

Data Protection in the European Union

Data controllers' perceptions

Analytical Report

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This survey was requested by Directorate-General Justice, Freedom and Security (Unit C5: Data protection) and coordinated by Directorate-General Communication

This document does not represent the point of view of the European Commission.
The interpretations and opinions contained in it are solely those of the authors.

Flash Eurobarometer Series
#226

Data Protection in the European Union

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Data Controllers' Perceptions

Survey conducted by The Gallup Organization
Hungary upon the request of Directorate-
General Justice, Freedom and Security



Coordinated by Directorate-General
Communication

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THE GALLUP ORGANIZATION

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Introduction

Information relating to individuals, called “personal data”, is collected and used in many aspects of everyday life. An individual provides personal data when he/she, for example, signs up for gym membership, opens a bank account, books a flight or registers on a website. Personal data can be any data that identifies an individual (a “data subject”), such as name or telephone number. As personal data is now collected and exchanged more frequently, additional regulation on data transfers has become necessary.

National laws on data protection demand good data management practices on the part of the entities that process data: the “data controllers”. These include the obligation to process data fairly and in a secure manner, and to use personal data for well-defined and legitimate purposes. National laws also guarantee a series of rights for data subjects, such as

- the right to be informed when personal data is processed
- the reason for such data processing
- the right to access the data and
- (if necessary) the right to have the data amended or deleted.

Over the last two decades, data protection in the EU has faced new challenges and has undergone important changes. For example, the introduction and expansion of the Single Market, and of the so-called “Information Society”, has increased the amount of personal data that flows between EU Member States. Although national laws on data protection have aimed to guarantee the same level of protection and the same rights, some differences exist. These variations could create potential obstacles to the free flow of information and additional burdens for economic operators and citizens. In order to remove these obstacles and burdens, without diminishing the protection of citizens’ personal data, Directive 95/46/EC (“*European Data Protection Directive*”)¹ was developed to harmonise provisions in this field.

This Flash Eurobarometer survey on *Data Protection in the EU* (N° 226) measures perceptions about data protection among data controllers in the 27 EU Member States. The topics covered in the current survey were:

- Perceptions about national data protection legislation
- In-house practices relating to data protection and personal data transfer
- Recent experiences with privacy policy and data protection
- The future of the legal framework on data protection
- Data protection in the light of international terrorism

The survey sample was selected randomly but disproportionately, according to two criteria: country and company size (20-49, 50-249, 250+). All private and non private organisations in the NACE sectors C-Q were eligible (agriculture and fishing excluded).

The targeted number of main interviews varied by the population size of the respective country; in the most populous Member States at least 300, in the medium sized ones at least 200, and in the smallest at least 100 organisations were interviewed

The survey’s fieldwork was carried out between the 8th and 16th of January, 2008. We interviewed over 4,835 randomly-selected “data controllers” throughout the 27 EU Member States. The views expressed in this document were provided by the individuals identified as responsible for data

¹ Directive 95/46/EC of the European Parliament and of the Council of 24 October 1995 on the protection of individuals with regard to the processing of personal data and on the free movement of such data.

protection within the participating organisations. The survey targeted the following persons within the organisations, in the following order of preference: data protection officer, IT manager, human resources manager, marketing manager – and if an enterprise did not have any of those positions, the general manager. The interview was carried out with the manager, who was identified by other and/or self-identified as the one dealing with data protection within the organisation.

Post-stratification weights were used to restore the artificially-distorted proportions according to company size and industry sector. When we are discussing EU-wide or other supra-national summary estimates, interviews are weighted to correct for the disproportional selection of countries in the starting sample.

This analytical report presents average results from the 27 EU Member States, as well as results for each separate country and results by company category (e.g., company size and sector of activity) and respondents' characteristics (e.g. position in the company). Whenever the same, or an equivalent, question was posed in the previous Eurobarometer survey on Data Protection (*Flash EB 147*), a comparison for the relevant countries has been provided.

A technical note indicating the manner in which the Gallup partner institutes conducted the survey can be found at the end of this analysis. It provides further detail on interviewing methods, sampling and the statistical margins of error.

Main findings

Perceptions about the current data protection legislation

- A majority of people responsible for data protection issues within companies (56%) said they were somewhat *familiar with the provisions of the data protection law*. However, only 13% claimed to be very familiar with this law.
- An equally large proportion of respondents (56%) considered the *protection level offered to citizens by their respective national data protection laws* as ‘medium’. Twenty-eight percent said the protection level was ‘high’ and only 11% indicated that it was ‘low’.
- Results by country showed important disparities between Member States, and the percentage of respondents saying that the level of protection offered to citizens by national data protection laws was ‘high’ ranged from 8% (Portugal) to 56% (Slovenia).
- Half of the respondents in the EU believed that *legislation could not cope with the increasing amount of personal information being exchanged*. Only 5% of respondents thought that the existing legislation concerning data protection was very well suited.
- Only in six Member States did a majority of interviewees indicate that the existing legislation on data protection was very well, or rather well, suited to cope with the increasing volumes of personal information being exchanged.
- Individuals responsible for data protection issues generally made a *positive evaluation of the requirements of the data protection laws*: 91% rather agreed that the requirements of the data protection law were necessary in order to guarantee a high level of protection for consumers and the fundamental rights of citizens, only 35% thought that the requirements of the data protection law were too strict and 28% believed that the requirements of the data protection law were unnecessary except for certain sectors of activity.
- Concerning the *implementation and interpretation of the national data protection laws across the EU*, opinions were divided: 38% agreed there was sufficient harmonisation of data protection laws – across Member States – to allow personal data to be freely exchanged within the EU, compared to 33% who did not agree; a third (33%) thought that the data protection law was interpreted and applied more rigorously in their country than in other Member States, while a quarter (25%) said the opposite.
- A significant group of respondents were not able to judge if Member States’ data protection laws were adequately harmonised (29%) or found it extremely difficult to assess whether their national data protection laws had been introduced more rigorously than in other Member States (42%).

In-house practices relating to data protection and personal data transfer

The usage of privacy enhancing technologies (PETs)

- More or less half of the data controllers interviewed throughout the EU (52%) stated that they used Privacy Enhancing Technologies (PETs) in their company. Fourteen percent said that PETs were not used because they had never heard of them.
- The individual country results again showed significant variation; while three-quarters of Swedish companies used PETs (74%), only slightly more than a quarter of Czech companies did so (28%).

Transfer of personal data via the Internet

- Two-thirds of respondents throughout the EU (65%) indicated that their company transferred personal data via the Internet. The proportion of companies that made such transfers ranged from 13% in Germany to 59% in Slovakia.

- One in three respondents (32%) admitted that their company did not take any security measures when transferring personal data over the Internet.

Transfer of personal data to countries outside of the EU

- Only a minority of respondents indicated that their company transferred personal data to countries outside of the EU (10%).
- Among companies that transferred personal data to non-EU countries, almost half of respondents (46%) indicated that this data mostly concerned clients' or consumers' data for commercial purposes, and 27% said it was human resources data for HR purposes.
- Emails were by far the most preferred channel for the transfer of personal data to countries outside of the EU; 78% of respondents said that in their company, personal data was transferred via email.
- Only one in three respondents, who had indicated that their company transferred data to non-EU countries, were familiar with the expression – “standard contractual clauses” (34%).

Recent experiences with privacy policy and data protection

Companies' experiences with access requests and complaints

- Almost half of the interviewees (46%) indicated that their company had received requests for access to personal data last year, but only a minority of them said that their company had received more than 50 such requests.
- The results by country showed that, among the companies that had received access requests last year, in most Member States the majority had received less than 10. The exceptions were Italy and Austria.
- Only 3% of respondents answered that their company had received complaints from individuals whose data was currently being processed.

Privacy policy notices

- Four out of 10 respondents in the EU (41%) answered that their company maintained and updated a privacy policy notice and 17% of interviewees said that their company monitored how frequently their privacy policy notice was examined by the public.
- Almost all respondents in Italy claimed that their company maintained and updated a privacy policy notice (96%), while only 10% of Austrian companies said the same.
- Italian companies were also the most likely to say that public examination of such notices was monitored (65%), while in Hungary (2%) and the Czech Republic (3%) almost no one said their company did this.

Contacts with the national data protection authority

- At the EU27 level, 13% of interviewees said they were in regular contact with the national data protection authority in their country.
- Regular contact with the national authority was most likely in Italy (41% of companies), but it practically never occurred in Austria (only 1% of respondents were in regular contact with the authority), Hungary (2%) and Sweden (3%).
- The largest groups of respondents said they were either looking for advice when contacting their national data protection authority (60%) or that they had made contact in regard to notifications (56%).

The future of the legal framework on data protection

- Four out of ten respondents (38%) approved each of the five listed actions to improve and simplify the implementation of the data protection legal framework. Only 9% of respondents said they were only in favour of one proposed action, or none at all.
- The action most favoured in order to improve and simplify the implementation of the legal framework on data protection was the call for *more harmonised rules on security measures* (84% of respondents were in favour of this), while the least favoured action (56%) was the introduction of *data protection legislation specific to each sector of activity*.
- Spanish and Portuguese respondents (96% calling for more than three actions) were the countries most in favour of change. Compared to other Member States, a significantly lower proportion of Czech respondents wanted something to be done.

Data protection in the light of international terrorism

- In the eyes of most respondents, the fight against international terrorism was an acceptable reason to restrict data protection rights. A majority of respondents agreed that it should be possible to monitor passenger flight details (80%), telephone calls (70%) and Internet and credit card usage (73% and 69%, respectively) if these actions served to combat terrorism.
- However, there was suspicion about any provisions that would allow the authorities to relax data protection laws. Most respondents, in favour of some relaxation (of the kinds mentioned above), said this should be within clearly-defined limits: around 30% of respondents stressed that only suspects should be monitored, while between 19% and 30% of respondents wanted even stricter safeguards, e.g. monitoring supervised by the judiciary.

1. Perceptions about national data protection legislation

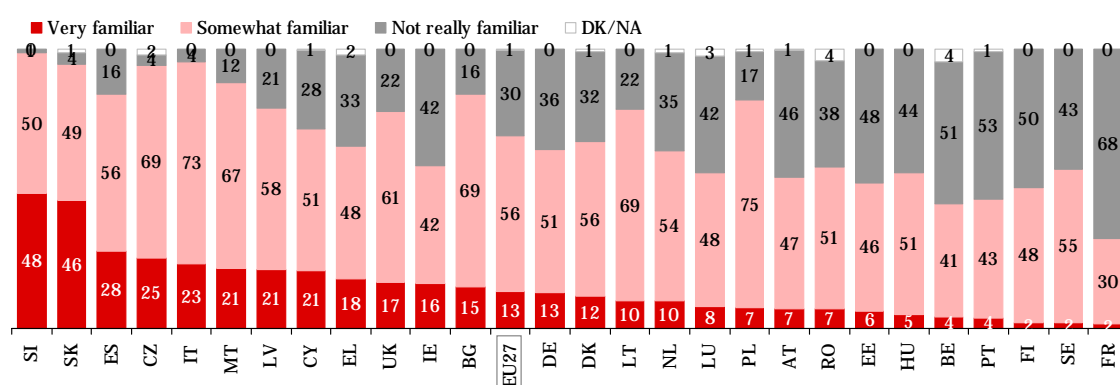
1.1 Familiarity with the provisions of national data protection laws

When asking those individuals responsible for data protection issues, within companies across the EU, to rate their familiarity with the provisions of the respective national data protection laws, a majority (56%) said they were somewhat familiar with these provisions. However, only 13% claimed to be very familiar with the law. Furthermore, three out of 10 respondents admitted they were not really familiar with the provisions of the law.

Respondents in Slovenia and Slovakia were most familiar with the provisions of their national data protection laws, with 48% and 46%, respectively, saying they were *very* familiar with the national law's provisions. Polish and Italian interviewees were the ones most likely to be *somewhat* familiar with such a law (75% and 73%, respectively), but only 7% of Polish respondents and 23% of Italian respondents were *very* familiar with the provisions.

In France, on the contrary, respondents were the least familiar with the provisions of the national data protection law; only 2% of respondents were very familiar and 30% somewhat familiar, while 68% admitted they were not really familiar with the provisions of the law. Other countries where at least half of the respondents said they were not really familiar with a national law were Portugal (53%), Belgium (51%) and Finland (50%).

Familiarity with the provisions of the data protection law



Q1a. How familiar are you with the provisions of the Data Protection Law of [COUNTRY]?
%, Base: all respondents, by country

Breakdown by company and respondents' characteristics (Annex table 1b)

Results by *sector of activity* showed that respondents working in the service sector were most likely to be *very* familiar with the provisions of the data protection law in their country (18%). Respondents in the construction sector showed the least familiarity with the provisions (7%). The corresponding percentage for the trade sector was 9% and for the industry sector 12%.

As for the *size of the company*, the largest ones were more familiar with the provisions of the data protection law than smaller companies; 32% of respondents in large companies were very familiar with the law compared to 15% in medium-sized companies and 10% in small-sized companies.

An analysis of results by the *position of the respondents in their company* showed that data protection officers were the most likely to be very familiar with the data protection law's provisions (16%), while IT managers and general managers were less liable to be very familiar (9% and 11%, respectively).

No differences were observed between respondents whose companies transferred data via the Internet and those who did not, but respondents were more likely to be very familiar with the provision of the national data protection law if their company *transferred personal data to countries outside of the EU* than if this was not the case (19% vs. 13%).

1.2 Data controllers' assessments of the data protection legislation

1.2.2 Level of protection offered by the national data protection laws

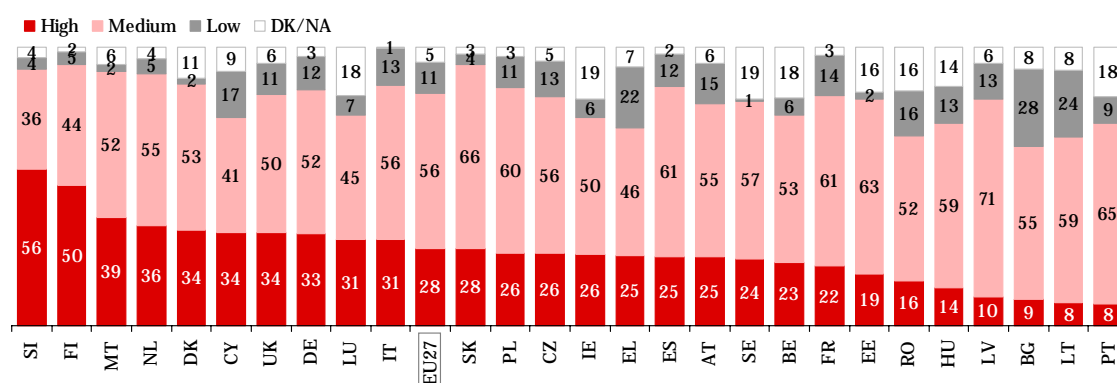
When respondents were asked to rate the level of protection offered to citizens by their respective national data protection laws, a majority (56%) considered its level of protection as 'medium'. Twenty-eight percent of respondents said that the protection level was 'high' and only 11% indicated that it was 'low'.

Results by country showed important disparities between Member States. In Slovenia and Finland, a majority of respondents indicated that the level of protection offered to citizens by national data protection laws was high (56% and 50%, respectively). Furthermore, 36% of Slovenian, and 44% of Finnish, respondents believed there was a medium level of protection.

Portugal and Lithuania (both 8%) were the countries with the lowest numbers of interviewees thinking that the level of protection was high. Bulgaria and Latvia followed, with proportions of 9% and 10%, respectively, sharing this opinion. Respondents in the latter country were also the most likely to have indicated that the level of protection offered by the national data protection laws was medium (71%), while Bulgarian respondents were most likely to have stated that the protection level was low (28%).

Finally, the countries with the highest rates of "don't know" answers were Sweden, Ireland (both 19%), Portugal, Belgium and Luxembourg (all 18%). This higher proportion could be an indication of the lack of information on data protection issues in these countries.

Level of protection offered by the data protection law



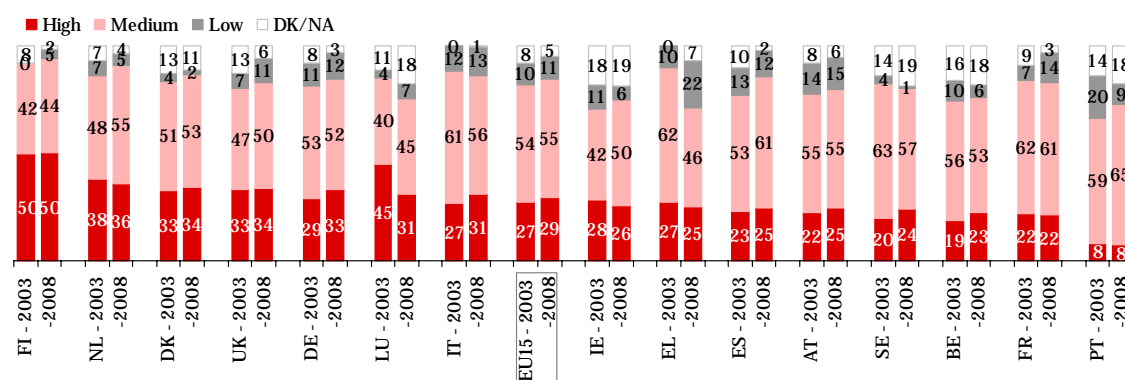
Q1. Would you say that the level of protection offered by the (NATIONALITY) Data Protection Law for citizens is ...?
%, Base: all respondents, by country

Comparison with 2003 results – EU15

Across the EU15, between 2003 and 2008, no differences were observed in the perceived levels of protection offered by the national data protection laws. This observation was also correct for most of the individual country results. Nonetheless, a negative trend was observed in Greece, Luxembourg and France, while a more positive trend was seen in Spain, Portugal and Ireland.

- In *Greece*, the percentage of respondents who thought that the level of protection offered by the national data protection laws was low increased from 10% in 2003 to 22% in 2008 (+12 percentage points), while the percentage of respondents who said the protection level was medium decreased by 16 percentage points (from 62% to 46%).
- We noted a significant decrease in the proportion of *Luxembourgish* respondents who judged the protection level to be high from 45% to 31% (-14), while all other answering categories were characterised by an increase in the percentages.
- In *France* the proportion of “don’t know” answers decreased, however, this was accompanied by more respondents saying that the protection level of the French law was low (increase by 7 percentage points, from 7% to 14%).
- Fewer respondents in *Spain* had no opinion about the protection level of the their national data protection law (10% in 2003 vs. 2% in 2008; -8), with a corresponding increase in the numbers believing that the data protection law offered a medium level of protection to citizens (53% in 2003 vs. 61% in 2008; +8).
- The proportion of *Portuguese* interviewees who judged the protection level to be low dropped from 20% in 2003 to 9% in 2008 (-11), while the proportion who believed that the data protection law offered a medium level of protection increased from 59% to 65% (+6). A similar pattern of changes was observed in *Ireland*, however, the increase and decrease in percentages was smaller.

Level of protection offered by the data protection law – EU15 2003-2008



Q1. Would you say that the level of protection offered by the (NATIONALITY) Data Protection Law for citizens is ...?
%, Base: all respondents, by country

Breakdown by company and respondents' characteristics (Annex table 2b)

Individuals working in the service sector had the highest rate of respondents who described the level of protection offered by their national data protection law as high (31%). The percentages for the trade and construction sectors (28% and 26%, respectively) were lower than in the service sector, but the lowest rate was found in the industry sector, where only 22% of interviewees had the same opinion.

An analysis of results by the *size of the company* showed that the largest companies had a higher perception of the protection level in their country than that of the SMEs. The percentage of respondents who rated the protection level as high was 44% in the largest companies, compared to 29% in the medium-sized companies and 25% in the smallest companies.

As for *respondents' position in the company*, IT managers were more liable to say the level of protection was high compared to marketing and HR managers (30% vs. 25%, respectively), while data protection officers and general managers had the same rate as the EU average (28% and 27%, respectively).

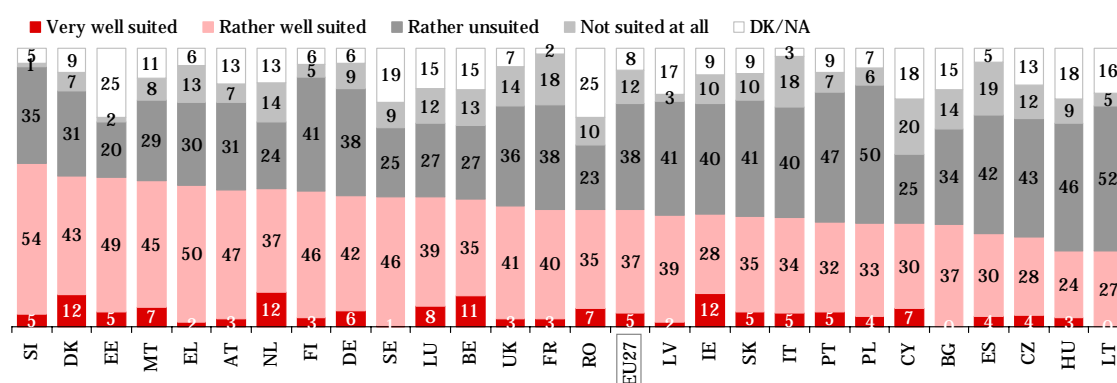
The results of the breakdown by company category in terms of transferring data via the Internet or transferring data to countries outside of the EU did not show any important differences.

1.2.2 The current legislation and the amount of personal information being exchanged

In order to further analyse the assessments of the data protection law, the selected data controllers were asked to indicate how well this legislation was suited to cope with the increasing amount of personal information being exchanged, e.g. being transferred over the Internet. Half of the respondents in the EU believed that the legislation was unsuitable (38% rather unsuited and 12% not suited at all). Only 5% of respondents thought that the existing legislation on data protection was very well suited to cope with the increase in data exchange and 37% believed it to be rather well suited.

Results per country showed that only in six Member States did a majority of interviewees indicate that the existing legislation on data protection was very well, or rather well, suited to cope with the increasing volumes of personal information being exchanged. Among these, Slovenia had the highest rate, with a total of 59%. Denmark (55%), Estonia (54%), Malta and Greece (both 52%) and Austria (50%) also had a majority of respondents who believed that the existing legislation was suitable.

The existing legislation and the increasing amount of personal information being exchanged



Q4. In your opinion, do you think that the existing legislation on data protection is suited or not to cope with the increasing amount of personal information being exchanged, for example transferred over the Internet?
%, Base: all respondents, by country

The lowest rates of respondents who believed that the existing legislation was suited to cope with the increasing volumes of data exchange were found in Lithuania and Hungary. In the latter, a quarter (24%) of respondents thought that the existing legislation was rather well suited and 3% said it was very well suited. In Lithuania, 27% said it was rather well suited, but no one thought it was very well suited.

In Lithuania and Hungary, the proportions of respondents who believed that the existing legislation was rather unsuitable, or not suitable at all, were higher than the EU27 average (57% and 55%, respectively). However, they were lower than the proportions observed in Spain and Italy. Sixty-one percent of Spanish respondents and 58% of Italian respondents considered the existing legislation to be unsuitable to cope with the increasing exchange of personal data (Spain: 42% rather unsuitable and 19% not suited at all; Italy: 40% rather unsuitable and 18% not suited at all).

Finally, the lowest rates of respondents who believed that the existing legislation was not suitable to cope with the increases in data exchange were found in Romania and Estonia. One in five Estonian interviewees believed that the existing legislation was rather unsuitable and 2% believed it was very unsuitable. The corresponding percentages for Romania were 23% and 10%, respectively. However,

Estonia and Romania were also the countries with the highest rates of “don’t know” answers, with one in four respondents not having an opinion as to whether the existing legislation was suitable or not.

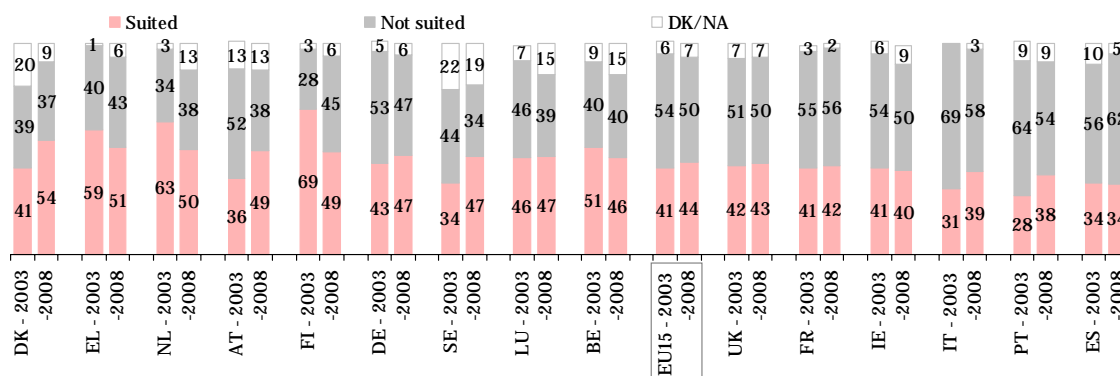
Comparison with 2003 results – EU15

Between 2003 and the current survey, in most EU15 Member States, only small differences were observed between the opinions about the ability of the national data protection laws to cope with the increasing exchange of personal data. There were, however, a few exceptions.

The 2003 country results showed that Finland (69%) and the Netherlands (63%) had the highest rates of respondents who believed that their national legislation could cope with the increasing personal information exchange. However, in 2008, significantly fewer respondents in Finland (49%, -20 percentage points) and the Netherlands (50%; -13) believed this to be the case. In the 2008 ranking of EU15 countries, Denmark (54%) and Greece (51%) had higher rates of respondents believing in the ability of their respective data protection laws to cope with the increasing data exchange.

In some other Member States, a positive trend was observed; the proportion of respondents who believed that their data protection legislation could cope with the greater amounts of personal data being exchanged increased in Austria, Denmark, Sweden (+13 percentage points in each country), Portugal (+10) and Italy (+8).

The existing legislation and the increasing amount of personal information being exchanged – EU15 2003-2008



Q4. In your opinion, do you think that the existing legislation on data protection is suited or not to cope with the increasing amount of personal information being exchanged, for example transferred over the Internet?
%, Base: all respondents, by country

Breakdown by company and respondents' characteristics (See Annex table 3b)

Respondents working in the industry sector were less likely than respondents working in other *activity sectors* to find the existing national data protection legislation to be very well, or rather, well suited to cope with the increasing amount of personal information being exchanged. Thirty-nine percent of respondents in the industry sector expressed their belief that the current legislation could cope (34% rather unsuited, 5% not suited at all), compared to 45% of respondents in the construction and trade sectors and 43% in the service sector.

The largest companies, those with over 250 employees, had the highest rate of respondents who believed that the existing legislation could cope with the increasing amount of personal data being exchanged, with a total rate of 49% (42% rather unsuited, 7% not suited at all). By comparison, 41% of respondents in the smallest companies and 44% in medium-sized companies thought the same.

Results by *position of the respondent* showed that general managers and marketing managers were more likely than marketing managers and HR managers to believe that the data protection legislation

was suited. For example, 34% of HR managers found the existing legislation rather well suited and 5% believed it was very well suited, compared to 40% and 7%, respectively, of general managers.

No large differences were found when comparing companies that transferred data via the Internet or to countries outside the EU and companies that did not.

Breakdown by the perceived protection levels of the data protection laws

By cross-tabulating the answers of Question 1 and Question 4, we examined whether opinions about the level of protection offered by national data protection laws corresponded to opinions about the ability of those laws to cope with the increasing amount of personal information being exchanged. We cross-tabulated the results at the individual (micro-) and country (macro-) levels.

Comparing opinions at the micro-level

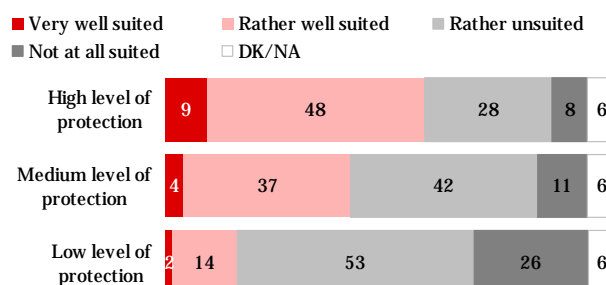
A majority of respondents who rated the protection level of their respective data law as ‘high’ also believed that this legislation could cope with the increasing volumes of personal information being exchanged; 48% believed that the legislation was rather well suited and 9% thought that the legislation was very well suited.

By comparison, fewer respondents who described the protection level of the national data protection law as ‘medium’ believed that it could cope with the increasing data exchange (37% said it was rather well suited, 4% very well suited). More than half of respondents in this category said that the legislation was unsuitable; 42% believed that the legislation was rather unsuitable and 11% said it was not suitable at all.

Moreover, those who responded that the level of their national data protection law was ‘low’ were most likely to state that the legislation was unsuitable. More than half of respondents (53%) said that the legislation was rather unsuitable for coping with increased traffic volumes and an additional quarter of respondents (26%) saying that the legislation was not suitable at all.

This comparative analysis of data controllers’ opinions at the individual level showed a relatively strong correspondence between opinions about the protection offered by the current data protection laws and the ability of those laws to cope with the increasing amount of personal data exchange.

The existing legislation and the increasing amount of personal data being exchanged ***by level of protection offered by the data protection law***



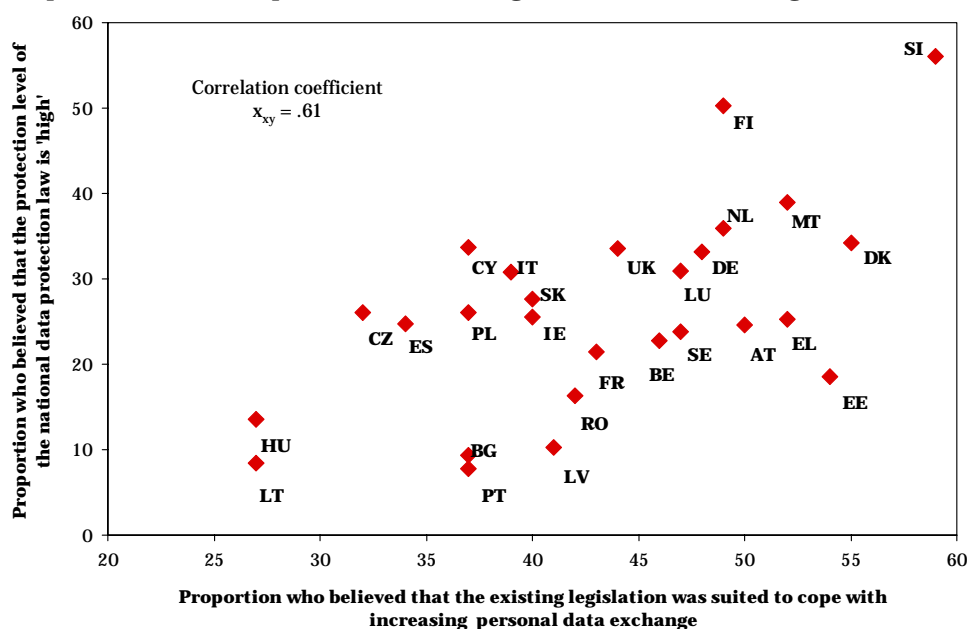
Q1. Would you say that the level of protection offered by the Data Protection Law for citizens is ...?; Q4. In your opinion, do you think that the existing legislation on data protection is suited or not to cope with the increasing amount of personal information being exchanged? %, Base: all respondents

Analysis of the differences of opinion concerning the data protection laws, by country

For most of the Member States at the higher end of the distribution – where respondents most often expressed their faith in the national legislation to cope with the increased data exchange – we also found that the proportion who described the national legislation as high was above the EU27 average, while most countries at the lower end of the distribution – where respondents were less likely to think that national legislation could cope – also had the lowest rates of respondents who said the protection level offered by the data protection law was high.

We calculated that the correlation coefficient for the relationship between the proportion of respondents who believed that the data protection legislation in their country could cope with the increasing volumes of personal data being exchanged, and the proportion who rated the protection level of the national data protection law as high, in each Member State was equal to .61 – i.e., this number signifies a moderately-strong correlation between the two variables at the country level. The cross-analysis at country level indicated that a high level of data protection in a country might be a sign of its ability to cope with the increasing amount of personal data being exchanged.

Relationship between the perceived level of data protection (Q1) and the ability of the data protection law to cope with the increasing amount of data exchange (Q4)



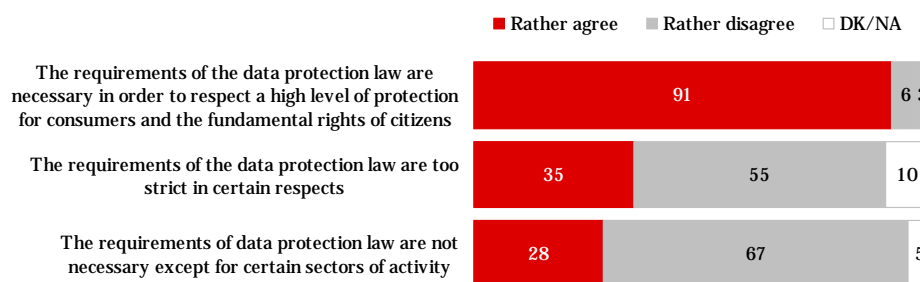
1.3 Attitudes towards the requirements of the data protection law

The individuals responsible for data protection issues in their company were asked to indicate their agreement or disagreement with three statements concerning the requirements of the data protection law. The chart on the next page shows that an overwhelming majority of respondents throughout the EU indicated that they tended to agree that the **requirements of the data protection law were necessary in order to respect a high level of protection for consumers and the fundamental rights of citizens** (91%) and only 6% tended to disagree with this.

The other statements represented the opinions of companies on the strictness and necessity of the legislation's requirements. Thirty-five percent of interviewees tended to agree that the **requirements of the data protection law in their country were too strict in certain respects**, but a majority of respondents (55%) did not think that the requirements of the data protection law were too strict. A clear majority of respondents (67%) did not believe that the **requirements of the data protection law were unnecessary, except for certain sectors of activity**. These positive assessments showed that

those responsible for data protection issues were not opposed to such legislation. On the contrary, they seemed to give strong support to its implementation.

