

Commission Regulation (EU) 2019/1910 of 7 November 2019
implementing Regulation (EC) No 808/2004 of the European
Parliament and of the Council concerning Community statistics on the
information society for reference year 2020 (Text with EEA relevance)

COMMISSION REGULATION (EU) 2019/1910

of 7 November 2019

implementing Regulation (EC) No 808/2004 of the European
Parliament and of the Council concerning Community
statistics on the information society for reference year 2020

(Text with EEA relevance)

THE EUROPEAN COMMISSION,

Having regard to the Treaty on the Functioning of the European Union,

Having regard to Regulation (EC) No 808/2004 of the European Parliament and of the Council of 21 April 2004 concerning Community statistics on the information society⁽¹⁾, and in particular Article 8(2) thereof,

Whereas:

- (1) Regulation (EC) No 808/2004 establishes a common framework for the systematic production of European statistics on the information society.
- (2) Implementing measures are needed to determine the data to be supplied in order to prepare the statistics in Module 1: ‘Enterprises and the information society’ and Module 2: ‘Individuals, households and the information society’, and to set the deadlines for their transmission.
- (3) The measures provided for in this Regulation are in accordance with the opinion of the European Statistical System Committee,

HAS ADOPTED THIS REGULATION:

Article 1

The data to be transmitted in order to produce European statistics on the information society with respect to Module 1, ‘Enterprises and the information society’ and Module 2, ‘Individuals, households and the information society’, referred to in Articles 3(2) and 4 of Regulation (EC) No 808/2004, shall be as specified in Annexes I and II to this Regulation.

Article 2

This Regulation shall enter into force on the twentieth day following that of its publication in the *Official Journal of the European Union*.

This Regulation shall be binding in its entirety and directly applicable in all Member States.

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*Changes to legislation: There are outstanding changes not yet made to Commission
Regulation (EU) 2019/1910. Any changes that have already been made to the legislation
appear in the content and are referenced with annotations. (See end of Document for details)*

Done at Brussels, 7 November 2019.

For the Commission

The President

Jean-Claude JUNCKER

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ANNEX I

MODULE 1 ENTERPRISES AND THE INFORMATION SOCIETY

A. SUBJECTS AND THEIR CHARACTERISTICS

- (1) the subjects to be covered for reference year 2020, drawn from the list in Annex I to Regulation (EC) No 808/2004, shall be as follows:
 - (a) use of the internet and other electronic networks by enterprises;
 - (b) e-commerce;
 - (c) e-business processes and organisational aspects;
 - (d) ICT competence in the enterprise unit and the need for ICT skills;
 - (e) barriers to the use of ICT, the internet and other electronic networks, e-commerce and e-business processes;
 - (f) access to and use of technologies providing the ability to connect to the internet or other networks from anywhere at any time (ubiquitous connectivity).
- (2) the following enterprise characteristics shall be collected:
 - (a) use of the internet and other electronic networks by enterprises
 - (i) for all enterprises:
 - persons employed or percentage of the total number of persons employed who have access to the internet for business purposes;
 - (ii) for enterprises with persons employed who have access to the internet for business purposes:
 - internet connection: any type of fixed line connection;
 - (optional) internet connection: provision of portable devices that allow a mobile connection using mobile telephone networks, for business purposes;
 - having a website;
 - having a chat service for customer contacts: chat service where a person replies to customers;
 - having a chat service for customer contacts: a chatbot or a virtual agent replying to customers;
 - (iii) for enterprises having any type of fixed line connection to the internet:
 - maximum contracted download speed of the fastest fixed line internet connection in the ranges: [0Mbit/s, < 30Mbit/s], [30 Mbit/s, < 100Mbit/s], [100 Mbit/s, < 500Mbit/s], [500 Mbit/s, < 1Gbit/s], [\geq 1Gbit/s];
 - sufficiency of the speed of enterprise's fixed line internet connection for the actual needs of enterprises;
 - (iv) for enterprises that provide their persons employed with portable devices that allow a mobile internet connection using mobile telephone networks, for business purposes:
 - (optional) persons employed or percentage of the total number of persons employed using a portable device provided by the

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- enterprise which allows internet connection via mobile telephone networks, for business purposes;
- (v) for enterprises having a website, information about the provision of the following facilities:
- description of goods or services, price information;
 - online ordering or reservation or booking, such as shopping cart;
 - possibility for visitors to customise or design online goods or services;
 - tracking or status of placed orders;
 - personalised content on the website for regular/recurrent visitors;
 - links or references to the enterprise's social media profiles.
- (b) e-commerce
- (i) for enterprises with persons employed who have access to the internet for business purposes:
- web sales (orders, bookings and reservations placed by the customers) via the enterprise's own websites or apps (including extranets), in the previous calendar year;
 - web sales (orders, bookings and reservations placed by the customers) via e-commerce marketplace websites or apps used by several enterprises for trading goods or services, in the previous calendar year;
 - orders of goods or services placed by the enterprise's customers via EDI-type messages (EDI-type sales), in the previous calendar year;
- (ii) for enterprises which have made web sales via websites or apps in the previous calendar year:
- value of the turnover resulting from web sales via websites or apps, expressed in absolute figures or as a percentage of total turnover, in the previous calendar year;
 - percentage of turnover coming from web sales via websites or apps broken down by web sales via the enterprise's own websites or apps (including extranets) and by web sales via e-commerce marketplace websites or apps used by several enterprises for trading goods or services, in the previous calendar year;
 - percentage of the value of turnover generated by websales via websites or apps, broken down by sales to private consumers (Business to Consumers: B2C), and sales to other enterprises (Business to Business: B2B) and to public sector (Business to Government: B2G), in the previous calendar year;
- (iii) for enterprises which have made web sales via e-commerce marketplace websites or apps used by several enterprises for trading goods or services, in the previous calendar year:
- (optional) number of e-commerce marketplace websites or apps via which the enterprise had websales in the previous calendar year: one, two, more than two;
- (iv) for enterprises which have made web sales via two or more e-commerce marketplace websites or apps used by several enterprises for trading goods or services, in the previous calendar year:

