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

B1.	**When did you last use the internet?** *(Filter question)*	
	a) Within the last 3 months	☐ -> go to B2
	b) Between 3 months and a year ago	☐ -> go to C1
	c) More than 1 year ago	☐ -> go to G1
	d) Never used it	☐ -> go to G1
B2.	**How often on average, did you use the internet in the last 3 months?** *(tick one)*	
	a) Several times during the day	☐
	b) Once a day or almost every day	☐
	c) At least once a week (but not every day)	☐
	d) Less than once a week	☐
	[-> go to B3]	

B3.	**For which of the following activities did you use the internet (including via apps) in the last 3 months for private purpose?** *(tick all that apply)* ***Communication***	
	a) Sending / receiving e-mails	☐
	b) Making calls (including video calls) over the internet, for example, via Skype, Messenger, WhatsApp, Facetime, Viber, Snapchat, Zoom, MS Teams, Webex	☐
	c) Participating in social networks (creating user profile, posting messages or other contributions to Facebook, Twitter, Instagram, Snapchat, etc.)	☐
	d) Using instant messaging, i.e. exchanging messages, for example, via Skype, Messenger, WhatsApp, Viber, Snapchat	☐
	Access to information	
	/ e) Finding information about goods or services	☐
	/ f) Reading online news sites/ newspapers/ news magazines	☐
	Civic and political participation	☐

g) Expressing opinions on civic or political issues on websites or in social media (e.g. Facebook, Twitter, Instagram, YouTube)	☐
h) Taking part in online consultations or voting to define civic or political issues (e.g. urban planning, signing a petition**)**	☐
Use of entertainment	
i) Listening to music (e.g. web radio, music streaming) or downloading music	☐
j) Watching internet streamed TV (live or catch-up) from TV broadcasters (e.g. [national examples])	☐
k) Watching Video on Demand from commercial services (e.g. Netflix, HBO GO, Amazon Prime, Maxdome, Apple TV)	☐
l) Watching video content from sharing services (e.g. YouTube)	☐
m) Playing or downloading games	☐
n) Listening to podcasts or downloading podcasts	☐
x1) Gambling (for money)	☐
X2) Sharing own content (photos, text, videos) on social media	☐
X3) Dating sites e.g. Fx Tinder, Happn, dating.dk, senior.dk	☐
Sustainable consumption	☐
X4) Reducing food waste with the help of apps e.g. TooGoodToGo	☐
X5) Using other types of 'green' apps that promote more sustainable consumption e.g. by reducing chemicals or energy consumption	☐
eHealth	
o) Seeking health-related information (e.g. injuries, diseases, nutrition, improving health, etc.)	☐
p) Making an appointment with a practitioner via a website or app (e.g. of a hospital or a health care centre)	☐
q) Accessing personal health records online	☐
r) Using other health services via a website or app instead of having to go to the hospital or visit a doctor (e.g. by getting a prescription or a consultation online)	☐
Other on-line services	
s) Selling of goods or services via a website or app (e.g. eBay, Facebook Marketplace, shpock)	☐
t) Internet Banking (including mobile banking)	☐
[-> go to B4]	

B4. **Have you conducted any of the following learning activities over the internet for educational, professional or private purposes in the last 3 months?**

(tick all that apply)

a) Doing an online course	☐

	b) Using online learning material other than a complete online course (e.g. video tutorials, webinars, electronic textbooks, learning apps or platforms)	☐
	c) Communicating with educators or learners using audio or video online tools (e.g. Zoom, MS Teams, Google Classroom, [national examples], etc.)	☐
	[-> go to B5]	

B5./	*(Only for respondents who ticked 'yes' to B4 a) or b) or c))* **What was the purpose of the learning activities you participated in the last 3 months?** *(tick all that apply)*	
	a) For formal education (e.g. school or university)	☐
	b) For professional/work-related purposes	☐
	c) For private purpose	☐
	[-> go to C1]	

C1.	**Have you performed any of the following activities via a website or app of public authorities or public services for private purpose in the last 12 months?** *(tick all that apply or d))*	
	a) Accessed information stored about you by public authorities or public services (e.g. information regarding [pension], [health [including government health application]], [national examples])	☐
	b) Accessed information from public databases or registers (e.g. information about availability of books in public libraries, cadastral registers, enterprise registers)	☐
	c) Obtained information (e.g. about services, benefits, entitlements, laws, opening hours)	☐
	d) Have not performed any of the mentioned activities	☐
	[-> go to C2]	

