

ZA5450

Eurobarometer 74.3

**Country Specific Questionnaire
Ireland**

| | |
|---|--|
| A | your survey number (101-105) |
| | <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> |

EB74.2 A

| | |
|---|---|
| B | country code (106-107) |
| | <input type="text"/> <input type="text"/> |

EB74.2 B

| | |
|---|--|
| C | our survey number (108-110) |
| | <input type="text"/> <input type="text"/> <input type="text"/> |

EB74.2 C

| | |
|---|---|
| D | Interview number (111-116) |
| | <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> |

EB74.2 D

| | | |
|---|--------------|--------------|
| E | Split ballot | (117) |
| | A | 1 |
| | B | 2 |

EB74.2 E

| | |
|----|--|
| Q1 | What is your nationality? Please tell me the country(ies) that applies(y). |
|----|--|

| |
|---------------------------|
| MULTIPLE ANSWERS POSSIBLE |
|---------------------------|

(138-166)

| | |
|--|-----|
| Belgium | 1, |
| Denmark | 2, |
| Germany | 3, |
| Greece | 4, |
| Spain | 5, |
| France | 6, |
| Ireland | 7, |
| Italy | 8, |
| Luxembourg | 9, |
| Netherlands | 10, |
| Portugal | 11, |
| United Kingdom (Great Britain, Northern Ireland) | 12, |
| Austria | 13, |
| Sweden | 14, |
| Finland | 15, |
| Republic of Cyprus | 16, |
| Czech Republic | 17, |
| Estonia | 18, |
| Hungary | 19, |
| Latvia | 20, |
| Lithuania | 21, |
| Malta | 22, |
| Poland | 23, |
| Slovakia | 24, |
| Slovenia | 25, |
| Bulgaria | 26, |
| Romania | 27, |
| Other countries | 28, |
| DK | 29, |

| |
|--------------------------|
| EB74.2 Q1 TREND MODIFIED |
|--------------------------|

| |
|---------------------------------------|
| IF OTHER OR DK AT Q1, CLOSE INTERVIEW |
|---------------------------------------|

A. THE PARLEMETER

QA1 Have you recently read in the press, seen on the Internet or heard on the radio or television something about the European Parliament?

| | |
|--------------|---|
| (187) | |
| Yes | 1 |
| No | 2 |
| DK | 3 |

EB73.1 QA1

QA2 In general, do you think you are very well, fairly well, fairly badly or very badly informed about the activities of the European Parliament?

| | |
|-----------------------|---|
| ONE ANSWER ONLY | |
| (188) | |
| Very well informed | 1 |
| Fairly well informed | 2 |
| Fairly badly informed | 3 |
| Very badly informed | 4 |
| DK | 5 |

EB73.1 QA2

QA3 Please tell me for each of the following words\ expressions whether it describes very well, fairly well, fairly badly or very badly your perception of the European Parliament.

(SHOW CARD WITH SCALE – ONE ANSWER PER LINE)

| | READ OUT | Describes very well | Describes fairly well | Describes fairly badly | Describes very badly | DK |
|--|----------|---------------------|-----------------------|------------------------|----------------------|----|
|--|----------|---------------------|-----------------------|------------------------|----------------------|----|

| | | | | | | | |
|--------------|---|------------------------------|---|---|---|---|---|
| (189) | 1 | Dynamic | 1 | 2 | 3 | 4 | 5 |
| (190) | 2 | Democratic | 1 | 2 | 3 | 4 | 5 |
| (191) | 3 | Listens to European citizens | 1 | 2 | 3 | 4 | 5 |
| (192) | 4 | Not well known | 1 | 2 | 3 | 4 | 5 |
| (193) | 5 | Inefficient | 1 | 2 | 3 | 4 | 5 |

EB73.1 QA3

| | |
|-----|---|
| QA4 | Do you think members of the European Parliament take their seats in the European Parliament according to ...? |
|-----|---|

(READ OUT – ONE ANSWER ONLY)

(194)

| | |
|----------------------------|---|
| Their nationality | 1 |
| Their political affinities | 2 |
| DK | 3 |

EB73.1 QA5

| | |
|-----|---|
| QA5 | Would you personally like to see the European Parliament play a more important or less important role than it currently does? |
|-----|---|

ONE ANSWER ONLY

(195)

| | |
|------------------------|---|
| More important | 1 |
| Less important | 2 |
| The same (SPONTANEOUS) | 3 |
| DK | 4 |

EB73.1 QA6

| | |
|-----|---|
| QA6 | Which of the following values do you think the European Parliament should defend as a matter of priority? |
|-----|---|

(SHOW CARD – READ OUT – ROTATE – MAX. 3 ANSWERS)

(196-206)

| | |
|---|-----|
| Equality between men and women | 1, |
| The protection of minorities | 2, |
| The dialogue between cultures and religions | 3, |
| Solidarity between European Union Member States | 4, |
| Solidarity between the European Union and poor countries in the world | 5, |
| The protection of human rights | 6, |
| Freedom of speech | 7, |
| The abolition of the death penalty throughout the world | 8, |
| Other (SPONTANEOUS) | 9, |
| None (SPONTANEOUS) | 10, |
| DK | 11, |

