

A study



for



# Perceptions and behaviour in relation to cybersecurity in France

Wave 2

September 2023

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# Survey methodology (1/2)



Online survey conducted between **14** and **18 September** 2023.



Sample of **1,033** respondents representative of the French population aged 18 and over.



Quota method and adjustment applied to the following variables: respondent's gender, age, socio-professional category and region.

# Survey methodology (2/2)



## *Help with interpretation of the detailed results*

- ❖ The figures presented are expressed as a percentage.
- ❖ The figures in italics are those that appear significantly above the average.
- ❖ We distinguish three income brackets in this report:
  - ❖ *Low income* : net monthly household income less than €2,000
  - ❖ *Middle income*: net monthly household income of between €2,000 and €4,000
  - ❖ *High income*: net monthly household income above €4,000
- ❖ The changes are presented in relation to the results of the previous survey, conducted from 14 to 15 September 2022, on a sample of 1,014 respondents representative of the French population aged 18 and over.  
Significant changes are indicated in this report, i.e. at least ▲ +3 pts or ▼ -3 pts compared with that previous wave.

# Confidence interval

The confidence interval (sometimes called “margin of error”) is used to determine the confidence that can be attributed to a value, taking into account the observed value and sample size. Although calculation of the confidence interval concerns surveys carried out using the random method, it is generally accepted that it is close for surveys carried out using the quota method.

Sample size	5% or 95%	10% or 90%	20% or 80%	30% or 70%	40% or 60%	50%
100 interviews	4.4	6.0	8.0	9.2	9.8	10
200 interviews	3.1	4.3	5.7	6.5	6.9	7.1
300 interviews	2.5	3.5	4.6	5.3	5.7	5.8
400 interviews	2.2	3.0	4.0	4.6	4.9	5.0
500 interviews	2.0	2.7	3.6	4.1	4.4	4.5
600 interviews	1.8	2.4	3.3	3.8	4.0	4.1
800 interviews	1.5	2.1	2.8	3.2	3.4	3.5
1,000 interviews	1.4	1.8	2.5	2.9	3.0	3.1
2,000 interviews	1.0	1.3	1.8	2.1	2.2	2.3
3,000 interviews	0.8	1.1	1.5	1.7	1.8	1.8
4,000 interviews	0.7	0.9	1.3	1.5	1.6	1.6
6,000 interviews	0.6	0.8	1.1	1.3	1.4	1.4

**Interpretation aid:** for a sample of 1,000 people, if the percentage measured is 10%, the margin of error is 1.8. There is therefore a 95% chance that the actual percentage will be between 8.2% and 11.8% (plus or minus 1.8 points).



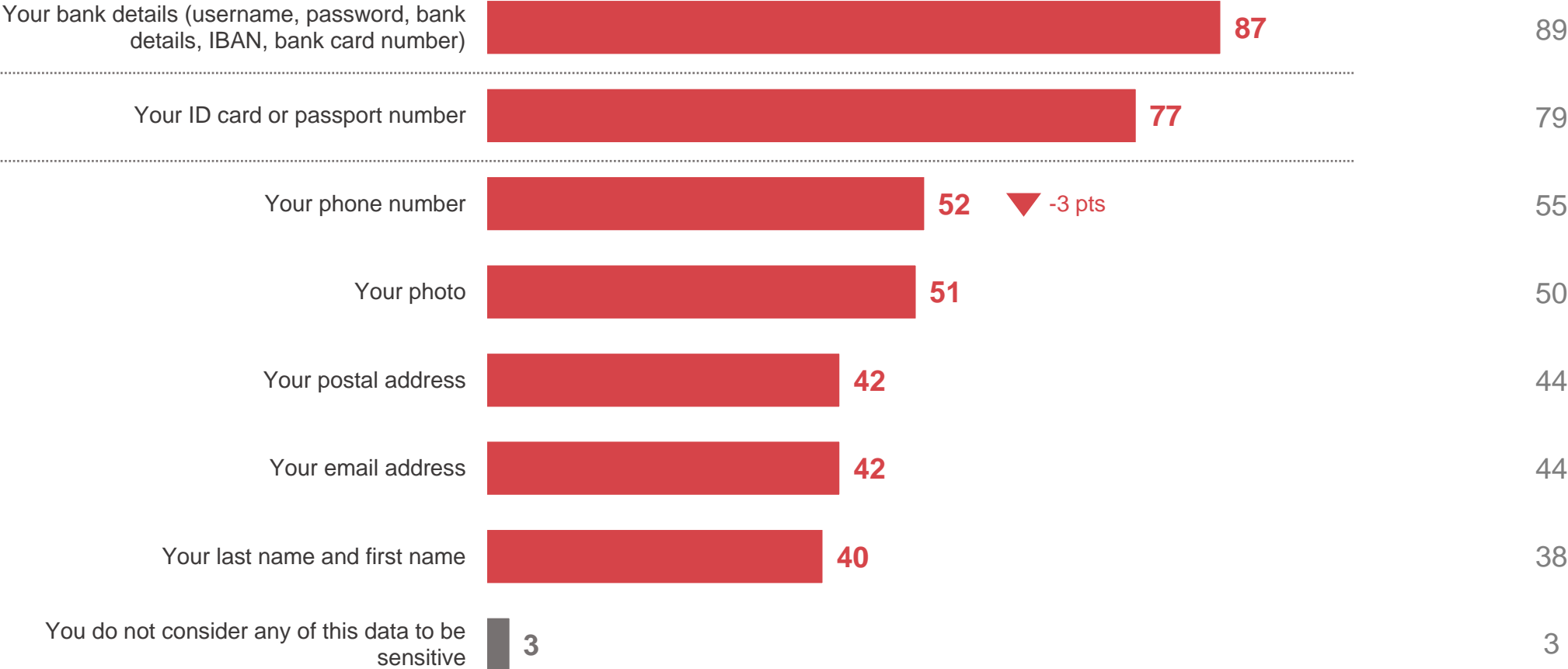
**The French are aware of the sensitive nature of their personal data, despite a decline in concern and mistrust**

**A large majority of French people consider their bank details and ID card/passport numbers to be sensitive, a long way ahead of other personal data. Scores are stable overall compared to last year's results.**

Please select which of the following personal data you consider sensitive.

