European Commission

Special Eurobarometer 532

The Digital Decade

Summary

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Special Eurobarometer 532
The Digital Decade

Survey conducted by Kantar on behalf of Kantar Belgium

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INTRODUCTION

EU citizens increasingly use the **internet** and a broad array of **digital tools** to work, learn, and socialise; to interact with companies or their governments, and to access services such as health and culture. The internet and digital tools are no longer a toy for early adopters. For today's **citizens, companies, organisations, and governments**, they have become **an essential part of society**. The COVID-19 crisis has further accelerated this trend. A shared, coherent vision for a digital economy and what it means to be a citizen in an increasingly digital world is more important than ever.

Based on the **Communication on the 'Digital Compass: the European way for the Digital Decade'** [1], the **Digital Decade Policy Programme 2030** [2] **sets out common commitments taken by Member States and the European Commission to achieve a successful digitalisation based on leadership and values, and** outlines objectives and targets to foster a human-centred, fundamental-rights-based, sustainable, sovereign and more prosperous digital future for Europe by 2030. Simultaneously , a **European Declaration on Digital Rights and Principles for the Digital Decade** [3] was signed by the European Parliament, the Council and the Commission and lays down digital principles to guide our Union in its' digital transformation.

The overall aim of this declaration on digital principles and rights is to promote a values-based European digital landscape to help nurture **more democratic and inclusive societies**, ensuring a level playing field for all EU citizens to access and leverage the full potential of an increasingly digital world.

In the process of developing the aforementioned declaration, with the aim of gaining the perspectives of EU citizens to help formulate the proposed European digital principles, a **Eurobarometer Report on Digital Rights and Principles** was produced, based on consultations conducted in September-October 2021 [4].

The current report follows up on the results of the previous survey, exploring whether, or to what extent, EU citizens' attitudes have evolved over the past year and a half regarding this fast-changing field.

The first part of this report focuses on the perception among EU citizens of **the increasingly critical role that digital tools and the internet will play in their lives**, and their expected impact in the foreseeable future. Among other things respondents were asked how important they expect digital tools and the internet to be in their lives by 2030, and whether or not they expect digital tools and the internet to facilitate their lives, for instance for accessing education and training opportunities, healthcare services, or connecting with other people.

The second part of this report explores the perception among respondents of **national priorities in terms of digital technologies**, and the importance of **cooperation among EU Member States** regarding digital technologies, for instance regarding increasing investments in more innovative and secure digital technologies, notably through projects involving two or more Member States or ensuring that the same digital technologies and services are accessible to everyone, everywhere in the EU.

The third part of the report focuses on the awareness of EU citizens on the application and **protection of fundamental rights in the online environment**. More concretely, respondents were asked whether or not they are aware that rights such as the freedom of expression, privacy, or non-discrimination should be respected online as well as offline.

Respondents were also asked to indicate how well they think that the EU protects their rights in the online environment, and to indicate how well they think digital rights and principles are applied in their country, for instance for getting privacy online, i.e., respect for the confidentiality of communications and information on devices.

[1] Communication from the Commission to the European Parliament, the Council, the European Economic and Social Committee and the Committee of the Regions 2030 Digital Compass: the European way for the Digital Decade, COM/2021/118 final/2, 9. 3. 2021

[2] Decision (EU) 2022/2481 of the European Parliament and of the Council of 14 December 2022 establishing the Digital Decade Policy Programme 2030, OJ L 323, 19.12.2022, p. 4–26.

[3] European Declaration on Digital Rights and Principles for the Digital Decade, OJ C 23, 23.1.2023, p. 1–7.

[4] https://ec.europa.eu/commission/presscorner/detail/en/IP_21_6462

Methodology used for the survey

The methodology used was that of the Standard Eurobarometer surveys carried out by the Directorate-General for Communication ("Media monitoring and Eurobarometer" Unit)[5]. Interviews were conducted through face-to-face interviews, either physically in people's homes or through remote video interaction in the appropriate national language. Interviews with remote video interaction ("online face-to-face" or CAVI, Computer Assisted Video Interviewing) were conducted only in Czechia, Denmark, Malta and Finland. A technical note concerning the interviews conducted by the member institutes of the Kantar network is annexed to this report. It also specifies the confidence intervals.

In accordance with the EU General Data Protection Regulation[6] (GDPR), respondents were asked whether they would agree to be asked questions on issues that could be considered "sensitive".

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

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

European Union – weighted average for the 27 Member States	EU27
BE, FR, IT, LU, DE, AT, ES, PT, IE, NL, FI, EL, EE, SI, CY, MT, SK, LV, LT	euro area
BG, CZ, DK, HR, HU, PL, RO, SE	Non-euro area

* Cyprus as a whole is one of the 27 European Union Member States. However, the *acquis communautaire* has been suspended in the part of the country not controlled by the government of the Republic of Cyprus. For practical reasons, only the interviews carried out in the part of the country controlled by the government of the Republic of Cyprus are included in the 'CY' category and in the EU27 average.

We would like to thank the people across the European Union who have offered their time to take part in this survey.

Without their active participation, this study would not have been possible.

[5] https://www.europa.eu/eurobarometer

[6] 2016/679

EXECUTIVE SUMMARY

KEY FINDINGS

Overall importance of digital technologies by 2030

- Four out of five Europeans (79%) consider that digital technologies will be important in their lives by 2030, a similar proportion compared to 2021 (81%). One in five think they will not be important.

Importance of digital technologies in specific areas of life by 2030

- When asked how important digital technologies will be in a number of areas of their daily life by 2030, two out of three (66%) respondents answered that digital tech will be playing an important role for **fighting climate change**.
- A large majority of Europeans (82%) expect digital technologies to be central for **connecting with people, friends and family online** by 2030, with roughly the same proportion (81%) saying the same about **accessing public services online**.
- Healthcare is also important in the minds of Europeans. Three in four (76%) expect digital tech to be important in their lives for **accessing or receiving healthcare services**. About the same proportion (74%) of Europeans have similar expectations regarding the **use, shopping for, and selling of products and services online**, as well as for **accessing and making use of transport services** (73%).
- About seven in ten (71%) think that digital technologies will be important to **access, interact with and/or create online material/content, and access education and training opportunities** with about the same proportion (68%) expecting the same in terms of how people **engage in democratic life**.
- A majority (63%) of Europeans expect that digital technologies will have an important impact on **working remotely**.
- Overall, it can be said that respondents who enjoyed a higher education are more likely to place importance on the aforementioned areas than those who left school at an early age. For instance, 82% of those who went to school beyond the age of 20 think digital technologies will be important for accessing or receiving healthcare services (e.g., telemedicine, artificial intelligence for diagnosing diseases), including in other EU countries, compared to 74% of those who finished school aged 16-19, and 54% of those who left school before the age of 15.

Improvements facilitating the use of digital technologies

- When asked whether improvements in particular aspects of digital technologies would facilitate their daily use of them, three out of four (75%) Europeans stressed the **need for better connectivity and better data protection.**
- A majority (77%) of Europeans **expect better cybersecurity and safety** to have a significant impact on their daily use of digital tech. Roughly the same proportion (76%) of Europeans expect **improvements in availability and affordability of high-speed internet connection** to do the same.
- Nearly three quarters (74%) of Europeans stressed the importance of improvements in **better rules, tools and services to help people control their data online**, while 67% would like for digital products and online services to be **better adapted to their personal needs**, with the same proportion of Europeans asking for **more education and training to develop their digital skills.**
- More than half (55%) say **more immersive online experiences** would significantly facilitate their daily use of digital tech.
- Managers are most likely (86%) to think that better rules, tools and services to help them control their data online (e.g., secure digital identification) would be a significant improvement, followed by other white-collar workers (84%), the self-employed (81%), manual workers (79%), the unemployed (74%), house persons (70%), and retirees (55%).

SUPPORT AND PRIORITIES FOR THE DIGITAL DECADE IN THE MEMBER STATES AND THE EU

National priorities in terms of digital technologies.

- Europeans were asked to rank their first and second priorities in terms of national priorities among a list of 11 options. When combining the results from the two questions, **protecting users from cyber attacks** came first (30%), followed by **improving availability of high-speed internet** (27%), and **protection against disinformation and illegal content** (26%).
- Around one in five (20%) respondents think their country should **improve online access to and usability of public services**, while one in six (17%) are of the opinion that their government should support **more education and training in digital skills** (basic and advanced for digital technology experts).
- Smaller proportions of respondents think their country should **support green digital technologies** (e.g., energy-efficient digital technologies enabling us to reduce carbon emissions in manufacturing, agriculture, transport, etc.) and **facilitate citizen's access to their electronic health records** (both 13%).

Around one in ten think their country should **build strategic digital infrastructures in areas critical to EU economy** (e.g., microchips, quantum computing, data centres, data processing capacities, or sub-marine cables) and **improve access and usability of citizen's secure electronic identification (eID)** (both 11%) **and support the digitalisation of businesses, notably of small and medium-sized enterprises (SMEs)** (10%).

Importance of cooperation among EU Member States on specific actions related to digital technologies

- Four out of five (80%) Europeans think that Member States should collaborate more to **increase joint investments in digital technologies and secure digital technologies**, with 34% believing this is very important, and 46% considering it fairly important. One in ten respondents think this action is not very important.
- A large majority (86%) thinks cooperation between Member States should **ensure that digital technologies respect fundamental rights and European values, and that they are accessible to everyone**. When it comes to ensuring that digital technologies respect fundamental rights and European values, most think this is very important (46%), and only 40% that this is fairly important. The same holds for ensuring that digital technologies are accessible to everyone, most consider it very important (43%), and a lower but almost equal number judging it fairly important (42%).
- More than four in five (82%) are of the opinion that **cooperation between Member States should make sure that European companies can grow to shape our digital environment and compete globally**. For almost half (46%) it is fairly important, for the rest (36%) it is very important.
- Overall, younger respondents adhere more importance to these priorities than older cohorts. For instance, more than nine in ten (92%) of those aged 15-24 think that it is important that Member States cooperate to ensure that digital technologies respect fundamental rights and European values (e.g., freedom of expression and information, non-discrimination, security, high level of consumer protection, sustainability), compared to nine in ten (90%) of those aged 25-39, nearly nine in ten (88%) of those aged 40-54, and just under eight in ten (79%) of those aged 55 and up.

DIGITAL RIGHTS AND PRINCIPLES

Awareness about fundamental rights being applied also online

- More than half (57%) of Europeans are aware that **rights that apply offline should also be respected online**.
- Education has a major impact on the results of this question. Nearly three quarters (74%) of those who went to school beyond the age of 20 say they had previously been aware that those rights that apply offline should also be respected online, compared to just over half (52%) among respondents who finished their education aged 16-19, and around one in three (32%) of those who left school before the age of 15.

Opinion on the EU's ability to protect digital rights

- **Only half (50%) of Europeans consider that digital rights are well protected in Europe**, while over one in three (36%) think the EU does not protect their rights in the digital environment well. **Over three in ten think more needs to be done.**
- Older respondents are more likely to think the EU does not protect their rights in the online environment well; those aged 40-54 are the most likely (38%) to think this, followed by those aged 55+ (36%). Younger respondents (15-24) are less likely to hold this opinion (32%).