Opinions about the requirements of the data protection law

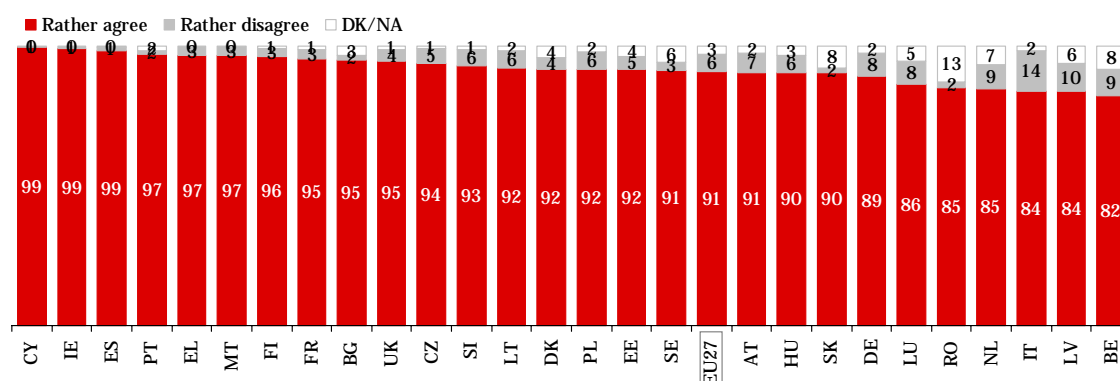


Q2. From your business perspective and in general terms, would you rather agree or rather disagree with each of the statements concerning the requirements of the data protection law?
%, Base: all respondents

Are the data protection law's requirements essential to protect consumers and citizens' rights?

The analysis of the results by country, about the need for data protection laws to protect consumers and citizens' rights, did not show much variation; the rates of agreement were higher than 80% in each Member State. The countries with the lowest percentage of interviewees who tended to agree with this statement were Belgium (82%), Latvia and Italy (both 84%). However, Italy was the only country where more than one in 10 respondents tended to disagree (14%) with the statement.

The requirements of the data protection law are necessary in order to respect a high level of protection for consumers and the fundamental rights of citizens



Q2. From your business perspective and in general terms, would you rather agree or rather disagree with each of the statements concerning the requirements of the data protection law?
%, Base: all respondents, by country

Are the requirements of the data protection law too strict?

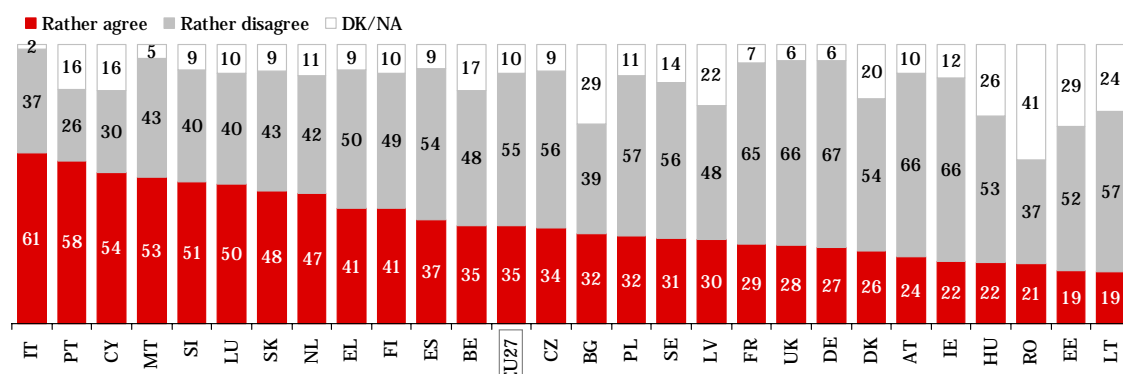
The percentage of respondents who tended to agree that the requirements of their national data protection law were (in certain respects) too strict was the highest in Italy (61%). Portugal (58%), Cyprus (54%), Malta (53%), Slovenia (51%) and Luxembourg (50%) also had a majority of respondents who agreed that the requirements were somehow too strict.

On the other hand, the proportions of respondents who tended to agree that the national data protection law was too strict were the lowest in Lithuania and Estonia (both 19%). Romania (21%), Hungary and Ireland (both 22%) joined those Baltic States at the bottom of the country ranking. Nonetheless, focusing on the proportion of respondents who rather disagreed in these five countries, only Ireland and Lithuania scored above the EU27 average with, respectively, 66% and 57% of respondents who

disagreed (compared to 55% in the EU27). In the other three countries – Romania, Estonia and Hungary (41%, 29% and 26%, respectively), – the percentage of “don’t know” answers was higher than in most other countries

The highest rates of respondents (two-thirds) who tended to disagree that the requirements of the data protection law were too strict were found in Germany (67%), Ireland, Austria, the UK (all 66%) and France (65%). Respondents in these countries made the most positive evaluation of the strictness of the requirements imposed on them and their company. Nonetheless, it should be stressed that, although the European *Data Protection Directive* created a unique framework on this issue, differences remained concerning the requirements and interpretations, and these differences certainly influenced the results of the country ranking.

The requirements of the data protection law are too strict in certain respects

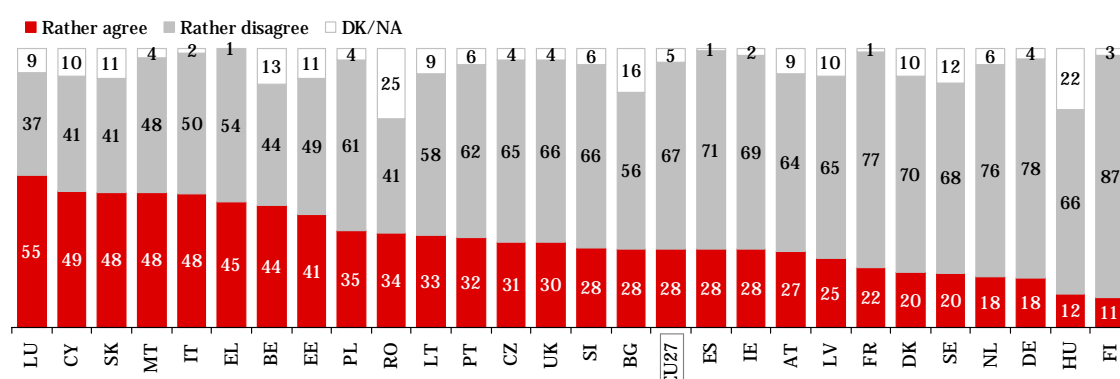


Q2. From your business perspective and in general terms, would you rather agree or rather disagree with each of the statements concerning the requirements of the data protection law?
%, Base: all respondents, by country

Are the requirements of the data protection law necessary?

The country results for the third statement showed that Luxembourg was the only EU Member State where more than half of the respondents (55%) tended to agree that the requirements of the national data protection law were unnecessary – except in certain activity sectors. Slightly lower rates of respondents who shared this view were found in Cyprus (49%), Slovakia, Malta and Italy (48% in each country). Luxembourgish interviewees were also the least likely to disagree with the statement (37%), again followed by Cypriot and Slovak respondents (41% for both countries).

The most likely to feel that the data protection laws were needed were the Finns (87% tended to disagree that they were unnecessary). In addition, only 11% of Finnish respondents tended to agree with the statement. Other countries, where a large majority of respondents disagreed with the statement were Germany (78%), France (77%) and the Netherlands (76%).

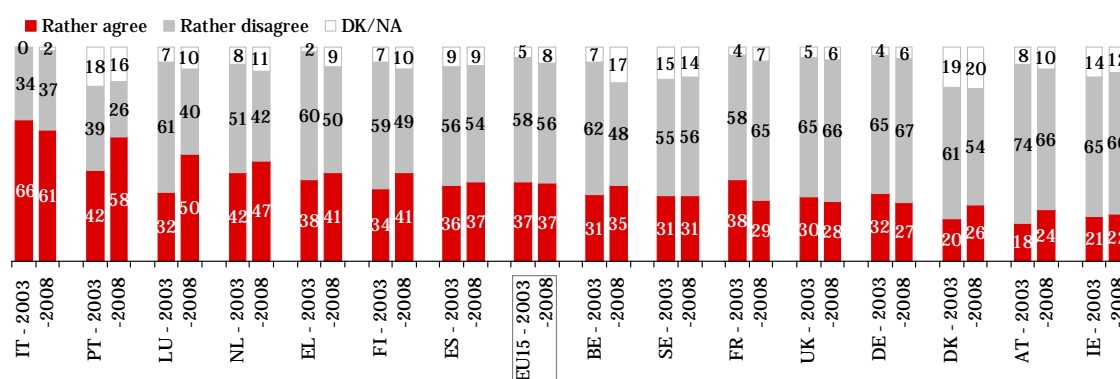
The requirements of the data protection law are not necessary except for certain sectors of activity

Q2. From your business perspective and in general terms, would you rather agree or rather disagree with each of the statements concerning the requirements of the data protection law?
%, Base: all respondents, by country

Comparison with 2003 results – EU15

A comparison, between the 2003 and 2008 results, concerning **the need for data protection laws to protect consumers and citizens' rights**, did not show any significant trend since agreement rates were very high in all countries both in 2003 (ranging from 84% to 97%) and in 2008 (ranging from 82% to 99%).

Additionally, we did not observe any differences between 2003 and 2008 at the EU15 level in the proportion of respondents who tended to agree that the **requirements of the data protection law were (in certain respects) too strict**. In most EU15 Member States, a small (statistically insignificant) increase was observed comparing the (dis)agreement levels in 2003 and in 2008. However, there were a few exceptions. In France, the proportion of respondents who tended to agree that the data protection law was (to a certain extent) too strict decreased by 9 percentage points (38% in 2003 compared to 29% in 2008), while in Portugal and Luxembourg, the proportion who found the law's requirements too strict increased. In 2003, 42% of Portuguese, and 32% of Luxembourgish, respondents agreed with the statement, while in 2008, a majority of respondents agreed that the data protection law was too strict (58% in Portugal, 50% in Luxembourg).

The requirements of the data protection law are too strict in certain respects – EU15 2003-2008

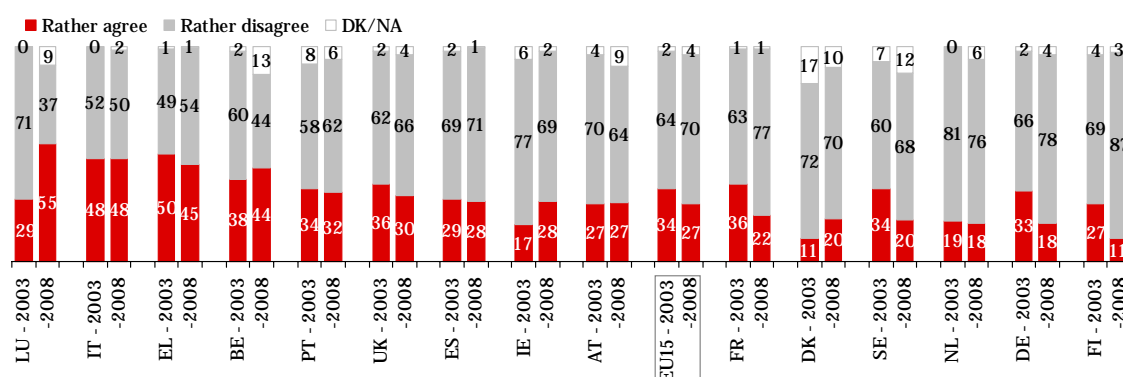
Q2. (2008) From your business perspective and in general terms, would you rather agree or rather disagree with each of the statements concerning the requirements of the data protection law? / Q2. (2003) From your business perspective and in general terms, would you rather agree or rather disagree with each of the following requirements of the data protection law?
%, Base: all respondents, by country

A comparison with the results of the 2003 survey showed that respondents in 2008 were slightly less likely to feel that the **requirements of the data protection law were unnecessary (except in certain**

sectors of activity); while 34% of EU interviewees agreed with the statement in 2003, this percentage decreased to 27% in 2008 (-7 percentage points). At the individual country level, this decrease in the level of agreement (i.e. a greater feeling that the laws were required) was primarily found in Finland (-16), Germany (-15), France and Sweden (both -14) and the UK (-6).

In three Member States, the proportion of respondents who thought that the requirements of the data protection law were unnecessary increased from 2003 to 2008. These countries were Ireland (+11 percentage points), Denmark (+9) and Belgium (+6). This trend, however, was especially noticeable in Luxembourg, where over half (55%) of the respondents did not believe that the requirements of the data protection law were necessary, compared to just 29% in 2003 (+26). Luxembourgish respondents, in 2008, were therefore not just tending to feel that their data protection law was too strict in certain areas (see previous chart), as they were also more concerned about its overall usefulness and actual necessity.

The requirements of the data protection law are not necessary except for certain sectors of activity
– **EU15 2003-2008**



Q2. (2008) From your business perspective and in general terms, would you rather agree or rather disagree with each of the statements concerning the requirements of the data protection law? / Q2. (2003) From your business perspective and in general terms, would you rather agree or rather disagree with each of the following requirements of the data protection law?
%, Base: all respondents, by country

Breakdown by company and respondents' characteristics (Annex tables 4b-6b)

An analysis of the results by company and respondents' characteristics did not show much difference in the respondents' responses to the three statements concerning the requirements of the data protection law. Some observations could, nevertheless, be made.

The results by the *size of the company* showed that individuals working in the largest companies tended to more often agree that the requirements of the data protection law were necessary to respect consumer and citizens' rights (96% vs. 91% in companies < 250 employees). They were the least likely to agree that the data protection law was not necessary, except for certain sectors of activity (22% vs. 26% in medium-sized companies and 30% in the smallest companies).

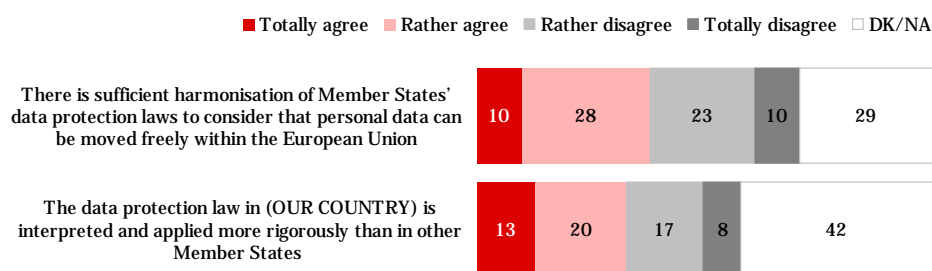
In comparison with *respondents in other positions within their company*, fewer IT and marketing managers agreed that the requirements of the data protection law were (in certain respects) too strict. For example, 29% of marketing managers tended to agree with the statement compared to 37% of data protection managers. IT managers were also less likely than respondents in other positions to agree that the requirements were unnecessary (23% thought that way compared to, for example, 31% of general managers).

1.4 Views on the implementation and interpretation of the legislation

The next set of statements attempted to measure how data controllers perceived the implementation and interpretation of their national data protection laws compared to other Member States. Results, however, showed that a significant group of respondents did not have an opinion on the topic or were not able to compare their country's situation with the situation in other Member States. Twenty-nine percent did not answer, when asked to judge whether the data protection laws were sufficiently harmonised so that personal data could move freely within the EU, and 42% did not know if their data protection law was interpreted and applied more rigorously than in other Member States. It could be concluded that, although the European *Data Protection Directive* was adopted in 1995, awareness about some issues related to the requirements of the data protection law have still not crossed national borders.

Among the respondents who did express an opinion about these two statements, attitudes were divided. Thirty-eight percent of respondents agreed there **data protection laws were sufficiently harmonised across Member States so that personal data could move freely within the EU** (10% agreed totally, 28% tended to agree), compared to 33% who did not agree (10% disagreed totally, 23% tended to disagree). When asked about the interpretation and application of data protection laws across Member States, 33% reasoned that **the data protection law was interpreted and applied more rigorously in their country than in other Member States** (13% agreed totally, 20% tended to agree), while a lower proportion of 25% said the opposite (8% disagreed totally and 17% tended to agree).

Opinions about the implementation of the data protection law



Q3. For each of the following propositions, please tell me if you totally agree, rather agree, rather disagree or totally disagree with it?
%, Base: all respondents

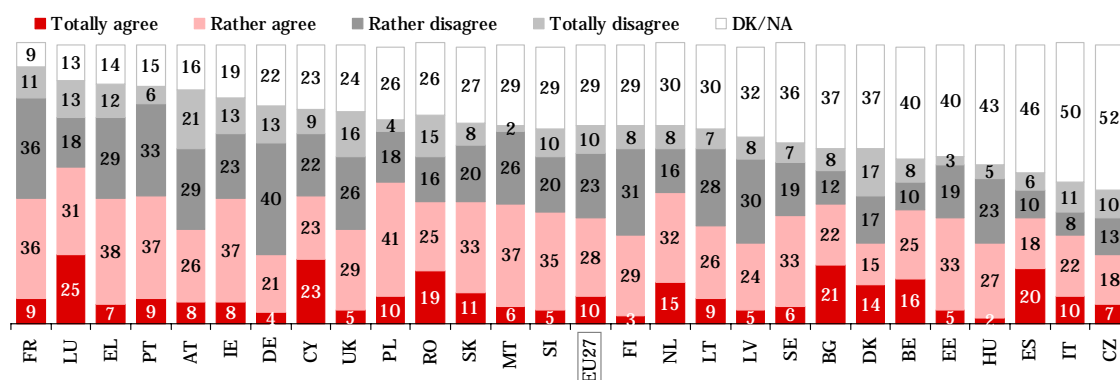
Are Member States' data protection laws sufficiently harmonised?

The chart on the following page shows that the proportion of respondents who were not able to judge if Member States' data protection laws were adequately harmonised ranged from 9% in France to 52% in the Czech Republic. Other Member States where a large proportion of respondents did not provide an answer, were Italy (50%) and Spain (46%), while Luxembourg (13%) and Greece (14%) joined France in being the countries where it was the most unlikely that respondents would not give an opinion about this topic.

When focusing on the proportions of respondents who did have an opinion about whether the national laws were sufficiently harmonised, three groups of countries could be distinguished. In the first group of countries, more or less equal proportions agreed or disagreed with the statement. In France, for example, 45% of interviewees agreed that the laws were sufficient harmonised and a similar proportion (47%) disagreed. In the second group of countries (e.g., Poland), the proportion of respondents who agreed about the level of harmonisation was significantly larger than the proportion who disagreed, while in the third – and largest – country group the opposite was observed. An example of this last group, i.e. a greater level of disagreement was Germany. While, in Poland, just

over half of respondents (51%) agreed that there was sufficient harmonisation, only 22% disagreed. In Germany we saw the opposite; while 25% agreed with the statement, 53% disagreed.

There is sufficient harmonisation of Member States' data protection laws to consider that personal data can be moved freely within the European Union



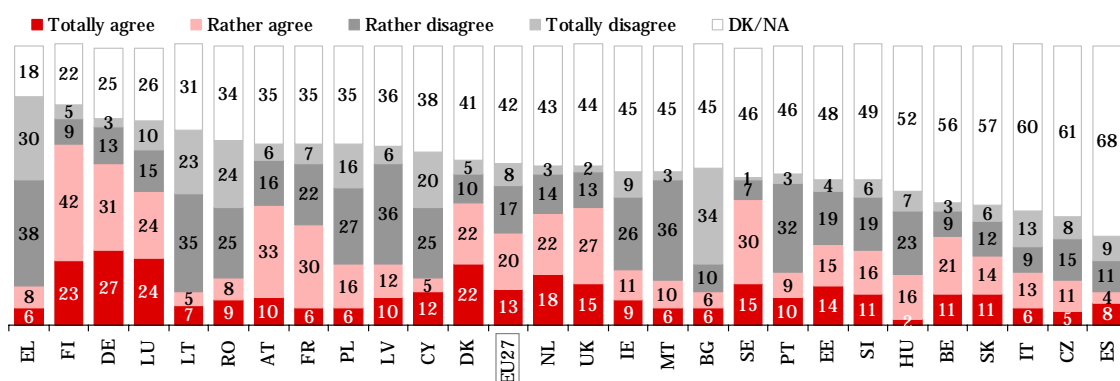
Q3. For each of the following propositions, please tell me if you totally agree, rather agree, rather disagree or totally disagree with it?
%, Base: all respondents, by country

Have national data protection laws been interpreted and applied equally across the EU?

In almost all Member States, respondents found that it was extremely difficult to assess whether their national data protection laws was interpreted more rigorously than in other Member States. Only in Greece and Finland did less than a quarter of respondents (18% and 22%, respectively) fail to have an opinion on this issue. Spain, the Czech Republic and Italy once more had the highest rate of “don’t know” answers (68%, 61% and 60%, respectively).

Focusing, again, just on the proportions of respondents who expressed an opinion as to whether their data protection law was interpreted and applied more rigorously compared to other Member States, we found equal proportions (27% agreeing / 25% disagreeing) in Slovenia, while the largest relative difference in the percentages agreeing and disagreeing, with the statement, were found in Greece and Finland. While only 14% of Greek respondents agreed that the Greek data protection was interpreted more rigorously, almost seven out of 10 respondents (68%) disagreed. In Finland, on the contrary, 65% of respondents agreed that the Finnish data protection law was interpreted more rigorously compared to only 14% who disagreed.

The data protection law in (OUR COUNTRY) is interpreted and applied more rigorously than in other Member States



Q3. For each of the following propositions, please tell me if you totally agree, rather agree, rather disagree or totally disagree with it?
%, Base: all respondents, by country

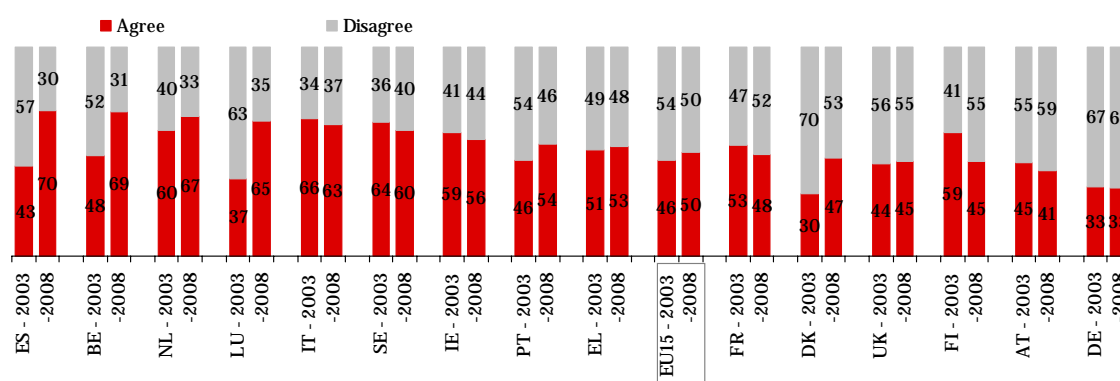
Comparison with 2003 results – EU15

Given that a significant group of respondents either a) were not able to judge if Member States' data protection laws were adequately harmonised, and b) found it extremely difficult to assess whether their national data protection laws was interpreted more rigorously than in other Member States, we focussed solely, in our comparison with the 2003 results, on those respondents with opinions on those topics.

Looking at the EU15, the proportion of respondents agreeing **that the data protection laws were sufficiently harmonised (to allow the free movement of personal data within the EU)** slightly increased between 2003 and 2008 (46% in 2003 vs. 50% in 2008; +4 percentage points). This increase was the most noticeable in Spain and Luxembourg; in 2003, 43% of Spanish, and 37% of Luxembourgish, respondents agreed that the data protection laws were sufficiently harmonised, but in 2008, the figures were 70% (+27) and 65% (+28), respectively. The proportion of respondents who agreed with this statement also increased in Belgium (from 48% in 2003 to 69% in 2008, +21) and Denmark (from 30% in 2003 to 47% in 2008, +17).

In Finland, however, fewer respondents thought that the level of harmonisation (to allow easier movement of personal data within the EU) was sufficient. The proportion of Finnish interviewees, who disagreed with that viewpoint, increased from 41% in 2003 to 55% in 2008 (+14 percentage points).

There is sufficient harmonisation of Member States' data protection laws to consider that personal data can be moved freely within the European Union – EU15 2003-2008



Q3. For each of the following propositions, please tell me if you totally agree, rather agree, rather disagree or totally disagree with it?
%, Base: all respondents, by country

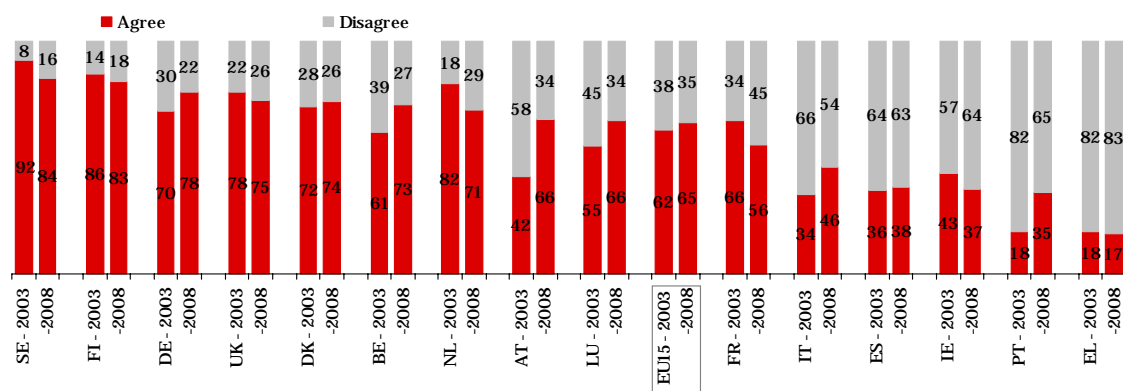
When asking respondents to compare the **interpretation and application of their national data protection law to those of other Member States**, the proportion of respondents who agreed more or less remained the same between 2003 and the current survey (62% in 2003, 65% in 2008). There was, however, no overall pattern, and in some Member States there was no difference in opinions, while in others, there were examples of both positive (i.e. more agreement on the amount of harmonisation) and negative (i.e. more disagreement about harmonisation being sufficiently introduced) trends emerging.

The proportion of respondents who believed that their data protection law was interpreted and applied more rigorously compared to other Member States increased most in Austria (42% in 2003 vs. 66% in 2008; +24 percentage points) and Portugal (18% vs. 35%; +17). A similar trend was observed in Italy, Belgium, Luxembourg and Germany.

In France, the Netherlands, Sweden and Ireland, fewer respondents agreed with this statement in 2008, compared with 2003. For example, the proportion of respondents in France who agreed that the law

was more rigorously applied, decreased from 66% to 56% (-10 percentage points) and the proportion of Dutch respondents decreased from 82% to 71% (-9).

The data protection law in (OUR COUNTRY) is interpreted and applied more rigorously than in other Member States – EU15 2003-2008



Q3. For each of the following propositions, please tell me if you totally agree, rather agree, rather disagree or totally disagree with it?
%, Base: all respondents, by country

Breakdown by company and respondents' characteristics (Annex tables 7b and 8b)

When analysing results by the characteristics of the companies (their use of personal data) and the individual respondents (job functions), we found a significant difference in their awareness about the issues relating to the introduction of national data protection laws across the EU, rather than in their actual opinions about the topic. For example, while only slightly more than one in five IT managers (21%) had no opinion about the level of harmonisation of Member States' data protection laws, almost double that proportion (38%) of HR managers were in that position. Similarly, 34% of respondents who worked in a company that transferred personal data outside the EU did not know if the data protection law in their country was interpreted and applied more rigorously than in other Member States, compared to 43% of respondents in companies that did not transfer data.

2. In-house practices relating to data protection and personal data transfer

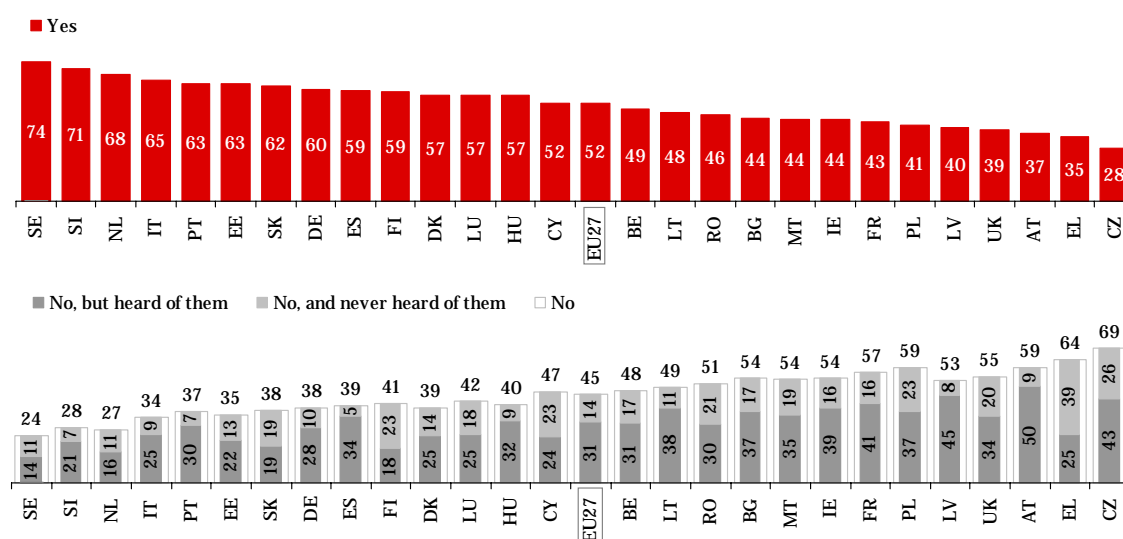
2.1 The usage of privacy enhancing technologies (PETs)

More or less half of data controllers interviewed throughout the EU (52%) stated that they used technology or software that enhanced privacy protection of databases in their company (i.e. Privacy Enhancing Technologies (PETs)). Three out of 10 respondents (31%) said they did not use such technologies in their company, however, they did know that such technology existed, while 14% said that PET was not used because they had never heard of it.

The individual country results again showed significant variation; while three-quarters of Swedish companies used PETs (74%), only slightly more than a quarter of Czech companies did so (28%). Other countries with high proportions of respondents who answered that their company used technology or software to enhance privacy protection were, for example, Slovenia (71%) and the Netherlands (68%). However, in Greece (35%), Austria (37%) and the UK (39%), less than four out of 10 respondents said that such technology was used in their company.

Focusing, on the other hand, on the percentages of respondents who said that PETs were not used in their company, we found the following. Half of Austrian, and 45% of Latvian, respondents said they did not use such technology although they had heard of the existence (and maybe also of the benefits) of such software and technology. Respondents in Greece, on the other hand, were the most likely not to use PETs because they had not heard of them (39%), followed by Czech respondents (26%). Finally, although Latvian respondents were among the most likely to have heard of PETs but not to use them, they were among the least likely to say they have never heard of such technologies (8%). The proportion of respondents who had never heard of such technology, however, was even lower in Spain (5%), Portugal and Slovenia (both 7%).

Usage of 'Privacy Enhancing Technology'



Q5. Do you use any technology or software products that enhance privacy protection of databases in your company (for example, cookie cutters, encryption tools, automatic anonymisation software, Platform for Privacy Preferences (P3P)), also called 'Privacy Enhancing Technologies'?

%, Base: all respondents, by country

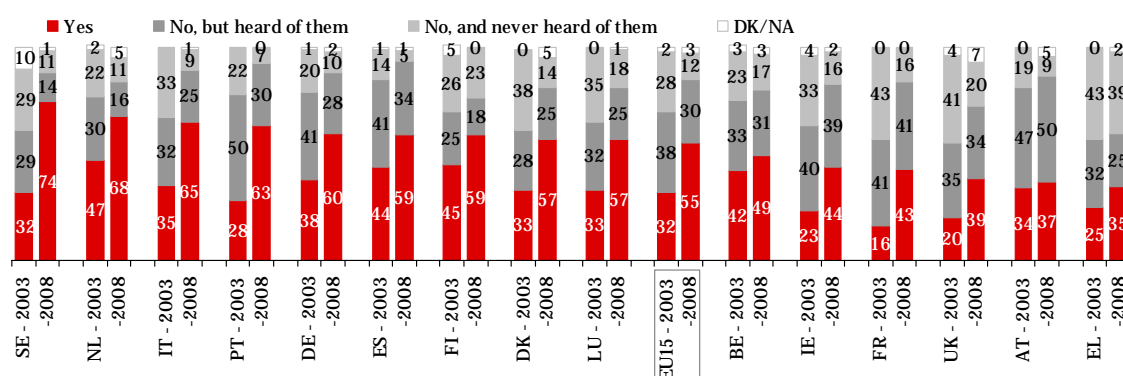
Comparison with 2003 results – EU15

In comparison with the usage of PETs in 2003, the proportion of companies that used such technology has increased substantially in most EU15 Member States. This increase was the greatest in Sweden, where the percentage of respondents who answered that their company used technology to enhance privacy protection more than doubled (from 32% in 2003 to 74% in 2008). Although the percentage of Swedish companies that used such technology in 2003 was above the EU15 average, this country now has the highest usage rate of PETs. The usage of PETs also increased in Greece (from 25% in 2003 to 35% in 2008, +10 percentage points), nevertheless, that country was found at the bottom of the country ranking in both 2003 and 2008.

The exceptions to this increase in the usage of PETs were Austria and Belgium, where the use of such technology was unchanged between 2003 and 2008. In 2003, 34% of Austrian, and 42% of Belgian, respondents reported that their company used technology or software to enhance privacy protection compared to 37% and 49%, respectively, of Austrian and Belgium respondents in 2008.

In most EU15 Member States, the proportion of respondents who had never heard of software and technology to enhance privacy protection also decreased from 2003 to 2008. In 2003, on average, 28% of respondents said they did not use PETs because they had never heard of them, compared to slightly more than one in 10 respondents in 2008 (12%). Nevertheless, there were again some exceptions; in Greece, Finland and Belgium, the proportion of respondents who had never heard of PETs remained more or less the same between 2003 and 2008. In both years, more or less four out of 10 respondents in Greece, one in four respondents in Finland and one in five respondents in Belgium, admitted that their company did not use PETs because they were not aware of them.