EB73.1 QA8

| | |
|-----|--|
| QA7 | The European Parliament wants increased energy cooperation between the European Union Member States. With this in mind, do you think that the main priority should be given to...? |
|-----|--|

(SHOW CARD – READ OUT – ONE ANSWER ONLY)

| | |
|--|--------------|
| | (207) |
| The stability of energy prices | 1 |
| Guaranteeing energy supplies | 2 |
| Developing renewable energies | 3 |
| Contributing to energy savings, in particular by promoting energy efficiency which consists of producing the same goods and services using less energy | 4 |
| Other (SPONTANEOUS) | 5 |
| All at the same time (SPONTANEOUS) | 6 |
| DK | 7 |

NEW

| | |
|-----|--|
| QA8 | In winter 2008, some European Union Member States were faced with significant energy supply problems, in particular an interruption in gas deliveries. As a citizen, would you say that you would be better protected in the face of such an energy supply risk if...? |
|-----|--|

(SHOW CARD – READ OUT – ONE ANSWER ONLY)

| | |
|---|--------------|
| | (208) |
| Ireland adopted and implemented measures individually | 1 |
| Ireland adopted and implemented measures in a coordinated way with the other EU countries | 2 |
| DK | 3 |

NEW

| | |
|-----|---|
| QA9 | Please tell me whether you totally agree, tend to agree, tend to disagree or totally disagree with each of the following statements concerning the question of energy supplies within the European Union? |
|-----|---|

(SHOW CARD WITH SCALE – ONE ANSWER PER LINE)

| | | | | | | |
|--|------------|---------------|---------------|------------------|------------------|----|
| | (READ OUT) | Totally agree | Tend to agree | Tend to disagree | Totally disagree | DK |
|--|------------|---------------|---------------|------------------|------------------|----|

| | | | | | | | |
|-------|---|--|---|---|---|---|---|
| (209) | 1 | It is in the interest of the energy security of Ireland to provide assistance to another EU Member State facing significant energy supply problems | 1 | 2 | 3 | 4 | 5 |
| (210) | 2 | It is desirable that Ireland provides assistance to another EU Member State facing significant energy supply problems in the name of European solidarity between Member States | 1 | 2 | 3 | 4 | 5 |

NEW

B. eID

ASK D15b IF "NOT DOING ANY PAID WORK CURRENTLY", CODES 1 to 4 in D15a

D15a What is your current occupation?

D15b Did you do any paid work in the past? What was your last occupation?

| | (231-232) | (233-234) |
|--|--------------------|-----------------|
| | D15a | D15b |
| | CURRENT OCCUPATION | LAST OCCUPATION |
| NON-ACTIVE | | |
| Responsible for ordinary shopping and looking after the home, or without any current occupation, not working | 1 | |
| Student | 2 | |
| Unemployed or temporarily not working | 3 | |
| Retired or unable to work through illness | 4 | |
| SELF EMPLOYED | | |
| Farmer | 5 | 5 |
| Fisherman | 6 | 6 |
| Professional (lawyer, medical practitioner, accountant, architect, etc.) | 7 | 7 |
| Owner of a shop, craftsmen, other self-employed person | 8 | 8 |
| Business proprietors, owner (full or partner) of a company | 9 | 9 |
| EMPLOYED | | |
| Employed professional (employed doctor, lawyer, accountant, architect) | 10 | 10 |
| General management, director or top management (managing directors, director general, other director) | 11 | 11 |
| Middle management, other management (department head, junior manager, teacher, technician) | 12 | 12 |
| Employed position, working mainly at a desk | 13 | 13 |
| Employed position, not at a desk but travelling (salesmen, driver, etc.) | 14 | 14 |
| Employed position, not at a desk, but in a service job (hospital, restaurant, police, fireman, etc.) | 15 | 15 |
| Supervisor | 16 | 16 |
| Skilled manual worker | 17 | 17 |
| Other (unskilled) manual worker, servant | 18 | 18 |
| NEVER DID ANY PAID WORK | | 19 |

EB74.2 D15a D15b

D62 Could you tell me if...?

SHOW CARD WITH SCALE - ONE ANSWER PER LINE

| | | | | | | | | |
|--|------------|----------------------------|---------------------------|-------------------|----------------------------|------------|-------|----------------------------------|
| | (READ OUT) | Everyday \ Almost everyday | Two or three times a week | About once a week | Two or three times a month | Less often | Never | No Internet access (SPONTANEOUS) |
|--|------------|----------------------------|---------------------------|-------------------|----------------------------|------------|-------|----------------------------------|

| | | | | | | | | | |
|-------|---|--|---|---|---|---|---|---|---|
| (235) | 1 | You use the Internet at home | 1 | 2 | 3 | 4 | 5 | 6 | 7 |
| (236) | 2 | You use the Internet in your place of work | 1 | 2 | 3 | 4 | 5 | 6 | 7 |
| (237) | 3 | You use the Internet somewhere else (school, university, cyber-café, etc.) | 1 | 2 | 3 | 4 | 5 | 6 | 7 |

EB74.2 D62

ASK QB1a AND QB1b IF "USE THE INTERNET", CODE 1 TO 5 IN D62.1 OR D62.2 OR D62.3 – OTHERS GO TO QB2

QB1a For each of the following activities, please tell me if it is an activity that you do, or not, on the Internet.