Opinion on the national states' ability to apply digital rights and principles

- Less than half (45%) think the implementation of digital rights and principles in their country is not satisfactory with regards to **ensuring safe digital environments and content for children and young people,** with 43% saying these rights are not well protected.
- A minority (40%) of Europeans think **getting control of one's own data and digital legacy** is well protected in their country.
- Less than half (48%) of Europeans think **getting digital products and services that minimise damage to the environment and society** is well protected in their country, with about the same proportion (49%) thinking that digital rights and principles are applied well in their country in terms of **getting effective freedom of choice online**, **including when interacting with artificial intelligence** (e.g., chatbots, digital assistants).
- Europeans are more confident regarding **freedom of assembly and of association in the digital environment**. A majority (60%) thinks this is well protected.
- Furthermore, more than half (56%) are of the opinion that **getting basic and advanced digital education, training and skills** is well protected in their country, with the same proportion thinking the same about getting **access to safe and privacy-friendly digital technologies**.
- A slight majority of Europeans also thinks that getting **easy online access to all key public services in the EU** (54%)**, affordable high-speed internet connections for everyone** (53%), **access to a trustworthy, diverse and multilingual digital environment** (52%), **fair and healthy working conditions in the digital environment, and online privacy and getting access to the right information on the environmental impact and energy consumption of digital technologies** (both 51%) are well protected.
- Younger respondents are overall more likely to think that their digital rights are well protected in their country. For instance, close to three quarters (73%) of those aged 15-24 think that getting more freedom of expression and information online e.g., via online platforms, social networks, search engines is well protected in their country. This compares to 69% of those aged 25-39, 64% of those aged 40-54, and just half (50%) of those aged 55 and up.

I PERCEPTIONS AND EXPECTATIONS ABOUT FUTURE USE OF DIGITAL TECHNOLOGIES IN DAILY LIFE

This first chapter examines Europeans' views on the future of digital tools and the internet. It explores the extent to which respondents expect these digital tools and the internet to impact their lives by the end of this decade (year 2030). In addition, respondents were asked whether or not they view this impact, and more specifically their use of digital tools and the internet, as a net positive, bringing them on the whole more advantages or disadvantages.

1. Overall importance of digital technologies by 2030

A large majority of respondents feel that digital tools and the internet will be important in their lives by 2030

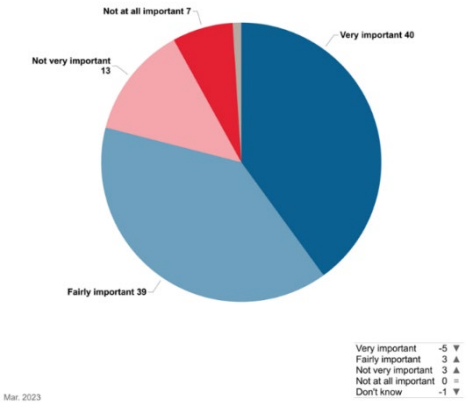
When asked to what extent they think that digital tools and the Internet will be important in their lives by 2030[5], respondents provided the following answers:

- Close to eight in ten Europeans (79%) say they think that **digital tools and the Internet will be important in their lives by 2030**, a similar proportion compared to 2021 (81%) with two in five (40%, -5 pp) thinking they will be very important, and about the same proportion (39%, -3) that they will be fairly important.
- One in five (20%, +3) respondents expect digital tools and the Internet not to be important in their lives by 2030, with 7% (=) thinking that they will not be important at all.

A national analysis reveals that in three EU Member States, more than nine in ten respondents think that digital tools and the Internet will be important in their lives by 2030: the Netherlands (95%), Sweden (94%), and Denmark (92%). The lowest scores are registered in Romania (59%), Austria (71%), and Czechia/ Bulgaria (both 74%).

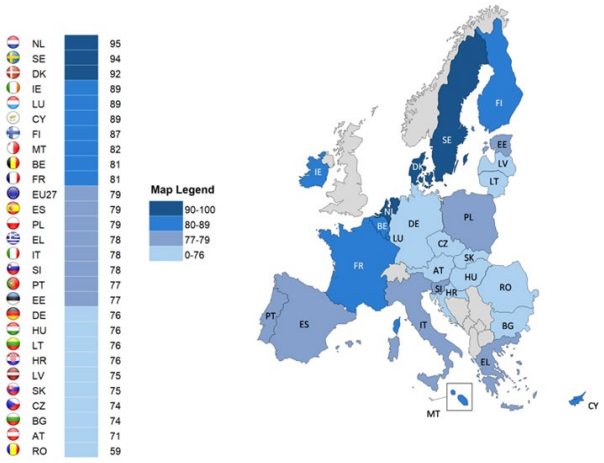
In five countries, more than six in ten respondents expect digital tools and the Internet to be very important by 2030, most notably in Denmark (72%), Sweden (70%), the Netherlands (68%), and Ireland (61%). Respondents are least likely to feel this way in Romania (15%).

QB1. Overall, how important do you think digital technologies will be in your life by 2030? (EU27) (%)



Compared to 2021, in 22 Member States, the proportion of respondents who say that digital tools and the Internet will be important in their lives by 2030 has decreased, most notably in Belgium (81%, -10), Czechia (74%, -10), and Finland (87%, -8). The only country where a significant increase can be registered is Cyprus (89%, +5).

QB1 Overall, how important do you think digital technologies will be in your life by 2030? (% - Total 'Important')



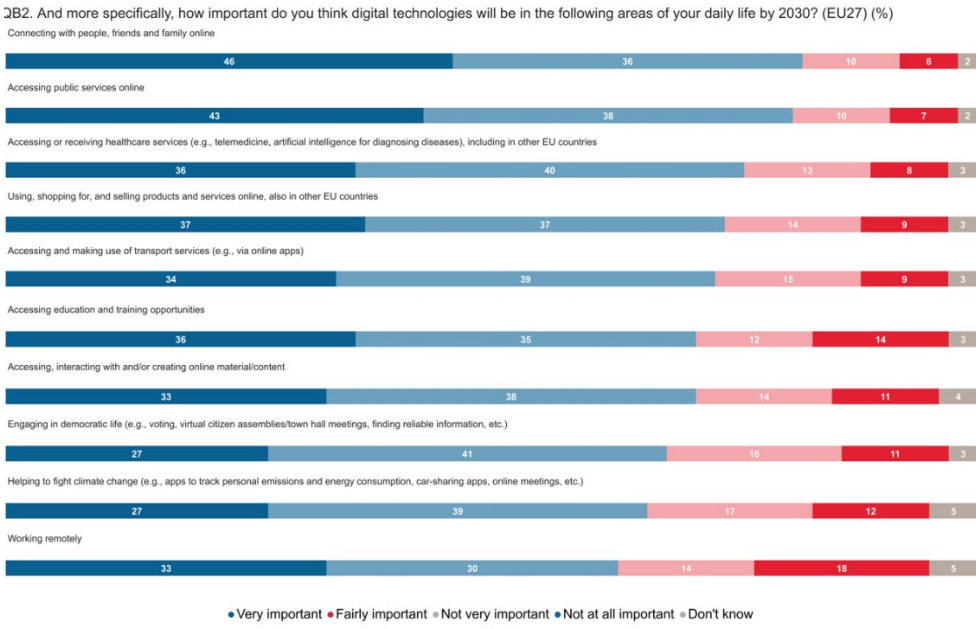
[5] QB1. How important do you think digital tools and the internet will be in your life by 2030?

2. Importance of digital technologies in specific areas of life by 2030

Respondents were asked more specifically how important they think that digital technologies will be in a number of areas of their daily life by 2030[6]:

- Across the EU, more than eight in ten (82%) respondents think that digital technologies will be important in their daily life by 2030 to **connect with people, friends and family online**. Nearly half (46%) think this will be very important.
- Almost the same proportion (81%) thinks that digital technologies will be important for **accessing public services online** by 2030, with more than four in ten (43%) thinking that this will be very important.
- Just over three quarters (76%) of respondents expect **accessing or receiving healthcare services (e.g., telemedicine, artificial intelligence for diagnosing diseases), including in other EU countries** to be important by the end of the decade, with more than one in three (36%) saying it will be very important by then.
- A large majority (74%) among those polled think that digital technologies will be important in their life by 2030 for **using, shopping for, and selling products and services online, also in other EU countries**. Close to four in ten (37%) expect it will be very important.

  More than seven in ten (73%) say that digital technologies will be important for **accessing and making use of transport services** around the end of the decade, with just over one in three (34%) thinking it will be very important.
- seven in ten (71%) indicate that according to their expectations by 2030 digital technologies will be important for **accessing, interacting with and/or creating online material/content**, with one in three (33%) saying it will be very important in this regard.
- Also seven in ten (71%) indicate that according to their expectations by 2030 digital technologies will be important for **accessing education and training opportunities**, with more than one in three (36%) saying it will be very important in this regard.
- Close to seven in ten (68%) think that by 2030 digital technologies will be important for **engaging in democratic life (e.g., voting, virtual citizen assemblies/town hall meetings, finding reliable information, etc.)**, with just over one in four (27%) saying it will be very important.
- Two thirds (66%) of respondents think that digital technologies will be important for **helping to fight climate change (e.g., apps to track personal emissions and energy consumption, car-sharing apps, online meetings, etc.)**, while more than one in four (27%) say it will be very important.
- Just over six in ten (63%) expect digital technologies to be important for **working remotely**, while one in three (33%) say it will be very important by 2030.



[6] QB2. And more specifically, how important do you think digital technologies will be in the following areas of your daily life by 2030? 2.1 Working remotely, 2.2 Helping to fight climate change (e.g., apps to track personal emissions and energy consumption, car-sharing apps, online meetings, etc.), 2.3 Accessing, interacting with and/or creating online material/content, 2.4 Accessing education and training opportunities, 2.5 Engaging in democratic life (e.g., voting, virtual citizen assemblies/town hall meetings, finding reliable information, etc.), 2.6 Accessing or receiving healthcare services (e.g., telemedicine, artificial intelligence for diagnosing diseases), including in other EU countries, 2.7 Accessing and making use of transport services (e.g., via online apps), 2.8 Using, shopping for, and selling products and services online, also in other EU countries, 2.9 Connecting with people, friends and family online, 2.10 Accessing public services online.

Connecting with people, friends and family online

A **national analysis** shows that in Ireland (93%), Sweden (91%), and Cyprus (90%), at least nine in ten respondents think that by 2030 digital technologies will be important in their daily life for **connecting with people, friends and family online** They are least likely to think this in Slovenia (71%), Romania (73%), and Germany (75%). In four countries, more than six in ten respondents expect they will be very important in this regard: Ireland (66%), Malta (65%), Sweden (64%), and Bulgaria (62%).

Accessing public services online

At the **national level**, respondents from the Netherlands (96%), Sweden (93%), and Ireland and Denmark (both 92%) are most likely to think that digital technologies will be important for **accessing public services online**. Less than three quarters of the respondents think this in Romania (67%) and Austria (73%). In eleven countries, more than half of the respondents think that they will be very important, with the highest scores seen in Denmark (75%), the Netherlands (71%), and Sweden (67%)

Accessing or receiving healthcare services (e.g., telemedicine, artificial intelligence for diagnosing diseases), including in other EU countries

In nine EU Member States, more than eight in ten respondents think that in the mentioned time frame digital technologies will be important for **accessing or receiving healthcare services**, with the highest scores seen in the Netherlands (87%), Ireland (86%), and Denmark (85%). Respondents are least likely to do so in Romania (66%), Austria (67%), and Germany (71%). In three countries, more than half of the respondents think that the aforementioned technologies will be very important in this respect: Ireland (53%), and Malta/ Denmark (both 52%)

Using, shopping for, and selling products and services online, also in other EU countries

When it comes to **using, shopping for, and selling products and services online, also in other EU countries**, respondents are most likely to think that digital technologies will be important by 2030 in Ireland (90%), the Netherlands (88%), and Cyprus (85%), with the lowest scores seen in Romania and Portugal (both 67%), Latvia (68%), and France/ Austria (both 70%). In five countries, more than half of the respondents expect they will be very important: the Netherlands/Malta (both 59%), Ireland (57%), and Sweden/Denmark (both 54%).