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- (optional) information if more than half of the turnover from e-commerce marketplace websites or apps was generated from only one e-commerce market place, in the previous calendar year;
- (v) for enterprises which have made EDI-type sales of goods or services, in the previous calendar year:
 - value of the turnover of e-commerce sales generated by EDI-type sales of goods or services, expressed in absolute figures or as a percentage of the total turnover, in the previous calendar year.
- (c) e-business processes and organisational aspects
 - (i) for all enterprises:
 - use of the enterprise's 3D printers, including rented or leased 3D printers, in the previous calendar year;
 - use of 3D printing services provided by other enterprises, in the previous calendar year;
 - use of industrial robots;
 - use of service robots;
 - (ii) for enterprises with persons employed who have access to the internet for business purposes:
 - invoices sent in electronic form, in a standard structure suitable for automated processing (eInvoices), excluding the transmission of PDF files, in the previous calendar year;
 - invoices sent in electronic form, not suitable for automated processing, including the transmission of PDF files, in the previous calendar year;
 - invoices sent in paper form, in the previous calendar year;
 - performing big data analysis using data from smart devices or sensors as a data source, excluding big data analysis conducted by external service providers, in the previous calendar year;
 - performing big data analysis using geolocation data from portable devices as a data source, excluding big data analysis conducted by external service providers, in the previous calendar year;
 - performing big data analysis using data generated from social media as a data source, excluding big data analysis conducted by external service providers, in the previous calendar year;
 - performing big data analysis using big data sources other than smart devices or sensors, geolocation data from portable devices, or data generated from social media as a data source, excluding big data analysis conducted by external service providers, in the previous calendar year;
 - having another enterprise or organisation perform big data analysis for the enterprise, in the previous calendar year;
 - (optional) use of a interconnected devices or systems that can be monitored or remotely controlled via the internet (Internet of Things), excluding usage of computers, smartphones, printers;
 - (iii) for enterprises having sent invoices in electronic form, in a standard structure suitable for automated processing (eInvoices), excluding the transmission of PDF files, in the previous calendar year:

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- (optional) percentage of eInvoices out of all invoices sent, or percentage of eInvoices out of all invoices sent in the following ranges: [0,< 10], [10,< 25], [25,< 50], [50,< 75], [>=75], in the previous calendar year;
- (iv) for enterprises which have performed big data analysis, either themselves or have had big data analysis performed by another enterprise or organisation for the enterprise, in the previous calendar year:
 - selling (access to) own big data, in the previous calendar year;
 - purchasing (access to) any big data, in the previous calendar year;
- (v) for enterprises which have performed big data analysis, excluding big data analysis conducted by external service provider, in the previous calendar year, method used:
 - machine learning (such as deep learning);
 - natural language processing, natural language generation or speech recognition;
 - methods of big data analysis other than machine learning (such as deep learning) or natural language processing, natural language generation or speech recognition;
- (vi) for enterprises which have not performed big data analysis, either themselves or have not had performed big data analysis by another enterprise or organisation for the enterprise, in the previous calendar year:
 - (optional) consideration of performing big data analysis by own employees or by other enterprises or organisations
- (vii) for enterprises using 3D printing, in the previous calendar year:
 - printing prototypes or models for sale;
 - printing prototypes or models for internal use;
 - printing goods for sale excluding prototypes or models;
 - printing goods to be used in the enterprise's production process excluding prototypes or models;
- (viii) for enterprises using interconnected devices or systems that can be monitored or remotely controlled via the internet (Internet of Things), use of:
 - (optional) smart meters, smart lamps, smart thermostats to optimise energy consumption in enterprise's premises (warehouses, production sites, distribution sites);
 - (optional) sensors, Radio Frequency Identification or internet Protocol (IP) tags or internet-controlled cameras to improve customer service, monitor customers' activities or offer them a personalised shopping experience (targeted and relevant discounts, self-checkout);
 - (optional) movement or maintenance sensors to track the movement of vehicles or products, to offer condition-based maintenance of vehicles;
 - (optional) sensors or Radio Frequency Identification tags to monitor or automate production processes, to manage logistics, to track the movement of products;
 - (optional) internet of Things devices or systems other than smart meters, smart lamps, smart thermostats to optimise energy

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consumption in enterprise's premises, sensors, Radio Frequency Identification or internet Protocol (IP) tags or internet-controlled cameras to improve customer service, monitor customers' activities or offer them a personalised shopping experience, movement or maintenance sensors to track the movement of vehicles or products, to offer condition-based maintenance of vehicles, sensors or Radio Frequency Identification tags to monitor or automate production processes, to manage logistics, to track the movement of products;

- (ix) for enterprises using service robots, purpose of use:
 - surveillance, security or inspection tasks;
 - transportation of people or goods;
 - cleaning or waste disposal tasks;
 - warehouse management systems;
 - assembly works performed by service robots;
 - robotic store clerk tasks;
 - construction works or damage repair tasks.