Usage of 'Privacy Enhancing Technology' – EU15 2003-2008



Q5. Do you use any technology or software products that enhance privacy protection of databases in your company (also called 'Privacy Enhancing Technologies')?
%, Base: all respondents, by country

Breakdown by company and respondents' characteristics (Annex table 9b)

Respondents working in the service sector were more likely than respondents working in other *activity sectors* to use technology or software to enhance privacy protection of databases in their company. Fifty-nine percent of respondents in the service sector said they used PETs, compared to 47% of respondents in the trade sector, 48% in the construction sectors and 49% in the industry sector.

Results by *size of the company* showed that usage of PETs was more widespread in large companies, with over 250 employees (70%). By comparison, 47% of respondents in the smallest companies and 58% in the medium-sized companies reported using such technology. Respondents in the smallest companies, those with less than 50 employees, were most likely to say that they had never heard of this kind of technology (16% compared to 12% for medium-sized companies and 9% in large companies).

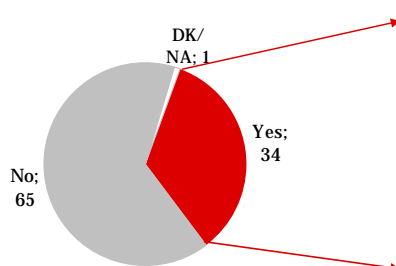
Results by *position of the respondent* showed that general managers were the least likely to say that their company used PETs (44% compared to 56% of marketing managers, 55% of IT managers, 54% of data protection officers and 53% of HR managers). However, they were also the most likely to say they had never heard of such technology (19%). Not surprisingly, IT managers were the least likely to say they had never heard about PETs (9%).

While two-thirds (67%) of respondents working in companies that *transferred personal data to countries outside the EU* and 58% of respondents working in a company that *transferred personal data via the Internet* indicated that PETs were used in their company, only half of respondents working in companies that did not make such transfers did so (51% in companies that did not transfer data outside the EU and 49% in companies that did not transfer data via the Internet).

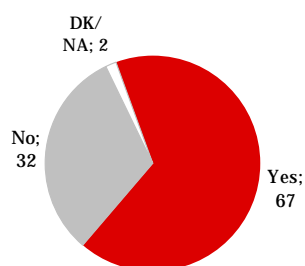
2.2 Transfer of personal data via Internet and related security measures

Two-thirds of respondents throughout the EU (65%) indicated that their company transferred personal data via the Internet. Two-thirds of companies that transferred data via the Internet (67%) also took some measures to enhance the security of the data that was transferred. Nevertheless, 32% of respondents admitted that their company did not take any security measures when transferring personal data via the Internet.

Transfer of personal data via the Internet and related security measures



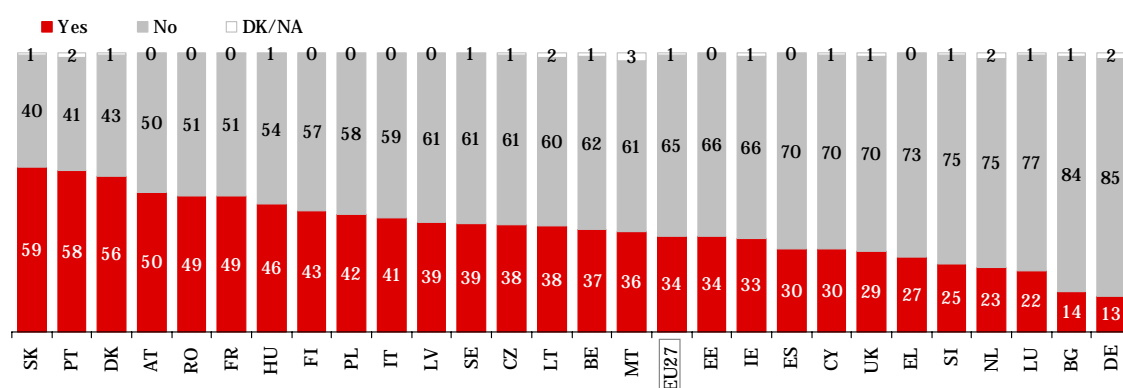
Q6. Does your company transfer personal data via the Internet?
%, Base: all respondents



Q7. Do you take any measures to enhance the security of data you transfer?
%, Base: those who transfer personal data via Internet

The chart on the next page shows that the proportion of companies that transferred personal data via the Internet ranged from 13% in Germany to 59% in Slovakia. Looking at the other countries at the top and the bottom of the ranking, it was noted that in Bulgaria (14%), Luxembourg (22%) and the Netherlands (23%) less than one in four respondents said that their company transferred data via the Internet, compared to a majority of respondents in Portugal (58%), Denmark (56%) and Austria (50%).

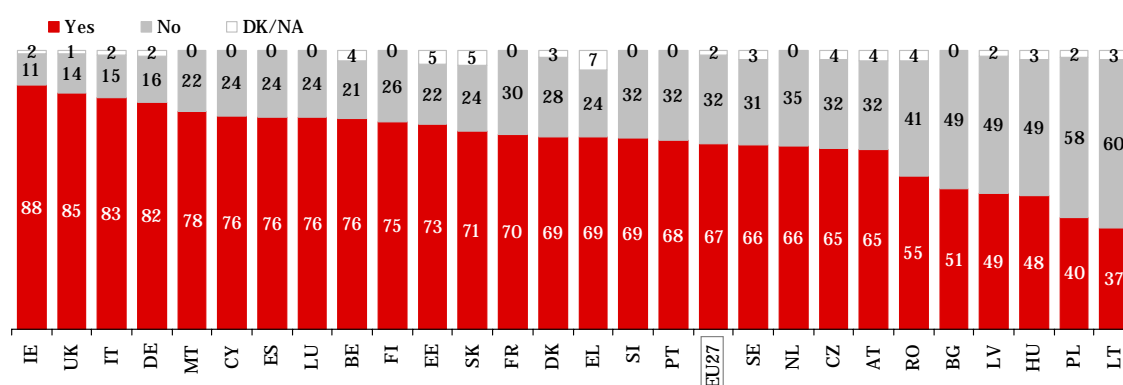
Transfer of personal data via the Internet



Q6. Does your company transfer personal data via the Internet?
%, Base: all respondents, by country

As the question about the measures taken to enhance the security of data transferred via the Internet was only asked to those respondents who said that their company made such transfers, the sample size per Member State was relatively small and caution is needed when interpreting the results at the individual country level. Nevertheless, it was noted that in almost all Member States, less than one-third of respondents said that no security measures were taken when transferring data via the Internet. The exceptions appeared to be Romania, Bulgaria, Lithuania, Poland, Hungary and Latvia – although in most of these countries around half of the respondents indicated that their company ensured that the transfer of personal data via the Internet was secure.

Measures to enhance the security of data transferred via the Internet



Q7. Do you take any measures to enhance the security of data you transfer?
%, Base: those who transfer personal data via Internet, by country

Breakdown by company and respondents' characteristics (Annex table 10b and 11b)

Companies in the construction and industry sectors (38% and 37%, respectively) were more likely to have transferred personal data via the Internet than companies in the service and trade sectors (33% and 30%, respectively). Furthermore, when companies in the service sector transferred data via the Internet, they were more likely (than other sectors) to have taken measures to keep the data secure (73% compared to 63% in the industry sector, and 64% in the construction and trade sectors).

Although larger companies made slightly more transfers of personal data via the Internet, they took more steps to keep the data secure. Thirty-seven percent of respondents in large companies said that personal data was transferred via the Internet, and 86% of them also indicated that measures were taken to enhance data security. By comparison, 33% of respondents in small companies said that data was transferred via the Internet and 61% of them also said that security measures were taken.

Marketing managers were the most likely to answer that their company transferred personal data via the Internet (44%). The percentages of data protection officers, IT and HR managers (36%, 36% and 34%, respectively) were lower than for marketing managers, but the lowest percentage was found for general managers, with only 27% who said that their company transferred data via the Internet. IT managers, on the other hand, were more likely than respondents in other management positions to say that security measures were taken when their company transferred data via the Internet (78% compared to, for example, 62% of general managers).

Finally, companies that transferred personal data to non-EU countries, more often transferred personal data via the Internet (69% vs. 31% of companies that did not transfer data to non-EU countries). However, when these companies transferred data via the Internet, they also more often took measures to enhance the data security. While 80% of companies that transferred personal data to non-EU countries had taken security measures when transferring data via the Internet, only 64% of companies that did not transfer data to non-EU countries (but that did transfer personal data via the Internet) had taken security measures.

2.3 Transfer of personal data outside the EU

In the next step, the individuals responsible for data protection issues were asked whether their company transferred personal data to countries outside the EU. A principle of the European *Data Protection Directive* is that personal data can only be transferred to countries outside the EU that guarantee an *adequate* level of protection. When personal data is transferred to non-EU countries, it may be necessary to take special precautions if the level of data protection in the country is inconsistent with that demanded by European law.

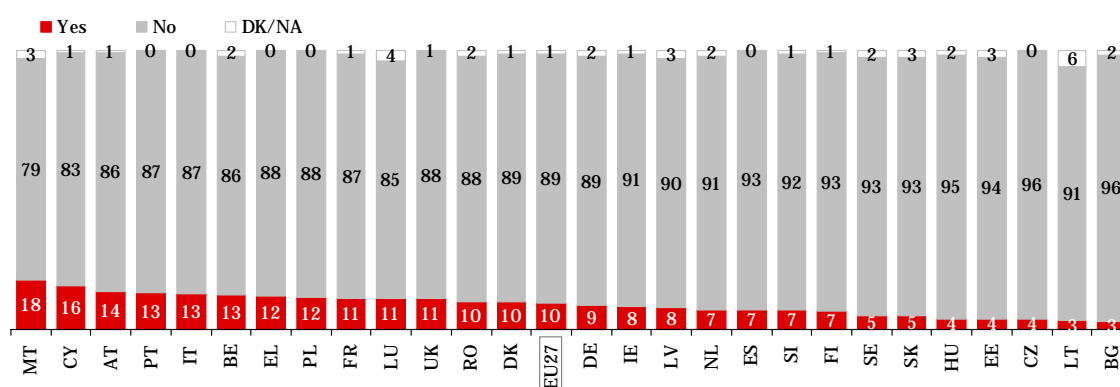
Respondents, who indicated that their company transferred personal data to non-EU countries, were also asked: a) what type of personal data they most frequently transferred and b) which channels were used to transfer the data. As a last step, respondents were asked if they were aware of the expression “standard contractual clauses”. As these follow-up questions were only asked to those respondents who answered that their company transferred personal data to non-EU countries, the sample size per Member State was too small to serve as a meaningful analysis at the individual country level.

2.3.1 Transfer of personal data outside the EU

Only a minority of EU respondents in charge of data protection issues indicated that their company transferred personal data to countries outside the EU (10%) against 89% who indicated that no such transfers occurred (see chart on the next page).

The country results did not show large discrepancies. Malta had the highest rate of respondents who answered that their company transferred personal data to non-EU countries (18%), followed by Cyprus (16%) and Austria (14%). At the other end of the scale, Bulgaria and Lithuania had the lowest rate of personal data transfer outside the EU (both 3%), followed by the Czech Republic, Estonia and Hungary (4% in each country).

Transfer of personal data to non-EU countries



Q8. Does your company transfer personal data to countries outside the European Union/European Economic Area?
%, Base: all respondents, by country

The comparison between the number of companies that transferred data to countries outside the EU in 2003 and 2008 did not show any significant trend; the proportion of companies that made such transfers was low across the EU in 2003 (from 4% to 15%) and in 2008 (from 3% to 18%).

Breakdown by company and respondents' characteristics (Annex table 12b)

The industry and service sectors were more inclined to transfer personal data to non-EU countries, with 13% and 10%, respectively, of respondents saying that their company made such transfers. By comparison, 5% of respondents in the construction sector and 6% of respondents in the trade sector answered that such data was transferred outside of the EU.

Results by the *size of the company* revealed that the largest companies had the highest rate of respondents answering that personal data was transferred outside the EU (15% vs. 9% of small companies, and 11% of medium-sized companies). The more international perspective of large companies compared to that of SMEs may well explain this result.

The breakdown by *company status of respondents* showed that IT managers were the ones most likely to say that their company transferred personal data to non-EU countries (13%), while HR managers least often said this (7%). The corresponding percentage for general managers was 8%, for data protection officers 10% and for marketing managers 11%.

Finally, companies that *transferred personal data via the Internet* more often transferred such data to countries outside the EU than companies that did not make data transfers over the Internet (19% vs. 5%).

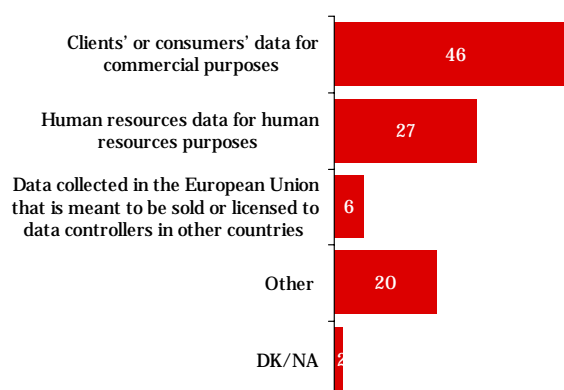
2.3.2 Type of data transferred

Among companies that transferred personal data to non-EU countries, almost half of respondents (46%) indicated that this data mostly concerned clients' or consumers' data for commercial purposes, and 27% said it was human resources data for HR purposes.

Only 6% said that their company mostly transferred EU data that was meant to be sold or licensed to data controllers in other countries.

Finally, one in five respondents answered that the data their company transferred was mostly data of another type than those listed so far.

Type of data transferred to non-EU countries

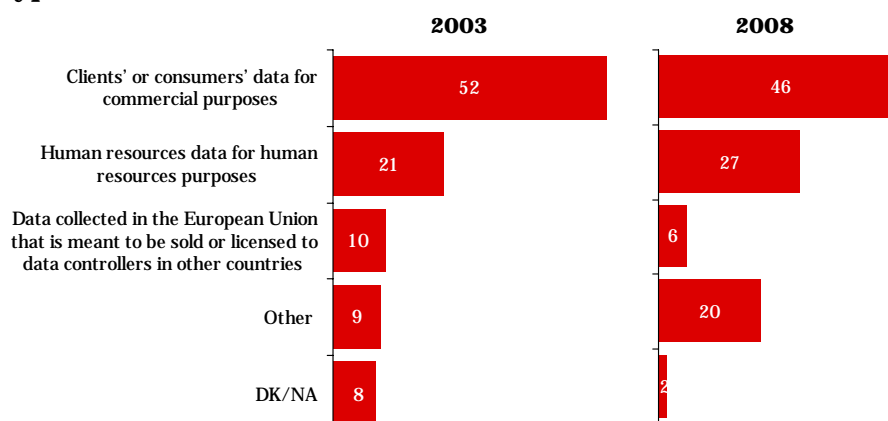


Q9. What type of data does your company transfer to such countries, mostly?
%, Base: those who transfer personal data outside the EU

Comparison with 2003 results – EU15

Comparing the results of the survey in 2003 and 2008, it was first of all noted that in both years, among companies that transferred personal data to non-EU countries, the largest group of respondents said that this data mostly concerned clients' or consumers' data for commercial purposes (52% in 2003 and 46% in 2008). Nevertheless, in 2008, respondents were more likely to say their company most often transferred (outside the EU) human resources data for HR purposes (27% vs. 21% in 2003) or mostly transferred data of another type than those listed in the survey (20% vs. 9% in 2003).

Type of data transferred to non-EU countries – EU15 2003-2008



Q9 (2008)/ Q7 (2003). What type of data does your company transfer to such/other countries, mostly?
%, Base: those who transfer personal data outside the EU (or EU and European Economic Area in 2003)

Breakdown by company and respondents' characteristics (Annex table 13b)

Results by *activity sector* showed that the largest group of respondents in the industry, trade and service sectors said that the type of data most often transferred to non-EU countries was clients' or consumers' data for commercial purposes (50%, 50% and 45%, respectively). In the construction sector, on the other hand, the results for human resources data for HR purposes (41%) and data of clients and consumers for commercial purposes (38%) were about the same. Respondents in the

construction sector were also less likely to say that EU data meant to be sold or licensed to data controllers in other countries was the type of personal data most often transferred outside the EU (1% vs. 7% in the trade sector, 6% in the industry sector and 5% in the service sector).

Independent of the *size of the company*, respondents most often said that the type of data most frequently transferred by their company to non-EU countries was clients' and consumers' data for commercial purposes (41% for small businesses, 55% for medium-sized businesses and 50% of large businesses). Nevertheless, in comparison with large businesses, medium-sized businesses made slightly fewer transfers of human resources data for HR purposes (25% vs. 29%) and small businesses more often transferred some other type of personal data (24% vs. 15%).

Not surprisingly, half of the HR managers (50%) answered that, when personal data was transferred to non-EU countries, this data mostly concerned human resources data for HR purposes. Respondents in other management positions, on the other hand, again most frequently mentioned clients' or consumers' data, with 57% of marketing managers, 50% of IT managers, 47% of data protection managers and 46% of general managers selecting this data type compared to 32% of HR managers. Furthermore, HR managers were the least likely to answer that their company mostly transferred data from another type than those listed in the survey (5% compared to, for example, 27% of marketing and general managers).

A majority of respondents working in companies that *transferred data via the Internet* said that the type of data most often transferred outside the EU was clients' or consumers' data for commercial purposes (51%). In the companies that did not transfer data via the Internet, equal proportions of respondents said that, when data was transferred to non EU-countries, such data most often was clients' or consumers' data for commercial purposes (36%) or human resources data for HR purposes (32%).

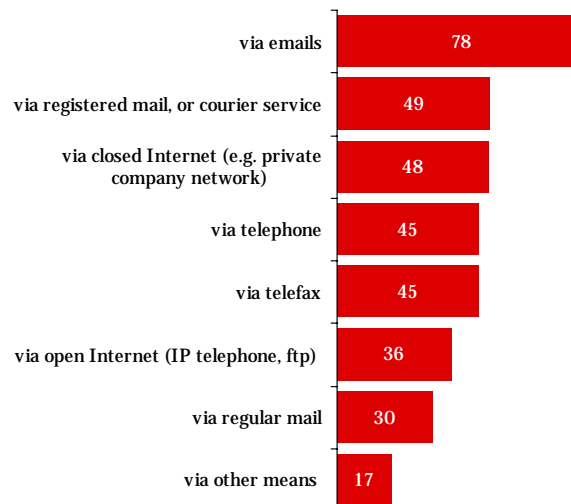
2.3.3 Way to transfer data outside the EU

Four-fifths of respondents (78%) said that in their company personal data was transferred to countries outside the EU using emails.

More or less equal proportions of respondents mentioned that such transfer happened via registered mail or a courier service (49%), via 'closed' internet² (48%), by telephone or fax (both 45%).

A smaller proportion of respondents answered that their company transferred personal data to non-EU countries via 'open' internet³ (36%) or regular mail (30%). Finally, 17% of interviewees indicated that other channels, than those mentioned so far, were used to make such transfers.

Ways to transfer personal data outside the EU



Q10. How does your company transfer personal data to other countries? Do you use each of the tools I will read out? Do you transfer personal data ...
%, Base: those who transfer personal data outside the EU

² e.g., a private company network

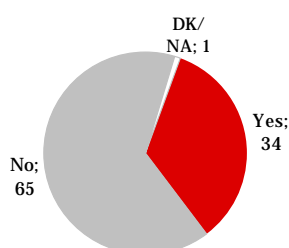
³ e.g., IP telephone or ftp server

Breakdown by company and respondents' characteristics (Annex table 14b)

Although email transfer of personal data to other countries was the most frequently mentioned way to transfer data in all *activity sectors* (ranging from 75% in the construction and industry sectors to 90% in the trade sector), companies in the industry and service sectors, generally, used less channels to transfer personal data to non-EU countries than companies in other activity sectors. For example, while six out of 10 respondents in the construction and trade sectors mentioned transferring data via telephone (60% and 62%, respectively), only four out of 10 respondents in the industry and service sectors mentioned this channel (43% and 39%, respectively). Similarly, while 51% of respondents in the construction sector and 39% in the trade sector mentioned transferring data via open internet (e.g. IP telephone or ftp), only 35% of respondents in the industry and service sectors selected this channel.

Respondents working in an SME more often than respondents working in a large company opted for personal data transfer to non-EU countries via telephone and fax, while respondents in large companies more often mentioned regular or registered mail, and other means to transfer data than those listed in the survey. For example, 43% of small companies transferred personal data via telephone compared to 35% of large companies, and 44% of medium-sized companies used registered mail to transfer data compared to 60% of large companies. Focusing only on the respondents who mentioned that their company transferred data via the Internet, SMEs more often transferred data via email (80% of small companies and 78% of medium-sized companies compared to 70% of large companies), while large companies more often used, for example, a private company network (68% of large companies compared to 37% and 61%, respectively, of small and medium-sized companies).

Comparing the answers of respondents with *different positions in their company*, we again found that transferring personal data to other countries via email was mentioned most often by each group of respondents, with the percentages ranging from 67% of marketing managers to 88% of general managers. The second most mentioned channel to transfer personal data between companies was via fax for data protection officers and IT managers (55% and 59%, respectively), via registered mail or courier service for general managers (66%) and via closed internet for marketing managers and HR managers (59% and 58%, respectively).

2.3.4 Awareness of the expression “standard contractual clauses”**Awareness of the expression “standard contractual clauses”**

Q11. Are you aware of the expression “standard contractual clauses” in relation to personal data transfer to countries outside the EU/EEA?

Base: those who transfer personal data outside the EU, by country

The European *Data Protection Directive* requires Member States to permit transfers of personal data to countries outside the EU only where there is adequate protection for such data. The European Commission approved “standard contractual clauses” which companies transferring data to non-EU countries could use to fulfil the requirements set down by the Data Protection Directive. The principle aim of these clauses is to ensure that the principles of the Directive are applied when data is transferred outside the EU.

Respondents, who had indicated that their company transferred data to non-EU countries, were asked if they had even heard of the expression “standard contractual clauses”. Only one in three respondents (34%) were familiar with this expression and two-thirds (65%) said they had never heard of it.

Breakdown by company and respondents' characteristics (Annex table 15b)

Almost half of respondents working in the service sector in a company that transferred data to non-EU countries had heard of the expression “standard contractual clauses” (47%). The corresponding percentages for the trade and construction sectors were lower than in the service sector (34% and 33%, respectively), but the lowest rate was found in the industry sector, where only 18% of interviewees had heard of the expression.

Results by the *size of the company* showed that respondents in the largest companies more often than respondents in SMEs had heard of the expression “standard contractual clauses”. The percentage of respondents who were aware of this expression was 47% in the largest companies, compared to 32% in the medium-sized companies and 28% in the smallest companies.

As for *respondents' position in the company*, data protection officers were more likely to have said they were aware of the expression “standard contractual clauses” (40%), while IT managers were the least likely to say they had heard of it (24%).

While only one in four respondents working in companies that *transferred personal data via the Internet* were aware of the expression “standard contractual clauses”, more than four out of 10 respondents working in companies that did not make such transfers was aware of it (26% vs. 43%).

3. Recent experiences with privacy policy and data protection

3.1 Companies' experiences with access requests and complaints

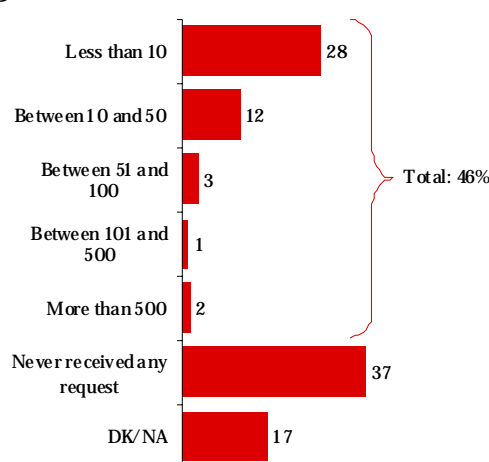
'Subject Access' is a data subject's right to see personal data held about them by an organisation. If it is proven that personal information held about a data subject is incorrect or misleading, steps can be taken to have this rectified or destroyed. In extreme cases, compensation can be claimed if damage and distress have been caused. In order to analyse the experiences of EU companies with subject access requests and complaints filed by data subjects, respondents were asked: a) how many access requests their company had received last year and b) if they had ever received complaints from individuals whose data was currently being processed.

3.1.1 Requests to access personal data

Almost half of the interviewed individuals responsible for data protection issues in their company (46%) indicated that their company had received requests for access to personal data during the last year. Slightly less than four out of 10 respondents (37%) reported that their company did not receive any access requests in the same period. Finally, 17% of respondents could not tell / were not aware if their company received any access requests.

Those who were requested to provide access to personal data held by their organisation were most likely to report only a few such requests: 28 percent of respondents said that their company received less than 10, and 14% indicated that their company had received between 10 and 50 requests. Only 6% of interviewees answered that their company had received more than 50 requests during the last year.

Access requests to personal data held by the organisation



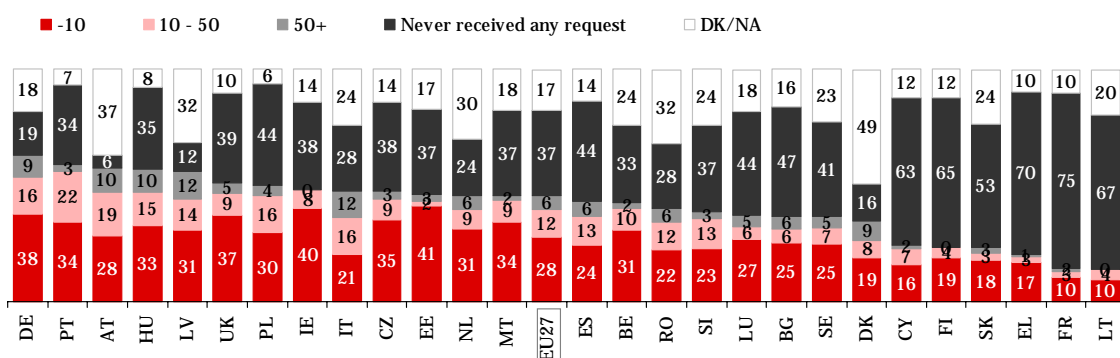
Q14. Could you indicate the approximate number of requests for access to personal data received by your company during last year?
%, Base: all respondents

When looking at the rate of access requests received per country, Germany had the highest rate of respondents who indicated that their company received requests to access personal data (63%). Portugal (59%), Hungary (58%) and Austria (57%) followed, with almost six out of 10 companies having faced such requests. The Member States where companies had the lowest rates of access requests were Lithuania and France; only 14% of Lithuanian, and 15% of French respondents reported that their company had received such requests.

The analysis by country also showed that, among the companies that had received access requests in the last year, in most Member States the majority had received less than 10. The exceptions were Italy and Austria. We found that 21% of Italian respondents said they had received less than 10 requests, while 28% said they had received more than 10 (16% between 10 and 50, 12% more than 50). In Austria, 28% of respondents said they had received less than 10 requests and a similar proportion (29%) said their company had received more (than 10) requests (19% between 10 and 50, 10% more than 50).

A minority of companies in each Member State had received more than 50 access requests. In Lithuania, Finland and Ireland, we even found that none of the respondents said that their company had received more than 50 such requests.

Approximate number of access requests in 2006

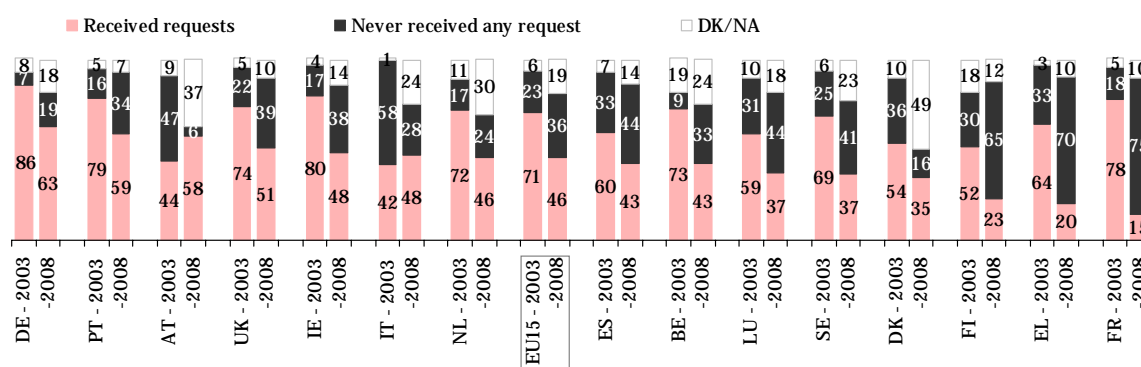


Q14. Could you indicate the approximate number of requests for access to personal data received by your company during the year 2006?
%, Base: all respondents, by country

Comparison with 2003 results – EU15

We noticed a significant decrease in the number of companies who had reported subject access request in the current survey compared to the number who had received such requests in 2003. While 71% of companies had reported requests to access personal information in 2003, only 46% did so in the present survey (-25 percentage points). In comparison with the proportions in 2003, more respondents in 2008 answered that their company had not received any access requests (36% vs. 23% in 2003; +13) as well as more respondents said not to know if their company had received any access requests last year (19% vs. 6% in 2003; +13).

Approximate number of access requests – EU15 2003-2008



Q14 (2008). Could you indicate the approximate number of requests for access to personal data received by your company during the year 2006? / Q11 (2003). Could you indicate the approximate number of access requests received by your company during the year 2002?
Base: all respondents, by country

The number of companies that received access requests had decreased the most in France, where 78% of respondents reported having received such requests in 2003 compared to only 15% in 2008. In Greece and Finland the number of companies that had received access requests had also more than halved from 2003 to 2008 – while 64% of Greek interviewees and 52% of Finnish interviewees said that their company had received requests in 2003, only 20% and 23%, respectively, of Greek and Finnish respondents answered to have received requests in 2008.

Austria and Italy not only had the highest rates of respondents in 2008 who said that their company received at least 10 access requests (see previous chart), they were also the only countries where the number of companies who had received access requests did not decrease from 2003 to 2008. In

Austria we noted an increase of 14 percentage points from 44% in 2003 to 58% in 2008, while in Italy the proportions were similar between the years (42% in 2003 and 48% in 2008).

Breakdown by company and respondents' characteristics (Annex table 16b)

The number of access requests received by companies was identical, regardless of their sector of activity. However, companies with more than 250 employees were more likely to have received such access requests than smaller companies (51% vs. 45% of small companies, 46% of medium companies). Not surprisingly, respondents in the bigger companies reported receiving a large number of requests (13%, over 50 requests) – while only 5% and 6%, respectively, of respondents in small and medium-sized companies said that they received as many demands to access personal data held by them.

Results by position in the company showed that while half of HR managers (47%), data protection officers (49%), marketing managers (50%) and general managers (53%) said that their companies had received access requests in the past year, only 32% of IT managers responded in this way – indicating the least likely group to be confronted with this issue. IT managers were also the most likely to answer that they did not know that access requests were received (22% vs. 14% of general managers, 17% of data protection officers and marketing managers and 19% HR managers).

3.1.2 Reception of complaints from data subjects

In order to analyse whether companies actually dealt with *complaints* from data subjects when contacted by data subjects, respondents were also asked if their company had received any complaints from individuals whose data was currently being processed. Overall, only 3% of respondents answered that their company had received such complaints. The highest rate was in Slovakia, where 6% of companies had received complaints. On the contrary, in Portugal, France, Estonia and Cyprus, the proportion of companies that received complaints was virtually zero. Across the EU15, there was no difference between the rate of complaints received (3% in 2008 vs. 4% in 2003).

Results by *company characteristics* showed that individuals responsible for data protection issues in companies with more than 250 employees, and in companies that transferred data to non-EU countries, were those receiving the most complaints. The percentage of respondents who reported that their company had received complaints from individuals, whose data was being processed, was 14% in the largest companies, compared to 3% in medium-sized companies and 2% in the smallest companies. While 5% of companies that transferred personal data to countries outside the EU had received complaints, this percentage was slightly lower for companies that did not transfer data (2%). (See Annex table 17b for details.)

3.2 Privacy policy notices

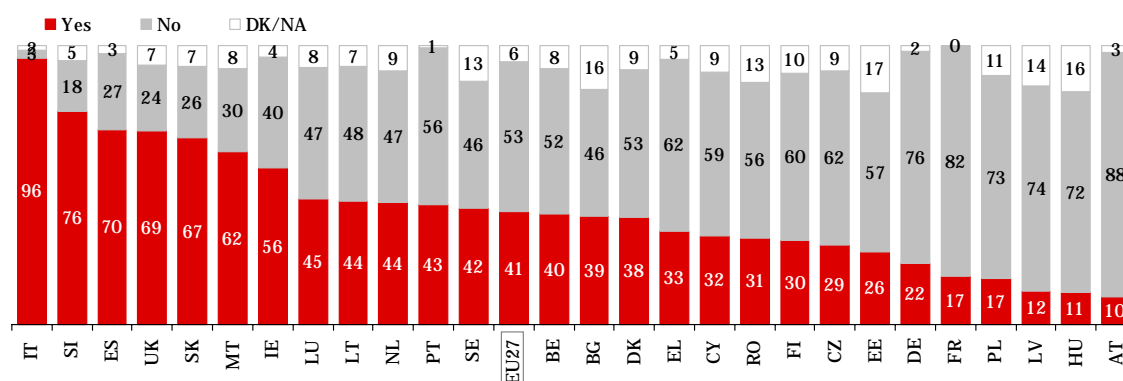
A “*privacy policy*” notice describes how a data controller collects personal information about data subjects; for example, it mentions what personal information is collected, how the data may be used, with whom they may share it, what choices data subjects have regarding its use, and how the data is protected. A data controller may update the privacy policy notice when changes are made in the privacy practices, because of changes in relevant and applicable legal or regulatory requirements, the business or business practices.

The chart on the next page shows that four out of 10 respondents throughout the EU (41%) answered that their company maintained and updated a privacy policy notice, while slightly more than half of respondents said that this did not happen (53%). A minority of 6% did not know if their company updated these policy notices.

The individual country results showed that almost all respondents in Italy claimed that their company maintained and updated a privacy policy notice (96%). Slovenia (76%), Spain (70%), the UK (69%), Slovakia (67%), Malta (62%) and Ireland (56%) also had a majority of respondents who answered that their company updated such notices. Austrian companies, on the other hand, were the ones that least frequently said they maintained and updated privacy policy notices (10% of respondents answered “yes”), followed by companies in Hungary (11%) and Latvia (12%).