Accessing and making use of transport services

In Ireland (87%), the Netherlands (85%), and Sweden (84%), respondents are most likely to think that by 2030, digital technologies will be important in the area of **accessing and making use of transport services (e.g., via online apps)** . The lowest scores are seen in Austria (62%), Romania/ Portugal (both 64%), and Germany (66%).

Accessing, interacting with and/or creating online material/content

A national analysis shows that in three countries, at least eight in ten think that digital technologies will be important in **accessing, interacting with and/or creating online material/content**: the Netherlands (86%), Ireland (84%), and Malta (80%). Respondents are least likely to think this in Germany (62%), Austria (63%), and Romania (64%).

Accessing education and training opportunities

In Cyprus (89%), Ireland (84%), the Netherlands/Malta (both 81%), and Luxembourg (80%), respondents are most likely to think that, by 2030, digital technologies will be important in the area of **accessing education and training opportunities** The lowest scores are seen in Austria/Lithuania (both 63%), Portugal (66%), and Romania (67%)

Engaging in democratic life (e.g., voting, virtual citizens assemblies/town hall meetings, finding realiable information, etc.)

In three countries, at least eight in ten think that digital technologies will be important in **engaging in democratic life**: Ireland (81%) and Sweden/ the Netherlands (both 80%). Respondents are least likely to think this in Romania, Latvia, and Czechia (61% all), Lithuania (62%), and Slovenia (63%).

Helping to fight climate change (e.g., apps to track personal emissions and energy consumption, car-sharing apps, online meetings, etc.)

At the **national level**, we see that respondents in Ireland (81%), the Netherlands (79%) and Malta (77%) are most likely to think that in 2030, digital technologies will be important for **helping to fight climate change** . The only country where less than half of the respondents think this way is Latvia (49%).

Working remotely

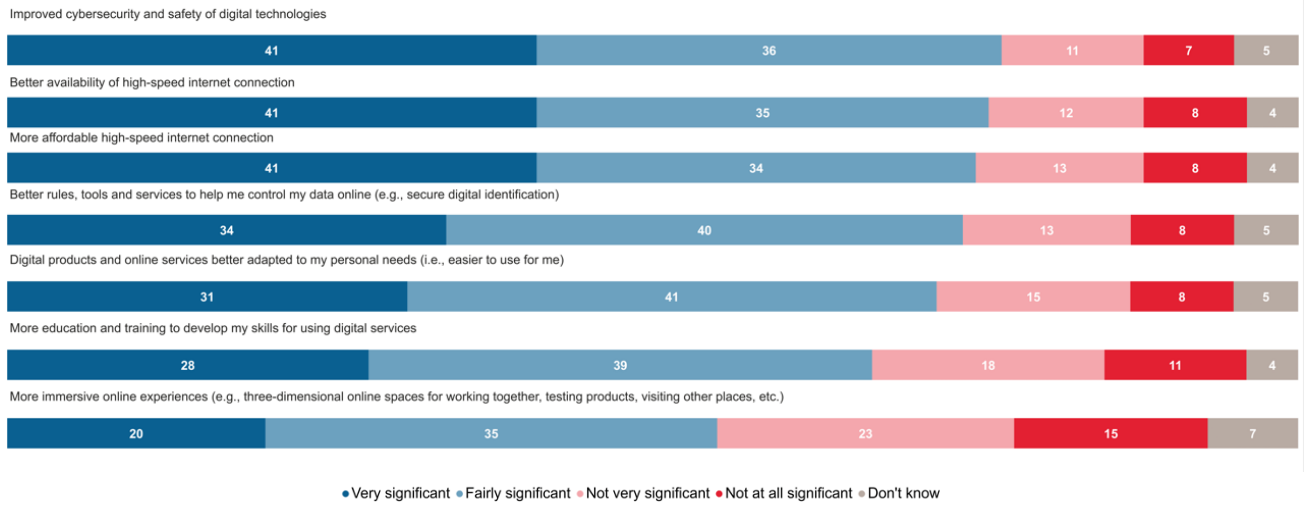
In two countries, more than three quarters of those polled are of the opinion that by 2030 digital technologies will be important for **working remotely**: Ireland and Cyprus (both 79%). In Latvia, less than half think this way.

3. Improvements facilitating the use of digital technologies

Respondents were asked how significantly they expect a number of improvements in terms of digital technologies to facilitate their daily use of digital technologies[7].

- Across the EU, more than three quarters (77%) of respondents expect **improved cybersecurity and safety** of digital technologies to significantly facilitate their daily use of digital technologies. Just over four in ten (41%) expect the improvement to be very significant.
- Around three quarters (76%) of respondents are of the opinion that **better availability of high-speed internet connection** would significantly facilitate their daily use of digital technologies, with a little over four in ten (41%) saying the improvement would very significantly facilitate it.
- Three quarters (75%) of respondents expect that **more affordable high-speed internet connection** would significantly facilitate their use of digital technologies, and 41% think it would do so to a very significant extent.
- **Better rules, tools and services to help people control their data online (e.g., secure digital identification)** are expected to significantly facilitate the daily use of digital technologies by close to three in four (74%) of those polled, with around more than one in three (34%) saying it would very significantly facilitate this.
- More than seven in ten (72%) respondents expect that **digital products and online services better adapted to their personal needs (i.e., easier to use for me)** would significantly facilitate their daily use of digital technologies. Around three in ten (31%) think that the change would be very significant.
- Around two thirds (67%) of those polled think that **more education and training to develop their skills for using digital services** would significantly facilitate their daily use of digital technologies, with close to three in ten (28%) expecting a very significant improvement.
- Across the EU, more than half (55%) of the respondents think that **more immersive online experiences (e.g., three-dimensional online spaces for working together, testing products, visiting other places, etc.)** would significantly facilitate their daily use of digital technologies. One in five (20%) think that more immersive online experiences would very significantly facilitate their daily use of digital technologies.

QB3. How significantly would the following improvements facilitate your daily use of digital technologies? (EU27) (%)



[7] QB3 How significantly would the following improvements facilitate your daily use of digital technologies? QB3.1. More affordable high-speed internet connection, QB3.2. Better availability of high-speed internet connection, QB3.3 Digital products and online services better adapted to my personal needs (i.e., easier to use for me), QB3.4 Better rules, tools and services to help me control my data online (e.g., secure digital identification), QB3.5 More education and training to develop my skills for using digital services, QB3.6. Improved cybersecurity and safety of digital technologies, QB3.7 More immersive online experiences (e.g., three-dimensional online spaces for working together, testing products, visiting other places, etc.)

Improved cybersecurity and safety of digital technologies

A **national analysis** shows that in eleven EU Member states more than eight in ten respondents expect **improved cybersecurity and safety of digital technologies** to significantly facilitate their daily use of digital technologies. In Ireland, nine in ten (90%) think this, followed by Luxembourg/ Cyprus (both 88%), and Denmark/ the Netherlands (both 87%). They are least likely to think this in Romania (64%), Lithuania (70%), and Slovenia (71%). In seven countries, more than half of the respondents expect improved cybersecurity and safety to very significantly facilitate their daily use of digital technologies, with the highest scores seen in Malta (64%), Denmark (62%), and Ireland (61%).

Better availability of high-speed internet connection

At the **national level**, respondents in Cyprus (90%), Greece/ Ireland (both 89%), and Slovakia (84%) are most likely to think that **better availability of high-speed internet connection** would significantly facilitate their daily use of digital technologies . This is least likely the case in Sweden (58%), Finland (64%), and Romania (67%). In seven countries, according to more than half of the respondents, the positive impact of this improvement would be very significant, with the highest scores registered in Malta (65%), Ireland (60%), and Cyprus (59%).

More affordable high-speed internet connection

In two EU Member states at least nine in ten respondents expect **more affordable high-speed internet connection** to significantly facilitate their daily use of digital technologies: Ireland /Cyprus (both 91%) and Greece (90%). They are least likely to think this in Sweden (60%), Lithuania/Finland (both 66%), and the Netherlands/ Denmark (67%). In Malta (67%), Greece (62%), Ireland (60%), Cyprus (59%), Spain (54%), Bulgaria (52%), Estonia (52%), and Slovakia (51%), a majority thinks that more affordable high-speed internet connection would very significantly facilitate their use of digital technologies.

Better rules, tools and services to help me control my data online (e.g., secure digital identification)

A **national analysis** shows that in Ireland (88%), Cyprus (87%), and Greece (85%) respondents are most likely to think that **better rules, tools and services to help control their data online (e.g., secure digital identification)** would significantly facilitate their daily use of digital technologies. They are least likely to think this in Romania (61%), Slovenia, Lithuania, and Germany (68% all), and Czechia (69%). In three countries, according to more than half of the respondents, the positive impact of this improvement would be very significant: Malta (56%), Ireland (55%), and Denmark (51%).

Digital products and online services better adapted to my personal needs

In four EU Member states more than eight in ten respondents expect **digital products and online services better adapted to their personal needs** to significantly facilitate their daily use of digital technologies: Cyprus (87%), Ireland (86%), Greece (82%), and Slovakia (81%). They are least likely to think this in Sweden (60%), Romania (64%), and the Netherlands (66%). In three countries, at least half of the respondents expect such an improvement to very significantly facilitate their daily use of digital technologies: Cyprus (54%), Malta (53%), and Ireland (50%).

More education and training to develop my skills for using digital services

At the national level, we see that the highest proportions of respondents who think that **more education and training to develop their skills for using digital services** would significantly facilitate their daily use of digital technologies are found in Cyprus (89%), Greece (84%), and Ireland (82%). They are least likely to think this in Sweden (46%), Finland (50%), and the Netherlands (52%). In three countries, according to at least half of the respondents, the positive impact of this improvement would be very significant: Cyprus (57%), Ireland (52%), and Greece (50%).

More immersive online experiences (e.g., three-dimensional online spaces for working together, testing products, visiting other places, etc.)

At the national level, we see that in two countries more than seven in ten respondents expect **more immersive online experiences (e.g., three-dimensional online spaces for working together, testing products, visiting other places)** to significantly facilitate their daily use of digital technologies: Ireland and Cyprus (both 76%). In six countries, less than half think this way, with the lowest scores seen in Sweden (33%), Finland (35%), and the Netherlands (36%). In four countries, at least one in three respondents expect such an improvement to very significantly facilitate their daily use of digital technologies: Ireland (43%), Malta and Cyprus (both 38%), and Bulgaria (33%).