(ONE ANSWER PER LINE)

| | | | | | |
|-------|------------|---|----|----|---|
| | (READ OUT) | Yes | No | DK | |
| (238) | 1 | Use websites to share pictures, videos, movies, etc. | 1 | 2 | 3 |
| (239) | 2 | Use a social networking site | 1 | 2 | 3 |
| (240) | 3 | Purchase goods or services online\ online shopping (e.g. travel & holiday, clothes, books, tickets, films, music, software, food) | 1 | 2 | 3 |

NEW

| | |
|------|---|
| QB1b | Which of the following activities do you also do on the Internet? |
|------|---|

| |
|---|
| (SHOW CARD – READ OUT – ROTATE – MULTIPLE ANSWERS POSSIBLE) |
|---|

(241-254)

| | |
|--|-----|
| Keep a blog (also known as web-log) | 1, |
| Instant messaging, chat websites | 2, |
| Use peer-to-peer software and\ or sites to exchange movies, music, etc. | 3, |
| Make or receive phone calls or video calls over the Internet | 4, |
| Install plug-ins in your browser to extend its capability | 5, |
| Design or maintain a website (not just a blog) | 6, |
| Do home banking | 7, |
| (ONLY IF "YES" IN QB1a.3) Purchase goods or services from a seller located in Ireland | 8, |
| (ONLY IF "YES" IN QB1a.3) Purchase goods or services from a seller located in another EU country | 9, |
| (ONLY IF "YES" IN QB1a.3) Purchase goods or services from a seller located outside the EU | 10, |
| Submit tax declaration or use other online government services | 11, |
| Use online software | 12, |
| Other (SPONTANEOUS) | 13, |
| DK | 14, |

| |
|-----|
| NEW |
|-----|

ASK ALL

QB2 Which of the following types of information and data that are related to you do you consider as personal?

(SHOW CARD – READ OUT – MULTIPLE ANSWERS POSSIBLE)

(255-271)

| | |
|--|-----|
| Medical information (patient record, health information) | 1, |
| Your fingerprints | 2, |
| Financial information (e. g salary, bank details, credit record) | 3, |
| Your work history | 4, |
| Your PPS number | 5, |
| Your name | 6, |
| Your home address | 7, |
| Your nationality | 8, |
| Things you do (e.g. hobbies, sports, places you go) | 9, |
| Your tastes and opinions | 10, |
| Photos of you | 11, |
| Who your friends are | 12, |
| Websites you visit | 13, |
| Your mobile phone number | 14, |
| Other (SPONTANEOUS) | 15, |
| None (SPONTANEOUS) | 16, |
| DK | 17, |

NEW

| | |
|-----|--|
| QB3 | For each of the following statements, could you please tell me whether you totally agree, tend to agree, tend to disagree or totally disagree? |
|-----|--|

(SHOW CARD WITH SCALE – ONE ANSWER PER LINE)

| | (READ OUT – ROTATE) | Total ly agre e | Tend to agre e | Tend to disa gree | Total ly disa gree | Not appli cabl e (SP ONT ANE OUS) | DK |
|--|---------------------|--------------------------|-------------------------|----------------------------|-----------------------------|--|----|
|--|---------------------|--------------------------|-------------------------|----------------------------|-----------------------------|--|----|

| | | | | | | | | |
|-------|---|--|---|---|---|---|---|---|
| (272) | 1 | Nowadays you have to log into several systems using several usernames and passwords | 1 | 2 | 3 | 4 | 5 | 6 |
| (273) | 2 | The Irish Government asks you for more and more personal information | 1 | 2 | 3 | 4 | 5 | 6 |
| (274) | 3 | You feel obliged to disclose personal information on the Internet | 1 | 2 | 3 | 4 | 5 | 6 |
| (275) | 4 | There is no alternative than to disclose personal information if one wants to obtain products or services | 1 | 2 | 3 | 4 | 5 | 6 |
| (276) | 5 | Disclosing personal information is not a big issue for you | 1 | 2 | 3 | 4 | 5 | 6 |
| (277) | 6 | Disclosing personal information is an increasing part of modern life | 1 | 2 | 3 | 4 | 5 | 6 |
| (278) | 7 | You don't mind disclosing personal information in return for free services online (e.g. free email adress) | 1 | 2 | 3 | 4 | 5 | 6 |

NEW

ASK QB4a TO QB12a IF "USE SOCIAL NETWORKING SITES AND\ OR SHARING SITES",
CODE 1 IN QB1a.1 OR QB1a.2 – OTHERS GO TO QB4b

Social networking sites and sharing sites are becoming more and more popular. On these sites, people keep in touch with their friends and families, conduct business, meet new friends or play games.

QB4a Thinking of your usage of social networking sites and sharing sites, which of the following types of information have you already disclosed (when you registered, or simply when using these websites)?