Respondents in Austria were also the most likely to explicitly state that their company did not maintain and update a privacy policy notice (88%), while a lower proportion in Hungary and Latvia did so (72% and 74%, respectively). In Hungary and Latvia, 16% and 14%, respectively, of respondents admitted not knowing if their company updated such notices, while the corresponding percentage in Austria was only 3%.

Maintaining and updating privacy policy notices



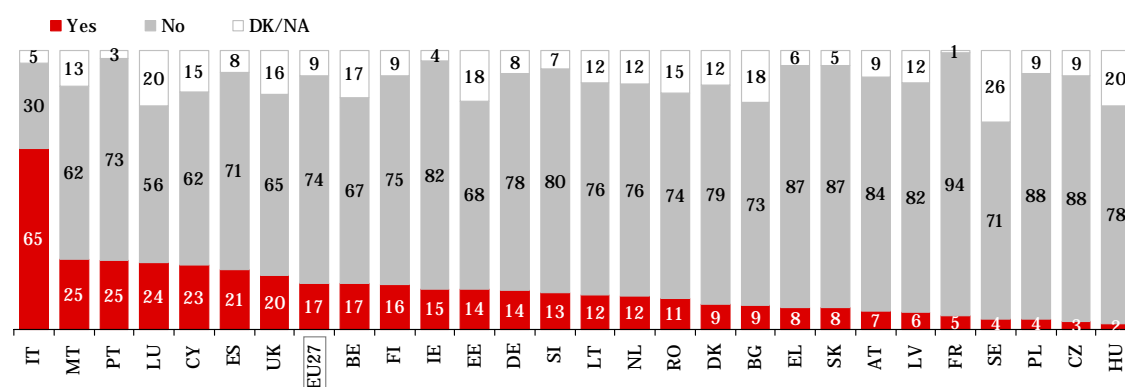
Q13a. Does your company maintain and update privacy policy notices?
%, Base: all respondents, by country

Seventeen percent of interviewees in the EU27 answered that their company monitored how frequently their privacy policy notice was examined by the public, and three-quarters (74%) said that their company did not monitor such practices. Furthermore, 9% of respondents did not know if such monitoring took place (see chart on the next page).

Italian companies were the ones that not only most often maintained and updated a privacy policy notice, but they were also the most likely to say that public examination of that notice was monitored (65% said this occurred in Italy). The proportion of companies that monitored how frequently the notices were examined by the public was significantly lower in all other Member States. In Malta and Portugal one in four respondents monitored public access, while in Hungary (2%) and the Czech Republic (3%) almost no one said their company conducted such monitoring.

The proportion of respondents who explicitly said that their company did not monitor how frequently the policy notice was reviewed by the public was the highest in France (94%), followed by Poland and the Czech Republic (both 88%). Swedish respondents, on the other hand, were the most likely to state that they did not know if such monitoring took place in their company (26%).

Monitoring how frequently policy notices are examined by the public



Q13b. Does your company monitor how frequently such policy notices are examined by the public?
%, Base: all respondents, by country

Breakdown by company and respondents' characteristics (Annex tables 18b and 19b)

Companies in the service sector, more often than companies in other *activity sectors*, said they updated and maintained privacy policy notices and monitored how frequently such notices were examined by the public. While half of respondents working in the service sector (49%) answered that their company updated privacy policy notices, only 33% in the construction sector, 36% in the trade sector and 37% in the industry sector, did so. Similarly, one in five respondents working in the service sector (19%) answered that their company monitored the review of policy notices by the public compared to 12% in the trade sector, 15% in the construction sector and 17% in the industry sector.

Results by *company size* showed that those with fewer employees were less likely than larger companies to maintain and update privacy policy notices or to monitor how frequently these notices were examined by the public. Thirty-six percent of respondents in companies with less than 50 employees said that their company updated privacy policy notices, and 15% said that they monitored if these notices are reviewed by the public. The corresponding percentages for respondents in companies with more than 250 employees were 62% and 27%.

Data protection officers were the most likely to answer that their company maintained and updated privacy policy notices and that it monitored how frequently these notices were reviewed by the public. For example, while 45% of data protection officers said that privacy policy notices were maintained and updated only 33% of general managers did so. Likewise, while 22% of data protection officers indicated that their company monitored when the public reviewed the notices, only 14% of HR managers said the same. On the other hand, HR managers were more likely to admit that they did not know if their company maintained policy notices or if they monitored examinations of such notices. For example, 9% of HR managers did not know if notices were updated and 15% did not know if examinations were monitored, compared to 5% and 7%, respectively, of general managers.

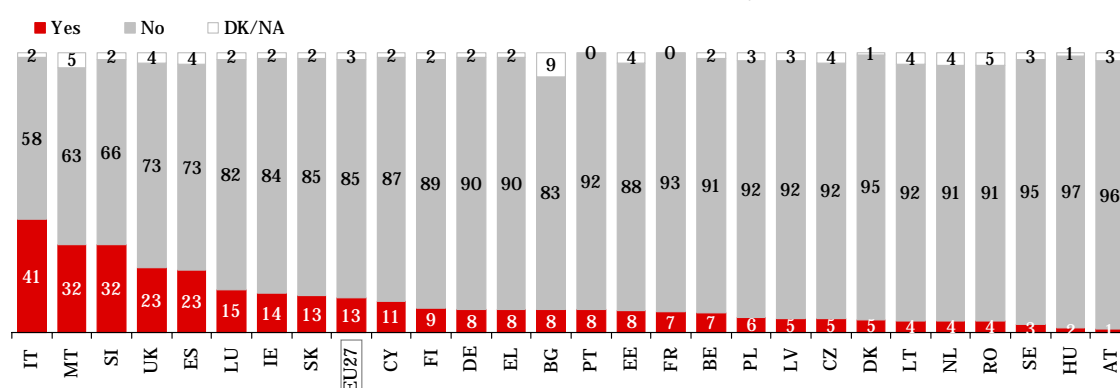
While more than half of respondents working in companies that *transferred personal data to countries outside the EU* (51%), and 45% of respondents working in a company that *transferred personal data via the Internet*, indicated that their company maintained and updated privacy policy notices, only four out of 10 respondents working in companies that did not make such transfers did so (40% in companies that did not transfer data outside the EU and 39% in companies that did not transfer data via the Internet). A similar pattern of differences was found when asking respondents about monitoring how frequently privacy policy notices were reviewed by the public. Nineteen percent of companies that transferred data via the Internet, and 26% of companies that transferred data to countries outside the EU, conducted such monitoring compared to 15% and 16%, respectively, of companies that did not transfer data via the Internet and companies that did not transfer data outside the EU.

3.3 Contacts with the national data protection authority

In the next step, we looked at companies' experiences with contacting the respective national data protection authorities. Respondents were asked to indicate if they were in regular contact with such authorities and their reasons for such communication.

At the EU27 level, 13% of interviewees reported that they were in regular contact with the national data protection authority in their country, while 85% had not. Results showed large variations between countries in the regularity of contacts with data protection authorities. Regular contact with the authority was most likely for Italian companies (41%). There was also a high level of respondents who were in regular contact with the national data protection authorities in Malta and Sweden (both 32%). However, regular contacts with data protection authorities practically never occurred in Austria (only 1% of respondents said they were in regular contact with the authority), Hungary (2%) and Sweden (3%).

Contacts with the national data protection authority

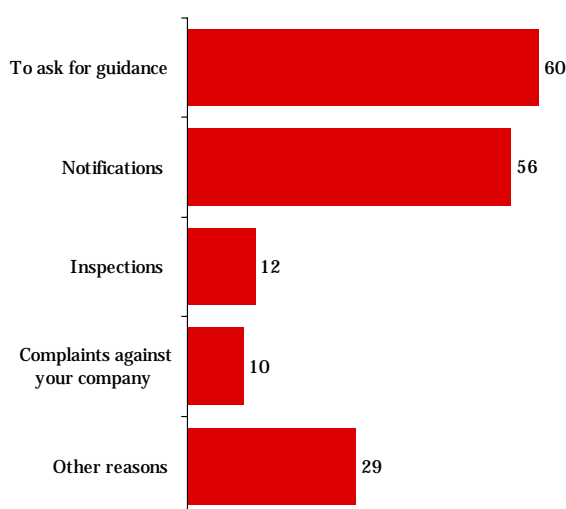


Q12a. Are you in regular contact with the national data protection authority of (OUR COUNTRY)?
%, Base: all respondents, by country

Multiple reasons for contacting national data protection authorities

Respondents were also asked why they had been in contact with the national data protection authority. They could select several reasons from a pre-defined list. The largest group of respondents (60%) said they were looking for advice. More than half of respondents (56%) had contacted this authority concerning notifications⁴. Smaller proportions of respondents said that they contacted the authorities concerning inspections (12%) or complaints against their company (10%). Finally, three out of 10 respondents (29%) said they had been in touch with their national data protection authority for other reasons than those specified in the survey.

Reasons for contacting the national data protection authority



Q12b. Were you in contact with national data protection authority concerning ...
%, Base: those who were in contact with the national data protection authority

⁴ In certain circumstances, data controllers must notify supervisory authorities when they process data (Data Protection Directive).

As the question about the reasons to contact the national data protection authority was only asked to those respondents who had regular contact with this authority, the sample size per Member State was too small to serve as a meaningful analysis at the individual country level.

Breakdown by company and respondents' characteristics (Annex tables 20b and 21b)

Results by *activity sector* showed that data controllers in the service sector were more likely than those working in other sectors to be in regular contact with the national data protection authority (18% vs. 10% in the industry sector and 8% in the construction and trade sectors). Of the respondents who reported having such regular contacts, the largest group in each activity sector said they had been in touch with authority to ask for guidance. It was notable that respondents in the construction sector, more often than respondents in other sectors, reported that they had been in touch with the data protection authority because of complaints against their company (20% compared to, for example, 6% in the trade sector) or concerning inspections (22% compared to, for example, 8% in the industry sector). Respondents in the service sector more often mentioned regular contact for other reasons (34% compared to, for example, 23% in the construction sector).

The likelihood that a company had regular contacts with the national data protection authority and that there were multiple reasons for these contacts increased with *company size*. Respondents working in a large company were three times more likely than respondents in the smallest companies to say they had regular contact with the data protection authority (31% vs. 10%). Each of the reasons to contact such authorities was selected more often by respondents in the largest companies than by respondents in smaller companies. For example, while 6% of respondents in small companies had contacted the national data protection authority concerning complaints against their company, this reason was selected by 24% of respondents in large companies.

Data protection officers were the most likely to say they contacted the national data protection authority regularly, while IT managers and general managers were the least likely to do so (16% vs. 9%). Respondents in all *management positions* most often mentioned having contacted the data protection authority to ask for guidance or in relation to notifications. However, compared to respondents in other positions, marketing managers more often mentioned contacting this authority because of complaints against their company (17% compared to, for example, 6% of IT managers), general managers as regards to inspections (23% compared to, for example, 9% of data protection officers) and data protection officers for other reasons than those listed in the survey (35% compared to, for example, 18% of HR managers).

While 21% of companies that *transferred personal data to countries outside the EU* were in regular contact with the national data protection authority, only half as many companies that did not organise such transfers had regular contacts (12%). Companies that *transferred data via the Internet* were also more likely to be in regular contact with the authority, however, the difference here was smaller (15% vs. 11% of companies that did not transfer data via the Internet). Although companies that transferred data to countries outside the EU, or that transferred data via Internet, were more likely than companies that did not make such transfers to say they had been in touch with the national data protection authority concerning notification and to ask for guidance, no notable differences were observed in contacts about complaints against the company or about inspections. For example, 70% of respondents whose company transferred personal data outside of the EU and 63% of respondents whose company transferred personal data via the Internet selected “notifications” as one of the reasons for contacts with the data protection authority, compared to more, or less, half of respondents whose company did not make such transfers (53% in companies that did not transfer data outside the EU, and 50% in companies that did not transfer data via the Internet).

4. The Future of the legal framework on data protection

In this chapter we analyse the actions that companies would favour in order to improve and simplify the implementation of the legal framework on data protection. The respondents were presented with a list of five actions and were asked to indicate for each one if they were in favour or not.

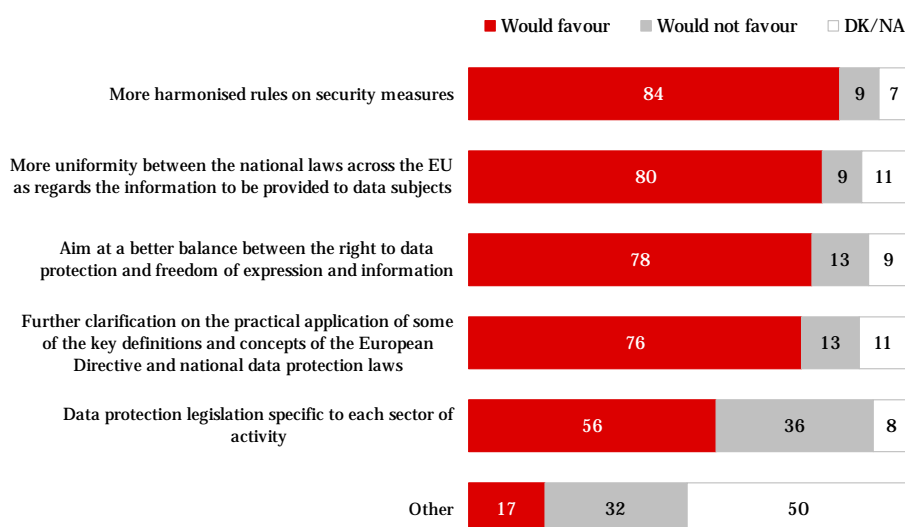
The most favoured action in order to improve and simplify the implementation of the legal framework on data protection was **greater harmonisation of the rules on security measures** (84% of interviewees were in favour of this action), while the least favoured action was the development of data **protection legislation specific to each sector of activity** (56% of interviewees favoured this action).

In line with the desire for more harmonisation, a similar proportion of respondents supported the other actions listed in the survey:

- Eight out of 10 respondents were in favour of **making national laws, with respect to information provided to data subjects, more uniform across the EU**.
- Seventy-eight percent agreed with the **aim of having a better balance between the right to have your data protected, and freedom of expression and information**.
- A slightly lower proportion of 76% would welcome **further clarification on the practical application of some of the key definitions and concepts of the European Directive and national data protection laws**.

Finally, 17% of respondents favoured an action other than those listed in the survey, while 32% did not favour any additional actions to improve and simplify the implementation of the legal framework on data protection.

Favoured actions to improve and simplify the implementation of the legal framework on data protection



Q16. Please indicate which of the following actions would you favour to improve and simplify the implementation of the legal framework on data protection?
%, Base: all respondents

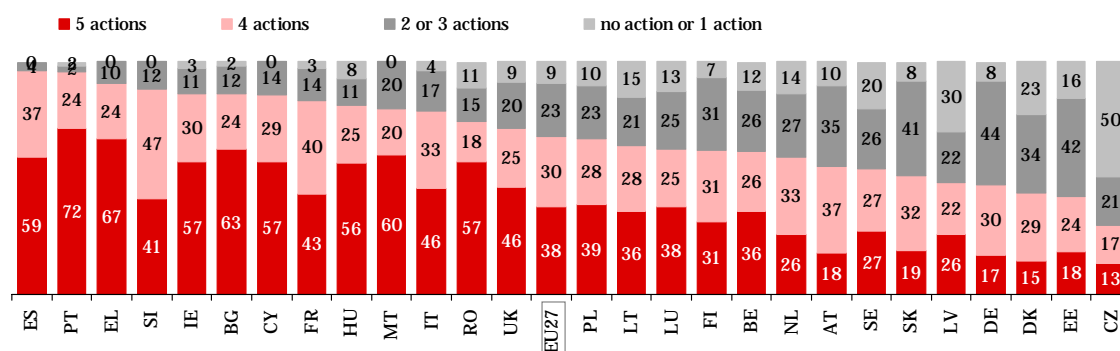
Number of favoured actions to improve and simplify the implementation of the data protection legal framework

We first looked at the number of proposed actions, favoured by respondents, to improve and simplify the implementation of the legal framework on data protection. The following chart shows that 38% of respondents, throughout the EU, approved each of the five listed actions. Three out of 10 respondents favoured four of the proposed actions and 23% supported two or three of the actions. Finally, 9% of respondents said they were only in favour of one proposed action or none at all.

Spanish and Portuguese interviewees, on average, favoured the largest number of actions. In both countries, 96% of respondents were in favour of at least four of the five listed actions. In Portugal, almost three-quarters of respondents (72%) supported each of the five proposed actions, followed by Greece with two-thirds (67%) favouring all five actions.

On the contrary, half of the respondents in the Czech Republic just chose one of the proposed actions or none at all and only 13% of respondents favoured each of the listed actions to improve and simplify the implementation of the legal framework on data protection.

Number of favoured actions to improve and simplify the implementation of the legal framework on data protection



Q16. Please indicate which of the following actions would you favour to improve and simplify the implementation of the legal framework on data protection?
%, Base: all respondents, by country

Action 1: Harmonisation of rules on security measures

In Portugal and Spain, 98% of respondents were in favour of the development of more harmonised rules on security measures. Greece and France were the Member States that expressed almost as much support for this approach (96%). Note that none of the Portuguese and Bulgarian respondents said explicitly that they would not support this action.

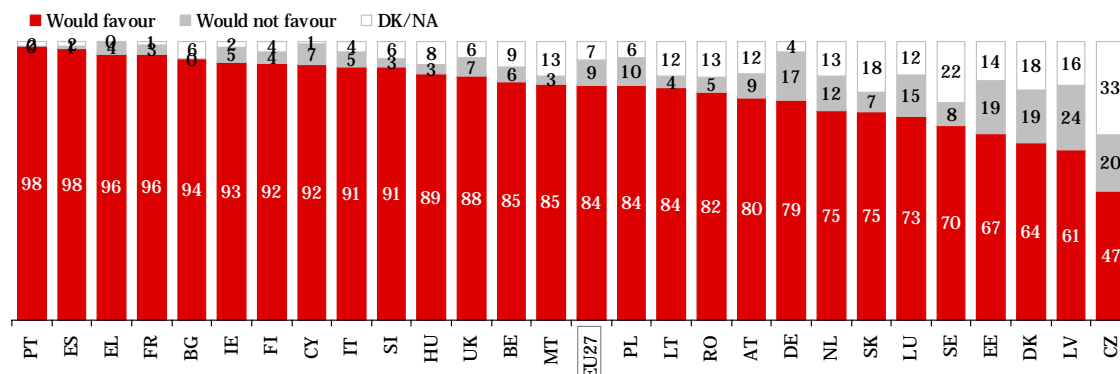
Expressing a different view, the countries with the lowest numbers of respondents who were in favour of harmonising rules on security measures were the Czech Republic, Latvia, Denmark and Estonia. In the Czech Republic, less than half (47%) of the respondents were in favour of this action, while in Estonia, Denmark and Latvia, around two-thirds gave their support (67%, 64% and 61%, respectively).

In Member States where a lower proportion of respondents than the EU27 average were in favour of the proposed action, a larger group of respondents explicitly said they would not support this action. Often, however, an equally large group did not express an opinion as to whether they supported further harmonisation of rules on security measures.

The highest percentage of respondents not supporting more harmonised rules on security measures was found in Latvia, where one in four respondents (24%) were not in favour. In the Czech Republic,

one in five respondents did not favour the action and the corresponding percentage in Estonia and Denmark was 19%. Although Czech respondents did not differ so much in their negative opinions compared to Estonian, Danish and Latvian respondents, they did have more “don’t know” responses (33%). The percentage of respondents who did not know if they would favour this action, or not, was 18% in Denmark, 16% in Latvia and 14% in Estonia.

More harmonised rules on security measures



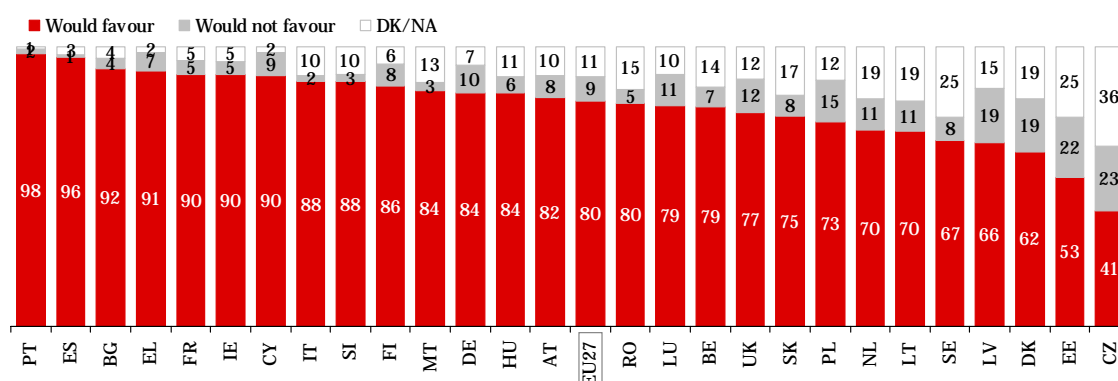
Q16. Please indicate which of the following actions would you favour to improve and simplify the implementation of the legal framework on data protection?
%, Base: all respondents, by country

Action 2: More uniform national laws related to information provided to data subjects

The second proposed action also focussed on harmonisation and uniformity, more specifically, the proposed action was to create more uniformity between national laws across the EU as regards the information that should be provided to data subjects. Compared to the first action, the same countries were found at the higher end of the distribution – most likely to favour – and at the lower end – least likely to be supportive. While 98% and 96%, respectively, of Portuguese and Spanish respondents were in favour of this action, only 53% of Estonian, 62% of Danish and 66% of Latvian respondents favoured more uniform national laws about the provision of information to data subjects across the EU.

Czech interviewees were again the least likely to support this action, with only 41% being in favour. They were also the most likely to oppose such an action (23%). Nonetheless, the proportion who said they would not favour the action was not much larger than in some other Member States, e.g. 22% of Estonian and 19% of Latvian and Danish respondents were opposed to such uniformity across national laws. Czech respondents were, however, again more likely than respondents in these other countries not to have an opinion about the topic (36%).

More uniformity between the national laws across the EU as regards information to be provided to data subjects



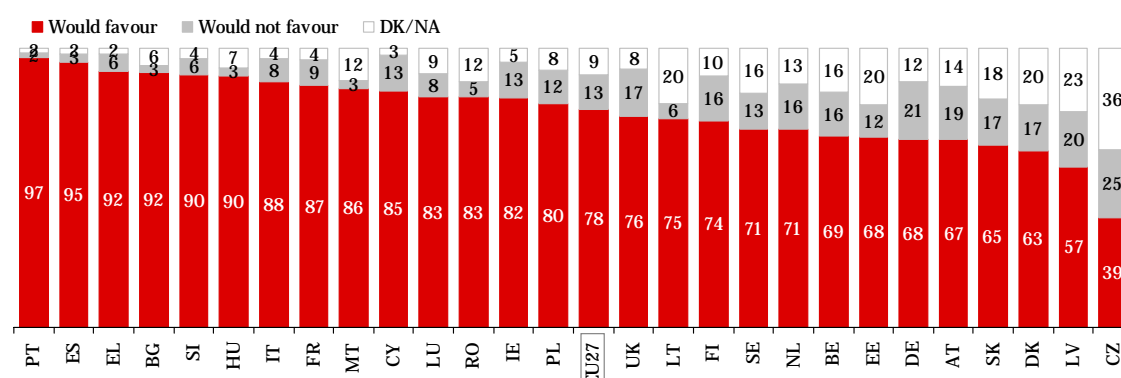
Q16. Please indicate which of the following actions would you favour to improve and simplify the implementation of the legal framework on data protection?
%, Base: all respondents, by country

Action 3: Better balance between the right to data protection and freedom of expression and information

It was already mentioned that Portuguese and Spanish respondents seemed to favour more actions to improve and simplify the implementation of the legal framework on data protection, and they were also most likely to support the aim of having a better balance between the right to data protection and freedom of expression and information (97% in Portugal, 95% in Spain). Greece and Bulgaria followed, with 92% believing in the benefits of a better balance between the right to have your data protected and the freedom of expression and information.

The rate of approval for this action among Czech respondents dropped to less than four out of 10 respondents (39%), and one in four Czechs said explicitly that they would not favour this action. Similarly high rates of respondents who would not favour the creation of a better balance between the right to data protection and freedom of expression and information were found in Germany (21%), Latvia (20%) and Austria (19%).

Aim at a better balance between the right to data protection and freedom of expression and information



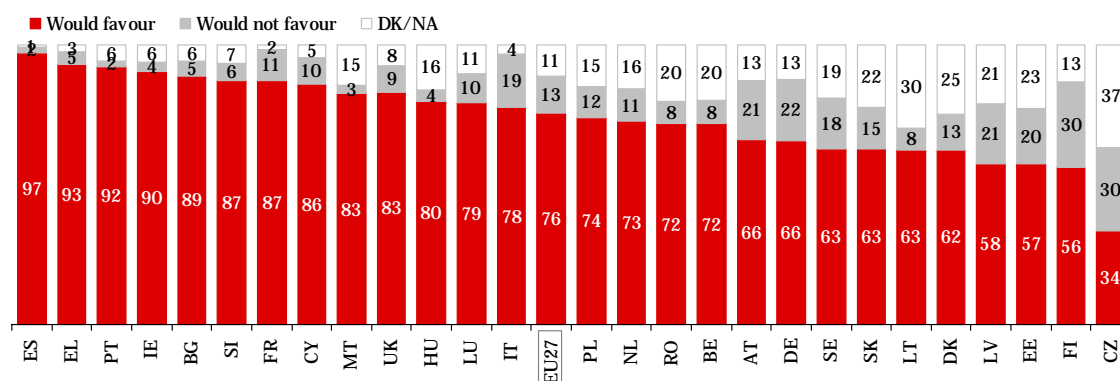
Q16. Please indicate which of the following actions would you favour to improve and simplify the implementation of the legal framework on data protection?
%, Base: all respondents, by country

Action 4: Further clarification on the practical application of some of the key definitions and concepts of the European Directive and national data protection laws

For the action to further clarify the practical application of some of the key definitions and concepts of the European Directive and the national data protection laws, the countries observed at the top and bottom of the ranking were consistent with the previous findings; 97% of Spanish respondents, 93% of Greek respondents and 92% of Portuguese respondents supported this action compared to 34% of Czech, 57% of Estonian and 58% of Latvian respondents.

Nevertheless, for this action, Finnish interviewees were also among the least likely to approve of the proposed clarifications (56%) and they were the most likely (30%) to have explicitly said they were not in favour of this action. This figure was only matched by the Czech respondents.

Further clarification on the practical application of some of the key definitions and concepts of the European Directive and the national data protection laws

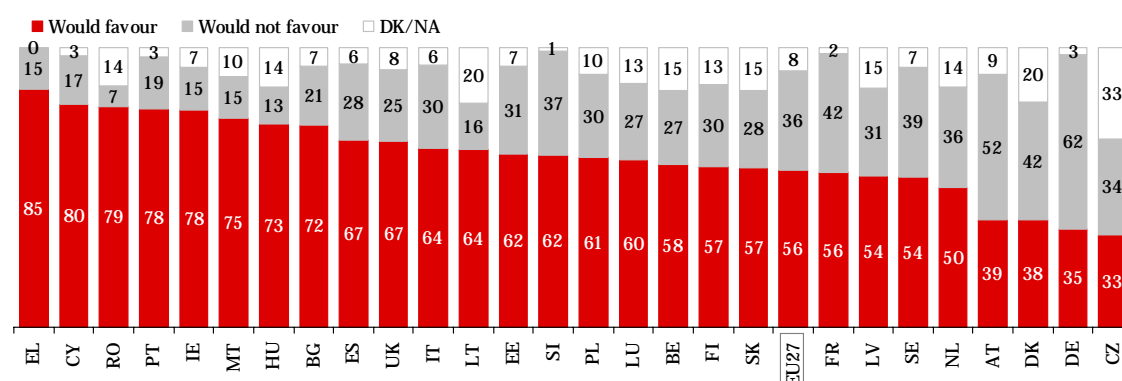


Q16. Please indicate which of the following actions would you favour to improve and simplify the implementation of the legal framework on data protection?
%, Base: all respondents, by country

Action 5: Specific data protection legislation per activity sector

Results for the proposed action to create specific data protection legislation per activity sector showed that, in four countries, the number of respondents opposing this action was greater than the number in favour. Among these, Germany showed the largest difference, with 62% of respondents against this action compared to only 35% in favour. In Austria and Denmark, those opposing the action (52% and 42%, respectively) outnumbered those in favour (39% and 38%, respectively). Finally, in the Czech Republic, the numbers – for and against – were equal (34% against, 33% in favour).

Furthermore, in almost all Member States, specific data protection legislation for each sector of activity was the least favoured action to improve and simplify the implementation of the legal framework on data protection. The exceptions were Romania, Lithuania and Finland, where further clarification on the practical application of some of the key definition and concepts of the European Directive and the national data protection laws (action 4) was the least favoured proposition, and Estonia, where more uniformity between national laws across the EU as regards the information provided to data subjects (action 2) was also less favoured than sector specific data protection legislation.

Data protection legislation specific to each sector of activity

Q16. Please indicate which of the following actions would you favour to improve and simplify the implementation of the legal framework on data protection?
 %, Base: all respondents, by country

Breakdown by company and respondent characteristics (Annex tables 22b – 27b)

Results by company and respondents' characteristics did not show many important differences as to the actions respondents would favour to improve and simplify the implementation of the legal framework on data protection. Nevertheless, some observations could be made.

Marketing managers, HR managers and general managers, by and large, favour more actions than data protection officers and IT managers. For example, while 75% of marketing managers, 77% of general managers and 78% of HR managers would favour more uniformity between national laws about information provided to data subjects across the EU, the corresponding percentages for data protection managers and IT managers were 82% and 84%. This conclusion does not, however, hold for the action of further clarifying the practical application of the key definitions of the European Directive and national data protection laws. For this action, IT managers were more in favour than respondents in other management positions (83% compared to, for example, 70% of general managers).

Results by *activity sector* and *company size* only showed differences in the opinions of respondents about the action that aimed for a better balance between freedom of expression and information, and the right to data protection. In the construction sector, 83% of respondents were in favour of this action compared to 74% of respondents in the trade sector, 78% in the service sector and 80% in the industry sector. In comparison with respondents in SMEs, fewer respondents in companies with more than 250 employees favoured creating a better balance between such rights in order to simplify the implementation of the data protection legal framework (71% for large companies vs. 78% in small companies and 79% in medium-sized companies).

5. Data protection in the light of international terrorism

Towards the end of the survey, we measured the data controllers' attitudes in respect of any restriction of individuals' data protection rights, because of actions taken in the fight against terrorism.

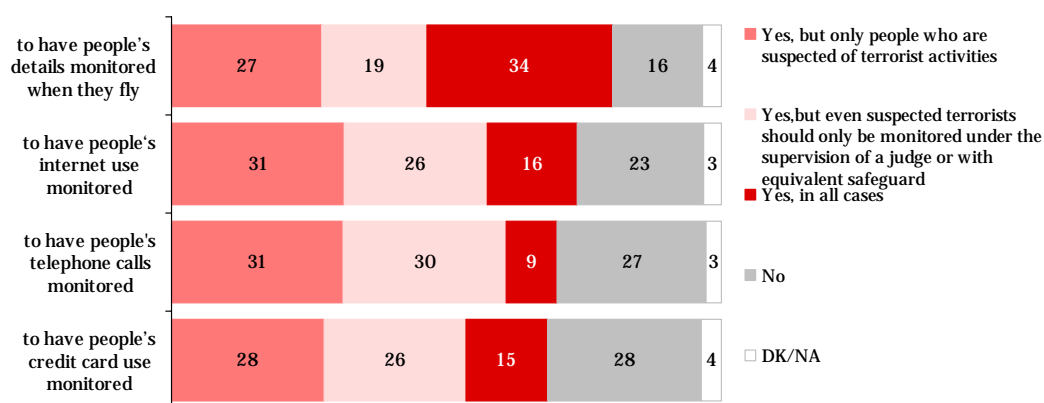
In order to do so, respondents were asked whether in light of international terrorism, it should be possible to have people's actions monitored, e.g. their telephone calls, use of the Internet, credit card transactions or their personal flight details. To allow for a nuanced measurement of the degree to which respondents agreed to a restriction of data protection rights, they were given the following options as answers:

- "Yes, in all cases"
- "Yes, but only people who are suspected of terrorist activities"
- "Yes, but even suspected terrorists should only be monitored under the supervision of a judge or with equivalent safeguards"
- "No"

The possible answers were presented in a rotating order; for half of the sample we started with the "yes, in all cases" option, while for the other half the "no" option was read out first.

The results indicated that most interviewees were ready to accept restrictions of data protection rights where this benefited the fight against international terrorism. A majority of respondents answered positively that it should be possible to monitor the different actions listed in the survey (a conditional or unconditional yes answer was given by 69%-80% of respondents, depending on the activity), while only a minority dismissed this idea completely (16%-28%).

Monitoring of people's phone calls, Internet usage, credit card usage and personal details when flying



Q17. In light of the fight against international terrorism, do you think that, in certain circumstances, it should be possible:
%, Base: all respondents

However, respondents were still suspicious about any provisions that would allow authorities to restrict data protection rights, even if this assisted the authorities in the fight against terrorism. Most respondents who were in favour of monitoring telephone calls, Internet and credit card usage or passenger flight details, emphasised that the restrictions of the data protection laws should have clearly defined limits. Around 30% of respondents stressed that only suspects should be monitored (27%-31%) and between 19% and 30% wanted to see even stricter rules applied, i.e. monitoring of activities of those suspected with terrorism should only be possible when it was carried out under the supervision of a judge or with equivalent safeguards.

Over three-quarters (80%) of respondents agreed that people's personal flight details should be monitored, and a third (34%) felt that this could be done unconditionally (i.e. should be possible *in all cases*) – this action received the most 'unconditional' support.

Most respondents agreed with the public authorities' assessment that the Internet was an efficient and dangerous tool for the preparation of terrorist attacks and that it should be monitored. After people's flight details, respondents were the most likely to agree to the monitoring of Internet usage (73%), with just a quarter (23%) dismissing this possibility.