II SUPPORT AND PRIORITIES FOR THE DIGITAL DECADE AT THE NATIONAL AND EU LEVEL

1. National priorities in terms of digital technologies

Europeans think that the most important task for governments is to protect users from cyber attacks, improve the availability of high-speed internet to everyone and everywhere, and protect users from disinformation and illegal content

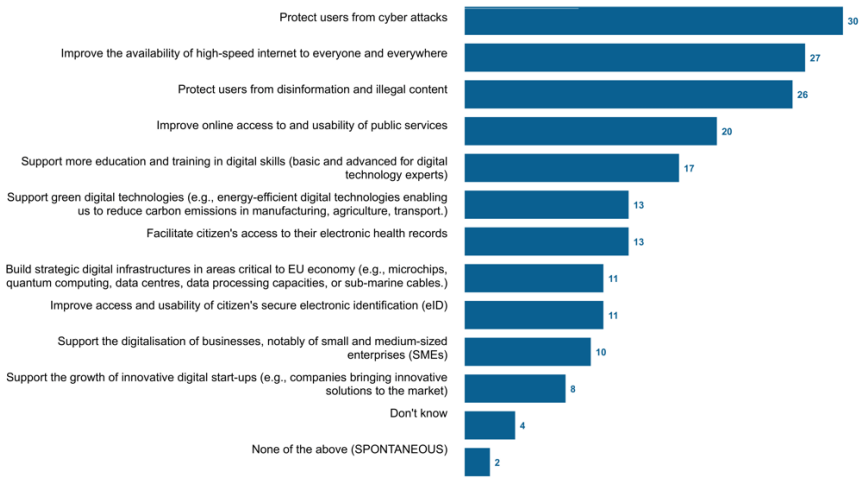
Respondents were asked to prioritise the two most important actions that their country should pursue from now until 2030[8], firstly and secondly. For the results below, we aggregated both.

- Taking all responses together, three in ten (30%) respondents think that their country should prioritise **protecting users from cyber attacks**. Nearly the same proportion (27%) of respondents are of the opinion that their country should **improve the availability of high-speed internet to everyone and everywhere**.

- Around one in four (26%) think that their country should **protect users from disinformation and illegal content**, while one in five (20%) think that it should improve **online access to and usability of public services**. Around one in six (17%) are of the opinion that their government should support **more education and training in digital skills (basic and advanced for digital technology experts)**.

- Smaller proportions of respondents think that their country should **support green digital technologies** (e.g., energy-efficient digital technologies enabling us to reduce carbon emissions in manufacturing, agriculture, transport) and **facilitate citizens' access to their electronic health records** (both 13%). Around one in ten think that it should **build strategic digital infrastructures in areas critical to the EU economy** (e.g., microchips, quantum computing, data centres, data processing capacities, or submarine cables) and **improve access and usability of citizens' secure electronic identification (eID)** (both 11%) and **support the digitalisation of businesses, notably of small and medium-sized enterprises (SMEs)** (10%). Less than one in ten (8%) say the government should **support the growth of innovative digital start-ups**

QB4T. In your opinion, which are the two most important actions that [OUR COUNTRY] should prioritise from now until 2030? Firstly? And the second most important? (%)



[8] QB4T. In your opinion, which are the two most important actions that [OUR COUNTRY] should prioritise from now until 2030? Firstly? And the second most important? Improve the availability of high-speed internet to everyone and everywhere, Support more education and training in digital skills (basic and advanced for digital technology experts), Support the digitalisation of businesses, notably of small and medium-sized enterprises (SMEs), Support the growth of innovative digital start-ups (e.g., companies bringing innovative solutions to the market), Build strategic digital infrastructures in areas critical to EU economy (e.g., microchips, quantum computing, data centres, data processing capacities, or sub-marine cables.), Protect users from disinformation and illegal content, Protect users from cyber attacks, Support green digital technologies (e.g., energy-efficient digital technologies enabling us to reduce carbon emissions in manufacturing, agriculture, transport.), Improve online access to and usability of public services, Facilitate citizen's access to their electronic health records, Improve access and usability of citizen's secure electronic identification (eID).

Protect users from cyber attacks was judged as the most important action that their country should prioritise by respondents in fourteen states, with the highest shares in Belgium (47%), Bulgaria (43%), Germany (39%), Denmark (38%), and Estonia (36%).

In seven Member States, the most chosen action was **improving the availability of high-speed internet to everyone and everywhere**. This action was chosen as the first priority by citizens in Greece (36%), Finland (35%), Italy (32%), Austria (31%), the Netherlands (29%), Romania (28%), and Slovakia (24%).

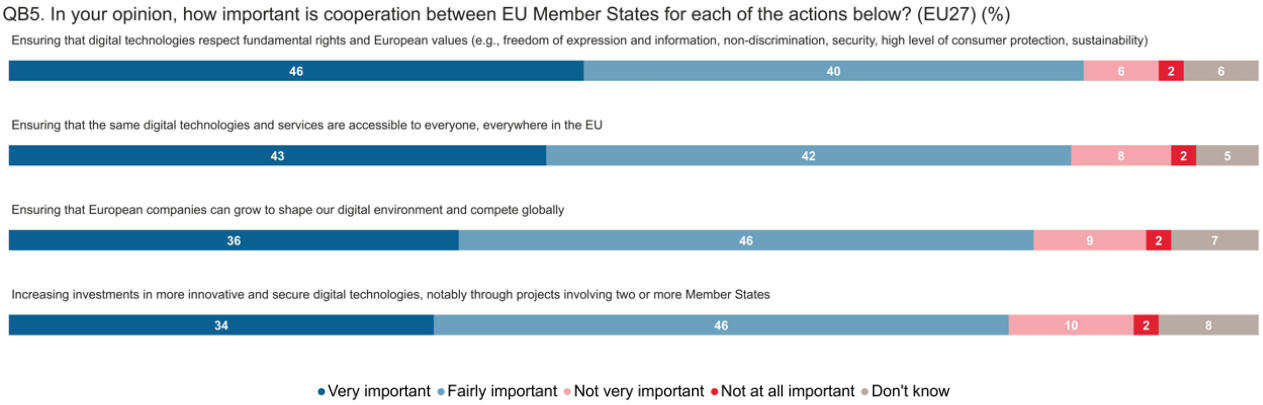
Protection from disinformation and illegal content was judged as the main priority by respondents in six states: Cyprus /Czechia (41%), France (34%), Latvia (31%), Poland (29%), and Slovenia (25%).

Only in two Member States didcitizens **rank "support more education and training in digital skills"** first: Croatia (33%) and Sweden (27%).

2. Importance of cooperation among EU Member States on specific actions related to digital technologies

Respondents were asked how important they think that cooperation is between EU Member States on increasing investments in more innovative and secure digital technologies, accessibility of digital technologies and services, competitiveness, and fundamental rights and values[9].

- At EU-level, nearly nine in ten (86%) respondents think that cooperation among Member States is important for **ensuring that digital technologies respect fundamental rights and European values** (e.g., freedom of expression and information, non-discrimination, security, high level of consumer protection, sustainability). Nearly half (46%) thinks that this is very important.
- Roughly the same proportion (85%) of respondents think that this is important to **ensure that the same digital technologies and services are accessible to everyone, everywhere in the EU**, with over four in ten (43%) thinking that this is very important.
- Around eight in ten (82%) think that Member State cooperation is important with an eye to **ensuring that European companies can grow to shape our digital environment and compete globally**. More than one in three (36%) think that this is very important.
- Eight in ten (80%) say the same about **increasing investments in more innovative and secure digital technologies, notably through projects involving two or more Member States**, with one in three (34%) thinking that this is very important.



[9] QB5. In your opinion, how important is cooperation between EU Member States for each of the actions below? QB5.1 Increasing investments in more innovative and secure digital technologies, notably through projects involving two or more Member States, QB5.2 Ensuring that the same digital technologies and services are accessible to everyone, everywhere in the EU, AB5.3 Ensuring that European companies can grow to shape our digital environment and compete globally, QB5.4 Ensuring that digital technologies respect fundamental rights and European values (e.g., freedom of expression and information, non-discrimination, security, high level of consumer protection, sustainability).

Ensuring that digital technologies respect fundamental rights and European values (e.g., freedom of expression and information, non-discrimination, security, high level of consumer protection, sustainability)

At **national level** more than eight in ten say that Member State cooperation is important to **make sure that digital technologies respect fundamental rights and European values**, with the highest scores seen in Sweden (96%), Ireland (95%) and Malta/Luxembourg (94%). Romania (73%) and Lithuania (79%) are the only countries where less than eight in ten are of this opinion. Respondents are most likely to find this very important in Sweden (76%), the Netherlands (65%), and Finland (63%).

Ensuring that the same digital technologies and services are accessible to everyone, everywhere in the EU

Respondents are most likely to think that it's important for Member States to cooperate to **ensure that the same digital technologies and services are accessible to everyone, everywhere in the EU** in Ireland (95%), Malta (94%), and Luxembourg (93%). They are least likely to think in this way in Romania (73%), Estonia (79%), and Austria/ France (both 80%). In five countries, more than half think that this is very important, with the highest proportions seen in Malta (70%), Ireland (64%), and Greece (60%).

Ensuring that European companies can grow to shape our digital environment and compete globally

At the national level, we see that in three countries at least nine in ten say Member State cooperation is important to **ensuring that European companies can grow to shape our digital environment and compete globally**: Ireland (94%), Malta (92%), and Luxembourg (90%). The lowest scores are registered in Romania (70%), Estonia (75%), and Austria (76%). Respondents are most likely to find this very important in Ireland (58%), Malta (54%), and Greece (51%).

Increasing investments in more innovative and secure digital technologies, notably through projects involving two or more Member States

Respondents are most likely to think that it's important for Member States to cooperate to **increase investments in more innovative and secure digital technologies, notably through projects involving two or more Member States** in Ireland (93%), Malta (91%), and Spain (89%). They are least likely to think this way in Austria (67%), Romania (70%), and France/Estonia/Latvia (72% all). More than half think that this is very important in Ireland (59%), Malta (56%), and Greece (51%).

III DIGITAL RIGHTS AND PRINCIPLES

The European digital rights and principles will complement existing rights, such as data protection, ePrivacy, and the Charter of Fundamental Rights. These rights will build on the experience of the European Pillar of Social Rights, providing guidance for the EU and Member States as they adapt to the digital transformation[10].

Respondents were asked whether they had been aware previously that rights which apply offline should also be respected online[11]. We have compared the answers with those given for the same question in the Special Eurobarometer 518 Digital Rights and Principles of 2021.

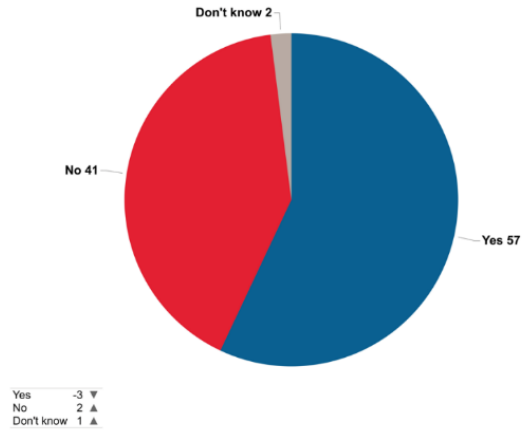
1. Awareness about fundamental rights being applied also online

A majority of Europeans are aware that those rights that apply offline should also be respected online

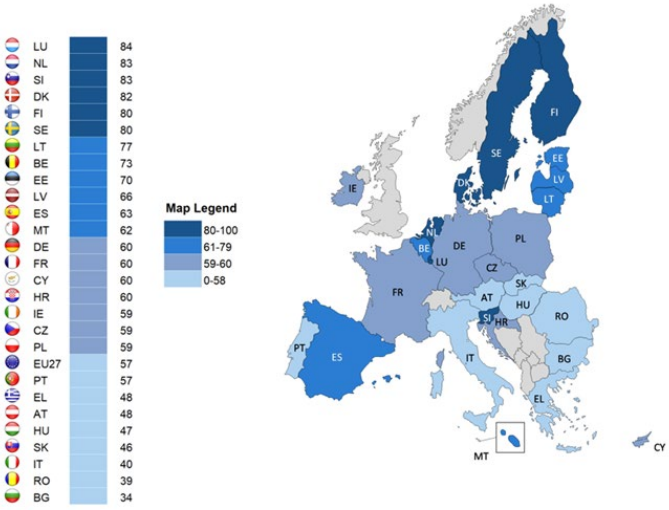
- More than half (57%) of the respondents say that before this interview, they were aware that those rights that apply offline should also be respected online, a slight decrease (-3 pp) compared to 2021.