- To everyone, as a % -

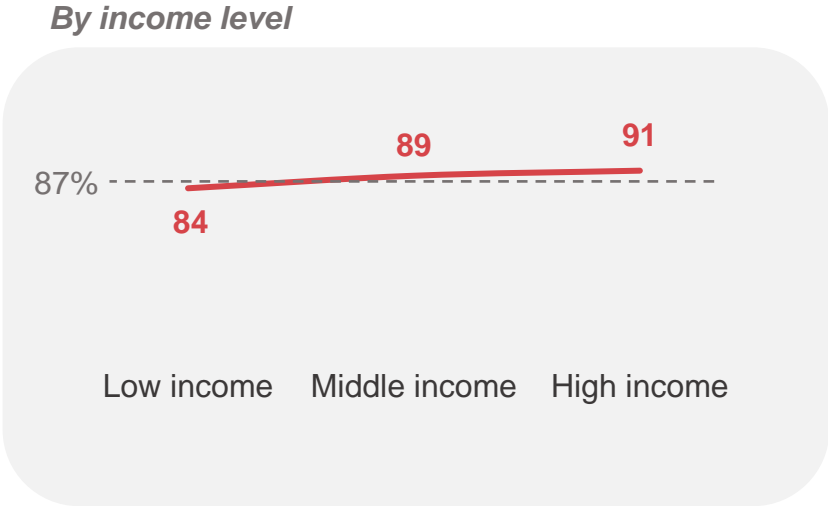
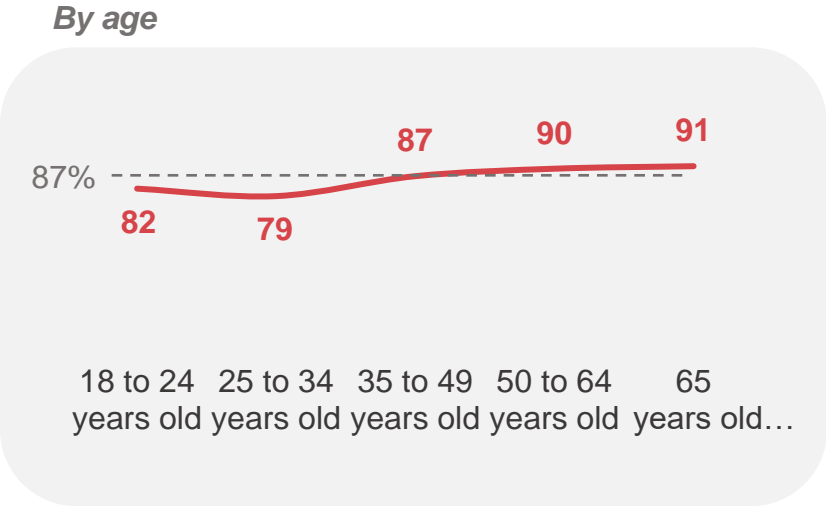
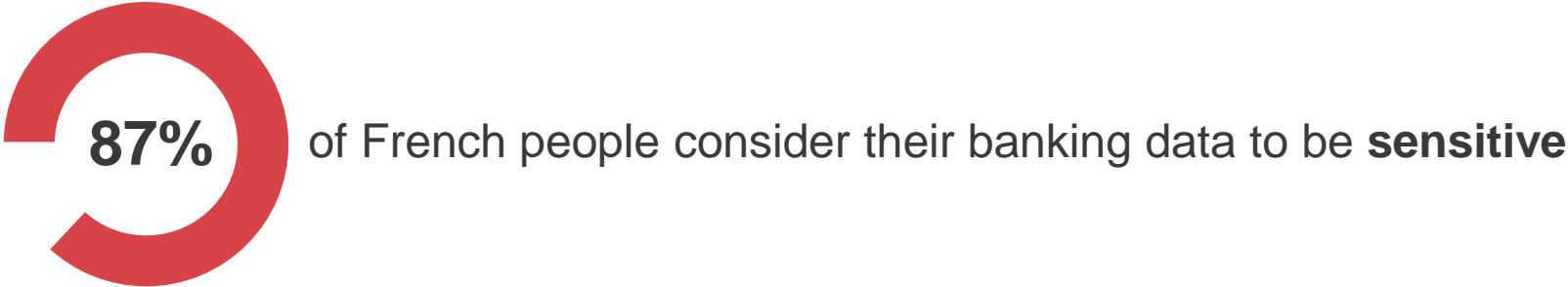
Reminder of 2022



# Almost 9 out of 10 French people consider their banking data to be sensitive. A perception that increases with age and income level of respondents

Please select which of the following personal data you consider sensitive.

- To everyone, as a % -





# While the majority of French people are unwilling to share their personal data physically and even less so remotely, this mistrust has fallen slightly for remote sharing

In general, are you reluctant to disclose all or part of this personal data?