Respondents were more reluctant to agree to the monitoring of telephone calls and credit card transactions. While a majority still agreed that this could be done (70% and 69%, respectively, but in most cases conditionally), more than a quarter of respondents were opposed to the idea of such checks (27% and 28%, respectively).

Particularly in regard to telephone calls, respondents feared that the authorities were prying too much into people's private lives as a by-product in the fight against terrorism. In this case, respondents were the least likely to say that monitoring should be possible in all cases (9%) and most likely to say that it should only be applied to suspects (31%) or that even suspected terrorists should only be monitored under the supervision of a judge or with equivalent safeguards (30%).

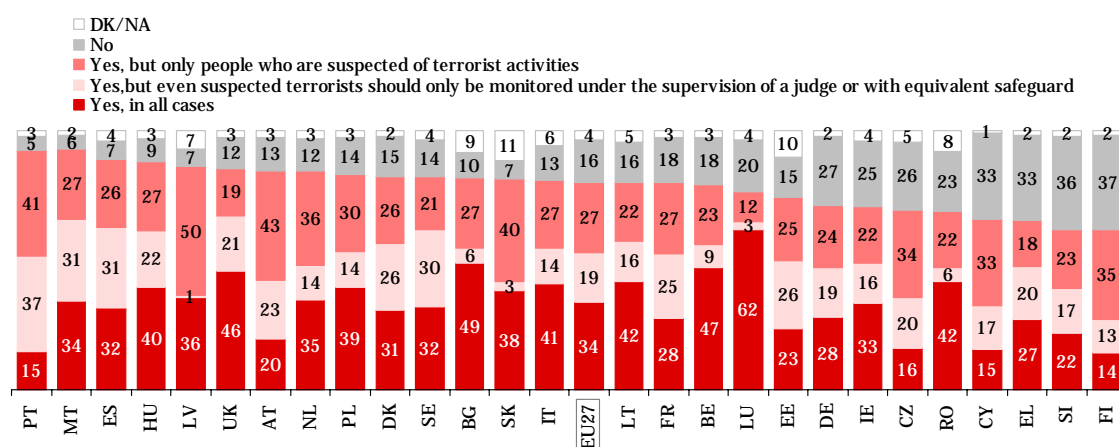
Monitoring of people's personal flight details

A majority of respondents in all Member States agreed that, in the light of international terrorism, there should be a possibility to monitor people's flight details, ranging from 62% "yes" answers (conditional or unconditional) in Finland to 93% in Portugal.

Those favouring the *unconditional* monitoring of people's flight data were most often found in Luxemburg (62%), Bulgaria (49%) and the UK (46%), and the least often in the Czech Republic (16%), Portugal, Cyprus (both 15%) and Finland (14%).

In Latvia, respondents stressed the most often that only the data of people who were suspected of terrorist activities should be monitored (50%), followed by respondents in Austria (43%), Portugal (41%) and Slovakia (40%). Portuguese respondents were not only among the most likely to stress that only data of people suspected of terrorist activities should be monitored, a similar proportion of Portuguese respondents wanted even more restrictions on monitoring; 37% said that even suspects should only be monitored under the supervision of a judge or equivalent safeguards.

Fight against international terrorism: Monitoring of people's details when they fly



Q17. In light of the fight against international terrorism, do you think that, in certain circumstances, it should be possible
%, Base: all respondents, by country

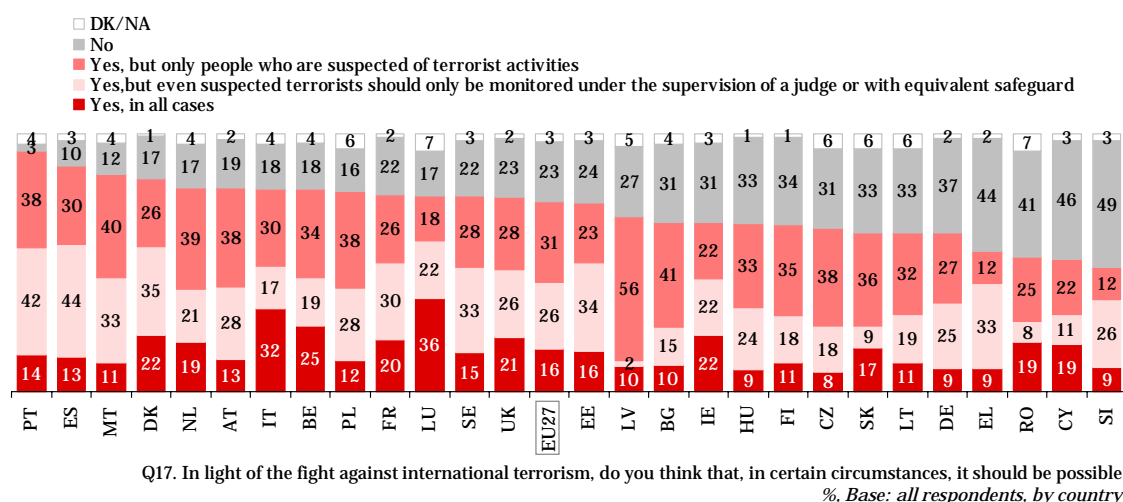
Monitoring of people's Internet usage

Portuguese respondents were the ones most likely to approve of the monitoring of people's Internet usage, with only 3% who completely dismissed this idea. However, this was the least popular option in Slovenia and Cyprus (where 49% and 46%, respectively, said "no").

Concerning the monitoring of Internet data, Luxembourgish respondents were the ones the most likely to agree to such checks being conducted as part of the fight against terrorism; over a third (36%) of Luxembourgish respondents said monitoring should be possible *in all cases*. In Italy, a slightly lower proportion (32%) approved such *unconditional* monitoring of Internet usage. Slovenia, Greece, Germany and Hungary, where only 9% of respondents were of this opinion, were at the other end of the scale.

It was also, once again, Portuguese respondents who were more concerned about an invasion of privacy; 42% said that even suspected terrorists should only be monitored under the supervision of a judge or with equivalent safeguards. A similar proportion of Spanish respondents (44%) chose this response, while Latvian respondents (2%) showed the least concern. Finally, and in line with the previous item, although hardly any of the Latvian respondents were in favour of this very restricted monitoring, they were most likely to answer that monitoring usage of the Web should only be possible when people were suspected of terrorist activities (56%).

Fight against international terrorism: Monitoring of people's Internet usage



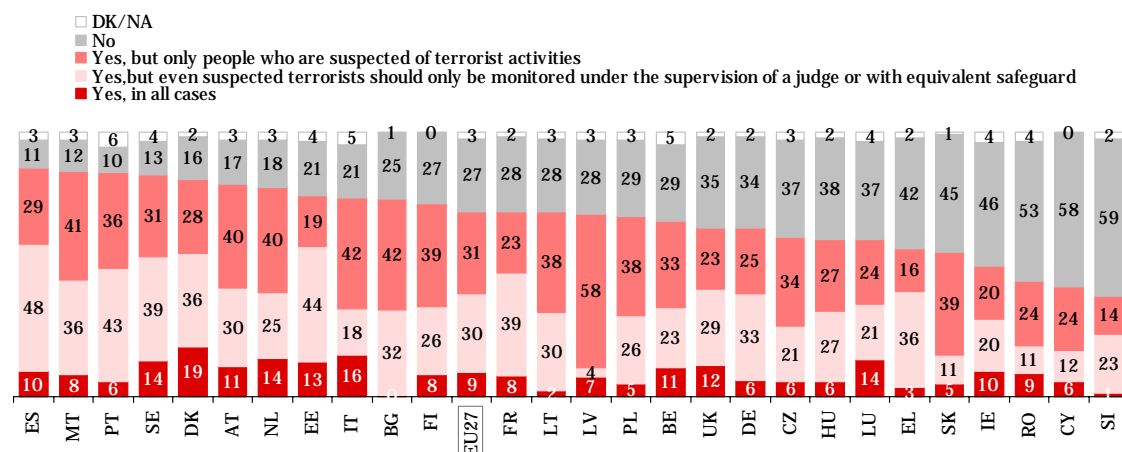
Monitoring of people's telephone calls

A majority of respondents in almost all Member States agreed that in the light of international terrorism, there should be the possibility to monitor phone calls. The exceptions were Slovenia, Cyprus and Romania, where 59%, 58% and 53% of respondents, respectively, completely dismissed the idea of monitoring phone calls.

Danish and Italian respondents were the most likely to give their "hard approval" on this point, 19% of Danish respondents and 16% of Italian respondents said that in the light of international terrorism, the monitoring of telephone calls should be allowed *in all cases*. Luxembourgish, Swedish and Dutch respondents followed with 14% of respondents who approved *unconditional* monitoring of telephone calls. On the contrary, in the new Member States, respondents were the least supportive of the *unconditional* monitoring of telephone calls. In Bulgaria, we even found that no one said that phone calls should be monitored *in all cases*.

In Latvia, once more, the highest percentage of respondents could be found who said that monitoring should only be applied to those suspected of terrorist activities (58%). Spanish respondents were again the most likely to say that even the phone calls of suspected terrorists should only be monitored under certain very strict conditions (48%).

Fight against international terrorism: Monitoring of people's phone calls



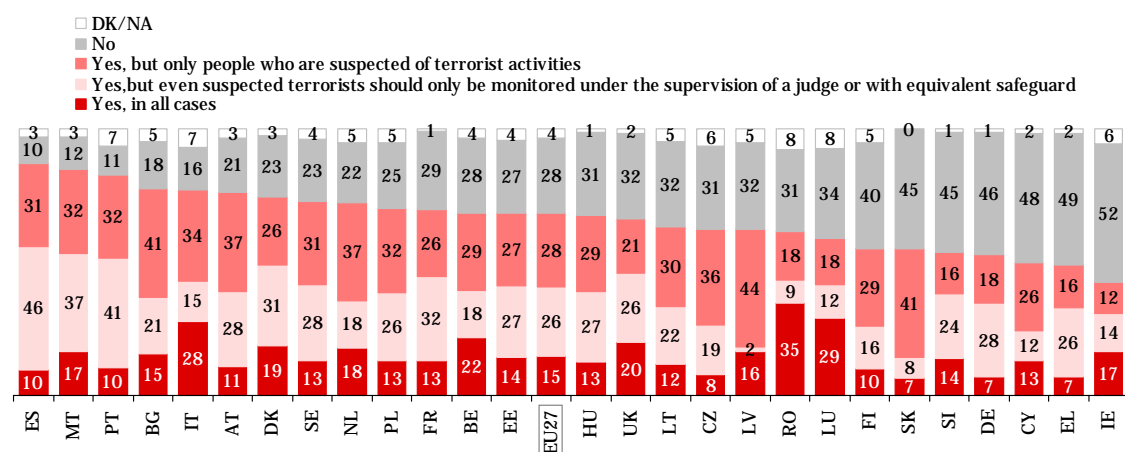
Q17. In light of the fight against international terrorism, do you think that, in certain circumstances, it should be possible
%, Base: all respondents, by country

Monitoring of people's credit card transactions

Comparing Member States, the percentage of those approving the monitoring of credit card transactions ranged from 87% in Spain to 43% in Ireland. Ireland was the only country where more than half of the respondents were opposed to this idea (52%).

Romania stood out when it came to the *unconditional* support of the monitoring of credit card usage, as part of the fight against international terrorism. Here, we found the highest percentage of respondents who wanted this action *in all cases* (35%). Luxembourg and Italy followed with 29% and 28%, respectively, of respondents who approved this measure in all cases. In Greece, Germany and Slovakia, on the other hand, respondents were the least likely to approve of credit card transactions being monitored in all cases (7%).

In line with the results discussed so far, Spanish and Portuguese respondents were the most likely to stress that the monitoring should have strict limits. In both countries, more than four out of 10 respondents answered that even suspected terrorists should only be monitored under the supervision of a judge or with equivalent safeguards (46% in Spain, 41% in Portugal). In Latvia, again, the highest percentage of respondents could be found who said that only people suspected of terrorist attacks should be monitored (44%), followed by Bulgaria and Slovakia (both 41%).

Fight against international terrorism: Monitoring of people's credit card usage

Q17. In light of the fight against international terrorism, do you think that, in certain circumstances, it should be possible
 %, Base: all respondents, by country

Breakdown by company and respondents' characteristics (Annex tables 28b – 31b)*By size of company*

The results by *company size* showed that the proportions of respondents who disapproved of any provisions that allowed the authorities to relax data protection laws were fairly identical across companies of varying sizes (the “no” answers). However, respondents working in SMEs were more likely to allow the unrestricted monitoring of personal details, while respondents working in companies with more than 250 employees were more likely to say that even the details of suspected terrorists should only be monitored under the supervision of a judge or with equivalent safeguards.

For example, concerning the *monitoring of people's personal flight details*, just over a third (36%) of respondents working in a company with less than 50 employees approved of the unconditional monitoring of people's personal flight details, while only a quarter (26%) of respondents in the largest companies did so. A similar number (24%) of respondents in these largest companies preferred to set strict rules on the monitoring of flight details, whereas only 18% of respondents in the smallest companies wanted that.

By position within the company

The results by respondents' *position in the company* showed that general managers most often wanted an unrestricted monitoring of personal details in the light of international terrorism (“yes, in all cases”). IT managers, on the other hand, were the least likely to approve of this *in all cases* and they most often preferred to see it limited to suspects, who should additionally have the right to be monitored only under the supervision of a judge or equivalent safeguards.

For example, looking at the respondents' opinions about the monitoring of *people's credit card usage*: while 23% of general managers approved of an unconditional monitoring, only 9% of IT managers did so. On the other hand, while a third (32%) of IT managers answered that even the credit card usage of suspected terrorists should only be monitored under the supervision of a judge or with equivalent safeguards, only 22% of general managers shared this viewpoint.

By type of data transfer

Respondents working in companies that did not *transfer personal data via the Internet* were slightly more likely to answer that it should be possible to monitor Internet and credit card use or passenger flight details, while respondents working in companies that did transfer data via the Internet were more inclined to dismiss this idea completely. Respondents working in *companies that transferred personal data to non-EU countries* were more likely to accept the *unconditional* monitoring of personal details, while respondents in companies that did not make such transfers were slightly more likely to disagree with that. However, the proportion of respondents who would accept monitoring under certain conditions was similar for both groups.

As an example, we can draw again on the respondents' opinions about the monitoring of *people's credit card usage*. Of the respondents working in companies that transferred personal data to countries outside of the EU, a quarter (23%) said that people's credit card usage should not be monitored, just over half (54%) accepted monitoring under certain conditions, and 19% accepted it in all cases. On the other hand, of the respondents in companies that did not transfer data outside of the EU, under a third (29%) said that credit card transactions should not be monitored, just over half (54%) accepted monitoring under certain conditions, and 14% accepted it in all cases.

By activity sector

Finally, when trying to identify differences by activity sector that were valid for all of the monitoring actions, no clear patterns emerged. However, we saw, for example, that respondents responsible for data protection issues in companies in the construction sector were somewhat more likely, than respondents in the other sectors of activity, to allow the unrestricted monitoring of people's Internet usage (21% vs. 15% in the trade sector, 16% in the industry and service sectors), and that respondents in the service sector most often said that even suspects' flight details should only be monitored under the supervision of a judge or equivalent safeguards (22% compared to, for example, 15% in the trade sector).

Flash EB Series #226

**“Data protection
perceptions
among data controllers”
among enterprises
in the Member States**

Annex Tables and Survey Details

THE GALLUP ORGANIZATION

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Table 1a. Familiarity with the provisions of the data protection law – *by country*

QUESTION: Q1A. How familiar are you with the provisions of the Data Protection Law of [COUNTRY]?





























		Total N	% Very familiar	% Somewhat familiar	% Not really familiar	% DK/NA
	EU27	4835	13.1	56.1	30.2	0.6
	COUNTRY					
	Belgium	205	4.1	40.6	50.9	4.4
	Bulgaria	100	14.9	68.9	16.2	0
	Czech Rep.	203	25.4	68.8	3.8	2
	Denmark	200	11.6	55.5	32.2	0.7
	Germany	300	12.8	51.3	35.9	0
	Estonia	101	6.1	46.1	47.8	0
	Greece	100	17.6	47.8	32.7	1.9
	Spain	301	27.8	56	16.1	0.2
	France	303	1.8	30.4	67.8	0
	Ireland	100	16	42.2	41.7	0
	Italy	300	23	72.6	4.4	0
	Cyprus	102	20.6	50.9	27.8	0.6
	Latvia	101	20.9	57.9	21.2	0
	Lithuania	100	9.9	68.7	21.5	0
	Luxembourg	106	7.7	48	41.8	2.5
	Hungary	205	4.8	50.9	44.3	0
	Malta	100	21.4	66.5	12.1	0
	Netherlands	200	9.8	53.7	35.1	1.4
	Austria	202	7.1	46.9	45.6	0.5
	Poland	301	7.3	74.6	17.3	0.9
	Portugal	100	3.8	42.5	52.9	0.8
	Romania	304	7.1	50.7	38.2	4.1
	Slovenia	100	48.4	50.4	1.2	0
	Slovakia	100	46	48.6	4	1.3
	Finland	100	2.2	48.2	49.6	0
	Sweden	201	2	54.8	43.1	0
	United Kingdom	300	16.7	60.8	22.3	0.2

Table 1b. Familiarity with the provisions of the data protection law – *by segment*

QUESTION: Q1A. How familiar are you with the provisions of the Data Protection Law of [COUNTRY]?






	Total N	% Very familiar	% Somewhat familiar	% Not really familiar	% DK/NA
EU27	4835	13.1	56.1	30.2	0.6
 ACTIVITY					
Construction	531	6.6	53.8	38.9	0.8
Industry	1339	11.5	58.4	29.2	0.8
Trade	989	8.5	59.8	31.5	0.3
Services	1689	18.4	53.6	27.7	0.3
 COMPANY SIZE					
Small (20-49 empl.)	3066	10.3	56.2	32.8	0.6
Medium (50-249 empl.)	1423	14.5	57.1	27.7	0.6
Large (250+ empl.)	346	31.6	51.2	17	0.2
 RESPONDENT					
Data Protection Officer	1732	16	59.2	24.5	0.3
IT Manager	1007	9.4	51.8	38.4	0.4
Marketing Manager	282	12.6	55.4	31.2	0.8
HR Manager	911	13.4	61.3	23.8	1.5
General Manager	903	11.4	50.2	37.9	0.5
 TRANSFERRING DATA VIA INTERNET					
Yes	1656	13.6	53.5	31.9	1
No	3179	12.8	57.5	29.3	0.4
 TRANSFERRING PERSONAL DATA TO COUNTRIES OUTSIDE THE EU					
Yes	461	18.5	57.1	24	0.4
No	4374	12.5	56	30.8	0.6

Table 2a. Level of protection offered by the data protection law – *by country*

QUESTION: Q1. Would you say that the level of protection offered by the (NATIONALITY) Data Protection Law for citizens is ...?





























	Total N	% High	% Medium	% Low	% DK/NA
 EU27	4835	27.6	55.9	11.3	5.2
COUNTRY					
 Belgium	205	22.7	53.2	5.8	18.4
 Bulgaria	100	9.4	55	27.6	8
 Czech Rep.	203	26	56.2	12.9	4.9
 Denmark	200	34.2	52.5	2	11.2
 Germany	300	33.2	51.5	12	3.3
 Estonia	101	18.6	62.9	2.4	16.1
 Greece	100	25.3	45.7	21.8	7.2
 Spain	301	24.8	61	11.9	2.3
 France	303	21.5	61.3	14.2	3
 Ireland	100	25.5	49.5	6.3	18.7
 Italy	300	30.8	55.5	13.2	0.5
 Cyprus	102	33.7	41.1	16.8	8.5
 Latvia	101	10.2	71.2	12.8	5.8
 Lithuania	100	8.4	59.1	24	8.4
 Luxembourg	106	30.9	44.7	6.9	17.5
 Hungary	205	13.6	59.2	13.3	14
 Malta	100	38.9	52.4	2.3	6.3
 Netherlands	200	35.9	54.8	5.3	4
 Austria	202	24.6	55.2	14.6	5.6
 Poland	301	26.1	59.6	11.1	3.2
 Portugal	100	7.7	65.3	9.2	17.9
 Romania	304	16.3	51.9	16.3	15.5
 Slovenia	100	56	36.3	3.8	3.9
 Slovakia	100	27.6	66.3	3.5	2.6
 Finland	100	50.2	43.6	4.5	1.6
 Sweden	201	23.8	56.6	0.8	18.8
 United Kingdom	300	33.6	49.5	11.2	5.7

Table 2b. Level of protection offered by the data protection law – *by segment*

QUESTION: Q1. Would you say that the level of protection offered by the (NATIONALITY) Data Protection Law for citizens is ...?






	Total N	% High	% Medium	% Low	% DK/NA
EU27	4835	27.6	55.9	11.3	5.2
 ACTIVITY					
Construction	531	25.6	59.6	8.5	6.3
Industry	1339	21.8	59.9	14.2	4.1
Trade	989	27.9	56.2	11.6	4.3
Services	1689	31.4	53.4	9.6	5.7
 COMPANY SIZE					
Small (20-49 empl.)	3066	25.1	57	12.3	5.6
Medium (50-249 empl.)	1423	28.9	55.9	10.5	4.7
Large (250+ empl.)	346	44.3	46.7	5.4	3.6
 RESPONDENT					
Data Protection Officer	1732	28.4	56.5	10.8	4.2
IT Manager	1007	29.6	55.3	10.1	5
Marketing Manager	282	24.8	55.1	14	6.2
HR Manager	911	25.1	60.4	10.3	4.2
General Manager	903	27.1	51.3	13.5	8.1
 TRANSFERRING DATA VIA INTERNET					
Yes	1656	24.5	57.3	12.3	5.9
No	3179	29.2	55.2	10.7	4.9
 TRANSFERRING PERSONAL DATA TO COUNTRIES OUTSIDE THE EU					
Yes	461	30.4	52.5	13	4.1
No	4374	27.3	56.3	11.1	5.3

Table 3a. The existing legislation and the increasing amount of personal information being exchanged – *by country*

QUESTION: Q4. In your opinion, do you think that the existing legislation on data protection is suited or not to cope with the increasing amount of personal information being exchanged, for example transferred over the Internet?





























	Total N	% Very well suited	% Rather well suited	% Rather unsuited	% Not suited at all	% DK/NA
 EU27	4835	5	37	38.1	12	7.9
COUNTRY						
 Belgium	205	11	34.7	26.6	13	14.8
 Bulgaria	100	0	36.9	34.2	14	14.8
 Czech Rep.	203	4	28.2	42.6	11.8	13.4
 Denmark	200	11.7	42.5	30.5	6.6	8.7
 Germany	300	5.6	41.6	38.2	9.1	5.5
 Estonia	101	5.3	48.5	19.6	1.7	25
 Greece	100	1.5	49.5	29.7	13	6.3
 Spain	301	3.6	30	42.3	19.2	4.9
 France	303	2.7	39.5	37.7	18.1	2
 Ireland	100	12.1	28.2	39.9	10.4	9.4
 Italy	300	4.8	34.4	39.8	18.1	3
 Cyprus	102	6.6	30.4	25.1	19.8	18.1
 Latvia	101	1.5	38.7	40.6	2.6	16.6
 Lithuania	100	0	27.1	52.2	4.5	16.1
 Luxembourg	106	7.6	38.9	26.7	12.3	14.5
 Hungary	205	3.3	23.8	46.1	8.8	18
 Malta	100	7	45.4	29.2	7.5	10.9
 Netherlands	200	12.3	37.4	24	13.9	12.5
 Austria	202	2.7	46.6	31.2	6.8	12.6
 Poland	301	3.9	33.2	49.5	6.3	7
 Portugal	100	5.3	32.3	46.6	7.2	8.7
 Romania	304	6.8	35.3	23.3	9.8	24.9
 Slovenia	100	4.5	54.2	34.6	1.2	5.4
 Slovakia	100	5.2	34.6	41.4	9.6	9.2
 Finland	100	3.2	45.6	40.8	4.5	5.9
 Sweden	201	0.5	46.2	24.8	9	19.4
 United Kingdom	300	2.7	40.6	36.2	13.8	6.8

Table 3b. The existing legislation and the increasing amount of personal information being exchanged – *by segment*

QUESTION: Q4. In your opinion, do you think that the existing legislation on data protection is suited or not to cope with the increasing amount of personal information being exchanged, for example transferred over the Internet?






	Total N	% Very well suited	% Rather well suited	% Rather unsuited	% Not suited at all	% DK/NA
EU27	4835	5	37	38.1	12	7.9
 ACTIVITY						
Construction	531	5.8	39.6	36.7	9.3	8.5
Industry	1339	4.7	34.2	40.4	14.1	6.6
Trade	989	5	39.5	38.4	10.3	6.8
Services	1689	5.3	37.6	36.7	12.1	8.2
 COMPANY SIZE						
Small (20-49 empl.)	3066	4.3	36.3	38.3	12.2	8.9
Medium (50-249 empl.)	1423	6.3	37.3	37.7	12.1	6.6
Large (250+ empl.)	346	6.7	41.8	37.1	9.5	4.8
 RESPONDENT						
Data Protection Officer	1732	4.7	35.9	40.1	12.1	7.3
IT Manager	1007	4.3	40.5	37.8	13.1	4.2
Marketing Manager	282	6.3	30.3	37.1	14.6	11.8
HR Manager	911	4.7	34.4	40.7	11.2	9.1
General Manager	903	6.5	39.8	32.1	10.7	10.9
 TRANSFERRING DATA VIA INTERNET						
Yes	1656	5	36.4	39.2	12	7.5
No	3179	5	37.3	37.5	12	8.1
 TRANSFERRING PERSONAL DATA TO COUNTRIES OUTSIDE THE EU						
Yes	461	9.2	35	38.5	12.3	5.1
No	4374	4.6	37.2	38	12	8.2

Table 4a. Opinions about the requirements of the data protection law: The requirements of the data protection law are necessary in order to respect a high level of protection for consumers and the fundamental rights of citizens – *by country*

QUESTION: Q2_A. From your business perspective and in general terms, would you rather agree or rather disagree with each of the statements concerning the requirements of the data protection law? - The requirements of the data protection law are necessary in order to respect a high level of protection for consumers and the fundamental rights of citizens





























		Total N	% Rather agree	% Rather disagree	% DK/NA
	EU27	4835	91.2	6.2	2.7
	COUNTRY				
	Belgium	205	82.4	9.2	8.4
	Bulgaria	100	95.1	1.5	3.4
	Czech Rep.	203	93.9	5.2	0.8
	Denmark	200	91.8	3.9	4.3
	Germany	300	89.4	8.3	2.3
	Estonia	101	91.7	4.6	3.7
	Greece	100	96.8	3.2	0
	Spain	301	98.5	1.2	0.3
	France	303	95.4	3.3	1.2
	Ireland	100	99	1	0
	Italy	300	84	14.3	1.7
	Cyprus	102	99.4	0.6	0
	Latvia	101	83.7	10.1	6.2
	Lithuania	100	92.3	6.3	1.5
	Luxembourg	106	86.4	8.3	5.3
	Hungary	205	90.3	6.3	3.4
	Malta	100	96.8	3.2	0
	Netherlands	200	84.8	8.7	6.5
	Austria	202	90.6	7.1	2.3
	Poland	301	91.8	6.3	1.9
	Portugal	100	97	1.5	1.5
	Romania	304	85	2.1	12.9
	Slovenia	100	93	5.8	1.2
	Slovakia	100	90.2	1.7	8
	Finland	100	96.3	2.9	0.8
	Sweden	201	91.4	2.7	5.9
	United Kingdom	300	94.7	4.2	1.1

Table 4b. Opinions about the requirements of the data protection law: The requirements of the data protection law are necessary in order to respect a high level of protection for consumers and the fundamental rights of citizens – *by segment*

QUESTION: Q2_A. From your business perspective and in general terms, would you rather agree or rather disagree with each of the statements concerning the requirements of the data protection law? - The requirements of the data protection law are necessary in order to respect a high level of protection for consumers and the fundamental rights of citizens






	Total N	% Rather agree	% Rather disagree	% DK/NA
EU27	4835	91.2	6.2	2.7
 ACTIVITY				
Construction	531	91.7	5.6	2.7
Industry	1339	91.2	6.1	2.7
Trade	989	92.2	5.5	2.3
Services	1689	90.5	6.9	2.6
 COMPANY SIZE				
Small (20-49 empl.)	3066	90.6	6.7	2.8
Medium (50-249 empl.)	1423	91.4	5.9	2.7
Large (250+ empl.)	346	95.6	2.7	1.7
 RESPONDENT				
Data Protection Officer	1732	90.4	6.8	2.8
IT Manager	1007	92.9	5.7	1.5
Marketing Manager	282	92.2	4.2	3.6
HR Manager	911	92.9	4.2	2.8
General Manager	903	88.5	8.1	3.3
 TRANSFERRING DATA VIA INTERNET				
Yes	1656	92	5	3
No	3179	90.7	6.8	2.5
 TRANSFERRING PERSONAL DATA TO COUNTRIES OUTSIDE THE EU				
Yes	461	92.3	5	2.7
No	4374	91	6.3	2.7

Table 5a. Opinions about the requirements of the data protection law: The requirements of the data protection law are too strict in certain respects – *by country*

QUESTION: Q2_B. From your business perspective and in general terms, would you rather agree or rather disagree with each of the statements concerning the requirements of the data protection law? - The requirements of the data protection law are too strict in certain respects





























	Total N	% Rather agree	% Rather disagree	% DK/NA
 EU27	4835	35	54.9	10.2
COUNTRY				
 Belgium	205	35.3	48.2	16.5
 Bulgaria	100	32.2	39.3	28.6
 Czech Rep.	203	34.3	56.4	9.3
 Denmark	200	26.2	54.2	19.6
 Germany	300	27.2	67.2	5.6
 Estonia	101	19	51.9	29.2
 Greece	100	41.3	49.8	8.9
 Spain	301	37.3	54.1	8.6
 France	303	28.7	64.8	6.5
 Ireland	100	22.2	66.1	11.8
 Italy	300	61.2	37.4	1.5
 Cyprus	102	54	29.6	16.4
 Latvia	101	30	48	22.1
 Lithuania	100	18.7	57.4	23.9
 Luxembourg	106	49.9	39.7	10.4
 Hungary	205	21.7	52.6	25.6
 Malta	100	52.6	42.6	4.8
 Netherlands	200	46.8	41.9	11.3
 Austria	202	24.1	65.6	10.3
 Poland	301	31.6	57.2	11.2
 Portugal	100	58.1	25.6	16.3
 Romania	304	21.4	37.3	41.3
 Slovenia	100	50.9	39.8	9.2
 Slovakia	100	47.6	43.1	9.3
 Finland	100	41.1	48.6	10.2
 Sweden	201	30.7	55.5	13.8
 United Kingdom	300	28.2	66.1	5.7

Table 5b. Opinions about the requirements of the data protection law: The requirements of the data protection law are too strict in certain respects – by segment

QUESTION: Q2_B. From your business perspective and in general terms, would you rather agree or rather disagree with each of the statements concerning the requirements of the data protection law? - The requirements of the data protection law are too strict in certain respects






	Total N	% Rather agree	% Rather disagree	% DK/NA
EU27	4835	35	54.9	10.2
 ACTIVITY				
Construction	531	36.9	48.9	14.2
Industry	1339	33.4	56.8	9.8
Trade	989	35.5	56.4	8.1
Services	1689	34.9	55	10.2
 COMPANY SIZE				
Small (20-49 empl.)	3066	35	54.4	10.6
Medium (50-249 empl.)	1423	35	54.9	10
Large (250+ empl.)	346	34.3	58.9	6.8
 RESPONDENT				
Data Protection Officer	1732	36.5	55.3	8.3
IT Manager	1007	33.1	58.8	8.1
Marketing Manager	282	28.6	60.1	11.3
HR Manager	911	36.2	51.6	12.2
General Manager	903	34.9	51.3	13.8
 TRANSFERRING DATA VIA INTERNET				
Yes	1656	33.7	54.8	11.5
No	3179	35.7	54.9	9.5
 TRANSFERRING PERSONAL DATA TO COUNTRIES OUTSIDE THE EU				
Yes	461	32.5	58.8	8.7
No	4374	35.2	54.4	10.3

Table 6a. Opinions about the requirements of the data protection law: The requirements of data protection law are not necessary except for certain sectors of activity – *by country*

QUESTION: Q2_C. From your business perspective and in general terms, would you rather agree or rather disagree with each of the statements concerning the requirements of the data protection law? - The requirements of data protection law are not necessary except for certain sectors of activity





























		Total N	% Rather agree	% Rather disagree	% DK/NA
	EU27	4835	28.2	66.7	5.1
	COUNTRY				
	Belgium	205	43.6	43.5	12.9
	Bulgaria	100	28.3	55.8	15.9
	Czech Rep.	203	30.7	65.2	4.1
	Denmark	200	19.8	70.3	9.9
	Germany	300	17.8	78.3	3.9
	Estonia	101	40.5	48.7	10.8
	Greece	100	45	54.4	0.6
	Spain	301	28.2	71.1	0.7
	France	303	21.5	77.2	1.2
	Ireland	100	28.2	69.4	2.4
	Italy	300	47.8	50.4	1.8
	Cyprus	102	48.9	41.4	9.8
	Latvia	101	24.6	65.3	10.1
	Lithuania	100	33	57.9	9.2
	Luxembourg	106	54.8	36.7	8.6
	Hungary	205	12.1	66	22
	Malta	100	48.3	48.2	3.5
	Netherlands	200	18	76.1	5.9
	Austria	202	27.3	63.7	9
	Poland	301	34.6	61.4	4.1
	Portugal	100	32.3	62	5.7
	Romania	304	34	40.7	25.3
	Slovenia	100	28.4	65.9	5.8
	Slovakia	100	48.4	41.1	10.6
	Finland	100	10.8	86.6	2.6
	Sweden	201	19.5	68.3	12.2
	United Kingdom	300	30.4	65.6	4

Table 6b. Opinions about the requirements of the data protection law: The requirements of data protection law are not necessary except for certain sectors of activity – *by segment*

QUESTION: Q2_C. From your business perspective and in general terms, would you rather agree or rather disagree with each of the statements concerning the requirements of the data protection law? - The requirements of data protection law are not necessary except for certain sectors of activity






	Total N	% Rather agree	% Rather disagree	% DK/NA
EU27	4835	28.2	66.7	5.1
 ACTIVITY				
Construction	531	26.5	68.4	5.1
Industry	1339	31.6	64	4.4
Trade	989	29.2	66.3	4.5
Services	1689	26.7	67.8	5.5
 COMPANY SIZE				
Small (20-49 empl.)	3066	29.8	64.6	5.6
Medium (50-249 empl.)	1423	26.2	69.3	4.5
Large (250+ empl.)	346	21.9	74.5	3.6
 RESPONDENT				
Data Protection Officer	1732	28.9	66.7	4.4
IT Manager	1007	23.3	72.8	3.9
Marketing Manager	282	31.3	60.9	7.8
HR Manager	911	28.3	66.5	5.3
General Manager	903	31.1	62	6.9
 TRANSFERRING DATA VIA INTERNET				
Yes	1656	28.6	65.8	5.6
No	3179	27.9	67.2	4.9
 TRANSFERRING PERSONAL DATA TO COUNTRIES OUTSIDE THE EU				
Yes	461	29.4	67.5	3.2
No	4374	28	66.6	5.3

Table 7a. Opinions about the implementation of the data protection law: There is sufficient harmonisation of Member States' data protection laws to consider that personal data can be moved freely within the European Union – *by country*

QUESTION: Q3_A. For each of the following propositions, please tell me if you totally agree, rather agree, rather disagree or totally disagree with it? - There is sufficient harmonisation of Member States' data protection laws to consider that personal data can be moved freely within the European Union.





