- (d) ICT competence in the enterprise unit and the need for ICT skills
 - (i) for all enterprises:
 - employment of ICT specialists;
 - provision of any type of training to develop ICT-related skills for ICT specialists, in the previous calendar year;
 - provision of any type of training to develop ICT-related skills for other persons employed, in the previous calendar year;
 - recruitment of or the attempt to recruit ICT specialists in the previous calendar year;
 - performance of ICT functions (such as maintenance of ICT infrastructure, support for office software, development or support of business management software/systems and/or web solutions, security and data protection) by own employees (including those employed in parent or affiliate enterprises), in the previous calendar year;
 - performance of ICT functions (such as maintenance of ICT infrastructure, support for office software, development or support of business management software/systems and/or web solutions, security and data protection) by external suppliers, in the previous calendar year;

 - (ii) for enterprises which have recruited or tried to recruit ICT specialists in the previous calendar year:
 - vacancies for ICT specialists that were difficult to fill;

 - (iii) for enterprises with vacancies that were difficult to fill, information about the following difficulties when trying to recruit ICT specialists in the previous calendar year:
 - (optional) difficulties to recruit ICT specialists due to lack of applications, in the previous calendar year;

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- (optional) difficulties to recruit ICT specialists due to applicants' lack of relevant ICT related qualifications from education and/or training, in the previous calendar year;
 - (optional) difficulties to recruit ICT specialists due to applicants' lack of relevant work experience, in the previous calendar year;
 - (optional) difficulties to recruit ICT specialists due to too high applicants' salary expectations, in the previous calendar year.
- (e) barriers to the use of ICT, the internet and other electronic networks, e-commerce and e-business processes
- (i) for enterprises which have not performed big data analysis, either themselves or have not had big data analysis performed by another enterprise or organisation for the enterprise, in the previous calendar year, but have ever considered performing big data analysis, reasons for not performing big data analysis:
- (optional) costs too high compared to the benefits;
 - (optional) insufficient human resources, knowledge, skills;
 - (optional) insufficient sources of big data, either from within or outside the enterprise, that would be needed to perform big data analysis;
 - (optional) insufficient ICT infrastructure;
 - (optional) difficulties in complying with privacy laws;
 - (optional) not a priority for the enterprise;
 - (optional) insufficient quality of the big data source(s);
 - (optional) big data analysis is not useful for the enterprise;
 - (optional) other factors.
- (f) access to and use of technologies providing the ability to connect to the internet or other networks from anywhere at any time (ubiquitous connectivity)
- (i) for enterprises with persons employed who have access to the internet for business purposes:
- purchase of cloud computing services over the internet, excluding free-of-charge-services;
- (ii) for enterprises with persons employed who have access to the internet for business purposes and that purchased cloud computing services over the internet, purchase of:
- email as a cloud computing service;
 - office software as a cloud computing service;
 - hosting the enterprise's database(s) as a cloud computing service;
 - storage of files as a cloud computing service;
 - finance or accounting software applications as a cloud computing service;
 - Customer Relationship Management (CRM), software application for managing information about customers as a cloud computing service;
 - computing power to run software used by the enterprise as a cloud computing service.

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(3) The following background information shall be collected from all enterprises, or obtained from alternative sources:

- the enterprise's main economic activity in the previous calendar year;
- the average number of persons employed in the previous calendar year;
- the total value of turnover, excluding VAT, in the previous calendar year.

B. COVERAGE

The characteristics specified in points (2) and (3) of Section A shall be collected for the following categories of enterprises:

(1) economic activity: enterprises classified by the following NACE Rev. 2 categories:

NACE Rev. 2 category	Description
Section C	Manufacturing
Section D, E	Electricity, gas and steam and air conditioning supply, water supply, sewerage, waste management and remediation activities
Section F	Construction
Section G	Wholesale and retail trade; repair of motor vehicles and motorcycles
Section H	Transportation and storage
Section I	Accommodation and food service activities
Section J	Information and communication
Section L	Real estate activities
Divisions 69-74	Professional, scientific and technical activities
Section N	Administrative and support service activities
Group 95.1	Repair of computers and communication equipment;

(2) enterprise size: enterprises with 10 or more persons employed. Enterprises with less than 10 persons employed may be covered optionally;

(3) geographical scope: enterprises located in any part of the territory of the Member State.

C. REFERENCE PERIODS

The reference period is 2019 for the characteristics referring to the previous calendar year. The reference period is 2020 for the other characteristics.