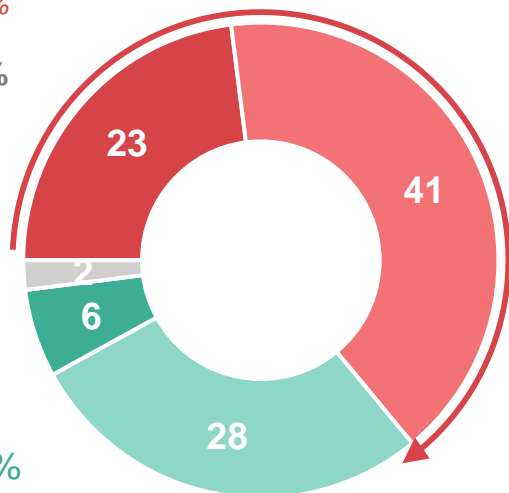
- To everyone, as a % -

## PHYSICALLY

Reluctant: **64%**

Women: 68%

Reminder of 2022: 65%



Not reluctant: 34%

## REMOTELY

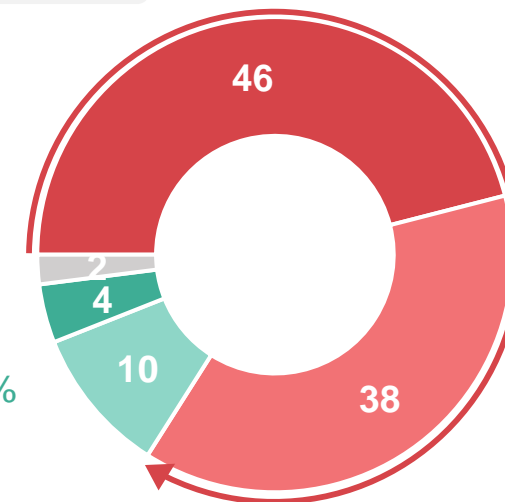
(via the internet, email, telephone or text message)

Reluctant: **84%**

▼ -4 pts

65 years old and over: 88%

Reminder of 2022: 88%



Not reluctant: 14%

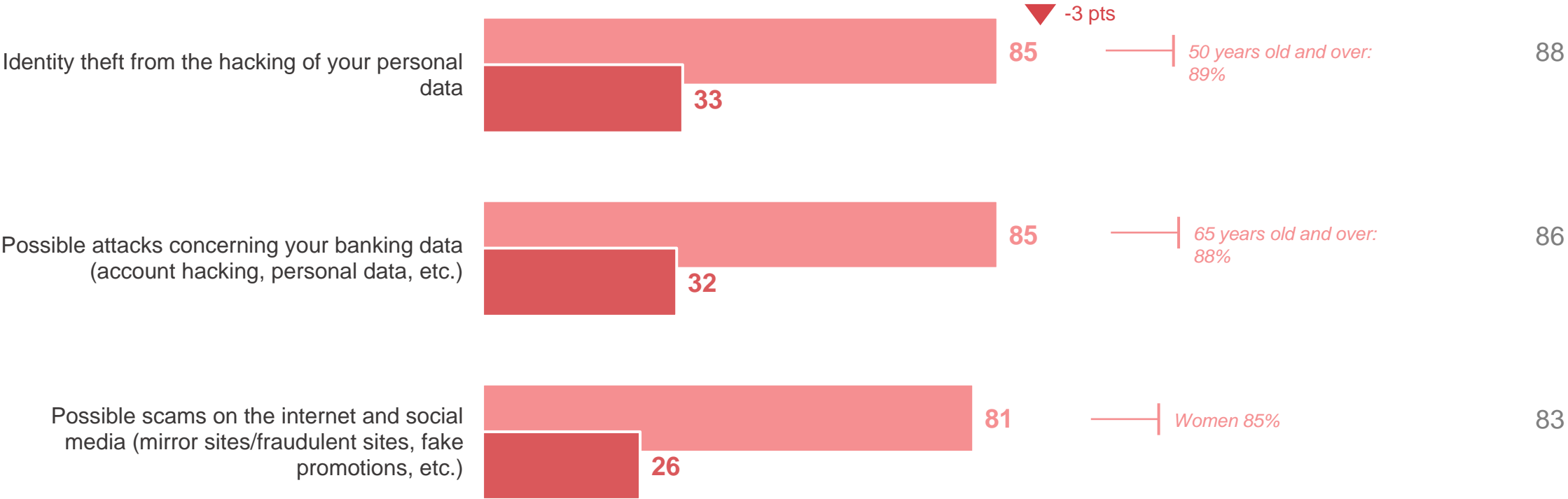
- Very reluctant
- Somewhat reluctant
- Not very reluctant
- Not at all reluctant
- No opinion

# A large majority of French people still say they are concerned about possible attacks on their personal data and almost a third even express strong apprehension, despite a slight fall compared to 2022

Overall, would you say you are concerned about the following situations or not?

