

## Online Security Survey

### ONLINE Fieldwork : 29th November - 1st December 2013

Absolutes/col percents

Table 1

**Q.1 Do you trust or not trust the username and password authentication process as a secure way to access your online services and to keep your personal data safe (e.g. email, social networks, file sharing and storage)?**

**Base: All respondents**

	Gender		Age							Social Grade				Region								Employment Sector				
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	Scot-land	North East	North West	York-shire & Humb-erside	West Mid-lands	East Mid-lands	Wales	East-ern	London	South East	South West	Public	Pri-vate
Unweighted base	2012	1002	1010	231	300	348	364	310	459	581	606	325	500	173	83	219	177	196	138	110	197	262	291	166	274	774
Weighted base	2012	986	1026	239	339	339	359	299	438	538	558	438	478	181	80	221	181	181	141	101	201	262	282	181	309	818
I trust that usernames and passwords are secure	1214	638	576	137	217	206	231	174	249	330	315	280	289	118	51	140	108	125	82	63	113	152	161	102	193	500
	60%	65%	56%	57%	64%	61%	64%	58%	57%	61%	56%	64%	60%	65%	64%	63%	59%	69%	58%	62%	56%	58%	57%	57%	62%	61%
I do not trust that usernames and passwords are secure	521	254	267	64	83	87	76	90	121	132	169	92	129	39	17	49	42	38	39	24	57	82	86	48	74	200
	26%	26%	26%	27%	24%	26%	21%	30%	28%	24%	30%	21%	27%	21%	21%	22%	23%	21%	28%	24%	28%	31%	30%	27%	24%	24%
Don't know	277	95	182	38	39	46	52	34	67	76	74	67	60	25	12	33	31	18	20	14	31	28	35	30	42	118
	14%	10%	18%	16%	11%	13%	15%	12%	15%	14%	13%	15%	13%	14%	15%	15%	17%	10%	14%	14%	15%	11%	13%	17%	13%	14%

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**Base: All respondents**

	What is the highest educational level that you have achieved to date?							Which of the following best describes where you live?					
	Total	No formal education	Primary	Secondary school, high school, NVQ levels 1 to 3, etc.	University degree or equivalent professional qualification, NVQ level 4, etc.	Higher university degree, doctorate, MBA, NVQ level 5, etc.	Still in full time education	NET: Urban	Urban - Population over 10,000	Town and Fringe	NET: Rural	Village	Hamlet & Isolated Dwelling
Unweighted base	2012	12	5	1045	667	189	72	1604	862	742	408	344	64
Weighted base	2012	13	7	1077	654	176	64	1583	824	759	429	362	67
I trust that usernames and passwords are secure	1214 60%	5 40%	7 91%	652 61%	398 61%	102 58%	39 61%	955 60%	504 61%	451 59%	259 60%	217 60%	42 62%
I do not trust that usernames and passwords are secure	521 26%	5 38%	1 9%	275 26%	167 25%	50 29%	19 29%	419 26%	220 27%	198 26%	103 24%	86 24%	16 24%
Don't know	277 14%	3 23%	-	150 14%	90 14%	23 13%	6 10%	209 13%	100 12%	110 14%	68 16%	59 16%	9 13%

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	Total	Glasgow	Edin- burgh	New- castle	Leeds	Hull	Shef- field	Manch- ester	Liver- pool	Nott- ingham	Birm- ingham	Norwich	Milton Keynes	Brigh- ton	Oxford	London	South- ampton	Bristol	Ply- mouth	Cardiff	None of these
Unweighted base	2012	82	72	82	94	34	49	144	71	90	181	87	59	57	30	457	52	67	56	83	165
Weighted base	2012	88	76	81	95	34	52	145	70	93	164	91	58	58	30	459	48	77	61	77	157
I trust that usernames and passwords are secure	1214 60%	58 66%	46 61%	54 67%	52 54%	24 72%	31 60%	94 64%	42 60%	57 61%	115 70%	52 58%	28 49%	32 55%	23 79%	264 58%	31 65%	41 53%	36 60%	44 57%	91 58%
I do not trust that usernames and passwords are secure	521 26%	19 22%	19 25%	15 19%	24 25%	7 22%	11 21%	30 20%	21 30%	28 31%	31 19%	33 36%	18 31%	17 30%	6 19%	134 29%	9 19%	26 34%	15 24%	21 27%	37 23%
Don't know	277 14%	11 13%	11 14%	12 15%	20 21%	2 6%	10 19%	22 15%	7 10%	8 9%	18 11%	6 6%	12 20%	9 15%	1 2%	61 13%	7 15%	10 13%	10 16%	12 16%	30 19%

## Online Security Survey

### ONLINE Fieldwork : 29th November - 1st December 2013

Absolutes/col percents

Table 2

**Q.2 Have you ever had your account hacked (e.g. social media/email) or your data stolen (e.g. financial information) from an online service?**

**Base: All respondents**

	Gender			Age						Social Grade				Region								Employment Sector				
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	Scot-land	North East	North West	York-shire & Humb-erside	West Mid-lands	East Mid-lands	Wales	East-ern	London	South East	South West	Public	Pri-vate
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Weighted base	2012	986	1026	239	339	339	359	299	438	538	558	438	478	181	80	221	181	181	141	101	201	262	282	181	309	818
NET: Yes	490	220	270	73	106	92	78	61	79	130	166	90	105	56	12	44	34	42	33	25	51	72	62	60	83	202
	24%	22%	26%	30%	31%	27%	22%	20%	18%	24%	30%	20%	22%	31%	15%	20%	19%	23%	24%	25%	25%	28%	22%	33%	27%	25%
Yes, once	381	185	196	56	73	72	66	44	69	105	132	68	74	43	6	39	31	31	28	20	26	55	55	47	69	153
	19%	19%	19%	23%	22%	21%	18%	15%	16%	20%	24%	16%	16%	24%	8%	18%	17%	17%	20%	20%	13%	21%	20%	26%	22%	19%
Yes, two or three times	102	32	71	16	30	17	12	17	10	24	31	20	28	13	6	4	3	11	5	5	24	16	6	9	11	45
	5%	3%	7%	7%	9%	5%	3%	6%	2%	4%	6%	5%	6%	7%	7%	2%	2%	6%	4%	5%	12%	6%	2%	5%	4%	5%
Yes, more than three times	7	3	4	1	3	2	1	-	-	*	2	1	3	-	-	1	1	-	-	-	*	1	*	4	2	4
	*	*	*	*	1%	1%	*	-	-	*	*	*	1%	-	-	*	*	-	-	-	*	1%	*	2%	1%	*
No	1522	766	756	166	233	247	280	238	358	408	392	349	373	125	68	178	147	139	108	76	151	189	220	121	226	616
	76%	78%	74%	70%	69%	73%	78%	80%	82%	76%	70%	80%	78%	69%	85%	80%	81%	77%	76%	75%	75%	72%	78%	67%	73%	75%

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Unweighted base	2012	12	5	1045	667	189	72	1604	862	742	408	344	64
Weighted base	2012	13	7	1077	654	176	64	1583	824	759	429	362	67
NET: Yes	490 24%	4 30%	-	219 20%	193 30%	49 28%	21 33%	384 24%	214 26%	170 22%	106 25%	90 25%	15 23%
Yes, once	381 19%	4 30%	-	174 16%	152 23%	36 20%	14 22%	294 19%	172 21%	122 16%	87 20%	74 20%	13 19%
Yes, two or three times	102 5%	-	-	42 4%	37 6%	13 7%	7 11%	83 5%	40 5%	44 6%	19 4%	17 5%	2 3%
Yes, more than three times	7 *	-	-	3 *	4 1%	-	-	7 *	2 *	4 1%	-	-	-
No	1522 76%	9 70%	7 100%	858 80%	461 70%	127 72%	43 67%	1199 76%	610 74%	589 78%	323 75%	272 75%	52 77%

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	Total	Glasgow	Edin- burgh	New- castle	Leeds	Hull	Shef- field	Manch- ester	Liver- pool	Nott- ingham	Birm- ingham	Norwich	Milton Keynes	Brigh- ton	Oxford	London	South- ampton	Bristol	Ply- mouth	Cardiff	None of these
Unweighted base	2012	82	72	82	94	34	49	144	71	90	181	87	59	57	30	457	52	67	56	83	165
Weighted base	2012	88	76	81	95	34	52	145	70	93	164	91	58	58	30	459	48	77	61	77	157
NET: Yes	490 24%	34 39%	18 24%	13 16%	22 23%	6 18%	7 13%	23 16%	16 23%	21 23%	38 23%	21 23%	17 29%	10 18%	6 20%	119 26%	13 27%	31 41%	17 28%	20 25%	38 24%
Yes, once	381 19%	25 28%	14 19%	9 11%	20 21%	4 11%	7 13%	22 15%	15 21%	18 20%	30 18%	8 9%	15 27%	7 13%	5 18%	91 20%	12 24%	22 29%	15 25%	16 21%	23 15%
Yes, two or three times	102 5%	9 11%	3 5%	4 5%	1 1%	2 7%	- -	1 *	1 2%	3 3%	8 5%	12 14%	1 2%	3 5%	1 2%	25 5%	2 3%	7 9%	1 2%	4 5%	14 9%
Yes, more than three times	7 *	- -	- -	- -	1 1%	- -	- -	1 *	- -	- -	- -	- -	- -	- -	- -	3 1%	- -	2 3%	- -	- -	* *
No	1522 76%	54 61%	58 76%	68 84%	74 77%	27 82%	45 87%	122 84%	54 77%	72 77%	126 77%	70 77%	41 71%	47 82%	24 80%	340 74%	35 73%	46 59%	44 72%	58 75%	119 76%

## Online Security Survey

### ONLINE Fieldwork : 29th November - 1st December 2013

Absolutes/col percents

Table 3

**Q.2a Please let us know which account this was (e.g. Hotmail/ Facebook/ online banking).**

**Base: All respondents who have ever had their account hacked**

	Gender		Age						Social Grade				Region							Employment Sector						
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	Scotland	North East	North West	Yorkshire & Humberside	West Midlands	East Midlands	Wales	East-ern	London	South East	South West	Public	Private
Unweighted base	481	216	265	67	87	97	84	61	85	143	170	63	105	54	10	43	33	46	32	24	44	73	73	49	73	195
Weighted base	490	220	270	73	106	92	78	61	79	130	166	90	105	56	12	44	34	42	33	25	51	72	62	60	83	202
Hotmail	120 25%	43 20%	77 29%	23 32%	25 23%	28 31%	18 23%	9 15%	17 22%	34 26%	39 24%	27 30%	20 19%	9 17%	3 23%	14 32%	7 21%	16 39%	4 13%	4 18%	12 23%	26 36%	15 25%	9 15%	15 18%	56 28%
Facebook	103 21%	48 22%	55 20%	30 41%	29 27%	14 15%	13 17%	13 21%	5 6%	22 17%	36 22%	20 23%	25 23%	9 17%	2 13%	10 23%	10 28%	9 20%	3 8%	5 20%	18 35%	12 16%	11 17%	15 25%	15 18%	50 25%
PayPal	30 6%	16 7%	14 5%	3 4%	5 5%	6 7%	7 8%	6 9%	3 4%	4 3%	7 4%	12 13%	6 6%	6 10%	- -	5 12%	- -	2 6%	2 7%	6 25%	1 2%	2 3%	1 2%	3 5%	8 10%	16 8%
Yahoo	29 6%	12 6%	17 6%	* 1%	7 7%	7 7%	6 8%	3 6%	6 7%	7 5%	10 6%	7 8%	5 5%	3 6%	1 7%	2 4%	1 2%	1 3%	3 9%	2 12%	2 5%	4 5%	5 8%	4 7%	6 7%	14 7%
Banking/ other bank account	28 6%	9 4%	19 7%	- -	8 7%	3 3%	6 7%	4 7%	8 10%	7 5%	9 6%	2 2%	10 10%	7 13%	- -	1 1%	3 10%	- -	3 10%	2 7%	2 3%	4 6%	5 8%	* 1%	5 6%	8 4%
Yahoo mail/ Ymail	26 5%	15 7%	11 4%	5 6%	7 7%	3 4%	4 5%	2 3%	5 6%	8 6%	6 3%	5 6%	7 7%	1 2%	- -	7 16%	2 6%	- -	3 9%	2 6%	4 7%	4 5%	3 5%	1 1%	1 1%	10 5%
Gmail/ Google mail	22 4%	5 2%	16 6%	1 1%	8 7%	5 6%	1 1%	4 7%	3 3%	9 7%	6 4%	2 2%	5 4%	3 5%	2 13%	- -	2 7%	1 1%	2 5%	- -	1 2%	4 6%	2 3%	5 9%	5 5%	6 3%
Twitter	21 4%	11 5%	9 4%	5 7%	4 4%	4 5%	3 4%	1 2%	2 3%	5 4%	8 5%	1 1%	6 6%	4 7%	- -	2 4%	2 5%	3 7%	- -	1 5%	4 8%	2 2%	1 2%	2 4%	6 8%	9 4%
eBay	19 4%	11 5%	8 3%	2 3%	5 5%	5 5%	3 4%	1 2%	3 4%	2 2%	4 2%	5 6%	7 7%	5 9%	- -	2 4%	2 6%	3 8%	1 2%	1 4%	1 1%	2 2%	2 4%	1 1%	2 2%	7 4%
Online banking (non specific)	13 3%	1 1%	12 4%	2 2%	5 5%	1 1%	1 1%	4 6%	2 2%	1 1%	8 5%	2 2%	3 2%	2 3%	2 19%	1 2%	1 2%	2 5%	- -	1 2%	3 6%	- -	- -	2 3%	- -	5 2%
Email	11 2%	3 1%	9 3%	- -	1 1%	3 3%	1 1%	3 4%	3 4%	4 3%	6 4%	- -	1 1%	2 4%	- -	2 4%	- -	1 2%	1 3%	- -	- -	2 3%	2 3%	1 2%	2 2%	4 2%
Sony Playstation Network	10 2%	5 2%	4 2%	2 3%	4 4%	2 2%	- -	1 2%	- -	1 *	2 1%	- -	7 7%	2 3%	2 15%	- -	2 5%	- -	3 8%	- -	- -	- -	2 3%	- -	1 1%	4 2%
Credit card	10 2%	7 3%	3 1%	- -	2 2%	1 1%	1 1%	1 2%	5 6%	3 2%	2 1%	2 2%	3 3%	2 4%	- -	- -	1 2%	3 7%	- -	1 2%	2 3%	- -	1 2%	- -	2 3%	2 1%

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	Gender			Age						Social Grade				Region										Employment Sector		
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	Scotland	North East	North West	Yorkshire & Humberside	West Midlands	East Midlands	Wales	East-ern	London	South East	South West	Public	Private
Weighted base	490	220	270	73	106	92	78	61	79	130	166	90	105	56	12	44	34	42	33	25	51	72	62	60	83	202
Adobe	9 2%	6 3%	3 1%	2 2%	3 2%	-	2 3%	* 1%	2 3%	1 1%	4 2%	-	4 4%	1 2%	-	-	1 4%	-	5 14%	-	-	-	-	2 3%	2 2%	4 2%
AOL	9 2%	5 2%	4 1%	1 1%	1 1%	1 1%	3 3%	-	4 5%	3 3%	2 1%	-	3 3%	-	-	1 3%	-	-	1 3%	-	2 3%	1 1%	1 1%	3 5%	1 1%	2 1%
Other online store	8 2%	4 2%	5 2%	-	1 1%	4 5%	3 3%	1 1%	-	1 1%	2 1%	3 3%	3 3%	1 1%	-	-	-	2 5%	-	-	2 4%	-	3 5%	1 1%	5 6%	1 *
Other email	8 2%	4 2%	4 2%	3 4%	-	2 2%	-	4 6%	-	1 1%	4 2%	-	3 3%	1 1%	-	-	1 2%	-	-	-	-	3 3%	4 6%	* 1%	-	5 3%
BT/ BT Yahoo email	7 1%	3 1%	4 1%	-	-	-	-	3 4%	4 5%	4 3%	2 1%	-	1 1%	1 1%	1 5%	1 2%	-	1 3%	-	-	-	2 2%	1 1%	1 2%	-	-
World of Warcraft	5 1%	5 2%	-	-	2 2%	3 3%	-	-	-	3 2%	2 1%	-	-	-	-	-	-	1 4%	-	-	-	-	-	3 5%	-	3 1%
Lloyds	4 1%	1 1%	3 1%	* 1%	-	-	-	1 1%	3 4%	3 2%	1 1%	-	-	-	2 13%	-	1 3%	-	-	* 2%	1 1%	-	1 1%	-	1 1%	-
Halifax	4 1%	1 *	3 1%	-	-	1 1%	3 4%	-	-	1 1%	-	2 2%	1 1%	-	-	-	-	2 5%	-	1 4%	-	-	1 2%	-	2 3%	-
Online game	4 1%	2 1%	2 1%	3 4%	-	* *	-	-	-	-	2 1%	-	2 2%	* 1%	-	-	-	-	2 5%	-	-	2 2%	-	-	-	1 *
Virgin Media email	3 1%	2 1%	1 *	-	1 1%	-	-	1 2%	1 2%	2 2%	1 *	-	-	-	-	1 3%	-	-	1 2%	-	-	-	1 2%	-	-	1 *
MSN	3 1%	1 *	2 1%	-	1 1%	-	1 1%	2 3%	-	-	3 2%	-	-	2 3%	-	-	1 2%	-	-	-	-	-	-	1 1%	1 2%	2 1%
Racing Post	3 1%	2 1%	1 *	-	-	1 1%	1 1%	2 3%	-	-	2 1%	1 1%	-	-	-	-	-	1 2%	-	1 3%	2 3%	-	-	-	1 1%	2 1%
Littlewoods	2 *	-	2 1%	-	-	1 1%	1 1%	-	1 1%	1 1%	1 1%	-	-	-	-	-	1 2%	-	-	-	1 1%	-	1 1%	-	1 1%	1 *
Barclays	2 *	1 *	1 1%	-	-	1 1%	-	-	1 1%	2 2%	-	-	-	-	-	-	-	* 1%	-	-	1 1%	1 1%	-	-	1 1%	-



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Weighted base	490	220	270	73	106	92	78	61	79	130	166	90	105	56	12	44	34	42	33	25	51	72	62	60	83	202
Cotton Traders	2 *	1 1%	1 *	-	-	1 1%	-	-	1 2%	2 2%	-	-	-	-	-	-	-	-	1 2%	-	-	-	1 2%	-	-	1 *
Other social media website	1 *	-	1 *	-	-	-	1 1%	-	1 1%	1 *	-	1 1%	-	-	-	-	-	1 1%	-	-	1 1%	-	-	-	1 1%	1 *
Other answers	18 4%	9 4%	8 3%	-	4 4%	4 4%	3 4%	2 3%	4 6%	5 4%	7 4%	2 2%	3 3%	1 2%	1 8%	1 1%	-	1 3%	-	-	2 3%	3 4%	3 5%	6 11%	2 2%	9 4%
Nothing/ none	5 1%	3 1%	2 1%	-	-	-	3 4%	2 3%	-	1 1%	-	2 3%	2 2%	* 1%	-	-	1 3%	-	2 7%	-	-	1 2%	-	-	-	3 1%
Don't know	16 3%	6 3%	11 4%	4 5%	6 6%	3 3%	2 2%	2 3%	-	1 1%	4 2%	11 12%	-	2 4%	-	-	-	1 2%	2 5%	1 2%	-	8 10%	2 3%	1 2%	4 4%	7 3%

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Unweighted base	481	2	-	213	193	51	20	389	225	164	92	75	17
Weighted base	490	4	-	219	193	49	21	384	214	170	106	90	15
Hotmail	120 25%	1 36%	-	54 25%	39 20%	17 35%	9 43%	105 27%	63 29%	43 25%	15 14%	14 16%	1 6%
Facebook	103 21%	1 36%	-	50 23%	35 18%	9 18%	9 40%	83 22%	38 18%	46 27%	19 18%	13 15%	6 41%
PayPal	30 6%	-	-	18 8%	12 6%	-	-	20 5%	14 7%	6 3%	10 9%	10 11%	-
Yahoo	29 6%	-	-	8 4%	12 6%	8 16%	1 6%	24 6%	11 5%	14 8%	5 5%	3 3%	2 12%
Banking/ other bank account	28 6%	-	-	11 5%	14 7%	3 5%	-	20 5%	12 6%	7 4%	8 8%	8 9%	-
Yahoo mail/ Ymail	26 5%	-	-	10 4%	8 4%	4 7%	4 19%	23 6%	10 4%	14 8%	3 3%	2 2%	1 8%
Gmail/ Google mail	22 4%	-	-	4 2%	13 7%	4 8%	1 3%	14 4%	12 6%	2 1%	8 7%	6 6%	2 14%
Twitter	21 4%	-	-	9 4%	8 4%	2 4%	1 2%	15 4%	8 4%	7 4%	5 5%	5 5%	1 4%
eBay	19 4%	-	-	11 5%	7 4%	1 1%	-	16 4%	10 5%	6 3%	3 3%	3 3%	-
Online banking (non specific)	13 3%	-	-	6 3%	3 1%	3 7%	2 7%	10 3%	2 1%	8 5%	3 3%	2 2%	1 8%
Email	11 2%	-	-	4 2%	7 4%	-	-	9 2%	4 2%	5 3%	2 2%	1 1%	1 4%
Sony Playstation Network	10 2%	-	-	9 4%	1 1%	-	-	8 2%	5 2%	3 2%	2 2%	2 2%	-
Credit card	10 2%	-	-	4 2%	6 3%	-	-	8 2%	3 1%	6 3%	1 1%	1 1%	1 4%

## Online Security Survey

### ONLINE Fieldwork : 29th November - 1st December 2013

Absolutes/col percents

Table 3

**Q.2a Please let us know which account this was (e.g. Hotmail/ Facebook/ online banking).**

**Base: All respondents who have ever had their account hacked**

	What is the highest educational level that you have achieved to date?							Which of the following best describes where you live?					
	Total	No formal education	Primary	Secondary school, high school, NVQ levels 1 to 3, etc.	University degree or equivalent professional qualification, NVQ level 4, etc.	Higher university degree, doctorate, MBA, NVQ level 5, etc.	Still in full time education	NET: Urban	Urban - Population over 10,000	Town and Fringe	NET: Rural	Village	Hamlet & Isolated Dwelling
Weighted base	490	4	-	219	193	49	21	384	214	170	106	90	15
Adobe	9 2%	-	-	4 2%	5 2%	-	1 3%	6 1%	6 3%	-	3 3%	3 4%	-
AOL	9 2%	-	-	4 2%	4 2%	-	-	6 1%	5 2%	1 *	3 3%	3 3%	-
Other online store	8 2%	-	-	4 2%	4 2%	-	-	8 2%	6 3%	3 2%	-	-	-
Other email	8 2%	-	-	2 1%	4 2%	-	-	8 2%	4 2%	4 2%	-	-	-
BT/ BT Yahoo email	7 1%	-	-	2 1%	4 2%	1 3%	-	4 1%	3 2%	1 *	3 3%	3 3%	-
World of Warcraft	5 1%	-	-	1 1%	1 1%	-	2 7%	5 1%	5 2%	-	-	-	-
Lloyds	4 1%	-	-	2 1%	2 1%	-	-	3 1%	-	3 2%	1 1%	1 1%	-
Halifax	4 1%	-	-	3 1%	1 *	-	-	3 1%	1 *	2 1%	1 1%	1 1%	-
Online game	4 1%	-	-	2 1%	-	2 3%	-	3 1%	2 1%	2 1%	* *	-	* 3%
Virgin Media email	3 1%	-	-	2 1%	1 1%	-	-	2 *	-	2 1%	1 1%	1 1%	-
MSN	3 1%	-	-	1 1%	2 1%	-	-	2 *	-	2 1%	1 1%	1 1%	-
Racing Post	3 1%	-	-	1 1%	2 1%	-	-	3 1%	1 *	2 1%	-	-	-
Littlewoods	2 *	-	-	2 1%	-	-	-	2 1%	-	2 1%	-	-	-
Barclays	2 *	-	-	1 *	1 1%	-	-	2 1%	1 *	1 1%	-	-	-

## Online Security Survey

### ONLINE Fieldwork : 29th November - 1st December 2013

Absolutes/col percents

Table 3

**Q.2a Please let us know which account this was (e.g. Hotmail/ Facebook/ online banking).**

**Base: All respondents who have ever had their account hacked**

	What is the highest educational level that you have achieved to date?							Which of the following best describes where you live?					
	Total	No formal education	Primary	Secondary school, high school, NVQ levels 1 to 3, etc.	University degree or equivalent professional qualification, NVQ level 4, etc.	Higher university degree, doctorate, MBA, NVQ level 5, etc.	Still in full time education	NET: Urban	Urban - Population over 10,000	Town and Fringe	NET: Rural	Village	Hamlet & Isolated Dwelling
Weighted base	490	4	-	219	193	49	21	384	214	170	106	90	15
Cotton Traders	2	-	-	1	1	-	-	1	1	1	1	1	-
	*	-	-	1%	*	-	-	*	*	*	1%	1%	-
Other social media website	1	-	-	-	-	1	-	1	1	-	1	1	-
	*	-	-	-	-	2%	-	*	*	-	1%	1%	-
Other answers	18	-	-	7	9	1	-	12	8	4	6	5	1
	4%	-	-	3%	5%	3%	-	3%	4%	3%	6%	6%	3%
Nothing/ none	5	-	-	2	3	1	-	3	1	1	2	2	-
	1%	-	-	1%	1%	1%	-	1%	1%	1%	2%	2%	-
Don't know	16	2	-	3	10	1	-	13	10	3	4	4	-
	3%	64%	-	1%	5%	3%	-	3%	5%	2%	3%	4%	-

## Online Security Survey

### ONLINE Fieldwork : 29th November - 1st December 2013

Absolutes/col percents

Table 3

**Q.2a Please let us know which account this was (e.g. Hotmail/ Facebook/ online banking).**

**Base: All respondents who have ever had their account hacked**

	Which of the following cities do you live in, or nearest to?																				
	Total	Glasgow	Edin- burgh	New- castle	Leeds	Hull	Shef- field	Manch- ester	Liver- pool	Nott- ingham	Birm- ingham	Norwich	Milton Keynes	Brigh- ton	Oxford	London	South- ampton	Bristol	Ply- mouth	Cardiff	None of these
Unweighted base	481	32	17	10	19	8	6	25	16	19	43	16	19	13	8	121	17	22	14	18	38
Weighted base	490	34	18	13	22	6	7	23	16	21	38	21	17	10	6	119	13	31	17	20	38
Hotmail	120 25%	6 18%	2 10%	4 29%	5 23%	2 28%	1 11%	6 24%	4 23%	4 19%	14 37%	6 27%	4 25%	4 42%	3 48%	31 26%	4 29%	4 13%	4 23%	3 18%	11 28%
Facebook	103 21%	4 13%	5 27%	2 12%	6 26%	1 10%	4 52%	6 26%	2 14%	4 17%	8 20%	10 49%	3 21%	3 34%	1 14%	19 16%	3 20%	13 41%	1 8%	5 26%	4 11%
PayPal	30 6%	4 12%	-	-	-	-	-	5 21%	2 14%	2 9%	1 3%	-	-	1 5%	-	4 3%	-	2 7%	-	4 22%	4 11%
Yahoo	29 6%	1 4%	2 12%	1 6%	-	1 10%	-	2 7%	-	2 9%	1 4%	-	1 4%	2 20%	2 29%	6 5%	1 6%	2 6%	1 5%	3 16%	3 7%
Banking/ other bank account	28 6%	5 16%	2 10%	-	-	2 29%	2 25%	-	1 3%	2 7%	1 2%	-	1 6%	1 6%	-	7 6%	2 15%	-	-	1 3%	3 7%
Yahoo mail/ Ymail	26 5%	-	1 7%	-	2 10%	-	-	3 14%	3 19%	1 6%	1 1%	4 18%	1 6%	-	-	6 5%	-	-	1 4%	2 8%	1 4%
Gmail/ Google mail	22 4%	3 8%	-	2 12%	1 3%	2 29%	-	-	-	2 8%	1 1%	-	1 7%	1 11%	-	5 4%	* 3%	2 6%	-	-	3 9%
Twitter	21 4%	2 5%	3 14%	-	2 9%	-	-	1 6%	* 2%	-	3 8%	2 11%	-	-	-	4 3%	* 3%	2 8%	-	1 7%	-
eBay	19 4%	3 10%	2 9%	-	1 6%	-	1 12%	1 4%	1 5%	1 3%	1 4%	1 6%	-	-	-	2 2%	1 6%	-	-	1 5%	3 7%
Online banking (non specific)	13 3%	1 2%	1 7%	2 17%	-	1 10%	-	-	1 4%	-	2 6%	-	-	-	-	3 3%	1 6%	1 4%	-	1 3%	-
Email	11 2%	2 6%	-	-	-	-	-	-	1 7%	-	1 2%	-	1 7%	-	-	2 2%	1 6%	-	-	-	3 8%
Sony Playstation Network	10 2%	1 3%	1 4%	-	2 7%	-	-	-	-	3 12%	-	-	-	-	-	2 2%	-	-	-	-	2 5%
Credit card	10 2%	2 5%	1 4%	-	-	1 13%	-	-	1 4%	-	3 7%	-	2 10%	-	-	1 1%	-	-	-	-	-
Adobe	9 2%	1 4%	-	-	1 6%	-	-	-	-	5 22%	-	-	-	-	-	-	-	2 5%	-	-	-
AOL	9 2%	-	-	-	-	-	-	-	1 9%	-	-	-	1 3%	-	-	2 1%	-	* 2%	2 14%	-	2 6%

## Online Security Survey

### ONLINE Fieldwork : 29th November - 1st December 2013

Absolutes/col percents

Table 3

**Q.2a Please let us know which account this was (e.g. Hotmail/ Facebook/ online banking).**

**Base: All respondents who have ever had their account hacked**

	Which of the following cities do you live in, or nearest to?																				
	Total	Glasgow	Edin- burgh	New- castle	Leeds	Hull	Shef- field	Manch- ester	Liver- pool	Nott- ingham	Birm- ingham	Norwich	Milton Keynes	Brigh- ton	Oxford	London	South- ampton	Bristol	Ply- mouth	Cardiff	None of these
Weighted base	490	34	18	13	22	6	7	23	16	21	38	21	17	10	6	119	13	31	17	20	38
Other online store	8 2%	1 2%	-	-	-	-	-	-	-	-	2 5%	-	-	-	-	5 5%	-	1 2%	-	-	-
Other email	8 2%	-	-	-	-	1 10%	-	-	-	-	-	-	-	-	-	5 4%	1 9%	-	* 3%	-	1 1%
BT/ BT Yahoo email	7 1%	1 2%	-	1 4%	-	-	-	-	-	-	1 3%	-	-	-	-	2 2%	-	-	1 8%	-	1 2%
World of Warcraft	5 1%	-	-	-	-	-	-	-	-	-	1 4%	-	-	-	-	-	-	1 5%	2 10%	-	-
Lloyds	4 1%	-	-	2 12%	1 4%	-	-	-	-	-	-	1 4%	-	-	-	1 1%	-	-	-	* 2%	-
Halifax	4 1%	-	-	-	-	-	-	-	-	-	2 6%	-	-	-	-	1 1%	-	-	-	1 4%	-
Online game	4 1%	-	* 2%	-	-	-	-	-	-	-	2 8%	-	-	-	-	2 1%	-	-	-	-	-
Virgin Media email	3 1%	-	-	-	-	-	-	-	1 8%	-	-	-	-	-	-	-	1 9%	-	-	-	1 1%
MSN	3 1%	2 5%	-	-	1 3%	-	-	-	-	-	-	-	-	-	-	-	-	-	1 4%	-	-
Racing Post	3 1%	-	-	-	-	-	-	-	-	-	1 2%	2 8%	-	-	-	-	-	-	-	-	1 2%
Littlewoods	2 *	-	-	-	1 4%	-	-	-	-	-	-	-	-	1 6%	-	1 1%	-	-	-	-	-
Barclays	2 *	-	-	-	-	-	-	-	-	-	* 1%	-	-	-	-	2 1%	-	-	-	-	-
Cotton Traders	2 *	-	-	-	-	-	-	-	-	-	-	-	1 5%	-	1 1%	1 5%	-	-	-	-	-
Other social media website	1 *	-	-	-	-	-	-	-	-	-	1 1%	-	1 4%	-	-	-	-	-	-	-	-
Other answers	18 4%	-	1 7%	1 7%	-	-	-	1 3%	-	-	-	-	1 6%	2 15%	1 9%	4 4%	-	2 5%	4 22%	-	2 6%

