

YouGov Survey Results

Sample Size: 2124
Fieldwork: 16th - 19th December 2011

Total	Gender		Age					Social Grade		Region							
Base	Male	Female	18 to 24	25 to 34	35 to 44	45 to 54	55+	ABC1	C2DE	North	Midlands	East	London	South	Wales	Scotland	Northern Ireland

Public Wi-Fi (wireless internet) is public access to the internet via a wireless router and can often be accessed using personal devices such as smartphones and laptops, in coffee shops, bars, libraries etc...

Which, if any, of the following mobile services do you ever access via public Wi-Fi on any device (e.g. your mobile phone, laptop tablet, etc.)? (Please tick all that apply. If you have never used public Wi-Fi, please select the "Not applicable" option)

	Unweighted Base	1607	746	861	206	258	235	287	621	916	691	383	214	155	233	381	77	130	34
All ONLINE UK Adults who ever access Wi-Fi	1626	783	843	221	328	276	318	483	944	682	401	246	150	206	370	72	140	40	
Banking	14%	14%	14%	12%	18%	15%	13%	11%	14%	15%	15%	13%	10%	16%	13%	8%	14%	34%	
Shopping	18%	19%	17%	15%	23%	26%	14%	13%	19%	16%	19%	14%	16%	24%	17%	16%	13%	31%	
Facebook	37%	37%	37%	63%	56%	45%	27%	15%	34%	41%	38%	41%	39%	39%	36%	34%	24%	53%	
Twitter	12%	14%	11%	22%	19%	18%	8%	4%	13%	12%	13%	13%	11%	17%	11%	16%	9%	7%	
Email	45%	48%	43%	56%	48%	52%	41%	38%	48%	42%	46%	43%	37%	57%	45%	42%	42%	59%	
Search engine (e.g. Google, Yahoo etc.)	46%	48%	45%	58%	56%	55%	42%	32%	48%	44%	48%	50%	43%	54%	43%	45%	37%	51%	
Other (Please specify)	3%	3%	2%	2%	1%	5%	4%	2%	3%	2%	2%	4%	2%	2%	3%	2%	2%	2%	
Don't know	3%	2%	3%	3%	2%	2%	4%	2%	3%	3%	2%	3%	2%	2%	3%	3%	4%	3%	
Not applicable – I never use public Wi-Fi	34%	30%	37%	18%	22%	25%	36%	51%	33%	34%	30%	31%	41%	23%	39%	45%	39%	23%	

Thinking about the security of the data that is sent and received via a Wi-Fi connection when using a mobile device (e.g. smartphone, laptop, tablet computer, etc.)...

To what extent do you agree or disagree with the following statement?

I would use public Wi-Fi more often if I could be sure that my data is secure

	Unweighted Base	2124	977	1147	236	289	287	363	949	1163	961	492	290	217	307	483	110	174	51
All ONLINE UK Adults	2124	1022	1102	255	367	338	408	756	1168	956	508	340	198	263	472	104	181	59	
Strongly agree	13%	13%	12%	15%	16%	15%	12%	10%	13%	12%	13%	13%	11%	17%	11%	13%	14%	9%	
Agree	29%	31%	27%	39%	36%	38%	28%	19%	31%	26%	28%	27%	30%	32%	32%	20%	25%	36%	
Neither agree nor disagree	31%	33%	29%	26%	28%	26%	36%	34%	31%	30%	30%	28%	33%	27%	34%	36%	35%	24%	
Disagree	7%	6%	8%	7%	10%	5%	6%	7%	8%	6%	9%	8%	7%	7%	5%	4%	6%	9%	
Strongly disagree	6%	6%	6%	3%	4%	2%	6%	10%	5%	7%	7%	8%	7%	5%	4%	6%	8%	5%	
Don't know	14%	12%	17%	11%	7%	15%	11%	21%	11%	18%	14%	16%	13%	12%	14%	22%	13%	19%	

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How often, if at all, do you check that a public Wi-Fi connection is encrypted before using it?