- To everyone, as a % of "Concerned" -

Reminder of 2022



■ Concerned      ■ Of which: Extremely concerned

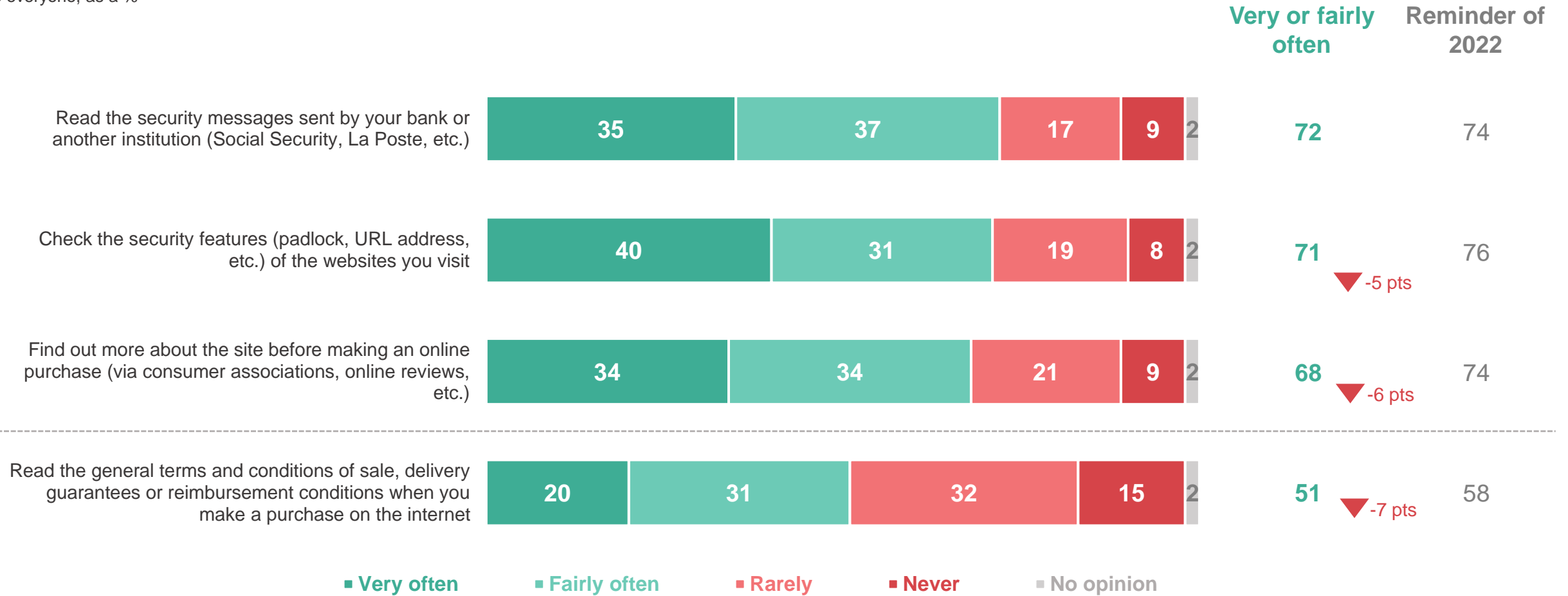


**Cyberprotection practices remain widespread, despite a slight easing observed**

# A majority of French people state that they most often apply precautionary measures when browsing the internet, particularly reading security messages from their bank, checking the security features of websites or looking for information about sites before making an online purchase. There has been an overall decline in these various practices, however

For each of the following actions, please indicate whether you carry them out often, rarely or never.

- To everyone, as a % -

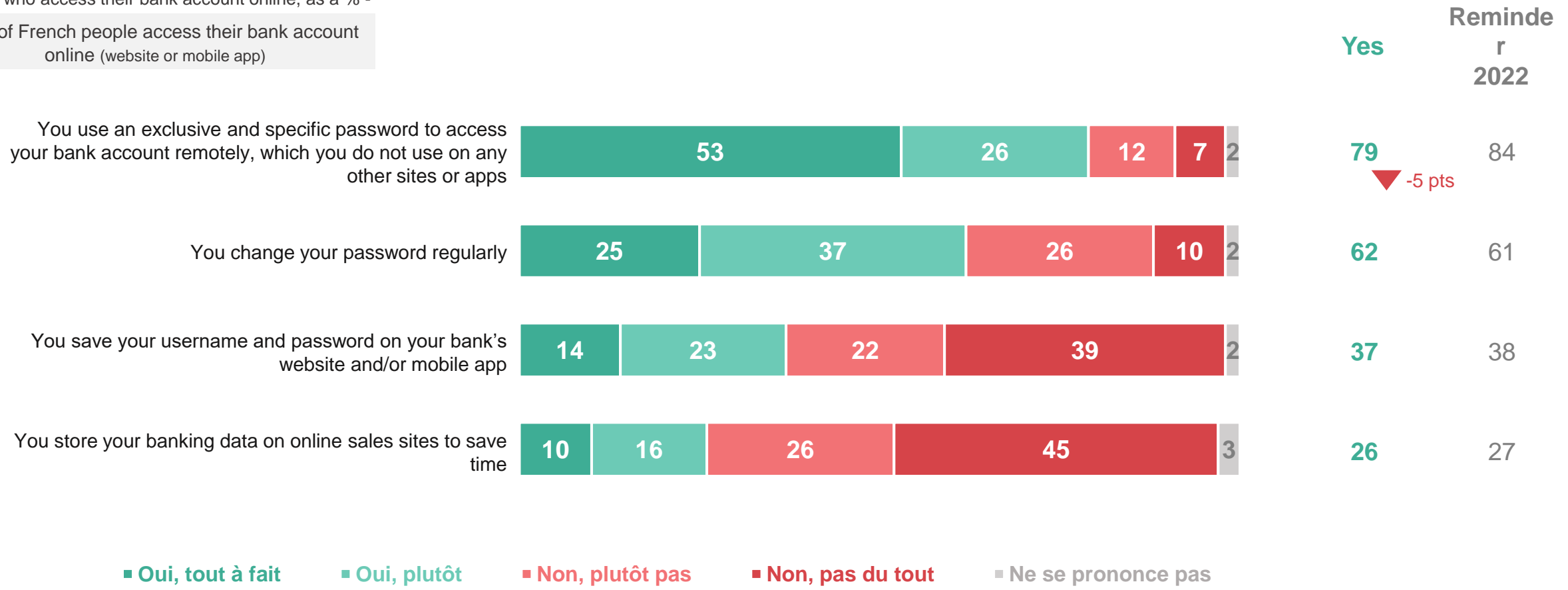


**While the vast majority of French people with online access to their bank account indicate that they have an exclusive password to access that account, this trend is down compared to 2022. In addition, nearly two-thirds of them state that they always change their password regularly and a quarter record their banking data on online sales sites**

Regarding your confidential banking data:

- To those who access their bank account online, as a % -

**88%** of French people access their bank account online (website or mobile app)



- Men and young people say they are more likely to save their banking data on online shopping sites to save time
- Those most concerned about possible attacks on their personal data are more likely to use an exclusive password and to change it regularly

