rarely/ never	14%
	833
Net regularly	62%
All respondents:	**1350**

	Weighted Total
Q12c. How regularly, if at all, do you do the following? -Use a strong and separate password for main email account	
	749
Always	55%
	163
Often	12%
	109
Sometimes	8%
	95
Rarely	7%
	141
Never	10%
	65
Doesn't apply to me	5%
	28
Don't know	2%
	912
Always/ often	68%
	236
Rarely/ never	18%
	676
Net regularly	50%
All respondents:	**1350**
Q12d. How regularly, if at all, do you do the following? -Install the latest software and app updates once you notice that they are available	
	615
Always	46%
	233
Often	17%
	211
Sometimes	16%
	85
Rarely	6%
	155
Never	11%
	47
Doesn't apply to me	3%
	4
Don't know	*

	Weighted Total
	848
Always/ often	63%
	240
Rarely/ never	18%
	608
Net regularly	45%
All respondents:	**1350**

Q12e. How regularly, if at all, do you do the following? -Turn on and use two-factor authentication (2FA) for your main email account.

	331
Always	25%
	136
Often	10%
	144
Sometimes	11%
	115
Rarely	8%
	495
Never	37%
	58
Doesn't apply to me	4%
	71
Don't know	5%
	467
Always/ often	35%
	609
Rarely/ never	45%
	-142
Net regularly	-11%
All respondents:	**1350**

Q12f. How regularly, if at all, do you do the following? -Back up your most important data

	389
Always	29%
	265
Often	20%
	228
Sometimes	17%
	173
Rarely	13%

	Weighted Total
	232
Never	17%
	53
Doesn't apply to me	4%
	11
Don't know	1%
	653
Always/ often	48%
	405
Rarely/ never	30%
	248
Net regularly	18%
All respondents:	**1350**

Q12g. How regularly, if at all, do you do the following? -Save passwords using a password manager on smartphone or tablet.

	196
Always	14%
	100
Often	7%
	132
Sometimes	10%
	120
Rarely	9%
	715
Never	53%
	69
Doesn't apply to me	5%
	18
Don't know	1%
	295
Always/ often	22%
	835
Rarely/ never	62%
	-540
Net regularly	-40%
All respondents:	**1350**

Q12h. How regularly, if at all, do you do the following? -Save passwords for websites when given the option in the web browser (i.e. Google, Firefox, etc).

	Weighted Total
	182
Always	13%
	158
Often	12%
	233
Sometimes	17%
	158
Rarely	12%
	567
Never	42%
	42
Doesn't apply to me	3%
	11
Don't know	1%
	339
Always/ often	25%
	724
Rarely/ never	54%
	-385
Net regularly	-29%
All respondents:	**1350**

Q12i. How regularly, if at all, do you do the following? -Report any phishing emails by hitting the Spam or 'report phishing' button

	281
Always	21%
	132
Often	10%
	212
Sometimes	16%
	196
Rarely	14%
	436
Never	32%
	60
Doesn't apply to me	4%
	32
Don't know	2%
	413
Always/ often	31%
	632
Rarely/ never	47%

	Weighted Total
	-219
Net regularly	-16%
All respondents:	**1350**

Q12j. How regularly, if at all, do you do the following? -Check emails, texts or social media messages, including those from known contacts, to see whether they are genuine

	479
Always	35%
	254
Often	19%
	218
Sometimes	16%
	119
Rarely	9%
	205
Never	15%
	50
Doesn't apply to me	4%
	25
Don't know	2%
	733
Always/ often	54%
	324
Rarely/ never	24%
	409
Net regularly	30%
All respondents:	**1350**

Q12a_1. How likely, if at all, do you think it is that the following will happen to you online over the next couple of years due to cyber crime? - Having money stolen which is then reimbursed

	115
Very likely	9%
	446
Fairly likely	33%
	518
Not very likely	38%
	200
Not at all likely	15%

	Weighted Total
	24
Not applicable	2%
	47
Don't know	3%
	561
Very/ fairly likely	42%
	718
Not very/ not at all likely	53%
	-157
Net likely	-12%
All respondents:	**1350**

Q12a_2. How likely, if at all, do you think it is that the following will happen to you online over the next couple of years due to cyber crime? - Having money stolen which is not reimbursed