## Online Security Survey

### ONLINE Fieldwork : 29th November - 1st December 2013

Absolutes/col percents

Table 3

**Q.2a Please let us know which account this was (e.g. Hotmail/ Facebook/ online banking).**

**Base: All respondents who have ever had their account hacked**

	Which of the following cities do you live in, or nearest to?																				
	Total	Glasgow	Edin- burgh	New- castle	Leeds	Hull	Shef- field	Manch- ester	Liver- pool	Nott- ingham	Birm- ingham	Norwich	Milton Keynes	Brigh- ton	Oxford	London	South- ampton	Bristol	Ply- mouth	Cardiff	None of these
Weighted base	490	34	18	13	22	6	7	23	16	21	38	21	17	10	6	119	13	31	17	20	38
Nothing/ none	5 1%	-	* 2%	-	1 5%	-	-	-	-	-	-	-	-	-	-	1 1%	-	-	-	-	2 6%
Don't know	16 3%	2 7%	-	-	-	-	-	-	-	2 9%	-	-	-	-	-	10 8%	-	1 4%	-	1 3%	1 2%

## Online Security Survey

### ONLINE Fieldwork : 29th November - 1st December 2013

Absolutes/col percents

Table 4

**Q.3 To protect your details online, services such as online banking are adding additional layers of security (e.g. additional passwords sent by SMS, additional security questions, etc). Which of the below statements, if any, best describes your opinion about these additional layers of security?**

**Base: All respondents**

	Gender		Age							Social Grade				Region										Employment Sector		
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	Scot-land	North East	North West	York-shire & Humb-erside	West Mid-lands	East Mid-lands	Wales	East-ern	London	South East	South West	Public	Private
Unweighted base	2012	1002	1010	231	300	348	364	310	459	581	606	325	500	173	83	219	177	196	138	110	197	262	291	166	274	774
Weighted base	2012	986	1026	239	339	339	359	299	438	538	558	438	478	181	80	221	181	181	141	101	201	262	282	181	309	818
I'm happy with them, it's good to have an extra level of security	942 47%	441 45%	501 49%	102 42%	157 46%	167 49%	182 51%	133 44%	202 46%	248 46%	232 42%	235 54%	227 48%	92 51%	40 49%	91 41%	82 45%	88 49%	56 40%	55 55%	110 55%	122 46%	134 48%	72 40%	144 46%	370 45%
They can be a pain at times, but they are needed	860 43%	433 44%	426 42%	100 42%	143 42%	145 43%	143 40%	140 47%	189 43%	240 45%	265 48%	157 36%	198 41%	71 39%	34 42%	106 48%	85 47%	71 39%	60 42%	38 38%	73 36%	113 43%	120 42%	91 50%	134 43%	353 43%
They're nothing but a nuisance, it just takes more time to access my accounts and services and it's easy to forget/ lose them	104 5%	58 6%	46 4%	17 7%	13 4%	17 5%	13 4%	20 7%	24 5%	26 5%	32 6%	24 6%	21 4%	10 6%	3 4%	7 3%	8 4%	6 3%	11 8%	5 5%	14 7%	16 6%	15 5%	9 5%	15 5%	39 5%
I hate them and will terminate the online service if they are introduced	13 1%	11 1%	3 *	1 1%	2 *	1 *	3 1%	2 1%	5 1%	4 1%	3 1%	1 *	5 1%	1 *	1 1%	2 1%	2 1%	2 1%	1 1%	- -	- -	2 1%	2 1%	1 *	1 *	8 1%
None of the above	92 5%	43 4%	50 5%	18 8%	24 7%	9 3%	18 5%	5 2%	18 4%	21 4%	25 4%	20 5%	27 6%	7 4%	4 4%	16 7%	4 2%	13 7%	13 9%	2 2%	5 3%	10 4%	11 4%	8 5%	15 5%	48 6%



## Online Security Survey

### ONLINE Fieldwork : 29th November - 1st December 2013

Absolutes/col percents

Table 4

**Q.3 To protect your details online, services such as online banking are adding additional layers of security (e.g. additional passwords sent by SMS, additional security questions, etc). Which of the below statements, if any, best describes your opinion about these additional layers of security?**

**Base: All respondents**

	What is the highest educational level that you have achieved to date?							Which of the following best describes where you live?					
	Total	No formal education	Primary	Secondary school, high school, NVQ levels 1 to 3, etc.	University degree or equivalent professional qualification, NVQ level 4, etc.	Higher university degree, doctorate, MBA, NVQ level 5, etc.	Still in full time education	NET: Urban	Urban - Population over 10,000	Town and Fringe	NET: Rural	Village	Hamlet & Isolated Dwelling
Unweighted base	2012	12	5	1045	667	189	72	1604	862	742	408	344	64
Weighted base	2012	13	7	1077	654	176	64	1583	824	759	429	362	67
I'm happy with them, it's good to have an extra level of security	942 47%	10 79%	5 76%	524 49%	284 43%	88 50%	23 36%	737 47%	378 46%	359 47%	205 48%	175 48%	30 45%
They can be a pain at times, but they are needed	860 43%	2 14%	2 24%	448 42%	308 47%	68 38%	27 42%	669 42%	359 44%	311 41%	190 44%	162 45%	28 42%
They're nothing but a nuisance, it just takes more time to access my accounts and services and it's easy to forget/ lose them	104 5%	-	-	50 5%	31 5%	12 7%	11 17%	89 6%	52 6%	38 5%	15 4%	11 3%	4 7%
I hate them and will terminate the online service if they are introduced	13 1%	-	-	8 1%	1 *	1 1%	1 1%	10 1%	2 *	8 1%	3 1%	2 1%	1 2%
None of the above	92 5%	1 7%	-	47 4%	29 4%	6 4%	3 5%	77 5%	33 4%	44 6%	15 4%	12 3%	3 5%

## Online Security Survey

### ONLINE Fieldwork : 29th November - 1st December 2013

Absolutes/col percents

Table 4

**Q.3 To protect your details online, services such as online banking are adding additional layers of security (e.g. additional passwords sent by SMS, additional security questions, etc). Which of the below statements, if any, best describes your opinion about these additional layers of security?**

**Base: All respondents**

	Which of the following cities do you live in, or nearest to?																				
	Total	Glasgow	Edin- burgh	New- castle	Leeds	Hull	Shef- field	Manch- ester	Liver- pool	Nott- ingham	Birm- ingham	Norwich	Milton Keynes	Brigh- ton	Oxford	London	South- ampton	Bristol	Ply- mouth	Cardiff	None of these
Unweighted base	2012	82	72	82	94	34	49	144	71	90	181	87	59	57	30	457	52	67	56	83	165
Weighted base	2012	88	76	81	95	34	52	145	70	93	164	91	58	58	30	459	48	77	61	77	157
I'm happy with them, it's good to have an extra level of security	942 47%	49 56%	36 48%	40 50%	40 42%	18 53%	20 40%	57 39%	37 53%	40 42%	80 49%	54 59%	28 49%	19 33%	10 34%	225 49%	19 40%	29 38%	25 42%	45 58%	69 44%
They can be a pain at times, but they are needed	860 43%	28 32%	34 45%	32 40%	45 47%	14 43%	29 56%	74 51%	27 38%	39 42%	69 42%	25 28%	24 41%	34 60%	12 42%	188 41%	21 43%	39 51%	33 55%	27 35%	65 42%
They're nothing but a nuisance, it just takes more time to access my accounts and services and it's easy to forget/ lose them	104 5%	6 7%	2 3%	3 4%	3 4%	1 4%	2 4%	6 4%	* 1%	5 5%	4 3%	8 9%	3 5%	2 4%	2 8%	27 6%	6 12%	4 5%	1 2%	4 5%	12 8%
I hate them and will terminate the online service if they are introduced	13 1%	- -	1 1%	1 1%	2 2%	- -	- -	1 *	1 1%	* 1%	1 *	- -	- -	- -	2 8%	3 1%	- -	1 1%	- -	- -	1 1%
None of the above	92 5%	4 5%	3 3%	5 6%	4 4%	- -	- -	8 5%	6 8%	9 10%	10 6%	4 4%	2 4%	2 3%	3 9%	16 3%	3 6%	4 5%	1 2%	1 1%	10 6%

## Online Security Survey

### ONLINE Fieldwork : 29th November - 1st December 2013

Absolutes/col percents

Table 5

**Q.4 Financial services companies such as banks need to maximise security for online access. How much hassle, if at all, do you find the following security procedures when logging into online banking?**

**Summary****Base: All respondents**

	Security Procedures				
	Needing to have a token generator (key-fob with separate password number)	Needing to verify my security details over the phone before I can access my account	Needing to answer additional security questions such as 'first pet's name'	Needing to wait for a password to be sent to me via text message before I can log in	Needing to use a pin number/ card reader for online banking
Unweighted base	2012	2012	2012	2012	2012
Weighted base	2012	2012	2012	2012	2012
NET: A hassle	576 29%	743 37%	677 34%	722 36%	631 31%
A lot of hassle	205 10%	330 16%	115 6%	209 10%	165 8%
A little hassle	371 18%	412 20%	562 28%	513 25%	466 23%
No hassle at all	396 20%	510 25%	971 48%	509 25%	874 43%
N/A - This is not a feature of my online banking security	856 43%	606 30%	225 11%	627 31%	350 17%
N/A - I do not use online banking services	184 9%	153 8%	139 7%	154 8%	158 8%

## Online Security Survey

### ONLINE Fieldwork : 29th November - 1st December 2013

Absolutes/col percents

Table 6

**Q.4 Financial services companies such as banks need to maximise security for online access. How much hassle, if at all, do you find the following security procedures when logging into online banking?  
Needing to have a token generator (key-fob with separate password number)**

**Base: All respondents**

	Gender			Age						Social Grade				Region										Employment Sector		
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	Scot-land	North East	North West	York-shire & Humber-side	West Mid-lands	East Mid-lands	Wales	East-ern	London	South East	South West	Public	Private
Unweighted base	2012	1002	1010	231	300	348	364	310	459	581	606	325	500	173	83	219	177	196	138	110	197	262	291	166	274	774
Weighted base	2012	986	1026	239	339	339	359	299	438	538	558	438	478	181	80	221	181	181	141	101	201	262	282	181	309	818
NET: A hassle	576	322	255	92	137	98	91	67	92	161	185	118	113	53	21	55	45	46	42	32	60	83	82	57	76	293
	29%	33%	25%	38%	40%	29%	25%	22%	21%	30%	33%	27%	24%	29%	26%	25%	25%	26%	30%	32%	30%	32%	29%	32%	24%	36%
A lot of hassle	205	111	94	33	33	45	32	24	37	51	75	36	42	12	7	33	16	14	20	7	20	27	27	23	25	113
	10%	11%	9%	14%	10%	13%	9%	8%	8%	10%	13%	8%	9%	7%	9%	15%	9%	8%	14%	7%	10%	10%	10%	12%	8%	14%
A little hassle	371	210	161	59	103	53	59	42	55	109	110	82	70	41	14	22	29	32	23	25	39	56	55	35	50	180
	18%	21%	16%	25%	30%	16%	16%	14%	12%	20%	20%	19%	15%	22%	17%	10%	16%	18%	16%	25%	20%	22%	19%	19%	16%	22%
No hassle at all	396	223	173	58	79	79	77	44	58	126	90	90	89	26	15	48	34	44	22	29	31	57	58	31	76	180
	20%	23%	17%	24%	23%	23%	21%	15%	13%	24%	16%	21%	19%	14%	19%	22%	19%	24%	16%	28%	16%	22%	20%	17%	24%	22%
N/A - This is not a feature of my online banking security	856	369	488	75	99	138	156	151	237	210	243	192	212	86	39	93	77	75	68	32	96	98	118	72	125	297
	43%	37%	48%	32%	29%	41%	43%	51%	54%	39%	43%	44%	44%	47%	49%	42%	43%	42%	48%	32%	48%	38%	42%	40%	40%	36%
N/A - I do not use online banking services	184	73	111	13	24	23	35	37	52	40	40	38	65	17	6	25	24	15	8	8	14	23	24	20	33	49
	9%	7%	11%	6%	7%	7%	10%	12%	12%	7%	7%	9%	14%	9%	7%	11%	13%	8%	6%	8%	7%	9%	9%	11%	11%	6%

## Online Security Survey

### ONLINE Fieldwork : 29th November - 1st December 2013

Absolutes/col percents

Table 6

**Q.4 Financial services companies such as banks need to maximise security for online access. How much hassle, if at all, do you find the following security procedures when logging into online banking?**

**Needing to have a token generator (key-fob with separate password number)**

**Base: All respondents**

	What is the highest educational level that you have achieved to date?							Which of the following best describes where you live?					
	Total	No formal education	Primary	Secondary school, high school, NVQ levels 1 to 3, etc.	University degree or equivalent professional qualification, NVQ level 4, etc.	Higher university degree, doctorate, MBA, NVQ level 5, etc.	Still in full time education	NET: Urban	Urban - Population over 10,000	Town and Fringe	NET: Rural	Village	Hamlet & Isolated Dwelling
Unweighted base	2012	12	5	1045	667	189	72	1604	862	742	408	344	64
Weighted base	2012	13	7	1077	654	176	64	1583	824	759	429	362	67
NET: A hassle	576 29%	7 56%	-	280 26%	201 31%	55 32%	27 43%	459 29%	252 31%	206 27%	117 27%	100 28%	17 26%
A lot of hassle	205 10%	2 20%	-	102 9%	73 11%	22 13%	3 5%	159 10%	86 10%	73 10%	46 11%	35 10%	11 17%
A little hassle	371 18%	5 36%	-	178 17%	128 20%	33 19%	24 37%	300 19%	167 20%	133 18%	71 17%	65 18%	6 9%
No hassle at all	396 20%	2 13%	3 36%	199 19%	130 20%	44 25%	14 21%	325 21%	183 22%	142 19%	71 17%	63 17%	8 12%
N/A - This is not a feature of my online banking security	856 43%	3 28%	5 64%	485 45%	268 41%	68 39%	22 34%	647 41%	317 38%	330 43%	209 49%	173 48%	36 54%
N/A - I do not use online banking services	184 9%	* 3%	-	112 10%	55 8%	8 4%	1 2%	152 10%	72 9%	81 11%	31 7%	26 7%	5 8%

## Online Security Survey

### ONLINE Fieldwork : 29th November - 1st December 2013

Absolutes/col percents

Table 6

**Q.4 Financial services companies such as banks need to maximise security for online access. How much hassle, if at all, do you find the following security procedures when logging into online banking?  
Needing to have a token generator (key-fob with separate password number)**

**Base: All respondents**

	Which of the following cities do you live in, or nearest to?																				
	Total	Glasgow	Edin- burgh	New- castle	Leeds	Hull	Shef- field	Manch- ester	Liver- pool	Nott- ingham	Birm- ingham	Norwich	Milton Keynes	Brigh- ton	Oxford	London	South- ampton	Bristol	Ply- mouth	Cardiff	None of these
Unweighted base	2012	82	72	82	94	34	49	144	71	90	181	87	59	57	30	457	52	67	56	83	165
Weighted base	2012	88	76	81	95	34	52	145	70	93	164	91	58	58	30	459	48	77	61	77	157
NET: A hassle	576 29%	34 39%	13 17%	21 26%	26 27%	5 16%	16 30%	45 31%	15 21%	31 33%	42 26%	26 29%	15 26%	19 33%	7 23%	150 33%	12 25%	28 36%	17 28%	25 32%	30 19%
A lot of hassle	205 10%	8 9%	3 4%	8 10%	8 8%	3 10%	6 11%	19 13%	12 18%	10 10%	17 10%	9 10%	6 10%	4 6%	1 3%	50 11%	4 9%	14 18%	5 8%	7 9%	12 8%
A little hassle	371 18%	26 29%	10 13%	13 16%	18 19%	2 6%	10 19%	26 18%	3 4%	21 23%	26 16%	17 18%	9 16%	15 27%	6 20%	100 22%	8 16%	14 18%	12 20%	18 23%	17 11%
No hassle at all	396 20%	13 14%	9 11%	15 19%	17 18%	9 28%	7 14%	28 19%	19 27%	12 13%	38 23%	13 15%	14 25%	8 15%	12 41%	97 21%	6 12%	14 18%	10 16%	25 32%	32 20%
N/A - This is not a feature of my online banking security	856 43%	35 40%	45 59%	38 47%	38 40%	15 44%	24 47%	61 42%	26 37%	47 50%	70 42%	43 48%	26 45%	20 35%	5 17%	184 40%	26 53%	27 35%	29 48%	24 32%	75 48%
N/A - I do not use online banking services	184 9%	6 7%	10 13%	7 9%	15 16%	4 12%	4 8%	12 8%	10 15%	4 4%	15 9%	8 9%	3 4%	10 17%	6 19%	28 6%	5 10%	8 11%	5 8%	3 4%	21 13%

## Online Security Survey

### ONLINE Fieldwork : 29th November - 1st December 2013

Absolutes/col percents

Table 7

**Q.4 Financial services companies such as banks need to maximise security for online access. How much hassle, if at all, do you find the following security procedures when logging into online banking?**

**Needing to verify my security details over the phone before I can access my account**

**Base: All respondents**

	Gender			Age						Social Grade				Region								Employment Sector				
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	Scot-land	North East	North West	York-shire & Humber-side	West Mid-lands	East Mid-lands	Wales	East-ern	London	South East	South West	Public	Private
Unweighted base	2012	1002	1010	231	300	348	364	310	459	581	606	325	500	173	83	219	177	196	138	110	197	262	291	166	274	774
Weighted base	2012	986	1026	239	339	339	359	299	438	538	558	438	478	181	80	221	181	181	141	101	201	262	282	181	309	818
NET: A hassle	743	421	321	112	151	136	123	96	124	217	223	152	151	57	27	76	75	56	51	30	80	108	111	71	107	369
	37%	43%	31%	47%	45%	40%	34%	32%	28%	40%	40%	35%	31%	31%	34%	34%	42%	31%	36%	30%	40%	41%	39%	39%	35%	45%
A lot of hassle	330	185	145	52	60	60	54	49	56	103	111	60	57	25	11	41	38	21	19	12	32	47	54	30	43	162
	16%	19%	14%	22%	18%	18%	15%	16%	13%	19%	20%	14%	12%	14%	13%	19%	21%	12%	14%	12%	16%	18%	19%	17%	14%	20%
A little hassle	412	236	176	60	92	76	69	47	68	114	112	93	94	32	17	35	37	35	32	19	47	61	57	41	64	207
	20%	24%	17%	25%	27%	23%	19%	16%	16%	21%	20%	21%	20%	18%	21%	16%	20%	19%	23%	18%	24%	23%	20%	23%	21%	25%
No hassle at all	510	219	291	54	88	109	95	65	99	144	121	123	122	55	28	61	34	63	24	33	39	66	66	41	92	208
	25%	22%	28%	23%	26%	32%	27%	22%	23%	27%	22%	28%	25%	30%	34%	27%	19%	35%	17%	33%	19%	25%	23%	23%	30%	25%
N/A - This is not a feature of my online banking security	606	284	322	62	79	80	112	108	166	145	179	130	153	55	21	61	52	50	58	29	75	67	87	52	80	207
	30%	29%	31%	26%	23%	23%	31%	36%	38%	27%	32%	30%	32%	31%	26%	28%	29%	28%	41%	29%	37%	26%	31%	29%	26%	25%
N/A - I do not use online banking services	153	61	92	11	21	15	28	30	48	32	36	33	52	14	5	24	20	13	7	8	8	21	18	17	30	34
	8%	6%	9%	5%	6%	4%	8%	10%	11%	6%	6%	7%	11%	8%	6%	11%	11%	7%	5%	8%	4%	8%	6%	9%	10%	4%

## Online Security Survey

### ONLINE Fieldwork : 29th November - 1st December 2013

Absolutes/col percents

Table 7

**Q.4 Financial services companies such as banks need to maximise security for online access. How much hassle, if at all, do you find the following security procedures when logging into online banking?**

**Needing to verify my security details over the phone before I can access my account**

**Base: All respondents**

	What is the highest educational level that you have achieved to date?							Which of the following best describes where you live?					
	Total	No formal education	Primary	Secondary school, high school, NVQ levels 1 to 3, etc.	University degree or equivalent professional qualification, NVQ level 4, etc.	Higher university degree, doctorate, MBA, NVQ level 5, etc.	Still in full time education	NET: Urban	Urban - Population over 10,000	Town and Fringe	NET: Rural	Village	Hamlet & Isolated Dwelling
Unweighted base	2012	12	5	1045	667	189	72	1604	862	742	408	344	64
Weighted base	2012	13	7	1077	654	176	64	1583	824	759	429	362	67
NET: A hassle	743 37%	6 47%	2 31%	365 34%	266 41%	67 38%	29 45%	592 37%	320 39%	272 36%	150 35%	131 36%	19 28%
A lot of hassle	330 16%	4 34%	-	167 16%	103 16%	37 21%	16 25%	270 17%	153 19%	117 15%	61 14%	50 14%	10 16%
A little hassle	412 20%	2 14%	2 31%	197 18%	163 25%	31 17%	13 20%	323 20%	168 20%	155 20%	90 21%	81 22%	8 12%
No hassle at all	510 25%	3 25%	4 54%	277 26%	152 23%	54 31%	16 25%	405 26%	219 27%	186 24%	105 24%	94 26%	11 17%
N/A - This is not a feature of my online banking security	606 30%	3 28%	1 15%	345 32%	189 29%	45 26%	19 29%	460 29%	227 28%	233 31%	146 34%	115 32%	31 47%
N/A - I do not use online banking services	153 8%	-	-	91 8%	47 7%	9 5%	1 1%	126 8%	57 7%	68 9%	27 6%	22 6%	5 8%



## Online Security Survey

### ONLINE Fieldwork : 29th November - 1st December 2013

Absolutes/col percents

Table 7

**Q.4 Financial services companies such as banks need to maximise security for online access. How much hassle, if at all, do you find the following security procedures when logging into online banking?**

**Needing to verify my security details over the phone before I can access my account**

**Base: All respondents**

	Which of the following cities do you live in, or nearest to?																				
	Total	Glasgow	Edin- burgh	New- castle	Leeds	Hull	Shef- field	Manch- ester	Liver- pool	Nott- ingham	Birm- ingham	Norwich	Milton Keynes	Brigh- ton	Oxford	London	South- ampton	Bristol	Ply- mouth	Cardiff	None of these
Unweighted base	2012	82	72	82	94	34	49	144	71	90	181	87	59	57	30	457	52	67	56	83	165
Weighted base	2012	88	76	81	95	34	52	145	70	93	164	91	58	58	30	459	48	77	61	77	157
NET: A hassle	743 37%	26 30%	26 34%	26 32%	46 48%	10 29%	21 40%	53 37%	23 33%	38 41%	48 29%	31 34%	23 39%	24 41%	10 32%	199 43%	18 37%	30 38%	25 42%	26 33%	42 26%
A lot of hassle	330 16%	14 16%	8 10%	9 11%	25 27%	5 16%	8 15%	28 19%	13 19%	13 14%	20 12%	15 17%	6 11%	14 24%	5 17%	88 19%	9 18%	12 16%	10 16%	9 12%	19 12%
A little hassle	412 20%	12 14%	18 24%	17 21%	21 22%	4 12%	13 25%	26 18%	10 15%	25 27%	28 17%	15 17%	17 29%	10 18%	4 15%	111 24%	9 19%	17 23%	15 26%	17 21%	22 14%
No hassle at all	510 25%	31 35%	17 22%	25 31%	15 15%	9 26%	9 18%	43 30%	22 31%	16 17%	56 34%	20 22%	13 23%	11 19%	9 29%	110 24%	13 28%	20 27%	7 12%	25 32%	40 26%
N/A - This is not a feature of my online banking security	606 30%	26 29%	25 33%	24 29%	24 26%	11 33%	17 34%	38 26%	15 21%	36 39%	48 29%	35 38%	21 36%	13 23%	7 25%	127 28%	12 26%	20 26%	24 39%	23 30%	59 38%
N/A - I do not use online banking services	153 8%	6 6%	8 10%	6 8%	10 11%	4 12%	4 9%	10 7%	10 15%	4 4%	13 8%	5 6%	1 1%	9 16%	4 14%	22 5%	5 10%	7 9%	5 8%	3 4%	16 10%

## Online Security Survey

### ONLINE Fieldwork : 29th November - 1st December 2013

Absolutes/col percents

Table 8

**Q.4 Financial services companies such as banks need to maximise security for online access. How much hassle, if at all, do you find the following security procedures when logging into online banking?**

**Needing to answer additional security questions such as 'first pet's name'**

**Base: All respondents**

	Gender		Age							Social Grade				Region										Employment Sector		
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	Scot-land	North East	North West	York-shire & Humber-side	West Midlands	East Midlands	Wales	East-ern	London	South East	South West	Public	Private
Unweighted base	2012	1002	1010	231	300	348	364	310	459	581	606	325	500	173	83	219	177	196	138	110	197	262	291	166	274	774
Weighted base	2012	986	1026	239	339	339	359	299	438	538	558	438	478	181	80	221	181	181	141	101	201	262	282	181	309	818
NET: A hassle	677	378	298	91	136	115	113	91	131	200	218	126	133	50	24	72	67	59	46	25	54	105	98	75	94	328
	34%	38%	29%	38%	40%	34%	31%	30%	30%	37%	39%	29%	28%	28%	30%	33%	37%	33%	33%	25%	27%	40%	35%	41%	30%	40%
A lot of hassle	115	59	55	11	34	17	18	12	23	37	35	21	21	6	4	17	15	5	6	4	8	18	19	12	13	59
	6%	6%	5%	5%	10%	5%	5%	4%	5%	7%	6%	5%	4%	3%	5%	8%	8%	3%	4%	4%	4%	7%	7%	7%	4%	7%
A little hassle	562	319	243	80	101	99	94	79	108	163	182	105	112	45	20	55	53	54	40	21	46	87	79	62	81	268
	28%	32%	24%	33%	30%	29%	26%	27%	25%	30%	33%	24%	23%	25%	24%	25%	29%	30%	28%	21%	23%	33%	28%	34%	26%	33%
No hassle at all	971	455	517	112	144	181	187	144	204	270	243	226	232	98	45	108	78	91	58	59	112	115	137	70	156	368
	48%	46%	50%	47%	42%	53%	52%	48%	47%	50%	44%	52%	49%	54%	56%	49%	43%	50%	41%	58%	56%	44%	49%	39%	51%	45%
N/A - This is not a feature of my online banking security	225	95	130	26	39	29	31	38	62	41	63	58	63	21	7	19	19	18	30	8	26	22	32	22	30	90
	11%	10%	13%	11%	11%	9%	9%	13%	14%	8%	11%	13%	13%	12%	9%	9%	10%	10%	21%	8%	13%	8%	11%	12%	10%	11%
N/A - I do not use online banking services	139	58	81	11	21	13	28	26	41	27	34	28	50	11	5	22	17	13	7	8	8	19	15	15	28	32
	7%	6%	8%	5%	6%	4%	8%	9%	9%	5%	6%	6%	10%	6%	6%	10%	9%	7%	5%	8%	4%	7%	5%	8%	9%	4%

## Online Security Survey

### ONLINE Fieldwork : 29th November - 1st December 2013

Absolutes/col percents

Table 8

**Q.4 Financial services companies such as banks need to maximise security for online access. How much hassle, if at all, do you find the following security procedures when logging into online banking?**

**Needing to answer additional security questions such as 'first pet's name'**

**Base: All respondents**

	What is the highest educational level that you have achieved to date?							Which of the following best describes where you live?					
	Total	No formal education	Primary	Secondary school, high school, NVQ levels 1 to 3, etc.	University degree or equivalent professional qualification, NVQ level 4, etc.	Higher university degree, doctorate, MBA, NVQ level 5, etc.	Still in full time education	NET: Urban	Urban - Population over 10,000	Town and Fringe	NET: Rural	Village	Hamlet & Isolated Dwelling
Unweighted base	2012	12	5	1045	667	189	72	1604	862	742	408	344	64
Weighted base	2012	13	7	1077	654	176	64	1583	824	759	429	362	67
NET: A hassle	677	7	2	320	250	70	22	532	286	246	145	126	19
	34%	58%	24%	30%	38%	40%	34%	34%	35%	32%	34%	35%	29%
A lot of hassle	115	2	-	58	34	14	5	92	56	36	22	20	2
	6%	20%	-	5%	5%	8%	8%	6%	7%	5%	5%	5%	4%
A little hassle	562	5	2	262	216	57	17	439	229	210	123	106	17
	28%	38%	24%	24%	33%	32%	26%	28%	28%	28%	29%	29%	25%
No hassle at all	971	5	3	540	295	85	35	767	403	364	204	170	34
	48%	42%	45%	50%	45%	48%	55%	48%	49%	48%	47%	47%	50%
N/A - This is not a feature of my online banking security	225	-	2	136	66	13	6	168	83	86	56	48	8
	11%	-	31%	13%	10%	7%	10%	11%	10%	11%	13%	13%	12%
N/A - I do not use online banking services	139	-	-	80	44	8	1	116	53	63	24	18	5
	7%	-	-	7%	7%	4%	1%	7%	6%	8%	6%	5%	8%

## Online Security Survey

### ONLINE Fieldwork : 29th November - 1st December 2013

Absolutes/col percents

Table 8

**Q.4 Financial services companies such as banks need to maximise security for online access. How much hassle, if at all, do you find the following security procedures when logging into online banking?**

**Needing to answer additional security questions such as 'first pet's name'**

**Base: All respondents**

	Which of the following cities do you live in, or nearest to?																				
	Total	Glasgow	Edin- burgh	New- castle	Leeds	Hull	Shef- field	Manch- ester	Liver- pool	Nott- ingham	Birm- ingham	Norwich	Milton Keynes	Brigh- ton	Oxford	London	South- ampton	Bristol	Ply- mouth	Cardiff	None of these
Unweighted base	2012	82	72	82	94	34	49	144	71	90	181	87	59	57	30	457	52	67	56	83	165
Weighted base	2012	88	76	81	95	34	52	145	70	93	164	91	58	58	30	459	48	77	61	77	157
NET: A hassle	677	31	16	25	43	8	19	51	21	32	51	24	18	23	9	173	20	31	24	22	37
	34%	35%	21%	30%	45%	23%	36%	35%	30%	34%	31%	27%	31%	40%	32%	38%	42%	40%	40%	28%	24%
A lot of hassle	115	6	-	5	9	-	5	9	6	5	5	4	2	9	*	32	1	5	4	4	4
	6%	6%	-	6%	10%	-	9%	7%	9%	5%	3%	4%	3%	15%	1%	7%	3%	7%	7%	5%	3%
A little hassle	562	25	16	20	34	8	14	42	15	28	46	21	16	14	9	141	19	26	20	18	33
	28%	28%	21%	24%	35%	23%	27%	29%	21%	30%	28%	23%	28%	25%	30%	31%	39%	33%	33%	23%	21%
No hassle at all	971	47	42	43	33	20	22	76	32	39	84	54	29	22	14	219	20	30	27	44	74
	48%	53%	55%	53%	35%	59%	42%	52%	45%	42%	51%	60%	51%	38%	46%	48%	42%	40%	44%	57%	47%
N/A - This is not a feature of my online banking security	225	6	12	7	10	3	8	9	8	19	17	7	10	5	2	47	3	9	6	8	30
	11%	7%	15%	9%	10%	9%	15%	6%	11%	20%	10%	8%	17%	8%	8%	10%	7%	12%	9%	10%	19%
N/A - I do not use online banking services	139	4	6	6	9	3	4	9	10	4	13	5	1	8	4	20	5	6	4	3	15
	7%	5%	8%	8%	10%	9%	7%	6%	15%	4%	8%	6%	1%	14%	14%	4%	10%	8%	6%	4%	9%