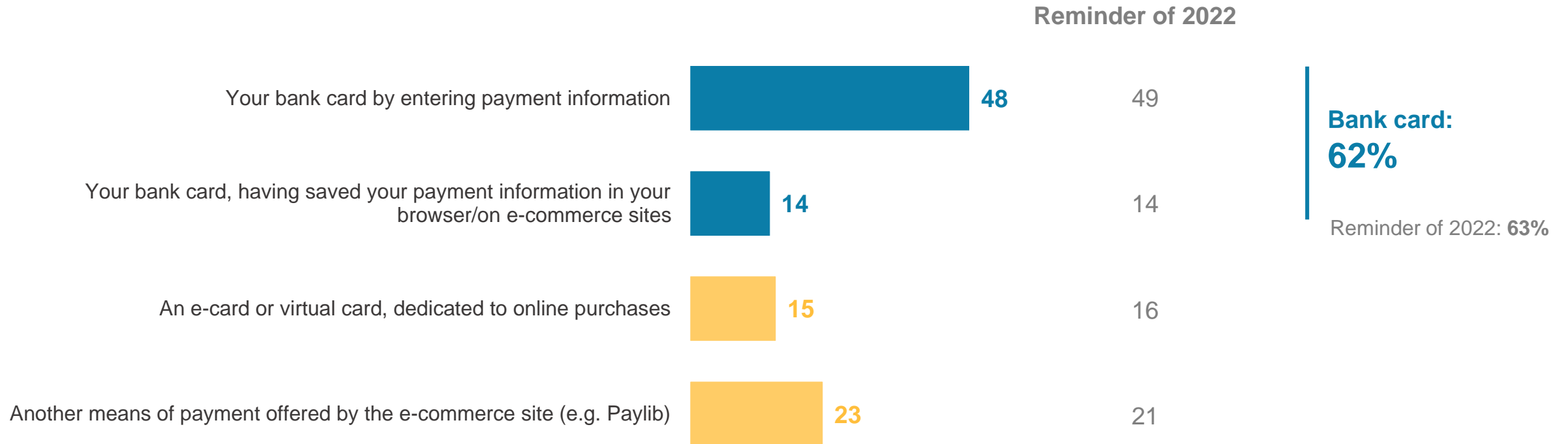
# When making an online purchase, two-thirds of buyers say they prefer to use their bank card, mainly by entering payment information, a stable level compared to a year ago

When you make a purchase over the internet, which payment method do you prefer to use?

Only one answer possible

- To online shoppers, as a % -

92% of French people say that they shop online



Men, people under 35, SPC+ and high-income households are the ones who use their credit card most as an online payment method



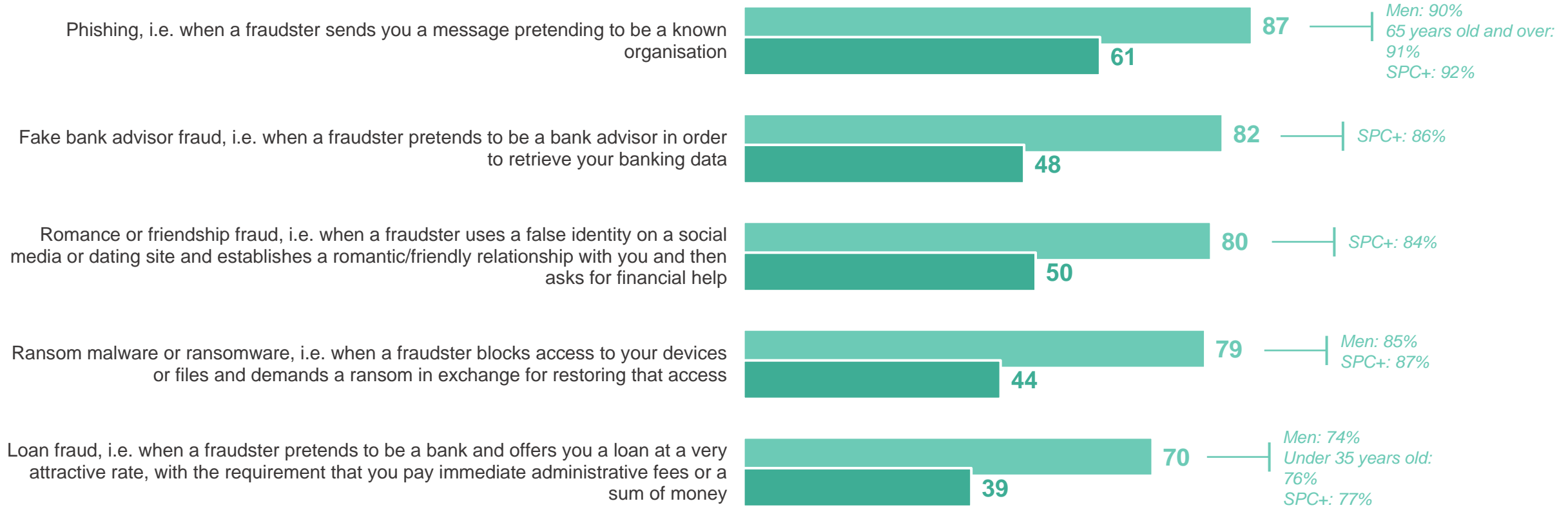
**A variety of behaviour and responses when faced with attempted scams**

# A large majority of French people say they have heard of these various scams, but only half of them say they know exactly what they involve

Have you heard of the different types of scams below?