	101
Very likely	7%
	267
Fairly likely	20%
	587
Not very likely	43%
	306
Not at all likely	23%
	23
Not applicable	2%
	66
Don't know	5%
	367
Very/ fairly likely	27%
	893
Not very/ not at all likely	66%
	-526
Net likely	-39%
All respondents:	**1350**

Q12a_3. How likely, if at all, do you think it is that the following will happen to you online over the next couple of years due to cyber crime? - Apps on your devices such as Uber, Deliveroo or Instagram being accessed without your consent

	Weighted Total
	107
Very likely	8%
	302
Fairly likely	22%
	390
Not very likely	29%
	294
Not at all likely	22%
	215
Not applicable	16%
	43
Don't know	3%
	409
Very/ fairly likely	30%
	684
Not very/ not at all likely	51%
	-275
Net likely	-20%
All respondents:	**1350**

Q12a_4. How likely, if at all, do you think it is that the following will happen to you online over the next couple of years due to cyber crime? - Losing access to your accounts such as your backups or cloud storage

	69
Very likely	5%
	220
Fairly likely	16%
	555
Not very likely	41%
	301
Not at all likely	22%
	127
Not applicable	9%
	78
Don't know	6%
	289
Very/ fairly likely	21%
	856
Not very/ not at all likely	63%
	-567
Net likely	-42%

	Weighted Total
All respondents:	**1350**
Q12a_5. How likely, if at all, do you think it is that the following will happen to you online over the next couple of years due to cyber crime? - Personal information such as photos being accessed in an unauthorised way	
	131
Very likely	10%
	276
Fairly likely	20%
	530
Not very likely	39%
	311
Not at all likely	23%
	55
Not applicable	4%
	48
Don't know	4%
	406
Very/ fairly likely	30%
	841
Not very/ not at all likely	62%
	-434
Net likely	-32%
All respondents:	**1350**
Q12a_6. How likely, if at all, do you think it is that the following will happen to you online over the next couple of years due to cyber crime? - Personal information such as photos being stolen and access denied until a ransom is paid	
	51
Very likely	4%
	110
Fairly likely	8%
	595
Not very likely	44%
	484
Not at all likely	36%
	51
Not applicable	4%

	Weighted Total
	59
Don't know	4%
	162
Very/ fairly likely	12%
	1079
Not very/ not at all likely	80%
	-917
Net likely	-68%
All respondents:	**1350**

Q12a_7. How likely, if at all, do you think it is that the following will happen to you online over the next couple of years due to cyber crime? - Having a power cut in your home because your energy company has suffered a cyber attack

	88
Very likely	7%
	308
Fairly likely	23%
	595
Not very likely	44%
	234
Not at all likely	17%
	6
Not applicable	*
	119
Don't know	9%
	395
Very/ fairly likely	29%
	829
Not very/ not at all likely	61%
	-434
Net likely	-32%
All respondents:	**1126**

Q12b_1. How big an impact would the following have on you personally if they did happen?...Having money stolen which is then reimbursed

	280
Very big impact	25%
	494
Fairly big impact	44%

	Weighted Total
	263
Not very big impact	23%
	65
No impact at all	6%
	6
Not applicable	1%
	18
Don't know	2%
	775
Very big/ fairly big impact	69%
	328
Not very big/ no impact	29%
	447
Net impactful	40%
All respondents:	**1021**

Q12b_2. How big an impact would the following have on you personally if they did happen? -Having money stolen which is not reimbursed

	732
Very big impact	72%
	202
Fairly big impact	20%
	54
Not very big impact	5%
	16
No impact at all	2%
	7
Not applicable	1%
	9
Don't know	1%
	934
Very big/ fairly big impact	91%
	70
Not very big/ no impact	7%
	864
Net impactful	85%
All respondents:	**841**

Q12b_3. How big an impact would the following have on you personally if they did happen? -Apps on your devices such as Uber, Deliveroo or Instagram being accessed without your consent

	Weighted Total
	151
Very big impact	18%
	282
Fairly big impact	34%
	293
Not very big impact	35%
	87
No impact at all	10%
	23
Not applicable	3%
	6
Don't know	1%
	433
Very big/ fairly big impact	51%
	379
Not very big/ no impact	45%
	53
Net impactful	6%
All respondents:	**922**

Q12b_4. How big an impact would the following have on you personally if they did happen? -Losing access to your accounts such as your backups or cloud storage