C2.	**Have you downloaded/printed any official forms from a website or app of public authorities or public services for private purpose in the last 12 months?** *(tick one)*	
	a) Yes	☐
	b) No	☐
	[-> go to C3]	

C3.	**Have you made any appointment or reservation via a website or app with public authorities or public services (e.g. reservation of a book in a public library, appointment with a government servant or a state healthcare provider) for private purpose in the last 12 months?** *(tick one)*	
	a) Yes	☐
	b) No	☐
	[-> go to C4]	

C5.	**Have you submitted your tax declaration via a website or app for private purpose in the last 12 months?**	
	(tick one)	

a) Yes, I did it myself	☐
b) No, it was done automatically (by the tax authority, employer, other authority)	☐
c) No, I delivered it to the tax authority in paper format	☐
d) No, someone else did it on my behalf (e.g. family member, tax adviser)	☐
e) No, for other reasons (e.g. not subject to income tax)	☐

[-> go to C6]

C6.	**Have you performed any of the following activities via a website or app of public authorities or public services for private purpose in the last 12 months?**
	(tick all that apply)

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

[If 'no' reply to all options in C6 -> go to C7; otherwise-> go to C8]

C7.	*(Only for respondents who answered 'no' to all options in C6)*
	What were the reasons for not requesting any official documents or not making any claims via a website or app of public authorities or public services in the last 12 months?
	(tick all that apply or a))

a) I did not have to request any documents or to make any claims	☐
b) Lack of skills or knowledge (e.g. did not know how to use the website/app or it was too complicated to use)	☐
c) Concerns about the security of personal data or unwillingness to pay online (credit card fraud)	☐
d) Lack of electronic signature, activated electronic identification (eID) or any other tool to use the eID (required for using the services) [national examples]	☐
e) Another person did it on my behalf (e.g. consultant, adviser, relative)	☐
f) Other reason	☐

[-> If any of the following items selected: C1a) b), c), C2a), C3a), C4a), C5a), C6a), b), c) -> go to C8, otherwise -> go to D1]

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

a) Yes	☐
b) No	☐

[-> go to C5]

C8. *(Only for respondents who selected at least one of the following items: C1a), b), c), C2a), C3a), C4a), C5a), C6 a), b), c))*

Have you encountered any of the following issues when using a website or app of public authorities or public services in the last 12 months?

(tick all that apply or g)

a) Website or app was difficult to use (e.g. it was not user-friendly, the wording was not clear, procedure was not well explained)	☐
b) Technical problems experienced when using website or app (e.g. long loading, website crashed)	☐
c) Problems in using the electronic signature or electronic identification (eID)	☐
d) Not able to pay via the website or app (e.g. due to lack of access to the payment methods required)	☐
e) Not able to access the service on smartphone or tablet (e.g. non compatible device version or non-available applications)	☐
f) Other issue	☐
g) I have not encountered any issues	☐

[-> go to D1]

D1. **When did you last buy or order goods or services for private use over the internet?**
(tick one)

a) Within the last 3 months	☐ -> go to D2
b) Between 3 months and a year ago	☐ -> go to D11
c) More than 1 year ago	☐-> go to D11
d) Never bought or ordered over the Internet	☐-> go to D11

D2. **Did you buy any of the following goods via a website or app for private use in the last 3 months? Include online purchases from enterprises or private persons, including used goods.**
(tick all that apply)

a) Clothes (including sport clothing), shoes or accessories (e.g. bags, jewellery)	☐
b) Sports goods (excluding sport clothing)	☐
c) Children toys or childcare items (e.g. nappies, bottles, baby strollers)	☐
d) Furniture, home accessories (e.g. carpets or curtains) or gardening products (e.g. tools, plants)	☐
e) Music as CDs, vinyls, etc.	☐
f) Films or series as DVDs, Blu-ray, etc.	☐
g) Printed books, magazines or newspapers	☐
h) Computers, tablets, mobile phones or accessories	☐