Unweighted Base	1542	729	813	203	224	223	254	638	837	705	366	214	147	247	327	75	124	42
All ONLINE UK Adults who ever use public Wi-Fi	1579	786	794	214	293	270	293	509	855	725	388	263	136	216	328	72	126	50
Every time I use one	9%	11%	6%	12%	9%	6%	10%	8%	10%	7%	8%	11%	13%	8%	8%	9%	9%	2%
Most times	7%	11%	4%	10%	8%	9%	6%	7%	7%	8%	7%	3%	9%	7%	9%	9%	6%	14%
Sometimes	11%	11%	10%	13%	14%	10%	13%	6%	11%	10%	10%	13%	6%	13%	9%	7%	15%	9%
Rarely	17%	19%	15%	19%	26%	22%	18%	9%	19%	15%	19%	13%	16%	21%	16%	15%	16%	24%
Never	25%	23%	27%	22%	18%	28%	27%	28%	25%	25%	26%	26%	26%	26%	25%	25%	24%	16%
Don't know	12%	10%	15%	11%	11%	10%	12%	15%	11%	13%	12%	15%	10%	12%	11%	10%	17%	7%
Not applicable - I don't know what "encrypted" means	19%	14%	23%	14%	14%	15%	14%	27%	15%	22%	18%	19%	20%	13%	22%	24%	13%	28%

Now thinking specifically about your home Wi-Fi...

Do you/ people in your household take any measures to ensure that your home Wi-Fi is secure (i.e. ensure it is a closed network by password protecting it so that other people can't access your Wi-Fi)? (If you do not have a home Wi-Fi network, please tick the "Not applicable" option)

Unweighted Base	1420	665	755	185	223	199	248	565	807	613	340	184	138	201	341	71	116	29
All ONLINE UK Adults who ever access Wi-Fi at home	1420	686	734	198	281	231	271	439	822	599	352	206	131	174	333	64	125	36
Yes, I/ we do	86%	89%	82%	86%	90%	86%	83%	84%	88%	82%	85%	85%	86%	86%	87%	78%	87%	87%
No, I/ we don't	7%	6%	7%	5%	3%	8%	10%	7%	6%	7%	6%	5%	9%	6%	6%	9%	7%	8%
Don't know	5%	3%	8%	7%	5%	3%	6%	6%	4%	7%	5%	7%	4%	3%	6%	10%	3%	5%
Not applicable - I/ we do not have a home Wi-Fi network	3%	2%	3%	2%	2%	3%	1%	4%	2%	4%	3%	3%	1%	5%	1%	4%	3%	-

Thinking about using Wi-Fi (both public and private connections) on your mobile phone or tablet computer...

Which, if any, of the following mobile security threats do you ever worry about? (Please tick all that apply. If you do not have a mobile phone or tablet computer that can connect to Wi-Fi, please tick the "Not applicable" option)

Unweighted Base	2124	977	1147	236	289	287	363	949	1163	961	492	290	217	307	483	110	174	51
All ONLINE UK Adults	2124	1022	1102	255	367	338	408	756	1168	956	508	340	198	263	472	104	181	59
SPAM (i.e. junk mail)	22%	22%	22%	23%	24%	23%	22%	20%	23%	20%	22%	22%	21%	23%	20%	24%	26%	22%
Phishing/ pharming (i.e. people attempting to acquire information such as usernames, passwords, and credit card details via email, instant messages which pretend to be legitimate requests for information)	41%	40%	41%	44%	43%	43%	47%	34%	43%	37%	41%	37%	39%	43%	39%	39%	47%	42%
"Cyber-snooping"/ hacking (i.e. people accessing my personal accounts such as email, Facebook, Twitter, etc without my knowledge)	40%	39%	41%	48%	47%	42%	43%	30%	43%	36%	43%	38%	36%	36%	40%	45%	42%	32%
Viruses	46%	45%	47%	45%	53%	51%	53%	37%	49%	42%	51%	43%	46%	46%	44%	51%	46%	34%
Spy-ware (i.e. software installed to my computer that collects information without my knowledge)	40%	42%	38%	41%	45%	44%	45%	32%	43%	36%	44%	37%	40%	37%	38%	42%	41%	39%
Other (Please specify)	1%	1%	1%	-	1%	1%	0%	1%	1%	1%	1%	0%	1%	1%	0%	-	0%	-
Don't know	4%	4%	5%	6%	5%	4%	4%	4%	3%	6%	4%	6%	6%	3%	5%	3%	3%	-
None - I am not worried about any mobile security threats	10%	11%	8%	13%	15%	13%	7%	7%	10%	9%	8%	12%	7%	13%	9%	9%	11%	11%
Not applicable - I do not have a mobile phone or tablet computer that can connect to Wi-Fi	27%	26%	28%	14%	12%	15%	26%	44%	24%	30%	23%	26%	27%	22%	31%	31%	29%	36%