	332
Very big impact	36%
	328
Fairly big impact	36%
	169
Not very big impact	18%
	63
No impact at all	7%
	18
Not applicable	2%
	11
Don't know	1%
	661
Very big/ fairly big impact	72%
	232
Not very big/ no impact	25%
	429
Net impactful	47%
All respondents:	**984**

	Weighted Total
Q12b_5. How big an impact would the following have on you personally if they did happen? -Personal information such as photos being ACCESSED in an unauthorised way	
	308
Very big impact	31%
	298
Fairly big impact	30%
	274
Not very big impact	28%
	85
No impact at all	9%
	6
Not applicable	1%
	12
Don't know	1%
	606
Very big/ fairly big impact	62%
	360
Not very big/ no impact	37%
	246
Net impactful	25%
All respondents:	**816**
Q12b_6. How big an impact would the following have on you personally if they did happen? -Personal information such as photos being STOLEN and access denied until a ransom is paid	
	362
Very big impact	44%
	176
Fairly big impact	22%
	163
Not very big impact	20%
	89
No impact at all	11%
	19
Not applicable	2%
	8
Don't know	1%
	537
Very big/ fairly big impact	66%

	Weighted Total
	252
Not very big/ no impact	31%
	285
Net impactful	35%
All respondents:	**1110**

Q12b_7. How big an impact would the following have on you personally if they did happen? -Having a power cut in your home because your energy company has suffered a cyber attack

	508
Very big impact	46%
	341
Fairly big impact	31%
	160
Not very big impact	14%
	65
No impact at all	6%
	5
Not applicable	*
	31
Don't know	3%
	849
Very big/ fairly big impact	76%
	225
Not very big/ no impact	20%
	623
Net impactful	56%
All respondents:	**1350**

Q12c_1. To what extent, if at all, do you think about the following things when going online? -Protecting my own privacy

	695
Think about it a lot	51%
	441
Think about it sometimes	33%
	170
Never think about it	13%
	39
Not applicable	3%
	5
Don't know	*

	Weighted Total
All respondents:	**1350**
Q12c_2. To what extent, if at all, do you think about the following things when going online? -Avoiding money being stolen	
	702
Think about it a lot	52%
	399
Think about it sometimes	30%
	190
Never think about it	14%
	52
Not applicable	4%
	7
Don't know	1%
All respondents:	**1350**
Q12c_3. To what extent, if at all, do you think about the following things when going online? -Avoiding embarrassment	
	316
Think about it a lot	23%
	386
Think about it sometimes	29%
	599
Never think about it	44%
	35
Not applicable	3%
	15
Don't know	1%
All respondents:	**1350**
Q12c_4. To what extent, if at all, do you think about the following things when going online? -Protecting my friends and family	
	516
Think about it a lot	38%
	460
Think about it sometimes	34%
	333
Never think about it	25%

	Weighted Total
	38
Not applicable	3%
	2
Don't know	*
All respondents:	**1350**

Q12c_7. To what extent, if at all, do you think about the following things when going online? -Avoiding losing photos

	260
Think about it a lot	19%
	403
Think about it sometimes	30%
	617
Never think about it	46%
	63
Not applicable	5%
	7
Don't know	1%
All respondents:	**1350**

Q12c_8. To what extent, if at all, do you think about the following things when going online? -Avoiding being bullied online

	143
Think about it a lot	11%
	190
Think about it sometimes	14%
	950
Never think about it	70%
	62
Not applicable	5%
	3
Don't know	*
All respondents:	**803**

Q12c_9. To what extent, if at all, do you think about the following things when going online? -Protecting my organisations reputation

	317
Think about it a lot	40%
	231
Think about it sometimes	29%

	Weighted Total
	228
Never think about it	28%
	21
Not applicable	3%
	5
Don't know	1%
All respondents:	**733**

Q12c_10. To what extent, if at all, do you think about the following things when going online? -Avoiding any impact on the online security of my employer

	301
Think about it a lot	41%
	179
Think about it sometimes	24%
	220
Never think about it	30%
	32
Not applicable	4%
	1
Don't know	*
All respondents:	**1350**

Q12c_11. To what extent, if at all, do you think about the following things when going online? -Avoiding any potential wider impact on other people and organisations

	251
Think about it a lot	19%
	425
Think about it sometimes	31%
	620
Never think about it	46%
	44
Not applicable	3%
	11
Don't know	1%
All respondents:	**1350**