(SHOW CARD – READ OUT – MULTIPLE ANSWERS POSSIBLE)

| | (279-295) |
|--|-----------|
| Medical information (patient record, health information) | 1, |
| Your fingerprints | 2, |
| Financial information (e. g salary, bank details, credit record) | 3, |
| Your work history | 4, |
| Your PPS number | 5, |
| Your name | 6, |
| Your home address | 7, |
| Your nationality | 8, |
| Things you do (e.g. hobbies, sports, places you go) | 9, |
| Your tastes and opinions | 10, |
| Photos of you | 11, |
| Who your friends are | 12, |
| Websites you visit | 13, |
| Your mobile phone number | 14, |
| Other (SPONTANEOUS) | 15, |
| None (SPONTANEOUS) | 16, |
| DK | 17, |

NEW

ASK QB5a AND QB6a IF "HAVE DISCLOSED PERSONAL INFORMATION ON SOCIAL NETWORKING SITES AND\ OR SHARING SITES", CODE 1 TO 15 IN QB4a – OTHERS GO TO QB7a

QB5a What are the most important reasons why you disclose such information on social networking sites and\ or sharing sites?

(SHOW CARD – READ OUT – MAX. 3 ANSWERS)

(296-305)

| | |
|--|-----|
| To access the service | 1, |
| To save time at the next visit | 2, |
| To receive money or price reductions | 3, |
| To benefit from personalised commercial offers | 4, |
| To get a service for free | 5, |
| To obtain a service adapted to your needs | 6, |
| For fun | 7, |
| To connect with others | 8, |
| Other (SPONTANEOUS) | 9, |
| DK | 10, |

NEW

QB6a How much control do you feel you have over the information you have disclosed on social networking sites and\ or sharing sites, e.g. the ability to change, delete or correct this information?

(READ OUT – ONE ANSWER ONLY)

(306)

| | |
|-------------------|---|
| Complete control | 1 |
| Partial control | 2 |
| No control at all | 3 |
| DK | 4 |

NEW

ASK QB7a TO QB12a IF "USE SOCIAL NETWORKING SITES AND\ OR SHARING SITES",
 CODE 1 IN QB1a.1 OR QB1a.2 – OTHERS GO TO QB4b

QB7a I will read out a list of potential risks. According to you, what are the most important risks connected with disclosure of personal information on social networking sites and\ or sharing sites?

(SHOW CARD – READ OUT – ROTATE – MAX. 3 ANSWERS)

(307-319)

| | |
|---|-----|
| Your information being used without your knowledge | 1, |
| Your information being shared with third parties without your agreement | 2, |
| Your information being used to send you unwanted commercial offers | 3, |
| Your views and behaviours being misunderstood | 4, |
| Your identity being at risk of theft online | 5, |
| Your personal safety being at risk | 6, |
| Yourself being victim of fraud | 7, |
| Yourself being discriminated against (e.g. in job selection, receiving price increases, getting no access to a service) | 8, |
| Your reputation being damaged | 9, |
| Your information being used in different contexts from the ones where you disclosed it | 10, |
| Other (SPONTANEOUS) | 11, |
| None (SPONTANEOUS) | 12, |
| DK | 13, |

NEW

QB8a Please tell me whether you agree or disagree with the following statement: Social networking sites and\ or sharing sites sufficiently inform their users about the possible consequences of disclosing personal information.

(READ OUT – ONE ANSWER ONLY)

(320)

| | |
|------------------|---|
| Totally agree | 1 |
| Tend to agree | 2 |
| Tend to disagree | 3 |
| Totally disagree | 4 |
| DK | 5 |

NEW

QB9a1 Who do you think should make sure that your information is collected, stored and exchanged safely on social networking sites and\ or sharing sites? Firstly?

QB9a2 And secondly?

(SHOW CARD – ONE ANSWER PER COLUMN)

| (READ OUT) | (321) | (322) |
|--|------------------|-------------------|
| | QB9a1 FIRSTLY | QB9a2 SECONDLY |
| You – as you need to take care of your information | 1 | 1 |
| The social networking sites and\ or sharing sites you are dealing with – as they need to ensure they process your information fairly | 2 | 2 |
| Public authorities – as they need to ensure that citizens are protected | 3 | 3 |
| Other (SPONTANEOUS) | 4 | 4 |
| DK | 5 | 5 |

NEW

A personal profile on a social networking site or sharing site is made of information such as your age, location, interests, an uploaded photo and an "about me" section. Profile visibility – who can see your information and interact with you - can in some cases be personalised by managing the privacy settings offered by the site.

QB10a Have you ever tried to change the privacy settings of your personal profile from the default settings on a social networking site and\ or sharing site?

| | (323) |
|-----|-------|
| Yes | 1 |
| No | 2 |
| DK | 3 |

NEW

ASK QB11a IF "YES", CODE 1 IN QB10a – OTHERS GO TO QB12a

QB11a How easy or difficult did you find it to change the privacy settings of your personal profile?

(READ OUT – ONE ANSWER ONLY)

| | (324) |
|------------------|-------|
| Very easy | 1 |
| Fairly easy | 2 |
| Fairly difficult | 3 |
| Very difficult | 4 |
| DK | 5 |

NEW

ASK QB12a IF "NO", CODE 2 IN QB10a – OTHERS GO TO QB4b

QB12a Why did you not try to change these privacy settings?