D. BREAKDOWN OF DATA

The following background characteristics shall be provided in respect of the subjects and their characteristics listed in point (2) of Section A:

(1) economic activity breakdown: according to the following NACE Rev. 2 aggregates:

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NACE Rev. 2 aggregation for possible calculation of national aggregates

10 + 11 + 12 + 13 + 14 + 15 + 16 + 17 + 18

19 + 20 + 21 + 22 + 23

24 + 25

26 + 27 + 28 + 29 + 30 + 31 + 32 + 33

35 + 36 + 37 + 38 + 39

41 + 42 + 43

45 + 46 + 47

47

49 + 50 + 51 + 52 + 53

55

58 + 59 + 60 + 61 + 62 + 63

68

69 + 70 + 71 + 72 + 73 + 74

77 + 78 + 79 + 80 + 81 + 82

26,1 + 26,2 + 26,3 + 26,4 + 26,8 + 46,5 + 58,2 + 61 + 62 + 63,1 + 95,1

NACE Rev. 2 aggregation

for possible calculation of European aggregates

10 + 11 + 12

13 + 14 + 15

16 + 17 + 18

26

27 + 28

29 + 30

31 + 32 + 33

45

46

55 + 56

58 + 59 + 60

61

62 + 63

77 + 78 + 80 + 81 + 82

79

95,1

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- (2) size class breakdown: data shall be broken down according to the following size classes by number of persons employed:

Size class
10 or more persons employed
10 to 49 persons employed
50 to 249 persons employed
250 or more persons employed

Where covered, a breakdown of the data shall be provided in accordance with the following table:

Size class
0 to 9 persons employed (optional)
2 to 9 persons employed (optional)
0 to 1 persons employed (optional)

E. **PERIODICITY**

The data stipulated in this Annex shall be provided once for 2020.

F. **DEADLINES FOR TRANSMISSION OF RESULTS**

- (1) The aggregate data referred to in Article 6 and Annex I (6) of Regulation (EC) No 808/2004, where necessary flagged for confidentiality or unreliability, shall be transmitted to Eurostat by 5 October 2020. By that date, the dataset shall be finalised, validated and accepted.
- (2) The metadata referred to in Article 6 of Regulation (EC) No 808/2004⁽²⁾ shall be sent to Eurostat by 31 May 2020.
- (3) The quality report referred to in Article 7(3) of Regulation (EC) No 808/2004 shall be sent to Eurostat by 5 November 2020.
- (4) The data and metadata shall be supplied to Eurostat, using the Single Entry Point services, in accordance with the exchange standard specified by Eurostat. The metadata and the quality report shall be provided in the standard metadata structure defined by Eurostat.

ANNEX II

MODULE 2 INDIVIDUALS, HOUSEHOLDS AND THE INFORMATION SOCIETY

A. **SUBJECTS AND THEIR CHARACTERISTICS**

- (1) the subjects to be covered for reference year 2020, drawn from the list in Annex II to Regulation (EC) No 808/2004, shall be as follows:
- (a) access to and use of ICTs by individuals and/or in households;

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- (b) use of the internet and other electronic networks for different purposes by individuals and/or in households;
- (c) ICT security and trust;
- (d) barriers to the use of ICT and the internet
- (e) use of ICT by individuals to exchange information and services with governments and public administrations (e-government);
- (2) the following characteristics shall be collected:
 - (a) access to and use of ICT by individuals and/or in households
 - (i) for all households:
 - access to the internet at home (by any device);
 - (ii) for households with internet access:
 - internet connection: fixed broadband connection;
 - internet connection: mobile broadband connection (via mobile phone network of at least 3G);
 - (optional) internet connection: dial-up access over normal telephone line or ISDN;
 - (optional) internet connection: mobile narrowband connection (via mobile phone network below 3G);
 - (b) use of the internet for different purposes by individuals and/or in households
 - (i) for all individuals:
 - most recent internet use, at any location, with any enabling device: in the last three months, between three months and a year ago, more than one year ago, never used the internet;
 - (ii) for individuals who have used the internet in the last three months:
 - average frequency of internet use in the last three months: every day or almost every day, at least once a week (but not every day), less than once a week;
 - internet use (including via apps) in the last three months for private purposes for sending, receiving e-mails;
 - internet use (including via apps) in the last three months for private purposes for making calls (including video calls) over the internet;
 - internet use (including via apps) in the last three months for private purposes for participating in social networks (creating user profile, posting messages or other contributions);
 - internet use (including via apps) in the last three months for private purposes for using instant messaging (exchanging messages);
 - internet use (including via apps) in the last three months for private purposes for finding information about goods or services;
 - internet use (including via apps) in the last three months for private purposes for reading online news sites, newspapers or news magazines;
 - internet use (including via apps) in the last three months for private purposes for sharing or publishing self-created videos, photos, music, text etc. on a website or via an app;