	Weighted Total
Q13_1. There are various ways in which people may be encouraged to take steps to make themselves more secure online. How effective do you think each of the following things would be in making you take more action yourself? Feedback on screen when you have taken a positive step to being secure online	
	288
Very effective	21%
	648
Fairly effective	48%
	231
Not very effective	17%
	125
Not at all effective	9%
	58
Don't know/not sure	4%
	936
Very/ fairly effective	69%
	356
Not very/ not at all effective	26%
	581
Net effective	43%
All respondents:	**1350**
Q13_2. There are various ways in which people may be encouraged to take steps to make themselves more secure online. How effective do you think each of the following things would be in making you take more action yourself? More 'real world' examples of the consequences of not being secure online	
	465
Very effective	34%
	549
Fairly effective	41%
	171
Not very effective	13%
	96
Not at all effective	7%

	Weighted Total
	70
Don't know/not sure	5%
	1014
Very/ fairly effective	75%
	266
Not very/ not at all effective	20%
	748
Net effective	55%
All respondents:	**1350**

Q13_3. There are various ways in which people may be encouraged to take steps to make themselves more secure online. How effective do you think each of the following things would be in making you take more action yourself? Easier to use settings on devices

	617
Very effective	46%
	480
Fairly effective	36%
	120
Not very effective	9%
	65
Not at all effective	5%
	68
Don't know/not sure	5%
	1097
Very/ fairly effective	81%
	184
Not very/ not at all effective	14%
	913
Net effective	68%
All respondents:	**1350**

Q13_4. There are various ways in which people may be encouraged to take steps to make themselves more secure online. How effective do you think each of the following things would be in making you take more action yourself? If banks and others did not repay money which had been stolen

	634
Very effective	47%

	Weighted Total
	276
Fairly effective	20%
	176
Not very effective	13%
	189
Not at all effective	14%
	74
Don't know/not sure	6%
	910
Very/ fairly effective	67%
	366
Not very/ not at all effective	27%
	544
Net effective	40%
All respondents:	**1350**

Q13_5. There are various ways in which people may be encouraged to take steps to make themselves more secure online. How effective do you think each of the following things would be in making you take more action yourself? If there was the opportunity to speak to someone face-to-face

	619
Very effective	46%
	431
Fairly effective	32%
	177
Not very effective	13%
	87
Not at all effective	6%
	36
Don't know/not sure	3%
	1050
Very/ fairly effective	78%
	264
Not very/ not at all effective	20%
	785
Net effective	58%
All respondents:	**1350**

	Weighted Total
Q13_6. There are various ways in which people may be encouraged to take steps to make themselves more secure online. How effective do you think each of the following things would be in making you take more action yourself? If there was the opportunity to speak to someone over the telephone or online chat	
	366
Very effective	27%
	566
Fairly effective	42%
	248
Not very effective	18%
	132
Not at all effective	10%
	38
Don't know/not sure	3%
	932
Very/ fairly effective	69%
	380
Not very/ not at all effective	28%
	552
Net effective	41%
All respondents:	**1350**
Q13_7. There are various ways in which people may be encouraged to take steps to make themselves more secure online. How effective do you think each of the following things would be in making you take more action yourself? Being regularly reminded to be secure online via email/online	
	318
Very effective	24%
	494
Fairly effective	37%
	337
Not very effective	25%
	162
Not at all effective	12%
	39
Don't know/not sure	3%

	Weighted Total
	812
Very/ fairly effective	60%
	499
Not very/ not at all effective	37%
	313
Net effective	23%
All respondents:	**1350**

Q13_8. There are various ways in which people may be encouraged to take steps to make themselves more secure online. How effective do you think each of the following things would be in making you take more action yourself? If IT providers and platforms built in automatic security measures

	794
Very effective	59%
	370
Fairly effective	27%
	67
Not very effective	5%
	53
Not at all effective	4%
	66
Don't know/not sure	5%
	1164
Very/ fairly effective	86%
	120
Not very/ not at all effective	9%
	1043
Net effective	77%
All respondents:	**1350**

Q13_9. There are various ways in which people may be encouraged to take steps to make themselves more secure online. How effective do you think each of the following things would be in making you take more action yourself? Seeing/hearing about large-scale cyber-attacks or data breaches in the news

	508
Very effective	38%

	Weighted Total
	509
Fairly effective	38%
	198
Not very effective	15%
	90
Not at all effective	7%
	45
Don't know/not sure	3%
	1017
Very/ fairly effective	75%
	288
Not very/ not at all effective	21%
	729
Net effective	54%
All respondents:	**733**