		Total N	% Totally agree	% Rather agree	% Rather disagree	% Totally disagree	% DK/NA
	EU27	4835	9.8	28.1	23.1	9.9	29.1
	COUNTRY Belgium	205	16	25.3	10.1	8.4	40.3
	Bulgaria	100	20.9	22.4	12	7.7	37.1
	Czech Rep.	203	6.6	18.2	13.1	10.3	51.9
	Denmark	200	14.2	15.2	16.5	16.7	37.3
	Germany	300	4.2	21.3	39.6	12.8	22.1
	Estonia	101	5.1	32.5	18.9	3.1	40.4
	Greece	100	7.3	37.8	29	11.9	14
	Spain	301	19.6	18.1	9.9	6.4	46
	France	303	8.6	35.5	36.3	10.6	8.9
	Ireland	100	8.3	37	23.3	12.5	18.8
	Italy	300	9.7	21.9	8	10.6	49.8
	Cyprus	102	23.4	23.2	21.5	9.1	22.7
	Latvia	101	5.3	24.3	30.4	7.6	32.4
	Lithuania	100	8.9	26.2	27.9	6.7	30.3
	Luxembourg	106	25.2	31.2	18.2	12.6	12.8
	Hungary	205	2.4	27.3	22.7	4.5	43
	Malta	100	5.8	36.8	26.2	2.3	28.9
	Netherlands	200	15	31.7	15.7	7.7	29.8
	Austria	202	8.1	26.3	29.1	20.9	15.6
	Poland	301	10.3	41.3	17.9	4.2	26.3
	Portugal	100	9.3	36.5	33.1	6.4	14.7
	Romania	304	19.1	24.6	15.7	14.7	25.9
	Slovenia	100	5	35.3	20.4	10	29.4
	Slovakia	100	11.4	33.2	20.1	7.9	27.4
	Finland	100	2.5	29.4	31.1	7.7	29.3
	Sweden	201	5.6	32.7	18.5	7	36.2
	United Kingdom	300	5.2	29.4	26.4	15.5	23.5

Table 7b. Opinions about the implementation of the data protection law: There is sufficient harmonisation of Member States' data protection laws to consider that personal data can be moved freely within the European Union – *by segment*

QUESTION: Q3_A. For each of the following propositions, please tell me if you totally agree, rather agree, rather disagree or totally disagree with it? - There is sufficient harmonisation of Member States' data protection laws to consider that personal data can be moved freely within the European Union.






	Total N	% Totally agree	% Rather agree	% Rather disagree	% Totally disagree	% DK/NA
EU27	4835	9.8	28.1	23.1	9.9	29.1
 ACTIVITY						
Construction	531	12.5	28.4	23.4	7.9	27.8
Industry	1339	8.6	31.9	22.5	8.9	28
Trade	989	11.7	28.6	20.7	8.4	30.5
Services	1689	8.5	25.4	25.2	11.5	29.5
 COMPANY SIZE						
Small (20-49 empl.)	3066	9.9	29.6	22	9.5	28.9
Medium (50-249 empl.)	1423	9.4	25.3	24.2	11.1	30.1
Large (250+ empl.)	346	9.8	25.6	28.9	8.8	26.9
 RESPONDENT						
Data Protection Officer	1732	8.9	31	22.5	8.5	29.1
IT Manager	1007	9.4	26.1	29.8	13.4	21.3
Marketing Manager	282	14.9	25	14.6	13	32.5
HR Manager	911	11.5	25	19	6.3	38.2
General Manager	903	8.5	28.8	23.7	11.4	27.6
 TRANSFERRING DATA VIA INTERNET						
Yes	1656	11.8	27.8	22.3	9.6	28.6
No	3179	8.7	28.2	23.6	10.1	29.4
 TRANSFERRING PERSONAL DATA TO COUNTRIES OUTSIDE THE EU						
Yes	461	9.9	30.3	28	10	21.8
No	4374	9.8	27.9	22.6	9.9	29.9

Table 8a. Opinions about the implementation of the data protection law: The data protection law in (OUR COUNTRY) is interpreted and applied more rigorously than in other Member States – *by country*

QUESTION: Q3_B. For each of the following propositions, please tell me if you totally agree, rather agree, rather disagree or totally disagree with it? - The data protection law in (OUR COUNTRY) is interpreted and applied more rigorously than in other Member States





























		Total N	% Totally agree	% Rather agree	% Rather disagree	% Totally disagree	% DK/NA
	EU27	4835	12.7	20.2	16.8	8.2	42.1
	COUNTRY						
	Belgium	205	10.8	21.1	8.8	3.1	56.1
	Bulgaria	100	5.8	5.8	10.3	33.5	44.6
	Czech Rep.	203	4.7	11.1	15.1	8.3	60.8
	Denmark	200	21.6	22.4	10	5.3	40.7
	Germany	300	27.2	31.2	13.3	3	25.3
	Estonia	101	14.3	14.9	19.2	4	47.5
	Greece	100	6	8.2	37.8	30.4	17.6
	Spain	301	7.5	4.3	10.9	8.8	68.4
	France	303	6.1	29.9	21.5	7.3	35.1
	Ireland	100	8.6	11.4	26	8.8	45.1
	Italy	300	5.5	12.8	9	12.8	59.9
	Cyprus	102	12.2	4.9	24.9	20.1	38
	Latvia	101	9.9	12	36.3	6.1	35.6
	Lithuania	100	6.8	5.3	34.6	22.7	30.6
	Luxembourg	106	24.2	24.4	15.3	10	26
	Hungary	205	2.1	16.4	23.2	6.7	51.7
	Malta	100	5.5	10.2	35.9	3.4	45
	Netherlands	200	18	22	13.8	2.8	43.4
	Austria	202	10.3	32.9	16.2	5.7	34.9
	Poland	301	6.1	16.3	26.5	15.7	35.4
	Portugal	100	9.5	9.4	31.7	3.2	46.2
	Romania	304	9.2	8.2	25	23.8	33.8
	Slovenia	100	10.6	15.6	18.6	6	49.1
	Slovakia	100	11.4	13.9	11.6	6.3	56.9
	Finland	100	22.6	41.8	9.1	4.5	21.9
	Sweden	201	15.3	30	7.2	1.4	46.1
	United Kingdom	300	15.2	26.8	12.6	1.7	43.6

Table 8b. Opinions about the implementation of the data protection law: The data protection law in (OUR COUNTRY) is interpreted and applied more rigorously than in other Member States – *by segment*

QUESTION: Q3_B. For each of the following propositions, please tell me if you totally agree, rather agree, rather disagree or totally disagree with it? - The data protection law in (OUR COUNTRY) is interpreted and applied more rigorously than in other Member States






	Total N	% Totally agree	% Rather agree	% Rather disagree	% Totally disagree	% DK/NA
EU27	4835	12.7	20.2	16.8	8.2	42.1
 ACTIVITY						
Construction	531	17.1	16	17.5	7.9	41.6
Industry	1339	10.6	19.5	19.3	9.3	41.3
Trade	989	12.6	19.3	15.2	8.1	44.9
Services	1689	13.3	22.2	15.6	7.9	41.1
 COMPANY SIZE						
Small (20-49 empl.)	3066	12	19.2	16.1	8.8	43.9
Medium (50-249 empl.)	1423	13.9	21.4	18.5	7.2	39
Large (250+ empl.)	346	13.2	25	16.5	6.7	38.6
 RESPONDENT						
Data Protection Officer	1732	11.2	20.4	16.4	9.8	42.3
IT Manager	1007	11.8	27.2	17.8	7.2	36
Marketing Manager	282	13.1	16	20.7	12.3	37.9
HR Manager	911	8.6	15.2	18.2	7.1	51
General Manager	903	20.5	18.7	13.9	6	40.9
 TRANSFERRING DATA VIA INTERNET						
Yes	1656	9.3	18.6	18.6	9.2	44.2
No	3179	14.4	21.1	15.9	7.7	41
 TRANSFERRING PERSONAL DATA TO COUNTRIES OUTSIDE THE EU						
Yes	461	14.7	19.7	21.1	10.3	34.3
No	4374	12.4	20.3	16.4	8	42.9

Table 9a. Usage of 'Privacy Enhancing Technology' – *by country*

QUESTION: Q5.Do you use any technology or software products that enhance privacy protection of databases in your company (for example, cookie cutters, encryption tools, automatic anonymisation software, P3P), also called 'Privacy Enhancing Technologies'?





























		Total N	% Yes	% No, but I have heard of them	% No, and I have never heard of them	% DK/NA
	EU27	4835	52.3	31.1	14.3	2.4
	COUNTRY					
	Belgium	205	49.4	30.7	16.8	3.1
	Bulgaria	100	44.3	36.7	17	1.9
	Czech Rep.	203	28.2	43.4	25.8	2.6
	Denmark	200	56.7	24.5	14.2	4.6
	Germany	300	59.6	28.3	10	2.2
	Estonia	101	62.7	21.8	13.1	2.4
	Greece	100	34.5	24.7	38.9	1.9
	Spain	301	59.1	34.2	5.2	1.4
	France	303	42.8	41.1	15.8	0.3
	Ireland	100	44	38.5	15.6	1.9
	Italy	300	64.8	24.6	9.4	1.1
	Cyprus	102	52.4	23.8	23	0.9
	Latvia	101	39.8	44.8	8.1	7.2
	Lithuania	100	47.7	38.3	11.1	2.9
	Luxembourg	106	56.6	24.6	17.7	1
	Hungary	205	56.6	31.7	8.7	2.9
	Malta	100	44.1	35	18.5	2.4
	Netherlands	200	67.8	15.9	11.3	5
	Austria	202	36.6	49.8	9.1	4.5
	Poland	301	40.7	36.5	22.5	0.2
	Portugal	100	63	29.7	7.2	0
	Romania	304	46.2	30.3	20.6	2.9
	Slovenia	100	70.7	21.1	7.2	1
	Slovakia	100	61.6	18.9	18.6	0.9
	Finland	100	58.7	17.7	23.2	0.4
	Sweden	201	74.4	13.7	10.5	1.4
	United Kingdom	300	38.5	34.2	20.3	7.1

Table 9b. Usage of 'Privacy Enhancing Technology' – *by segment*

QUESTION: Q5.Do you use any technology or software products that enhance privacy protection of databases in your company (for example, cookie cutters, encryption tools, automatic anonymisation software, P3P), also called 'Privacy Enhancing Technologies'?






	Total N	% Yes	% No, but I have heard of them	% No, and I have never heard of them	% DK/NA
EU27	4835	52.3	31.1	14.3	2.4
 ACTIVITY					
Construction	531	47.6	36.8	12.9	2.8
Industry	1339	49.2	35.8	13	2
Trade	989	47.1	33.7	17.5	1.7
Services	1689	58.7	25	13.4	2.9
 COMPANY SIZE					
Small (20-49 empl.)	3066	47.4	34.7	16	1.9
Medium (50-249 empl.)	1423	58.4	27	11.9	2.6
Large (250+ empl.)	346	69.5	16.6	8.9	5
 RESPONDENT					
Data Protection Officer	1732	54	29	15.1	2
IT Manager	1007	54.6	35.3	9.4	0.8
Marketing Manager	282	56.3	27.9	13.4	2.4
HR Manager	911	53.3	27.4	14.2	5
General Manager	903	44	35.3	18.5	2.2
 TRANSFERRING DATA VIA INTERNET					
Yes	1656	58	27.1	13.1	1.8
No	3179	49.3	33.2	14.9	2.6
 TRANSFERRING PERSONAL DATA TO COUNTRIES OUTSIDE THE EU					
Yes	461	66.7	21.3	10.5	1.4
No	4374	50.7	32.2	14.7	2.5

Table 10a. Transfer of personal data via the Internet – *by country*

QUESTION: Q6. Does your company transfer personal data via the Internet?





























		Total N	% Yes	% No	% DK/NA
	EU27	4835	34.3	64.9	0.9
	COUNTRY				
	Belgium	205	36.9	62	1.1
	Bulgaria	100	14.4	84.3	1.2
	Czech Rep.	203	38.3	60.7	1
	Denmark	200	55.7	43.4	0.9
	Germany	300	13	85	2
	Estonia	101	34.2	65.6	0.2
	Greece	100	27	73	0
	Spain	301	29.9	70	0.1
	France	303	48.7	51	0.3
	Ireland	100	33.3	65.5	1.2
	Italy	300	41	58.7	0.2
	Cyprus	102	29.6	69.6	0.9
	Latvia	101	39.1	60.5	0.3
	Lithuania	100	38.1	60.2	1.7
	Luxembourg	106	22	77.3	0.7
	Hungary	205	45.9	53.6	0.5
	Malta	100	36.1	61.1	2.7
	Netherlands	200	23	75	1.9
	Austria	202	49.9	50	0.1
	Poland	301	42	57.9	0.1
	Portugal	100	58	40.5	1.5
	Romania	304	48.8	50.9	0.3
	Slovenia	100	24.5	74.6	0.9
	Slovakia	100	59.1	40.1	0.9
	Finland	100	43.4	56.6	0
	Sweden	201	39	60.5	0.5
	United Kingdom	300	29	69.8	1.2

Table 10b. Transfer of personal data via the Internet – *by segment*

QUESTION: Q6. Does your company transfer personal data via the Internet?






	Total N	% Yes	% No	% DK/NA
EU27	4835	34.3	64.9	0.9
 ACTIVITY				
Construction	531	38	61.9	0.1
Industry	1339	37	62.2	0.8
Trade	989	30.3	68.4	1.3
Services	1689	33.1	66.1	0.7
 COMPANY SIZE				
Small (20-49 empl.)	3066	33.2	66	0.8
Medium (50-249 empl.)	1423	35.9	63.3	0.8
Large (250+ empl.)	346	37.1	61.4	1.5
 RESPONDENT				
Data Protection Officer	1732	35.9	63.1	1
IT Manager	1007	35.6	63.7	0.7
Marketing Manager	282	44.2	55	0.9
HR Manager	911	34.2	64.7	1.1
General Manager	903	26.5	72.8	0.7
 TRANSFERRING DATA VIA INTERNET				
Yes	1656	100	0	0
No	3179	0	98.7	1.3
 TRANSFERRING PERSONAL DATA TO COUNTRIES OUTSIDE THE EU				
Yes	461	68.6	30.6	0.8
No	4374	30.6	68.5	0.9

Table 11a. Measures to enhance the security of data transferred via the Internet – *by country*

QUESTION: Q7. Do you take any measures to enhance the security of data you transfer?

Base: those who transfer personal data via the Internet





























		Total N	% Yes	% No	% DK/NA
	EU27	1656	66.7	31.6	1.7
	COUNTRY				
	Belgium	76	75.5	20.8	3.8
	Bulgaria	14	50.6	49.4	0
	Czech Rep.	78	65	31.5	3.6
	Denmark	111	69.1	28.4	2.5
	Germany	39	81.6	16.2	2.3
	Estonia	35	73.4	21.5	5.1
	Greece	27	69.1	23.8	7.2
	Spain	90	76	24	0
	France	148	69.9	30.1	0
	Ireland	33	87.8	10.8	1.5
	Italy	123	83.1	15.1	1.8
	Cyprus	30	76.3	23.7	0
	Latvia	40	48.8	49.2	2
	Lithuania	38	36.5	60.4	3.1
	Luxembourg	23	76	24	0
	Hungary	94	47.8	48.8	3.4
	Malta	36	78.2	21.8	0
	Netherlands	46	65.5	34.5	0
	Austria	101	64.5	31.8	3.7
	Poland	126	40.1	57.6	2.4
	Portugal	58	67.8	32.2	0
	Romania	148	55.1	41	3.9
	Slovenia	24	68.5	31.5	0
	Slovakia	59	71	23.7	5.3
	Finland	43	74.5	25.5	0
	Sweden	78	66	30.7	3.3
	United Kingdom	87	84.8	13.9	1.4

Table 11b. Measures to enhance the security of data transferred via the Internet – by segment**QUESTION: Q7. Do you take any measures to enhance the security of data you transfer?***Base: those who transfer personal data via the Internet*






	Total N	% Yes	% No	% DK/NA
EU27	1656	66.7	31.6	1.7
 ACTIVITY				
Construction	202	63.7	35.2	1
Industry	496	63	35.9	1.1
Trade	300	64.4	33.2	2.5
Services	560	73.3	25	1.7
 COMPANY SIZE				
Small (20-49 empl.)	1018	61.4	37	1.7
Medium (50-249 empl.)	510	72.6	25.6	1.8
Large (250+ empl.)	128	85.8	12.4	1.8
 RESPONDENT				
Data Protection Officer	622	62.9	34.5	2.5
IT Manager	359	78.1	20.6	1.3
Marketing Manager	124	60.3	39	0.7
HR Manager	312	67	31.4	1.6
General Manager	240	62.4	36.6	1
 TRANSFERRING DATA VIA INTERNET				
Yes	1656	66.7	31.6	1.7
No	0	0	0	0
 TRANSFERRING PERSONAL DATA TO COUNTRIES OUTSIDE THE EU				
Yes	317	80	17.5	2.5
No	1339	63.6	34.9	1.5

Table 12a. Transfer of personal data to countries outside the EU – *by country*

QUESTION: Q8. Does your company transfer personal data to countries outside the European Union/European Economic Area?





























		Total N	% Yes	% No	% DK/NA
	EU27	4835	9.5	89.3	1.1
	COUNTRY				
	Belgium	205	12.5	85.5	2
	Bulgaria	100	2.8	95.5	1.8
	Czech Rep.	203	3.6	96.2	0.2
	Denmark	200	9.9	89	1
	Germany	300	8.5	89.3	2.2
	Estonia	101	3.7	93.7	2.6
	Greece	100	11.8	88.2	0
	Spain	301	7	93	0
	France	303	11.3	87.3	1.4
	Ireland	100	8.2	90.6	1.2
	Italy	300	13	86.6	0.4
	Cyprus	102	15.9	83.4	0.6
	Latvia	101	7.8	89.5	2.7
	Lithuania	100	3.1	91.3	5.6
	Luxembourg	106	11.2	85	3.8
	Hungary	205	3.8	94.6	1.6
	Malta	100	17.6	79.4	3.1
	Netherlands	200	7.1	91	1.9
	Austria	202	13.6	85.6	0.8
	Poland	301	11.6	88.2	0.3
	Portugal	100	13.1	86.9	0
	Romania	304	10.1	88	1.9
	Slovenia	100	6.9	92	1
	Slovakia	100	4.9	92.5	2.6
	Finland	100	6.6	92.6	0.8
	Sweden	201	5	92.7	2.3
	United Kingdom	300	11.1	88.4	0.5

Table 12b. Transfer of personal data to countries outside the EU – *by segment*

QUESTION: Q8. Does your company transfer personal data to countries outside the European Union/European Economic Area?






	Total N	% Yes	% No	% DK/NA
EU27	4835	9.5	89.3	1.1
 ACTIVITY				
Construction	531	5.1	94.7	0.2
Industry	1339	13	86	1
Trade	989	6.3	92.4	1.3
Services	1689	10.1	88.4	1.5
 COMPANY SIZE				
Small (20-49 empl.)	3066	8.5	90.6	0.9
Medium (50-249 empl.)	1423	10.5	88.4	1.1
Large (250+ empl.)	346	14.7	81.9	3.4
 RESPONDENT				
Data Protection Officer	1732	9.6	89.8	0.7
IT Manager	1007	12.8	85.3	1.9
Marketing Manager	282	11.1	87.8	1.1
HR Manager	911	6.8	91.2	2.1
General Manager	903	8.3	91.5	0.3
 TRANSFERRING DATA VIA INTERNET				
Yes	1656	19.1	80	0.8
No	3179	4.6	94.1	1.3
 TRANSFERRING PERSONAL DATA TO COUNTRIES OUTSIDE THE EU				
Yes	461	100	0	0
No	4374	0	98.7	1.3

Table 13a. Type of data transferred to countries outside the EU – *by country*

QUESTION: Q9. What type of data does your company transfer to such countries, mostly?

Base: those who transfer personal data outside the EU





























	Total N	% Human resources data for human resources purposes	% Clients' or consumers' data for commercial purposes	% Data collected in the European Union that is meant to be sold or licensed to data controllers in other countries	% Other	% The company does not transfer personal data to other countries	% DK/NA
 EU27	461	26.9	46.2	5.5	19.5	0.2	1.6
COUNTRY							
 Belgium	26	33.3	47.6	8	11.1	0	0
 Bulgaria	3	0	0	44.9	55.1	0	0
 Czech Rep.	7	34.6	37.6	5.5	0	0	22.3
 Denmark	20	47	43.9	2	0	0	7.1
 Germany	25	32.5	37.1	0	30.4	0	0
 Estonia	4	5.1	47.4	0	47.4	0	0
 Greece	12	0	23.8	32.9	43.4	0	0
 Spain	21	21.8	70.5	0	0	0	7.7
 France	34	12.1	56.8	0	31.1	0	0
 Ireland	8	37.5	62.5	0	0	0	0
 Italy	39	10.7	48.1	5.5	34	0	1.8
 Cyprus	16	4.1	66.6	0	26.8	1.3	1.3
 Latvia	8	0	59.9	30	10.1	0	0
 Lithuania	3	53.8	46.2	0	0	0	0
 Luxembourg	12	49.8	38.1	0	12	0	0
 Hungary	8	21.9	55.5	0	22.6	0	0
 Malta	18	12.7	40.5	4.4	40.5	2	0
 Netherlands	14	26.8	36.6	11.5	25.1	0	0
 Austria	28	51.9	35.5	0.6	4	4	4
 Poland	35	36.8	36.5	16.4	9.5	0.8	0
 Portugal	13	20.9	66.2	0	12.9	0	0
 Romania	31	10.6	51.5	3.6	28	0	6.3
 Slovenia	7	36.6	24.2	6.6	32.6	0	0
 Slovakia	5	17.8	28.5	26.8	0	0	26.8
 Finland	7	38.4	56.1	0	0	0	5.5
 Sweden	10	28.3	46.1	3	19.6	0	3
 United Kingdom	33	41.8	48.3	1.4	8.5	0	0

Table 13b. Type of data transferred to countries outside the EU – *by segment*

QUESTION: Q9. What type of data does your company transfer to such countries, mostly?

Base: those who transfer personal data outside the EU






	Total N	% Human resources data for human resources purposes	% Clients' or consumers' data for commercial purposes	% Data collected in the European Union that is meant to be sold or licensed to data controllers in other countries	% Other	% The company does not transfer personal data to other countries	% DK/NA
EU27	461	26.9	46.2	5.5	19.5	0.2	1.6
 ACTIVITY							
Construction	27	41.4	37.8	0.9	18.5	1.4	0
Industry	174	23.7	50.4	5.7	19.4	0	0.7
Trade	62	22.9	49.6	7.2	20.1	0	0.3
Services	170	28.7	45	4.8	19	0.4	2.2
 COMPANY SIZE							
Small (20-49 empl.)	261	27.8	40.7	5.9	23.8	0	1.8
Medium (50-249 empl.)	150	24.6	54.8	5.1	13.3	0.7	1.4
Large (250+ empl.)	51	29.2	49.6	4.7	15.4	0.2	1
 RESPONDENT							
Data Protection Officer	166	23.5	46.8	6	22.3	0.4	0.9
IT Manager	129	30.1	50.1	1.5	16.7	0.1	1.5
Marketing Manager	31	9.2	57	6.7	26.6	0	0.4
HR Manager	62	49.9	31.5	7.7	4.8	0	6.1
General Manager	75	17.3	45.9	9	27.3	0.5	0
 TRANSFERRING DATA VIA INTERNET							
Yes	317	24.5	51.2	4.6	18	0.3	1.4
No	145	32.3	35.5	7.6	22.8	0	1.9
 TRANSFERRING PERSONAL DATA TO COUNTRIES OUTSIDE THE EU							
Yes	461	26.9	46.2	5.5	19.5	0.2	1.6
No	0	0	0	0	0	0	0

Table 14a. Ways to transfer personal data outside the EU – *by country*

QUESTION: Q10_A-F. How does your company transfer personal data to other countries? Do you use each of the tools I will read out? Do you transfer personal data ...

Base: those who transfer personal data outside the EU

% of “Yes” shown





























		Total N	via telephone	via telefax	via registered mail, or courier service	via regular mail	via emails	via closed Internet (e.g. private company network)	via open Internet (IP telephone, ftp)	via other means
	EU27	461	44.6	50.9	48.5	30.3	78.3	48.1	36.2	17.2
	COUNTRY									
	Belgium	26	64.9	62.7	42.1	38	89.9	61.7	49.1	23.9
	Bulgaria	3	0	89.7	100	55.1	89.7	55.1	0	0
	Czech Rep.	7	27.9	47.2	40.1	15.2	58.3	41.7	27.9	5.5
	Denmark	20	13.5	27.4	15.9	17.9	64.9	30.4	27	6.4
	Germany	25	52.9	49.2	36.4	33.1	66.3	54.7	21	20.3
	Estonia	4	94.9	100	100	52.6	100	47.4	52.6	0
	Greece	12	43.4	71	59.8	43.4	87.4	45.5	18.5	16.4
	Spain	21	59.2	67.1	59.2	43.6	74.9	48.3	43.6	24.9
	France	34	66.3	66.3	62.3	45	89.6	49.5	70.9	9.7
	Ireland	8	87.5	75	45.6	45.6	100	72.8	45.6	14.7
	Italy	39	36.6	51.9	39.6	30.8	69	25.8	34.6	7.4
	Cyprus	16	22.7	62.7	22.7	21.4	94.6	54.8	69.4	54.6
	Latvia	8	49.8	89.9	89.9	70	100	50.2	59.9	0
	Lithuania	3	0	92.4	53.8	46.2	92.4	46.2	0	0
	Luxembourg	12	34.6	24.5	43.8	12.5	88	55.8	9.2	6
	Hungary	8	31.4	70.1	51.8	13.1	74.4	29.9	3.7	0
	Malta	18	51.2	40.2	28.6	27	91.7	44.1	26.7	0
	Netherlands	14	53.7	55	53.2	39.2	83.6	62.1	28.8	10.4
	Austria	28	41.5	50.9	43.5	32.8	81.8	75.8	32.1	19.1
	Poland	35	28.7	39.4	46.7	3.8	80.7	40.1	27.5	19.7
	Portugal	13	13.9	69.2	40.2	43.7	93.5	44.8	51.2	17.4
	Romania	31	43	45.8	47.3	18.9	86.4	43.6	32.8	12.6
	Slovenia	7	86.9	75.8	82.4	21.6	85	67.4	21.6	47.7
	Slovakia	5	0	26.8	62.5	0	44.7	44.7	26.8	10.6
	Finland	7	27.3	0	27.3	0	49.1	78.2	0	0
	Sweden	10	46.1	43.1	44.3	41.3	86.1	67.8	10.8	16.9
	United Kingdom	33	46.9	32.7	63.1	35.5	80.2	62.5	38.9	36.1

Table 14b. Ways to transfer personal data outside the EU – *by segment*

QUESTION: Q10_A-F. How does your company transfer personal data to other countries? Do you use each of the tools I will read out? Do you transfer personal data ...

Base: those who transfer personal data outside the EU

% of “Yes” shown






	Total N	via telephone	via telefax	via registered mail, or courier service	via regular mail	via emails	via closed Internet (e.g. private company network)	via open Internet (IP telephone, ftp)	via other means
EU27	461	44.6	50.9	48.5	30.3	78.3	48.1	36.2	17.2
 ACTIVITY									
Construction	27	60.2	70.7	47.9	40.7	75.1	61.3	50.8	11.5
Industry	174	43.2	48.9	51.3	19.5	74.9	44	35.2	14.4
Trade	62	61.8	68	54	41.3	90	45.9	39.1	25
Services	170	39	45.1	44.7	35.9	78.5	50.2	34.9	20.3
 COMPANY SIZE									
Small (20-49 empl.)	261	42.5	51.8	48.9	31.8	80.1	36.7	40.2	15.6
Medium (50-249 empl.)	150	51.7	53.3	43.8	25.6	77.9	61.2	28.1	14.6
Large (250+ empl.)	51	34.7	38.5	60.4	36.2	69.7	67.8	39.2	33
 RESPONDENT									
Data Protection Officer	166	45.6	54.9	51.9	37.2	75.4	47.9	35.8	20.3
IT Manager	129	49	58.6	41.4	25.3	81.2	56.3	36.6	11.4
Marketing Manager	31	48.4	50.4	44	20.2	67.4	59.2	23.7	14.7
HR Manager	62	26.2	34.7	35.7	19.9	74.3	57.7	33.1	17.9
General Manager	75	48.5	42	65.6	36.2	87.5	21.7	44.1	20.7
 TRANSFERRING DATA VIA INTERNET									
Yes	317	46.8	52.4	49.1	31.7	84.4	47.5	42.5	14.1
No	145	40	47.5	47.1	27.1	64.9	49.3	22.4	23.9
 TRANSFERRING PERSONAL DATA TO COUNTRIES OUTSIDE THE EU									
Yes	461	44.6	50.9	48.5	30.3	78.3	48.1	36.2	17.2
No	0	0	0	0	0	0	0	0	0

Table 15a. Awareness of the expression “standard contractual clauses” – *by country*

QUESTION: Q11. Are you aware of the expression 'standard contractual clauses' in relation to personal data transfer to countries outside the European Union/European Economic Area?

Base: those who transfer personal data outside the EU





























		Total N	% Yes	% No	% DK/NA
	EU27	461	31.3	67.8	0.9
	COUNTRY				
	Belgium	26	35.7	64.3	0
	Bulgaria	3	10.3	34.7	55.1
	Czech Rep.	7	19.4	80.6	0
	Denmark	20	13.5	82.1	4.4
	Germany	25	56.9	43.1	0
	Estonia	4	94.9	5.1	0
	Greece	12	16.4	67.1	16.4
	Spain	21	23.5	76.5	0
	France	34	6.2	93.8	0
	Ireland	8	25	75	0
	Italy	39	34.8	65.2	0
	Cyprus	16	24	76	0
	Latvia	8	0	100	0
	Lithuania	3	7.6	92.4	0
	Luxembourg	12	15.3	81.5	3.2
	Hungary	8	29.9	66.5	3.7
	Malta	18	13.5	86.5	0
	Netherlands	14	26.8	73.2	0
	Austria	28	5.1	91.4	3.4
	Poland	35	25.8	74.2	0
	Portugal	13	40.8	59.2	0
	Romania	31	39.6	53.5	6.9
	Slovenia	7	36.6	63.4	0
	Slovakia	5	26.8	46.3	26.8
	Finland	7	12.5	87.5	0
	Sweden	10	29.5	70.5	0
	United Kingdom	33	45.4	54.6	0

Table 15b. Awareness of the expression “standard contractual clauses” – *by segment*

QUESTION: Q11. Are you aware of the expression 'standard contractual clauses' in relation to personal data transfer to countries outside the European Union/European Economic Area?

Base: those who transfer personal data outside the EU






	Total N	% Yes	% No	% DK/NA
EU27	461	31.3	67.8	0.9
 ACTIVITY				
Construction	27	32.6	66.1	1.3
Industry	174	18.2	80.9	0.9
Trade	62	34.3	63.1	2.6
Services	170	46.8	52.9	0.3
 COMPANY SIZE				
Small (20-49 empl.)	261	28.1	70.8	1.1
Medium (50-249 empl.)	150	31.5	67.9	0.6
Large (250+ empl.)	51	47.3	52.2	0.6
 RESPONDENT				
Data Protection Officer	166	40.4	59.1	0.5
IT Manager	129	23.5	75.4	1.1
Marketing Manager	31	25.7	74.3	0
HR Manager	62	31.7	67.3	1
General Manager	75	26.6	71.8	1.6
 TRANSFERRING DATA VIA INTERNET				
Yes	317	26	73.3	0.7
No	145	43	55.8	1.3
 TRANSFERRING PERSONAL DATA TO COUNTRIES OUTSIDE THE EU				
Yes	461	31.3	67.8	0.9
No	0	0	0	0

Table 16a. Approximate number of access requests in 2006 – *by country*

QUESTION: Q14. Could you indicate the approximate number of requests for access to personal data received by your company during the year 2006?





