i) Consumer electronics (e.g. TV-sets, stereos, cameras, sound bars or smart speakers, virtual assistants) or household appliances (e.g. washing machines)	☐
j) Medicine or dietary supplements such as vitamins (online renewal of prescriptions is not included)	☐
k) Deliveries from restaurants, fast-food chains, catering services	☐
l) Food or beverages from stores or from meal-kits providers	☐
m) Cosmetics, beauty or wellness products	☐
n) Cleaning products or personal hygiene products (e.g. toothbrushes, handkerchiefs, washing detergents, cleaning cloths)	☐
o) Bicycles, mopeds, cars, or other vehicles or their spare parts	☐
p) Other physical goods	☐
[-> go to D3]	

D3./	(Only for respondents who answered 'yes' to any item in D2)

From whom did you buy the mentioned goods via a website or app in the last 3 months? Include online purchases from enterprises or private persons.

(tick all that apply)

a) National sellers	☐
b) Sellers from other EU countries	☐
c) Sellers from the rest of the world	☐
d) Country of origin of sellers is not known	☐

[-> go to D4]

D4. (Only for respondents who answered 'yes' to any item in D2)

Did you buy any of the mentioned goods from private persons via a website or app (e.g. on eBay, Facebook Marketplace, [national examples])?

(tick one)

a) Yes	☐
b) No	☐

[-> go to D5]

D5. (Only for respondents who answered 'yes' to 'Within the last 3 months' in question D1)

Did you buy or subscribe to any of the following via a website or app for private use in the last 3 months?

(tick all that apply)

a) Music as a streaming service or downloads	☐
b) Films or series as a streaming service or downloads	☐
c) E-books, online-magazines or online-newspapers	☐
d) Games online or as downloads for smartphones, tablets, computers or consoles	☐
e) Computer or other software as downloads including upgrades	☐
f) Apps related to health or fitness (excluding free apps)	☐
g) Other apps (e.g. related to learning languages, travelling, weather) (excluding free apps)	☐

[-> go to D6]

D6. *(Only for respondents who answered 'yes' to 'Within the last 3 months' in question D1)*
Did you buy any of the following via a website or app for private use in the last 3 months?
(tick all that apply)

a) Tickets to sports events	☐
b) Tickets to cultural or other events (cinema, concerts, fairs, etc.)	☐
c) Subscriptions to the internet or mobile phone connections	☐
d) Subscriptions to electricity, water or heating supply, waste disposal or similar services	☐
e) Household services (e.g. cleaning, babysitting, repair work, gardening) (also when bought from private persons via e.g. Facebook Marketplace, [national examples])	☐

[-> go to D7]

D7. *(Only for respondents who answered 'yes' to e) in question D6)*
Did you buy any of the mentioned household services via a website or app from private persons (e.g. on Facebook Marketplace, [*national examples*])?
(tick one)

a) Yes	☐
b) No	☐

[-> go to D8]

D8. *(Only for respondents who answered 'yes' to 'Within the last 3 months' in question D1)*
Did you buy any transport service via a website or app for private use in the last 3 months from:
(tick all that apply)

a) A transport enterprise e.g. local bus, train, flight ticket, taxi ride	☐
b) A private person	☐

[-> Go to D9]

D9. **Did you rent accommodation via website or app for private use in the last 3 months from:**
(tick all that apply)

a) Enterprises such as hotels or travel agencies	☐
b) A private person (e.g. Airbnb)	☐

[-> go to D10]

D10. **Did you buy any other services (excluding financial and insurance services) than those mentioned previously via a website or app for private use in the last 3 months?**
(tick one)

a) Yes	☐

b) No	☐

[-> Go to D11]

D11. *(Only for respondents who answered 'yes' to "Within the last 3 months" in question B1)*
Did you carry out any of the following via a website or app for private purposes in the last 3 months?
(tick all that apply)

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

[-> go to E1]

E1. **Have you used any of the following internet-connected devices or systems for private purposes?**

(tick all that apply or e))

a) Internet-connected thermostat, utility meter, lights, plug-ins or other internet-connected solutions for energy management for your home	☐-> Go to E3
b) Internet-connected home alarm system, smoke detector, security cameras, door locks or other internet-connected security/safety solutions for your home	☐-> Go to E3
c) Internet-connected home appliances such as robot vacuums, fridges, ovens, coffee machines	☐ -> Go to E3
d) A virtual assistant in the form of a smart speaker or of an app, such as Google Home, Amazon Alexa/Echo/Computer, Google Assistant, Siri, Cortana, Bixby	☐-> Go to E3
e) I have not used any of the above	☐ -> Go to E2

E2. *(Only for respondents who answered 'Yes' to E1e))*

What were the reasons for not using any of the mentioned internet-connected devices or systems for private purposes?