## Online Security Survey

### ONLINE Fieldwork : 29th November - 1st December 2013

Absolutes/col percents

Table 9

**Q.4 Financial services companies such as banks need to maximise security for online access. How much hassle, if at all, do you find the following security procedures when logging into online banking?**

**Needing to wait for a password to be sent to me via text message before I can log in**

**Base: All respondents**

	Gender		Age							Social Grade				Region								Employment Sector				
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	Scot-land	North East	North West	York-shire & Humber-side	West Midlands	East Midlands	Wales	East-ern	London	South East	South West	Public	Private
Unweighted base	2012	1002	1010	231	300	348	364	310	459	581	606	325	500	173	83	219	177	196	138	110	197	262	291	166	274	774
Weighted base	2012	986	1026	239	339	339	359	299	438	538	558	438	478	181	80	221	181	181	141	101	201	262	282	181	309	818
NET: A hassle	722	389	333	113	128	138	106	104	133	217	216	135	154	58	25	91	70	73	50	28	73	94	94	66	104	336
	36%	39%	32%	47%	38%	41%	29%	35%	30%	40%	39%	31%	32%	32%	31%	41%	39%	40%	35%	28%	36%	36%	34%	37%	34%	41%
A lot of hassle	209	101	108	35	31	32	36	32	43	65	62	33	49	18	9	30	14	17	11	6	21	28	37	19	28	95
	10%	10%	11%	15%	9%	9%	10%	11%	10%	12%	11%	8%	10%	10%	11%	13%	7%	10%	7%	6%	10%	11%	13%	10%	9%	12%
A little hassle	513	288	225	78	97	106	69	72	90	152	154	102	104	40	16	61	57	56	39	22	52	66	57	47	76	241
	25%	29%	22%	33%	29%	31%	19%	24%	21%	28%	28%	23%	22%	22%	20%	28%	31%	31%	28%	22%	26%	25%	20%	26%	25%	29%
No hassle at all	509	248	262	63	97	94	117	46	93	144	128	126	112	50	22	43	39	46	35	32	45	71	79	47	90	220
	25%	25%	26%	26%	29%	28%	33%	15%	21%	27%	23%	29%	23%	28%	27%	20%	22%	25%	25%	32%	22%	27%	28%	26%	29%	27%
N/A - This is not a feature of my online banking security	627	285	342	50	93	89	107	118	169	143	175	145	164	60	28	63	53	48	49	33	74	76	91	51	87	221
	31%	29%	33%	21%	28%	26%	30%	40%	39%	27%	31%	33%	34%	33%	35%	28%	29%	27%	35%	33%	37%	29%	32%	28%	28%	27%
N/A - I do not use online banking services	154	64	90	13	21	17	29	31	43	34	38	33	49	13	6	24	18	14	7	8	10	20	17	17	28	41
	8%	6%	9%	5%	6%	5%	8%	10%	10%	6%	7%	7%	10%	7%	7%	11%	10%	8%	5%	8%	5%	8%	6%	9%	9%	5%

## Online Security Survey

### ONLINE Fieldwork : 29th November - 1st December 2013

Absolutes/col percents

Table 9

**Q.4 Financial services companies such as banks need to maximise security for online access. How much hassle, if at all, do you find the following security procedures when logging into online banking?**

**Needing to wait for a password to be sent to me via text message before I can log in**

**Base: All respondents**

	What is the highest educational level that you have achieved to date?							Which of the following best describes where you live?					
	Total	No formal education	Primary	Secondary school, high school, NVQ levels 1 to 3, etc.	University degree or equivalent professional qualification, NVQ level 4, etc.	Higher university degree, doctorate, MBA, NVQ level 5, etc.	Still in full time education	NET: Urban	Urban - Population over 10,000	Town and Fringe	NET: Rural	Village	Hamlet & Isolated Dwelling
Unweighted base	2012	12	5	1045	667	189	72	1604	862	742	408	344	64
Weighted base	2012	13	7	1077	654	176	64	1583	824	759	429	362	67
NET: A hassle	722 36%	6 46%	-	376 35%	234 36%	67 38%	37 57%	577 36%	317 38%	260 34%	145 34%	130 36%	15 22%
A lot of hassle	209 10%	2 16%	-	113 11%	65 10%	20 11%	9 14%	163 10%	92 11%	71 9%	46 11%	38 10%	8 12%
A little hassle	513 25%	4 30%	-	262 24%	169 26%	48 27%	27 43%	413 26%	225 27%	188 25%	99 23%	93 26%	7 10%
No hassle at all	509 25%	3 26%	1 9%	262 24%	172 26%	52 30%	12 18%	409 26%	222 27%	187 25%	101 23%	92 25%	9 13%
N/A - This is not a feature of my online banking security	627 31%	3 28%	7 91%	348 32%	200 31%	48 27%	15 24%	472 30%	226 27%	246 32%	155 36%	118 33%	38 56%
N/A - I do not use online banking services	154 8%	-	-	91 8%	48 7%	8 5%	1 1%	126 8%	59 7%	67 9%	28 6%	22 6%	5 8%

## Online Security Survey

### ONLINE Fieldwork : 29th November - 1st December 2013

Absolutes/col percents

Table 9

**Q.4 Financial services companies such as banks need to maximise security for online access. How much hassle, if at all, do you find the following security procedures when logging into online banking?**

**Needing to wait for a password to be sent to me via text message before I can log in**

**Base: All respondents**

	Which of the following cities do you live in, or nearest to?																				
	Total	Glasgow	Edin- burgh	New- castle	Leeds	Hull	Shef- field	Manch- ester	Liver- pool	Nott- ingham	Birm- ingham	Norwich	Milton Keynes	Brigh- ton	Oxford	London	South- ampton	Bristol	Ply- mouth	Cardiff	None of these
Unweighted base	2012	82	72	82	94	34	49	144	71	90	181	87	59	57	30	457	52	67	56	83	165
Weighted base	2012	88	76	81	95	34	52	145	70	93	164	91	58	58	30	459	48	77	61	77	157
NET: A hassle	722 36%	32 37%	22 29%	24 30%	40 42%	8 25%	21 41%	68 47%	26 37%	37 39%	66 40%	34 38%	24 42%	23 40%	9 31%	163 36%	20 41%	30 39%	19 32%	22 29%	32 20%
A lot of hassle	209 10%	10 12%	5 6%	9 11%	10 11%	2 6%	1 3%	16 11%	13 18%	9 9%	14 9%	12 13%	3 6%	10 17%	3 11%	53 12%	8 16%	9 12%	6 9%	3 4%	13 8%
A little hassle	513 25%	22 25%	17 23%	15 18%	30 32%	6 19%	20 38%	52 35%	14 19%	28 30%	52 31%	23 25%	21 36%	13 23%	6 19%	110 24%	12 26%	21 27%	14 23%	19 25%	19 12%
No hassle at all	509 25%	25 28%	18 24%	19 24%	17 18%	10 29%	13 25%	31 22%	14 20%	24 25%	40 24%	16 18%	15 26%	11 20%	8 27%	130 28%	7 14%	24 31%	17 28%	24 31%	46 29%
N/A - This is not a feature of my online banking security	627 31%	27 30%	28 37%	31 38%	27 28%	12 36%	14 26%	35 24%	20 28%	29 31%	44 27%	35 38%	18 30%	13 23%	9 29%	144 31%	17 35%	18 23%	21 34%	28 36%	60 38%
N/A - I do not use online banking services	154 8%	4 5%	7 9%	7 9%	11 11%	3 9%	4 7%	11 8%	10 15%	4 4%	14 8%	6 6%	1 1%	9 16%	4 14%	22 5%	5 10%	6 8%	4 6%	3 4%	19 12%

## Online Security Survey

### ONLINE Fieldwork : 29th November - 1st December 2013

Absolutes/col percents

Table 10

**Q.4 Financial services companies such as banks need to maximise security for online access. How much hassle, if at all, do you find the following security procedures when logging into online banking?  
Needing to use a pin number/card reader for online banking**  
Base: All respondents

	Gender			Age						Social Grade				Region										Employment Sector		
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	Scot-land	North East	North West	York-shire & Humber-side	West Mid-lands	East Mid-lands	Wales	East-ern	London	South East	South West	Public	Private
Unweighted base	2012	1002	1010	231	300	348	364	310	459	581	606	325	500	173	83	219	177	196	138	110	197	262	291	166	274	774
Weighted base	2012	986	1026	239	339	339	359	299	438	538	558	438	478	181	80	221	181	181	141	101	201	262	282	181	309	818
NET: A hassle	631	360	271	107	124	119	95	84	102	191	193	129	118	50	20	62	51	58	47	27	61	91	100	62	84	313
	31%	36%	26%	45%	36%	35%	27%	28%	23%	35%	35%	29%	25%	28%	25%	28%	32%	33%	27%	31%	35%	36%	35%	27%	38%	
A lot of hassle	165	93	72	30	34	31	22	22	25	48	53	33	31	12	6	18	13	15	11	6	15	24	31	14	18	97
	8%	9%	7%	13%	10%	9%	6%	7%	6%	9%	10%	8%	7%	6%	7%	8%	7%	8%	8%	6%	8%	9%	11%	8%	6%	12%
A little hassle	466	267	199	77	89	88	73	62	77	143	140	96	87	38	15	44	38	43	36	21	46	66	69	49	65	217
	23%	27%	19%	32%	26%	26%	20%	21%	18%	27%	25%	22%	18%	21%	18%	20%	21%	24%	25%	21%	23%	25%	25%	27%	21%	26%
No hassle at all	874	418	455	81	141	144	180	120	208	235	230	190	218	72	38	98	78	80	57	52	91	108	124	77	154	339
	43%	42%	44%	34%	42%	43%	50%	40%	48%	44%	41%	43%	46%	40%	47%	44%	43%	44%	41%	52%	45%	41%	44%	42%	50%	41%
N/A - This is not a feature of my online banking security	350	144	206	36	57	61	56	61	79	75	103	82	89	44	18	38	34	29	30	14	37	40	39	27	46	127
	17%	15%	20%	15%	17%	18%	16%	21%	18%	14%	19%	19%	19%	24%	22%	17%	19%	16%	21%	14%	18%	15%	14%	15%	15%	15%
N/A - I do not use online banking services	158	64	94	16	18	14	28	33	49	37	31	37	52	15	5	22	18	14	7	8	12	23	19	14	25	39
	8%	6%	9%	6%	5%	4%	8%	11%	11%	7%	6%	9%	11%	8%	6%	10%	10%	8%	5%	8%	6%	9%	7%	8%	8%	5%



## Online Security Survey

### ONLINE Fieldwork : 29th November - 1st December 2013

Absolutes/col percents

Table 10

**Q.4 Financial services companies such as banks need to maximise security for online access. How much hassle, if at all, do you find the following security procedures when logging into online banking?**

**Needing to use a pin number/card reader for online banking**

**Base: All respondents**

	What is the highest educational level that you have achieved to date?							Which of the following best describes where you live?					
	Total	No formal education	Primary	Secondary school, high school, NVQ levels 1 to 3, etc.	University degree or equivalent professional qualification, NVQ level 4, etc.	Higher university degree, doctorate, MBA, NVQ level 5, etc.	Still in full time education	NET: Urban	Urban - Population over 10,000	Town and Fringe	NET: Rural	Village	Hamlet & Isolated Dwelling
Unweighted base	2012	12	5	1045	667	189	72	1604	862	742	408	344	64
Weighted base	2012	13	7	1077	654	176	64	1583	824	759	429	362	67
NET: A hassle	631	5	1	312	212	66	30	509	277	233	122	106	16
	31%	36%	9%	29%	32%	37%	46%	32%	34%	31%	28%	29%	23%
A lot of hassle	165	1	-	90	52	20	2	141	72	68	25	21	3
	8%	9%	-	8%	8%	11%	3%	9%	9%	9%	6%	6%	5%
A little hassle	466	3	1	222	159	46	28	368	204	164	97	85	12
	23%	27%	9%	21%	24%	26%	43%	23%	25%	22%	23%	23%	18%
No hassle at all	874	5	3	483	275	82	19	665	354	311	208	181	28
	43%	40%	45%	45%	42%	47%	30%	42%	43%	41%	49%	50%	41%
N/A - This is not a feature of my online banking security	350	3	3	188	122	20	12	278	131	147	72	53	18
	17%	21%	46%	17%	19%	11%	19%	18%	16%	19%	17%	15%	27%
N/A - I do not use online banking services	158	*	-	95	45	8	3	131	62	69	27	22	5
	8%	3%	-	9%	7%	5%	5%	8%	8%	9%	6%	6%	8%

## Online Security Survey

### ONLINE Fieldwork : 29th November - 1st December 2013

Absolutes/col percents

Table 10

**Q.4 Financial services companies such as banks need to maximise security for online access. How much hassle, if at all, do you find the following security procedures when logging into online banking?  
Needing to use a pin number/card reader for online banking**

**Base: All respondents**

	Which of the following cities do you live in, or nearest to?																				
	Total	Glasgow	Edin- burgh	New- castle	Leeds	Hull	Shef- field	Manch- ester	Liver- pool	Nott- ingham	Birm- ingham	Norwich	Milton Keynes	Brigh- ton	Oxford	London	South- ampton	Bristol	Ply- mouth	Cardiff	None of these
Unweighted base	2012	82	72	82	94	34	49	144	71	90	181	87	59	57	30	457	52	67	56	83	165
Weighted base	2012	88	76	81	95	34	52	145	70	93	164	91	58	58	30	459	48	77	61	77	157
NET: A hassle	631 31%	25 29%	19 25%	20 25%	32 34%	6 17%	14 28%	51 35%	16 23%	32 35%	50 30%	26 29%	19 32%	24 42%	7 24%	166 36%	12 24%	28 36%	26 43%	19 24%	39 25%
A lot of hassle	165 8%	6 7%	3 3%	6 7%	7 7%	- -	6 12%	12 8%	7 10%	6 7%	15 9%	9 10%	4 6%	8 14%	1 2%	44 10%	5 11%	7 10%	2 3%	4 5%	13 9%
A little hassle	466 23%	19 22%	16 22%	15 18%	25 26%	6 17%	8 16%	39 27%	9 13%	26 28%	35 21%	17 19%	15 26%	16 28%	6 22%	121 26%	6 13%	21 27%	25 41%	15 19%	25 16%
No hassle at all	874 43%	34 39%	30 39%	35 44%	34 36%	18 55%	22 43%	68 47%	29 41%	37 39%	71 43%	42 46%	28 48%	23 40%	13 43%	198 43%	17 36%	33 43%	25 42%	43 56%	72 46%
N/A - This is not a feature of my online banking security	350 17%	22 25%	18 24%	19 23%	19 20%	5 16%	12 22%	17 12%	15 21%	20 22%	29 18%	14 16%	10 18%	2 4%	5 17%	70 15%	14 30%	13 17%	4 6%	12 16%	27 17%
N/A - I do not use online banking services	158 8%	6 7%	8 11%	6 8%	9 10%	4 12%	4 7%	9 6%	10 15%	4 4%	14 8%	8 9%	1 1%	8 14%	5 16%	25 6%	5 10%	3 4%	5 8%	3 4%	19 12%

## Online Security Survey

### ONLINE Fieldwork : 29th November - 1st December 2013

Absolutes/col percents

Table 11

**Q.5 If your online accounts were compromised and your data was stolen, which of the following, if any, would best describe how you would react?**

**Base: All respondents**

	Gender			Age						Social Grade				Region							Employment Sector					
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	Scot-land	North East	North West	York-shire & Humb-erside	West Mid-lands	East Mid-lands	Wales	East-ern	London	South East	South West	Public	Pri-vate
Unweighted base	2012	1002	1010	231	300	348	364	310	459	581	606	325	500	173	83	219	177	196	138	110	197	262	291	166	274	774
Weighted base	2012	986	1026	239	339	339	359	299	438	538	558	438	478	181	80	221	181	181	141	101	201	262	282	181	309	818
Reset my account details and carry on using the service	737 37%	382 39%	355 35%	77 32%	143 42%	128 38%	132 37%	110 37%	148 34%	208 39%	212 38%	154 35%	164 34%	66 37%	33 41%	81 37%	70 39%	69 38%	49 35%	35 35%	79 39%	86 33%	104 37%	65 36%	99 32%	324 40%
Terminate the service immediately	493 25%	238 24%	255 25%	54 23%	73 22%	79 23%	91 25%	74 25%	122 28%	119 22%	129 23%	116 26%	129 27%	42 23%	23 28%	57 26%	51 28%	50 28%	38 27%	24 24%	41 20%	53 20%	68 24%	47 26%	79 26%	186 23%
Look for a replacement and leave the service if something equivalent is available	324 16%	168 17%	156 15%	53 22%	53 16%	57 17%	52 14%	52 17%	57 13%	94 18%	91 16%	70 16%	68 14%	25 14%	8 10%	31 14%	23 12%	31 17%	23 16%	12 12%	38 19%	63 24%	47 17%	22 12%	61 20%	128 16%
Enquire about extra security from the service and be willing to pay extra for it	141 7%	79 8%	62 6%	22 9%	28 8%	20 6%	18 5%	18 6%	35 8%	44 8%	36 6%	28 6%	33 7%	21 12%	3 4%	18 8%	10 5%	12 6%	3 2%	10 10%	13 7%	26 10%	16 6%	10 6%	14 4%	61 7%
Don't know	316 16%	118 12%	198 19%	33 14%	41 12%	55 16%	65 18%	45 15%	76 17%	73 14%	89 16%	71 16%	83 17%	26 15%	14 17%	34 15%	27 15%	20 11%	28 20%	18 18%	30 15%	34 13%	48 17%	37 20%	55 18%	119 15%

## Online Security Survey

### ONLINE Fieldwork : 29th November - 1st December 2013

Absolutes/col percents

Table 11

**Q.5 If your online accounts were compromised and your data was stolen, which of the following, if any, would best describe how you would react?**

**Base: All respondents**

	What is the highest educational level that you have achieved to date?							Which of the following best describes where you live?					
	Total	No formal education	Primary	Secondary school, high school, NVQ levels 1 to 3, etc.	University degree or equivalent professional qualification, NVQ level 4, etc.	Higher university degree, doctorate, MBA, NVQ level 5, etc.	Still in full time education	NET: Urban	Urban - Population over 10,000	Town and Fringe	NET: Rural	Village	Hamlet & Isolated Dwelling
Unweighted base	2012	12	5	1045	667	189	72	1604	862	742	408	344	64
Weighted base	2012	13	7	1077	654	176	64	1583	824	759	429	362	67
Reset my account details and carry on using the service	737 37%	* 4%	4 51%	382 35%	255 39%	73 41%	22 35%	567 36%	298 36%	269 35%	171 40%	143 40%	28 41%
Terminate the service immediately	493 25%	5 43%	1 18%	292 27%	138 21%	34 19%	14 22%	385 24%	189 23%	196 26%	108 25%	90 25%	18 27%
Look for a replacement and leave the service if something equivalent is available	324 16%	1 6%	2 31%	157 15%	118 18%	26 15%	17 26%	259 16%	148 18%	111 15%	65 15%	57 16%	8 12%
Enquire about extra security from the service and be willing to pay extra for it	141 7%	3 25%	- -	69 6%	42 6%	21 12%	5 8%	119 7%	74 9%	44 6%	23 5%	20 6%	3 4%
Don't know	316 16%	3 23%	- -	178 16%	101 15%	22 13%	6 9%	254 16%	115 14%	139 18%	62 15%	52 14%	10 15%

## Online Security Survey

### ONLINE Fieldwork : 29th November - 1st December 2013

Absolutes/col percents

Table 11

**Q.5 If your online accounts were compromised and your data was stolen, which of the following, if any, would best describe how you would react?**

**Base: All respondents**

	Which of the following cities do you live in, or nearest to?																				
	Total	Glasgow	Edin- burgh	New- castle	Leeds	Hull	Shef- field	Manch- ester	Liver- pool	Nott- ingham	Birm- ingham	Norwich	Milton Keynes	Brigh- ton	Oxford	London	South- ampton	Bristol	Ply- mouth	Cardiff	None of these
Unweighted base	2012	82	72	82	94	34	49	144	71	90	181	87	59	57	30	457	52	67	56	83	165
Weighted base	2012	88	76	81	95	34	52	145	70	93	164	91	58	58	30	459	48	77	61	77	157
Reset my account details and carry on using the service	737 37%	33 38%	26 34%	31 38%	37 39%	14 43%	16 32%	54 37%	27 39%	29 31%	67 41%	33 36%	26 46%	23 40%	9 29%	162 35%	17 36%	27 35%	24 39%	29 38%	51 32%
Terminate the service immediately	493 25%	24 28%	13 17%	22 28%	23 24%	8 25%	18 36%	41 28%	20 28%	29 31%	43 26%	17 19%	9 16%	12 21%	11 37%	101 22%	11 23%	17 22%	14 24%	18 23%	40 25%
Look for a replacement and leave the service if something equivalent is available	324 16%	14 16%	10 13%	10 13%	11 12%	6 18%	7 13%	15 11%	11 16%	19 20%	25 15%	20 22%	11 20%	6 10%	7 24%	92 20%	6 12%	10 13%	11 18%	9 11%	24 15%
Enquire about extra security from the service and be willing to pay extra for it	141 7%	10 11%	10 13%	3 3%	6 6%	- -	4 7%	14 9%	3 5%	2 2%	11 7%	10 11%	2 4%	2 4%	- -	35 8%	4 9%	7 9%	3 4%	10 12%	7 4%
Don't know	316 16%	7 8%	17 23%	14 18%	18 19%	5 15%	6 12%	21 14%	9 12%	15 16%	17 10%	10 11%	9 15%	14 24%	3 10%	69 15%	10 20%	16 21%	9 15%	11 15%	35 22%

**Online Security Survey**  
**ONLINE Fieldwork : 29th November - 1st December 2013**

Absolutes/col percents

Table 12  
**Gender**  
**Base: All respondents**

	Gender		Age							Social Grade				Region								Employment Sector				
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	Scot-land	North East	North West	York-shire & Humb-erside	West Mid-lands	East Mid-lands	Wales	East-ern	London	South East	South West	Public	Private
Unweighted base	2012	1002	1010	231	300	348	364	310	459	581	606	325	500	173	83	219	177	196	138	110	197	262	291	166	274	774
Weighted base	2012	986	1026	239	339	339	359	299	438	538	558	438	478	181	80	221	181	181	141	101	201	262	282	181	309	818
Male	986	986	-	95	169	178	193	167	184	280	251	224	231	79	44	106	85	99	67	46	90	126	161	84	137	491
	49%	100%	-	40%	50%	53%	54%	56%	42%	52%	45%	51%	48%	43%	54%	48%	47%	55%	47%	46%	44%	48%	57%	46%	44%	60%
Female	1026	-	1026	144	170	160	166	132	254	257	307	214	247	102	37	116	96	82	74	54	112	136	120	97	172	327
	51%	-	100%	60%	50%	47%	46%	44%	58%	48%	55%	49%	52%	57%	46%	52%	53%	45%	53%	54%	56%	52%	43%	54%	56%	40%

## Online Security Survey

### ONLINE Fieldwork : 29th November - 1st December 2013

Absolutes/col percents

Table 12  
Gender  
Base: All respondents

	What is the highest educational level that you have achieved to date?							Which of the following best describes where you live?					
	Total	No formal education	Primary	Secondary school, high school, NVQ levels 1 to 3, etc.	University degree or equivalent professional qualification, NVQ level 4, etc.	Higher university degree, doctorate, MBA, NVQ level 5, etc.	Still in full time education	NET: Urban	Urban - Population over 10,000	Town and Fringe	NET: Rural	Village	Hamlet & Isolated Dwelling
Unweighted base	2012	12	5	1045	667	189	72	1604	862	742	408	344	64
Weighted base	2012	13	7	1077	654	176	64	1583	824	759	429	362	67
Male	986 49%	7 57%	6 82%	542 50%	307 47%	89 51%	24 37%	790 50%	466 57%	324 43%	196 46%	163 45%	32 48%
Female	1026 51%	5 43%	1 18%	535 50%	348 53%	87 49%	40 63%	793 50%	358 43%	435 57%	233 54%	199 55%	35 52%

## Online Security Survey

### ONLINE Fieldwork : 29th November - 1st December 2013

Absolutes/col percents

Table 12  
Gender  
Base: All respondents

	Which of the following cities do you live in, or nearest to?																				
	Total	Glasgow	Edin- burgh	New- castle	Leeds	Hull	Shef- field	Manch- ester	Liver- pool	Nott- ingham	Birm- ingham	Norwich	Milton Keynes	Brigh- ton	Oxford	London	South- ampton	Bristol	Ply- mouth	Cardiff	None of these
Unweighted base	2012	82	72	82	94	34	49	144	71	90	181	87	59	57	30	457	52	67	56	83	165
Weighted base	2012	88	76	81	95	34	52	145	70	93	164	91	58	58	30	459	48	77	61	77	157
Male	986	37	31	47	48	17	23	72	30	36	91	38	30	40	18	228	26	34	26	37	76
	49%	42%	41%	58%	50%	52%	44%	49%	43%	39%	55%	41%	53%	70%	62%	50%	54%	44%	43%	48%	48%
Female	1026	51	44	34	48	16	29	74	40	57	73	53	27	17	11	231	22	43	35	40	81
	51%	58%	59%	42%	50%	48%	56%	51%	57%	61%	45%	59%	47%	30%	38%	50%	46%	56%	57%	52%	52%



## Online Security Survey

### ONLINE Fieldwork : 29th November - 1st December 2013

Absolutes/col percents

Table 13

**Age****Base: All respondents**

	Gender			Age						Social Grade				Region								Employment Sector				
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	Scot-land	North East	North West	York-shire & Humb-erside	West Mid-lands	East Mid-lands	Wales	East-ern	London	South East	South West	Public	Pri-vate
Unweighted base	2012	1002	1010	231	300	348	364	310	459	581	606	325	500	173	83	219	177	196	138	110	197	262	291	166	274	774
Weighted base	2012	986	1026	239	339	339	359	299	438	538	558	438	478	181	80	221	181	181	141	101	201	262	282	181	309	818
18-24	239	95	144	239	-	-	-	-	-	47	78	51	63	17	9	29	13	24	16	13	27	34	30	27	29	107
	12%	10%	14%	100%	-	-	-	-	-	9%	14%	12%	13%	9%	11%	13%	7%	13%	11%	13%	14%	13%	11%	15%	9%	13%
25-34	339	169	170	-	339	-	-	-	-	68	120	71	80	38	16	36	44	28	19	24	24	55	28	27	51	197
	17%	17%	17%	-	100%	-	-	-	-	13%	22%	16%	17%	21%	20%	16%	24%	15%	13%	24%	12%	21%	10%	15%	17%	24%
35-44	339	178	160	-	-	339	-	-	-	79	90	94	76	29	10	45	34	28	16	12	31	53	51	31	73	208
	17%	18%	16%	-	-	100%	-	-	-	15%	16%	21%	16%	16%	12%	20%	19%	15%	11%	12%	15%	20%	18%	17%	24%	25%
45-54	359	193	166	-	-	-	359	-	-	70	96	95	97	28	18	34	27	32	34	21	34	39	51	41	99	179
	18%	20%	16%	-	-	-	100%	-	-	13%	17%	22%	20%	15%	23%	15%	15%	18%	24%	21%	17%	15%	18%	23%	32%	22%
55-64	299	167	132	-	-	-	-	299	-	96	73	56	73	30	10	25	25	28	19	16	36	28	57	24	44	88
	15%	17%	13%	-	-	-	-	100%	-	18%	13%	13%	15%	17%	12%	11%	14%	16%	14%	16%	18%	11%	20%	13%	14%	11%
65+	438	184	254	-	-	-	-	-	438	177	101	71	89	40	17	53	38	41	37	15	49	53	64	31	12	40
	22%	19%	25%	-	-	-	-	-	100%	33%	18%	16%	19%	22%	21%	24%	21%	22%	26%	15%	24%	20%	23%	17%	4%	5%
Average age	47.26	47.30	47.22	21.62	29.84	39.96	49.89	59.71	69.73	51.88	44.84	45.63	46.38	47.59	47.30	46.86	46.44	47.56	49.16	44.26	48.81	44.92	49.91	45.66	43.56	40.71

## Online Security Survey

### ONLINE Fieldwork : 29th November - 1st December 2013

Absolutes/col percents

Table 13  
Age  
Base: All respondents

	What is the highest educational level that you have achieved to date?							Which of the following best describes where you live?					
	Total	No formal education	Primary	Secondary school, high school, NVQ levels 1 to 3, etc.	University degree or equivalent professional qualification, NVQ level 4, etc.	Higher university degree, doctorate, MBA, NVQ level 5, etc.	Still in full time education	NET: Urban	Urban - Population over 10,000	Town and Fringe	NET: Rural	Village	Hamlet & Isolated Dwelling
Unweighted base	2012	12	5	1045	667	189	72	1604	862	742	408	344	64
Weighted base	2012	13	7	1077	654	176	64	1583	824	759	429	362	67
18-24	239 12%	7 53%	-	112 10%	47 7%	16 9%	54 84%	219 14%	118 14%	100 13%	20 5%	16 4%	4 6%
25-34	339 17%	* 4%	2 24%	139 13%	138 21%	48 28%	7 10%	291 18%	165 20%	126 17%	48 11%	43 12%	5 7%
35-44	339 17%	4 29%	2 31%	200 19%	104 16%	26 15%	2 4%	282 18%	164 20%	118 15%	57 13%	55 15%	2 3%
45-54	359 18%	-	1 18%	216 20%	103 16%	36 20%	1 1%	263 17%	144 18%	118 16%	96 22%	76 21%	20 30%
55-64	299 15%	1 10%	-	173 16%	95 15%	24 14%	-	229 14%	100 12%	129 17%	70 16%	56 16%	13 20%
65+	438 22%	1 5%	2 27%	237 22%	167 25%	25 14%	-	300 19%	132 16%	168 22%	138 32%	115 32%	22 33%
Average age	47.26	33.81	49.41	48.45	48.65	44.34	22.25	45.65	44.07	47.36	53.20	52.74	55.73

## Online Security Survey

### ONLINE Fieldwork : 29th November - 1st December 2013

Absolutes/col percents

Table 13

**Age****Base: All respondents**

	Which of the following cities do you live in, or nearest to?																				
	Total	Glasgow	Edin- burgh	New- castle	Leeds	Hull	Shef- field	Manch- ester	Liver- pool	Nott- ingham	Birm- ingham	Norwich	Milton Keynes	Brigh- ton	Oxford	London	South- ampton	Bristol	Ply- mouth	Cardiff	None of these
Unweighted base	2012	82	72	82	94	34	49	144	71	90	181	87	59	57	30	457	52	67	56	83	165
Weighted base	2012	88	76	81	95	34	52	145	70	93	164	91	58	58	30	459	48	77	61	77	157
18-24	239 12%	12 14%	4 5%	9 11%	10 11%	1 4%	1 2%	20 14%	10 15%	15 16%	26 16%	19 21%	* 1%	4 8%	2 8%	58 13%	7 14%	10 13%	9 15%	11 14%	9 5%
25-34	339 17%	26 29%	9 12%	13 17%	24 25%	5 14%	14 27%	25 17%	11 16%	11 12%	27 16%	12 13%	12 21%	3 6%	6 22%	74 16%	6 12%	18 23%	4 6%	22 29%	17 11%
35-44	339 17%	12 13%	15 20%	10 13%	17 18%	6 17%	9 17%	29 20%	12 17%	7 8%	27 17%	14 16%	13 23%	13 23%	1 4%	91 20%	8 16%	13 17%	6 10%	10 13%	24 15%
45-54	359 18%	12 13%	10 13%	20 25%	11 11%	7 21%	11 20%	23 16%	10 15%	20 22%	28 17%	7 8%	12 21%	9 15%	7 24%	80 17%	8 17%	18 23%	15 24%	14 18%	39 25%
55-64	299 15%	13 15%	16 21%	10 12%	11 11%	8 25%	7 14%	16 11%	7 10%	12 13%	24 15%	16 17%	9 16%	14 24%	9 29%	59 13%	6 13%	10 13%	9 15%	11 14%	31 20%
65+	438 22%	13 15%	22 29%	18 23%	23 24%	6 18%	10 19%	33 23%	19 27%	27 29%	32 20%	22 25%	11 19%	13 23%	3 12%	96 21%	14 29%	9 11%	18 29%	10 12%	38 24%
Average age	47.26	43.39	51.89	48.15	45.37	50.59	47.03	46.01	47.60	49.15	45.65	46.65	48.69	51.06	49.63	46.61	48.75	43.40	50.48	42.05	51.47