Total	Gender		Age					Social Grade		Region							
	Base	Male	Female	18 to 24	25 to 34	35 to 44	45 to 54	55+	ABC1	C2DE	North	Midlands	East	London	South	Wales	Scotland

Which, if any, of the following types of data have you ever sent (i.e. used whilst online) over public Wi-Fi? (Please tick all that apply)

Unweighted Base	1542	729	813	203	224	223	254	638	837	705	366	214	147	247	327	75	124	42
All ONLINE UK Adults who ever use public Wi-Fi	1579	786	794	214	293	270	293	509	855	725	388	263	136	216	328	72	126	50
Bank account password	8%	8%	7%	10%	12%	9%	7%	5%	9%	7%	7%	5%	8%	12%	9%	5%	6%	14%
Facebook password	21%	23%	19%	40%	37%	23%	17%	6%	21%	22%	20%	20%	32%	23%	13%	13%	25%	
Twitter password	7%	9%	5%	15%	15%	8%	3%	1%	8%	7%	8%	7%	8%	10%	7%	3%	3%	5%
Email password	22%	24%	20%	36%	31%	25%	15%	13%	23%	21%	20%	15%	32%	26%	25%	11%	21%	25%
Credit/ debit card details when buying goods	15%	18%	13%	15%	16%	17%	15%	14%	16%	14%	13%	13%	10%	19%	17%	22%	12%	20%
None of these	55%	51%	60%	36%	40%	52%	57%	73%	54%	57%	55%	61%	51%	53%	53%	61%	58%	52%
Can't recall	7%	6%	7%	10%	10%	8%	6%	3%	6%	7%	9%	7%	4%	4%	7%	5%	8%	4%

A Virtual Private Network (VPN) is a means of securing data that is sent and received over your mobile device using encryption techniques (e.g. a password)...

Before today did you know what the term Virtual Private Network or VPN meant?

Unweighted Base	2124	977	1147	236	289	287	363	949	1163	961	492	290	217	307	483	110	174	51
All ONLINE UK Adults	2124	1022	1102	255	367	338	408	756	1168	956	508	340	198	263	472	104	181	59
Yes, I did	27%	37%	17%	25%	34%	39%	26%	18%	32%	20%	22%	26%	28%	32%	27%	28%	29%	24%
No, I didn't	67%	57%	77%	65%	60%	59%	69%	74%	63%	72%	71%	67%	68%	61%	66%	65%	67%	66%
Don't know	6%	6%	6%	10%	7%	3%	4%	8%	5%	8%	7%	7%	4%	7%	7%	7%	4%	10%

Do you know whether your smartphone has a Virtual Private Network (VPN) function? (If you do not have a Smartphone please tick the "Not applicable" option)

Unweighted Base	2124	977	1147	236	289	287	363	949	1163	961	492	290	217	307	483	110	174	51
All ONLINE UK Adults	2124	1022	1102	255	367	338	408	756	1168	956	508	340	198	263	472	104	181	59
Yes, it does	10%	16%	5%	15%	14%	12%	12%	5%	13%	8%	11%	10%	10%	13%	11%	7%	8%	9%
No, it doesn't	7%	9%	4%	7%	9%	10%	6%	4%	6%	7%	6%	7%	7%	9%	5%	3%	8%	8%
Don't know	36%	33%	38%	51%	55%	41%	34%	20%	37%	34%	37%	38%	39%	39%	31%	30%	29%	44%
Not applicable – I do not have a smartphone	48%	43%	52%	27%	21%	38%	49%	71%	44%	52%	45%	45%	44%	39%	53%	60%	55%	40%