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- internet use (including via apps) in the last three months for private purposes for listening to music (such as web radio, music streaming) or downloading music;
- internet use (including via apps) in the last three months for private purposes for watching internet streamed TV (live or catch-up) from TV broadcasters;
- internet use (including via apps) in the last three months for private purposes for watching Video on Demand from commercial services;
- internet use (including via apps) in the last three months for private purposes for watching video content from sharing services;
- internet use (including via apps) in the last three months for private purposes for playing or downloading games;
- internet use (including via apps) in the last three months for private purposes for seeking health-related information (about matters such as injuries, diseases, nutrition, improving health);
- internet use (including via apps) in the last three months for private purposes for making an appointment with a practitioner via a website or app (such as of a hospital or a health care centre);
- internet use (including via apps) in the last three months for private purposes for accessing personal health records online;
- internet use (including via apps) in the last three months for private purposes for using other health services via a website or app instead of having to go to the hospital or visit a doctor (such as getting a prescription or consultation online)
- internet use (including via apps) in the last three months for private purposes for selling goods or services via a website or app;
- internet use (including via apps) in the last three months for private purposes for internet banking via a website or app;
- use of internet storage space (cloud computing) in the last three months for private purposes for saving documents, pictures, music, video or other files;
- internet use in the last three months for conducting learning activities for educational, professional or private purposes, for doing an online course;
- internet use in the last three months for conducting learning activities for educational, professional or private purposes, for using online learning material other than a complete online course;
- internet use in the last three months for conducting learning activities for educational, professional or private purposes, for communicating with instructors or students using educational websites or portals;
- (optional) internet use in the last three months for conducting other learning activities for educational, professional or private purposes;
- use of internet-connected thermostat, utility meter, lights, plug-ins or other internet-connected solutions for energy management for the respondent's home for private purposes;

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- use of internet-connected home alarm system, smoke detector, security cameras, door locks or other internet-connected security or safety solutions for the respondent's home for private purposes;
 - use of internet-connected home appliances such as robot vacuums, fridges, ovens, coffee machines for private purposes;
 - use of a virtual assistant in the form of a smart speaker or of an app for private purposes;
 - internet-connected solutions for energy management, home security, safety solutions, home appliances or virtual assistants not used for private purposes;
 - internet use of an internet-connected TV in the respondent's home for private purposes;
 - internet use of an internet-connected game console in the respondent's home for private purposes;
 - internet use of an internet-connected home audio system or smart speakers in the respondent's home for private purposes;
 - use of an internet-connected smart watch, fitness band, internet-connected goggles or headsets, safety-trackers, internet-connected accessories, internet-connected clothes or shoes for private purposes;
 - use of internet-connected devices for monitoring blood pressure, sugar level, body weight (such as smart scales) or other internet-connected devices for health and medical care for private purposes;
 - use of toys connected to the internet, such as robot toys (including educational) or dolls for private purposes;
 - use of a car with built-in wireless internet connection for private purposes;
- (iii) for individuals who have used the internet every day or almost every day in the last three months:
- use of the internet several times during the day;
- (iv) for individuals who have used the internet in the last 12 months:
- last purchase or order of goods or services over the internet (using websites or apps) for private use: in the last three months, between three months and a year ago, more than one year ago, never bought or ordered anything over the internet;
- (v) for individuals who have used the internet for internet commerce (buying or ordering goods or services) in the last three months:
- internet use for buying clothes (including sport clothing), shoes or accessories (such as bags, jewellery) from enterprises or private persons (including used goods) via a website or app for private use in the last three months;
 - internet use for buying sports goods (excluding sport clothing) from enterprises or private persons (including used goods) via a website or app for private use in the last three months;
 - internet use for buying children toys or childcare items (such as nappies, bottles, baby strollers) via a website or app from enterprises or private persons (including used goods) for private use in the last three months;

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- internet use for buying furniture, home accessories (such as carpets or curtains) or gardening products (such as tools, plants) from enterprises or private persons (including used goods) for private use in the last three months;
- internet use for buying music as CDs, vinyls etc. for private use from enterprises or private persons (including used goods) in the last three months;
- internet use for buying films or series as DVDs, Blu-ray etc. for private use from enterprises or private persons (including used goods) in the last three months;
- internet use for buying printed books, magazines or newspapers for private use from enterprises or private persons (including used goods) in the last three months;
- internet use for buying computers, tablets, mobile phones or accessories for private use from enterprises or private persons (including used goods) in the last three months;
- internet use for buying consumer electronics (such as TV-sets, stereos, cameras) or household appliances (such as washing machines) for private use from enterprises or private persons (including used goods) in the last three months;
- internet use for buying medicine or dietary supplements such as vitamins (excluding online renewal of prescriptions) for private use from enterprises or private persons (including used goods) in the last three months;
- internet use for buying deliveries from restaurants, fast-food chains, catering services for private use from enterprises or private persons in the last three months;
- internet use for buying food or beverages from stores or from meal-kits providers for private use from enterprises or private persons in the last three months;
- internet use for buying cosmetics, beauty or wellness products for private use from enterprises or private persons (including used goods) in the last three months;
- internet use for buying cleaning products or personal hygiene products (such as toothbrushes, handkerchiefs, washing detergents, cleaning cloths) for private use from enterprises or private persons (including used goods) in the last three months;
- internet use for buying bicycles, mopeds, cars or other vehicles or their spare parts for private use from enterprises or private persons (including used goods) in the last three months;
- internet use for buying other physical goods for private use from enterprises or private persons (including used goods) in the last three months;
- internet use for buying or subscribing to music as a streaming service or downloads via a website or app for private use in the last three months;
- internet use for buying or subscribing to films or series as a streaming service or downloads via a website or app for private use in the last three months;