(SHOW CARD – READ OUT – MULTIPLE ANSWERS POSSIBLE)

(325-331)

| | |
|--|----|
| You did not know that you could change the settings | 1, |
| You do not know how to proceed to change these settings | 2, |
| You trust the site to set appropriate privacy settings | 3, |
| You are not worried by having personal data on social networking and\ or sharing sites | 4, |
| You did not find the time to look at the available options | 5, |
| Other (SPONTANEOUS) | 6, |
| DK | 7, |

NEW

ASK QB4b TO QB8b IF "PURCHASE GOODS OR SERVICES ONLINE", CODE 1 IN QB1a.3 – OTHERS GO TO QB13

It is increasingly common to purchase goods and services via the Internet (online shopping). People buy clothes, sports goods, books, travel tickets and holidays online; they purchase films, music and games; they compare prices of goods and services; they buy shares and financial and insurance products.

QB4b Thinking of the occasions when you have purchased goods or services via the Internet, which of the following types of information have you already disclosed?

(SHOW CARD – READ OUT – MULTIPLE ANSWERS POSSIBLE)

(332-348)

| | |
|--|-----|
| Medical information (patient record, health information) | 1, |
| Your fingerprints | 2, |
| Financial information (e. g salary, bank details, credit record) | 3, |
| Your work history | 4, |
| Your PPS number | 5, |
| Your name | 6, |
| Your home address | 7, |
| Your nationality | 8, |
| Things you do (e.g. hobbies, sports, places you go) | 9, |
| Your tastes and opinions | 10, |
| Photos of you | 11, |
| Who your friends are | 12, |
| Websites you visit | 13, |
| Your mobile phone number | 14, |
| Other (SPONTANEOUS) | 15, |
| None (SPONTANEOUS) | 16, |
| DK | 17, |

NEW

ASK QB5b AND QB6b IF "HAVE DISCLOSED PERSONAL INFORMATION WHEN SHOPPING ONLINE", CODE 1 TO 15 IN QB4b – OTHERS GO TO QB7b

QB5b What are the most important reasons why you disclose such information in online shopping?

(SHOW CARD – READ OUT – MAX. 3 ANSWERS)

(349-358)

| | |
|--|-----|
| To access the service | 1, |
| To save time at the next visit | 2, |
| To receive money or price reductions | 3, |
| To benefit from personalised commercial offers | 4, |
| To get a service for free | 5, |
| To obtain a service adapted to your needs | 6, |
| For fun | 7, |
| To connect with others | 8, |
| Other (SPONTANEOUS) | 9, |
| DK | 10, |

NEW

QB6b How much control do you feel you have over the information you have disclosed when shopping online, e.g. the ability to change, delete or correct this information?

(READ OUT – ONE ANSWER ONLY)

(359)

| | |
|-------------------|---|
| Complete control | 1 |
| Partial control | 2 |
| No control at all | 3 |
| DK | 4 |

NEW

ASK QB7b TO QB8b IF "PURCHASE GOODS OR SERVICES ONLINE", CODE 1 IN QB1a.3
 – OTHERS GO TO QB13

QB7b I will read out a list of potential risks. According to you, what are the most important risks connected with disclosure of your personal information to buy goods or services via the Internet?

(SHOW CARD – READ OUT – ROTATE – MAX. 3 ANSWERS)

| | (360-372) |
|---|------------------|
| Your information being used without your knowledge | 1, |
| Your information being shared with third parties without your agreement | 2, |
| Your information being used to send you unwanted commercial offers | 3, |
| Your views and behaviours being misunderstood | 4, |
| Your identity being at risk of theft online | 5, |
| Your personal safety being at risk | 6, |
| Yourself being victim of fraud | 7, |
| Yourself being discriminated against (e.g. in a job selection, receiving price increases, getting no access to a service) | 8, |
| Your reputation being damaged | 9, |
| Your information being used in different contexts from the ones where you disclosed it | 10, |
| Other (SPONTANEOUS) | 11, |
| None (SPONTANEOUS) | 12, |
| DK | 13, |

NEW

QB8b1 Who do you think should make sure that your information is collected, stored and exchanged safely when you buy goods or services via the Internet? Firstly?

QB8b2 And secondly?

(SHOW CARD – ONE ANSWER PER COLUMN)

| (READ OUT) | (373) | (374) |
|---|------------------|-------------------|
| | QB8b1 FIRSTLY | QB8b2 SECONDLY |
| You – as you need to take care of your information | 1 | 1 |
| The online shopping sites – as they need to ensure they process your information fairly | 2 | 2 |
| Public authorities – as they need to ensure that citizens are protected | 3 | 3 |
| Other (SPONTANEOUS) | 4 | 4 |
| DK | 5 | 5 |

NEW

ASK ALL

QB13 Nowadays, cameras, cards and websites record your behaviour, for a range of reasons. Are you very concerned, fairly concerned, not very concerned or not at all concerned about your behaviour being recorded...?