- To everyone, as a % -

- New question -



■ Have previously heard of them

■ of which: Know very well what they involve

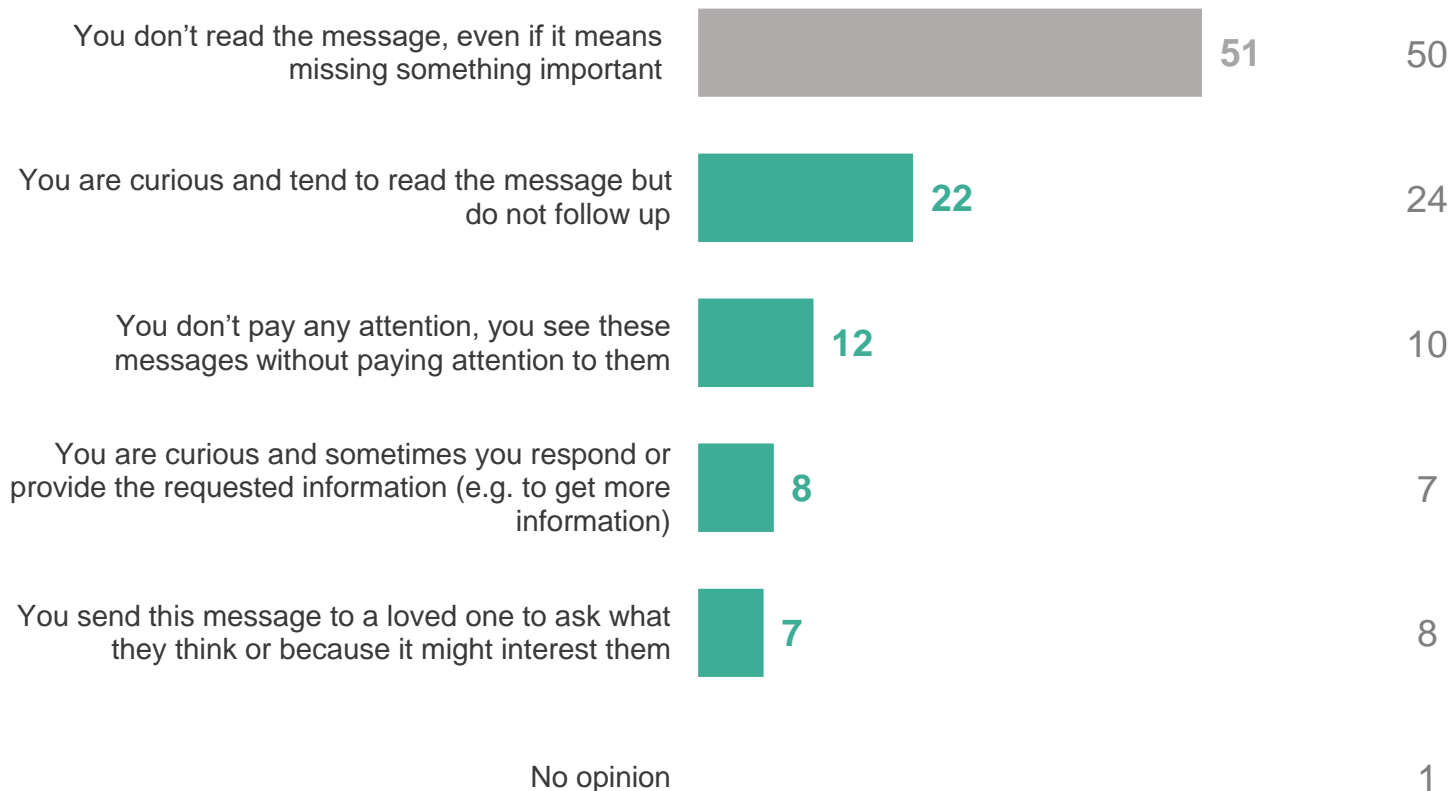


# Faced with a suspicious message, half of French people say they ignore it, while the other half reads it or forwards it, figures similar to those measured a year ago. The elderly continue to be the group that ignores this type of message the most.

When you receive a message (by email, internet, text message, etc.) containing an attractive offer, a reimbursement proposal or alerting you to suspicious movements on your account, for example, what is your most frequent reaction? *Only one answer possible*