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- internet use for buying or subscribing to e-books, online-magazines or online-newspapers via a website or app for private use in the last three months;
- internet use for buying or subscribing to games online or as downloads for smartphones, tablets, computers or consoles via a website or app for private use in the last three months;
- internet use for buying or subscribing to computer software or other software as downloads including upgrades via a website or app for private use in the last three months;
- internet use for buying or subscribing to apps related to health or fitness (excluding free apps) via a website or app for private use in the last three months;
- internet use for buying or subscribing to other apps (such as related to learning languages, travelling, weather; excluding free apps) via a website or app for private use in the last three months;
- internet use for buying tickets for sports events via a website or app for private use in the last three months;
- internet use for buying tickets to cultural or other events (such as cinema, concerts, fairs) via a website or app for private use in the last three months;
- internet use for buying subscriptions to the internet or mobile phone connections via a website or app for private use in the last three months;
- internet use for buying subscriptions to electricity, water or heating supply, waste disposal or similar services via a website or app for private use in the last three months;
- internet use for buying household services (such as cleaning, babysitting, repair work, gardening; also when bought from private persons) via a website or app for private use in the last three months;
- internet use for buying transport services from a transport enterprise such as local bus, flight or train ticket or taxi ride via a website or app for private use in the last three months;
- internet use for buying a transport service from a private person via a website or app for private use in the last three months;
- internet use for renting accommodation from enterprises such as hotels or travel agencies via a website or app for private use in the last three months;
- internet use for renting accommodation from a private person via a website or app for private use in the last three months;
- (optional) internet use for buying services or content other than those mentioned in indents (17-32) of Annex II, Module 2 (2) (b) (v) (excluding financial and insurance services) via a website or app for private use in the last three months;
- the number of times goods or services were bought over the internet in the last three months for private use: number of times or in classes: between 1 and 2 times, between 3 and 5 times, between 6 and 10 times, more than 10 times;
- the total value of goods or services (excluding shares or other financial services) bought over the internet in the last three months

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- for private use: amount in euro or in classes: less than EUR 50, EUR 50 to less than EUR 100, EUR 100 to less than EUR 300, EUR 300 to less than EUR 500, EUR 500 to less than EUR 700, EUR 700 to less than EUR 1000, EUR 1000 or more, unknown;
 - internet use for buying insurance policies, including travel insurance, also as a package together with, for example, a plane ticket for private purposes in the last three months;
 - internet use for taking a loan or mortgage or arranging credit from banks or other financial providers for private purposes in the last three months;
 - internet use for buying or selling shares, bonds, units in funds or other financial assets for private purposes in the last three months;
 - (vi) for individuals who have used the internet to buy or order goods via a website or app from enterprises or private persons, including used goods, in the last three months:
 - origin: national sellers, sellers from other EU countries, sellers from the rest of the world, country of origin of the sellers is unknown;
 - goods ordered from private persons via a website or app;
 - (vii) for individuals who have used the internet to buy household services via a website or app in the last three months:
 - household services bought from private persons via a website or app.
- (c) ICT security and trust
- (i) for individuals who have used the internet in the last three months:
 - carrying out the following to manage access to own personal data (such as name, date of birth, identity card number, contact details, credit card number, photos, geographical location) on the internet in the last three months: read privacy policy statements before providing personal data;
 - carrying out the following to manage access to own personal data (such as name, date of birth, identity card number, contact details, credit card number, photos, geographical location) on the internet in the last three months: restricted or refused access to own geographical location;
 - carrying out the following to manage access to own personal data (such as name, date of birth, identity card number, contact details, credit card number, photos, geographical location) on the internet in the last three months: limited access to profile or content on social networking sites or shared online storage;
 - carrying out the following to manage access to own personal data (such as name, date of birth, identity card number, contact details, credit card number, photos, geographical location) on the internet in the last three months: refused allowing the use of personal data for advertising purposes;
 - carrying out the following to manage access to own personal data (such as name, date of birth, identity card number, contact details, credit card number, photos, geographical location) on the

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- internet in the last three months: checked that the website where the respondent provided personal data was secure (such as https sites, safety logo or certificate);
- (optional) carrying out the following to manage access to own personal data (such as name, date of birth, identity card number, contact details, credit card number, photos, geographical location) on the internet in the last three months: asked websites or search engines administrator or provider to access the data they hold about the respondent to update or delete it;
- knowledge that cookies can be used to trace movements of people on the internet, to make a profile of each user and service them tailored ads;
- changing settings in own internet browser to prevent or limit cookies on any of the respondent's devices;
- (optional) concerns that online activities are recorded to provide the respondent with tailored advertising: very concerned, somehow concerned, not concerned;
- use of software that limits the ability to track the individual's activities on the internet on any of the respondent's devices;
- use of simple login with username and password as identification procedure for accessing online services via websites or apps (such as email, social media account, internet banking, public services, ordering or buying goods or services online) for private purposes in the last three months;
- use of social media login used for other services as identification procedure for accessing online services via websites or apps (such as email, social media account, internet banking, public services, ordering or buying goods or services online) for private purposes in the last three months;
- use of a security token as identification procedure for accessing online services via websites or apps (such as email, social media account, internet banking, public services, ordering or buying goods or services online) for private purposes in the last three months;
- use of an electronic identification certificate or card used for example with a card reader or with an app as identification procedure for accessing online services via websites or apps (such as email, social media account, internet banking, public services, ordering or buying goods or services online) for private purposes in the last three months;
- use of a procedure involving own mobile phone (a code received via a message) as identification procedure for accessing online services via websites or apps (such as email, social media account, internet banking, public services, ordering or buying goods or services online) for private purposes in the last three months;
- use of a single use pin code list (such as plastic card with codes, scratch codes) or random characters of a password as identification procedure for accessing online services via websites or apps (such as email, social media account, internet banking, public services, ordering or buying goods or services online) for private purposes in the last three months;