Some notable differences can be identified at the national level. For instance, in three countries, more than eight in ten respondents say they had previously been aware of the fact that rights that apply offline should also be respected online: Luxembourg (84%), Slovenia (83%), and Denmark (82%). In seven countries, less than half share this perception. They are least likely to say this in Bulgaria (34%), Romania (39%), and Italy (40%).Compared to 2021,a slight increase can be seen amongst respondents in eight countries who say they had previously been aware of the fact that rights that apply offline should also be respected online. This is most notable in Spain (63%, +5) and Luxembourg (84%, +4). However, in sixteen countries, a substantial decrease is registered, with the biggest drops seen in Czechia (59%, -13), Cyprus (60%, -11), and Greece (48%, -9).

QB6. Before this interview, were you aware that these rights that apply offline should also be respected online? (EU27) (%)



QB6 Before this interview, were you aware that these rights that apply offline should also be respected online? (% - Total 'Yes')



[10] https://digital-strategy.ec.europa.eu/en/policies/digital-principles#:~:text=The%20European%20digital%20rights%20and%20principles%20will%20complement,States%20as%20they%20adapt%20to%20the%20digital%20transformation.

[11] QB6. Before this interview, were you aware that these rights that apply offline should also be respected online? Yes. No. Don't know.

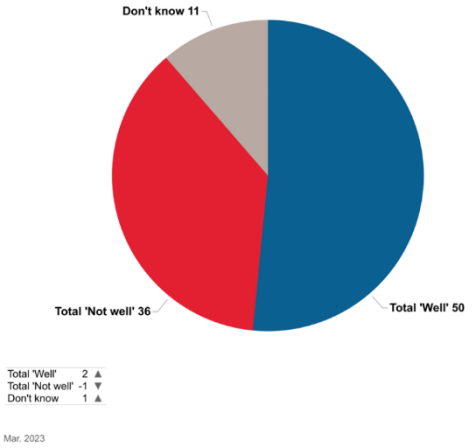
2. Opinion on the EU's ability to protect digital rights

Around half of respondents think that the EU protects their rights in the online environment well

Respondents were asked to what extent they think that the EU protects their rights in the online environment[12].

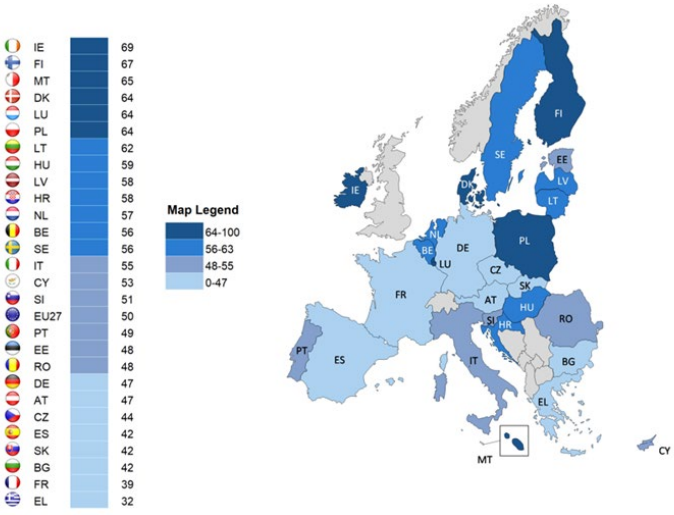
- Half (50%) of the respondents think that the EU protects their rights in the online environment well, a slight increase (+2 pp) compared to 2021. Close to half (45%, +3) think that the EU protects their online rights fairly well, while a small minority (5% -1) saying they think that the EU protects these rights very well.
- Over one in three (36%, -1) think that the EU does not protect their rights in the online environment well, with over one in four (30%, +1) thinking the EU doesn't protect these rights very well, and 6% thinking that it protects rights in the online environment not well at all.
- Over one in ten (11%, =) indicate that they don't know.

QB7. How well do you think that the EU protects your rights in the digital environment? (EU27) (%)



At the **national level**, notable differences exist. In 16 EU Member States, more than half of all respondents think that the EU protects their rights in the online environment well. Most likely to do so are respondents in Ireland (69%), Finland (67%), Malta (65%), and Denmark/Luxembourg/ Poland (64% all). Respondents are least likely to think this in Greece (32%), France (39%), and Spain,/Bulgaria/ Slovakia (42% all).

QB7 How well do you think that the EU protects your rights in the digital environment? (% - Total 'Well')



Respondents are most likely to think that the EU does not protect their rights in the online environment well in Greece (51%), Slovakia (44%), and Czechia/ Spain (both 42%), and least likely to think this in Malta (13%), Ireland (17%), and Lithuania/ Finland (both 19%).

Respondents are most likely to indicate that they don't know in Bulgaria (21%), Estonia (19%), France (18%), and Sweden (16%).

Comparing the results with those from the previous report, we see that in thirteen countries, the proportion of respondents who say the EU protects their rights in the online environment well has increased. This is most notable in Finland (67%, +8), Latvia (58%, +8), and Italy (55%, +6). In fourteen countries a decrease can be noted, with the biggest decreases seen in Slovakia (42%, -13), Czechia (42%, -9), and Malta (65%, -8).

In five countries, a small uptick is seen among those who think that the EU protects their rights in the online environment very well, but nowhere more than 3 percentage points. Among the nineteen countries where these proportions have decreased, the only notable drops are seen in Slovakia (3%, -5), and Lithuania (5%, -4).

[12] QB7. How well do you think that the EU protects your rights in the digital environment?

3. Opinion on the national states' ability to apply digital rights and principles

Respondents were asked how well they think that digital rights and principles are applied in their country for a number of different aspects[13].

- At EU level, six in ten (60%) respondents think that digital rights and principles are applied well in their country to **getting freedom of assembly and of association in the digital environment**. Around one in seven (15%) think that those principles are applied very well. One in five (21%) think that these rights are not applied very well, while 6% say they are not applied well at all. Nearly one in five (17%) indicate that they don't know.

- Six in ten respondents (60%) think that digital rights and principles are applied well in their country in terms of **getting more freedom of expression and information online e.g., via online platforms, social networks or search engines**. More than one in ten (13%) think that these rights are applied very well, while the same proportion of respondents say that they don't know.

- Across the EU, more than half (56%) of the respondents think that digital rights and principles are applied well in their country with a view to **getting basic and advanced digital education, training and skills**. Around one in eight (13%) think that the mentioned principles are applied very well. One in four (24%) think that these rights are not applied very well, while 6% say they are not applied well at all. Around one in seven (14%) say that they don't know.

- More than half of the respondents (56%) think that digital rights and principles are applied well in their country in terms of **getting access to safe and privacy-friendly digital technologies**. More than one in ten (13%) think that these rights are applied very well, while the same proportion of respondents say that they don't know.

- Across the EU, more than half (54%) of those polled think that digital rights and principles are applied well in their country when it comes to **getting easy online access to all key public services in the EU**. Around one in eight (13%) think that the mentioned principles are applied very well. One in four (25%) think that these rights are not applied very well, while 7% say they are not applied well at all. Around one in seven (14%) say that they don't know.

- Across the EU, more than half (53%) of those polled think that digital rights and principles are applied well in their country when it comes to **getting an affordable high-speed internet connection for everyone in the EU**. Around one in seven (14%) think that the mentioned principles are applied very well. Around one in four (26%) think that these rights are not applied very well, while nearly one in ten (9%) say they are not applied well at all. More than one in ten (12%) say that they don't know.

- Just over half of the respondents (52%) think that digital rights and principles are applied well in their country in terms of **getting access to a trustworthy, diverse and multilingual digital environment, including more diverse content, less disinformation, and less illegal content**. More than one in ten (12%) think that these rights are applied very well, while 16% say that they don't know.

- Just over half of the respondents (51%) think that digital rights and principles are applied well in their country in terms of **getting fair and healthy working conditions in the digital environment, including the work-life balance**. More than one in ten (12%) think that these rights are applied very well, while 16% say that they don't know.

- Across the EU, more than half (51%) of those polled think that digital rights and principles are applied well in their country when it comes to **getting privacy online, i.e., respect for the confidentiality of communications and information on devices**. More than one in ten (12%) think that the mentioned principles are applied very well. Close to three in ten (27%) think that these rights are not applied very well, while nearly one in ten (9%) say they are not applied well at all. More than one in ten (13%) say that they don't know.

- Just over half of the respondents (51%) think that digital rights and principles are applied well in their country in terms of **getting access to the right information on the environmental impact and energy consumption of digital technologies**. More than one in ten (11%) think that these rights are applied very well, while 16% say that they don't know.

[13] QB8 How well do you think digital rights and principles are applied in (OUR COUNTRY) for…? Getting an affordable high-speed internet connection for everyone in the EU, Getting basic and advanced digital education, training and skills, Getting fair and healthy working conditions in the digital environment, including the work-life balance, Getting easy online access to all key public services in the EU, Getting effective freedom of choice online, including when interacting with artificial intelligence (e.g., chatbots, digital assistants), Getting access to a trustworthy, diverse and multilingual digital environment, including more diverse content, less disinformation, and less illegal content, Getting more freedom of expression and information online e.g., via online platforms, social networks, search engines, Getting freedom of assembly and of association in the digital environment, Getting access to safe and privacy-friendly digital technologies, Getting privacy online, i.e., respect for the confidentiality of communications and information on devices, Getting control of one's own data, i.e., how it is used online and with whom it is shared, Getting control of one's digital legacy, for instance deciding what happens with personal accounts and information after one's death, Ensuring safe digital environments and content for children and young people, Getting digital products and services that minimise damage to the environment and society (e.g., products and services that can be repaired or recycled, and which do not involve forced labour).

- Just under half of the respondents (49%) think that digital rights and principles are applied well in their country in terms of **getting effective freedom of choice online, including when interacting with artificial intelligence (e.g., chatbots, digital assistants)**. More than one in ten (11%) think that these rights are applied very well, while more than one in five (21%) say that they don't know.