## Online Security Survey

### ONLINE Fieldwork : 29th November - 1st December 2013

Absolutes/col percents

Table 14  
**Social Grade**  
**Base: All respondents**

	Gender			Age						Social Grade				Region								Employment Sector				
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	Scot-land	North East	North West	York-shire & Humb-erside	West Mid-lands	East Mid-lands	Wales	East-ern	London	South East	South West	Public	Pri-vate
Unweighted base	2012	1002	1010	231	300	348	364	310	459	581	606	325	500	173	83	219	177	196	138	110	197	262	291	166	274	774
Weighted base	2012	986	1026	239	339	339	359	299	438	538	558	438	478	181	80	221	181	181	141	101	201	262	282	181	309	818
AB	538	280	257	47	68	79	70	96	177	538	-	-	-	43	26	58	42	61	33	18	52	76	78	51	88	197
	27%	28%	25%	20%	20%	23%	20%	32%	41%	100%	-	-	-	24%	32%	26%	23%	34%	24%	18%	26%	29%	28%	28%	28%	24%
C1	558	251	307	78	120	90	96	73	101	-	558	-	-	51	24	48	63	39	39	28	52	79	68	66	119	230
	28%	25%	30%	33%	35%	26%	27%	24%	23%	-	100%	-	-	28%	29%	22%	35%	22%	28%	27%	26%	30%	24%	37%	39%	28%
C2	438	224	214	51	71	94	95	56	71	-	-	438	-	38	16	44	29	42	24	32	58	62	80	13	67	233
	22%	23%	21%	21%	21%	28%	27%	19%	16%	-	-	100%	-	21%	20%	20%	16%	23%	17%	32%	29%	24%	28%	7%	22%	29%
DE	478	231	247	63	80	76	97	73	89	-	-	-	478	49	15	71	47	38	45	23	39	44	56	51	35	158
	24%	23%	24%	26%	23%	22%	27%	25%	20%	-	-	-	100%	27%	18%	32%	26%	21%	32%	22%	19%	17%	20%	28%	11%	19%

**Online Security Survey**  
**ONLINE Fieldwork : 29th November - 1st December 2013**

Absolutes/col percents

Table 14  
**Social Grade**  
**Base: All respondents**

	What is the highest educational level that you have achieved to date?							Which of the following best describes where you live?					
	Total	No formal education	Primary	Secondary school, high school, NVQ levels 1 to 3, etc.	University degree or equivalent professional qualification, NVQ level 4, etc.	Higher university degree, doctorate, MBA, NVQ level 5, etc.	Still in full time education	NET: Urban	Urban - Population over 10,000	Town and Fringe	NET: Rural	Village	Hamlet & Isolated Dwelling
Unweighted base	2012	12	5	1045	667	189	72	1604	862	742	408	344	64
Weighted base	2012	13	7	1077	654	176	64	1583	824	759	429	362	67
AB	538 27%	1 6%	- -	175 16%	255 39%	90 51%	12 19%	410 26%	219 27%	191 25%	127 30%	110 30%	17 26%
C1	558 28%	2 17%	1 9%	272 25%	207 32%	47 27%	28 43%	443 28%	241 29%	202 27%	115 27%	90 25%	25 37%
C2	438 22%	5 42%	4 58%	290 27%	102 16%	21 12%	13 20%	342 22%	161 20%	181 24%	96 22%	83 23%	13 19%
DE	478 24%	4 35%	2 33%	341 32%	90 14%	17 10%	12 18%	388 24%	203 25%	185 24%	90 21%	78 22%	12 18%

## Online Security Survey

### ONLINE Fieldwork : 29th November - 1st December 2013

Absolutes/col percents

Table 14  
**Social Grade**  
**Base: All respondents**

	Which of the following cities do you live in, or nearest to?																				
	Total	Glasgow	Edin- burgh	New- castle	Leeds	Hull	Shef- field	Manch- ester	Liver- pool	Nott- ingham	Birm- ingham	Norwich	Milton Keynes	Brigh- ton	Oxford	London	South- ampton	Bristol	Ply- mouth	Cardiff	None of these
Unweighted base	2012	82	72	82	94	34	49	144	71	90	181	87	59	57	30	457	52	67	56	83	165
Weighted base	2012	88	76	81	95	34	52	145	70	93	164	91	58	58	30	459	48	77	61	77	157
AB	538	20	20	25	21	9	12	38	18	28	51	25	15	18	11	127	17	22	17	13	31
	27%	23%	27%	31%	22%	26%	24%	26%	25%	30%	31%	28%	26%	31%	35%	28%	36%	29%	29%	16%	19%
C1	558	23	20	24	40	12	15	33	16	24	36	20	14	12	7	135	13	31	23	22	37
	28%	26%	26%	30%	42%	35%	29%	23%	23%	26%	22%	22%	24%	21%	25%	30%	27%	40%	38%	29%	24%
C2	438	20	14	18	14	2	13	32	12	13	38	29	15	19	10	110	5	4	4	27	40
	22%	23%	18%	22%	15%	6%	24%	22%	17%	13%	23%	32%	25%	34%	34%	24%	11%	6%	7%	34%	26%
DE	478	25	22	14	21	11	12	43	25	29	39	16	15	8	2	86	13	19	16	16	49
	24%	28%	29%	17%	22%	32%	22%	29%	35%	31%	24%	18%	25%	14%	5%	19%	26%	25%	26%	20%	31%

## Online Security Survey

### ONLINE Fieldwork : 29th November - 1st December 2013

Absolutes/col percents

Table 15  
GO Region  
Base: All respondents

	Gender			Age						Social Grade				Region							Employment Sector					
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	Scotland	North East	North West	Yorkshire & Humberside	West Midlands	East Midlands	Wales	Eastern	London	South East	South West	Public	Private
Unweighted base	2012	1002	1010	231	300	348	364	310	459	581	606	325	500	173	83	219	177	196	138	110	197	262	291	166	274	774
Weighted base	2012	986	1026	239	339	339	359	299	438	538	558	438	478	181	80	221	181	181	141	101	201	262	282	181	309	818
Scotland	181	79	102	17	38	29	28	30	40	43	51	38	49	181	-	-	-	-	-	-	-	-	-	-	27	63
	9%	8%	10%	7%	11%	9%	8%	10%	9%	8%	9%	9%	10%	100%	-	-	-	-	-	-	-	-	-	-	9%	8%
North East	80	44	37	9	16	10	18	10	17	26	24	16	15	-	80	-	-	-	-	-	-	-	-	-	23	23
	4%	4%	4%	4%	5%	3%	5%	3%	4%	5%	4%	4%	3%	-	100%	-	-	-	-	-	-	-	-	-	8%	3%
North West	221	106	116	29	36	45	34	25	53	58	48	44	71	-	-	221	-	-	-	-	-	-	-	-	23	101
	11%	11%	11%	12%	11%	13%	10%	8%	12%	11%	9%	10%	15%	-	-	100%	-	-	-	-	-	-	-	-	7%	12%
Yorkshire & Humberside	181	85	96	13	44	34	27	25	38	42	63	29	47	-	-	-	181	-	-	-	-	-	-	-	29	74
	9%	9%	9%	5%	13%	10%	7%	8%	9%	8%	11%	7%	10%	-	-	-	100%	-	-	-	-	-	-	-	9%	9%
West Midlands	181	99	82	24	28	28	32	28	41	61	39	42	38	-	-	-	-	181	-	-	-	-	-	-	28	77
	9%	10%	8%	10%	8%	8%	9%	10%	9%	11%	7%	10%	8%	-	-	-	-	100%	-	-	-	-	-	-	9%	9%
East Midlands	141	67	74	16	19	16	34	19	37	33	39	24	45	-	-	-	-	-	141	-	-	-	-	-	17	60
	7%	7%	7%	7%	6%	5%	9%	6%	8%	6%	7%	5%	9%	-	-	-	-	-	100%	-	-	-	-	-	6%	7%
Wales	101	46	54	13	24	12	21	16	15	18	28	32	23	-	-	-	-	-	-	101	-	-	-	-	17	41
	5%	5%	5%	6%	7%	4%	6%	5%	3%	3%	5%	7%	5%	-	-	-	-	-	-	100%	-	-	-	-	6%	5%
Eastern	201	90	112	27	24	31	34	36	49	52	52	58	39	-	-	-	-	-	-	-	201	-	-	-	32	82
	10%	9%	11%	11%	7%	9%	9%	12%	11%	10%	9%	13%	8%	-	-	-	-	-	-	-	100%	-	-	-	10%	10%
London	262	126	136	34	55	53	39	28	53	76	79	62	44	-	-	-	-	-	-	-	-	262	-	-	41	108
	13%	13%	13%	14%	16%	16%	11%	9%	12%	14%	14%	14%	9%	-	-	-	-	-	-	-	-	100%	-	-	13%	13%
South East	282	161	120	30	28	51	51	57	64	78	68	80	56	-	-	-	-	-	-	-	-	-	282	-	36	118
	14%	16%	12%	13%	8%	15%	14%	19%	15%	14%	12%	18%	12%	-	-	-	-	-	-	-	-	-	100%	-	12%	14%
South West	181	84	97	27	27	31	41	24	31	51	66	13	51	-	-	-	-	-	-	-	-	-	-	181	36	70
	9%	9%	9%	11%	8%	9%	12%	8%	7%	9%	12%	3%	11%	-	-	-	-	-	-	-	-	-	-	100%	12%	9%

## Online Security Survey

### ONLINE Fieldwork : 29th November - 1st December 2013

Absolutes/col percents

Table 15  
GO Region  
Base: All respondents

	What is the highest educational level that you have achieved to date?							Which of the following best describes where you live?					
	Total	No formal education	Primary	Secondary school, high school, NVQ levels 1 to 3, etc.	University degree or equivalent professional qualification, NVQ level 4, etc.	Higher university degree, doctorate, MBA, NVQ level 5, etc.	Still in full time education	NET: Urban	Urban - Population over 10,000	Town and Fringe	NET: Rural	Village	Hamlet & Isolated Dwelling
Unweighted base	2012	12	5	1045	667	189	72	1604	862	742	408	344	64
Weighted base	2012	13	7	1077	654	176	64	1583	824	759	429	362	67
Scotland	181 9%	2 19%	-	93 9%	69 11%	9 5%	7 12%	131 8%	74 9%	57 8%	50 12%	35 10%	15 23%
North East	80 4%	1 7%	-	52 5%	21 3%	6 4%	1 1%	63 4%	27 3%	36 5%	18 4%	16 5%	1 2%
North West	221 11%	1 6%	1 18%	127 12%	71 11%	13 8%	5 8%	180 11%	97 12%	83 11%	41 10%	37 10%	5 7%
Yorkshire & Humberside	181 9%	-	-	103 10%	60 9%	14 8%	3 4%	126 8%	65 8%	61 8%	55 13%	51 14%	4 6%
West Midlands	181 9%	1 11%	-	94 9%	56 9%	19 11%	10 16%	153 10%	72 9%	81 11%	28 7%	22 6%	6 9%
East Midlands	141 7%	-	-	82 8%	42 6%	11 6%	3 5%	102 6%	46 6%	56 7%	38 9%	35 10%	4 5%
Wales	101 5%	2 16%	-	44 4%	36 5%	11 6%	5 8%	59 4%	24 3%	35 5%	42 10%	28 8%	14 21%
Eastern	201 10%	1 10%	-	124 11%	52 8%	18 10%	4 6%	147 9%	51 6%	96 13%	54 13%	44 12%	10 14%
London	262 13%	-	2 31%	100 9%	102 16%	40 23%	13 20%	261 16%	227 28%	34 4%	*	*	-
South East	282 14%	3 26%	4 51%	173 16%	81 12%	16 9%	4 6%	227 14%	87 11%	140 18%	54 13%	51 14%	3 4%
South West	181 9%	1 6%	-	87 8%	64 10%	17 10%	9 14%	133 8%	53 6%	80 11%	48 11%	43 12%	5 8%



## Online Security Survey

### ONLINE Fieldwork : 29th November - 1st December 2013

Absolutes/col percents

Table 15  
GO Region  
Base: All respondents

	Which of the following cities do you live in, or nearest to?																				
	Total	Glasgow	Edin- burgh	New- castle	Leeds	Hull	Shef- field	Manch- ester	Liver- pool	Nott- ingham	Birm- ingham	Norwich	Milton Keynes	Brigh- ton	Oxford	London	South- ampton	Bristol	Ply- mouth	Cardiff	None of these
Unweighted base	2012	82	72	82	94	34	49	144	71	90	181	87	59	57	30	457	52	67	56	83	165
Weighted base	2012	88	76	81	95	34	52	145	70	93	164	91	58	58	30	459	48	77	61	77	157
Scotland	181 9%	88 100%	75 99%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	18 12%
North East	80 4%	-	* 1%	74 92%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	6 4%
North West	221 11%	-	-	6 7%	-	-	-	136 94%	65 93%	-	-	-	-	-	-	-	-	-	-	-	14 9%
Yorkshire & Humberside	181 9%	-	-	1 1%	95 100%	31 93%	49 95%	-	-	-	-	-	-	-	-	-	-	-	-	-	5 3%
West Midlands	181 9%	-	-	-	-	-	-	5 4%	-	2 3%	153 93%	-	1 1%	-	4 14%	-	-	1 1%	-	-	15 9%
East Midlands	141 7%	-	-	-	-	2 6%	3 5%	1 *	-	85 91%	6 4%	-	22 39%	-	1 4%	-	-	-	-	-	20 13%
Wales	101 5%	-	-	-	-	-	-	3 2%	5 7%	-	2 1%	-	-	-	-	-	-	* 1%	-	77 100%	13 8%
Eastern	201 10%	-	-	-	-	1 2%	-	-	-	6 6%	-	88 97%	25 43%	-	-	53 12%	-	-	-	-	29 19%
London	262 13%	-	-	-	-	-	-	-	-	-	-	-	-	-	3 9%	259 56%	-	-	-	-	-
South East	282 14%	-	-	-	-	-	-	-	-	-	* 2	3% 10	17% 58	100% 18	59% 146	32% 29	61% -	-	-	-	19 12%
South West	181 9%	-	-	-	-	-	-	-	-	-	2 1%	-	-	-	4 13%	1 *	19 39%	76 99%	61 100%	-	18 12%

## Online Security Survey

### ONLINE Fieldwork : 29th November - 1st December 2013

Absolutes/col percents

Table 16

**Have you taken a foreign holiday in the last 3 years?****Base: All respondents**

	Gender		Age							Social Grade				Region								Employment Sector				
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	Scot-land	North East	North West	York-shire & Humb-erside	West Mid-lands	East Mid-lands	Wales	East-ern	London	South East	South West	Public	Pri-vate
Unweighted base	2012	1002	1010	231	300	348	364	310	459	581	606	325	500	173	83	219	177	196	138	110	197	262	291	166	274	774
Weighted base	2012	986	1026	239	339	339	359	299	438	538	558	438	478	181	80	221	181	181	141	101	201	262	282	181	309	818
Yes	1227	618	609	157	196	195	179	188	313	404	355	257	212	107	50	143	101	101	83	57	127	176	183	100	209	485
	61%	63%	59%	66%	58%	58%	50%	63%	71%	75%	64%	59%	44%	59%	62%	64%	56%	56%	59%	57%	63%	67%	65%	55%	68%	59%
No	785	368	417	82	143	144	180	111	125	134	203	182	266	74	31	79	80	81	58	43	74	86	99	81	99	333
	39%	37%	41%	34%	42%	42%	50%	37%	29%	25%	36%	41%	56%	41%	38%	36%	44%	44%	41%	43%	37%	33%	35%	45%	32%	41%

## Online Security Survey

### ONLINE Fieldwork : 29th November - 1st December 2013

Absolutes/col percents

Table 16

**Have you taken a foreign holiday in the last 3 years?****Base: All respondents**

	What is the highest educational level that you have achieved to date?							Which of the following best describes where you live?					
	Total	No formal education	Primary	Secondary school, high school, NVQ levels 1 to 3, etc.	University degree or equivalent professional qualification, NVQ level 4, etc.	Higher university degree, doctorate, MBA, NVQ level 5, etc.	Still in full time education	NET: Urban	Urban - Population over 10,000	Town and Fringe	NET: Rural	Village	Hamlet & Isolated Dwelling
Unweighted base	2012	12	5	1045	667	189	72	1604	862	742	408	344	64
Weighted base	2012	13	7	1077	654	176	64	1583	824	759	429	362	67
Yes	1227 61%	7 55%	6 85%	593 55%	434 66%	130 74%	49 76%	958 61%	520 63%	438 58%	269 63%	235 65%	34 51%
No	785 39%	6 45%	1 15%	484 45%	221 34%	46 26%	15 24%	625 39%	304 37%	321 42%	160 37%	127 35%	33 49%

## Online Security Survey

### ONLINE Fieldwork : 29th November - 1st December 2013

Absolutes/col percents

Table 16  
**Have you taken a foreign holiday in the last 3 years?**  
**Base: All respondents**

	Which of the following cities do you live in, or nearest to?																				
	Total	Glasgow	Edin- burgh	New- castle	Leeds	Hull	Shef- field	Manch- ester	Liver- pool	Nott- ingham	Birm- ingham	Norwich	Milton Keynes	Brigh- ton	Oxford	London	South- ampton	Bristol	Ply- mouth	Cardiff	None of these
Unweighted base	2012	82	72	82	94	34	49	144	71	90	181	87	59	57	30	457	52	67	56	83	165
Weighted base	2012	88	76	81	95	34	52	145	70	93	164	91	58	58	30	459	48	77	61	77	157
Yes	1227	52	45	47	52	14	36	97	45	59	84	57	32	42	17	306	30	41	36	45	90
	61%	60%	60%	59%	55%	41%	69%	67%	63%	64%	51%	63%	55%	74%	57%	67%	62%	54%	59%	58%	57%
No	785	35	30	33	43	20	16	48	26	34	80	33	26	15	13	153	18	36	25	33	67
	39%	40%	40%	41%	45%	59%	31%	33%	37%	36%	49%	37%	45%	26%	43%	33%	38%	46%	41%	42%	43%

## Online Security Survey

### ONLINE Fieldwork : 29th November - 1st December 2013

Absolutes/col percents

Table 17  
**Tenure**  
**Base: All respondents**

	Gender		Age							Social Grade				Region							Employment Sector					
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	Scot-land	North East	North West	York-shire & Humb-erside	West Mid-lands	East Mid-lands	Wales	East-ern	London	South East	South West	Public	Pri- vate
Unweighted base	2012	1002	1010	231	300	348	364	310	459	581	606	325	500	173	83	219	177	196	138	110	197	262	291	166	274	774
Weighted base	2012	986	1026	239	339	339	359	299	438	538	558	438	478	181	80	221	181	181	141	101	201	262	282	181	309	818
NET: Homeowners	1308	638	669	95	174	200	237	224	378	437	374	293	203	114	49	156	117	135	93	69	155	130	174	116	201	514
	65%	65%	65%	40%	51%	59%	66%	75%	86%	81%	67%	67%	42%	63%	61%	71%	64%	75%	66%	68%	77%	50%	62%	64%	65%	63%
Owned outright - without mortgage	664	320	343	38	43	41	71	155	315	245	182	128	108	47	23	87	66	56	44	36	86	71	92	55	61	171
	33%	32%	33%	16%	13%	12%	20%	52%	72%	46%	33%	29%	23%	26%	29%	39%	31%	32%	36%	43%	27%	33%	30%	20%	21%	
Owned with a mortgage or loan	644	318	326	57	130	159	166	68	63	192	192	165	95	67	26	69	50	79	48	32	70	59	82	61	140	343
	32%	32%	32%	24%	38%	47%	46%	23%	14%	36%	34%	38%	20%	37%	33%	31%	28%	44%	34%	32%	35%	23%	29%	34%	45%	42%
NET: Renters	683	337	346	136	159	135	119	75	58	95	181	142	266	66	30	61	63	44	47	30	44	127	106	63	107	295
	34%	34%	34%	57%	47%	40%	33%	25%	13%	18%	32%	32%	56%	37%	37%	28%	35%	25%	34%	30%	22%	49%	38%	35%	35%	36%
Rented from the council	282	137	145	48	56	65	52	37	24	27	55	62	138	31	12	30	37	22	22	13	12	48	40	15	48	95
	14%	14%	14%	20%	17%	19%	15%	12%	5%	5%	10%	14%	29%	17%	15%	14%	20%	12%	15%	13%	6%	18%	14%	9%	16%	12%
Rented from a housing association	128	54	73	21	25	19	30	18	14	17	33	21	56	12	8	12	6	5	9	5	11	25	24	11	24	39
	6%	6%	7%	9%	7%	6%	8%	6%	3%	3%	6%	5%	12%	6%	10%	6%	3%	3%	6%	5%	6%	10%	8%	6%	8%	5%
Rented from someone else	274	146	128	68	79	51	36	20	20	51	92	59	71	23	9	19	20	17	17	12	21	55	43	37	36	161
	14%	15%	12%	28%	23%	15%	10%	7%	5%	10%	17%	13%	15%	13%	11%	9%	11%	9%	12%	12%	10%	21%	15%	20%	12%	20%
Rent free	21	11	11	7	6	3	3	-	2	6	3	3	9	1	1	4	1	2	*	1	2	4	1	3	*	9
	1%	1%	1%	3%	2%	1%	1%	-	*	1%	1%	1%	2%	1%	2%	2%	1%	1%	*	1%	1%	2%	*	1%	*	1%

## Online Security Survey

### ONLINE Fieldwork : 29th November - 1st December 2013

Absolutes/col percents

Table 17  
**Tenure**  
**Base: All respondents**

	What is the highest educational level that you have achieved to date?							Which of the following best describes where you live?					
	Total	No formal education	Primary	Secondary school, high school, NVQ levels 1 to 3, etc.	University degree or equivalent professional qualification, NVQ level 4, etc.	Higher university degree, doctorate, MBA, NVQ level 5, etc.	Still in full time education	NET: Urban	Urban - Population over 10,000	Town and Fringe	NET: Rural	Village	Hamlet & Isolated Dwelling
Unweighted base	2012	12	5	1045	667	189	72	1604	862	742	408	344	64
Weighted base	2012	13	7	1077	654	176	64	1583	824	759	429	362	67
NET: Homeowners	1308 65%	5 37%	3 45%	686 64%	456 70%	123 70%	24 38%	989 62%	472 57%	516 68%	319 74%	271 75%	48 72%
Owned outright - without mortgage	664 33%	1 11%	3 45%	326 30%	249 38%	64 36%	9 14%	475 30%	219 27%	256 34%	189 44%	154 42%	35 53%
Owned with a mortgage or loan	644 32%	3 26%	-	360 33%	206 31%	60 34%	15 23%	514 32%	253 31%	261 34%	130 30%	117 32%	13 19%
NET: Renters	683 34%	6 51%	4 55%	385 36%	191 29%	51 29%	36 56%	580 37%	342 42%	237 31%	103 24%	88 24%	15 23%
Rented from the council	282 14%	5 37%	3 46%	182 17%	67 10%	10 6%	9 13%	242 15%	140 17%	103 13%	39 9%	38 10%	2 3%
Rented from a housing association	128 6%	2 14%	-	78 7%	32 5%	9 5%	7 11%	103 7%	61 7%	42 6%	25 6%	24 7%	1 1%
Rented from someone else	274 14%	-	1 9%	126 12%	92 14%	32 18%	20 31%	234 15%	142 17%	93 12%	39 9%	26 7%	13 19%
Rent free	21 1%	2 12%	-	6 1%	7 1%	1 1%	4 7%	15 1%	9 1%	6 1%	7 2%	3 1%	4 5%

## Online Security Survey

### ONLINE Fieldwork : 29th November - 1st December 2013

Absolutes/col percents

Table 17  
**Tenure**  
**Base: All respondents**

	Which of the following cities do you live in, or nearest to?																				
	Total	Glasgow	Edin- burgh	New- castle	Leeds	Hull	Shef- field	Manch- ester	Liver- pool	Nott- ingham	Birm- ingham	Norwich	Milton Keynes	Brigh- ton	Oxford	London	South- ampton	Bristol	Ply- mouth	Cardiff	None of these
Unweighted base	2012	82	72	82	94	34	49	144	71	90	181	87	59	57	30	457	52	67	56	83	165
Weighted base	2012	88	76	81	95	34	52	145	70	93	164	91	58	58	30	459	48	77	61	77	157
NET: Homeowners	1308	52	50	55	61	24	35	99	52	66	118	72	32	38	18	264	31	51	39	52	101
	65%	59%	66%	67%	64%	71%	67%	68%	74%	71%	72%	80%	55%	66%	62%	58%	64%	66%	64%	67%	64%
Owned outright - without mortgage	664	16	26	30	37	12	18	52	28	35	52	43	12	16	8	142	16	18	23	25	55
	33%	18%	35%	37%	39%	36%	36%	36%	40%	37%	31%	47%	21%	28%	26%	31%	33%	24%	38%	33%	35%
Owned with a mortgage or loan	644	36	24	25	24	12	16	47	24	32	66	30	20	22	11	123	15	32	16	26	46
	32%	41%	32%	31%	25%	35%	31%	32%	34%	34%	40%	33%	34%	38%	36%	27%	31%	42%	26%	34%	29%
NET: Renters	683	35	25	25	34	10	17	46	17	27	45	17	26	19	11	189	17	25	20	24	52
	34%	40%	34%	31%	35%	29%	33%	32%	24%	29%	27%	19%	45%	33%	38%	41%	36%	33%	34%	32%	33%
Rented from the council	282	17	13	11	18	6	11	23	8	14	23	-	10	3	5	78	1	9	6	11	14
	14%	19%	17%	13%	19%	18%	21%	16%	12%	15%	14%	-	17%	5%	18%	17%	2%	12%	10%	14%	9%
Rented from a housing association	128	7	4	8	4	-	2	9	4	4	5	6	8	8	1	36	4	4	3	3	7
	6%	8%	6%	10%	5%	-	3%	6%	6%	5%	3%	6%	14%	14%	5%	8%	8%	5%	5%	4%	4%
Rented from someone else	274	11	8	6	11	4	4	14	5	9	17	12	8	8	5	74	12	12	11	11	31
	14%	12%	11%	8%	12%	11%	9%	10%	7%	9%	10%	13%	13%	15%	15%	16%	26%	16%	19%	14%	20%
Rent free	21	1	-	1	1	-	-	*	1	-	2	1	-	1	-	5	-	1	1	1	4
	1%	1%	-	2%	1%	-	-	*	2%	-	1%	1%	-	1%	-	1%	-	2%	2%	2%	2%

## Online Security Survey

### ONLINE Fieldwork : 29th November - 1st December 2013

Absolutes/col percents

Table 18  
**What is the highest educational level that you have achieved to date?**  
**Base: All respondents**

	Gender		Age						Social Grade				Region							Employment Sector						
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	Scotland	North East	North West	Yorkshire & Humber	West Midlands	East Midlands	Wales	East-ern	London	South East	South West	Public	Private
Unweighted base	2012	1002	1010	231	300	348	364	310	459	581	606	325	500	173	83	219	177	196	138	110	197	262	291	166	274	774
Weighted base	2012	986	1026	239	339	339	359	299	438	538	558	438	478	181	80	221	181	181	141	101	201	262	282	181	309	818
No formal education	13 1%	7 1%	5 1%	7 3%	* *	4 1%	- -	1 *	1 *	1 *	2 *	5 1%	4 1%	2 1%	1 1%	1 *	- -	1 1%	- -	2 2%	1 1%	- -	3 1%	1 *	1 *	5 1%
Primary	7 *	6 1%	1 *	- -	2 1%	2 1%	1 *	- -	2 *	- -	1 *	4 1%	2 *	- -	- -	1 1%	- -	- -	- -	- -	- -	2 1%	4 1%	- -	- -	4 1%
Secondary school, high school, NVQ levels 1 to 3, etc.	1077 54%	542 55%	535 52%	112 47%	139 41%	200 59%	216 60%	173 58%	237 54%	175 32%	272 49%	290 66%	341 71%	93 51%	52 64%	127 57%	103 57%	94 52%	82 58%	44 44%	124 61%	100 38%	173 61%	87 48%	161 52%	454 56%
University degree or equivalent professional qualification, NVQ level 4, etc.	654 33%	307 31%	348 34%	47 20%	138 41%	104 31%	103 29%	95 32%	167 38%	255 47%	207 37%	102 23%	90 19%	69 38%	21 26%	71 32%	60 33%	56 31%	42 30%	36 36%	52 26%	102 39%	81 29%	64 36%	108 35%	267 33%
Higher university degree, doctorate, MBA, NVQ level 5, etc.	176 9%	89 9%	87 8%	16 7%	48 14%	26 8%	36 10%	24 8%	25 6%	90 17%	47 8%	21 5%	17 4%	9 5%	6 8%	13 6%	14 8%	19 10%	11 8%	11 11%	18 9%	40 15%	16 6%	17 10%	36 12%	78 10%
Still in full time education	64 3%	24 2%	40 4%	54 23%	7 2%	2 1%	1 *	- -	- -	12 2%	28 5%	13 3%	12 2%	7 4%	1 1%	5 2%	3 1%	10 6%	3 2%	5 5%	4 2%	13 5%	4 1%	9 5%	2 1%	4 *
Don't know	5 *	2 *	2 *	1 *	1 *	1 *	- -	2 1%	1 *	1 *	1 *	1 *	2 *	- -	- -	1 *	1 *	1 *	2 1%	1 1%	- -	- -	1 *	- -	- -	- -
Prefer not to answer	16 1%	9 1%	7 1%	2 1%	3 1%	1 *	1 *	3 1%	6 1%	4 1%	1 *	2 1%	9 2%	1 1%	- -	2 1%	1 1%	- -	1 1%	2 2%	2 1%	5 2%	- -	2 1%	1 *	5 1%



## Online Security Survey

### ONLINE Fieldwork : 29th November - 1st December 2013

Absolutes/col percents

Table 18  
**What is the highest educational level that you have achieved to date?**  
**Base: All respondents**