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- use of other electronic identification procedure as identification procedure for accessing online services via websites or apps (such as email, social media account, internet banking, public services, ordering or buying goods or services online) for private purposes in the last three months;
 - (optional) no electronic identification procedure for accessing online services via websites or apps (such as email, social media account, internet banking, public services, ordering or buying goods or services online) used for private purposes in the last three months;
 - use of a smartphone for private purposes;
- (ii) for individuals who have used the internet in the last three months and a smartphone for private purposes:
- use of any kind of security software or service (such as antivirus, antispam or firewall) on own smartphone: automatically installed or provided with the operating system on the smartphone used for private purposes;
 - use of any kind of security software or service (such as antivirus, antispam or firewall) on own smartphone: installed or subscribed to it by the respondent or by somebody else on the smartphone used for private purposes;
 - no security software or service (such as antivirus, antispam or firewall) installed on the smartphone for private purposes;
 - not known if any kind of security software or service (such as antivirus, antispam or firewall) installed on the smartphone for private purposes;
 - loss of information, documents, pictures or other kind of data on the respondent's smartphone as a result of a virus or other hostile type of programs for private purposes;
 - no loss of information, documents, pictures or other kind of data on the respondent's smartphone as a result of a virus or other hostile type of programs for private purposes;
 - loss of information, documents, pictures or other kind of data on the respondent's smartphone as a result of a virus or other hostile type of programs for private purposes, not known;
 - restriction or refusal of access to the personal data (such as location, contact list) at least once when using or installing an app on the smartphone used for private purposes;
 - no restriction or refusal of access to the personal data (such as location, contact list) when using or installing an app on the smartphone used for private purposes;
 - no awareness of the possibility to restrict or refuse access to the personal data (such as location, contact list) when using or installing an app on the smartphone used for private purposes;
 - no use of applications on the smartphone used for private purposes;
- (iii) for individuals who have not submitted completed forms online to public authorities' websites or apps for private purposes in the last 12 months although there was a need to submit official forms, reasons for not submitting:

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- concerns about protection and security of personal data in the last 12 months;
 - (optional) lack of electronic signature or electronic ID/certificate (required for using the services) or problems in using the electronic signature or electronic ID/certificate;
- (iv) for individuals who have used the internet in the last three months and who have not used internet-connected devices or systems for energy management, internet-connected home security or safety solutions, internet-connected home appliances or virtual assistants, reasons for not using:
- concerns about the privacy and protection of data about respondent generated by those devices or systems;
 - concerns about security, for example that the device or system will be hacked.
- (d) barriers to the use of ICT and the internet
- (i) for individuals who have used the internet in the last three months and who have not used internet-connected devices or systems for energy management, internet-connected home security or safety solutions, internet-connected home appliances or virtual assistants, reasons for not using:
- respondent did not know such device or systems exist;
 - respondent had no need to use those connected devices or systems;
 - costs too high;
 - lack of compatibility with other devices or systems;
 - lack of skills to use those devices or systems;
 - concerns about safety or health, for example that the use of the device or system could lead to an accident, injury or health problem;
 - other reasons.
- (e) use of ICT by individuals to exchange information and services with governments and public administrations (e-government)
- (i) for individuals who have used the internet in the last 12 months:
- internet use in the last 12 months for private purposes, for obtaining information from the websites or apps of public authorities or public services (manually typed e-mails should be excluded);
 - internet use in the last 12 months for private purposes, for downloading/printing official forms from the websites of public authorities or public services (manually typed e-mails should be excluded);
 - internet use in the last 12 months for private purposes, for submitting completed forms online to public authorities or public services (manually typed e-mails should be excluded);
- (ii) for individuals who have not submitted completed forms online to public authorities' websites or apps for private purposes in the last 12 months:
- did not submit completed forms because there was no need to submit any official forms for private purposes in the last 12 months;
- (iii) for individuals who have not submitted completed forms online to public authorities' websites or apps for private purposes in the last 12 months,

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although there was a need to submit official forms, reasons for not submitting:

- no such online service was available;
- lack of skills or knowledge (for example respondent did not know how to use the website or it was too complicated to use);
- (optional) unwillingness to pay online (for example due to fear of credit card fraud) or inability to pay online (for example due to lack of access to any of the payment methods required);
- another person submitted completed forms online on the respondent's behalf (such as a consultant, a tax adviser, a relative or family member);
- other reason for not submitting completed forms online to public authorities.

B. COVERAGE

- (1) The statistical units for the characteristics listed in point (2) of Section A that concern households are households with at least one member in the 16 to 74 age group.
- (2) The statistical units for the characteristics listed in point (2) of Section A that concern individuals are individuals aged 16 to 74.
- (3) The geographical scope comprises households or individuals, or both, living in any part of the territory of the Member State concerned.