(SHOW CARD WITH SCALE – ONE ANSWER PER LINE)

| | (READ OUT) | Very concerned | Fairly concerned | Not very concerned | Not at all concerned | Not appli cable (SP ONT ANE OUS) | DK |
|--|------------|-------------------|---------------------|--------------------------|----------------------------|--|----|
|--|------------|-------------------|---------------------|--------------------------|----------------------------|--|----|

| | | | | | | | | |
|-------|---|--|---|---|---|---|---|---|
| (375) | 1 | On the Internet (browsing, downloading files, accessing content online) | 1 | 2 | 3 | 4 | 5 | 6 |
| (376) | 2 | In a public space (street, subway, airport, etc.) | 1 | 2 | 3 | 4 | 5 | 6 |
| (377) | 3 | In a private space (restaurant, bar, club, office, etc.) | 1 | 2 | 3 | 4 | 5 | 6 |
| (378) | 4 | Via mobile phone\ mobile Internet (call content, geo-location) | 1 | 2 | 3 | 4 | 5 | 6 |
| (379) | 5 | Via payment cards (location and spending) | 1 | 2 | 3 | 4 | 5 | 6 |
| (380) | 6 | Via store or loyalty cards (preferences and consumption, patterns, etc.) | 1 | 2 | 3 | 4 | 5 | 6 |

NEW

QB14 Which of the following do you currently use?

(SHOW CARD – READ OUT – MULTIPLE ANSWERS POSSIBLE)

| | (381-390) |
|---|-----------|
| Credit cards and bank cards | 1, |
| Customer cards (loyalty cards, frequent flyer cards) | 2, |
| National identity cards\ residence permit | 3, |
| Passport | 4, |
| Social Services Card | 5, |
| Driving licence | 6, |
| (ONLY IF STUDENT) Student card | 7, |
| (ONLY IF USE THE INTERNET) An account you use on the Internet (email, social networking, commercial services) | 8, |
| None (SPONTANEOUS) | 9, |
| DK | 10, |

NEW

| | |
|------|--|
| QB15 | In your daily life, what do you do to protect your identity? Please indicate all that apply in the following list. |
|------|--|

(SHOW CARD – READ OUT – MULTIPLE ANSWERS POSSIBLE)

(391-402)

| | |
|--|-----|
| Use cash instead of recorded transactions (bank cards, transfers) | 1, |
| Give the minimum required information | 2, |
| Adjust the information you disclose to different contexts (e.g., depending on whether you are dealing with a company, a bank or a website) | |
| | 3, |
| Provide wrong information | 4, |
| Disclose information only to people\ organisations you trust | 5, |
| Shred old bills, bank statements, credit card receipts, etc. | 6, |
| Do not disclose payment card details online | 7, |
| Do not disclose your user names and passwords | 8, |
| Do not disclose your bank details or PIN numbers | 9, |
| Other (SPONTANEOUS) | 10, |
| None (SPONTANEOUS) | 11, |
| DK | 12, |

NEW

ASK QB16 TO QB23 IF "USE THE INTERNET", CODE 1 TO 5 IN D62.1 OR D62.2 OR D62.3 – OTHERS GO TO QB24

| | |
|------|---|
| QB16 | And, specifically on the Internet, what do you do to protect your identity? Please indicate all that apply in the following list. |
|------|---|

(SHOW CARD – READ OUT – MULTIPLE ANSWERS POSSIBLE)

(403-414)

| | |
|--|-----|
| Use a dummy email account | 1, |
| Use anti-spy software | 2, |
| Delete cookies | 3, |
| Use tools and strategies to limit unwanted emails (spams) | 4, |
| Check that the transaction is protected or the site has a safety logo\ label | |
| | 5, |
| Avoid providing the same information to different sites | 6, |
| Change the security settings of your browser to increase privacy | 7, |
| Use a search engine to maintain awareness of what information circulates about you on the Internet | |
| | 8, |
| Ask websites to access the information they hold about you in order to update it or delete it | |
| | 9, |
| Other (SPONTANEOUS) | 10, |
| None (SPONTANEOUS) | 11, |
| DK | 12, |

NEW

I am going to ask you a series of questions about how personal information or data is collected, treated, stored and protected by public and private organisations.

QB17 When you intend to become a member of a social networking site or register for a service online, you are usually asked to disclose personal information. In these circumstances, have you been informed about the conditions for the data collection and the further uses of your data?

(READ OUT – ONE ANSWER ONLY)

(415)

| | |
|------------------------------|---|
| Always | 1 |
| Sometimes | 2 |
| Rarely | 3 |
| Never | 4 |
| Not applicable (SPONTANEOUS) | 5 |
| DK | 6 |

NEW

On the Internet, privacy statements declare how the personal information users enter online will be used and who will have access to it.

QB18 Thinking about privacy statements on the Internet, which of the following sentences best describes your situation?

(SHOW CARD – READ OUT – ONE ANSWER ONLY)

(416)

| | |
|--|---|
| You usually read and understand them | 1 |
| You usually read them but do not fully understand them | 2 |
| You usually do not read them | 3 |
| You do not know where to find them | 4 |
| You ignore them | 5 |
| DK | 6 |

NEW

ASK QB19 IF "READ THEM", CODE 1 OR 2 IN QB18 – OTHERS GO TO QB20

QB19 Have you adapted your behaviour on the Internet after reading privacy statements? Please choose the sentence that comes closest to your experience.