	What is the highest educational level that you have achieved to date?							Which of the following best describes where you live?					
	Total	No formal education	Primary	Secondary school, high school, NVQ levels 1 to 3, etc.	University degree or equivalent professional qualification, NVQ level 4, etc.	Higher university degree, doctorate, MBA, NVQ level 5, etc.	Still in full time education	NET: Urban	Urban - Population over 10,000	Town and Fringe	NET: Rural	Village	Hamlet & Isolated Dwelling
Unweighted base	2012	12	5	1045	667	189	72	1604	862	742	408	344	64
Weighted base	2012	13	7	1077	654	176	64	1583	824	759	429	362	67
No formal education	13 1%	13 100%	-	-	-	-	-	9 1%	7 1%	2 *	3 1%	3 1%	-
Primary	7 *	-	7 100%	-	-	-	-	5 *	3 *	2 *	2 *	2 1%	-
Secondary school, high school, NVQ levels 1 to 3, etc.	1077 54%	-	-	1077 100%	-	-	-	850 54%	395 48%	455 60%	227 53%	197 55%	30 45%
University degree or equivalent professional qualification, NVQ level 4, etc.	654 33%	-	-	-	654 100%	-	-	510 32%	284 34%	226 30%	145 34%	123 34%	21 32%
Higher university degree, doctorate, MBA, NVQ level 5, etc.	176 9%	-	-	-	-	176 100%	-	138 9%	93 11%	46 6%	37 9%	27 7%	11 16%
Still in full time education	64 3%	-	-	-	-	-	64 100%	54 3%	34 4%	21 3%	10 2%	7 2%	3 5%
Don't know	5 *	-	-	-	-	-	-	2 *	1 *	1 *	2 1%	1 *	2 3%
Prefer not to answer	16 1%	-	-	-	-	-	-	14 1%	7 1%	8 1%	2 *	2 1%	-

## Online Security Survey

### ONLINE Fieldwork : 29th November - 1st December 2013

Absolutes/col percents

Table 18  
**What is the highest educational level that you have achieved to date?**  
**Base: All respondents**

	Which of the following cities do you live in, or nearest to?																				
	Total	Glasgow	Edin- burgh	New- castle	Leeds	Hull	Shef- field	Manch- ester	Liver- pool	Nott- ingham	Birm- ingham	Norwich	Milton Keynes	Brigh- ton	Oxford	London	South- ampton	Bristol	Ply- mouth	Cardiff	None of these
Unweighted base	2012	82	72	82	94	34	49	144	71	90	181	87	59	57	30	457	52	67	56	83	165
Weighted base	2012	88	76	81	95	34	52	145	70	93	164	91	58	58	30	459	48	77	61	77	157
No formal education	13 1%	2 3%	-	1 1%	-	-	-	1 1%	-	-	1 1%	1 1%	2 4%	-	1 3%	*	-	-	1 1%	2 3%	*
Primary	7 *	-	-	-	-	-	-	1 1%	-	-	-	-	-	-	-	5 1%	1 1%	-	-	-	-
Secondary school, high school, NVQ levels 1 to 3, etc.	1077 54%	41 46%	38 51%	51 64%	52 55%	20 60%	28 55%	87 60%	32 46%	56 60%	83 50%	59 66%	33 57%	32 55%	21 70%	221 48%	22 46%	39 50%	29 48%	32 41%	100 64%
University degree or equivalent professional qualification, NVQ level 4, etc.	654 33%	31 36%	34 45%	20 25%	32 33%	12 36%	17 33%	40 28%	32 46%	26 28%	50 30%	21 23%	20 35%	23 40%	5 18%	153 33%	16 33%	29 38%	23 37%	29 38%	40 25%
Higher university degree, doctorate, MBA, NVQ level 5, etc.	176 9%	6 7%	3 3%	6 8%	7 8%	1 4%	6 11%	11 8%	3 5%	6 7%	18 11%	7 7%	2 4%	3 4%	1 2%	55 12%	7 14%	7 9%	5 7%	9 11%	14 9%
Still in full time education	64 3%	6 7%	1 1%	1 1%	3 3%	-	-	4 3%	2 2%	2 2%	12 7%	3 3%	-	-	2 6%	16 4%	2 4%	1 2%	4 6%	5 7%	1 1%
Don't know	5 *	-	-	-	-	-	1 1%	1 *	-	2 2%	1 *	-	-	-	-	-	-	-	-	-	1 1%
Prefer not to answer	16 1%	1 1%	-	2 2%	1 1%	-	-	-	1 2%	1 1%	-	-	-	-	-	7 2%	1 2%	1 1%	-	1 1%	1 *

## Online Security Survey

### ONLINE Fieldwork : 29th November - 1st December 2013

Absolutes/col percents

Table 19

**Thinking about your household's food and grocery shopping, are you personally responsible for selecting half or more of the items to be bought from supermarkets and food shops?**

**Base: All respondents**

	Gender		Age							Social Grade				Region								Employment Sector				
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	Scotland	North East	North West	Yorkshire & Humberside	West Midlands	East Midlands	Wales	East-ern	London	South East	South West	Public	Private
Unweighted base	2012	1002	1010	231	300	348	364	310	459	581	606	325	500	173	83	219	177	196	138	110	197	262	291	166	274	774
Weighted base	2012	986	1026	239	339	339	359	299	438	538	558	438	478	181	80	221	181	181	141	101	201	262	282	181	309	818
Yes - responsible for half or more of the items bought	1820	837	983	185	311	327	324	276	397	478	512	386	443	171	74	197	175	153	122	91	179	249	243	165	294	732
	90%	85%	96%	77%	92%	97%	90%	92%	91%	89%	92%	88%	93%	95%	92%	89%	97%	85%	87%	91%	89%	95%	86%	91%	95%	90%
No - not responsible for most of the items bought	192	149	43	54	28	12	35	22	41	59	46	52	35	10	7	24	6	28	19	9	23	13	38	16	15	86
	10%	15%	4%	23%	8%	3%	10%	8%	9%	11%	8%	12%	7%	5%	8%	11%	3%	15%	13%	9%	11%	5%	14%	9%	5%	10%

## Online Security Survey

### ONLINE Fieldwork : 29th November - 1st December 2013

Absolutes/col percents

Table 19

**Thinking about your household's food and grocery shopping, are you personally responsible for selecting half or more of the items to be bought from supermarkets and food shops?**

**Base: All respondents**

	What is the highest educational level that you have achieved to date?							Which of the following best describes where you live?					
	Total	No formal education	Primary	Secondary school, high school, NVQ levels 1 to 3, etc.	University degree or equivalent professional qualification, NVQ level 4, etc.	Higher university degree, doctorate, MBA, NVQ level 5, etc.	Still in full time education	NET: Urban	Urban - Population over 10,000	Town and Fringe	NET: Rural	Village	Hamlet & Isolated Dwelling
Unweighted base	2012	12	5	1045	667	189	72	1604	862	742	408	344	64
Weighted base	2012	13	7	1077	654	176	64	1583	824	759	429	362	67
Yes - responsible for half or more of the items bought	1820 90%	12 93%	7 100%	980 91%	592 90%	162 93%	48 75%	1443 91%	756 92%	688 91%	376 88%	325 90%	51 77%
No - not responsible for most of the items bought	192 10%	1 7%	-	97 9%	62 10%	13 7%	16 25%	140 9%	68 8%	72 9%	53 12%	37 10%	16 23%

## Online Security Survey

### ONLINE Fieldwork : 29th November - 1st December 2013

Absolutes/col percents

Table 19

**Thinking about your household's food and grocery shopping, are you personally responsible for selecting half or more of the items to be bought from supermarkets and food shops?**

**Base: All respondents**

	Which of the following cities do you live in, or nearest to?																				
	Total	Glasgow	Edin- burgh	New- castle	Leeds	Hull	Shef- field	Manch- ester	Liver- pool	Nott- ingham	Birm- ingham	Norwich	Milton Keynes	Brigh- ton	Oxford	London	South- ampton	Bristol	Ply- mouth	Cardiff	None of these
Unweighted base	2012	82	72	82	94	34	49	144	71	90	181	87	59	57	30	457	52	67	56	83	165
Weighted base	2012	88	76	81	95	34	52	145	70	93	164	91	58	58	30	459	48	77	61	77	157
Yes - responsible for half or more of the items bought	1820 90%	85 97%	70 92%	74 92%	92 97%	31 91%	49 94%	132 91%	59 84%	85 91%	137 84%	77 85%	54 95%	38 66%	27 91%	425 93%	46 96%	75 97%	54 89%	70 90%	139 89%
No - not responsible for most of the items bought	192 10%	3 3%	6 8%	7 8%	3 3%	3 9%	3 6%	13 9%	11 16%	8 9%	27 16%	13 15%	3 5%	20 34%	3 9%	34 7%	2 4%	2 3%	7 11%	8 10%	18 11%

## Online Security Survey

### ONLINE Fieldwork : 29th November - 1st December 2013

Absolutes/col percents

Table 20  
**How many cars are there in your household?**  
**Base: All respondents**

	Gender		Age							Social Grade				Region								Employment Sector				
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	Scot-land	North East	North West	York-shire & Humb-erside	West Mid-lands	East Mid-lands	Wales	East-ern	London	South East	South West	Public	Pri-vate
Unweighted base	2012	1002	1010	231	300	348	364	310	459	581	606	325	500	173	83	219	177	196	138	110	197	262	291	166	274	774
Weighted base	2012	986	1026	239	339	339	359	299	438	538	558	438	478	181	80	221	181	181	141	101	201	262	282	181	309	818
No cars in the household	423	181	241	73	96	90	71	48	44	67	125	69	161	37	21	46	41	29	29	16	19	105	52	29	67	171
	21%	18%	24%	31%	28%	27%	20%	16%	10%	12%	22%	16%	34%	20%	26%	21%	23%	16%	20%	16%	10%	40%	18%	16%	22%	21%
NET: Any	1589	805	785	166	243	248	288	251	394	471	433	369	317	144	60	175	140	153	112	85	182	157	230	152	242	647
	79%	82%	76%	69%	72%	73%	80%	84%	90%	88%	78%	84%	66%	80%	74%	79%	77%	84%	80%	84%	90%	60%	82%	84%	78%	79%
1	845	411	434	61	131	144	135	137	236	233	207	206	199	84	37	90	89	68	69	34	89	97	112	76	111	330
	42%	42%	42%	25%	39%	43%	38%	46%	54%	43%	37%	47%	42%	46%	46%	40%	49%	38%	49%	34%	44%	37%	40%	42%	36%	40%
2	563	295	269	68	75	92	102	90	136	181	167	120	96	54	19	64	46	64	42	36	67	43	83	45	96	235
	28%	30%	26%	28%	22%	27%	28%	30%	31%	34%	30%	27%	20%	30%	24%	29%	25%	35%	30%	36%	33%	16%	30%	25%	31%	29%
3+	181	99	82	37	36	12	50	24	22	57	59	44	21	7	4	21	5	20	1	15	26	17	34	32	35	81
	9%	10%	8%	15%	11%	3%	14%	8%	5%	11%	11%	10%	4%	4%	5%	10%	3%	11%	1%	15%	13%	6%	12%	17%	11%	10%

## Online Security Survey

### ONLINE Fieldwork : 29th November - 1st December 2013

Absolutes/col percents

Table 20  
**How many cars are there in your household?**  
**Base: All respondents**

	What is the highest educational level that you have achieved to date?							Which of the following best describes where you live?					
	Total	No formal education	Primary	Secondary school, high school, NVQ levels 1 to 3, etc.	University degree or equivalent professional qualification, NVQ level 4, etc.	Higher university degree, doctorate, MBA, NVQ level 5, etc.	Still in full time education	NET: Urban	Urban - Population over 10,000	Town and Fringe	NET: Rural	Village	Hamlet & Isolated Dwelling
Unweighted base	2012	12	5	1045	667	189	72	1604	862	742	408	344	64
Weighted base	2012	13	7	1077	654	176	64	1583	824	759	429	362	67
No cars in the household	423 21%	3 27%	1 18%	226 21%	119 18%	43 25%	23 35%	378 24%	254 31%	124 16%	44 10%	41 11%	3 5%
NET: Any	1589 79%	9 73%	6 82%	851 79%	535 82%	133 75%	42 65%	1205 76%	569 69%	635 84%	385 90%	321 89%	64 95%
1	845 42%	6 47%	4 55%	460 43%	281 43%	73 41%	12 19%	681 43%	346 42%	335 44%	164 38%	145 40%	19 28%
2	563 28%	3 26%	2 27%	305 28%	187 29%	47 27%	15 23%	390 25%	177 21%	213 28%	173 40%	144 40%	29 43%
3+	181 9%	- -	- -	86 8%	67 10%	13 7%	15 23%	134 8%	47 6%	87 11%	47 11%	31 9%	16 24%

## Online Security Survey

### ONLINE Fieldwork : 29th November - 1st December 2013

Absolutes/col percents

Table 20  
**How many cars are there in your household?**  
**Base: All respondents**

	Which of the following cities do you live in, or nearest to?																				
	Total	Glasgow	Edin- burgh	New- castle	Leeds	Hull	Shef- field	Manch- ester	Liver- pool	Nott- ingham	Birm- ingham	Norwich	Milton Keynes	Brigh- ton	Oxford	London	South- ampton	Bristol	Ply- mouth	Cardiff	None of these
Unweighted base	2012	82	72	82	94	34	49	144	71	90	181	87	59	57	30	457	52	67	56	83	165
Weighted base	2012	88	76	81	95	34	52	145	70	93	164	91	58	58	30	459	48	77	61	77	157
No cars in the household	423 21%	15 18%	16 21%	18 22%	22 24%	5 15%	9 18%	26 18%	21 30%	19 21%	28 17%	7 7%	12 20%	12 21%	2 6%	138 30%	11 23%	13 17%	8 14%	14 18%	26 16%
NET: Any	1589 79%	72 82%	60 79%	63 78%	73 76%	28 85%	42 82%	119 82%	49 70%	74 79%	136 83%	84 93%	46 80%	45 79%	28 94%	321 70%	37 77%	64 83%	52 86%	64 82%	131 84%
1	845 42%	44 50%	32 43%	37 45%	46 48%	16 46%	29 56%	63 43%	23 33%	43 46%	67 41%	37 41%	30 51%	15 26%	16 53%	178 39%	20 41%	26 34%	31 51%	25 33%	69 44%
2	563 28%	24 28%	25 33%	19 24%	22 23%	12 35%	14 26%	47 33%	17 24%	29 31%	54 33%	27 30%	16 28%	17 30%	8 26%	110 24%	9 19%	24 31%	10 16%	24 30%	55 35%
3+	181 9%	4 5%	2 3%	7 8%	5 5%	1 4%	-	9 6%	9 14%	2 3%	15 9%	20 22%	-	13 22%	4 15%	33 7%	8 16%	13 18%	11 19%	15 19%	8 5%



## Online Security Survey

### ONLINE Fieldwork : 29th November - 1st December 2013

Absolutes/col percents

Table 21  
**To which of the following ethnic groups do you consider you belong?**  
**Base: All respondents**

	Gender		Age							Social Grade				Region							Employment Sector					
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	Scot-land	North East	North West	York-shire & Humb-erside	West Mid-lands	East Mid-lands	Wales	East-ern	London	South East	South West	Public	Pri-vate
Unweighted base	2012	1002	1010	231	300	348	364	310	459	581	606	325	500	173	83	219	177	196	138	110	197	262	291	166	274	774
Weighted base	2012	986	1026	239	339	339	359	299	438	538	558	438	478	181	80	221	181	181	141	101	201	262	282	181	309	818
White	1841	893	949	201	281	297	335	296	432	492	503	404	443	174	78	204	170	168	132	97	196	185	261	176	272	734
	92%	91%	92%	84%	83%	88%	93%	99%	99%	92%	90%	92%	93%	96%	97%	92%	94%	93%	94%	96%	98%	71%	93%	97%	88%	90%
NET: Non-white	156	85	71	33	54	39	24	1	6	38	54	30	34	7	2	16	9	13	9	4	4	73	15	5	36	76
	8%	9%	7%	14%	16%	11%	7%	*	1%	7%	10%	7%	7%	4%	3%	7%	5%	7%	6%	4%	2%	28%	5%	3%	12%	9%
Mixed	26	18	8	3	6	12	3	-	2	7	9	3	7	3	2	2	-	1	1	1	-	10	7	*	6	14
	1%	2%	1%	1%	2%	4%	1%	-	*	1%	2%	1%	1%	2%	2%	1%	-	1%	*	1%	-	4%	2%	*	2%	2%
Asian	87	52	35	27	36	13	7	1	2	22	27	18	21	4	-	11	7	8	7	1	2	36	8	4	20	41
	4%	5%	3%	11%	11%	4%	2%	*	*	4%	5%	4%	4%	2%	-	5%	4%	4%	5%	1%	1%	14%	3%	2%	6%	5%
Black	32	14	18	2	6	11	12	-	2	6	11	9	5	-	1	-	2	4	*	1	2	19	1	1	9	16
	2%	1%	2%	1%	2%	3%	3%	-	*	1%	2%	2%	1%	-	1%	-	1%	2%	*	1%	1%	7%	*	*	3%	2%
Chinese	6	1	5	*	2	2	1	-	-	1	4	-	*	-	-	*	-	-	-	-	-	5	-	-	*	5
	*	*	*	*	1%	1%	*	-	-	*	1%	-	*	-	-	*	-	-	-	-	-	2%	-	-	*	1%
Other ethnic group	6	-	6	-	4	1	1	-	-	2	3	-	1	-	-	3	-	-	1	*	-	2	-	-	1	*
	*	-	1%	-	1%	*	*	-	-	*	1%	-	*	-	-	1%	-	-	1%	*	-	1%	-	-	*	*
Prefer not to answer	14	8	6	5	4	3	-	2	-	7	1	5	1	-	-	1	2	*	-	-	1	4	6	-	1	8
	1%	1%	1%	2%	1%	1%	-	1%	-	1%	*	1%	*	-	-	1%	1%	*	-	-	*	1%	2%	-	*	1%

## Online Security Survey

### ONLINE Fieldwork : 29th November - 1st December 2013

Absolutes/col percents

Table 21  
**To which of the following ethnic groups do you consider you belong?**  
**Base: All respondents**

	What is the highest educational level that you have achieved to date?							Which of the following best describes where you live?					
	Total	No formal education	Primary	Secondary school, high school, NVQ levels 1 to 3, etc.	University degree or equivalent professional qualification, NVQ level 4, etc.	Higher university degree, doctorate, MBA, NVQ level 5, etc.	Still in full time education	NET: Urban	Urban - Population over 10,000	Town and Fringe	NET: Rural	Village	Hamlet & Isolated Dwelling
Unweighted base	2012	12	5	1045	667	189	72	1604	862	742	408	344	64
Weighted base	2012	13	7	1077	654	176	64	1583	824	759	429	362	67
White	1841 92%	9 68%	6 85%	1024 95%	591 90%	143 82%	52 81%	1416 89%	695 84%	721 95%	426 99%	359 99%	67 100%
NET: Non-white	156 8%	4 32%	1 15%	49 5%	60 9%	28 16%	12 19%	154 10%	121 15%	33 4%	2 1%	2 1%	-
Mixed	26 1%	1 7%	1 15%	8 1%	12 2%	4 2%	1 2%	26 2%	20 2%	7 1%	-	-	-
Asian	87 4%	3 25%	-	25 2%	29 4%	17 10%	10 16%	85 5%	69 8%	16 2%	1 *	1 *	-
Black	32 2%	-	-	15 1%	11 2%	4 2%	1 2%	31 2%	26 3%	5 1%	1 *	1 *	-
Chinese	6 *	-	-	* *	3 1%	2 1%	-	6 *	4 1%	1 *	-	-	-
Other ethnic group	6 *	-	-	-	5 1%	1 1%	-	6 *	2 *	4 *	-	-	-
Prefer not to answer	14 1%	-	-	4 *	3 1%	4 2%	-	13 1%	8 1%	5 1%	1 *	1 *	-

## Online Security Survey

### ONLINE Fieldwork : 29th November - 1st December 2013

Absolutes/col percents

Table 21  
**To which of the following ethnic groups do you consider you belong?**  
**Base: All respondents**

	Which of the following cities do you live in, or nearest to?																				
	Total	Glasgow	Edin- burgh	New- castle	Leeds	Hull	Shef- field	Manch- ester	Liver- pool	Nott- ingham	Birm- ingham	Norwich	Milton Keynes	Brigh- ton	Oxford	London	South- ampton	Bristol	Ply- mouth	Cardiff	None of these
Unweighted base	2012	82	72	82	94	34	49	144	71	90	181	87	59	57	30	457	52	67	56	83	165
Weighted base	2012	88	76	81	95	34	52	145	70	93	164	91	58	58	30	459	48	77	61	77	157
White	1841	85	74	79	88	33	48	130	68	86	147	89	56	53	29	375	43	73	61	75	149
		92%	96%	97%	98%	93%	97%	89%	97%	92%	90%	98%	98%	93%	98%	82%	89%	95%	100%	97%	95%
NET: Non-white	156	3	2	1	6	-	4	15	1	7	17	1	1	4	1	79	2	4	-	3	7
		8%	4%	3%	2%	6%	-	7%	10%	2%	8%	10%	1%	2%	6%	17%	4%	5%	-	3%	4%
Mixed	26	-	2	1	-	-	-	1	1	-	2	1	-	3	-	12	*	1	-	-	2
		1%	-	3%	1%	-	-	1%	1%	-	1%	1%	-	5%	-	3%	1%	1%	-	-	1%
Asian	87	3	-	-	3	-	4	10	*	7	10	-	-	1	1	39	1	3	-	1	5
		4%	4%	-	3%	-	7%	7%	1%	7%	6%	-	-	1%	2%	8%	2%	3%	-	1%	3%
Black	32	-	-	1	2	-	-	-	-	*	4	-	1	-	-	21	-	1	-	1	1
		2%	-	-	1%	3%	-	-	-	1%	2%	-	2%	-	-	5%	-	1%	-	1%	*
Chinese	6	-	-	-	-	-	-	*	-	-	-	-	-	-	-	5	-	-	-	-	-
		*	-	-	-	-	-	*	-	-	-	-	-	-	-	1%	-	-	-	-	-
Other ethnic group	6	-	-	-	-	-	-	3	-	-	1	-	-	-	-	2	-	-	-	*	-
		*	-	-	-	-	-	2%	-	-	*	-	-	-	-	*	-	-	-	1%	-
Prefer not to answer	14	-	-	-	1	1	-	1	1	-	*	1	-	1	-	4	4	-	-	-	1
		1%	-	-	1%	3%	-	*	1%	-	*	1%	-	1%	-	1%	8%	-	-	-	1%

## Online Security Survey

### ONLINE Fieldwork : 29th November - 1st December 2013

Absolutes/col percents

Table 22

**To which of the following religious groups do you consider yourself to be a member of?**

**Base: All respondents**

	Gender			Age						Social Grade				Region							Employment Sector					
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	Scot-land	North East	North West	York-shire & Humb-erside	West Mid-lands	East Mid-lands	Wales	East-ern	London	South East	South West	Public	Pri-vate
Unweighted base	2012	1002	1010	231	300	348	364	310	459	581	606	325	500	173	83	219	177	196	138	110	197	262	291	166	274	774
Weighted base	2012	986	1026	239	339	339	359	299	438	538	558	438	478	181	80	221	181	181	141	101	201	262	282	181	309	818
Christian	1072	500	571	59	136	158	209	189	321	303	271	268	230	97	43	124	90	103	77	62	102	124	160	90	176	393
	53%	51%	56%	25%	40%	47%	58%	63%	73%	56%	49%	61%	48%	53%	54%	56%	50%	57%	55%	62%	51%	47%	57%	50%	57%	48%
NET: Other	140	73	67	26	44	32	15	7	15	32	43	32	33	6	2	20	12	13	10	1	8	45	16	8	27	55
	7%	7%	7%	11%	13%	9%	4%	2%	3%	6%	8%	7%	7%	4%	2%	9%	7%	7%	7%	1%	4%	17%	6%	4%	9%	7%
Muslim	52	27	25	12	21	14	3	-	2	12	18	11	10	1	-	13	4	6	4	-	*	21	3	-	15	19
	3%	3%	2%	5%	6%	4%	1%	-	*	2%	3%	3%	2%	*	-	6%	2%	3%	3%	-	*	8%	1%	-	5%	2%
Hindu	21	12	9	6	13	1	1	1	-	6	3	8	3	2	-	1	1	1	3	-	1	8	2	2	2	12
	1%	1%	1%	3%	4%	*	*	*	-	1%	1%	2%	1%	1%	-	*	1%	1%	2%	-	1%	3%	1%	1%	1%	1%
Jewish	13	5	7	-	1	2	1	1	7	4	5	-	4	-	-	1	1	-	-	-	2	6	1	2	1	4
	1%	1%	1%	-	*	1%	*	*	2%	1%	1%	-	1%	-	-	1%	*	-	-	-	1%	2%	*	1%	*	*
Sikh	7	6	1	4	1	-	2	-	-	2	-	4	1	-	-	-	1	*	1	-	-	2	2	-	3	3
	*	1%	*	2%	*	-	1%	-	-	*	-	1%	*	-	-	-	1%	*	1%	-	-	1%	1%	-	1%	*
Buddhist	16	9	7	-	2	4	5	3	2	*	7	3	5	2	1	3	2	-	1	1	-	4	1	1	2	7
	1%	1%	1%	-	1%	1%	1%	1%	*	*	1%	1%	1%	1%	1%	2%	1%	-	*	1%	-	2%	*	1%	1%	1%
Other	31	13	18	4	6	10	3	2	5	8	9	5	9	2	1	1	3	6	1	-	5	3	7	3	4	10
	2%	1%	2%	2%	2%	3%	1%	1%	1%	2%	2%	1%	2%	1%	1%	*	2%	3%	1%	-	2%	1%	3%	1%	1%	1%
None	759	391	368	142	148	141	131	97	100	189	235	129	205	77	35	76	76	62	53	37	87	79	97	81	102	345
	38%	40%	36%	59%	44%	42%	37%	32%	23%	35%	42%	29%	43%	42%	44%	34%	42%	34%	38%	37%	43%	30%	35%	45%	33%	42%
Prefer not to say	42	22	19	12	10	8	4	5	2	14	9	9	10	2	-	1	3	4	1	1	4	15	8	3	3	24
	2%	2%	2%	5%	3%	2%	1%	2%	*	3%	2%	2%	2%	1%	-	*	2%	2%	1%	1%	2%	6%	3%	2%	1%	3%

## Online Security Survey

### ONLINE Fieldwork : 29th November - 1st December 2013

Absolutes/col percents

Table 22

**To which of the following religious groups do you consider yourself to be a member of?**

**Base: All respondents**

	What is the highest educational level that you have achieved to date?							Which of the following best describes where you live?					
	Total	No formal education	Primary	Secondary school, high school, NVQ levels 1 to 3, etc.	University degree or equivalent professional qualification, NVQ level 4, etc.	Higher university degree, doctorate, MBA, NVQ level 5, etc.	Still in full time education	NET: Urban	Urban - Population over 10,000	Town and Fringe	NET: Rural	Village	Hamlet & Isolated Dwelling
Unweighted base	2012	12	5	1045	667	189	72	1604	862	742	408	344	64
Weighted base	2012	13	7	1077	654	176	64	1583	824	759	429	362	67
Christian	1072 53%	3 21%	4 54%	618 57%	333 51%	89 51%	15 24%	787 50%	388 47%	399 52%	285 66%	245 68%	40 60%
NET: Other	140 7%	5 42%	-	52 5%	47 7%	23 13%	7 10%	133 8%	96 12%	37 5%	7 2%	7 2%	-
Muslim	52 3%	1 6%	-	15 1%	24 4%	7 4%	3 5%	51 3%	42 5%	9 1%	1 *	1 *	-
Hindu	21 1%	2 19%	-	5 *	4 1%	7 4%	2 3%	21 1%	17 2%	4 1%	-	-	-
Jewish	13 1%	-	-	7 1%	3 *	3 2%	-	11 1%	8 1%	3 *	1 *	1 *	-
Sikh	7 *	-	-	7 1%	* *	-	-	7 *	6 1%	2 *	-	-	-
Buddhist	16 1%	1 7%	-	6 1%	4 1%	4 2%	-	16 1%	9 1%	7 1%	-	-	-
Other	31 2%	1 11%	-	13 1%	12 2%	3 2%	1 2%	26 2%	14 2%	12 2%	4 1%	4 1%	-
None	759 38%	5 37%	3 46%	394 37%	259 40%	54 31%	39 61%	623 39%	323 39%	300 40%	136 32%	109 30%	27 40%
Prefer not to say	42 2%	-	-	12 1%	15 2%	9 5%	3 5%	41 3%	17 2%	24 3%	1 *	1 *	-

## Online Security Survey

### ONLINE Fieldwork : 29th November - 1st December 2013

Absolutes/col percents

Table 22

**To which of the following religious groups do you consider yourself to be a member of?**

**Base: All respondents**

	Which of the following cities do you live in, or nearest to?																				
	Total	Glasgow	Edin- burgh	New- castle	Leeds	Hull	Shef- field	Manch- ester	Liver- pool	Nott- ingham	Birm- ingham	Norwich	Milton Keynes	Brigh- ton	Oxford	London	South- ampton	Bristol	Ply- mouth	Cardiff	None of these
Unweighted base	2012	82	72	82	94	34	49	144	71	90	181	87	59	57	30	457	52	67	56	83	165
Weighted base	2012	88	76	81	95	34	52	145	70	93	164	91	58	58	30	459	48	77	61	77	157
Christian	1072	38	50	45	43	18	32	79	44	54	87	40	33	34	18	235	27	39	30	47	78
		53%	43%	67%	56%	46%	53%	61%	54%	63%	58%	44%	57%	60%	61%	51%	57%	51%	49%	60%	49%
NET: Other	140	5	1	5	6	-	6	16	2	8	14	4	1	2	1	54	4	3	2	-	6
		7%	6%	1%	6%	6%	12%	11%	2%	9%	8%	4%	2%	4%	4%	12%	8%	4%	2%	-	4%
Muslim	52	1	-	-	3	-	1	13	*	2	8	-	-	-	1	21	-	-	-	-	2
		3%	1%	-	4%	-	1%	9%	1%	2%	5%	-	-	-	2%	5%	-	-	-	-	1%
Hindu	21	2	-	-	-	-	1	1	-	4	1	-	-	-	-	9	1	1	-	-	1
		1%	3%	-	-	-	3%	1%	-	4%	*	-	-	-	-	2%	2%	1%	-	-	1%
Jewish	13	-	-	-	1	-	-	1	-	-	-	1	-	-	-	7	1	1	-	-	-
		1%	-	-	1%	-	-	1%	-	-	-	2%	-	-	-	1%	3%	1%	-	-	-
Sikh	7	-	-	-	1	-	-	-	-	1	*	-	-	-	-	4	-	-	-	-	-
		*	-	-	1%	-	-	-	-	2%	*	-	-	-	-	1%	-	-	-	-	-
Buddhist	16	2	-	4	1	-	2	*	1	-	-	-	-	*	-	5	-	-	1	-	1
		1%	2%	-	5%	1%	3%	*	1%	-	-	-	-	1%	-	1%	-	-	2%	-	*
Other	31	1	1	1	-	-	3	1	1	1	5	2	1	2	*	8	1	1	1	-	2
		2%	1%	1%	1%	-	5%	*	1%	1%	3%	3%	2%	3%	1%	2%	3%	2%	1%	-	1%
None	759	43	24	31	43	16	14	49	24	30	59	42	24	21	10	149	14	33	29	30	74
		38%	49%	32%	39%	45%	47%	26%	34%	35%	32%	47%	41%	37%	35%	32%	28%	43%	48%	38%	47%
Prefer not to say	42	2	-	-	3	-	-	1	-	1	4	4	-	-	-	21	3	1	-	1	-
		2%	2%	-	3%	-	-	1%	-	1%	2%	5%	-	-	-	5%	7%	2%	-	2%	-

## Online Security Survey

### ONLINE Fieldwork : 29th November - 1st December 2013

Absolutes/col percents

Table 23

Which of the following best describes where you live?