Q13_10. There are various ways in which people may be encouraged to take steps to make themselves more secure online. How effective do you think each of the following things would be in making you take more action yourself? Employer providing advice or training at work

	345
Very effective	47%
	263
Fairly effective	36%
	54
Not very effective	7%
	39
Not at all effective	5%
	31
Don't know/not sure	4%
	608
Very/ fairly effective	83%
	93
Not very/ not at all effective	13%
	514
Net effective	70%
All respondents:	**1350**

	Weighted Total
Q13a_1. How reliant, if at all, are you on other people for the following things -Getting advice and information on how to be secure online	
	204
Fully reliant on others	15%
	597
Party reliant on others	44%
	529
Not reliant at all	39%
	19
Don't know	1%
	802
Fully or partly reliant on others	59%
	529
Not reliant at all	39%
All respondents:	**1350**
Q13a_2. How reliant, if at all, are you on other people for the following things -Creating online accounts for me	
	113
Fully reliant on others	8%
	211
Party reliant on others	16%
	977
Not reliant at all	72%
	49
Don't know	4%
	325
Fully or partly reliant on others	24%
	977
Not reliant at all	72%
All respondents:	**1350**
Q13a_3. How reliant, if at all, are you on other people for the following things -Checking the security settings on my devices	
	189
Fully reliant on others	14%
	321
Party reliant on others	24%
	810
Not reliant at all	60%

	Weighted Total
	30
Don't know	2%
	510
Fully or partly reliant on others	38%
	810
Not reliant at all	60%
All respondents:	**802**

Q14a. And can you tell me where or who would you typically go to for the following things you mentioned? Getting advice and information on how to be secure online

	67
My partner	8%
	16
A parent	2%
	36
A sibling	5%
	3
Children under the age of 16	*
	123
Children over the age of 16	15%
	52
Other relative	7%
	103
Friend	13%
	82
Work colleague	10%
	1
National Cyber Security Centre (NCSC)	*
	2
Get Safe Online	*
	4
Cyber Aware	1%
	3
Gov.uk	*
	1
Cyber Essentials	*
	3
Media - newspapers, magazines, online news sites, TV, radio	*
	1
Social media e.g. Twitter, Facebook, LinkedIn	*
	1
Law enforcement/the Police websites	*

	Weighted Total
	11
My bank	1%
	15
Retailers (e.g. online shopping)	2%
	16
Technology companies (e.g. Apple, O2)	2%
	4
Blogs or articles online	1%
	126
Google or other search engine	16%
	1
YouTube	*
	7
Places of education (e.g. schools)	1%
	7
Broadband provider	1%
	6
IT Company / Local IT Company	1%
	11
IT Department at work	1%
	8
IT professional / specialist / person	1%
	3
IT engineer / engineer	*
	1
Independent IT Consultant	*
	8
Internet security provider e.g. Norton, AVG	1%
	5
Library	1%
	2
Myself	*
	18
Online	2%
	1
Outsourced IT provider	*
	*
Private consultant	*
	2
Provider (not specified)	*
	1
Security company	*
	1
Software Supplier / provider	*
	6
Work place	1%

	Weighted Total
	22
Other	3%
	13
None - would never look for information/advice	2%
	21
Dont know	3%
All respondents:	**325**

Q14b. And can you tell me where or who would you typically go to for the following things you mentioned? Creating online accounts for me

	36
My partner	11%
	4
A parent	1%
	4
A grandparent	1%
	23
A sibling	7%
	2
Children under the age of 16	1%
	70
Children over the age of 16	22%
	19
Other relative	6%
	47
Friend	14%
	18
Work colleague	6%
	*
Get Safe Online	*
	1
Law enforcement/the Police websites	*
	5
My bank	2%
	1
Retailers (e.g. online shopping)	*
	1
Technology companies (e.g. Apple, O2)	*
	16
Google or other search engine	5%
	1
Places of education (e.g. schools)	*

	Weighted Total
	2
Broadband provider	1%
	*
IT Company / Local IT Company	*
	2
IT Department at work	1%
	4
IT professional / specialist / person	1%
	1
Library	*
	7
Myself	2%
	2
Online	1%
	1
Outsourced IT provider	*
	*
Private consultant	*
	2
Provider (not specified)	*
	1
Work place	*
	7
Other	2%
	38
None - would never look for information/advice	12%
	12
Dont know	4%
All respondents:	**510**