(SHOW CARD – READ OUT – ONE ANSWER ONLY)

(417)

| | |
|--|---|
| Yes, and you have already decided at least once not to use an online service | 1 |
| Yes, and you have been more cautious about the personal information you disclose on the Internet | 2 |
| No | 3 |
| DK | 4 |

NEW

ASK QB20 IF "DON'T READ THEM USUALLY" OR "IGNORE THEM", CODE 3 OR 5 IN QB18 – OTHERS GO TO QB21

QB20 What are the reasons why you usually do not read them or you usually ignore them?

(SHOW CARD – READ OUT – MULTIPLE ANSWERS POSSIBLE)

(418-421)

| | |
|---|----|
| You think the websites will not honour them anyway | 1, |
| You believe that the law will protect you in any case | 2, |
| It is sufficient for you to see that websites have a privacy policy | 3, |
| DK | 4, |

NEW

ASK QB21 TO QB23 IF "USE THE INTERNET", CODE 1 TO 5 IN D62.1 OR D62.2 OR D62.3
– OTHERS GO TO QB24

QB21 As you may know, some Internet companies are able to provide free search engines or free e-mail accounts thanks to the income they receive from advertisers trying to reach users on their websites. How comfortable are you with the fact that those websites use information about your online activity to tailor advertisements or content to your hobbies and interests?

(READ OUT – ONE ANSWER ONLY)

| | (422) |
|----------------------|-------|
| Very comfortable | 1 |
| Fairly comfortable | 2 |
| Fairly uncomfortable | 3 |
| Very uncomfortable | 4 |
| DK | 5 |

NEW

QB22 Have you ever been required to provide more personal information than you feel necessary to obtain access to or to use an online service (e.g. when registering for an online game or an online information service, purchasing a good online, opening an account with a social networking site)?

(READ OUT – ONE ANSWER ONLY)

| | (423) |
|-----------|-------|
| Always | 1 |
| Sometimes | 2 |
| Rarely | 3 |
| Never | 4 |
| DK | 5 |

NEW

ASK QB23 IF "ALWAYS" OR "SOMETIMES", CODE 1 OR 2 IN QB22 – OTHERS GO TO QB24

QB23 How concerned are you about such cases?

(READ OUT – ONE ANSWER ONLY)

| | (424) |
|----------------------|-------|
| Very concerned | 1 |
| Fairly concerned | 2 |
| Not very concerned | 3 |
| Not at all concerned | 4 |
| DK | 5 |

NEW

ASK ALL

QB24 Should your specific approval be required before any kind of personal information is collected and processed?

(SHOW CARD – READ OUT – MULTIPLE ANSWERS POSSIBLE)

(425-429)

| | |
|---|----|
| Yes, in all cases | 1, |
| Yes, in the context of personal information asked on the Internet | 2, |
| Yes, in the case of sensitive information (health, religion, political beliefs, sexual preferences, etc.) | 3, |
| No | 4, |
| DK | 5, |

NEW

QB25 Different authorities (government departments, local authorities, agencies) and private companies collect and store personal information. To what extent do you trust the following institutions to protect your personal information?

(SHOW CARD WITH SCALE – ONE ANSWER PER LINE)

| | (READ OUT) | Totally trust | Tend to trust | Tend not to trust | Do not trust at all | DK |
|-------|---|---------------|---------------|-------------------|---------------------|----|
| (430) | 1 National public authorities (e.g. tax authorities, social security authorities) | 1 | 2 | 3 | 4 | 5 |
| (431) | 2 European institutions (European Commission, European Parliament, etc.) | 1 | 2 | 3 | 4 | 5 |
| (432) | 3 Banks and financial institutions | 1 | 2 | 3 | 4 | 5 |
| (433) | 4 Health and medical institutions | 1 | 2 | 3 | 4 | 5 |
| (434) | 5 Shops and department stores | 1 | 2 | 3 | 4 | 5 |
| (435) | 6 Internet companies (Search Engines, Social Networking Sites, E-mail Services) | 1 | 2 | 3 | 4 | 5 |
| (436) | 7 Phone companies, mobile phone companies and Internet Services Providers | 1 | 2 | 3 | 4 | 5 |

NEW

QB26 Companies holding information about you may sometimes use it for a different purpose than the one it was collected for, without informing you (e.g. for direct marketing, targeted online advertising). How concerned are you about this use of your information?