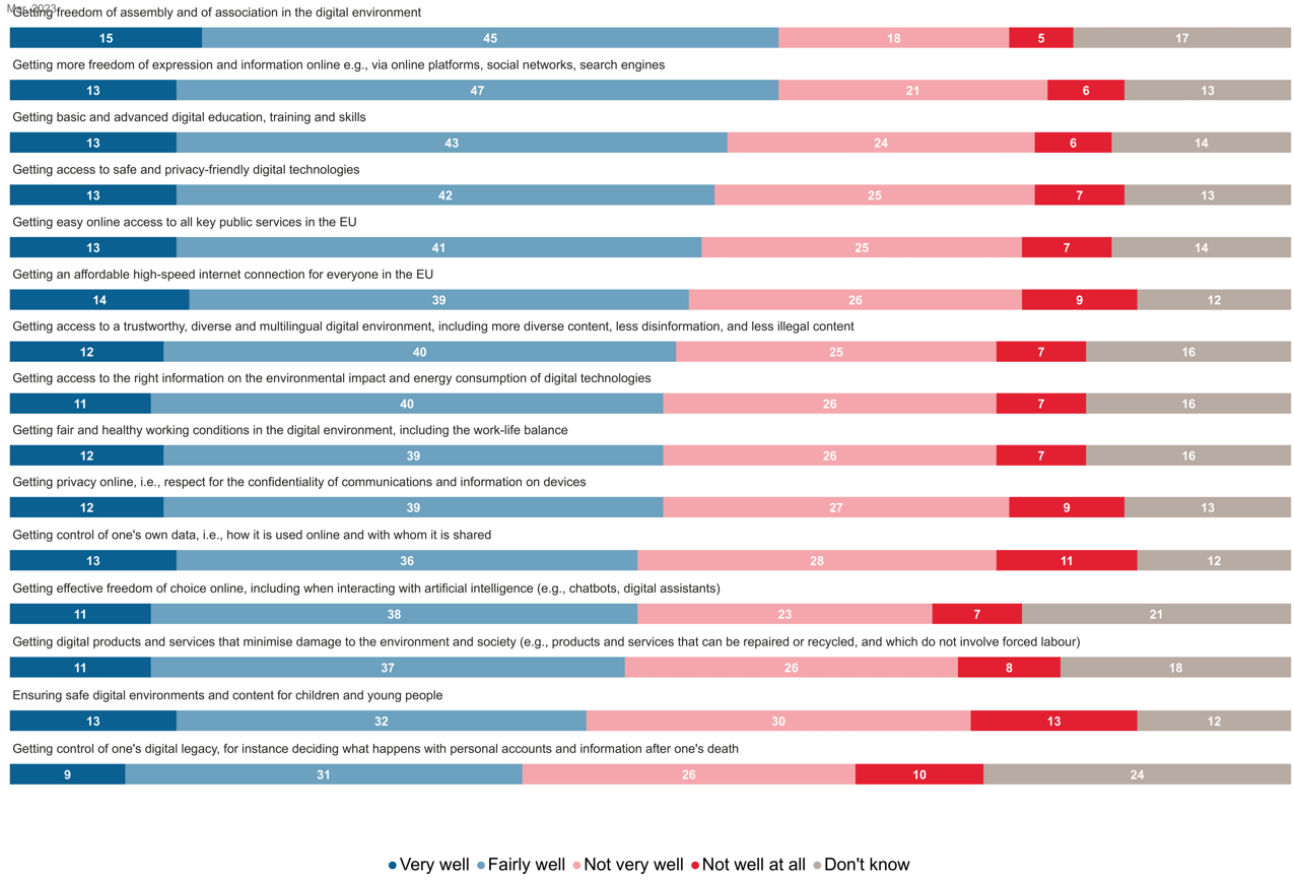
- Across the EU, almost half (49%) of those polled think that digital rights and principles are applied well in their country when it comes to **getting control of one's own data, i.e., how it is used online and with whom it is shared**. More than one in ten (13%) think that the mentioned principles are applied very well. Close to three in ten (28%) think that these rights are not applied very well, while more than one in ten (11%) say they are not applied well at all. More than one in ten (12%) say that they don't know.

- Just under half of the respondents (48%) think that digital rights and principles are applied well in their country in terms of **getting digital products and services that minimise damage to the environment and society (e.g., products and services that can be repaired or recycled, and which do not involve forced labour)**. More than one in ten (11%) think that these rights are applied very well, while close to one in five (18%) say that they don't know.

Across the EU, less than half (45%) of those polled think that digital rights and principles are applied well in their country when it comes to **ensuring safe digital environments and content for children and young people**. More than one in ten (13%) think that the mentioned principles are applied very well. Three in ten (30%) think that these rights are not applied very well, while more than one in ten (13%) say they are not applied well at all. More than one in ten (12%) say that they don't know.

- Four in ten (40%) think that digital rights and principles are applied well in their country in terms of **getting control of one's digital legacy, for instance deciding what happens with personal accounts and information after one's death**. Close to one in ten (9%) think that these rights are applied very well, while close to one in four (24%) say that they don't know.

QB8. How well do you think digital rights and principles are applied in (OUR COUNTRY) for…? (EU27) (%)



Getting freedom of assembly and of association in the digital environment

Respondents are most likely to think these rights and principles are applied well in their country in Malta (76%), Luxembourg (74%), and Ireland (73%). The lowest scores are found in Slovakia (52%), Slovenia/France (both 53%), and Germany (54%).

The highest proportions of those who think these rights are applied very well are seen in Malta/ Bulgaria (both 25%), Denmark (21%), and Ireland/Italy (both 20%).

Respondents are most likely to say that they don't know in Estonia (27%), Bulgaria (26%), and Portugal (25%).

Getting more freedom of expression and information online, e.g. via online platforms, social networks, search engines

At the national level, we note some interesting differences. In three countries, more than seven in ten respondents think that digital rights and principles are applied well in their country for getting more freedom of assembly and of association in the digital environment: Malta (76%), Luxembourg (74%), and Ireland (73%). In Greece, less than half (47%) of the respondents think this way, with low scores also seen in Slovakia (52%), and Portugal (53%).

In three countries, more than one in five respondents think that these rights and principles are applied very well in their country: Malta/Bulgaria (both 25%) and Denmark (21%).

Respondents are most likely to say they don't know in Lithuania (23%), Portugal (22%), and Bulgaria (19%).

Getting basic and advanced digital education, training and skills

At the national level, we see that in four countries, at least seven in ten respondents think that digital rights and principles are applied well for getting basic and advanced digital education, training and skills: Malta (80%), Luxembourg (75%), Ireland (74%), and Finland (70%). In five countries, less than half of the respondents think this way: Greece (39%), Germany (45%), Slovakia (46%), Portugal (47%), and Slovenia (49%).

Respondents are most likely to be of the opinion that these rights and principles are applied very well in their country in Malta (31%), Denmark (22%), and Ireland (21%).

The highest scores for those who indicate that they don't know are found in Portugal/France (both 21%), Lithuania (19%), and Czechia/Germany (both 16%).

Getting access to safe and privacy-friendly digital technologies

Respondents are most likely to think that these rights and principles are applied well in their country in Finland (76%), Malta/Luxembourg (both 71%) and Ireland (70%). The lowest scores are found in Greece (37%), France (44%), and Bulgaria/ Portugal (both 45%).

The highest proportions of those who think that these rights are applied very well are seen in Denmark (24%), Finland (23%), and Luxembourg (20%).

In three countries, more than one in five say that they don't know: Bulgaria (25%), Lithuania (24%), Portugal (23%) and Estonia (22%).

Getting easy online access to all key public services in the EU

At the national level, we see that in three countries, at least seven in ten respondents think that digital rights and principles are applied well in their country for getting easy online access to all key public services in the EU: Luxembourg (79%), Malta (74%) and Ireland (71%). In seven countries, less than half of the respondents think this way, with the lowest scores seen in Czechia (40%), Germany (43%) and Greece (44%).

Respondents are most likely to think that these rights and principles are applied very well in their country in Luxembourg (26%), Denmark (24%) and Italy/Malta (both 21%).

The highest scores for those who indicate that they don't know are found in Sweden (26%), Bulgaria (24%), and Lithuania/ Portugal (both 22%).

Getting access to a trustworthy, diverse and multilingual digital environment, including more diverse content, less disinformation, and less illegal content

Looking at the national level, we see that respondents are most likely to think that these rights and principles are applied well in their country in Luxembourg (73%), Italy (68%) and Malta (66%). The lowest scores are found in Greece (35%), the Netherlands/ Czechia (both 43%) and Portugal (45%).

The highest proportions of those who think that these rights are applied very well are seen in Luxembourg (20%), Italy (19%) and and Ireland (17%).

In five countries, more than one in five say that they don't know, with the highest scores registered in Portugal/Bulgaria (both 26%), Lithuania (25%) and Latvia (23%).

Getting an affordable high-speed internet connection for everyone in the EU

At the national level, we see that in nine countries, at least six in ten respondents think that digital rights and principles are applied well in their country for getting an affordable high-speed internet connection for everyone in the EU, with the highest scores seen in Luxembourg (79%), Malta/Ireland (both 68%), and Italy (67%). In three countries, less than four in ten respondents think this way: Greece (35%), Germany (37%) and Portugal (38%).

Respondents are most likely to think that these rights and principles are applied very well in their country in Luxembourg (27%), Italy (24%) and Malta/Bulgaria (both 21%).

The highest scores for those who indicate that they don't know are found in Sweden (21%), Portugal (20%) and France (19%).

Getting fair and healthy working conditions in the digital environment, including the work-life balance

Looking at the national level, we see that respondents are most likely to think that these rights and principles are applied well in their country in Ireland (70%), Luxembourg (68%) and Italy (64%). The lowest scores are found in Greece (34%), France (40%) and Slovakia (43%).

The highest proportions of those who think that these rights are applied very well are seen in Cyprus/Ireland/ Malta (20% all), Italy (19%), and Poland/Luxembourg (both 18%).

In three countries, at least one in four say that they don't know: Bulgaria, Estonia, and Lithuania (25% all), with high scores also seen in Germany/Portugal (both 22%) and Czechia/ Latvia (both 20%).

Getting privacy online, i.e. respect for the confidentiality of communications and information on devices

At the national level, we see that in six countries, at least six in ten respondents think that digital rights and principles are applied well in their country for getting privacy online, i.e., respect for the confidentiality of communications and information on devices, with the highest scores seen in Finland (72%), Luxembourg (70%) and Malta (69%). The lowest scores are found in Greece (32%), France (40%) and Portugal (44%).

Respondents are most likely to think that these rights and principles are applied very well in their country in Denmark (22%), Poland (20%), Italy (19%) and Ireland (18%).

The highest scores regarding those who indicate that they don't know are found in Bulgaria (25%), Portugal/Lithuania (both 23%) and Estonia (20%).

Getting access to the right information on the environmental impact and energy consumption of digital technologies

Looking at the national level, we see that respondents are most likely to think that these rights and principles are applied well in their country in Ireland/Italy (both 67%), Poland (65%) and Luxembourg (64%). The lowest scores are found in Sweden (36%), Greece (41%) and France (42%).

The highest proportions of those who think that these rights are applied very well are seen in Malta and Ireland (both 19%), Luxembourg/Poland (both 18%) and Italy (17%).

In three countries, at least one in four say that they don't know: Portugal (30%), Bulgaria (28%) and Estonia (25%).

Getting effective freedom of choice online, including when interacting with artificial intelligence (e.g. chatbots, digital assistants)

Looking at the national level, we see that respondents are most likely to think that these rights and principles are applied well in their country in Ireland (68%), Italy (65%) and Poland (63%). The lowest scores are found in Greece (35%), Germany (36%) and Czechia (39%).

The highest proportions of those who think that these rights are applied very well are seen in Poland/Ireland (both 19%), Italy/Malta (both 17%) and Hungary (16%).

In four countries, more than three in ten say that they don't know: Bulgaria (35%), Lithuania/Portugal (both 32%) and France (31%).

Getting control of one's own data, i.e. how it is used online and with whom it is shared

At the national level, we see that in six countries, at least six in ten think that digital rights and principles are applied well in their country towards getting control of one's own data, i.e., how it is used online and with whom it is shared, with the highest scores seen in Luxembourg (70%), Finland (64%) and Malta/Poland (both 53%). The lowest scores are found in Greece (31%), Slovenia (40%) and Portugal (41%).

Respondents are most likely to think that these rights and principles are applied very well in their country in Denmark (22%), Malta/Ireland (both 20%) and Poland (19%).

The highest scores concerning those who indicate that they don't know are found in Bulgaria (23%), Portugal (22%) and Lithuania (21%).