Base: All respondents

	Gender			Age						Social Grade				Region							Employment Sector					
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	Scotland	North East	North West	Yorkshire & Humber	West Midlands	East Midlands	Wales	East of London	South East	South West	Public	Private	
Unweighted base	2012	1002	1010	231	300	348	364	310	459	581	606	325	500	173	83	219	177	196	138	110	197	262	291	166	274	774
Weighted base	2012	986	1026	239	339	339	359	299	438	538	558	438	478	181	80	221	181	181	141	101	201	262	282	181	309	818
NET: Urban	1583	790	793	219	291	282	263	229	300	410	443	342	388	131	63	180	126	153	102	59	147	261	227	133	247	669
	79%	80%	77%	91%	86%	83%	73%	77%	69%	76%	79%	78%	81%	72%	78%	81%	70%	84%	73%	58%	73%	100%	81%	73%	80%	82%
Urban - Population over 10,000	824	466	358	118	165	164	144	100	132	219	241	161	203	74	27	97	65	72	46	24	51	227	87	53	135	372
	41%	47%	35%	50%	49%	48%	40%	34%	30%	41%	43%	37%	42%	41%	33%	44%	36%	40%	33%	24%	26%	87%	31%	29%	44%	45%
Town and Fringe	759	324	435	100	126	118	118	129	168	191	202	181	185	57	36	83	61	81	56	35	96	34	140	80	113	297
	38%	33%	42%	42%	37%	35%	33%	43%	38%	36%	36%	41%	39%	32%	45%	38%	34%	45%	40%	35%	48%	13%	50%	44%	36%	36%
NET: Rural	429	196	233	20	48	57	96	70	138	127	115	96	90	50	18	41	55	28	38	42	54	*	54	48	61	149
	21%	20%	23%	9%	14%	17%	27%	23%	31%	24%	21%	22%	19%	28%	22%	19%	30%	16%	27%	42%	27%	*	19%	27%	20%	18%
Village	362	163	199	16	43	55	76	56	115	110	90	83	78	35	16	37	51	22	35	28	44	*	51	43	58	123
	18%	17%	19%	7%	13%	16%	21%	19%	26%	20%	16%	19%	16%	19%	20%	17%	28%	12%	25%	28%	22%	*	18%	24%	19%	15%
Hamlet & Isolated Dwelling	67	32	35	4	5	2	20	13	22	17	25	13	12	15	1	5	4	6	4	14	10	-	3	5	3	26
	3%	3%	3%	2%	1%	1%	6%	4%	5%	3%	4%	3%	3%	9%	2%	2%	2%	3%	3%	14%	5%	-	1%	3%	1%	3%

## Online Security Survey

### ONLINE Fieldwork : 29th November - 1st December 2013

Absolutes/col percents

Table 23

Which of the following best describes where you live?

Base: All respondents

	What is the highest educational level that you have achieved to date?							Which of the following best describes where you live?					
	Total	No formal education	Primary	Secondary school, high school, NVQ levels 1 to 3, etc.	University degree or equivalent professional qualification, NVQ level 4, etc.	Higher university degree, doctorate, MBA, NVQ level 5, etc.	Still in full time education	NET: Urban	Urban - Population over 10,000	Town and Fringe	NET: Rural	Village	Hamlet & Isolated Dwelling
Unweighted base	2012	12	5	1045	667	189	72	1604	862	742	408	344	64
Weighted base	2012	13	7	1077	654	176	64	1583	824	759	429	362	67
NET: Urban	1583	9	5	850	510	138	54	1583	824	759	-	-	-
	79%	73%	73%	79%	78%	79%	84%	100%	100%	100%	-	-	-
Urban - Population over 10,000	824	7	3	395	284	93	34	824	824	-	-	-	-
	41%	58%	49%	37%	43%	53%	53%	52%	100%	-	-	-	-
Town and Fringe	759	2	2	455	226	46	21	759	-	759	-	-	-
	38%	15%	24%	42%	35%	26%	32%	48%	-	100%	-	-	-
NET: Rural	429	3	2	227	145	37	10	-	-	-	429	362	67
	21%	27%	27%	21%	22%	21%	16%	-	-	-	100%	100%	100%
Village	362	3	2	197	123	27	7	-	-	-	362	362	-
	18%	27%	27%	18%	19%	15%	10%	-	-	-	84%	100%	-
Hamlet & Isolated Dwelling	67	-	-	30	21	11	3	-	-	-	67	-	67
	3%	-	-	3%	3%	6%	5%	-	-	-	16%	-	100%



## Online Security Survey

### ONLINE Fieldwork : 29th November - 1st December 2013

Absolutes/col percents

Table 23  
Which of the following best describes where you live?  
Base: All respondents

	Which of the following cities do you live in, or nearest to?																				
	Total	Glasgow	Edin- burgh	New- castle	Leeds	Hull	Shef- field	Manch- ester	Liver- pool	Nott- ingham	Birm- ingham	Norwich	Milton Keynes	Brigh- ton	Oxford	London	South- ampton	Bristol	Ply- mouth	Cardiff	None of these
Unweighted base	2012	82	72	82	94	34	49	144	71	90	181	87	59	57	30	457	52	67	56	83	165
Weighted base	2012	88	76	81	95	34	52	145	70	93	164	91	58	58	30	459	48	77	61	77	157
NET: Urban	1583	72	48	65	69	20	37	123	53	69	139	60	49	47	19	421	42	58	43	46	105
	79%	82%	64%	81%	72%	60%	71%	85%	76%	74%	85%	66%	86%	82%	63%	92%	87%	75%	70%	59%	67%
Urban - Population over 10,000	824	37	31	27	30	13	23	69	28	29	71	12	19	18	11	285	18	23	19	18	43
	41%	42%	40%	33%	32%	38%	45%	48%	39%	31%	43%	13%	34%	32%	38%	62%	38%	29%	31%	24%	28%
Town and Fringe	759	35	18	39	38	7	13	54	26	40	68	48	30	29	7	136	24	35	24	28	61
	38%	40%	24%	48%	40%	22%	26%	37%	37%	43%	42%	53%	52%	50%	25%	30%	49%	46%	39%	36%	39%
NET: Rural	429	16	27	15	27	13	15	22	17	25	25	31	8	11	11	38	6	19	18	31	53
	21%	18%	36%	19%	28%	40%	29%	15%	24%	26%	15%	34%	14%	18%	37%	8%	13%	25%	30%	41%	33%
Village	362	13	18	15	24	11	15	22	15	23	20	26	7	10	10	37	6	18	16	21	35
	18%	15%	24%	18%	26%	34%	29%	15%	22%	24%	12%	28%	12%	17%	33%	8%	13%	24%	26%	27%	22%
Hamlet & Isolated Dwelling	67	3	9	1	2	2	-	1	2	2	5	5	2	1	1	1	-	1	2	10	18
	3%	3%	12%	1%	2%	6%	-	*	2%	2%	3%	6%	3%	1%	4%	*	-	1%	4%	13%	11%

## Online Security Survey

### ONLINE Fieldwork : 29th November - 1st December 2013

Absolutes/col percents

Table 24  
Which of the following best describes your current working status?  
Base: All respondents

	Gender		Age							Social Grade				Region							Employment Sector					
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	Scotland	North East	North West	Yorkshire & Humber	West Midlands	East Midlands	Wales	East-ern	London	South East	South West	Public	Private
Unweighted base	2012	1002	1010	231	300	348	364	310	459	581	606	325	500	173	83	219	177	196	138	110	197	262	291	166	274	774
Weighted base	2012	986	1026	239	339	339	359	299	438	538	558	438	478	181	80	221	181	181	141	101	201	262	282	181	309	818
NET: Working	1127	628	499	135	248	281	278	132	53	284	350	300	192	89	47	124	103	105	78	59	114	148	154	106	309	818
	56%	64%	49%	57%	73%	83%	77%	44%	12%	53%	63%	69%	40%	49%	58%	56%	57%	58%	55%	59%	57%	57%	55%	59%	100%	100%
Working full time - working 30 hours per week or more	885	566	319	113	211	214	227	102	19	223	282	241	140	68	39	87	80	90	59	47	93	115	119	89	246	639
	44%	57%	31%	47%	62%	63%	63%	34%	4%	42%	50%	55%	29%	38%	48%	39%	44%	50%	42%	47%	46%	44%	42%	49%	80%	78%
Working part time - working between 8 and 29 hours per week	241	61	180	22	38	66	51	30	34	61	68	60	53	21	8	37	23	15	19	12	21	33	35	18	62	179
	12%	6%	18%	9%	11%	20%	14%	10%	8%	11%	12%	14%	11%	11%	9%	17%	13%	8%	13%	12%	11%	13%	12%	10%	20%	22%
NET: Not working	885	358	527	104	90	58	81	167	385	253	208	138	286	92	34	97	78	76	63	42	87	113	128	75	-	-
	44%	36%	51%	43%	27%	17%	23%	56%	88%	47%	37%	31%	60%	51%	42%	44%	43%	42%	45%	41%	43%	43%	45%	41%	-	-
Not working but seeking work or temporarily unemployed or sick	103	48	55	16	39	14	19	15	-	6	17	7	74	16	7	10	10	10	5	8	3	17	13	6	-	-
	5%	5%	5%	7%	12%	4%	5%	5%	-	1%	3%	2%	16%	9%	8%	5%	5%	5%	4%	8%	2%	6%	4%	3%	-	-
Not working and not seeking work	143	67	76	76	16	15	20	16	-	17	46	24	57	17	2	16	10	12	4	9	11	24	16	22	-	-
	7%	7%	7%	32%	5%	4%	6%	5%	-	3%	8%	5%	12%	9%	3%	7%	6%	7%	3%	9%	5%	9%	6%	12%	-	-
Retired on a state pension only	110	27	83	-	-	-	-	20	90	13	9	12	77	10	4	15	8	11	17	2	11	10	14	9	-	-
	5%	3%	8%	-	-	-	-	7%	21%	2%	2%	3%	16%	5%	5%	7%	4%	6%	12%	2%	6%	4%	5%	5%	-	-
Retired with a private pension	393	204	189	-	-	1	5	95	293	206	107	61	19	37	15	38	34	34	27	16	46	49	72	25	-	-
	20%	21%	18%	-	-	*	1%	32%	67%	38%	19%	14%	4%	21%	19%	17%	19%	19%	16%	23%	19%	26%	14%	-	-	
House person, housewife, househusband, etc.	135	11	124	12	35	28	37	20	2	12	30	34	58	12	5	18	17	10	10	7	16	14	13	13	-	-
	7%	1%	12%	5%	10%	8%	10%	7%	1%	2%	5%	8%	12%	7%	6%	8%	9%	6%	7%	7%	8%	5%	5%	7%	-	-

## Online Security Survey

### ONLINE Fieldwork : 29th November - 1st December 2013

Absolutes/col percents

Table 24

Which of the following best describes your current working status?

Base: All respondents

	What is the highest educational level that you have achieved to date?							Which of the following best describes where you live?					
	Total	No formal education	Primary	Secondary school, high school, NVQ levels 1 to 3, etc.	University degree or equivalent professional qualification, NVQ level 4, etc.	Higher university degree, doctorate, MBA, NVQ level 5, etc.	Still in full time education	NET: Urban	Urban - Population over 10,000	Town and Fringe	NET: Rural	Village	Hamlet & Isolated Dwelling
Unweighted base	2012	12	5	1045	667	189	72	1604	862	742	408	344	64
Weighted base	2012	13	7	1077	654	176	64	1583	824	759	429	362	67
NET: Working	1127	6	4	616	375	114	6	917	507	410	210	181	29
	56%	49%	58%	57%	57%	65%	9%	58%	62%	54%	49%	50%	43%
Working full time - working 30 hours per week or more	885	6	4	474	299	95	3	731	412	319	154	134	20
	44%	46%	58%	44%	46%	54%	4%	46%	50%	42%	36%	37%	30%
Working part time - working between 8 and 29 hours per week	241	*	-	142	75	18	3	185	94	91	56	47	9
	12%	3%	-	13%	12%	10%	5%	12%	11%	12%	13%	13%	13%
NET: Not working	885	6	3	461	280	62	59	666	317	349	219	181	38
	44%	51%	42%	43%	43%	35%	91%	42%	38%	46%	51%	50%	57%
Not working but seeking work or temporarily unemployed or sick	103	1	-	62	30	9	-	88	43	45	15	13	3
	5%	10%	-	6%	5%	5%	-	6%	5%	6%	4%	4%	4%
Not working and not seeking work	143	3	1	52	21	7	57	123	73	50	20	16	4
	7%	25%	15%	5%	3%	4%	88%	8%	9%	7%	5%	4%	6%
Retired on a state pension only	110	1	-	77	23	1	-	75	33	42	36	29	6
	5%	5%	-	7%	4%	1%	-	5%	4%	6%	8%	8%	9%
Retired with a private pension	393	-	2	188	166	33	-	276	124	152	117	100	17
	20%	-	27%	17%	25%	19%	-	17%	15%	20%	27%	28%	26%
House person, housewife, househusband, etc.	135	1	-	82	39	11	2	104	45	59	31	22	8
	7%	11%	-	8%	6%	6%	3%	7%	5%	8%	7%	6%	12%

## Online Security Survey

### ONLINE Fieldwork : 29th November - 1st December 2013

Absolutes/col percents

Table 24

**Which of the following best describes your current working status?**

**Base: All respondents**

	Which of the following cities do you live in, or nearest to?																				
	Total	Glasgow	Edin- burgh	New- castle	Leeds	Hull	Shef- field	Manch- ester	Liver- pool	Nott- ingham	Birm- ingham	Norwich	Milton Keynes	Brigh- ton	Oxford	London	South- ampton	Bristol	Ply- mouth	Cardiff	None of these
Unweighted base	2012	82	72	82	94	34	49	144	71	90	181	87	59	57	30	457	52	67	56	83	165
Weighted base	2012	88	76	81	95	34	52	145	70	93	164	91	58	58	30	459	48	77	61	77	157
NET: Working	1127	49	30	48	59	17	27	87	35	51	94	56	27	36	15	262	26	52	28	46	81
	56%	55%	39%	59%	62%	51%	52%	60%	50%	55%	58%	62%	47%	62%	51%	57%	55%	68%	46%	59%	52%
Working full time - working 30 hours per week or more	885	37	22	40	45	12	22	63	22	36	81	43	25	31	12	203	25	41	25	37	63
	44%	42%	29%	50%	47%	36%	42%	44%	31%	39%	50%	48%	43%	53%	41%	44%	51%	54%	41%	47%	40%
Working part time - working between 8 and 29 hours per week	241	11	8	7	14	5	5	23	13	15	13	13	2	5	3	59	2	11	4	9	18
	12%	13%	10%	9%	15%	15%	10%	16%	19%	16%	8%	14%	4%	9%	11%	13%	3%	14%	6%	12%	11%
NET: Not working	885	39	46	33	36	16	25	58	35	42	70	34	31	22	14	196	22	25	33	31	76
	44%	45%	61%	41%	38%	49%	48%	40%	50%	45%	42%	38%	53%	38%	49%	43%	45%	32%	54%	41%	48%
Not working but seeking work or temporarily unemployed or sick	103	7	8	5	5	2	3	5	5	4	11	1	3	2	1	24	*	4	1	8	6
	5%	8%	11%	6%	5%	6%	6%	3%	7%	4%	6%	1%	4%	3%	3%	5%	1%	6%	2%	10%	4%
Not working and not seeking work	143	12	4	2	5	1	4	10	6	2	14	6	3	2	2	36	4	2	9	7	11
	7%	14%	5%	3%	5%	4%	7%	7%	9%	2%	8%	7%	5%	3%	8%	8%	8%	3%	15%	9%	7%
Retired on a state pension only	110	3	6	5	4	-	2	9	7	12	10	5	2	1	-	20	3	5	2	2	14
	5%	3%	8%	6%	4%	-	5%	6%	10%	13%	6%	5%	3%	2%	-	4%	7%	6%	3%	2%	9%
Retired with a private pension	393	11	23	16	16	9	11	23	12	20	26	19	14	17	6	96	12	10	13	10	28
	20%	12%	31%	20%	17%	27%	21%	16%	18%	22%	16%	21%	25%	29%	21%	21%	25%	12%	21%	12%	18%
House person, housewife, househusband, etc.	135	7	5	5	6	4	5	11	5	4	10	3	9	-	5	20	2	4	8	6	17
	7%	8%	6%	6%	6%	12%	9%	8%	7%	4%	6%	3%	16%	-	16%	4%	4%	6%	13%	7%	11%

## Online Security Survey

### ONLINE Fieldwork : 29th November - 1st December 2013

Absolutes/col percents

Table 25

**Do you work in any of the following occupations?****Base: All respondents who work**

	Gender			Age						Social Grade				Region							Employment Sector					
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	Scotland	North East	North West	Yorkshire & Humber	West Midlands	East Midlands	Wales	East-ern	London	South East	South West	Public	Private
Unweighted base	1048	578	470	122	210	272	266	128	50	291	359	208	190	85	47	112	91	104	74	57	96	151	142	89	274	774
Weighted base	1127	628	499	135	248	281	278	132	53	284	350	300	192	89	47	124	103	105	78	59	114	148	154	106	309	818
NET: Public Sector	309	137	172	29	51	73	99	44	12	88	119	67	35	27	23	23	29	28	17	17	32	41	36	36	309	-
	27%	22%	34%	21%	21%	26%	36%	33%	23%	31%	34%	22%	18%	30%	50%	18%	28%	27%	22%	30%	28%	27%	23%	34%	100%	-
Central government including all administrative departments and central government agencies such as the Bank of England	24	11	13	-	2	5	6	7	5	11	12	1	1	1	2	-	4	1	2	3	2	4	3	3	24	-
	2%	2%	3%	-	1%	2%	2%	5%	9%	4%	3%	*	*	1%	5%	-	4%	1%	2%	5%	1%	3%	2%	3%	8%	-
HM Forces	6	4	2	2	2	-	2	1	-	-	4	2	-	-	-	2	1	-	-	-	2	-	2	-	6	-
	1%	1%	*	1%	1%	-	1%	*	-	-	1%	1%	-	-	-	1%	1%	-	-	-	1%	-	1%	-	2%	-
National Health Service	58	17	41	9	13	10	18	7	-	13	26	13	6	6	1	4	6	8	4	9	3	6	3	9	58	-
	5%	3%	8%	7%	5%	4%	6%	6%	-	5%	8%	4%	3%	6%	1%	3%	6%	7%	5%	15%	3%	4%	2%	8%	19%	-
Universities and Academies funded by government	17	7	10	-	2	5	7	1	1	7	4	6	-	-	-	*	1	3	1	-	2	7	-	2	17	-
	1%	1%	2%	-	1%	2%	3%	1%	2%	2%	1%	2%	-	-	-	*	1%	3%	1%	-	2%	4%	-	2%	5%	-
Courts service	1	1	1	-	-	1	-	-	1	1	1	-	-	-	-	-	1	-	-	-	1	-	-	-	1	-
	*	*	*	-	-	*	-	-	1%	*	*	-	-	-	-	-	1%	-	-	-	1%	-	-	-	*	-
Local government administration	43	25	17	-	5	7	24	6	1	14	24	4	1	4	7	4	9	4	3	*	1	6	2	4	43	-
	4%	4%	4%	-	2%	3%	8%	5%	2%	5%	7%	1%	1%	5%	15%	3%	8%	3%	4%	1%	1%	4%	1%	4%	14%	-
Police service	11	6	5	1	1	3	1	4	1	-	5	5	-	-	1	-	-	-	-	-	2	-	8	-	11	-
	1%	1%	1%	*	*	1%	*	3%	2%	-	1%	2%	-	-	2%	-	-	-	-	-	2%	-	5%	-	3%	-
Public sector housing	10	5	4	*	2	4	2	1	-	1	3	4	2	1	-	1	-	3	1	-	*	1	-	2	10	-
	1%	1%	1%	*	1%	2%	1%	1%	-	*	1%	1%	1%	1%	-	1%	-	3%	1%	-	*	1%	-	2%	3%	-
Teaching employed by local education authority including voluntary aided schools and foundation schools	51	11	40	3	14	8	14	10	2	24	17	7	4	5	3	5	3	3	2	1	5	7	7	9	51	-
	5%	2%	8%	2%	6%	3%	5%	7%	4%	8%	5%	2%	2%	5%	6%	4%	3%	3%	3%	2%	5%	5%	4%	8%	16%	-

## Online Security Survey

### ONLINE Fieldwork : 29th November - 1st December 2013

Absolutes/col percents

Table 25

**Do you work in any of the following occupations?****Base: All respondents who work**

	Gender			Age						Social Grade				Region								Employment Sector				
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	Scotland	North East	North West	Yorkshire & Humberside	West Midlands	East Midlands	Wales	East-ern	London	South East	South West	Public	Private
Weighted base	1127	628	499	135	248	281	278	132	53	284	350	300	192	89	47	124	103	105	78	59	114	148	154	106	309	818
Public corporations such as the Royal Mail or British Nuclear fuels or Driving Standards agency	23 2%	15 2%	8 2%	3 2%	6 2%	9 3%	5 2%	1 *	-	2 1%	1 *	10 3%	9 5%	-	4 9%	3 2%	1 1%	2 2%	-	1 2%	6 6%	4 3%	1 1%	-	23 7%	-
Bradford and Bingley or Northern Rock Building societies	1 *	1 *	1 *	1 1%	1 *	-	-	-	-	-	1 *	-	-	-	1 1%	-	-	-	1 1%	-	-	-	-	-	1 *	-
Other public sector occupation (please specify as much detail as possible)	65 6%	34 5%	31 6%	10 7%	5 2%	20 7%	22 8%	6 5%	2 4%	16 6%	22 6%	16 5%	11 6%	11 12%	5 11%	4 3%	3 3%	4 4%	4 5%	3 5%	7 6%	6 4%	11 7%	7 7%	65 21%	-
None of the above (Private Sector)	818 73%	491 78%	327 66%	107 79%	197 79%	208 74%	179 64%	88 67%	40 77%	197 69%	230 66%	233 78%	158 82%	63 70%	23 50%	101 82%	74 72%	77 73%	60 78%	41 70%	82 72%	108 73%	118 77%	70 66%	-	818 100%

## Online Security Survey

### ONLINE Fieldwork : 29th November - 1st December 2013

Absolutes/col percents

Table 25

**Do you work in any of the following occupations?****Base: All respondents who work**

	What is the highest educational level that you have achieved to date?							Which of the following best describes where you live?					
	Total	No formal education	Primary	Secondary school, high school, NVQ levels 1 to 3, etc.	University degree or equivalent professional qualification, NVQ level 4, etc.	Higher university degree, doctorate, MBA, NVQ level 5, etc.	Still in full time education	NET: Urban	Urban - Population over 10,000	Town and Fringe	NET: Rural	Village	Hamlet & Isolated Dwelling
Unweighted base	1048	6	3	547	359	117	9	866	503	363	182	154	28
Weighted base	1127	6	4	616	375	114	6	917	507	410	210	181	29
NET: Public Sector	309	1	-	161	108	36	2	247	135	113	61	58	3
	27%	12%	-	26%	29%	32%	32%	27%	27%	27%	29%	32%	10%
Central government including all administrative departments and central government agencies such as the Bank of England	24	-	-	12	10	1	-	21	12	9	3	3	-
	2%	-	-	2%	3%	1%	-	2%	2%	2%	1%	2%	-
HM Forces	6	-	-	4	2	-	-	6	4	2	-	-	-
	1%	-	-	1%	1%	-	-	1%	1%	*	-	-	-
National Health Service	58	-	-	30	22	4	1	43	19	24	15	15	-
	5%	-	-	5%	6%	3%	25%	5%	4%	6%	7%	9%	-
Universities and Academies funded by government	17	-	-	7	4	6	-	12	8	5	4	4	1
	1%	-	-	1%	1%	5%	-	1%	1%	1%	2%	2%	2%
Courts service	1	-	-	1	-	1	-	1	-	1	1	1	-
	*	-	-	*	-	1%	-	*	-	*	*	*	-
Local government administration	43	-	-	13	22	9	-	29	19	11	14	12	2
	4%	-	-	2%	6%	7%	-	3%	4%	3%	7%	7%	6%
Police service	11	-	-	7	3	1	-	8	1	8	2	2	-
	1%	-	-	1%	1%	*	-	1%	*	2%	1%	1%	-
Public sector housing	10	1	-	6	1	2	-	10	3	7	-	-	-
	1%	12%	-	1%	*	2%	-	1%	1%	2%	-	-	-
Teaching employed by local education authority including voluntary aided schools and foundation schools	51	-	-	23	20	8	-	41	24	17	10	10	1
	5%	-	-	4%	5%	7%	-	4%	5%	4%	5%	5%	2%

## Online Security Survey

### ONLINE Fieldwork : 29th November - 1st December 2013

Absolutes/col percents

Table 25

**Do you work in any of the following occupations?****Base: All respondents who work**

	What is the highest educational level that you have achieved to date?							Which of the following best describes where you live?					
	Total	No formal education	Primary	Secondary school, high school, NVQ levels 1 to 3, etc.	University degree or equivalent professional qualification, NVQ level 4, etc.	Higher university degree, doctorate, MBA, NVQ level 5, etc.	Still in full time education	NET: Urban	Urban - Population over 10,000	Town and Fringe	NET: Rural	Village	Hamlet & Isolated Dwelling
Weighted base	1127	6	4	616	375	114	6	917	507	410	210	181	29
Public corporations such as the Royal Mail or British Nuclear fuels or Driving Standards agency	23 2%	-	-	14 2%	6 1%	3 3%	-	19 2%	15 3%	4 1%	3 2%	3 2%	-
Bradford and Bingley or Northern Rock Building societies	1 *	-	-	1 *	1 *	-	-	1 *	1 *	-	-	-	-
Other public sector occupation (please specify as much detail as possible)	65 6%	-	-	45 7%	18 5%	2 2%	* 7%	56 6%	31 6%	25 6%	9 4%	9 5%	-
None of the above (Private Sector)	818 73%	5 88%	4 100%	454 74%	267 71%	78 68%	4 68%	669 73%	372 73%	297 73%	149 71%	123 68%	26 90%



## Online Security Survey

### ONLINE Fieldwork : 29th November - 1st December 2013

Absolutes/col percents

Table 25

**Do you work in any of the following occupations?****Base: All respondents who work**

	Which of the following cities do you live in, or nearest to?																				
	Total	Glasgow	Edin- burgh	New- castle	Leeds	Hull	Shef- field	Manch- ester	Liver- pool	Nott- ingham	Birm- ingham	Norwich	Milton Keynes	Brigh- ton	Oxford	London	South- ampton	Bristol	Ply- mouth	Cardiff	None of these
Unweighted base	1048	46	28	46	53	17	21	77	34	49	95	45	25	30	14	254	24	38	27	43	82
Weighted base	1127	49	30	48	59	17	27	87	35	51	94	56	27	36	15	262	26	52	28	46	81
NET: Public Sector	309	13	11	22	14	5	10	19	7	14	26	14	4	9	1	70	7	17	12	13	20
	27%	28%	38%	47%	23%	28%	38%	22%	19%	27%	27%	25%	15%	25%	6%	27%	28%	32%	44%	29%	24%
Central government including all administrative departments and central government agencies such as the Bank of England	24	-	1	2	2	-	2	-	-	1	1	-	-	-	-	6	2	-	2	3	2
	2%	-	2%	5%	4%	-	9%	-	-	2%	1%	-	-	-	-	2%	8%	-	8%	6%	2%
HM Forces	6	-	-	-	1	-	-	-	2	-	-	-	1	-	-	1	-	-	-	-	2
	1%	-	-	-	1%	-	-	-	5%	-	-	-	4%	-	-	*	-	-	-	-	2%
National Health Service	58	5	-	1	2	-	4	4	1	4	6	3	-	1	1	9	-	4	5	9	1
	5%	10%	-	1%	3%	-	15%	5%	2%	8%	7%	5%	-	2%	6%	3%	-	7%	18%	19%	1%
Universities and Academies funded by government	17	-	-	-	1	-	1	*	-	1	3	2	-	-	-	7	-	1	-	-	1
	1%	-	-	-	1%	-	4%	1%	-	2%	3%	4%	-	-	-	2%	-	1%	-	-	2%
Courts service	1	-	-	-	-	-	-	-	-	-	-	-	1	-	-	-	-	-	-	-	1
	*	-	-	-	-	-	-	-	-	-	-	-	2%	-	-	-	-	-	-	-	1%
Local government administration	43	1	2	6	5	4	-	3	*	*	4	-	1	-	-	8	*	3	-	*	6
	4%	3%	6%	12%	8%	22%	-	4%	1%	1%	4%	-	3%	-	-	3%	1%	7%	-	1%	7%
Police service	11	-	-	1	-	-	-	-	-	-	-	-	-	6	-	3	1	-	-	-	-
	1%	-	-	2%	-	-	-	-	-	-	-	-	-	18%	-	1%	2%	-	-	-	-
Public sector housing	10	-	1	-	-	-	-	1	-	1	3	-	-	-	-	1	-	2	-	-	-
	1%	-	2%	-	-	-	-	1%	-	3%	3%	-	-	-	-	1%	-	5%	-	-	-
Teaching employed by local education authority including voluntary aided schools and foundation schools	51	2	2	3	2	-	1	4	1	2	3	2	-	1	-	13	-	5	4	1	4
	5%	5%	7%	6%	3%	-	4%	5%	4%	4%	3%	4%	-	4%	-	5%	-	9%	15%	1%	5%
Public corporations such as the Royal Mail or British Nuclear fuels or Driving Standards agency	23	-	-	4	1	-	-	1	2	-	2	2	-	-	-	8	-	-	-	1	1
	2%	-	-	9%	2%	-	-	1%	5%	-	2%	4%	-	-	-	3%	-	-	-	2%	1%

## Online Security Survey

### ONLINE Fieldwork : 29th November - 1st December 2013

Absolutes/col percents

Table 25

**Do you work in any of the following occupations?****Base: All respondents who work**

	Which of the following cities do you live in, or nearest to?																				
	Total	Glasgow	Edin- burgh	New- castle	Leeds	Hull	Shef- field	Manch- ester	Liver- pool	Nott- ingham	Birm- ingham	Norwich	Milton Keynes	Brigh- ton	Oxford	London	South- ampton	Bristol	Ply- mouth	Cardiff	None of these
Weighted base	1127	49	30	48	59	17	27	87	35	51	94	56	27	36	15	262	26	52	28	46	81
Bradford and Bingley or Northern Rock Building societies	1 *	-	-	1 1%	-	-	-	-	-	-	1 1%	-	-	-	-	-	-	-	-	-	-
Other public sector occupation (please specify as much detail as possible)	65 6%	5 10%	6 21%	5 11%	* 1%	1 5%	2 6%	6 7%	1 2%	4 7%	3 4%	4 8%	2 6%	1 2%	-	16 6%	4 16%	2 4%	1 3%	-	3 3%
None of the above (Private Sector)	818 73%	35 72%	18 62%	25 53%	46 77%	12 72%	17 62%	67 78%	28 81%	37 73%	69 73%	42 75%	23 85%	27 75%	14 94%	192 73%	19 72%	35 68%	16 56%	33 71%	61 76%