Q14c. And can you tell me where or who would you typically go to for the following things you mentioned? Checking the security settings on my devices

	70
My partner	14%
	10
A parent	2%
	37
A sibling	7%
	3
Children under the age of 16	1%
	98
Children over the age of 16	19%

	Weighted Total
	30
Other relative	6%
	75
Friend	15%
	30
Work colleague	6%
	1
Get Safe Online	*
	4
Social media e.g. Twitter, Facebook, LinkedIn	1%
	1
Law enforcement/the Police websites	*
	7
Retailers (e.g. online shopping)	1%
	11
Technology companies (e.g. Apple, O2)	2%
	*
Blogs or articles online	*
	25
Google or other search engine	5%
	1
Places of education (e.g. schools)	*
	3
Broadband provider	1%
	5
IT Company / Local IT Company	1%
	5
IT Department at work	1%
	9
IT professional / specialist / person	2%
	1
IT engineer / engineer	*
	1
Independent IT Consultant	*
	1
Internet security provider e.g. Norton, AVG	*
	7
Myself	1%
	8
Online	2%
	1
Outsourced IT provider	*
	*
Private consultant	*
	2
Provider (not specified)	*

	Weighted Total
	1
Security company	*
	3
Software Supplier / provider	1%
	1
Work place	*
	10
Other	2%
	24
None - would never look for information/advice	5%
	29
Dont know	6%
All who are employed:	**803**
Q19. How high or low a priority is cyber security to your organisation/your work? Would you say it is...	
	518
Very high priority	65%
	94
Fairly high priority	12%
	57
Medium Priority	7%
	26
Fairly low priority	3%
	70
Very low priority	9%
	37
Don't know	5%
	612
Very/ fairly high Priority	76%
	97
Fairly/ very low Priority	12%
	515
Net priority	64%
All employed/in education:	**881**
Q20. What, if anything, you have learned at work/ in education about how to stay secure online that you have incorporated into your home life?	
	59
Locking devices (laptop, smartphones)	7%
	137
Using strong passwords	16%

	Weighted Total
	57
Not using the same passwords across accounts	6%
	28
Backing up my data	3%
	48
Not sharing passwords or PINs	5%
	17
Installing the latest software and app updates	2%
	43
Using anti-virus software	5%
	11
Using a VPN	1%
	9
Using a firewall on your laptop/desktop	1%
	15
Using a password manager	2%
Using two-factor authentication (2FA)/ multi-factor authentication/ text message verification	28 3%
	140
Not to click on links in emails from unknown senders	16%
	26
Not to download and running unknown files from the web.	3%
	72
Changing password regularly	8%
	21
Not entering credit card details into unknown websites	2%
	22
Looking out for the padlock on websites	3%
	13
Not to write down passwords	1%
	21
Be careful / cautious / aware / wary online	2%
	15
Be careful on social media / don`t post / don`t give out information	2%
	3
Being careful when using online banking	*
	13
Check authenticity / security of websites / only visit known / trusted sites	2%
	5
Child protection	1%
	4
Cover the webcam	*
	17
Data protection / cyber security in general	2%

	Weighted Total
	33
Don`t share / give away private / personal information	4%
	10
Everything / most of it	1%
	14
Managing privacy settings	2%
	7
Not saving passwords	1%
	4
Spam / filters / reporting spam	*
	3
Training / courses / online courses	*
	11
Using encryption / encrypt emails	1%
	52
Something else (please specify)	6%
	354
I have not learned anything at work/ in education that I use at home	40%
	59
Dont know	7%
	2
No answer	*
All self-employed:	**70***

Q22. The Government is developing ways to make it easier and simpler for organisations like yours to protect themselves from cyber threats. Which of the following, if any, do you think are likely encourage you to take action?

