

ZA4736

**Flash Eurobarometer 225
(Data Protection - General Public)**

**Country Specific Questionnaire
United Kingdom**

FL225 Data Protection, General Population Questionnaire

Q1. Different private and public organisations keep personal information about people. Are you concerned or not that your personal information is being protected by these organisations?

- very concerned..... 1
- fairly concerned..... 2
- not very concerned..... 3
- not at all concerned..... 4
- [DK/NA] 9

Q2. I am going to read you a list of the United Kingdom's organisations that may keep personal information about you. Please tell me if you trust or do not trust each of them to use your personal information in the proper way.

(ROTATE ITEMS)

- trust 1
- does not trust 2
- [DK/NA] 9

- a) Travel companies 1 2 9
- b) Medical services and doctors 1 2 9
- c) Insurance companies 1 2 9
- d) Credit card companies 1 2 9
- e) Banks and financial institutions 1 2 9
- f) Employers 1 2 9
- g) Police 1 2 9
- h) Social Security 1 2 9
- i) Tax authorities 1 2 9
- j) Local authorities 1 2 9
- k) Credit reference agencies (which keep records of people's loans) 1 2 9
- l) Mail order companies 1 2 9
- m) Non-profit organisations 1 2 9
- n) Market and opinion research companies 1 2 9

Q3. For each of the following statements, please tell me if you tend to agree or tend to disagree?

- tend to agree 1
- tend to disagree 2
- [DK/NA] 9

- a) In the United Kingdom, your personal data is properly protected. 1 2 9
- b) People's awareness about personal data protection in the United Kingdom is low. 1 2 9
- c) You are worried about leaving personal information on the Internet such as name, address, date of birth, gender. 1 2 9
- d) The United Kingdom's legislation can cope with the growing number of people leaving personal information on the Internet. 1 2 9

Q4a. Have you heard of the existence of an independent authority in the United Kingdom monitoring the application of data protection laws?

- yes 1
- no 2
- [DK/NA] 9

ASK IF Q4a = 1.

Q4b. Can this authority hear complaints from individuals?

- yes 1
- no 2
- [DK/NA] 9

ASK IF Q4a = 1.

Q4c. Can this authority impose sanctions?

- yes..... 1
- no 2
- [DK/NA] 9

ASK IF Q4a = 1.

Q4d. Have you ever contacted this authority for information, or to make a complaint?

- yes..... 1
- no 2
- [DK/NA] 9

Q5. Are you aware that those collecting personal information must provide you with their identity, the purpose of the data collection, and if they intend to share the data with other organisations?

- yes 1
- no 2
- [DK/NA] 9

Q6. I will read out a few statements related to data protection, for which I would like to hear your opinion as to whether they are true or false.

- true 1
- false 2
- [DK/NA] 9

- a) Your consent may be required for the use of your personal information 1 2 9
- b) You have the right to oppose the use of your personal information, for example, for the purpose of direct marketing purposes. 1 2 9
- c) Laws exist that allow you access to your personal data held by others. 1 2 9
- d) You have the right to correct or remove any data which is inaccurate or has been obtained unlawfully 1 2 9
- e) the laws of the United Kingdom allow you access to courts to seek remedies for any breaches of data protection laws. 1 2 9
- f) the laws of the United Kingdom provide you with the right to compensation for the damage caused by unlawful use of your personal data..... 1 2 9

Q7a. Do you think that transmitting your data over the Internet is sufficiently secure?

- yes 1
- no 2
- [does not use the Internet / has no computer] 3
- [DK/NA] 9

ASK IF Q7a <> 3

Q7b. Have you heard of tools or technologies limiting the collection of personal data from your computer?

(INTERVIEWER: IF REQUESTED, PROVIDE THE EXAMPLE OF A PERSONAL FIREWALL OR COOKIE FILTERING).

- yes 1
- no 2
- [does not use the Internet / has no computer] 3
- [DK/NA] 9

ASK IF Q7b = 1.

Q7c. Have you ever used these tools or technologies or not?

- yes 1
- no 2
- [does not use the Internet] 3
- [DK/NA] 9

ASK IF Q7c = 2

Q8. If you have heard about these tools and technologies and never used them, what is the most important reason? I will read out some possible reasons, please choose the answer that most applies!

- I would not know how to install them on my computer 1
- I would not know how to use them 2
- I am not convinced that they work 3
- I am not really concerned about my privacy when I go on the Internet 4
- They are too expensive 5
- [Other] 6
- [DK/NA] 9

Q9. In light of the fight against international terrorism, do you think that, in certain circumstances, it should be possible:

(ROTATE ITEMS, USE SCALES A&B ROTATED)

- a) to have people's telephone calls monitored? 1 2 3 4 9
- b) to have people's internet use monitored? 1 2 3 4 9
- c) to have people's credit card use monitored? 1 2 3 4 9
- d) to have people's details monitored when they fly? 1 2 3 4 9

SCALE A

- no 1
- Yes, but only people who are suspected of terrorist activities 2
- Yes, but even suspected terrorists should only be monitored under the supervision of a judge or with equivalent safeguards 3
- Yes, in all cases 4
- [DK/NA] 9

SCALE B

- Yes, in all cases 4
- Yes, but only people who are suspected of terrorist activities 2
- Yes, but even suspected terrorists should only be monitored under the supervision of a judge or with equivalent safeguards 3
- no 1
- [DK/NA] 9

Q10. Have you heard before that personal data of EU citizens can only be transferred outside the EU to countries which ensure an adequate level of protection for such data?

- yes 1
- no 2
- [DK/NA] 9

Q11. Have you heard before that stricter data protection rules apply to “sensitive data”, that is, data relating to racial or ethnic origin, political opinions, religious or philosophical beliefs, trade union membership, and data concerning health or sexual preference?

- yes 1
- no 2
- [DK/NA] 9

D1. Gender [DO NOT ASK - MARK APPROPRIATE]

- [1] Male
- [2] Female

D2. How old are you?

- [][] years old
- [0 0] [REFUSAL/NO ANSWER]

D3. How old were you when you stopped full-time education?

[Write in THE AGE WHEN EDUCATION WAS TERMINATED]

- [][] years old
- [0 0] [STILL IN FULL TIME EDUCATION]
- [0 1] [NEVER BEEN IN FULL TIME EDUCATION]
- [9 9] [REFUSAL/NO ANSWER]

- D4. As far as your current occupation is concerned, would you say you are self-employed, an employee, a manual worker or would you say that you are without a professional activity? Does it mean that you are a(n)...

[IF A RESPONSE TO THE MAIN CATEGORY IS GIVEN, READ OUT THE RESPECTIVE SUB-CATEGORIES -]

- Self-employed

→ i.e. :	- farmer, forester, fisherman	11
	- owner of a shop, craftsman	12
	- professional (lawyer, medical practitioner, accountant, architect,...) ...	13
	- manager of a company	14
	- other	15

- Employee

→ i.e. :	- professional (employed doctor, lawyer, accountant, architect)	21
	- general management, director or top management	22
	- middle management	23
	- Civil servant	24
	- office clerk	25
	- other employee (salesman, nurse, etc...)	26
	- other	27

- Manual worker

→ i.e. :	- supervisor / foreman (team manager, etc...)	31
	- Manual worker	32
	- unskilled manual worker	33
	- other	34

- Without a professional activity

→ i.e. :	- looking after the home	41
	- student (full time)	42
	- retired	43
	- seeking a job	44
	- other	45
	- [Refusal]	99

- D6. Would you say you live in a ...?

- metropolitan zone	1
- other town/urban centre	2
- rural zone	3
- [Refusal]	9