(tick all that apply or a))

a) I didn't know such devices or systems exist	☐ -> if 'yes' to E2 a), go to question E3; if 'no', go to b)-i) of question E2
b) I had no need to use those connected devices/systems	☐
c) Costs too high	☐
d) Lack of compatibility with other devices or systems	☐
e) Lack of skills to use those devices or systems	☐
f) Concerns about the privacy and protection of data about me generated by those devices or systems	☐
g) Concerns about security (e.g. that the device or system will be hacked)	☐
h) Concerns about safety or health (e.g. that the use of the device or system could lead to an accident, injury or health problem)	☐

i) Other reasons	☐

[-> go to E3]

E3 **Have you used the internet on any of the following devices in your home for private purposes?**
· *(tick all that apply)*

a) An internet-connected TV	☐
b) An internet-connected game console	☐
c) An internet-connected home audio system, smart speakers	☐

[-> Go to E4]

E4 **Have you used any of the following internet-connected devices for private purposes?**
(tick all that apply)

a) A smart watch, a fitness band, connected goggles or headsets, safety-trackers, internet-connected accessories, internet-connected clothes or shoes	☐
b) Internet-connected devices for monitoring blood pressure, sugar level, body weight (e.g. smart scales) or other internet-connected devices for health and medical care	☐
c) Toys connected to the internet, such as robot toys (including educational) or dolls	☐
d) A car with built-in wireless internet connection	☐

[if 'Yes' to any of the following reply options: E1 a), b), c), d); E3 a), b), c); E4 a), b), c), d)
-> go to E5, otherwise go to F1]]

E5 *(Only for respondents who answered 'Yes' to any of the following reply options: E1 a)-d), E3 a)-c), E4 a)-d))*

Have you encountered any of the following problems with the mentioned internet-connected devices or systems?
(tick all that apply or e))

a) Security or privacy problems (e.g. the device or system was hacked, problems with the protection of information about me and my family generated by those devices or systems)	☐
b) Safety or health problems (e.g. the use of the device or system lead to an accident, injury or health problem)	☐
c) Difficulties with using the device (e.g. setting-up, installing, connecting, pairing the device)	☐
d) Other problems (e.g. connection problems, support problems)	☐
e) I have not encountered any problem	☐

[-> go to F1]

F1. **What did you do with any of the following devices when you replaced or were no longer using them?**

(For each item, please refer to your personal, most recent device that you replaced/no longer use)

(for each item tick one)

	a) It is still kept in my household	**b)** It was sold or given away	**c)** It was disposed of in electronic waste collection/recycling (incl. leaving it to the retailer to dispose of)	**d)** It was disposed of but not in electronic waste collection/ recycling	**e)** It was never bought or is still in use	**f)** Other
a) Mobile or smartphone	☐	☐	☐	☐	☐	☐
b) Laptop or tablet	☐	☐	☐	☐	☐	☐
c) Desktop computer	☐	☐	☐	☐	☐	☐

[-> Go to F2]

F2. **When you most recently bought a mobile or smartphone, tablet, laptop or desktop computer, which of the following characteristics did you consider important?**

(tick all that apply or g) or h))

a) Price	☐
b) Hard drive characteristics (storage, speed), processor speed	☐
c) Ecodesign of the device e.g. durable, upgradeable and reparable designs that require fewer materials; environmentally friendly materials used for packaging, etc.	☐
d) Possibility to extend the life span of the device by buying extra guarantee	☐
e) Energy efficiency of the device	☐
f) A take-back scheme offered by manufacturer or seller (i.e. the manufacturer or seller takes the device which becomes obsolete at no cost or offers discounts to the client to purchase another device)	☐
g) Have not considered any of the mentioned characteristics	☐
h) Never bought any of these devices	☐

[-> Go to G1]