Getting digital products and services that minimise damage to the environment and society (e.g., products and services that can be repaired or recycled, and which do not involve forced labour)

Looking at the national level, we see that respondents are most likely to think that these rights and principles are applied well in their country in Ireland/Poland (both 65%), Italy (64%) and Luxembourg (62%). The lowest scores are found in Greece (34%), Czechia (37%) and the Netherlands/Germany (both 38%).

The highest proportions of those who think that these rights are applied very well are seen in Ireland (19%), Poland/Italy (both 17%), and Hungary/Luxembourg/Cyprus (15% all).

In three countries, more than four in ten say that they don't know: Portugal/Estonia (both 31%), Bulgaria (30%) and Lithuania (28%).

Ensuring safe digital environments and content for children and young people

At the national level, we see that in three countries, at least six in ten think that digital rights and principles are applied well in their country for ensuring safe digital environments and content for children and young people: Italy (66%), Poland (61%) and Ireland (60%). The lowest scores are found in Sweden (28%), Greece (29%) and Czechia (31%).

Respondents are most likely to think that these rights and principles are applied very well in their country in Italy (22%), Ireland (21%) and Cyprus (20%).

The highest scores concerning those who indicate that they don't know are found in Portugal (21%), Bulgaria/Lithuania (both 20%) and Malta (17%).

Getting control of one's digital legacy, for instance deciding what happens with personal accounts and information after one's death

In six countries, more than half of the respondents think that these rights are applied well, with the highest scores seen in Italy (60%), Poland (59%) and Ireland (57%). The lowest scores are found in Germany (28%), France (29%) and Czechia (31%).

The highest proportions of those who think that these rights are applied very well are seen in Ireland (19%), Denmark (17%) and Hungary/Poland (16%).

In four countries, more than one in three say that they don't know: Bulgaria (39%)and Lithuania/France/Estonia (34% all).

TECHNICAL SPECIFICATIONS

Between 2 and 26 March 2023, Kantar Public on behalf of Kantar Belgium carried out the wave 99.1 of the Eurobarometer survey, on request of the European Commission, Directorate-General for Communication (DG COMM), "Media monitoring and Eurobarometer" Unit.

Wave 98.1 covers the population of the respective nationalities of the European Union Member States, resident in each of the 27 Member States and aged 15 years and over.

The basic sample design applied in all countries is a stratified multi-stage, random (probability) one. In each country, the sample frame is first stratified by NUTS regions and within each region by a measure of urbanity (DEGURBA). The number of sample points selected in each strata reflects the stratum population 15+. At the second stage sampling points were drawn with probability proportional to their 0+ population size from within each stratum.

The samples thus represent the whole territory of the countries surveyed according to the EUROSTAT NUTS II (or equivalent) and according to the distribution of the resident population of the respective nationalities in terms of metropolitan, urban and rural areas [14].

In each of the selected sampling points, a starting coordinate was drawn at random and a reverse geo-coding tool used to identify the closest address to the coordinate. This address was the starting address for the random walk. Further addresses (every Nth address) were selected by standard "random route" procedures, from the initial address. In each household, the respondent was drawn, at random. The approach to the random selection was conditional on the household size. By way of example for households with two 15+ members the script was used to select either the informant (person responding to the screener questionnaire) or the other eligible member in the household. For households with three 15+ members the script was used to select either the informant (1/3 of the time) or the two other eligible members in the household (2/3 of the time). Where the two other members were selected, the interviewer was then told to either ask for the youngest or oldest. The script would randomly assign the selection to youngest or oldest with equal probability. This process continues for four 15+ household members – randomly asking for the youngest, 2nd youngest and oldest. For households with five 15+ members we revert to the last birthday rule.

If no contact was made with anyone in the household, or if the respondent selected was not available (busy), the interviewer revisited the same household up to three additional times (four contact attempts in total). Interviewers never indicate that the survey is conducted on behalf of the European Commission beforehand; they may give this information once the survey is completed, upon request.

The recruitment phase was slightly different in the Netherlands, Finland, and Sweden. In the two latter countries, a sample of addresses within each sampling point were selected from the address or population register (in Finland, selection is not done in all sample points, but in some where response rates are expected to improve). The selection of addresses was done in a random manner. Households were then contacted by telephone and recruited to take part in the survey. In the Netherlands, a dual frame RDD sample (mobile and landline numbers) are used as there is no comprehensive population register with telephone numbers available. The selection of numbers on both frames is done in a random manner with each number getting an equal probability of selection. Unlike Sweden and Finland, the sample is un-clustered.

[14] Urban Rural classification based on DEGURBA
(https://ec.europa.eu/eurostat/web/degree-of-urbanisation/background)

	COUNTRIES	INSTITUTES	N° INTERVIEW	FIELDWORK DATES		POPULATION 15+	PROPORTION EU27
BE	Belgium	Mobiel Centre Market Research	1,039	03/03/2023	20/03/2023	9,619,330	2.53%
BG	Bulgaria	Kantar TNS BBSS	1,024	02/03/2023	23/03/2023	5,917,534	1.56%
CZ	Czechia	STEM/MARK	1,014	03/03/2023	19/03/2023	8,982,036	2.36%
DK	Denmark	Mantle Denmark (Kantar Public)	1,006	03/03/2023	22/03/2023	4,891,261	1.29%
DE	Germany	Mantle Germany (Kantar Public)	1,531	03/03/2023	23/03/2023	71,677,231	18.87%
EE	Estonia	Norstat Eesti	1,008	03/03/2023	23/03/2023	1,111,597	0.29%
IE	Ireland	B and A Research	1,005	06/03/2023	26/03/2023	4,005,909	1.05%
EL	Greece	Kantar Greece	1,006	04/03/2023	21/03/2023	9,167,896	2.41%
ES	Spain	Mantle Spain (Kantar Public)	1,013	08/03/2023	22/03/2023	40,639,381	10.70%
FR	France	ESP - Leaderfield	1,001	03/03/2023	16/03/2023	55,700,114	14.66%
HR	Croatia	Hendal	1,020	03/03/2023	16/03/2023	3,461,468	0.91%
IT	Italy	Testpoint Italia	1,027	03/03/2023	16/03/2023	51,599,668	13.58%
CY	Rep. Of Cyprus	CYMAR Market Research	504	03/03/2023	17/03/2023	752,304	0.20%
LV	Latvia	Kantar TNS Latvia	1,000	03/03/2023	21/03/2023	1,590,245	0.42%
LT	Lithuania	Norstat LT	1,011	04/03/2023	22/03/2023	2,373,312	0.62%
LU	Luxembourg	TNS Ilres	507	03/03/2023	23/03/2023	533,335	0.14%
HU	Hungary	Kantar Hoffmann	1,029	03/03/2023	22/03/2023	8,313,539	2.19%
MT	Malta	MISCO International	516	04/03/2023	26/03/2023	446,788	0.12%
NL	Netherlands	Kantar Netherlands	1,001	03/03/2023	20/03/2023	14,763,684	3.89%
AT	Austria	Das Österreichische Gallup Institut	1,011	03/03/2023	20/03/2023	7,647,176	2.01%
PL	Poland	Research Collective	1,004	03/03/2023	19/03/2023	31,982,941	8.42%
PT	Portugal	Marktest – Marketing, Organização e Formação	1,002	04/03/2023	21/03/2023	8,915,624	2.35%
RO	Romania	Centrul Pentru Studierea Opiniei si Pietei (CSOP)	1,044	03/03/2023	22/03/2023	16,174,719	4.26%
SI	Slovenia	Mediana DOO	1,017	03/03/2023	23/03/2023	1,791,246	0.47%
SK	Slovakia	MNFORCE	1,003	03/03/2023	20/03/2023	4,591,487	1.21%
FI	Finland	Taloustutkimus Oy	1,011	03/03/2023	23/03/2023	4,672,932	1.23%
SE	Sweden	Mantle Sweden (Kantar Public)	1,022	03/03/2023	23/03/2023	8,541,497	2.25%
		TOTAL EU27	26,376	02/03/2023	26/03/2023	379,864,254	100%

* It should be noted that the total percentage shown in this table may exceed 100% due to rounding.

Interviewing mode per country

Interviews were conducted through face-to-face interviews, either physically in people's homes or through remote video interaction in the appropriate national language. Interviews with remote video interaction ("online face-to-face" or CAVI, Computer Assisted Video Interviewing, were conducted only in Czechia, Denmark, Malta and Finland.)

	COUNTRIES	N° OF CAPI INTERVIEWS	N° OF CAVI INTERVIEWS	TOTAL N° INTERVIEWS
BE	Belgium	1,039		1,039
BG	Bulgaria	1,024		1,024
CZ	Czechia	751	263	1,014
DK	Denmark	832	174	1,006
DE	Germany	1,531		1,531
EE	Estonia	1,008		1,008
IE	Ireland	1,005		1,005
EL	Greece	1,006		1,006
ES	Spain	1,013		1,013
FR	France	1,001		1,001
HR	Croatia	1,020		1,020
IT	Italy	1,027		1,027
CY	Rep. Of Cyprus	504		504
LV	Latvia	1,000		1,000
LT	Lithuania	1,011		1,011
LU	Luxembourg	507		507
HU	Hungary	1,029		1,029
MT	Malta	346	170	516
NL	Netherlands	1,001		1,001
AT	Austria	1,011		1,011
PL	Poland	1,004		1,004
PT	Portugal	1,002		1,002
RO	Romania	1,044		1,044
SI	Slovenia	1,017		1,017
SK	Slovakia	1,003		1,003
FI	Finland	996	15	1,011
SE	Sweden	1,022		1,022
	TOTAL EU27	25,754	622	26,376

CAPI : Computer-Assisted Personal interviewing
CAVI : Computer-Assisted Video interviewing

Response rates

For each country a comparison between the responding sample and the universe (i.e. the overall population in the country) is carried out. Weights are used to match the responding sample to the universe on gender by age, region and degree of urbanisation. For European estimates (i.e. EU average), an adjustment is made to the individual country weights, weighting them up or down to reflect their 15+ population as a proportion of the EU 15+ population.