C. REFERENCE PERIOD

The main reference period for collecting statistics is the first quarter of 2020.

D. SOCIOECONOMIC BACKGROUND CHARACTERISTICS

- (1) For the subjects and their characteristics, listed in point (2) of Section A, which concern households, the following background characteristics are to be collected:
 - (a) region of residence, specified according to the NUTS1 classification of regions;
 - (b) (optional) region of residence specified according to the NUTS2 classification;
 - (c) geographical location, i.e. whether living in a less developed region, a transition region or a more developed region;
 - (d) degree of urbanisation, i.e. whether living in a densely populated area, in an intermediate density area or in a thinly populated area;
 - (e) type of household, specifying the number of members in the household: (optional) the number of persons aged from 16 to 24, (optional) the number of students aged from 16 to 24 years, (optional) the number of persons aged 25 to 64 years, (optional) the number of persons aged 65 years or over and, to be collected separately, the number of children under 16, (optional) the number of children aged between 14 and 15, (optional) the number of children aged from 5 to 13 years, (optional) number of children aged 4 years or less;
 - (f) (optional) household's net monthly income, which is to be collected as a value or in size bands compatible with income quartiles;
 - (g) (optional) equivalised household total net monthly income transmitted in quintiles.

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- (2) For the subjects and their characteristics, listed in point (2) of Section A, which relate to individuals, the following background characteristics are to be collected:
- (a) the gender;
 - (b) the country of birth, specifying whether the person is native-born or foreign-born; if the latter, also specifying whether the person was born in another EU Member State or in a country outside the EU;
 - (c) country of citizenship, specifying whether the person is a national or a non-national; if the latter, also specifying whether the person is a national of another EU Member State or of a non-EU country;
 - (d) age in completed years; (optional) under 16 or over 74, or both;
 - (e) level of educational attainment, specifying the highest level of education successfully completed according to the International Standard Classification of Education (ISCED 2011) whether it is at most lower secondary education (ISCED 0, 1 or 2) or upper secondary and post-secondary non-tertiary education (ISCED 3 or 4), or tertiary education (ISCED 5, 6, 7 or 8), or less than primary education (ISCED 0) or primary education (ISCED 1) or lower secondary education (ISCED 2) or upper secondary education (ISCED 3) or post-secondary non-tertiary education (ISCED 4) or short-cycle tertiary education (ISCED 5) or bachelor or equivalent (ISCED 6) or master or equivalent (ISCED 7) or doctoral or equivalent (ISCED 8);
 - (f) employment situation specifying whether person is an employee or self-employed, including family workers (optional: full-time employee or self-employed, part-time employee or self-employed, employee, employee with a permanent job or job of unlimited duration, employee with a temporary job or contract of limited duration, self-employed including family workers);
 - (g) (optional) specify economic sector of employment:

NACE Rev. 2 sections	Description
A	Agriculture, forestry and fishing
B, C, D and E	Manufacturing, mining and quarrying and other industry
F	Construction
G, H and I	Wholesale and retail trade, transport, accommodation and food service activities
J	Information and communication
K	Financial and insurance activities
L	Real estate activities
M and N	Business services
O, P, and Q	Public administration, defence, education, human health and social work activities
R, S, T and U	Other service activities

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- (h) employment situation, specifying whether person is unemployed or is a student not in the labour force or in any other way not in the labour force specifying optionally whether person is in retirement or early retirement or given up business, permanently disabled, in compulsory military or community service, fulfilling domestic tasks or is inactive for any other reason;
- (i) occupation according to the International Standard Classification of Occupations (ISCO-08) specifying whether person is classified as a manual worker, non-manual worker, ICT worker, non-ICT worker and, optionally, all occupations according to ISCO-08 coded at 2-digit level.

E. **PERIODICITY**

The data stipulated in this Annex shall be provided once for 2020.

F. **DEADLINES FOR TRANSMISSION OF RESULTS**

- (1) The individual data records, not allowing direct identification of statistical units concerned referred to in Article 6 and Annex II (6) of Regulation (EC) No 808/2004⁽³⁾ shall be transmitted to Eurostat by 5 October 2020. By that date, the dataset shall be finalised, validated and accepted.
- (2) The metadata referred to in Article 6 of Regulation (EC) No 808/2004 shall be sent to Eurostat by 31 May 2020.
- (3) The quality report referred to in Article 7(3) of Regulation (EC) No 808/2004 shall be sent to Eurostat by 5 November 2020.
- (4) The data and metadata shall be supplied to Eurostat, using the Single Entry Point services, in accordance with the exchange standard specified by Eurostat. The metadata and the quality report shall be provided in the standard metadata structure defined by Eurostat.

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- (1) [OJ L 143, 30.4.2004, p. 49.](#)
- (2) Regulation (EC) No 808/2004 of the European Parliament and of the Council of 21 April 2004 concerning Community statistics on the information society ([OJ L 143, 30.4.2004, p. 49](#)).
- (3) Regulation (EC) No 808/2004 of the European Parliament and of the Council of 21 April 2004 concerning Community statistics on the information society ([OJ L 143, 30.4.2004, p. 49](#)).

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