	40
A financial incentive (e.g. a voucher, discount, or tax break)	57%
	42
Information on cyber security delivered online	60%
	33
Information on cyber security delivered face to face	46%
	41
The offer of support/ guidance when using another govt service (e.g. whilst paying your tax)	59%
	31
The requirement to meet a cyber security `standard` in order get funding (e.g. grants) from government	44%
	39
Free online cyber security training for staff	56%

	Weighted Total
	39
Guidance on how to ensure suppliers have cyber-security measures in place	56%
	33
If there were fines for lack of action	47%
	29
Having to report on your cyber security measures to customers	41%
[if applicable] having to report on your cyber security measures to shareholders/in your company`s annual report	15 21%
	36
Reduced insurance premiums	52%
	31
A cyber security rating scheme	44%
Reduced GDPR fines if you can show you have cyber security measures in place	35 49%
	2
Other	2%
	13
Don`t know	19%
All respondents:	**1350**
Codes	
	-
Prefer not to say	-
All respondents:	**1350**
D1. Chief Income Earner	
	773
Yes	57%
	525
No	39%
	52
Prefer not to say	4%
All who are employed:	**803**
D3. Area of work	
	15
A: Agriculture, forestry or fishing	2%
	29
BDE: Utilities or production	4%
	51
C: Manufacturing	6%
	75
F: Construction	9%

	Weighted Total
	85
G: Retail or wholesale (including vehicles)	11%
	28
H: Transport or storage	3%
	28
I: Food or hospitality	3%
	51
J: Information or communication	6%
	52
K: Finance or insurance	7%
	12
L: Real estate	2%
	32
M: Professional, scientific or technical	4%
	23
N: Administration	3%
	65
O: Public sector	8%
	70
P: Education	9%
	89
Q: Health, social care or social work	11%
	22
R: Arts or recreation	3%
	17
S: Service or membership organisations	2%
	17
Don't know	2%
	40
Prefer not to say	5%
All who are employed:	**803**
D4. Size of organisation?	
	150
1-9	19%
	94
10-49	12%
	114
50-249	14%
	354
250 or more	44%
	53
Don't know	7%
	37
Prefer not to say	5%

	Weighted Total
All respondents:	**1350**
D5. Ethnicity	
	1212
White (British/English/ Welsh/Scottish/Irish/ other white)	90%
	13
Mixed race	1%
	33
Asian or Asian British	2%
	31
Black or Black British	2%
	15
Other ethnic group	1%
	42
Prefer not to say	3%
	5
Don't know	*
All respondents:	**1350**
D6. Education	
	240
No qualifications: No formal academic or professional qualifications	18%
	205
GCSEs or equivalent (Level 1 or 2 qualifications): Including NVQ levels 1- 2, Foundation/Intermediate GNVQs, Standard or Intermediate grades in Scotland	15%
	49
Apprenticeship or vocational qualifications	4%
	329
A-levels or equivalent (Level 3 qualifications): Including NVQ level 3, Advanced GNVQ, Highers in Scotland	24%
	389
Degree level or above (Level 4 qualifications and above): Including Degree (eg BA, BSc), Higher Degree (eg MA, PhD, PGCE), NVQ Level 4-5, HNC, HND, Professional qualifications (for example teaching, nursing, accountancy)	29%
	58
Other	4%
	21
Don't know	2%
	60
Prefer not to say	4%
All respondents:	**1350**

	Weighted Total
D7. Home ownership	
	448
Being bought on mortgage	33%
	533
Owned outright by household	39%
	60
Rented from Local Authority	4%
	58
Rented from Housing Association/Trust	4%
	136
Rented from private landlord	10%
	17
Other	1%
	14
Don't know	1%
	84
Refused/Prefer not to say	6%
All respondents:	**1350**
D8. Children in household	
	1023
None	76%
	119
1	9%
	148
2 or more	11%
	3
Don't know	*
	57
Refused/Prefer not to say	4%
All respondents:	**1350**
S1. Age	
	183
16-24	14%
	241
25-34	18%
	195
35-44	14%
	237
45-54	18%
	189
55-64	14%
	306
65+	23%

	Weighted Total
	-
Refused	-
All respondents:	**1350**
S2. Gender	
	666
Male	49%
	676
Female	50%
	7
In another way	1%
	*
Prefer not to say	*
All respondents:	**1350**
S3. Employment	
	508
Working - Full-time (30+ hours per week)	38%
	202
Working - Part-time (8- 29 hours per week)	15%
	22
Working - Part-time (under 8 hours per week)	2%
	70
Self-employed	5%
	34
Looking after the home	3%
	326
Retired`	24%
	44
Unemployed but looking for work	3%
	38
Permanently sick/ disabled	3%
	-
On a training scheme	-
	1
Voluntary work	*
	79
Student	6%
	14
Full-time carer	1%
	12
Other	1%
	-
Prefer not to say	-