## Online Security Survey

### ONLINE Fieldwork : 29th November - 1st December 2013

Absolutes/col percents

Table 26

**Do you have any children aged 18 or under? If so, how old are they?**

**Base: All respondents**

	Gender			Age						Social Grade				Region							Employment Sector					
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	Scot-land	North East	North West	York-shire & Humb-erside	West Mid-lands	East Mid-lands	Wales	East-ern	London	South East	South West	Public	Pri-vate
Unweighted base	2012	1002	1010	231	300	348	364	310	459	581	606	325	500	173	83	219	177	196	138	110	197	262	291	166	274	774
Weighted base	2012	986	1026	239	339	339	359	299	438	538	558	438	478	181	80	221	181	181	141	101	201	262	282	181	309	818
No children aged 18 or under	1433	693	740	192	165	141	228	273	434	395	422	276	340	129	52	157	117	137	100	73	156	182	201	128	165	522
	71%	70%	72%	80%	49%	42%	63%	91%	99%	73%	76%	63%	71%	71%	65%	71%	65%	76%	71%	72%	78%	70%	71%	71%	53%	64%
NET: Yes	565	290	276	41	168	196	131	25	4	140	132	158	135	52	27	64	64	43	41	28	45	74	78	52	141	291
	28%	29%	27%	17%	50%	58%	37%	8%	1%	26%	24%	36%	28%	29%	34%	29%	35%	24%	29%	27%	22%	28%	28%	29%	46%	36%
Yes - children aged under 5 years old	202	96	106	31	108	54	8	2	-	46	60	52	45	22	4	23	23	15	16	10	17	37	23	12	43	105
	10%	10%	10%	13%	32%	16%	2%	1%	-	8%	11%	12%	9%	12%	5%	11%	13%	8%	12%	10%	9%	14%	8%	6%	14%	13%
Yes - children aged 5 to 10 years old	229	116	113	13	78	102	34	2	-	59	57	47	67	23	14	29	32	24	14	5	14	33	18	24	47	116
	11%	12%	11%	6%	23%	30%	9%	1%	-	11%	10%	11%	14%	13%	17%	13%	18%	13%	10%	5%	7%	13%	6%	13%	15%	14%
Yes - children aged 11 to 15 years old	215	124	91	4	29	98	63	18	3	55	41	72	48	21	10	21	20	15	18	10	23	19	38	19	69	107
	11%	13%	9%	2%	8%	29%	18%	6%	1%	10%	7%	16%	10%	12%	13%	10%	11%	8%	13%	10%	11%	7%	13%	11%	22%	13%
Yes - children aged 16 to 18 years old	125	75	50	2	-	43	64	16	1	30	23	39	33	3	9	14	9	11	10	7	6	13	24	18	32	68
	6%	8%	5%	1%	-	13%	18%	5%	*	6%	4%	9%	7%	2%	11%	6%	5%	6%	7%	7%	3%	5%	9%	10%	10%	8%
Refused	14	4	10	6	5	2	-	1	-	2	3	4	4	-	1	1	-	1	1	1	-	6	3	1	3	5
	1%	*	1%	3%	1%	1%	-	*	-	*	1%	1%	1%	-	1%	*	-	1%	1%	1%	-	2%	1%	1%	1%	1%

## Online Security Survey

### ONLINE Fieldwork : 29th November - 1st December 2013

Absolutes/col percents

Table 26

**Do you have any children aged 18 or under? If so, how old are they?**

**Base: All respondents**

	What is the highest educational level that you have achieved to date?							Which of the following best describes where you live?					
	Total	No formal education	Primary	Secondary school, high school, NVQ levels 1 to 3, etc.	University degree or equivalent professional qualification, NVQ level 4, etc.	Higher university degree, doctorate, MBA, NVQ level 5, etc.	Still in full time education	NET: Urban	Urban - Population over 10,000	Town and Fringe	NET: Rural	Village	Hamlet & Isolated Dwelling
Unweighted base	2012	12	5	1045	667	189	72	1604	862	742	408	344	64
Weighted base	2012	13	7	1077	654	176	64	1583	824	759	429	362	67
No children aged 18 or under	1433 71%	8 61%	5 69%	762 71%	459 70%	129 73%	57 89%	1110 70%	568 69%	543 71%	322 75%	264 73%	58 87%
NET: Yes	565 28%	5 39%	2 31%	310 29%	192 29%	46 26%	6 9%	461 29%	249 30%	212 28%	105 24%	96 26%	9 13%
Yes - children aged under 5 years old	202 10%	2 16%	-	97 9%	80 12%	15 9%	4 7%	167 11%	87 11%	80 10%	35 8%	32 9%	2 4%
Yes - children aged 5 to 10 years old	229 11%	3 23%	-	118 11%	88 13%	19 11%	* 1%	192 12%	102 12%	90 12%	36 8%	35 10%	1 2%
Yes - children aged 11 to 15 years old	215 11%	2 16%	2 31%	124 12%	68 10%	16 9%	1 2%	178 11%	101 12%	77 10%	37 9%	32 9%	5 8%
Yes - children aged 16 to 18 years old	125 6%	-	2 31%	92 9%	22 3%	8 5%	* 1%	103 7%	59 7%	44 6%	22 5%	20 5%	2 4%
Refused	14 1%	-	-	5 *	3 *	1 1%	2 3%	12 1%	7 1%	5 1%	2 *	2 1%	-

## Online Security Survey

### ONLINE Fieldwork : 29th November - 1st December 2013

Absolutes/col percents

Table 26

**Do you have any children aged 18 or under? If so, how old are they?**

**Base: All respondents**

	Which of the following cities do you live in, or nearest to?																				
	Total	Glasgow	Edin- burgh	New- castle	Leeds	Hull	Shef- field	Manch- ester	Liver- pool	Nott- ingham	Birm- ingham	Norwich	Milton Keynes	Brigh- ton	Oxford	London	South- ampton	Bristol	Ply- mouth	Cardiff	None of these
Unweighted base	2012	82	72	82	94	34	49	144	71	90	181	87	59	57	30	457	52	67	56	83	165
Weighted base	2012	88	76	81	95	34	52	145	70	93	164	91	58	58	30	459	48	77	61	77	157
No children aged 18 or under	1433 71%	58 66%	58 77%	55 68%	63 66%	26 78%	30 58%	104 72%	46 66%	68 73%	120 73%	72 80%	30 53%	43 74%	26 87%	317 69%	38 78%	51 67%	44 72%	56 72%	127 81%
NET: Yes	565 28%	30 34%	17 23%	25 31%	32 34%	7 22%	22 42%	40 28%	24 34%	25 26%	42 26%	18 20%	27 46%	15 26%	4 13%	133 29%	10 22%	26 33%	17 28%	21 27%	29 19%
Yes - children aged under 5 years old	202 10%	13 15%	7 9%	4 5%	19 20%	1 2%	1 2%	16 11%	7 10%	9 9%	15 9%	8 9%	10 17%	2 3%	3 9%	57 13%	1 2%	2 3%	8 12%	10 12%	10 6%
Yes - children aged 5 to 10 years old	229 11%	18 20%	6 8%	12 15%	16 17%	2 6%	11 22%	21 15%	8 11%	7 8%	26 16%	5 5%	8 13%	2 3%	1 2%	49 11%	5 10%	12 16%	8 13%	3 3%	10 6%
Yes - children aged 11 to 15 years old	215 11%	12 13%	8 10%	10 13%	8 9%	5 15%	7 13%	13 9%	10 14%	11 12%	14 8%	7 8%	16 29%	8 14%	2 7%	46 10%	6 14%	10 13%	3 4%	8 10%	10 7%
Yes - children aged 16 to 18 years old	125 6%	2 2%	1 1%	9 11%	* 1%	3 9%	7 14%	7 5%	5 7%	6 7%	9 6%	4 5%	2 4%	11 19%	- -	23 5%	4 8%	12 15%	3 5%	5 7%	11 7%
Refused	14 1%	- -	- -	1 1%	- -	- -	- -	1 *	- -	1 1%	1 1%	- -	1 1%	- -	- -	9 2%	- -	- -	- -	1 1%	1 *

## Online Security Survey

### ONLINE Fieldwork : 29th November - 1st December 2013

Absolutes/col percents

Table 27  
Which of the following ITV regions do you live in?  
Base: All respondents

	Gender		Age							Social Grade				Region										Employment Sector		
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	Scot-land	North East	North West	York-shire & Humb-erside	West Mid-lands	East Mid-lands	Wales	East-ern	London	South East	South West	Public	Pri-vate
Unweighted base	2012	1002	1010	231	300	348	364	310	459	581	606	325	500	173	83	219	177	196	138	110	197	262	291	166	274	774
Weighted base	2012	986	1026	239	339	339	359	299	438	538	558	438	478	181	80	221	181	181	141	101	201	262	282	181	309	818
Anglia	205	90	115	30	30	31	31	34	49	52	54	60	40	-	-	-	-	3	23	-	173	-	7	-	31	84
	10%	9%	11%	13%	9%	9%	9%	11%	11%	10%	10%	14%	8%	-	-	-	-	1%	17%	-	86%	-	2%	-	10%	10%
Border	26	12	14	1	6	3	7	4	5	7	4	3	11	9	*	16	-	-	-	-	-	-	-	-	2	11
	1%	1%	1%	*	2%	1%	2%	1%	1%	1%	1%	1%	2%	5%	1%	7%	-	-	-	-	-	-	-	-	1%	1%
Central	285	150	135	37	42	39	56	43	68	81	68	60	76	2	-	-	-	170	98	-	3	1	6	6	42	124
	14%	15%	13%	15%	12%	11%	16%	14%	15%	15%	12%	14%	16%	1%	-	-	-	94%	70%	-	1%	*	2%	3%	14%	15%
Granada	207	99	108	28	33	44	28	24	50	54	45	41	66	-	-	204	-	-	-	1	-	-	-	1	22	97
	10%	10%	11%	12%	10%	13%	8%	8%	11%	10%	8%	9%	14%	-	-	92%	-	-	-	1%	-	-	-	1%	7%	12%
London	390	194	196	47	63	76	68	54	82	113	113	96	68	-	-	1	-	2	-	-	21	258	107	2	61	155
	19%	20%	19%	20%	19%	22%	19%	18%	19%	21%	20%	22%	14%	-	-	*	-	1%	-	-	10%	99%	38%	1%	20%	19%
Meridian	187	113	74	21	18	39	34	34	41	55	44	44	43	-	-	-	-	*	1	-	1	3	162	19	21	85
	9%	11%	7%	9%	5%	11%	10%	11%	9%	10%	8%	10%	9%	-	-	-	-	*	*	-	1%	1%	58%	11%	7%	10%
STV	171	73	98	16	35	27	27	27	39	39	50	38	43	170	-	-	-	-	-	-	-	-	1	-	24	58
	8%	7%	10%	7%	10%	8%	8%	9%	9%	7%	9%	9%	9%	94%	-	-	-	-	-	-	-	-	*	-	8%	7%
Tyne Tees	81	44	37	9	16	10	18	10	18	27	24	16	15	-	80	-	1	-	-	-	-	-	-	-	23	24
	4%	4%	4%	4%	5%	3%	5%	3%	4%	5%	4%	4%	3%	-	99%	-	1%	-	-	-	-	-	-	-	8%	3%
Wales	99	45	54	13	23	12	21	16	14	18	26	32	23	-	-	-	-	-	-	99	-	-	-	-	17	40
	5%	5%	5%	6%	7%	4%	6%	5%	3%	3%	5%	7%	5%	-	-	-	-	-	-	99%	-	-	-	-	6%	5%
West	51	26	25	9	7	10	12	6	7	16	16	4	15	-	-	1	-	3	-	-	-	-	-	47	5	27
	3%	3%	2%	4%	2%	3%	3%	2%	2%	3%	3%	1%	3%	-	-	*	-	2%	-	-	-	-	-	26%	2%	3%
Westcountry	109	47	61	15	19	15	23	16	20	33	42	7	26	-	-	-	-	3	-	-	-	-	-	105	26	35
	5%	5%	6%	6%	6%	4%	6%	5%	5%	6%	7%	2%	5%	-	-	-	-	2%	-	-	-	-	-	58%	9%	4%
Yorkshire	202	94	108	13	46	34	32	31	45	43	71	36	52	-	-	-	180	-	19	-	3	-	-	-	33	79
	10%	10%	11%	5%	14%	10%	9%	11%	10%	8%	13%	8%	11%	-	-	-	99%	-	13%	-	2%	-	-	-	11%	10%

## Online Security Survey

### ONLINE Fieldwork : 29th November - 1st December 2013

Absolutes/col percents

Table 27  
Which of the following ITV regions do you live in?  
Base: All respondents

	What is the highest educational level that you have achieved to date?							Which of the following best describes where you live?					
	Total	No formal education	Primary	Secondary school, high school, NVQ levels 1 to 3, etc.	University degree or equivalent professional qualification, NVQ level 4, etc.	Higher university degree, doctorate, MBA, NVQ level 5, etc.	Still in full time education	NET: Urban	Urban - Population over 10,000	Town and Fringe	NET: Rural	Village	Hamlet & Isolated Dwelling
Unweighted base	2012	12	5	1045	667	189	72	1604	862	742	408	344	64
Weighted base	2012	13	7	1077	654	176	64	1583	824	759	429	362	67
Anglia	205 10%	1 10%	-	126 12%	51 8%	19 11%	7 10%	153 10%	52 6%	101 13%	52 12%	43 12%	9 13%
Border	26 1%	-	-	17 2%	7 1%	-	-	14 1%	5 1%	9 1%	12 3%	4 1%	8 11%
Central	285 14%	1 11%	-	165 15%	85 13%	24 13%	8 12%	231 15%	111 13%	120 16%	54 12%	48 13%	5 8%
Granada	207 10%	1 6%	1 18%	118 11%	66 10%	15 8%	5 8%	170 11%	92 11%	77 10%	37 9%	36 10%	1 2%
London	390 19%	2 16%	2 31%	181 17%	140 21%	44 25%	15 24%	367 23%	267 32%	100 13%	23 5%	21 6%	2 4%
Meridian	187 9%	1 10%	4 51%	102 10%	60 9%	13 7%	5 8%	153 10%	61 7%	92 12%	34 8%	32 9%	2 3%
STV	171 8%	2 19%	-	82 8%	69 10%	9 5%	7 12%	125 8%	71 9%	53 7%	46 11%	34 9%	12 18%
Tyne Tees	81 4%	1 7%	-	52 5%	22 3%	6 4%	1 1%	64 4%	27 3%	37 5%	17 4%	16 5%	1 1%
Wales	99 5%	2 16%	-	43 4%	36 5%	11 6%	5 8%	58 4%	24 3%	34 5%	41 10%	28 8%	13 20%
West	51 3%	-	-	27 3%	15 2%	5 3%	1 2%	43 3%	20 2%	23 3%	7 2%	7 2%	-
Westcountry	109 5%	1 6%	-	49 5%	39 6%	12 7%	6 10%	72 5%	26 3%	46 6%	37 9%	32 9%	5 7%
Yorkshire	202 10%	-	-	114 11%	65 10%	17 10%	3 4%	133 8%	67 8%	66 9%	69 16%	60 17%	8 13%

## Online Security Survey

### ONLINE Fieldwork : 29th November - 1st December 2013

Absolutes/col percents

Table 27  
Which of the following ITV regions do you live in?  
Base: All respondents

	Which of the following cities do you live in, or nearest to?																				
	Total	Glasgow	Edin- burgh	New- castle	Leeds	Hull	Shef- field	Manch- ester	Liver- pool	Nott- ingham	Birm- ingham	Norwich	Milton Keynes	Brigh- ton	Oxford	London	South- ampton	Bristol	Ply- mouth	Cardiff	None of these
Unweighted base	2012	82	72	82	94	34	49	144	71	90	181	87	59	57	30	457	52	67	56	83	165
Weighted base	2012	88	76	81	95	34	52	145	70	93	164	91	58	58	30	459	48	77	61	77	157
Anglia	205 10%	-	-	-	-	-	-	-	-	4 4%	3 2%	91 100%	42 72%	-	-	35 8%	-	-	-	-	31 19%
Border	26 1%	6 7%	4 5%	5 6%	-	-	-	4 3%	-	-	-	-	-	-	-	-	-	-	-	-	7 4%
Central	285 14%	2 2%	-	-	-	-	1 3%	6 4%	-	82 88%	151 92%	-	8 13%	-	10 33%	1 *	-	1 1%	-	-	22 14%
Granada	207 10%	-	-	1 1%	-	-	-	132 91%	65 93%	-	-	-	-	-	-	-	1 2%	-	-	-	8 5%
London	390 19%	-	-	-	-	-	-	1 *	-	2 1%	-	-	6 10%	8 14%	4 14%	361 79%	1 3%	-	-	-	7 5%
Meridian	187 9%	-	-	-	-	-	-	-	-	1 1%	-	-	3 4%	50 86%	11 38%	61 13%	44 91%	1 2%	-	-	16 10%
STV	171 8%	79 91%	72 95%	-	-	-	-	-	-	-	-	-	-	-	1 3%	-	-	-	-	-	18 12%
Tyne Tees	81 4%	-	-	75 93%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	6 4%
Wales	99 5%	-	-	-	-	-	-	3 2%	5 7%	-	2 1%	-	-	-	-	-	-	*	-	77 100%	11 7%
West	51 3%	-	-	-	-	-	-	-	-	1 1%	-	-	-	-	3 11%	-	-	43 56%	1 2%	-	2 1%
Westcountry	109 5%	-	-	-	-	-	-	-	-	3 2%	-	-	-	-	-	-	2 4%	31 41%	60 98%	-	13 8%
Yorkshire	202 10%	-	-	-	95 100%	34 100%	50 97%	-	-	8 8%	-	-	-	-	-	-	-	-	-	-	15 10%



## Online Security Survey

### ONLINE Fieldwork : 29th November - 1st December 2013

Absolutes/col percents

Table 28  
**Marital Status**  
**Base: All respondents**

	Gender			Age						Social Grade				Region							Employment Sector					
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	Scot-land	North East	North West	York-shire & Humb-erside	West Mid-lands	East Mid-lands	Wales	East-ern	London	South East	South West	Public	Pri-vate
Unweighted base	2012	1002	1010	231	300	348	364	310	459	581	606	325	500	173	83	219	177	196	138	110	197	262	291	166	274	774
Weighted base	2012	986	1026	239	339	339	359	299	438	538	558	438	478	181	80	221	181	181	141	101	201	262	282	181	309	818
Single	517 26%	286 29%	231 23%	167 70%	128 38%	95 28%	75 21%	31 10%	21 5%	96 18%	183 33%	99 23%	139 29%	48 27%	20 25%	59 27%	38 21%	47 26%	30 21%	22 22%	45 23%	95 37%	61 21%	51 28%	76 25%	265 32%
NET: Married/ Civil partnership/ co habiting	1222 61%	612 62%	609 59%	70 29%	201 59%	220 65%	225 63%	205 69%	301 69%	354 66%	315 56%	293 67%	259 54%	110 61%	54 67%	134 60%	120 66%	109 60%	90 64%	64 64%	129 64%	134 51%	180 64%	99 55%	192 62%	475 58%
Married	948 47%	487 49%	461 45%	17 7%	125 37%	156 46%	186 52%	179 60%	286 65%	290 54%	243 44%	238 54%	177 37%	83 46%	43 54%	96 44%	95 52%	88 48%	72 51%	47 47%	103 51%	111 43%	140 50%	71 39%	152 49%	323 40%
Civil Partnership	21 1%	16 2%	5 *	6 2%	5 1%	5 1%	2 *	3 1%	1 *	7 1%	6 1%	5 1%	2 1%	4 2%	2 2%	1 *	- -	- -	- -	* *	4 2%	4 1%	4 1%	2 1%	7 2%	9 1%
Co Habiting	252 13%	109 11%	143 14%	47 19%	71 21%	60 18%	38 11%	23 8%	13 3%	57 11%	66 12%	50 11%	80 17%	24 13%	9 11%	36 16%	25 14%	21 12%	18 13%	17 17%	22 11%	19 7%	36 13%	26 14%	33 11%	143 17%
NET: Widowed/ separated/ divorced	265 13%	85 9%	180 18%	- -	5 2%	22 7%	59 16%	63 21%	115 26%	83 15%	59 11%	44 10%	79 16%	22 12%	7 8%	28 13%	21 12%	25 14%	21 15%	14 14%	23 12%	32 12%	41 15%	30 17%	39 13%	73 9%
Widowed	82 4%	20 2%	62 6%	- -	- -	5 1%	8 2%	13 4%	56 13%	27 5%	21 4%	9 2%	26 5%	9 5%	2 2%	9 4%	4 2%	6 3%	8 6%	5 5%	3 1%	16 6%	9 3%	10 6%	7 2%	14 2%
Separated	32 2%	14 1%	17 2%	- -	1 *	6 2%	6 2%	9 3%	10 2%	10 2%	4 1%	8 2%	11 2%	4 2%	1 1%	2 1%	3 2%	7 4%	1 1%	1 1%	6 3%	3 1%	3 1%	2 1%	4 1%	7 1%
Divorced	151 8%	51 5%	100 10%	- -	4 1%	12 4%	45 12%	41 14%	49 11%	46 9%	35 6%	28 6%	42 9%	8 4%	4 5%	17 8%	14 8%	12 7%	11 8%	8 8%	15 7%	14 5%	30 11%	18 10%	28 9%	52 6%
Prefer not to answer	8 *	2 *	6 1%	2 1%	5 1%	1 *	- -	- -	1 *	5 1%	1 *	2 *	1 *	1 *	- -	1 *	2 1%	- -	1 1%	1 1%	3 2%	- -	- -	1 *	1 *	5 1%

## Online Security Survey

### ONLINE Fieldwork : 29th November - 1st December 2013

Absolutes/col percents

Table 28  
**Marital Status**  
**Base: All respondents**

	What is the highest educational level that you have achieved to date?							Which of the following best describes where you live?					
	Total	No formal education	Primary	Secondary school, high school, NVQ levels 1 to 3, etc.	University degree or equivalent professional qualification, NVQ level 4, etc.	Higher university degree, doctorate, MBA, NVQ level 5, etc.	Still in full time education	NET: Urban	Urban - Population over 10,000	Town and Fringe	NET: Rural	Village	Hamlet & Isolated Dwelling
Unweighted base	2012	12	5	1045	667	189	72	1604	862	742	408	344	64
Weighted base	2012	13	7	1077	654	176	64	1583	824	759	429	362	67
Single	517 26%	5 40%	3 46%	253 23%	145 22%	53 30%	55 86%	451 29%	269 33%	182 24%	66 15%	50 14%	16 23%
NET: Married/ Civil partnership/ co habiting	1222 61%	8 60%	4 54%	680 63%	410 63%	105 60%	7 12%	917 58%	455 55%	462 61%	304 71%	267 74%	37 56%
Married	948 47%	5 37%	4 54%	512 48%	329 50%	89 51%	2 3%	687 43%	331 40%	356 47%	262 61%	227 63%	35 53%
Civil Partnership	21 1%	- -	- -	10 1%	5 1%	4 2%	1 2%	18 1%	16 2%	2 *	3 1%	3 1%	- -
Co Habiting	252 13%	3 23%	- -	157 15%	76 12%	12 7%	4 6%	213 13%	108 13%	104 14%	40 9%	38 10%	2 3%
NET: Widowed/ separated/ divorced	265 13%	- -	- -	144 13%	94 14%	18 10%	* 1%	207 13%	98 12%	109 14%	58 13%	44 12%	13 20%
Widowed	82 4%	- -	- -	44 4%	27 4%	6 3%	- -	61 4%	27 3%	34 4%	21 5%	17 5%	4 6%
Separated	32 2%	- -	- -	17 2%	12 2%	2 1%	* 1%	24 2%	6 1%	18 2%	8 2%	4 1%	3 5%
Divorced	151 8%	- -	- -	83 8%	55 8%	11 6%	- -	122 8%	65 8%	57 8%	29 7%	23 6%	6 9%
Prefer not to answer	8 *	- -	- -	1 *	5 1%	- -	1 2%	7 *	1 *	6 1%	2 *	1 *	1 1%

## Online Security Survey

### ONLINE Fieldwork : 29th November - 1st December 2013

Absolutes/col percents

Table 28  
**Marital Status**  
**Base: All respondents**

	Which of the following cities do you live in, or nearest to?																				
	Total	Glasgow	Edin- burgh	New- castle	Leeds	Hull	Shef- field	Manch- ester	Liver- pool	Nott- ingham	Birm- ingham	Norwich	Milton Keynes	Brigh- ton	Oxford	London	South- ampton	Bristol	Ply- mouth	Cardiff	None of these
Unweighted base	2012	82	72	82	94	34	49	144	71	90	181	87	59	57	30	457	52	67	56	83	165
Weighted base	2012	88	76	81	95	34	52	145	70	93	164	91	58	58	30	459	48	77	61	77	157
Single	517 26%	32 36%	14 18%	18 23%	18 18%	14 42%	7 15%	39 27%	18 25%	21 22%	46 28%	24 27%	8 14%	13 22%	9 29%	138 30%	12 25%	24 32%	12 20%	19 24%	33 21%
NET: Married/ Civil partnership/ co habiting	1222 61%	47 53%	51 67%	56 69%	65 69%	15 45%	38 73%	90 62%	43 61%	53 56%	100 61%	54 60%	37 65%	38 66%	17 57%	264 58%	30 63%	37 49%	39 64%	47 61%	100 64%
Married	948 47%	35 40%	40 52%	44 55%	53 56%	14 41%	27 53%	66 45%	33 47%	42 45%	79 48%	44 49%	27 47%	34 60%	14 47%	205 45%	23 48%	29 38%	27 44%	35 46%	76 48%
Civil Partnership	21 1%	- -	4 5%	2 2%	- -	- -	- -	1 1%	- -	- -	- -	- -	- -	- -	1 5%	10 2%	- -	1 1%	- -	* 1%	2 1%
Co Habiting	252 13%	12 13%	8 10%	9 11%	12 13%	2 5%	10 20%	23 16%	10 14%	10 11%	21 13%	10 11%	10 17%	4 7%	2 6%	49 11%	7 15%	8 10%	12 20%	11 15%	22 14%
NET: Widowed/ separated/ divorced	265 13%	8 10%	11 15%	7 8%	11 11%	4 13%	6 12%	17 12%	9 13%	19 20%	18 11%	9 10%	12 21%	7 12%	4 14%	57 12%	6 12%	14 19%	10 16%	11 14%	24 15%
Widowed	82 4%	4 4%	5 7%	2 2%	2 3%	2 5%	1 1%	6 4%	2 3%	8 9%	3 2%	- -	2 3%	2 3%	1 2%	21 5%	2 4%	8 10%	- -	4 5%	9 6%
Separated	32 2%	2 2%	1 2%	1 1%	- -	- -	3 6%	2 1%	* 1%	5 5%	5 3%	1 1%	- -	* 1%	1 3%	5 1%	- -	- -	- -	1 1%	4 3%
Divorced	151 8%	2 3%	5 6%	4 5%	8 9%	3 8%	3 5%	10 7%	6 9%	6 6%	10 6%	8 9%	10 18%	5 8%	3 9%	30 7%	4 8%	6 8%	10 16%	7 9%	11 7%
Prefer not to answer	8 *	1 1%	- -	- -	2 2%	- -	- -	- -	1 1%	1 1%	- -	3 4%	- -	- -	- -	- -	- -	1 1%	- -	1 1%	- -

## Online Security Survey

### ONLINE Fieldwork : 29th November - 1st December 2013

Absolutes/col percents

Table 29

Which of the following cities do you live in, or nearest to?

Base: All respondents

	Gender			Age						Social Grade				Region							Employment Sector					
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	Scot-land	North East	North West	York-shire & Humb-erside	West Mid-lands	East Mid-lands	Wales	East-ern	London	South East	South West	Public	Pri-vate
Unweighted base	2012	1002	1010	231	300	348	364	310	459	581	606	325	500	173	83	219	177	196	138	110	197	262	291	166	274	774
Weighted base	2012	986	1026	239	339	339	359	299	438	538	558	438	478	181	80	221	181	181	141	101	201	262	282	181	309	818
Glasgow	88	37	51	12	26	12	12	13	13	20	23	20	25	88	-	-	-	-	-	-	-	-	-	-	13	35
	4%	4%	5%	5%	8%	3%	3%	4%	3%	4%	4%	5%	5%	48%	-	-	-	-	-	-	-	-	-	-	4%	4%
Edinburgh	76	31	44	4	9	15	10	16	22	20	20	14	22	75	*	-	-	-	-	-	-	-	-	-	11	18
	4%	3%	4%	1%	3%	5%	3%	5%	5%	4%	4%	3%	5%	42%	1%	-	-	-	-	-	-	-	-	-	4%	2%
Newcastle	81	47	34	9	13	10	20	10	18	25	24	18	14	-	74	6	1	-	-	-	-	-	-	-	22	25
	4%	5%	3%	4%	4%	3%	6%	3%	4%	5%	4%	4%	3%	-	92%	3%	*	-	-	-	-	-	-	-	7%	3%
Leeds	95	48	48	10	24	17	11	11	23	21	40	14	21	-	-	-	95	-	-	-	-	-	-	-	14	46
	5%	5%	5%	4%	7%	5%	3%	4%	5%	4%	7%	3%	4%	-	-	-	53%	-	-	-	-	-	-	-	4%	6%
Hull	34	17	16	1	5	6	7	8	6	9	12	2	11	-	-	-	31	-	2	-	1	-	-	-	5	12
	2%	2%	2%	1%	1%	2%	2%	3%	1%	2%	2%	*	2%	-	-	-	17%	-	1%	-	*	-	-	-	2%	2%
Sheffield	52	23	29	1	14	9	11	7	10	12	15	13	12	-	-	-	49	-	3	-	-	-	-	-	10	17
	3%	2%	3%	*	4%	3%	3%	2%	2%	2%	3%	3%	2%	-	-	-	27%	-	2%	-	-	-	-	-	3%	2%
Manchester	145	72	74	20	25	29	23	16	33	38	33	32	43	-	-	136	-	5	1	3	-	-	-	-	19	67
	7%	7%	7%	8%	7%	9%	6%	5%	8%	7%	6%	7%	9%	-	-	62%	-	3%	*	3%	-	-	-	-	6%	8%
Liverpool	70	30	40	10	11	12	10	7	19	18	16	12	25	-	-	65	-	-	-	5	-	-	-	-	7	28
	3%	3%	4%	4%	3%	4%	3%	2%	4%	3%	3%	3%	5%	-	-	29%	-	-	-	5%	-	-	-	-	2%	3%
Nottingham	93	36	57	15	11	7	20	12	27	28	24	13	29	-	-	-	-	2	85	-	6	-	-	-	14	37
	5%	4%	6%	6%	3%	2%	6%	4%	6%	5%	4%	3%	6%	-	-	-	-	1%	61%	-	3%	-	-	-	4%	5%
Birmingham	164	91	73	26	27	27	28	24	32	51	36	38	39	-	-	-	-	153	6	2	-	-	*	2	26	69
	8%	9%	7%	11%	8%	8%	8%	8%	7%	9%	7%	9%	8%	-	-	-	-	85%	5%	2%	-	-	*	1%	8%	8%
Norwich	91	38	53	19	12	14	7	16	22	25	20	29	16	-	-	-	-	-	-	-	88	-	2	-	14	42
	4%	4%	5%	8%	4%	4%	2%	5%	5%	5%	4%	7%	3%	-	-	-	-	-	-	-	44%	-	1%	-	5%	5%
Milton Keynes	58	30	27	*	12	13	12	9	11	15	14	15	15	-	-	-	-	1	22	-	25	-	10	-	4	23
	3%	3%	3%	*	3%	4%	3%	3%	3%	3%	2%	3%	3%	-	-	-	-	*	16%	-	12%	-	3%	-	1%	3%
Brighton	58	40	17	4	3	13	9	14	13	18	12	19	8	-	-	-	-	-	-	-	-	-	58	-	9	27
	3%	4%	2%	2%	1%	4%	2%	5%	3%	3%	2%	4%	2%	-	-	-	-	-	-	-	-	-	20%	-	3%	3%

## Online Security Survey

### ONLINE Fieldwork : 29th November - 1st December 2013

Absolutes/col percents

Table 29

Which of the following cities do you live in, or nearest to?