- To everyone, as a % -

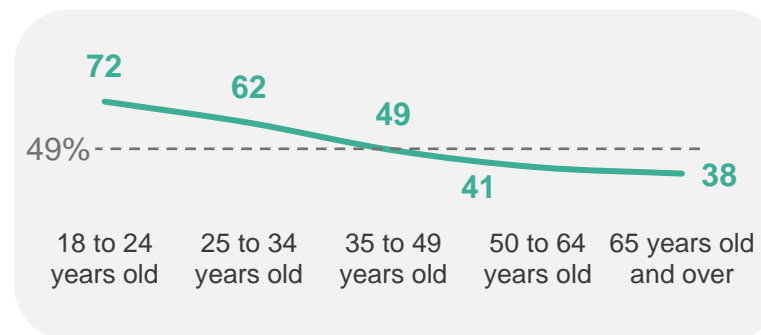
## Reminder of 2022



Views or forwards the message: **49%**

Reminder of 2022: **49%**

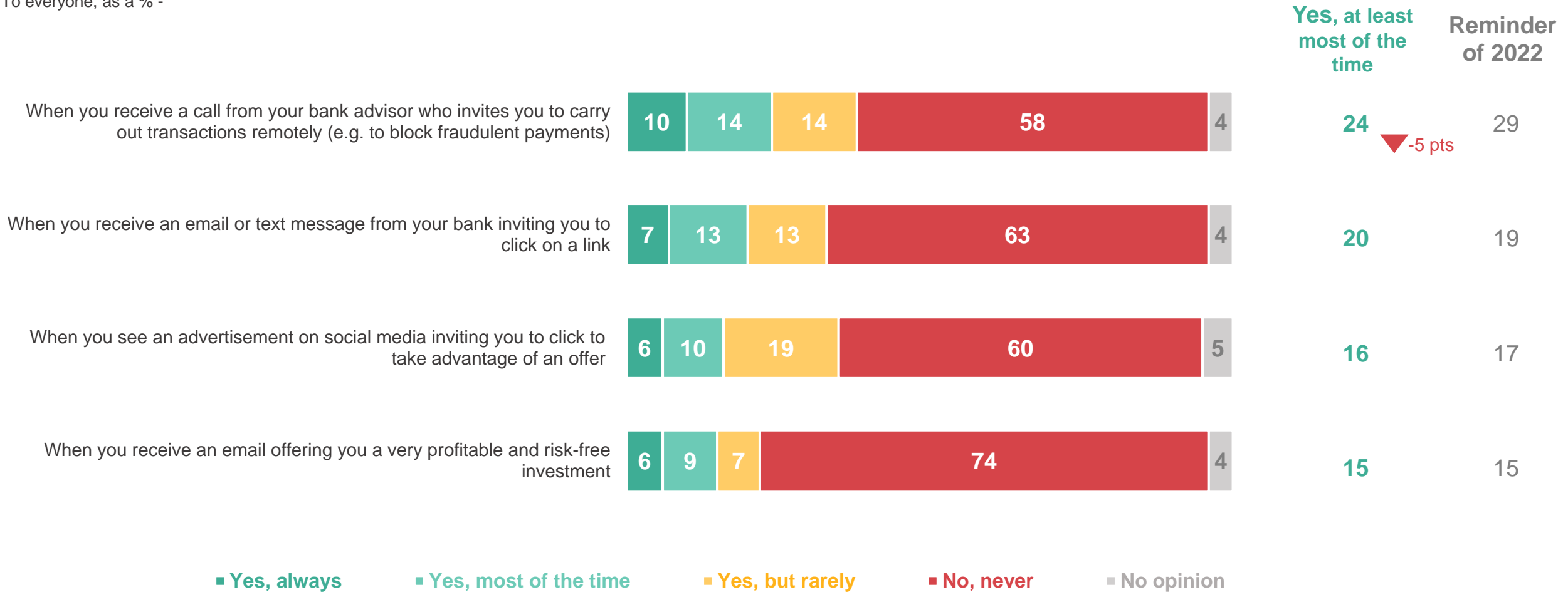
## By age



# Only 1 in 5 French people respond to each of the requests received online. When they receive a call from their bank inviting them to carry out remote transactions, almost a quarter say they respond, a proportion down on last year

Do you usually respond positively or not to the following requests?

- To everyone, as a % -



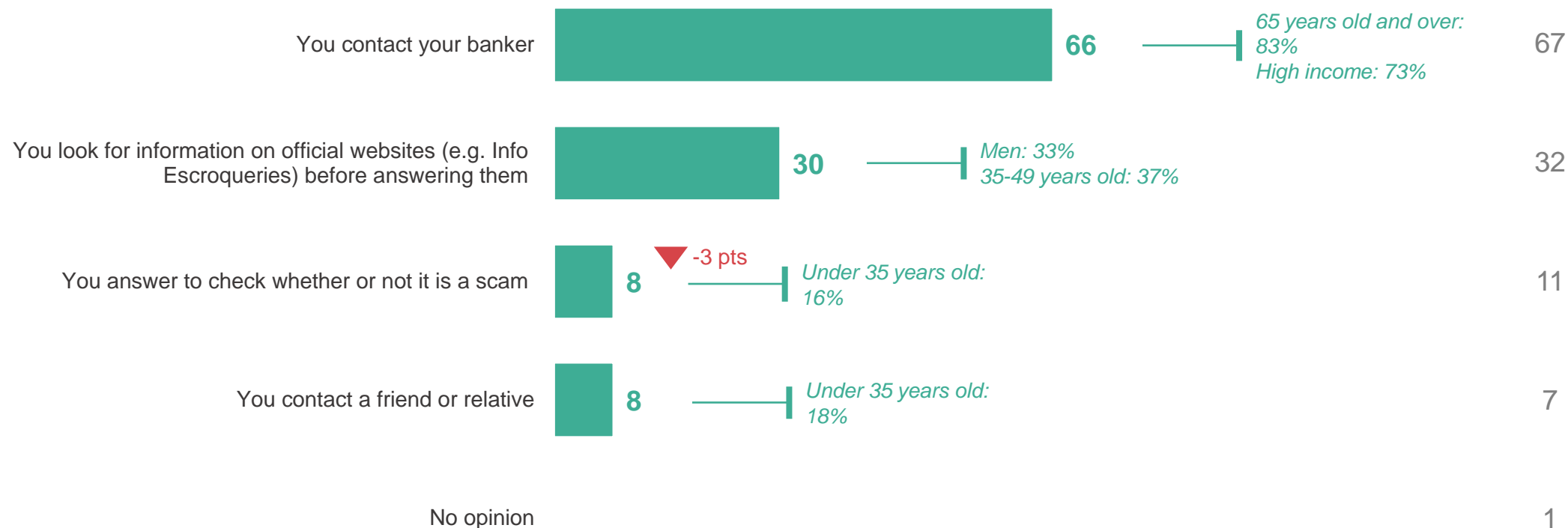
## For two-thirds of French people, faced with a request from their bank that they consider dubious, their first instinct is to contact their banker, while a third first prefer to search for information themselves via official websites

You receive a text message, email or call from your bank that you think is suspicious. Usually, how do you react?

*Multiple answers possible*

- To everyone, as a % -

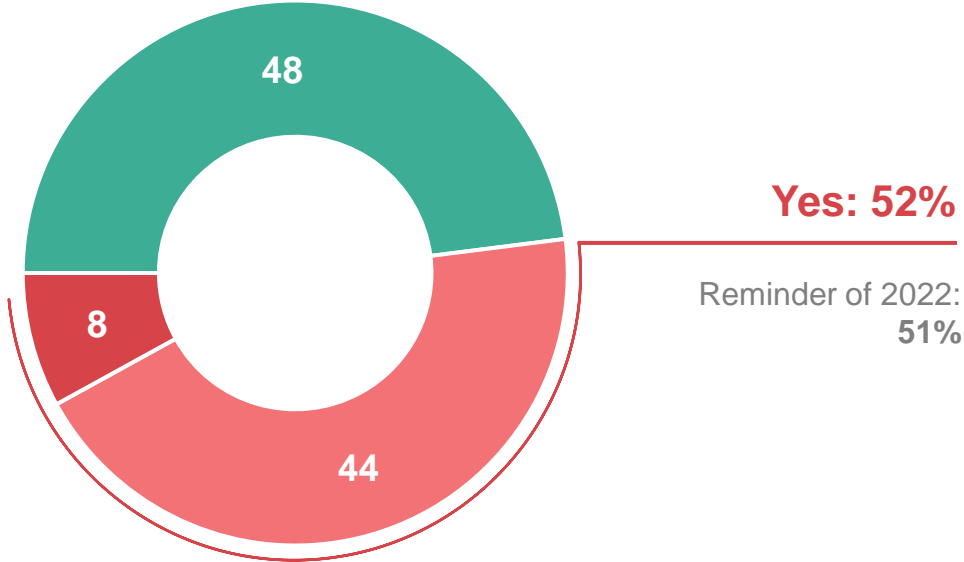
Reminder of 2022



# Half of French people say they have already been faced with an attempted bank data scam and 8% say they have not been able to avoid it, levels that are stable since last year. Exposure to this risk remains more frequent among young people