	Total N	% Less than 10	% Between 10 and 50	% Between 51 and 100	% Between 101 and 500	% More than 500	% Never received any request	% DK/NA
 EU27	4835	27.9	11.8	3.2	1.3	1.5	36.8	17.4
COUNTRY								
 Belgium	205	30.8	9.6	1.4	0.7	0.3	32.9	24.4
 Bulgaria	100	25.1	6.3	3.7	0.3	1.5	47.1	16
 Czech Rep.	203	35.1	9.2	2.4	0.6	0.2	38.3	14.2
 Denmark	200	18.7	7.5	2.4	2	4.1	15.8	49.4
 Germany	300	37.6	16.1	4.7	1.4	3.3	18.8	18.1
 Estonia	101	41.2	1.8	1.9	0.2	0.9	36.8	17.2
 Greece	100	16.7	2.8	0.6	0.2	0	69.9	9.6
 Spain	301	24.3	12.5	3.5	0.6	2	43.5	13.6
 France	303	10.3	2.7	0.7	0.1	0.7	75.2	10.1
 Ireland	100	40	8.2	0	0	0	37.8	14
 Italy	300	20.5	15.5	5.6	4.1	1.8	28.2	24.3
 Cyprus	102	15.8	7.2	0.6	0.9	0	63.1	12.4
 Latvia	101	30.5	13.5	2.5	6.5	3.1	12.4	31.6
 Lithuania	100	9.5	4.3	0	0	0	66.6	19.5
 Luxembourg	106	26.6	5.6	1	1	3.1	44.4	18.1
 Hungary	205	32.8	14.5	5.3	3.1	1.3	35.1	7.9
 Malta	100	34.1	9.3	1.6	0.7	0	36.5	17.8
 Netherlands	200	31.1	8.5	2.6	2	1.6	23.9	30.4
 Austria	202	28.3	18.9	2	4.9	3.5	5.6	36.9
 Poland	301	29.6	16.2	3.6	0.3	0.3	43.7	6.4
 Portugal	100	34	21.8	2.3	1	0	34.3	6.6
 Romania	304	22.3	12	3.6	2.2	0.1	27.6	32.1
 Slovenia	100	22.9	12.9	1.7	1	0	37.4	24.1
 Slovakia	100	17.9	2.7	1.7	0.9	0	53	23.7
 Finland	100	18.8	4.4	0	0	0	64.7	12.2
 Sweden	201	24.8	6.8	2.4	0.4	2.3	40.5	22.8
 United Kingdom	300	37.2	9.2	2.7	0.9	1	38.6	10.4

Table 16b. Approximate number of access requests in 2006 – *by segment*

QUESTION: Q14. Could you indicate the approximate number of requests for access to personal data received by your company during the year 2006?






	Total N	% Less than 10	% Between 10 and 50	% Between 51 and 100	% Between 101 and 500	% More than 500	% Never received any request	% DK/NA
EU27	4835	27.9	11.8	3.2	1.3	1.5	36.8	17.4
 ACTIVITY								
Construction	531	31.5	13.3	2.4	1	0.7	38.8	12.4
Industry	1339	27.7	11.6	3.7	2.1	0.4	39.1	15.2
Trade	989	27.5	10.6	4.3	0.7	1.4	38.7	16.8
Services	1689	28.5	12.5	2.6	1	2.4	34.4	18.6
 COMPANY SIZE								
Small (20-49 empl.)	3066	27.8	12.2	2.9	1	1.2	40.2	14.7
Medium (50-249 empl.)	1423	29.3	10.5	3.4	1.6	1.2	32.4	21.5
Large (250+ empl.)	346	23.8	13.9	5	2.9	5.1	25.5	23.7
 RESPONDENT								
Data Protection Officer	1732	29.3	13.3	3.4	1.4	1.2	34.7	16.6
IT Manager	1007	20.1	7	2.3	1	1.6	46.2	21.7
Marketing Manager	282	31.2	12.3	3.8	0.5	2.6	33	16.5
HR Manager	911	27.4	13.3	3	1.9	1.1	35.2	18.1
General Manager	903	33.5	12.8	3.7	1.3	2	33.3	13.5
 TRANSFERRING DATA VIA INTERNET								
Yes	1656	25.6	13.4	4.1	2.1	2.8	34.3	17.8
No	3179	29.2	11	2.7	1	0.8	38.1	17.1
 TRANSFERRING PERSONAL DATA TO COUNTRIES OUTSIDE THE EU								
Yes	461	26.2	10.5	5.6	2.3	4.3	26.3	24.9
No	4374	28.1	12	2.9	1.3	1.2	37.9	16.6

Table 17a. Reception of complaints – *by country*

QUESTION: Q15. Has your company received complaints from people whose personal data is being currently processed?





























		Total N	% Yes	% No	% DK/NA
	EU27	4835	2.6	95.9	1.5
	COUNTRY				
	Belgium	205	5.4	92.8	1.8
	Bulgaria	100	1.8	94.3	3.9
	Czech Rep.	203	2.8	96.9	0.4
	Denmark	200	0.6	96.8	2.6
	Germany	300	5.1	93	2
	Estonia	101	0.2	96.4	3.4
	Greece	100	2.6	97.4	0
	Spain	301	2.7	96.8	0.4
	France	303	0.2	98.6	1.3
	Ireland	100	1	96.3	2.7
	Italy	300	2	97	1
	Cyprus	102	0.4	95.1	4.5
	Latvia	101	1.5	98.5	0
	Lithuania	100	1.7	98.1	0.2
	Luxembourg	106	5.4	91.5	3
	Hungary	205	1.9	94.4	3.7
	Malta	100	1.5	95.5	3.1
	Netherlands	200	4.6	91.9	3.5
	Austria	202	2.6	96	1.3
	Poland	301	1	98.7	0.2
	Portugal	100	0.2	99.8	0
	Romania	304	1.9	96.5	1.6
	Slovenia	100	3.3	95.8	0.9
	Slovakia	100	5.7	91.6	2.7
	Finland	100	5	94.6	0.4
	Sweden	201	2.9	94.1	3
	United Kingdom	300	3.3	95	1.7

Table 17b. Reception of complaints – *by segment*

QUESTION: Q15. Has your company received complaints from people whose personal data is being currently processed?






	Total N	% Yes	% No	% DK/NA
EU27	4835	2.6	95.9	1.5
 ACTIVITY				
Construction	531	2.4	96.7	0.9
Industry	1339	0.8	98.3	0.9
Trade	989	2.1	95.7	2.3
Services	1689	4.4	94.1	1.5
 COMPANY SIZE				
Small (20-49 empl.)	3066	1.5	97.5	1
Medium (50-249 empl.)	1423	2.5	95.9	1.6
Large (250+ empl.)	346	13.5	81.3	5.2
 RESPONDENT				
Data Protection Officer	1732	3.9	95.2	0.9
IT Manager	1007	2.3	95.7	2.1
Marketing Manager	282	3.8	94.7	1.5
HR Manager	911	1.3	96.3	2.4
General Manager	903	1.7	97.4	0.9
 TRANSFERRING DATA VIA INTERNET				
Yes	1656	3.4	95.5	1.1
No	3179	2.2	96.1	1.7
 TRANSFERRING PERSONAL DATA TO COUNTRIES OUTSIDE THE EU				
Yes	461	4.7	92.8	2.5
No	4374	2.4	96.2	1.3

Table 18a. Maintaining and updating privacy policy notices – *by country*

QUESTION: Q13A. Does your company maintain and update privacy policy notices?





























		Total N	% Yes	% No	% DK/NA
	EU27	4835	40.7	53.4	5.8
	COUNTRY				
	Belgium	205	39.6	52.2	8.2
	Bulgaria	100	38.9	45.5	15.7
	Czech Rep.	203	28.6	62.2	9.2
	Denmark	200	38.3	53	8.8
	Germany	300	21.9	76.1	2
	Estonia	101	26.2	57	16.8
	Greece	100	33.3	61.7	5
	Spain	301	70	27.2	2.8
	France	303	17.4	82.4	0.2
	Ireland	100	56.3	39.5	4.2
	Italy	300	95.5	3	1.5
	Cyprus	102	31.9	58.7	9.4
	Latvia	101	12.1	73.6	14.3
	Lithuania	100	44.4	48.2	7.4
	Luxembourg	106	44.9	47.3	7.8
	Hungary	205	11.4	72.2	16.4
	Malta	100	61.8	29.9	8.3
	Netherlands	200	43.9	47.1	9
	Austria	202	9.9	87.7	2.5
	Poland	301	16.5	72.6	10.9
	Portugal	100	43	56	1
	Romania	304	30.8	56	13.2
	Slovenia	100	76.4	18.4	5.2
	Slovakia	100	66.8	25.9	7.2
	Finland	100	30.1	59.9	10
	Sweden	201	41.6	45.7	12.8
	United Kingdom	300	69.4	23.7	6.9

Table 18b. Maintaining and updating privacy policy notices – *by segment*

QUESTION: Q13A. Does your company maintain and update privacy policy notices?






	Total N	% Yes	% No	% DK/NA
EU27	4835	40.7	53.4	5.8
 ACTIVITY				
Construction	531	32.9	63	4.1
Industry	1339	37.2	57.4	5.4
Trade	989	35.9	57.7	6.4
Services	1689	48.6	45.8	5.7
 COMPANY SIZE				
Small (20-49 empl.)	3066	35.9	58.6	5.5
Medium (50-249 empl.)	1423	46.1	47.8	6.1
Large (250+ empl.)	346	61.7	30.7	7.6
 RESPONDENT				
Data Protection Officer	1732	45.2	48.6	6.2
IT Manager	1007	37.7	58.4	4
Marketing Manager	282	40.1	55.1	4.7
HR Manager	911	43.4	48	8.7
General Manager	903	33.1	62.3	4.6
 TRANSFERRING DATA VIA INTERNET				
Yes	1656	45	49.7	5.4
No	3179	38.5	55.4	6.1
 TRANSFERRING PERSONAL DATA TO COUNTRIES OUTSIDE THE EU				
Yes	461	51.2	43	5.8
No	4374	39.6	54.5	5.8

Table 19a. Monitoring how frequently policy notices are examined by the public – *by country*

QUESTION: Q13B. Does your company monitor how frequently such policy notices are examined by the public?





























		Total N	% Yes	% No	% DK/NA
	EU27	4835	16.6	74.2	9.2
	COUNTRY				
	Belgium	205	16.5	66.5	17
	Bulgaria	100	8.8	72.8	18.4
	Czech Rep.	203	2.8	88.1	9.1
	Denmark	200	9.1	78.5	12.4
	Germany	300	13.9	77.7	8.4
	Estonia	101	14.4	67.6	18.1
	Greece	100	7.9	86.6	5.5
	Spain	301	21.4	70.9	7.7
	France	303	4.9	94.2	0.9
	Ireland	100	14.6	81.5	3.9
	Italy	300	65	30.3	4.8
	Cyprus	102	23.2	61.9	14.9
	Latvia	101	6.1	82.3	11.6
	Lithuania	100	12.2	76.3	11.5
	Luxembourg	106	24.1	56.1	19.9
	Hungary	205	2.2	78	19.8
	Malta	100	25.4	61.9	12.7
	Netherlands	200	12.1	75.8	12.1
	Austria	202	6.7	84	9.2
	Poland	301	3.6	88	8.5
	Portugal	100	24.6	72.7	2.7
	Romania	304	11.1	73.6	15.3
	Slovenia	100	13.2	80.3	6.5
	Slovakia	100	7.7	87	5.3
	Finland	100	16	74.8	9.3
	Sweden	201	3.7	70.7	25.7
	United Kingdom	300	19.6	64.7	15.7

Table 19b. Monitoring how frequently policy notices are examined by the public – *by segment*

QUESTION: Q13B. Does your company monitor how frequently such policy notices are examined by the public?






	Total N	% Yes	% No	% DK/NA
EU27	4835	16.6	74.2	9.2
 ACTIVITY				
Construction	531	14.9	80.7	4.4
Industry	1339	17.1	75.4	7.4
Trade	989	11.7	77.8	10.5
Services	1689	19.2	69.7	11.1
 COMPANY SIZE				
Small (20-49 empl.)	3066	15.3	76.8	8
Medium (50-249 empl.)	1423	16.9	72.8	10.3
Large (250+ empl.)	346	26.8	57.9	15.3
 RESPONDENT				
Data Protection Officer	1732	21.7	70.3	8
IT Manager	1007	12.2	79.3	8.5
Marketing Manager	282	18.2	73.8	7.9
HR Manager	911	14.1	70.9	15
General Manager	903	13.5	79.7	6.8
 TRANSFERRING DATA VIA INTERNET				
Yes	1656	19.3	73	7.7
No	3179	15.2	74.9	10
 TRANSFERRING PERSONAL DATA TO COUNTRIES OUTSIDE THE EU				
Yes	461	25.5	63.9	10.7
No	4374	15.6	75.3	9

Table 20a. Contacts with the national data protection authority – *by country*

QUESTION: Q12A. Are you in regular contact with the national data protection authority of (OUR COUNTRY)?





























		Total N	% Yes	% No	% DK/NA
	EU27	4835	12.6	84.9	2.5
	COUNTRY				
	Belgium	205	7.2	90.6	2.2
	Bulgaria	100	8.3	82.9	8.8
	Czech Rep.	203	4.9	91.5	3.5
	Denmark	200	4.7	94.5	0.8
	Germany	300	8.4	90	1.7
	Estonia	101	7.9	88.4	3.7
	Greece	100	8.4	90.1	1.5
	Spain	301	22.5	73.2	4.4
	France	303	7.4	92.6	0
	Ireland	100	13.9	84.1	2
	Italy	300	40.5	58	1.5
	Cyprus	102	11.3	87	1.7
	Latvia	101	5	92.3	2.7
	Lithuania	100	4.3	91.6	4.1
	Luxembourg	106	15.3	82.3	2.4
	Hungary	205	1.6	97.2	1.2
	Malta	100	31.6	63	5.4
	Netherlands	200	4.3	91.3	4.3
	Austria	202	1.3	95.9	2.9
	Poland	301	5.5	91.5	3
	Portugal	100	8.2	91.6	0.2
	Romania	304	4.3	91.1	4.6
	Slovenia	100	31.5	66.1	2.4
	Slovakia	100	13.2	84.9	1.9
	Finland	100	8.7	89	2.3
	Sweden	201	2.9	94.6	2.5
	United Kingdom	300	23	73.2	3.8

Table 20b. Contacts with the national data protection authority – *by segment*

QUESTION: Q12A. Are you in regular contact with the national data protection authority of (OUR COUNTRY)?






	Total N	% Yes	% No	% DK/NA
EU27	4835	12.6	84.9	2.5
 ACTIVITY				
Construction	531	8	90.2	1.9
Industry	1339	10.4	87.7	1.9
Trade	989	8.3	89.1	2.6
Services	1689	17.8	78.9	3.3
 COMPANY SIZE				
Small (20-49 empl.)	3066	10.3	87.5	2.1
Medium (50-249 empl.)	1423	13	84.2	2.8
Large (250+ empl.)	346	31.1	64.1	4.9
 RESPONDENT				
Data Protection Officer	1732	16	81.8	2.2
IT Manager	1007	10.5	87.6	2
Marketing Manager	282	9.3	88.3	2.5
HR Manager	911	12.8	82.7	4.5
General Manager	903	9.4	88.8	1.8
 TRANSFERRING DATA VIA INTERNET				
Yes	1656	15.3	83.1	1.5
No	3179	11.2	85.8	3.1
 TRANSFERRING PERSONAL DATA TO COUNTRIES OUTSIDE THE EU				
Yes	461	21.2	77	1.8
No	4374	11.7	85.7	2.6

Table 21a. Reasons for contacting the national data protection authority – *by country*

QUESTION: Q12B_A-E. Were you in contact with national data protection authority concerning ...

Base: those who were in contact with the national data protection authority

% of “Yes” shown

	Total N	Notifications	Asking for guidance	Complaints against your company	Inspections	For other reasons
 EU27	609	55.6	60.2	9.6	11.7	28.9
 COUNTRY						
 Belgium	15	41.4	70.5	32.8	53.7	26
 Bulgaria	8	44.9	15	3.4	18.4	23.1
 Czech Rep.	10	18.3	33.6	0	7.1	31.7
 Denmark	9	71.5	39.3	0	0	13.5
 Germany	25	38.9	64.5	18.1	14.7	22.4
 Estonia	8	35.7	16.1	11.3	2.4	20.2
 Greece	8	40.7	48	0	10.3	10.3
 Spain	68	77.2	74.6	11.1	11.1	11.6
 France	22	40.7	32.6	0	15.9	50.2
 Ireland	14	57.3	73.3	22.9	31.5	23.3
 Italy	122	62.5	68.8	4.2	4.6	25.1
 Cyprus	12	46.9	67.7	9.4	54.4	35.7
 Latvia	5	22.6	38.3	30.8	53.4	46.6
 Lithuania	4	33.5	72.6	0	0	33.5
 Luxembourg	16	53.8	37.7	6.7	11.1	38.9
 Hungary	3	48.2	17.3	17.3	8.6	0
 Malta	32	43.1	55.4	16.2	11.2	41.5
 Netherlands	9	18.8	60.3	26.7	18.8	38.6
 Austria	3	87.4	31.4	6.3	6.3	43.5
 Poland	17	39.6	58.6	0.8	3.4	53.4
 Portugal	8	30.2	27.8	2.4	12.7	36.5
 Romania	13	46.1	46.1	16.4	39.9	19.7
 Slovenia	31	33.6	55.3	10.5	0	21.8
 Slovakia	13	56.3	13.2	6.6	13.2	30.5
 Finland	9	78	54.9	4.2	4.2	54.9
 Sweden	6	41.9	42.5	5.2	62.7	31.2
 United Kingdom	69	60	52.5	15.6	18.1	39.2

Table 21b. Reasons for contacting the national data protection authority – by segment**QUESTION: Q12B_A-E. Were you in contact with national data protection authority concerning ...***Base: those who were in contact with the national data protection authority**% of “Yes” shown*






	Total N	Notifications	Asking for guidance	Complaints against your company	Inspections	For other reasons
EU27	609	55.6	60.2	9.6	11.7	28.9
 ACTIVITY						
Construction	42	61.5	67.5	19.8	21.8	23.3
Industry	140	54.1	68.3	4	7.5	20.7
Trade	82	52.7	56.5	6.3	8	26.4
Services	301	56.9	58.5	10.9	13	34
 COMPANY SIZE						
Small (20-49 empl.)	316	53.6	57.2	5.9	9.5	28
Medium (50-249 empl.)	185	56.4	63.9	7.2	11.2	26.6
Large (250+ empl.)	108	59.7	62.7	24.4	19.1	35.9
 RESPONDENT						
Data Protection Officer	276	47.4	58	10.3	9.3	35.1
IT Manager	105	56.6	54.3	5.7	12.3	26.8
Marketing Manager	26	56.7	65.6	17.4	16.8	30.2
HR Manager	116	63.4	70.2	5.6	7.8	18.4
General Manager	84	69.6	59.2	15	22.7	25.4
 TRANSFERRING DATA VIA INTERNET						
Yes	254	63	68	9.3	12.3	28.4
No	354	50.2	54.6	9.8	11.3	29.3
 TRANSFERRING PERSONAL DATA TO COUNTRIES OUTSIDE THE EU						
Yes	98	70.3	67.8	9.7	13.5	27.7
No	511	52.7	58.7	9.5	11.4	29.2

Table 22a. Favoured actions to improve and simplify the implementation of the legal framework on data protection: Further clarification on the practical application of some of the key definitions and concepts of the European Directive and national data protection laws – *by country*

QUESTION: Q16_A. Please indicate which of the following actions would you favour to improve and simplify the implementation of the legal framework on data protection? - Further clarification on the practical application of some of the key definitions and concepts of the European Directive and national data protection laws.





























		Total N	% Would favour	% Would not favour	% DK/NA
	EU27	4835	75.6	13.2	11.2
	COUNTRY				
	Belgium	205	71.8	8.3	19.9
	Bulgaria	100	89	5.2	5.8
	Czech Rep.	203	33.6	29.5	37
	Denmark	200	62.4	12.7	24.9
	Germany	300	65.9	21.6	12.5
	Estonia	101	57.4	19.7	22.9
	Greece	100	93	4.5	2.6
	Spain	301	97.4	1.9	0.8
	France	303	87.2	11.3	1.5
	Ireland	100	90.3	3.6	6.1
	Italy	300	77.6	18.9	3.5
	Cyprus	102	85.9	9.6	4.5
	Latvia	101	57.6	21.2	21.2
	Lithuania	100	62.5	7.7	29.8
	Luxembourg	106	79.4	10.1	10.5
	Hungary	205	79.9	3.9	16.2
	Malta	100	82.9	2.7	14.5
	Netherlands	200	72.8	11.3	15.9
	Austria	202	66.1	20.9	13
	Poland	301	73.7	11.5	14.7
	Portugal	100	91.9	2.3	5.7
	Romania	304	71.9	7.8	20.3
	Slovenia	100	87.3	5.9	6.8
	Slovakia	100	62.9	14.7	22.4
	Finland	100	56.4	30.3	13.4
	Sweden	201	63	17.9	19.1
	United Kingdom	300	82.9	9.4	7.6

Table 22b. Favoured actions to improve and simplify the implementation of the legal framework on data protection: Further clarification on the practical application of some of the key definitions and concepts of the European Directive and national data protection laws – *by segment*

QUESTION: Q16_A. Please indicate which of the following actions would you favour to improve and simplify the implementation of the legal framework on data protection? - Further clarification on the practical application of some of the key definitions and concepts of the European Directive and national data protection laws.






	Total N	% Would favour	% Would not favour	% DK/NA
EU27	4835	75.6	13.2	11.2
 ACTIVITY				
Construction	531	76.8	13.3	9.8
Industry	1339	78.3	11.7	10
Trade	989	75.4	12.1	12.5
Services	1689	74.7	15.1	10.2
 COMPANY SIZE				
Small (20-49 empl.)	3066	74.9	13.6	11.5
Medium (50-249 empl.)	1423	76.4	12.4	11.1
Large (250+ empl.)	346	79.1	12.4	8.6
 RESPONDENT				
Data Protection Officer	1732	75.2	14	10.8
IT Manager	1007	82.9	8.8	8.2
Marketing Manager	282	74.7	13.7	11.6
HR Manager	911	75.3	13.1	11.6
General Manager	903	69.1	16.4	14.5
 TRANSFERRING DATA VIA INTERNET				
Yes	1656	79.7	10.4	9.9
No	3179	73.5	14.7	11.8
 TRANSFERRING PERSONAL DATA TO COUNTRIES OUTSIDE THE EU				
Yes	461	81.9	8.5	9.6
No	4374	75	13.7	11.3

Table 23a. Favoured actions to improve and simplify the implementation of the legal framework on data protection: Aim at a better balance between the right to data protection and freedom of expression and information – *by country*

QUESTION: Q16_B. Please indicate which of the following actions would you favour to improve and simplify the implementation of the legal framework on data protection? - Aim at a better balance between the right to data protection and freedom of expression and information.





























		Total N	% Would favour	% Would not favour	% DK/NA
	EU27	4835	77.9	12.8	9.3
	COUNTRY				
	Belgium	205	68.8	15.6	15.6
	Bulgaria	100	91.5	2.5	6.1
	Czech Rep.	203	39.3	24.5	36.2
	Denmark	200	63.2	16.5	20.3
	Germany	300	67.5	20.7	11.8
	Estonia	101	68	11.9	20.1
	Greece	100	91.8	6.2	1.9
	Spain	301	95.2	2.7	2.1
	France	303	86.8	9.2	4.1
	Ireland	100	82.2	12.9	4.9
	Italy	300	87.9	8.3	3.8
	Cyprus	102	84.9	12.5	2.6
	Latvia	101	57.3	20	22.8
	Lithuania	100	74.7	5.6	19.8
	Luxembourg	106	82.7	8.3	9
	Hungary	205	90	2.9	7
	Malta	100	85.7	2.6	11.7
	Netherlands	200	71.1	16.1	12.8
	Austria	202	67.2	19	13.8
	Poland	301	80.2	12.1	7.7
	Portugal	100	96.8	1.7	1.5
	Romania	304	82.7	5.2	12
	Slovenia	100	90.4	5.9	3.7
	Slovakia	100	65.3	16.5	18.2
	Finland	100	73.8	16.2	10
	Sweden	201	71.3	12.7	16.1
	United Kingdom	300	75.5	17	7.6

Table 23b. Favoured actions to improve and simplify the implementation of the legal framework on data protection: Aim at a better balance between the right to data protection and freedom of expression and information – *by segment*

QUESTION: Q16_B. Please indicate which of the following actions would you favour to improve and simplify the implementation of the legal framework on data protection? - Aim at a better balance between the right to data protection and freedom of expression and information.






	Total N	% Would favour	% Would not favour	% DK/NA
EU27	4835	77.9	12.8	9.3
 ACTIVITY				
Construction	531	83	8.6	8.4
Industry	1339	80.3	11.1	8.6
Trade	989	73.8	15.9	10.2
Services	1689	77.9	13.7	8.4
 COMPANY SIZE				
Small (20-49 empl.)	3066	78.2	12.1	9.7
Medium (50-249 empl.)	1423	78.9	12.8	8.3
Large (250+ empl.)	346	71.4	18.7	9.9
 RESPONDENT				
Data Protection Officer	1732	77.4	12.8	9.8
IT Manager	1007	79.8	12	8.1
Marketing Manager	282	80	13.9	6.1
HR Manager	911	78.5	12.5	9
General Manager	903	75.3	13.6	11.1
 TRANSFERRING DATA VIA INTERNET				
Yes	1656	80.5	10.6	8.9
No	3179	76.5	13.9	9.5
 TRANSFERRING PERSONAL DATA TO COUNTRIES OUTSIDE THE EU				
Yes	461	77.4	13.5	9.1
No	4374	77.9	12.7	9.3

Table 24a. Favoured actions to improve and simplify the implementation of the legal framework on data protection: More uniformity between the national laws across the EU as regards the information to be provided to data subjects – *by country*

QUESTION: Q16_C. Please indicate which of the following actions would you favour to improve and simplify the implementation of the legal framework on data protection? - More uniformity between the national laws across the EU as regards the information to be provided to data subjects.





























		Total N	% Would favour	% Would not favour	% DK/NA
	EU27	4835	80.4	8.9	10.6
	COUNTRY				
	Belgium	205	78.5	7.2	14.3
	Bulgaria	100	92.1	3.6	4.3
	Czech Rep.	203	41.4	23.2	35.5
	Denmark	200	62.2	19.2	18.6
	Germany	300	83.6	9.7	6.7
	Estonia	101	53.2	21.5	25.3
	Greece	100	91.4	6.8	1.9
	Spain	301	96.4	0.9	2.7
	France	303	90.2	4.9	4.9
	Ireland	100	90.2	4.6	5.2
	Italy	300	87.5	2.3	10.2
	Cyprus	102	89.6	8.5	1.9
	Latvia	101	65.8	19.2	15
	Lithuania	100	69.8	10.8	19.3
	Luxembourg	106	79	10.9	10.1
	Hungary	205	83.5	5.8	10.7
	Malta	100	84.2	3.1	12.8
	Netherlands	200	70.2	11.1	18.7
	Austria	202	82	7.8	10.3
	Poland	301	73.1	15.2	11.8
	Portugal	100	97.7	1.5	0.8
	Romania	304	79.9	4.8	15.4
	Slovenia	100	87.5	2.7	9.8
	Slovakia	100	75.1	7.7	17.3
	Finland	100	86.1	7.6	6.3
	Sweden	201	66.6	8	25.4
	United Kingdom	300	76.5	11.9	11.6

Table 24b. Favoured actions to improve and simplify the implementation of the legal framework on data protection: More uniformity between the national laws across the EU as regards the information to be provided to data subjects – *by segment*

QUESTION: Q16_C. Please indicate which of the following actions would you favour to improve and simplify the implementation of the legal framework on data protection? - More uniformity between the national laws across the EU as regards the information to be provided to data subjects.






	Total N	% Would favour	% Would not favour	% DK/NA
EU27	4835	80.4	8.9	10.6
 ACTIVITY				
Construction	531	82.8	8.6	8.6
Industry	1339	80.3	9.4	10.3
Trade	989	81	9.6	9.3
Services	1689	80.5	8.5	11
 COMPANY SIZE				
Small (20-49 empl.)	3066	79.6	9.1	11.2
Medium (50-249 empl.)	1423	82	8.2	9.8
Large (250+ empl.)	346	81.5	9.9	8.5
 RESPONDENT				
Data Protection Officer	1732	82.4	7.6	10
IT Manager	1007	84.1	7.9	8
Marketing Manager	282	75.2	13.4	11.4
HR Manager	911	78.2	9.4	12.4
General Manager	903	76.5	10.7	12.7
 TRANSFERRING DATA VIA INTERNET				
Yes	1656	81.8	8.3	9.9
No	3179	79.8	9.3	11
 TRANSFERRING PERSONAL DATA TO COUNTRIES OUTSIDE THE EU				
Yes	461	81.2	7	11.7
No	4374	80.4	9.1	10.5

Table 25a. Favoured actions to improve and simplify the implementation of the legal framework on data protection: More harmonised rules on security measures – *by country*

QUESTION: Q16_D. Please indicate which of the following actions would you favour to improve and simplify the implementation of the legal framework on data protection? - More harmonised rules on security measures.





























		Total N	% Would favour	% Would not favour	% DK/NA
	EU27	4835	84.3	9	6.8
	COUNTRY				
	Belgium	205	85.4	5.6	9
	Bulgaria	100	93.9	0	6.1
	Czech Rep.	203	46.5	20.2	33.4
	Denmark	200	63.6	19	17.5
	Germany	300	78.9	17.3	3.8
	Estonia	101	67.1	19	13.9
	Greece	100	95.6	4.4	0
	Spain	301	97.5	1	1.5
	France	303	95.5	3.1	1.4
	Ireland	100	92.6	5.4	2
	Italy	300	91.1	5.3	3.6
	Cyprus	102	91.9	7.2	0.9
	Latvia	101	61	23.5	15.5
	Lithuania	100	83.6	4.1	12.3
	Luxembourg	106	73.3	14.9	11.8
	Hungary	205	88.6	3	8.4
	Malta	100	84.9	2.7	12.5
	Netherlands	200	75.1	12.3	12.6
	Austria	202	79.7	8.6	11.7
	Poland	301	84.2	10.1	5.7
	Portugal	100	98.3	0.2	1.5
	Romania	304	82	5.1	12.9
	Slovenia	100	90.9	2.7	6.4
	Slovakia	100	74.9	7.1	18.1
	Finland	100	92.3	3.8	3.9
	Sweden	201	70	8.1	21.9
	United Kingdom	300	87.6	6.6	5.8

Table 25b. Favoured actions to improve and simplify the implementation of the legal framework on data protection: More harmonised rules on security measures – *by segment*

QUESTION: Q16_D. Please indicate which of the following actions would you favour to improve and simplify the implementation of the legal framework on data protection? - More harmonised rules on security measures.






	Total N	% Would favour	% Would not favour	% DK/NA
EU27	4835	84.3	9	6.8
 ACTIVITY				
Construction	531	87	7.5	5.4
Industry	1339	85.2	9.3	5.4
Trade	989	84.2	8	7.8
Services	1689	84	9.1	6.9
 COMPANY SIZE				
Small (20-49 empl.)	3066	84.6	8.6	6.8
Medium (50-249 empl.)	1423	83.6	9.6	6.8
Large (250+ empl.)	346	83.6	10.1	6.3
 RESPONDENT				
Data Protection Officer	1732	85.6	8.3	6.1
IT Manager	1007	88	7.4	4.6
Marketing Manager	282	80.4	12.2	7.4
HR Manager	911	79.6	11.9	8.5
General Manager	903	83.5	8.2	8.3
 TRANSFERRING DATA VIA INTERNET				
Yes	1656	86.1	8	5.9
No	3179	83.3	9.5	7.2
 TRANSFERRING PERSONAL DATA TO COUNTRIES OUTSIDE THE EU				
Yes	461	87.8	6.6	5.6
No	4374	83.9	9.2	6.9

Table 26a. Favoured actions to improve and simplify the implementation of the legal framework on data protection: Data protection legislation specific to each sector of activity – *by country*

QUESTION: Q16_E. Please indicate which of the following actions would you favour to improve and simplify the implementation of the legal framework on data protection? - Data protection legislation specific to each sector of activity.





























		Total N	% Would favour	% Would not favour	% DK/NA
	EU27	4835	56.2	35.6	8.2
	COUNTRY				
	Belgium	205	58.4	26.5	15.1
	Bulgaria	100	72.4	20.9	6.7
	Czech Rep.	203	33.1	34.1	32.7
	Denmark	200	38.4	42.1	19.5
	Germany	300	35.3	62.2	2.6
	Estonia	101	62.1	31.4	6.5
	Greece	100	85	15	0
	Spain	301	66.9	27.5	5.6
	France	303	55.6	42.4	2.1
	Ireland	100	77.7	15.4	6.9
	Italy	300	64.1	29.7	6.2
	Cyprus	102	79.8	17.4	2.8
	Latvia	101	54.2	31.1	14.6
	Lithuania	100	63.9	16.4	19.8
	Luxembourg	106	59.8	27.3	12.9
	Hungary	205	72.7	13.3	13.9
	Malta	100	74.9	15	10.2
	Netherlands	200	50.2	35.8	14
	Austria	202	38.6	52	9.4
	Poland	301	60.6	29.9	9.5
	Portugal	100	78	18.8	3.2
	Romania	304	79	7.2	13.8
	Slovenia	100	61.5	37.3	1.2
	Slovakia	100	56.9	27.8	15.3
	Finland	100	57.4	29.5	13.1
	Sweden	201	53.6	39.1	7.2
	United Kingdom	300	66.6	25.4	8

Table 26b. Favoured actions to improve and simplify the implementation of the legal framework on data protection: Data protection legislation specific to each sector of activity – *by segment*

QUESTION: Q16_E. Please indicate which of the following actions would you favour to improve and simplify the implementation of the legal framework on data protection? - Data protection legislation specific to each sector of activity.