Base: All respondents

	Gender		Age						Social Grade				Region										Employment Sector			
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	Scotland	North East	North West	Yorkshire & Humberside	West Midlands	East Midlands	Wales	East-ern	London	South East	South West	Public	Private
Weighted base	2012	986	1026	239	339	339	359	299	438	538	558	438	478	181	80	221	181	181	141	101	201	262	282	181	309	818
Oxford	30 1%	18 2%	11 1%	2 1%	6 2%	1 *	7 2%	9 3%	3 1%	11 2%	7 1%	10 2%	2 *	-	-	-	-	4 2%	1 1%	-	-	3 1%	18 6%	4 2%	1 *	14 2%
London	459 23%	228 23%	231 22%	58 24%	74 22%	91 27%	80 22%	59 20%	96 22%	127 24%	135 24%	110 25%	86 18%	-	-	-	-	-	-	-	53 26%	259 99%	146 52%	1 1%	70 23%	192 23%
Southampton	48 2%	26 3%	22 2%	7 3%	6 2%	8 2%	8 2%	6 2%	14 3%	17 3%	13 2%	5 1%	13 3%	-	-	-	-	-	-	-	-	-	29 10%	19 10%	7 2%	19 2%
Bristol	77 4%	34 3%	43 4%	10 4%	18 5%	13 4%	18 5%	10 3%	9 2%	22 4%	31 6%	4 1%	19 4%	-	-	-	-	1 *	-	*	-	-	-	76 42%	17 5%	35 4%
Plymouth	61 3%	26 3%	35 3%	9 4%	4 1%	6 2%	15 4%	9 3%	18 4%	17 3%	23 4%	4 1%	16 3%	-	-	-	-	-	-	-	-	-	-	61 34%	12 4%	16 2%
Cardiff	77 4%	37 4%	40 4%	11 5%	22 7%	10 3%	14 4%	11 4%	10 2%	13 2%	22 4%	27 6%	16 3%	-	-	-	-	-	-	77 77%	-	-	-	-	13 4%	33 4%
None of these	157 8%	76 8%	81 8%	9 4%	17 5%	24 7%	39 11%	31 10%	38 9%	31 6%	37 7%	40 9%	49 10%	18 10%	6 7%	14 6%	5 3%	15 8%	20 14%	13 13%	29 14%	-	19 7%	18 10%	20 6%	61 7%

## Online Security Survey

### ONLINE Fieldwork : 29th November - 1st December 2013

Absolutes/col percents

Table 29  
Which of the following cities do you live in, or nearest to?  
Base: All respondents

	What is the highest educational level that you have achieved to date?							Which of the following best describes where you live?					
	Total	No formal education	Primary	Secondary school, high school, NVQ levels 1 to 3, etc.	University degree or equivalent professional qualification, NVQ level 4, etc.	Higher university degree, doctorate, MBA, NVQ level 5, etc.	Still in full time education	NET: Urban	Urban - Population over 10,000	Town and Fringe	NET: Rural	Village	Hamlet & Isolated Dwelling
Unweighted base	2012	12	5	1045	667	189	72	1604	862	742	408	344	64
Weighted base	2012	13	7	1077	654	176	64	1583	824	759	429	362	67
Glasgow	88 4%	2 19%	-	41 4%	31 5%	6 4%	6 10%	72 5%	37 4%	35 5%	16 4%	13 4%	3 4%
Edinburgh	76 4%	-	-	38 4%	34 5%	3 1%	1 2%	48 3%	31 4%	18 2%	27 6%	18 5%	9 14%
Newcastle	81 4%	1 7%	-	51 5%	20 3%	6 4%	1 1%	65 4%	27 3%	39 5%	15 4%	15 4%	1 1%
Leeds	95 5%	-	-	52 5%	32 5%	7 4%	3 4%	69 4%	30 4%	38 5%	27 6%	24 7%	2 3%
Hull	34 2%	-	-	20 2%	12 2%	1 1%	-	20 1%	13 2%	7 1%	13 3%	11 3%	2 3%
Sheffield	52 3%	-	-	28 3%	17 3%	6 3%	-	37 2%	23 3%	13 2%	15 4%	15 4%	-
Manchester	145 7%	1 6%	1 18%	87 8%	40 6%	11 6%	4 6%	123 8%	69 8%	54 7%	22 5%	22 6%	1 1%
Liverpool	70 3%	-	-	32 3%	32 5%	3 2%	2 2%	53 3%	28 3%	26 3%	17 4%	15 4%	2 2%
Nottingham	93 5%	-	-	56 5%	26 4%	6 4%	2 3%	69 4%	29 4%	40 5%	25 6%	23 6%	2 3%
Birmingham	164 8%	1 11%	-	83 8%	50 8%	18 10%	12 19%	139 9%	71 9%	68 9%	25 6%	20 5%	5 8%
Norwich	91 4%	1 7%	-	59 6%	21 3%	7 4%	3 5%	60 4%	12 1%	48 6%	31 7%	26 7%	5 8%
Milton Keynes	58 3%	2 16%	-	33 3%	20 3%	2 1%	-	49 3%	19 2%	30 4%	8 2%	7 2%	2 2%
Brighton	58 3%	-	-	32 3%	23 4%	3 1%	-	47 3%	18 2%	29 4%	11 2%	10 3%	1 1%

## Online Security Survey

### ONLINE Fieldwork : 29th November - 1st December 2013

Absolutes/col percents

Table 29

Which of the following cities do you live in, or nearest to?

Base: All respondents

	What is the highest educational level that you have achieved to date?							Which of the following best describes where you live?					
	Total	No formal education	Primary	Secondary school, high school, NVQ levels 1 to 3, etc.	University degree or equivalent professional qualification, NVQ level 4, etc.	Higher university degree, doctorate, MBA, NVQ level 5, etc.	Still in full time education	NET: Urban	Urban - Population over 10,000	Town and Fringe	NET: Rural	Village	Hamlet & Isolated Dwelling
Weighted base	2012	13	7	1077	654	176	64	1583	824	759	429	362	67
Oxford	30 1%	1 7%	-	21 2%	5 1%	1 *	2 3%	19 1%	11 1%	7 1%	11 3%	10 3%	1 2%
London	459 23%	* 4%	5 74%	221 21%	153 23%	55 31%	16 25%	421 27%	285 35%	136 18%	38 9%	37 10%	1 2%
Southampton	48 2%	-	1 9%	22 2%	16 2%	7 4%	2 3%	42 3%	18 2%	24 3%	6 1%	6 2%	-
Bristol	77 4%	-	-	39 4%	29 4%	7 4%	1 2%	58 4%	23 3%	35 5%	19 4%	18 5%	1 2%
Plymouth	61 3%	1 6%	-	29 3%	23 3%	5 3%	4 5%	43 3%	19 2%	24 3%	18 4%	16 4%	2 3%
Cardiff	77 4%	2 16%	-	32 3%	29 5%	9 5%	5 8%	46 3%	18 2%	28 4%	31 7%	21 6%	10 15%
None of these	157 8%	* 3%	-	100 9%	40 6%	14 8%	1 2%	105 7%	43 5%	61 8%	53 12%	35 10%	18 26%

## Online Security Survey

### ONLINE Fieldwork : 29th November - 1st December 2013

Absolutes/col percents

Table 29

Which of the following cities do you live in, or nearest to?

Base: All respondents

	Which of the following cities do you live in, or nearest to?																				
	Total	Glasgow	Edin- burgh	New- castle	Leeds	Hull	Shef- field	Manch- ester	Liver- pool	Nott- ingham	Birm- ingham	Norwich	Milton Keynes	Brigh- ton	Oxford	London	South- ampton	Bristol	Ply- mouth	Cardiff	None of these
Unweighted base	2012	82	72	82	94	34	49	144	71	90	181	87	59	57	30	457	52	67	56	83	165
Weighted base	2012	88	76	81	95	34	52	145	70	93	164	91	58	58	30	459	48	77	61	77	157
Glasgow	88 4%	88 100%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Edinburgh	76 4%	-	76 100%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Newcastle	81 4%	-	-	81 100%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Leeds	95 5%	-	-	-	95 100%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Hull	34 2%	-	-	-	-	34 100%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Sheffield	52 3%	-	-	-	-	-	52 100%	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Manchester	145 7%	-	-	-	-	-	-	145 100%	-	-	-	-	-	-	-	-	-	-	-	-	-
Liverpool	70 3%	-	-	-	-	-	-	-	70 100%	-	-	-	-	-	-	-	-	-	-	-	-
Nottingham	93 5%	-	-	-	-	-	-	-	-	93 100%	-	-	-	-	-	-	-	-	-	-	-
Birmingham	164 8%	-	-	-	-	-	-	-	-	-	164 100%	-	-	-	-	-	-	-	-	-	-
Norwich	91 4%	-	-	-	-	-	-	-	-	-	-	91 100%	-	-	-	-	-	-	-	-	-
Milton Keynes	58 3%	-	-	-	-	-	-	-	-	-	-	-	58 100%	-	-	-	-	-	-	-	-
Brighton	58 3%	-	-	-	-	-	-	-	-	-	-	-	-	58 100%	-	-	-	-	-	-	-
Oxford	30 1%	-	-	-	-	-	-	-	-	-	-	-	-	-	30 100%	-	-	-	-	-	-
London	459 23%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	459 100%	-	-	-	-	-



## Online Security Survey

### ONLINE Fieldwork : 29th November - 1st December 2013

Absolutes/col percents

Table 29

Which of the following cities do you live in, or nearest to?

Base: All respondents

	Which of the following cities do you live in, or nearest to?																				
	Total	Glasgow	Edin- burgh	New- castle	Leeds	Hull	Shef- field	Manch- ester	Liver- pool	Nott- ingham	Birm- ingham	Norwich	Milton Keynes	Brigh- ton	Oxford	London	South- ampton	Bristol	Ply- mouth	Cardiff	None of these
Weighted base	2012	88	76	81	95	34	52	145	70	93	164	91	58	58	30	459	48	77	61	77	157
Southampton	48 2%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	48 100%	-	-	-	-
Bristol	77 4%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	77 100%	-	-	-
Plymouth	61 3%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	61 100%	-	-
Cardiff	77 4%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	77 100%	-
None of these	157 8%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	157 100%

## Online Security Survey

### ONLINE Fieldwork : 29th November - 1st December 2013

Absolutes/col percents

Table 30

**What is the combined annual income of your household, prior to tax being deducted?**

**Base: All respondents**

		Gender		Age						Social Grade				Region							Employment Sector						
		Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	Scotland	North East	North West	Yorkshire & Humber	West Midlands	East Midlands	Wales	East-ern	London	South East	South West	Public	Private
Unweighted base		2012	1002	1010	231	300	348	364	310	459	581	606	325	500	173	83	219	177	196	138	110	197	262	291	166	274	774
Weighted base		2012	986	1026	239	339	339	359	299	438	538	558	438	478	181	80	221	181	181	141	101	201	262	282	181	309	818
Up to £7,000	(3.5)	61	23	38	23	12	9	6	8	3	2	19	10	31	12	4	5	3	4	4	3	1	11	8	6	3	12
		3%	2%	4%	10%	3%	3%	2%	3%	1%	*	3%	2%	6%	6%	5%	2%	2%	2%	3%	3%	*	4%	3%	3%	1%	2%
£7,001 to £14,000	(10.5)	283	115	168	38	42	41	47	49	66	28	61	44	149	22	17	34	29	30	16	20	29	26	33	28	21	84
		14%	12%	16%	16%	12%	12%	13%	16%	15%	5%	11%	10%	31%	12%	21%	15%	16%	16%	11%	20%	14%	10%	12%	16%	7%	10%
£14,001 to £21,000	(17.5)	410	172	238	45	63	54	69	60	120	76	133	79	122	34	17	54	51	33	50	21	37	43	39	31	53	144
		20%	17%	23%	19%	19%	16%	19%	20%	27%	14%	24%	18%	26%	19%	21%	24%	28%	18%	35%	21%	18%	17%	14%	17%	17%	18%
£21,001 to £28,000	(24.5)	404	203	201	35	76	59	78	65	90	101	99	125	78	42	15	37	25	37	28	19	48	53	62	39	62	177
		20%	21%	20%	15%	22%	17%	22%	22%	21%	19%	18%	29%	16%	23%	18%	17%	14%	20%	20%	19%	24%	20%	22%	22%	20%	22%
£28,001 to £34,000	(31)	301	175	126	24	58	64	52	36	67	109	90	62	39	22	6	37	29	31	16	13	26	39	55	27	55	141
		15%	18%	12%	10%	17%	19%	14%	12%	15%	20%	16%	14%	8%	12%	8%	17%	16%	17%	11%	13%	13%	15%	20%	15%	18%	17%
£34,001 to £41,000	(37.5)	266	152	114	33	46	59	57	29	42	94	79	67	26	24	11	27	18	27	15	8	25	42	37	31	60	136
		13%	15%	11%	14%	14%	17%	16%	10%	10%	17%	14%	15%	5%	14%	14%	12%	10%	15%	11%	8%	13%	16%	13%	17%	20%	17%
£41,001 to £48,000	(44.5)	106	48	58	3	17	24	20	26	17	53	22	27	4	8	8	4	8	5	5	8	8	22	18	12	29	45
		5%	5%	6%	1%	5%	7%	5%	9%	4%	10%	4%	6%	1%	5%	10%	2%	4%	3%	3%	8%	4%	8%	6%	7%	9%	5%
£48,001 to £55,000	(51.5)	51	30	21	6	14	7	9	10	5	25	16	8	2	5	-	7	7	6	3	2	6	11	4	2	11	24
		3%	3%	2%	2%	4%	2%	3%	3%	1%	5%	3%	2%	*	3%	-	3%	4%	3%	2%	2%	3%	4%	1%	1%	4%	3%
£55,001 to £62,000	(58.5)	11	6	5	1	1	5	3	-	1	6	3	1	1	-	1	4	1	-	1	-	1	1	1	-	1	6
		1%	1%	1%	*	*	2%	1%	-	*	1%	1%	*	*	-	1%	2%	1%	-	1%	-	*	*	*	-	*	1%
£62,001 to £69,000	(65.5)	20	11	9	7	1	5	3	-	5	6	7	4	4	-	3	7	2	-	-	-	1	6	2	-	3	13
		1%	1%	1%	3%	*	1%	1%	-	1%	1%	1%	1%	1%	-	3%	3%	1%	-	-	-	1%	2%	1%	-	1%	2%
£69,001 to £76,000	(72.5)	2	-	2	-	-	2	-	-	-	2	-	-	-	-	-	-	-	-	-	-	2	-	-	-	2	-
		*	-	*	-	-	1%	-	-	-	*	-	-	-	-	-	-	-	-	-	-	1%	-	-	-	1%	-
£76,001 to £83,000	(79.5)	3	1	2	-	-	1	-	-	2	3	-	-	-	-	-	-	-	2	-	-	-	-	1	-	-	1
		*	*	*	-	-	*	-	-	1%	1%	-	-	-	-	-	-	-	1%	-	-	-	-	*	-	-	*
£83,001 or more	(86)	4	2	2	1	3	-	-	-	-	3	1	-	-	-	-	1	-	-	-	-	-	3	-	-	-	2
		*	*	*	*	1%	-	-	-	-	1%	*	-	-	-	-	*	-	-	-	-	-	1%	-	-	-	*

## Online Security Survey

### ONLINE Fieldwork : 29th November - 1st December 2013

Absolutes/col percents

Table 30

**What is the combined annual income of your household, prior to tax being deducted?**

**Base: All respondents**

	Gender		Age							Social Grade				Region										Employment Sector		
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	Scotland	North East	North West	Yorkshire & Humberside	West Midlands	East Midlands	Wales	East-ern	London	South East	South West	Public	Private
Weighted base	2012	986	1026	239	339	339	359	299	438	538	558	438	478	181	80	221	181	181	141	101	201	262	282	181	309	818
Prefer not to answer	90	48	41	22	7	10	15	16	21	32	24	12	21	11	-	5	8	7	4	7	17	4	22	5	8	34
	4%	5%	4%	9%	2%	3%	4%	5%	5%	6%	4%	3%	4%	6%	-	2%	4%	4%	3%	7%	9%	2%	8%	3%	3%	4%
Average income (£000's)	25.80	27.07	24.58	23.75	26.53	28.19	26.47	24.91	24.43	31.40	26.08	26.41	18.69	24.31	25.01	26.11	24.82	25.63	23.42	23.51	26.27	28.82	26.62	25.27	29.64	27.89

## Online Security Survey

### ONLINE Fieldwork : 29th November - 1st December 2013

Absolutes/col percents

Table 30

**What is the combined annual income of your household, prior to tax being deducted?**

**Base: All respondents**

	What is the highest educational level that you have achieved to date?							Which of the following best describes where you live?					
	Total	No formal education	Primary	Secondary school, high school, NVQ levels 1 to 3, etc.	University degree or equivalent professional qualification, NVQ level 4, etc.	Higher university degree, doctorate, MBA, NVQ level 5, etc.	Still in full time education	NET: Urban	Urban - Population over 10,000	Town and Fringe	NET: Rural	Village	Hamlet & Isolated Dwelling
Unweighted base	2012	12	5	1045	667	189	72	1604	862	742	408	344	64
Weighted base	2012	13	7	1077	654	176	64	1583	824	759	429	362	67
Up to £7,000	(3.5) 3%	61 16%	- -	30 3%	11 2%	2 1%	13 21%	57 4%	34 4%	23 3%	5 1%	4 1%	1 1%
£7,001 to £14,000	(10.5) 14%	283 23%	3 15%	183 17%	69 11%	14 8%	10 16%	224 14%	120 15%	104 14%	59 14%	53 15%	5 8%
£14,001 to £21,000	(17.5) 20%	410 20%	1 8%	239 22%	129 20%	22 12%	12 18%	325 21%	175 21%	150 20%	85 20%	64 18%	21 32%
£21,001 to £28,000	(24.5) 20%	404 20%	1 7%	226 21%	128 20%	39 22%	6 9%	306 19%	150 18%	156 21%	98 23%	84 23%	14 21%
£28,001 to £34,000	(31) 15%	301 11%	1 11%	163 15%	102 16%	31 18%	3 5%	231 15%	127 15%	103 14%	70 16%	55 15%	15 23%
£34,001 to £41,000	(37.5) 13%	266 13%	2 16%	122 11%	102 16%	28 16%	9 14%	216 14%	102 12%	114 15%	49 12%	47 13%	2 4%
£41,001 to £48,000	(44.5) 5%	106 5%	- -	40 4%	50 8%	13 8%	3 5%	84 5%	45 6%	38 5%	23 5%	21 6%	2 3%
£48,001 to £55,000	(51.5) 3%	51 3%	- -	21 2%	20 3%	8 4%	2 4%	38 2%	22 3%	17 2%	13 3%	13 3%	- -
£55,001 to £62,000	(58.5) 1%	11 1%	- -	1 *	6 1%	3 2%	1 1%	9 1%	4 *	6 1%	2 *	2 *	- -
£62,001 to £69,000	(65.5) 1%	20 1%	- -	13 1%	5 1%	3 1%	- -	16 1%	8 1%	7 1%	4 1%	4 1%	- -
£69,001 to £76,000	(72.5) *	2 *	- -	- -	2 *	- -	- -	2 *	- -	2 *	- -	- -	- -
£76,001 to £83,000	(79.5) *	3 *	- -	- -	3 *	- -	- -	3 *	- -	3 *	- -	- -	- -
£83,001 or more	(86) *	4 *	- -	- -	2 *	1 1%	- -	3 *	3 *	- -	1 *	1 *	- -

## Online Security Survey

### ONLINE Fieldwork : 29th November - 1st December 2013

Absolutes/col percents

Table 30

**What is the combined annual income of your household, prior to tax being deducted?**

**Base: All respondents**

	What is the highest educational level that you have achieved to date?							Which of the following best describes where you live?					
	Total	No formal education	Primary	Secondary school, high school, NVQ levels 1 to 3, etc.	University degree or equivalent professional qualification, NVQ level 4, etc.	Higher university degree, doctorate, MBA, NVQ level 5, etc.	Still in full time education	NET: Urban	Urban - Population over 10,000	Town and Fringe	NET: Rural	Village	Hamlet & Isolated Dwelling
Weighted base	2012	13	7	1077	654	176	64	1583	824	759	429	362	67
Prefer not to answer	90 4%	2 19%	-	39 4%	24 4%	10 6%	5 8%	70 4%	33 4%	37 5%	20 5%	14 4%	7 10%
Average income (£000's)	25.80	18.97	22.67	24.20	28.05	30.05	20.65	25.71	25.39	26.06	26.11	26.59	23.35

## Online Security Survey

### ONLINE Fieldwork : 29th November - 1st December 2013

Absolutes/col percents

Table 30

**What is the combined annual income of your household, prior to tax being deducted?**

**Base: All respondents**

	Total	Which of the following cities do you live in, or nearest to?																				
		Glasgow	Edin- burgh	New- castle	Leeds	Hull	Shef- field	Manch- ester	Liver- pool	Nott- ingham	Birm- ingham	Norwich	Milton Keynes	Brigh- ton	Oxford	London	South- ampton	Bristol	Ply- mouth	Cardiff	None of these	
Unweighted base	2012	82	72	82	94	34	49	144	71	90	181	87	59	57	30	457	52	67	56	83	165	
Weighted base	2012	88	76	81	95	34	52	145	70	93	164	91	58	58	30	459	48	77	61	77	157	
Up to £7,000	(3.5)	61 3%	7 8%	4 6%	4 5%	2 2%	- -	- -	5 3%	1 1%	3 3%	3 2%	1 1%	1 1%	1 5%	16 3%	2 5%	1 2%	1 2%	3 4%	5 3%	
£7,001 to £14,000	(10.5)	283 14%	10 11%	11 15%	13 16%	12 13%	21 21%	8 15%	24 17%	8 12%	12 13%	30 18%	11 12%	8 13%	5 8%	2 8%	49 11%	7 14%	9 12%	14 23%	15 19%	27 17%
£14,001 to £21,000	(17.5)	410 20%	17 20%	14 18%	20 25%	26 27%	12 36%	14 26%	36 25%	17 24%	38 40%	31 19%	13 15%	14 25%	7 11%	2 6%	69 15%	8 17%	11 14%	15 24%	18 23%	29 19%
£21,001 to £28,000	(24.5)	404 20%	20 23%	18 24%	17 21%	12 13%	5 16%	9 17%	25 17%	8 11%	15 16%	36 22%	18 20%	13 23%	12 20%	9 30%	98 21%	8 17%	17 22%	11 18%	16 20%	38 24%
£28,001 to £34,000	(31)	301 15%	11 12%	6 8%	6 8%	11 12%	5 15%	13 26%	20 14%	16 23%	9 10%	26 16%	11 13%	9 15%	11 18%	3 10%	84 18%	5 10%	16 20%	5 9%	11 14%	23 15%
£34,001 to £41,000	(37.5)	266 13%	9 11%	13 17%	10 12%	13 14%	- -	5 9%	17 12%	8 12%	7 7%	20 12%	18 20%	13 18%	6 20%	57 12%	8 17%	18 24%	7 11%	7 9%	21 14%	
£41,001 to £48,000	(44.5)	106 5%	3 3%	4 5%	8 10%	8 8%	- -	- -	5 3%	2 2%	3 3%	5 3%	4 4%	1 2%	4 8%	5 17%	31 7%	5 11%	3 4%	4 7%	5 7%	5 3%
£48,001 to £55,000	(51.5)	51 3%	5 5%	- -	- -	4 4%	3 9%	1 1%	4 3%	4 6%	2 2%	6 4%	3 3%	- -	- -	- -	16 4%	- -	1 1%	1 1%	- -	1 *
£55,001 to £62,000	(58.5)	11 1%	- -	- -	1 1%	1 1%	- -	- -	2 2%	- -	- -	- -	- -	1 2%	1 2%	- -	2 *	- -	- -	- -	- -	2 1%
£62,001 to £69,000	(65.5)	20 1%	- -	- -	3 3%	2 2%	- -	- -	4 3%	3 4%	- -	- -	- -	1 3%	- -	- -	7 2%	- -	- -	- -	- -	- -
£69,001 to £76,000	(72.5)	2 *	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	2 *	- -	- -	- -	- -	- -
£76,001 to £83,000	(79.5)	3 *	- -	- -	- -	- -	- -	- -	- -	- -	2 3%	- -	- -	- -	- -	1 *	- -	- -	- -	- -	- -	- -
£83,001 or more	(86)	4 *	- -	- -	- -	- -	- -	1 *	- -	- -	- -	- -	- -	- -	- -	3 1%	- -	- -	- -	- -	- -	- -
Prefer not to answer	90 4%	5 6%	6 7%	- -	3 3%	1 4%	3 6%	3 2%	3 4%	3 4%	2 2%	7 4%	11 12%	2 3%	4 8%	1 5%	23 5%	4 9%	1 1%	2 3%	3 4%	5 3%
Average income (£000's)	25.80	24.04	23.63	25.17	26.92	22.29	23.73	25.48	28.01	23.37	24.37	27.05	25.50	29.06	28.71	28.13	25.60	27.14	23.00	22.69	24.12	

## Online Security Survey

### ONLINE Fieldwork : 29th November - 1st December 2013

Absolutes/col percents

Table 31

**Do you have a longstanding physical or mental condition or disability that has lasted or is likely to last 12 months and which has a substantial adverse effect on your ability to carry out day-to-day activities?**

**Base: All respondents**

	Gender		Age							Social Grade				Region								Employment Sector				
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	Scotland	North East	North West	Yorkshire & Humberside	West Midlands	East Midlands	Wales	East-ern	London	South East	South West	Public	Private
Unweighted base	2012	1002	1010	231	300	348	364	310	459	581	606	325	500	173	83	219	177	196	138	110	197	262	291	166	274	774
Weighted base	2012	986	1026	239	339	339	359	299	438	538	558	438	478	181	80	221	181	181	141	101	201	262	282	181	309	818
NET: Yes	412	186	226	30	45	52	78	87	120	86	88	76	162	54	14	53	37	27	30	19	40	45	54	38	33	85
	20%	19%	22%	13%	13%	15%	22%	29%	27%	16%	16%	17%	34%	30%	17%	24%	20%	15%	21%	19%	20%	17%	19%	21%	11%	10%
Yes - physical condition	238	109	129	7	16	23	45	60	87	54	50	41	93	28	8	27	20	19	16	12	24	29	33	21	19	36
	12%	11%	13%	3%	5%	7%	13%	20%	20%	10%	9%	9%	19%	16%	10%	12%	11%	10%	12%	12%	12%	11%	12%	12%	6%	4%
Yes - disability	150	72	78	11	11	20	29	39	39	29	28	33	61	23	5	23	15	6	7	6	15	14	23	13	6	14
	7%	7%	8%	5%	3%	6%	8%	13%	9%	5%	5%	7%	13%	13%	6%	10%	8%	3%	5%	6%	7%	6%	8%	7%	2%	2%
Yes - mental condition	117	51	67	19	28	23	27	17	3	18	24	22	53	15	5	12	15	8	9	8	12	11	10	13	9	34
	6%	5%	6%	8%	8%	7%	7%	6%	1%	3%	4%	5%	11%	8%	6%	6%	8%	4%	6%	8%	6%	4%	4%	7%	3%	4%
Yes - other	33	17	16	2	2	5	8	13	3	2	8	8	15	3	-	8	-	3	2	1	2	3	5	7	3	9
	2%	2%	2%	1%	1%	1%	2%	4%	1%	*	1%	2%	3%	2%	-	4%	-	1%	1%	1%	1%	1%	2%	4%	1%	1%
No	1566	785	781	201	287	283	276	206	311	445	460	355	306	124	67	164	138	146	108	80	159	212	227	141	275	719
	78%	80%	76%	84%	85%	84%	77%	69%	71%	83%	82%	81%	64%	69%	83%	74%	76%	81%	76%	79%	79%	81%	81%	78%	89%	88%
Prefer not to say	34	14	20	7	6	4	4	6	7	7	10	8	10	3	-	4	6	8	3	2	1	4	1	2	1	14
	2%	1%	2%	3%	2%	1%	1%	2%	2%	1%	2%	2%	2%	2%	-	2%	3%	4%	2%	2%	1%	2%	*	1%	*	2%

## Online Security Survey

### ONLINE Fieldwork : 29th November - 1st December 2013

Absolutes/col percents

Table 31

**Do you have a longstanding physical or mental condition or disability that has lasted or is likely to last 12 months and which has a substantial adverse effect on your ability to carry out day-to-day activities?**

**Base: All respondents**

	What is the highest educational level that you have achieved to date?							Which of the following best describes where you live?					
	Total	No formal education	Primary	Secondary school, high school, NVQ levels 1 to 3, etc.	University degree or equivalent professional qualification, NVQ level 4, etc.	Higher university degree, doctorate, MBA, NVQ level 5, etc.	Still in full time education	NET: Urban	Urban - Population over 10,000	Town and Fringe	NET: Rural	Village	Hamlet & Isolated Dwelling
Unweighted base	2012	12	5	1045	667	189	72	1604	862	742	408	344	64
Weighted base	2012	13	7	1077	654	176	64	1583	824	759	429	362	67
NET: Yes	412	6	-	247	123	26	6	313	160	153	99	76	22
	20%	47%	-	23%	19%	15%	10%	20%	19%	20%	23%	21%	33%
Yes - physical condition	238	-	-	147	73	14	1	181	95	86	57	42	15
	12%	-	-	14%	11%	8%	2%	11%	12%	11%	13%	12%	23%
Yes - disability	150	4	-	97	43	6	-	113	56	56	37	30	7
	7%	35%	-	9%	7%	3%	-	7%	7%	7%	9%	8%	10%
Yes - mental condition	117	3	-	63	36	9	6	94	58	37	23	20	3
	6%	23%	-	6%	6%	5%	9%	6%	7%	5%	5%	5%	4%
Yes - other	33	-	-	15	15	1	-	33	15	18	-	-	-
	2%	-	-	1%	2%	1%	-	2%	2%	2%	-	-	-
No	1566	7	7	817	522	147	56	1239	647	592	327	284	43
	78%	53%	100%	76%	80%	84%	87%	78%	79%	78%	76%	78%	65%
Prefer not to say	34	-	-	14	10	2	2	31	17	14	3	2	1
	2%	-	-	1%	2%	1%	4%	2%	2%	2%	1%	1%	2%



## Online Security Survey

### ONLINE Fieldwork : 29th November - 1st December 2013

Absolutes/col percents

Table 31

**Do you have a longstanding physical or mental condition or disability that has lasted or is likely to last 12 months and which has a substantial adverse effect on your ability to carry out day-to-day activities?**

**Base: All respondents**

	Which of the following cities do you live in, or nearest to?																				
	Total	Glasgow	Edin- burgh	New- castle	Leeds	Hull	Shef- field	Manch- ester	Liver- pool	Nott- ingham	Birm- ingham	Norwich	Milton Keynes	Brigh- ton	Oxford	London	South- ampton	Bristol	Ply- mouth	Cardiff	None of these
Unweighted base	2012	82	72	82	94	34	49	144	71	90	181	87	59	57	30	457	52	67	56	83	165
Weighted base	2012	88	76	81	95	34	52	145	70	93	164	91	58	58	30	459	48	77	61	77	157
NET: Yes	412	30	21	13	21	8	10	23	26	19	26	20	14	12	3	82	13	15	12	17	29
	20%	34%	28%	16%	22%	23%	19%	16%	37%	20%	16%	22%	25%	21%	10%	18%	27%	20%	20%	21%	18%
Yes - physical condition	238	15	11	8	9	7	3	11	15	10	16	10	9	4	2	53	7	9	8	10	19
	12%	17%	14%	10%	10%	21%	6%	8%	22%	10%	10%	11%	16%	8%	5%	12%	14%	12%	14%	13%	12%
Yes - disability	150	11	11	5	7	1	9	6	13	3	6	4	8	5	1	30	5	5	6	6	11
	7%	13%	14%	6%	7%	4%	17%	4%	19%	3%	4%	4%	14%	9%	3%	6%	9%	6%	9%	8%	7%
Yes - mental condition	117	9	5	3	10	3	3	5	7	7	6	8	5	1	1	18	3	6	3	8	7
	6%	10%	6%	4%	10%	8%	5%	3%	10%	7%	4%	9%	9%	2%	5%	4%	7%	8%	4%	10%	5%
Yes - other	33	1	1	-	-	-	-	5	3	2	2	1	*	3	1	4	3	2	1	1	2
	2%	2%	1%	-	-	-	-	3%	4%	2%	1%	1%	1%	5%	3%	1%	6%	3%	2%	1%	1%
No	1566	55	54	68	71	26	40	121	41	71	132	70	42	45	27	372	34	61	48	59	127
	78%	63%	72%	84%	74%	77%	77%	83%	59%	76%	80%	78%	73%	79%	90%	81%	71%	79%	79%	76%	81%
Prefer not to say	34	2	*	-	4	-	2	2	3	3	6	-	1	-	-	5	1	1	1	2	1
	2%	3%	1%	-	4%	-	4%	1%	4%	4%	4%	-	2%	-	-	1%	2%	1%	1%	2%	1%