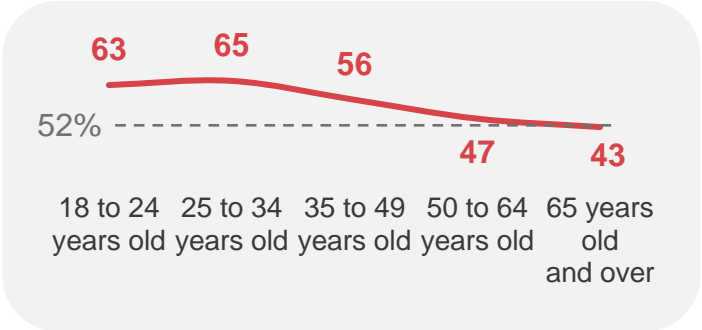
Have you ever been the victim of an attempted banking data scam via internet, telephone, email or text message?

- To everyone, as a % -



- No, never
- Yes, but you have been able to detect and avoid fraud attempts
- Yes, and you have actually been scammed by a fraudster

By age

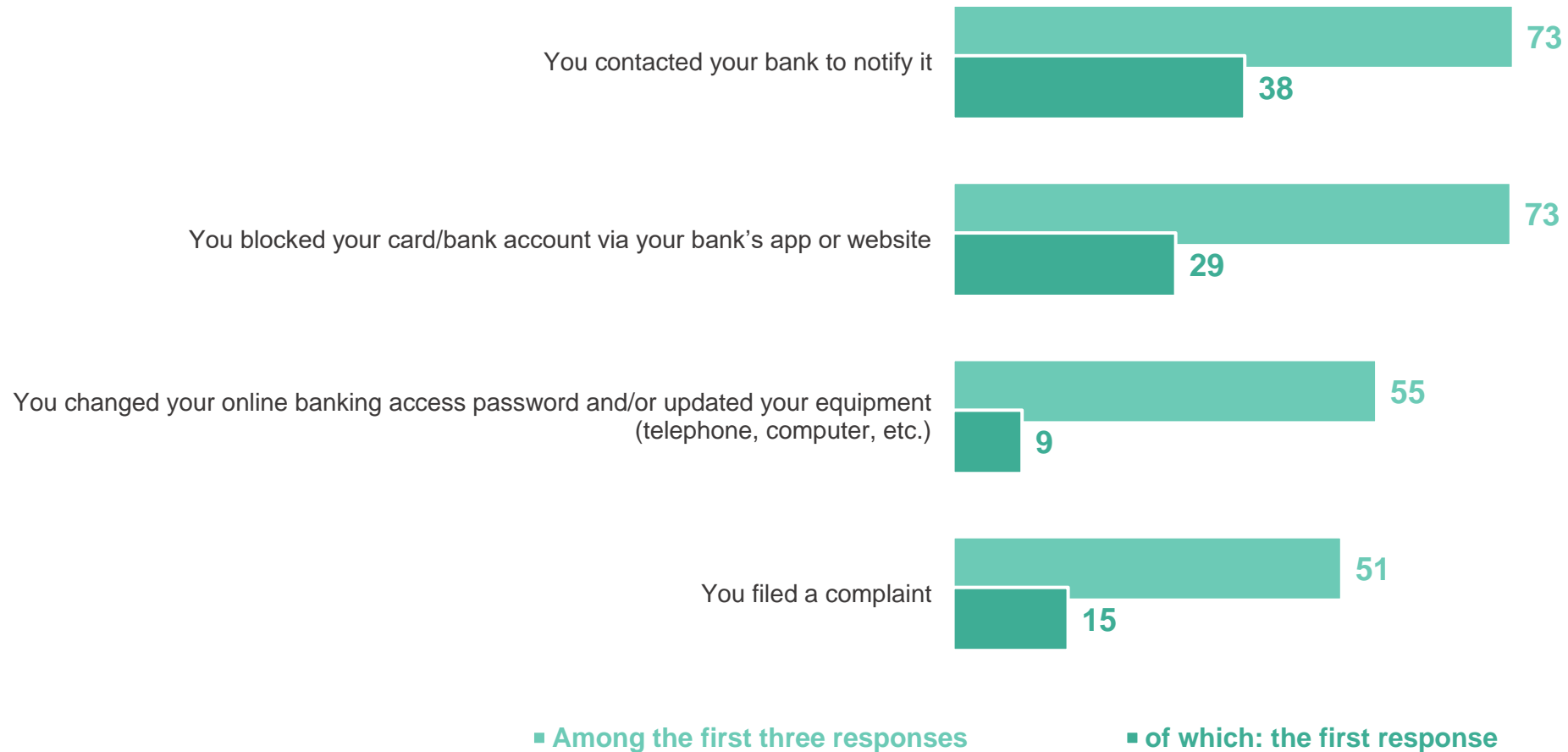


# Contacting your bank and blocking transactions are the first responses after a bank data scam, while changing the password is a long way behind

After you became aware of this scam, what were your first three responses?

- To those who have already been actually scammed by a fraudster, as a % -

- New question -



# Contacts

Please note that any dissemination of these results must be accompanied by the following technical elements: the **name of the institute**, the **name of the party that commissioned the study**, the **survey method**, the **completion dates** and the **sample size**.

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