	Total N	% Would favour	% Would not favour	% DK/NA
EU27	4835	56.2	35.6	8.2
 ACTIVITY				
Construction	531	60.5	32.2	7.4
Industry	1339	56.2	35.4	8.4
Trade	989	56.6	35.9	7.5
Services	1689	55.9	36	8.1
 COMPANY SIZE				
Small (20-49 empl.)	3066	57.3	33.9	8.8
Medium (50-249 empl.)	1423	54.3	38.6	7.1
Large (250+ empl.)	346	54	38.8	7.2
 RESPONDENT				
Data Protection Officer	1732	53.6	38.1	8.3
IT Manager	1007	55.9	38.9	5.3
Marketing Manager	282	66.6	28.1	5.3
HR Manager	911	55.3	33.1	11.7
General Manager	903	59.1	32.3	8.6
 TRANSFERRING DATA VIA INTERNET				
Yes	1656	59.3	32.4	8.2
No	3179	54.5	37.3	8.1
 TRANSFERRING PERSONAL DATA TO COUNTRIES OUTSIDE THE EU				
Yes	461	54.5	37.5	8.1
No	4374	56.4	35.5	8.2

Table 27a. Favoured actions to improve and simplify the implementation of the legal framework on data protection: Other actions – *by country*

QUESTION: Q16_F. Please indicate which of the following actions would you favour to improve and simplify the implementation of the legal framework on data protection? - Other





























	Total N	% Would favour	% Would not favour	% DK/NA
 EU27	4835	17.4	32.3	50.4
COUNTRY				
 Belgium	205	32	13.2	54.8
 Bulgaria	100	29.2	0	70.8
 Czech Rep.	203	14.1	35.8	50.1
 Denmark	200	14.3	29.7	56
 Germany	300	10.2	37.6	52.2
 Estonia	101	5.3	51.2	43.5
 Greece	100	32.6	25.3	42.2
 Spain	301	42.3	5.7	52
 France	303	6.7	2.1	91.1
 Ireland	100	15.2	20.6	64.2
 Italy	300	5.5	71.5	22.9
 Cyprus	102	62.6	18.7	18.7
 Latvia	101	2.3	18.3	79.4
 Lithuania	100	14.7	9.1	76.2
 Luxembourg	106	16.4	8.6	75
 Hungary	205	3.3	72.5	24.2
 Malta	100	26.8	2.7	70.5
 Netherlands	200	16.3	9.9	73.7
 Austria	202	8.1	36.7	55.2
 Poland	301	30.2	40.2	29.6
 Portugal	100	20.7	25.9	53.4
 Romania	304	43.9	12	44.2
 Slovenia	100	14.1	53.9	32
 Slovakia	100	17.6	24.2	58.2
 Finland	100	0.4	9.6	90
 Sweden	201	4.2	21.4	74.4
 United Kingdom	300	10.5	63.3	26.3

Table 27b. Favoured actions to improve and simplify the implementation of the legal framework on data protection: Other actions – *by segment*

QUESTION: Q16_F. Please indicate which of the following actions would you favour to improve and simplify the implementation of the legal framework on data protection? - Other






	Total N	% Would favour	% Would not favour	% DK/NA
EU27	4835	17.4	32.3	50.4
 ACTIVITY				
Construction	531	21.8	26.5	51.7
Industry	1339	17.6	36.5	45.9
Trade	989	18.2	29.9	51.9
Services	1689	15.7	32.4	51.9
 COMPANY SIZE				
Small (20-49 empl.)	3066	17.9	33	49.1
Medium (50-249 empl.)	1423	16.4	30.1	53.5
Large (250+ empl.)	346	16.5	34.5	49
 RESPONDENT				
Data Protection Officer	1732	15.1	35.4	49.5
IT Manager	1007	12.9	25.6	61.6
Marketing Manager	282	23.4	37.9	38.7
HR Manager	911	26.2	25.3	48.5
General Manager	903	15.8	39	45.2
 TRANSFERRING DATA VIA INTERNET				
Yes	1656	20.5	31	48.4
No	3179	15.7	32.9	51.4
 TRANSFERRING PERSONAL DATA TO COUNTRIES OUTSIDE THE EU				
Yes	461	22.4	29	48.6
No	4374	16.8	32.6	50.6

Table 28a. Fight against international terrorism: Monitoring of people's phone call – by country

QUESTION: Q17_A. In light of the fight against international terrorism, do you think that, in certain circumstances, should it be possible: - to have people telephone calls monitored?





























		Total N	% No	% Yes, but only people who are suspected of terrorist activities	% Yes, but even suspected terrorists should only be monitored under the supervision of a judge or with equivalent safeguard	% Yes, in all cases	% DK/NA
	EU27	4835	27.2	31.1	29.8	9.1	2.8
	COUNTRY						
	Belgium	205	28.6	32.6	22.9	10.9	5
	Bulgaria	100	24.9	41.9	32.4	0.3	0.6
	Czech Rep.	203	36.8	33.8	20.9	5.6	2.8
	Denmark	200	16	27.8	35.6	18.7	1.8
	Germany	300	34.4	24.8	32.8	6.1	2
	Estonia	101	20.6	19	43.7	13.1	3.7
	Greece	100	42.3	15.9	36.4	3.4	1.9
	Spain	301	10.6	28.8	48.2	9.5	2.9
	France	303	28.2	23	39	7.9	1.9
	Ireland	100	46.4	20.3	19.7	9.5	4.1
	Italy	300	20.5	41.5	17.5	15.9	4.6
	Cyprus	102	58.4	23.9	11.7	5.8	0.2
	Latvia	101	28.1	58	3.5	7.3	3.1
	Lithuania	100	27.5	37.7	29.6	2.4	2.9
	Luxembourg	106	37.2	24.1	21.2	13.9	3.6
	Hungary	205	38	27.3	26.5	5.8	2.4
	Malta	100	11.7	40.9	36	8.3	3.1
	Netherlands	200	17.7	39.9	24.9	14.3	3.3
	Austria	202	16.7	39.5	29.7	11.2	2.8
	Poland	301	28.9	37.6	25.5	5	3.1
	Portugal	100	9.9	36	43.1	5.5	5.5
	Romania	304	52.6	24.4	10.5	8.8	3.6
	Slovenia	100	59.4	14.4	22.5	1.2	2.4
	Slovakia	100	44.5	39	10.8	4.8	0.9
	Finland	100	26.7	38.8	25.7	8.4	0.4
	Sweden	201	12.7	30.8	39.3	13.7	3.5
	United Kingdom	300	34.5	23.2	28.6	11.9	1.8

Table 28b. Fight against international terrorism: Monitoring of people's phone call – by segment

QUESTION: Q17_A. In light of the fight against international terrorism, do you think that, in certain circumstances, should it be possible: - to have people telephone calls monitored?






	Total N	% No	% Yes, but only people who are suspected of terrorist activities	% Yes, but even suspected terrorists should only be monitored under the supervision of a judge or with equivalent safeguard	% Yes, in all cases	% DK/NA
EU27	4835	27.2	31.1	29.8	9.1	2.8
 ACTIVITY						
Construction	531	26.4	33.8	28.1	9.9	1.7
Industry	1339	27.2	32	29.7	8.7	2.4
Trade	989	27.5	31.9	27.7	8.9	4
Services	1689	27.3	29.2	31.4	9.3	2.8
 COMPANY SIZE						
Small (20-49 empl.)	3066	27.2	31	29.3	9.6	2.9
Medium (50-249 empl.)	1423	27.3	31.9	29.9	8.8	2.2
Large (250+ empl.)	346	25.9	28.6	34.3	6.7	4.6
 RESPONDENT						
Data Protection Officer	1732	28	31.4	29.9	7.9	2.8
IT Manager	1007	24	26.2	40.4	6.5	2.8
Marketing Manager	282	22.4	37.3	24.7	12.4	3.2
HR Manager	911	27.8	32.2	28.1	8.1	3.9
General Manager	903	30	32.9	21.1	14.5	1.5
 TRANSFERRING DATA VIA INTERNET						
Yes	1656	27.2	30.6	29.9	9.6	2.6
No	3179	27.2	31.3	29.7	8.9	2.9
 TRANSFERRING PERSONAL DATA TO COUNTRIES OUTSIDE THE EU						
Yes	461	24.6	28.2	32.9	11.4	2.9
No	4374	27.4	31.4	29.5	8.9	2.8

Table 29a. Monitoring of people's Internet usage – *by country*

QUESTION: Q17_B. In light of the fight against international terrorism, do you think that, in certain circumstances, should it be possible: - to have people's internet use monitored?





























	Total N	% No	% Yes, but only people who are suspected of terrorist activities	% Yes, but even suspected terrorists should only be monitored under the supervision of a judge or with equivalent safeguard	% Yes, in all cases	% DK/NA
 EU27	4835	22.9	31.3	26.1	16.4	3.2
COUNTRY						
 Belgium	205	17.8	34.3	18.9	25.4	3.6
 Bulgaria	100	30.5	40.6	15	10.1	3.9
 Czech Rep.	203	30.9	38	17.7	7.8	5.7
 Denmark	200	16.5	26.1	34.5	21.9	0.9
 Germany	300	36.9	27.3	25.4	8.8	1.7
 Estonia	101	24.3	23.1	34.3	15.7	2.6
 Greece	100	43.8	12.3	32.9	9.1	1.9
 Spain	301	9.7	30.2	43.9	13.4	2.7
 France	303	22.1	26.3	30	20.1	1.6
 Ireland	100	31.1	21.8	21.9	21.8	3.4
 Italy	300	17.6	29.9	16.6	32.1	3.8
 Cyprus	102	45.9	21.5	11.3	18.5	2.8
 Latvia	101	27.3	55.8	2.3	9.9	4.7
 Lithuania	100	32.7	31.7	18.5	11.3	5.8
 Luxembourg	106	17.2	17.8	22.1	36.2	6.8
 Hungary	205	33.3	32.7	24	8.7	1.2
 Malta	100	12.1	40.2	33.2	11	3.5
 Netherlands	200	16.8	39.3	20.9	19	4
 Austria	202	18.7	38.3	28.1	12.5	2.4
 Poland	301	16.1	37.8	27.9	12.2	6
 Portugal	100	2.7	37.5	41.6	14.2	4
 Romania	304	41.1	25	8.2	19.2	6.5
 Slovenia	100	49.1	12.3	26.4	9.3	2.9
 Slovakia	100	32.6	36.1	8.8	16.8	5.7
 Finland	100	34	35.3	18	11.3	1.4
 Sweden	201	21.6	27.7	32.7	15.4	2.7
 United Kingdom	300	22.8	27.8	26.3	21.2	1.9

Table 29b. Monitoring of people's Internet usage – *by segment*

QUESTION: Q17_B. In light of the fight against international terrorism, do you think that, in certain circumstances, should it be possible: - to have people's internet use monitored?






	Total N	% No	% Yes, but only people who are suspected of terrorist activities	% Yes, but even suspected terrorists should only be monitored under the supervision of a judge or with equivalent safeguard	% Yes, in all cases	% DK/NA
EU27	4835	22.9	31.3	26.1	16.4	3.2
 ACTIVITY						
Construction	531	19.5	31.2	25.5	21.3	2.6
Industry	1339	22.2	33.3	24.4	16.3	3.8
Trade	989	21.7	33.2	26.5	15.1	3.5
Services	1689	24.5	28.5	27.8	16.1	3
 COMPANY SIZE						
Small (20-49 empl.)	3066	22.1	31.3	25.8	17.4	3.5
Medium (50-249 empl.)	1423	24.4	32.3	25.8	15.2	2.3
Large (250+ empl.)	346	24.6	27.1	31	12.7	4.7
 RESPONDENT						
Data Protection Officer	1732	23.2	30.1	25.9	17.6	3.1
IT Manager	1007	24.1	29.2	33.5	11.5	1.7
Marketing Manager	282	22.4	33.6	22.4	18.4	3.2
HR Manager	911	20.8	34.6	26.2	12.7	5.7
General Manager	903	23.5	31.7	19.4	22.7	2.7
 TRANSFERRING DATA VIA INTERNET						
Yes	1656	20.1	32.1	27.4	17.4	3
No	3179	24.4	30.8	25.5	15.9	3.3
 TRANSFERRING PERSONAL DATA TO COUNTRIES OUTSIDE THE EU						
Yes	461	19.5	30	30.9	16.4	3.2
No	4374	23.3	31.4	25.6	16.4	3.2

Table 30a. Monitoring of people's credit card usage – *by country*

QUESTION: Q17_C. In light of the fight against international terrorism, do you think that, in certain circumstances, should it be possible: - to have people's credit card use monitored?
























	Total N	% No	% Yes, but only people who are suspected of terrorist activities	% Yes, but even suspected terrorists should only be monitored under the supervision of a judge or with equivalent safeguard	% Yes, in all cases	% DK/NA
 EU27	4835	28.1	27.7	25.9	14.7	3.6
COUNTRY						
 Belgium	205	28	29.3	17.7	21.5	3.5
 Bulgaria	100	17.6	40.9	21.3	15.4	4.8
 Czech Rep.	203	31.4	35.7	19	7.6	6.3
 Denmark	200	23.1	25.5	30.5	18.5	2.5
 Germany	300	45.8	18.1	27.6	7.1	1.4
 Estonia	101	27.4	27.3	27	14.1	4.2
 Greece	100	49	16	26	7.1	1.9
 Spain	301	10.3	30.8	46.4	9.6	2.9
 France	303	29.4	25.5	31.5	12.9	0.6
 Ireland	100	51.6	11.9	14.1	16.6	5.8
 Italy	300	16.1	34.2	15.1	27.6	7
 Cyprus	102	48.1	25.7	11.5	12.8	1.9
 Latvia	101	32.3	44.3	1.6	16.4	5.4
 Lithuania	100	32.2	29.8	21.6	11.8	4.6
 Luxembourg	106	33.5	17.6	12.4	29	7.5
 Hungary	205	31.1	28.6	26.5	12.6	1.2
 Malta	100	12	31.5	36.8	16.5	3.2
 Netherlands	200	22.4	36.8	17.8	17.8	5.2
 Austria	202	20.7	36.9	28.4	10.7	3.4
 Poland	301	25	31.5	25.6	12.9	4.9
 Portugal	100	10.6	31.5	41.2	10.2	6.6
 Romania	304	30.8	18.2	8.6	34.7	7.7
 Slovenia	100	45.2	15.6	24.1	14	1
 Slovakia	100	45.1	40.5	7.9	6.5	0
 Finland	100	40	29	16.1	9.8	5.1
 Sweden	201	23.3	31.2	28.3	13.1	4.1
 United Kingdom	300	31.7	20.7	25.9	19.8	1.9

Table 30b. Monitoring of people's credit card usage – *by segment*

QUESTION: Q17_C. In light of the fight against international terrorism, do you think that, in certain circumstances, should it be possible: - to have people's credit card use monitored?






	Total N	% No	% Yes, but only people who are suspected of terrorist activities	% Yes, but even suspected terrorists should only be monitored under the supervision of a judge or with equivalent safeguard	% Yes, in all cases	% DK/NA
EU27	4835	28.1	27.7	25.9	14.7	3.6
 ACTIVITY						
Construction	531	29.3	26.2	25.7	16.6	2.2
Industry	1339	27.2	29.9	25.5	14.1	3.3
Trade	989	25.3	29.7	25.2	15.4	4.3
Services	1689	29.6	25.5	26.8	14.5	3.6
 COMPANY SIZE						
Small (20-49 empl.)	3066	27.7	27.1	25.6	15.8	3.9
Medium (50-249 empl.)	1423	29.2	29.4	25.4	13.5	2.5
Large (250+ empl.)	346	28.1	26.3	30.2	10.3	5.2
 RESPONDENT						
Data Protection Officer	1732	28.8	26.2	26.3	14.8	3.9
IT Manager	1007	30	26.8	32.2	9.1	1.8
Marketing Manager	282	25.4	29.9	23.5	17.2	3.9
HR Manager	911	27.5	32.7	23.1	11.5	5.2
General Manager	903	26.2	25.9	21.6	23.1	3.2
 TRANSFERRING DATA VIA INTERNET						
Yes	1656	24.5	28.7	26.7	16.8	3.3
No	3179	30.1	27.2	25.5	13.6	3.7
 TRANSFERRING PERSONAL DATA TO COUNTRIES OUTSIDE THE EU						
Yes	461	23.2	20.5	33.5	19.4	3.4
No	4374	28.7	28.5	25.1	14.2	3.6

Table 31a. Monitoring of people's flying details – *by country*

QUESTION: Q17_D. In light of the fight against international terrorism, do you think that, in certain circumstances, should it be possible: - to have people's details monitored when they fly?


































	Total N	% No	% Yes, but only people who are suspected of terrorist activities	% Yes, but even suspected terrorists should only be monitored under the supervision of a judge or with equivalent safeguard	% Yes, in all cases	% DK/NA
 EU27	4835	16.4	27.4	19	33.8	3.5
COUNTRY						
 Belgium	205	18.1	23.2	8.8	47.2	2.7
 Bulgaria	100	9.5	27.4	5.5	49.1	8.5
 Czech Rep.	203	26.2	33.7	19.8	15.8	4.5
 Denmark	200	15.4	26.1	25.8	30.5	2.2
 Germany	300	26.8	23.7	19.4	27.9	2.2
 Estonia	101	15.4	24.7	26.2	23.4	10.3
 Greece	100	32.8	17.8	20.4	27.1	1.9
 Spain	301	7.1	26.2	31	31.6	4.1
 France	303	17.7	27.4	24.7	27.7	2.5
 Ireland	100	25.3	22	15.5	33.2	4.1
 Italy	300	13	26.5	13.5	41.1	5.8
 Cyprus	102	33.3	33.4	17	15.4	0.9
 Latvia	101	6.8	49.8	0.8	35.6	7
 Lithuania	100	15.6	22.3	15.9	41.6	4.6
 Luxembourg	106	19.9	11.6	3	61.8	3.6
 Hungary	205	9.2	26.7	21.5	39.7	2.9
 Malta	100	5.5	27.2	31.3	34.4	1.6
 Netherlands	200	12.3	36.2	13.5	34.7	3.3
 Austria	202	12.9	42.5	22.5	19.6	2.5
 Poland	301	14.4	29.7	13.9	39.4	2.6
 Portugal	100	5.3	40.9	36.7	14.7	2.5
 Romania	304	23.3	21.6	5.5	41.7	7.8
 Slovenia	100	36	22.7	17.1	22	2.3
 Slovakia	100	7.1	39.9	3.2	38.4	11.4
 Finland	100	36.5	34.6	12.8	14.2	1.8
 Sweden	201	14	20.7	29.8	31.8	3.8
 United Kingdom	300	12	18.5	21	45.9	2.6

Table 31b. Monitoring of people's flying details – *by segment*

QUESTION: Q17_D. In light of the fight against international terrorism, do you think that, in certain circumstances, should it be possible: - to have people's details monitored when they fly?

	Total N	% No	% Yes, but only people who are suspected of terrorist activities	% Yes, but even suspected terrorists should only be monitored under the supervision of a judge or with equivalent safeguard	% Yes, in all cases	% DK/NA
EU27	4835	16.4	27.4	19	33.8	3.5
 ACTIVITY						
Construction	531	16.8	23.6	17.7	39.3	2.6
Industry	1339	16.2	30.1	18.2	32.6	2.8
Trade	989	13.2	29.7	15.4	37.3	4.4
Services	1689	17.3	25.1	22.2	31.8	3.6
 COMPANY SIZE						
Small (20-49 empl.)	3066	15.9	26.4	17.7	36.3	3.7
Medium (50-249 empl.)	1423	17	29.6	20.5	30.4	2.5
Large (250+ empl.)	346	18	26.9	24.2	25.6	5.3
 RESPONDENT						
Data Protection Officer	1732	16.5	27.6	20.5	32.5	2.8
IT Manager	1007	19.2	25.8	26.5	25.9	2.5
Marketing Manager	282	16.8	31.8	14.1	34.2	3.2
HR Manager	911	15.7	27.5	15.6	35.7	5.5
General Manager	903	13.5	27	12.7	42.9	3.9
 TRANSFERRING DATA VIA INTERNET						
Yes	1656	13.1	25.9	20.2	37.5	3.4
No	3179	18.1	28.1	18.4	31.9	3.5
 TRANSFERRING PERSONAL DATA TO COUNTRIES OUTSIDE THE EU						
Yes	461	18.2	19.2	24.3	36.5	1.8
No	4374	16.2	28.2	18.5	33.5	3.6

II. Survey Details

This Flash Eurobarometer 226 “Data protection perceptions among data controllers among enterprises in the Member States” telephone survey was conducted on behalf of the DG Justice, Freedom and Security (Unit C5: Data protection).

The objective of the survey was to assess companies’ perceptions in the 27 Member States about data protection issues and their strategies to comply with data protection regulations in their data transfers and client contacts.

The current special target group Flash Eurobarometer survey was organised and managed by the Eurobarometer Team of the European Commission (Directorate-General Communication, Unit A-4).

The interviews were conducted between the 8th of January 2008 and the 16th of January 2008 by partner institutes of The Gallup Organization Hungary / Europe:

Belgium	BE	Gallup Europe	(Interviews : 01/10/2008 – 01/15/2008)
Czech Republic	CZ	Focus Agency	(Interviews : 01/09/2008 – 01/11/2008)
Denmark	DK	Hermelin	(Interviews : 01/09/2008 – 01/16/2008)
Germany	DE	IFAK	(Interviews : 01/08/2008 – 01/16/2008)
Estonia	EE	Saar Poll	(Interviews : 01/09/2008 – 01/16/2008)
Greece	EL	Metroanalysis	(Interviews : 01/08/2008 – 01/15/2008)
Spain	ES	Gallup Spain	(Interviews : 01/10/2008 – 01/16/2008)
France	FR	Effience3	(Interviews : 01/10/2008 – 01/16/2008)
Ireland	IE	Gallup UK	(Interviews : 01/09/2008 – 01/16/2008)
Italy	IT	Demoskopea	(Interviews : 01/08/2008 – 01/16/2008)
Cyprus	CY	CYMAR	(Interviews : 01/08/2008 – 01/16/2008)
Latvia	LV	Latvian Facts	(Interviews : 01/10/2008 – 01/16/2008)
Lithuania	LT	Baltic Survey	(Interviews : 01/08/2008 – 01/11/2008)
Luxembourg	CZ	Gallup Europe	(Interviews : 01/14/2008 – 01/15/2008)
Hungary	HU	Gallup Hungary	(Interviews : 01/08/2008 – 01/15/2008)
Malta	MT	MISCO	(Interviews : 01/09/2008 – 01/16/2008)
Netherlands	NL	Telder	(Interviews : 01/08/2008 – 01/16/2008)
Austria	AT	Spectra	(Interviews : 01/08/2008 – 01/16/2008)
Poland	PL	Gallup Poland	(Interviews : 01/08/2008 – 01/16/2008)
Portugal	PT	Consulmark	(Interviews : 01/09/2008 – 01/16/2008)
Slovenia	SI	Cati d.o.o.	(Interviews : 01/08/2008 – 01/16/2008)
Slovakia	SK	Focus Agency	(Interviews : 01/08/2008 – 01/09/2008)
Finland	FI	Hermelin	(Interviews : 01/11/2008 – 01/16/2008)
Sweden	SE	Hermelin	(Interviews : 01/08/2008 – 01/16/2008)
United Kingdom	UK	Gallup UK	(Interviews : 01/09/2008 – 01/16/2008)
Bulgaria	BG	Vitosha Research	(Interviews : 01/08/2008 – 01/09/2008)
Romania	RO	Gallup Romania	(Interviews : 01/08/2008 – 01/16/2008)

Representativeness of the results

The target group for this Flash Eurobarometer was defined as companies employing 20 or more persons, operating in the 27 Member States of the European Union.

The lists of companies qualified to be interviewed were developed by Dun and Bradstreet. Where the D&B database had a poor coverage (especially in the New Member States) the sample lists were developed by national institutes using local statistical data sources. Sampling in each country was made according to two stratification criteria: the size of the company (3 categories: 20 - 49, 50 - 249 and 250 or more employees), and the activity sectors, randomly.

The target activities were all enterprises, but agriculture excluded.

Within the employment size the categories were defined (20-49 employees: 45%; 50-249 employees: 35%; 250+ employees: 20%), but the selection of companies by the activity categories was made at random.

The total sample was distributed between these sampling "cells" in a way that does not follow the actual distribution of businesses within the coverage zone: larger businesses were intentionally "over-sampled" in order to get enough cases in these low incidence cells as well, for meaningful results in each sample segment.

During data processing, each cell in the cross distribution of the sample was re-weighted up or down according to its actual, empirically verified known weight within the survey region. Thus, the total results presented are not affected by over- and under-sampling, and are representative of the total universe examined – both for country-level as well as global (e.g. EU27) estimations. Country weights for global estimations were developed on the basis of the size of the universe in each country.

The persons who have been interviewed in each company were responsible for data protection issues (in this preference order: data protection officer, IT manager, Human Resources manager, marketing manager – and if an enterprise does not feature any of these, the general manager).

The interviewers checked the identity of this person as well as the accuracy of the enterprise sampling characteristics, as delivered by sample list, namely: the number of employees.

Sizes of the samples

The targeted number of main interviews varied by the size of the country. In most EU countries the target sample size was 100. In Germany, Spain, France, Italy, Poland, Romania and the UK the target main sample size was 300. In Belgium, Czech Republic, Hungary, Austria, Sweden the target number of the main interviews was 200. The table below shows the achieved sample size by country.

	Total Interviews			
	Conducted	% of Total	EU27 Weighted	% on Total (weighted)
Total	4835	100	4835	100
BE	205	4.2	81	1.7
BG	100	2.1	51	1.1
CZ	203	4.2	128	2.6
DK	200	4.1	124	2.6
DE	300	6.2	819	16.9
EE	101	2.1	38	0.8
EL	100	2.1	42	0.9
ES	301	6.2	413	8.5
FR	303	6.3	478	9.9
IE	100	2.1	37	0.8
IT	300	6.2	451	9.3
CY	102	2.1	7	0.1
LV	101	2.1	50	1.0
LT	100	2.1	39	0.8
LU	106	2.2	8	0.2
HU	205	4.2	80	1.7
MT	100	2.1	5	0.1
NL	200	4.1	389	8.0
AT	202	4.2	78	1.6
PL	301	6.2	652	13.5
PT	100	2.1	123	2.5
RO	304	6.3	137	2.8
SI	100	2.1	17	0.4
SK	100	2.1	38	0.8
FI	100	2.1	45	0.9
SE	201	4.2	69	1.4
UK	300	6.2	438	9.0

Tables of results

VOLUME A: COUNTRY BY COUNTRY

The VOLUME A presents the European Union results country by country.

VOLUME B: COMPANIES' SPECIFICATIONS

The VOLUME B presents the European Union results with the following characteristics of respondents as breakdowns:

Size (20-49, 50-249, 250+).

Activity (Construction, Industry, Trade, Services)

Main responsibility (Data Protection Officer, IT Manager, Marketing Manager, HR Manager, General Manager)

Transferring data via Internet (yes, no)

Transferring personal data to countries outside the EU (yes, no)

Questionnaires

The questionnaire prepared for this survey contained two parts: the company information and the question regarding innovation, and the main questionnaire.

The institutes listed above translated the questionnaire to their respective national language(s) using a centralized process of back-translation procedure, involving two initial local translations, independent back-translation and central verification of the localised questionnaires.

Further details

For further details you may contact Gallup or The European Commission. The relevant contacts are:

DG JLS:

Mr. Francis Svilans
DG Justice, Freedom and Security

DG COMM:

Mr. David Voidies
DG Communication

GALLUP: Mr. Gergely Hideg
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III. Questionnaire

D1. What is your position at this company?

- Data Protection Officer 1
- IT Manager 2
- Marketing Manager 3
- HR Manager..... 4
- General Manager 5
- [Other]..... 6

[Other] = [STOP INTERVIEW - INTERVIEW NOT VALID IF THE PERSON IN CHARGE DOES NOT CONSIDER HIMSELF AS RESPONSIBLE FOR DATA PROTECTION ISSUES WITHIN THE COMPANY]

D2N. For the following questions, please limit your responses to the activities of your company in [your country] only. How many employees does your company have in [your country]?

99999 - DK/NA

IF LESS THAN 20 THANK AND TERMINATE

IF D2N = DK/NA

D2. For the following questions, please limit your responses to the activities of your company in [your country] only. How many employees does your company have in [your country]?

- Less than 20 0
- 20-49 1
- 50-249 2
- 250-499 3
- 500 or more 4
- [DK/NA] 9

IF LESS THAN 20 THANK AND TERMINATE

D3. Is your company mainly involved in...

[READ OUT] - [ONLY ONE ANSWER]

- construction or civil engineering 1
- mining, extractive industry 2
- production and manufacturing of goods 3
- trade and distribution (wholesale or retail) 4
- transport (of goods or people) 5
- financial services (banking, insurance, brokerage) 6
- business services 7
- personal services 8
- other services 9
- administration 10
- Agriculture 11
- [(none of these cases, BUT NO AGRICULTURE) [SPECIFY]] 98
- [DK/NA] 99

Agriculture: STOP INTERVIEW - INTERVIEW NOT VALID

DK/NA: STOP INTERVIEW - INTERVIEW NOT VALID

If D3 = None of these

D3b. Please, specify

INTERVIEWER: IF THE RESPONDENT SAYS AN AGRICULTURAL ACTIVITY, PLEASE JUMP BACK TO THE PREVIOUS PAGE AND SELECT THE PROPER RESPONSE (Agriculture)

D4. Your company is: ...

- an independent company 1
- the mother company of a multinational group 2
- a subsidiary of a multinational group with headquarters in the EU 3
- a subsidiary of a multinational group with headquarters outside of the EU 4
- [DK/NA] 9

DK/NA: STOP INTERVIEW - INTERVIEW NOT VALID

Q1. Would you say that the level of protection offered by the (NATIONALITY) Data Protection Law for citizens is ...?

- High 1
- Medium 2
- Low 3
- [DK/NA] 9

Q1a. How familiar are you with the provisions of the Data Protection Law of [COUNTRY]?

- Very familiar 1
- Somewhat familiar 2
- Not really familiar 3
- [DK/NA] 9

Q2. From your business perspective and in general terms, would you rather agree or rather disagree with each of the statements concerning the requirements of the data protection law?

- Rather agree 1
- Rather disagree 2
- [DK/NA] 9

- a) The requirements of the data protection law are necessary in order to respect a high level of protection for consumers and the fundamental rights of citizens. 1 2 9
- b) The requirements of the data protection law are too strict in certain respects. 1 2 9
- c) The requirements of data protection law are not necessary except for certain sectors of activity..... 1 2 9

Q3. For each of the following propositions, please tell me if you totally agree, rather agree, rather disagree or totally disagree with it?

- Totally agree 1
- Rather agree 2
- Rather disagree 3
- Totally disagree 4
- [DK/NA] 9

- a) There is sufficient harmonisation of Member States' data protection laws to consider that personal data can be moved freely within the European Union.. 1 2 3 4 9
- b) The data protection law in (OUR COUNTRY) is interpreted and applied more rigorously than in other Member States 1 2 3 4 9

Q4. In your opinion, do you think that the existing legislation on data protection is suited or not to cope with the increasing amount of personal information being exchanged, for example transferred over the Internet?

- Very well suited 1
- Rather well suited 2
- Rather unsuited 3
- Not suited at all 4
- [DK/NA] 9

Q5. Do you use any technology or software products that enhance privacy protection of databases in your company (for example, cookie cutters, encryption tools, automatic anonymisation software, Platform for Privacy Preferences (P3P)), also called 'Privacy Enhancing Technologies'?

- Yes 1
- No, but I have heard of them 2
- No, and I have never heard of them 3
- [DK/NA] 9

Q6. Does your company transfer personal data via the Internet?

- Yes 1
- No 2
- [DK/NA] 9

ASK IF Q6 = 1

Q7. Do you take any measures to enhance the security of data you transfer?

- Yes 1
- No 2
- [DK/NA] 9

Q8. Does your company transfer personal data to countries outside the European Union/European Economic Area?

- Yes 1
- No 2
- [DK/NA] 9

ASK IF Q8 = 1

Q9. What type of data does your company transfer to such countries, mostly?

- Human resources data for human resources purposes 1
- Clients' or consumers' data for commercial purposes 2
- Data collected in the European Union that is meant to be sold
or licensed to data controllers in other countries 3
- Other 4
- [The company does not transfer personal data to other
countries] 5
- [DK/NA] 9

ASK IF Q8 = 1

Q10. How does your company transfer personal data to other countries? Do you use each of the tools I will read out? Do you transfer personal data ...

- Yes 1
 - No 2
 - [DK/NA] 9
-
- a) via telephone 1 2 9
 - b) via telefax 1 2 9
 - c) via registered mail, or courier service 1 2 9
 - d) via regular mail 1 2 9
 - e) via emails 1 2 9
 - f) via closed Internet (e.g. private company network) 1 2 9
 - g) via open Internet (IP telephone, ftp) 1 2 9
 - h) via other means 1 2 9

ASK IF Q8 = 1

Q11. Are you aware of the expression "standard contractual clauses" in relation to personal data transfer to countries outside the European Union/European Economic Area?

- Yes 1
- No 2
- [DK/NA] 9

Q12a. Are you in regular contact with the national data protection authority of (OUR COUNTRY)?

- Yes 1
- No 2
- [DK/NA] 9

ASK IF Q12a = 1

Q12b. Were you in contact with national data protection authority concerning ...

- Yes 1
- No 2
- [DK/NA] 9

- a) notifications, 1 2 9
- b) asking for guidances, 1 2 9
- c) complaints against your company, 1 2 9
- d) inspections 1 2 9
- e) for other reasons 1 2 9

Q13a. Does your company maintain and update privacy policy notices?

- Yes 1
- No 2
- [DK/NA] 9

Q13b. Does your company monitor how frequently such policy notices are examined by the public?

- Yes 1
- No 2
- [DK/NA] 9

Q14. Could you indicate the approximate number of requests for access to personal data received by your company during the year 2006?

- Less than 10 1
- Between 10 and 50..... 2
- Between 51 and 100..... 3
- Between 101 and 500..... 4
- More than 500..... 5
- Never received any request..... 6
- [DK/NA] 9

Q15. Has your company received complaints from people whose personal data is being currently processed?

- Yes 1
- No 2
- [DK/NA] 9

Q16. Please indicate which of the following actions would you favour to improve and simplify the implementation of the legal framework on data protection?

- Would favour 1
 - Would not favour 2
 - [DK/NA] 9
-
- a) Further clarification on the practical application of some of the key definitions and concepts of the European Directive and national data protection laws..... 1 2 9
 - b) Aim at a better balance between the right to data protection and freedom of expression and information..... 1 2 9
 - c) More uniformity between the national laws across the EU as regards the information to be provided to data subjects..... 1 2 9
 - d) More harmonised rules on security measures..... 1 2 9
 - e) Data protection legislation specific to each sector of activity.. 1 2 9
 - f) Other..... 1 2 9

Q17. In light of the fight against international terrorism, do you think that, in certain circumstances, should it be possible:

(ROTATE ITEMS, USE SCALES A&B ROTATED)

- a) to have people 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