The response rates are calculated by dividing the total number of complete interviews with the number of all the addresses visited, apart from ones that are not eligible but including those where eligibility is unknown. For wave 99.1 of the EUROBAROMETER survey, the response rates for the EU27 countries, calculated by Kantar Public, are:

	COUNTRIES	Response rates
BE	Belgium	43.9%
BG	Bulgaria	46.5%
CZ	Czechia	49.0%
DK	Denmark	38.2%
DE	Germany	22.4%
EE	Estonia	45.7%
IE	Ireland	36.2%
EL	Greece	30.2%
ES	Spain	33.4%
FR	France	36.7%
HR	Croatia	40.6%
IT	Italy	23.0%
CY	Rep. Of Cyprus	47.7%
LV	Latvia	44.4%
LT	Lithuania	42.4%
LU	Luxembourg	26.0%
HU	Hungary	59.5%
MT	Malta	80.1%
NL	Netherlands	67.7%
AT	Austria	41.9%
PL	Poland	47.3%
PT	Portugal	44.4%
RO	Romania	53.8%
SI	Slovenia	39.5%
SK	Slovakia	54.5%
FI	Finland	24.4%
SE	Sweden	62.4%

Margins of error

Readers are reminded that survey results are estimations, the accuracy of which, everything being equal, rests upon the sample size and upon the observed percentage. With samples of about 1,000 interviews, the real percentages vary within the following confidence limits:

Statistical Margins due to the sampling process

(at the 95% level of confidence)

various sample sizes are in rows *various observed results are in columns*

	5%	10%	15%	20%	25%	30%	35%	40%	45%	50%	
	95%	90%	85%	80%	75%	70%	65%	60%	55%	50%	
N=50	6,0	8,3	9,9	11,1	12,0	12,7	13,2	13,6	13,8	13,9	N=50
N=500	1,9	2,6	3,1	3,5	3,8	4,0	4,2	4,3	4,4	4,4	N=500
N=1000	**1,4**	**1,9**	**2,2**	**2,5**	**2,7**	**2,8**	**3,0**	**3,0**	**3,1**	**3,1**	**N=1000**
N=1500	1,1	1,5	1,8	2,0	2,2	2,3	2,4	2,5	2,5	2,5	N=1500
N=2000	1,0	1,3	1,6	1,8	1,9	2,0	2,1	2,1	2,2	2,2	N=2000
N=3000	0,8	1,1	1,3	1,4	1,5	1,6	1,7	1,8	1,8	1,8	N=3000
N=4000	0,7	0,9	1,1	1,2	1,3	1,4	1,5	1,5	1,5	1,5	N=4000
N=5000	0,6	0,8	1,0	1,1	1,2	1,3	1,3	1,4	1,4	1,4	N=5000
N=6000	0,6	0,8	0,9	1,0	1,1	1,2	1,2	1,2	1,3	1,3	N=6000
N=7000	0,5	0,7	0,8	0,9	1,0	1,1	1,1	1,1	1,2	1,2	N=7000
N=7500	0,5	0,7	0,8	0,9	1,0	1,0	1,1	1,1	1,1	1,1	N=7500
N=8000	0,5	0,7	0,8	0,9	0,9	1,0	1,0	1,1	1,1	1,1	N=8000
N=9000	0,5	0,6	0,7	0,8	0,9	0,9	1,0	1,0	1,0	1,0	N=9000
N=10000	0,4	0,6	0,7	0,8	0,8	0,9	0,9	1,0	1,0	1,0	N=10000
N=11000	0,4	0,6	0,7	0,7	0,8	0,9	0,9	0,9	0,9	0,9	N=11000
N=12000	0,4	0,5	0,6	0,7	0,8	0,8	0,9	0,9	0,9	0,9	N=12000
N=13000	0,4	0,5	0,6	0,7	0,7	0,8	0,8	0,8	0,9	0,9	N=13000
N=14000	0,4	0,5	0,6	0,7	0,7	0,8	0,8	0,8	0,8	0,8	N=14000
N=15000	0,3	0,5	0,6	0,6	0,7	0,7	0,8	0,8	0,8	0,8	N=15000
	5%	10%	15%	20%	25%	30%	35%	40%	45%	50%	
	95%	90%	85%	80%	75%	70%	65%	60%	55%	50%	

QUESTIONNAIRE

1) CITIZENS' PERCEPTIONS AND EXPECTATIONS ABOUT THEIR FUTURE USE OF DIGITAL TECHNOLOGIES IN DAILY LIFE

Over the past years, digital technologies have entered into many areas of our lives and increasingly affect how we interact with the world around us. The COVID-19 pandemic has further increased our need for and use of digital technologies, especially the internet, for working, learning, entertainment, socialising, shopping and accessing public services such as health services. Digital technologies are evolving rapidly and we will have access to many new ones by 2030.

Q1) Overall, how important do you think digital technologies will be in your life by 2030? (M)

(SHOW SCREEN- READ OUT – ONE ANSWER ONLY) (READ OUT IF RESPONDENT ASKS: When we say 'digital technology', we mean all electronic products and services that create, store, and manage data. This includes the internet and connected devices (e.g. computers, smartphones), software applications for processing text, communicating, etc (e.g. video conferencing platforms, car sharing apps) as well as the underlying digital infrastructures (connectivity networks, nodes, cloud infrastructures) on which such technologies rely.) (M)

1 Very important

2 Fairly important

3 Not very important

4 Not at all important

5 Don't know

1QU EB96.1 QB1 MODIFIED

ASK Q2 IF Q1= 1 to 4, OTHERWISE GO TO Q3

Q2) And more specifically, how important do you think digital technologies will be in the following areas of your daily life by 2030?

(SHOW SCREEN - READ OUT – ROTATE – ONE ANSWER PER LINE)

	Very important	Fairly important	Not very important	Not at all important	Don't know
Working remotely	1	2	3	4	5
Helping to fight climate change (e.g., apps to track personal emissions and energy consumption, car-sharing apps, online meetings, etc.)	1	2	3	4	5
Accessing, interacting with and/or creating online material/content	1	2	3	4	5
Accessing education and training opportunities	1	2	3	4	5
Engaging in democratic life (e.g., voting, virtual citizen assemblies/town hall meetings, finding reliable information, etc.)	1	2	3	4	5
Accessing or receiving healthcare services (e.g., telemedicine, artificial intelligence for diagnosing diseases), including in other EU countries	1	2	3	4	5
Accessing and making use of transport services (e.g., via online apps)	1	2	3	4	5
Using, shopping for and selling products and services online, also in other EU countries	1	2	3	4	5
Connecting with people, friends and family online	1	2	3	4	5
Accessing public services online	1	2	3	4	5

5 QU NEW

One of the aims of the EU is to ensure that everyone can make the best possible use of digital technologies to learn, work, explore, and fulfil their ambitions. However, sometimes there are obstacles preventing people from using available digital technologies for their own benefit – to work on removing these obstacles, we need to understand them first.

Q3) How significantly would the following improvements facilitate your daily use of digital technologies?

(SHOW SCREEN READ OUT – ROTATE – ONE ANSWER PER LINE)

	Very significant	Fairly significant	Not very significant	Not at all significant	Don't know
More affordable high-speed internet connection	1	2	3	4	5
Better availability of high-speed internet connection	1	2	3	4	5
Digital products and online services better adapted to my personal needs (i.e., easier to use for me)	1	2	3	4	5
Better rules, tools and services to help me control my data online (e.g., secure digital identification)	1	2	3	4	5
More education and training to develop my skills for using digital services	1	2	3	4	5
Improved cybersecurity and safety of digital technologies	1	2	3	4	5
More immersive online experiences (e.g., three- dimensional online spaces for working together, testing products, visiting other places, etc.)	1	2	3	4	5

3.5 QU NEW

2) SUPPORT AND PRIORITIES FOR THE DIGITAL DECADE IN [YOUR COUNTRY] AND AT EU LEVEL

The Digital Decade is a new European law through which the European Commission and all 27 Member States have committed to achieving objectives and targets for Europe's digital transformation by 2030. For example, they have agreed to cooperate more to build resilient, sustainable and innovative digital infrastructures, and to ensure that more people learn the skills to benefit from digital technologies in their daily lives. This includes ensuring that everyone can connect to high-speed internet, for example to conveniently access public services and health records online. The Digital Decade law makes it easier for the 27 EU Member States to work on the digital transformation together.

Q4) In your opinion, which are the two most important actions that [OUR COUNTRY] should prioritise from now until 2030? Firstly? And the second most important?

(SHOW SCREEN - READ OUT – ROTATE – MAXIMUM 2 ANSWERS, ONE ANSWER FOR 'PRIORITY' AND ONE ANSWER FOR 'SECONDLY')

Programming instruction: show answer list twice, each time allowing single answer. Order of first (=firstly) answer and second answer must be recorded in the script.

1. Improve the availability of high-speed internet to everyone and everywhere
2. Support more education and training in digital skills (basic and advanced for digital technology experts)
3. Support the digitalisation of businesses, notably of small and medium-sized enterprises (SMEs)
4. Support the growth of innovative digital start-ups (e.g., companies bringing innovative solutions to the market)
5. Build strategic digital infrastructures in areas critical to EU economy (e.g., microchips, quantum computing, data centres, data processing capacities, or sub-marine cables.)
6. Protect users from disinformation and illegal content
7. Protect users from cyber attacks
8. Support green digital technologies (e.g., energy-efficient digital technologies enabling us to reduce carbon emissions in manufacturing, agriculture, transport.)
9. Improve online access to and usability of public services
10. Facilitate citizens' access to their electronic health records
11. Improve access and usability of citizens' secure electronic identification (eID)
12. Other (SPONTANEOUS)
13. None of the above (SPONTANEOUS)
14. DK/NA (SPONTANEOUS)

1 QU NEW

Q5) In your opinion, how important is cooperation between EU Member States for each of the actions below?

(SHOW SCREEN - READ OUT – ROTATE – ONE ANSWER PER LINE)

	Very important	Fairly important	Not very important	Not at all important	Don't know
Increasing investments in more innovative and secure digital technologies, notably through projects involving two or more Member States	1	2	3	4	5
Ensuring that the same digital technologies and services are accessible to everyone, everywhere in the EU	1	2	3	4	5
Ensuring that European companies can grow to shape our digital environment and compete globally	1	2	3	4	5
Ensuring that digital technologies respect fundamental rights and European values (e.g., freedom of expression and information, non-discrimination, security, high level of consumer protection, sustainability)	1	2	3	4	5

2 QU NEW

3) DIGITAL RIGHTS AND PRINCIPLES

(READ OUT) *Many rights, such as freedom of expression, the protection of personal data and privacy, are protected in the European Union. These rights also apply in the digital environment.*

Q6) Before this interview, were you aware that these rights that apply offline should also be respected online? (M)

(SREAD OUT - ONE ANSWER ONLY)

1. Yes
2. No
3. Don't know

1QU - EB96.1 QB4 MODIFIED

Q7) How well do you think that the EU protects your rights in the digital environment? (M)

(SHOW SCREEN- READ OUT – ROTATE - ONE ANSWER ONLY)

1. Very well
2. Fairly well
3. Not very well
4. Not at all well
5. I don't use the internet (SPONTANEOUS)
6. Don't know

1QU - EB96.1 QB5

Q8) How well do you think digital rights and principles are applied in [OUR COUNTRY] for...?

(SHOW SCREEN- READ OUT – ROTATE - ONE ANSWER PER LINE)

	Very well	Fairly well	Not very well	Not well at all	Don't know
Getting an affordable high-speed internet connection for everyone in the EU	1	2	3	4	5
Getting basic and advanced digital education, training and skills	1	2	3	4	5
Getting fair and healthy working conditions in the digital environment, including the work-life balance	1	2	3	4	5
Getting easy online access to all key public services in the EU	1	2	3	4	5
Getting effective freedom of choice online, including when interacting with artificial intelligence (e.g., chatbots, digital assistants)	1	2	3	4	5
Getting access to a trustworthy, diverse and multilingual digital environment, including more diverse content, less disinformation, and less illegal content	1	2	3	4	5
Getting more freedom of expression and information online e.g., via online platforms, social networks, search engines	1	2	3	4	5
Getting freedom of assembly and of association in the digital environment	1	2	3	4	5
Getting access to safe and privacy-friendly digital technologies	1	2	3	4	5
Getting privacy online, i.e., respect for the confidentiality of communications and information on devices	1	2	3	4	5
Getting control of one's own data, i.e., how it is used online and with whom it is shared	1	2	3	4	5
Getting control of one's digital legacy, for instance deciding what happens with personal accounts and information after one's death	1	2	3	4	5
Ensuring safe digital environments and content for children and young people	1	2	3	4	5
Getting digital products and services that minimise damage to the environment and society (e.g., products and services that can be repaired or recycled, and which do not involve forced labour)	1	2	3	4	5
Getting access to the right information on the environmental impact and energy consumption of digital technologies	1	2	3	4	5
Getting access to the right information on the environmental impact and energy consumption of digital technologies	1	2	3	4	5

7.5 QU NEW