(READ OUT – ONE ANSWER ONLY)

| | |
|----------------------|------------|
| Very concerned | (437) 1 |
| Fairly concerned | 2 |
| Not very concerned | 3 |
| Not at all concerned | 4 |
| DK | 5 |

NEW

| | |
|------|---|
| QB27 | According to EU data protection rules, you have the right to access your personal information stored by public or private entities, in order to change, block or delete it. EU rules do not specify whether access to personal information should be free of charge. In some EU Member States, you have to pay in order to be granted such access. Would you be prepared to pay to have access? |
|------|---|

(SHOW CARD – READ OUT – ONE ANSWER ONLY)

(438)

| | |
|--|---|
| Yes, but only a small amount (e.g. postage or communication costs), less than 2€ | 1 |
| Yes, up to 20 € | 2 |
| Yes, more than 20€ | 3 |
| No | 4 |
| DK | 5 |

NEW

ASK QB28 AND QB29 IF "USE THE INTERNET", CODES 1 TO 5 IN D62.1 OR D62.2 OR D62.3 – OTHERS GO TO QB30

| | |
|------|---|
| QB28 | In what circumstances, if any, would you like personal information stored and collected through a website to be completely deleted? |
|------|---|

(SHOW CARD – READ OUT – MULTIPLE ANSWERS POSSIBLE)

(439-443)

| | |
|--|----|
| Whenever you decide to delete it | 1, |
| When you change your Internet provider | 2, |
| When you stop using the service\ website | 3, |
| Never | 4, |
| DK | 5, |

NEW

| | |
|------|--|
| QB29 | When you decide to change providers or stop using a service, how important or not is it for you to be able to transfer personal information that was stored and collected through the website? |
|------|--|

(READ OUT – ONE ANSWER ONLY)

(444)

| | |
|----------------------|---|
| Very important | 1 |
| Fairly important | 2 |
| Not very important | 3 |
| Not at all important | 4 |
| DK | 5 |

NEW

ASK ALL

QB30 In the last 12 months, have you heard about or experienced issues in relation to data losses and identity theft?

(SHOW CARD – READ OUT – MULTIPLE ANSWERS POSSIBLE)

(445-452)

| | |
|--|----|
| Yes, through television, radio, newspapers, the Internet | 1, |
| Yes, through word of mouth | 2, |
| Yes, it affected one of your acquaintances | 3, |
| Yes, it affected a member of your family | 4, |
| Yes, it affected you directly | 5, |
| Yes, others (SPONTANEOUS) | 6, |
| No | 7, |
| DK | 8, |

NEW

QB31 Would you want to be informed by a public authority or by a private company whenever information they hold about you is lost or stolen?

(453)

| | |
|-----|---|
| Yes | 1 |
| No | 2 |
| DK | 3 |

NEW

QB32 How important or not is it for you to have the same rights and protections over your personal information regardless of the EU country in which it is collected and processed?

(READ OUT – ONE ANSWER ONLY)

(454)

| | |
|----------------------|---|
| Very important | 1 |
| Fairly important | 2 |
| Not very important | 3 |
| Not at all important | 4 |
| DK | 5 |

NEW

| | |
|------|---|
| QB33 | EU data protection rules nowadays provide for special protection for the processing of sensitive personal data, such as data related to health, sex life, ethnic origin, religious beliefs, political opinions, etc. Do you think that genetic information such as DNA data should also have the same special protection? |
|------|---|

(READ OUT – ONE ANSWER ONLY)

| | |
|---------------------|--------------|
| | (455) |
| Yes, definitely | 1 |
| Yes, to some extent | 2 |
| No, not really | 3 |
| No, definitely not | 4 |
| DK | 5 |

NEW

| | |
|------|---|
| QB34 | Please tell me whether you totally agree, tend to agree, tend to disagree or totally disagree with the following statements regarding the protection of personal data of under 18s. |
|------|---|

(SHOW CARD WITH SCALE – ONE ANSWER PER LINE)

| | | | | | | |
|--|------------|---------------|---------------|------------------|------------------|----|
| | (READ OUT) | Totally agree | Tend to agree | Tend to disagree | Totally disagree | DK |
|--|------------|---------------|---------------|------------------|------------------|----|

(456)

| | | | | | | |
|---|---|---|---|---|---|---|
| 1 | Under 18s should be specially protected from the collection and disclosure of personal data | 1 | 2 | 3 | 4 | 5 |
|---|---|---|---|---|---|---|

(457)

| | | | | | | |
|---|---|---|---|---|---|---|
| 2 | Under 18s should be warned of the consequences of collecting and disclosing personal data | 1 | 2 | 3 | 4 | 5 |
|---|---|---|---|---|---|---|

NEW

| | |
|------|---|
| QB35 | The police sometimes access and analyse individuals' personal data to carry out their activities. In what circumstances should the police be able to access individuals' personal data? |
|------|---|

(READ OUT – ONE ANSWER ONLY)

(458)

| | |
|---|---|
| For all general crime prevention activities | 1 |
| Only specific data within the framework of a specific investigation | 2 |
| Only with the authorisation of a judge | 3 |
| Never (SPONTANEOUS) | 4 |
| DK | 5 |

NEW

| | |
|------|--|
| QB36 | Do you think that your data would be better protected in large companies if they were obliged to have a specific contact person in charge of ensuring that your personal data is handled properly? |
|------|--|

(READ OUT – ONE ANSWER ONLY)

(459)

| | |
|---------------------|---|
| Yes, definitely | 1 |
| Yes, to some extent | 2 |
| No, not really | 3 |
| No, definitely not | 4 |
| DK | 5 |

NEW

| | |
|------|---|
| QB37 | In your opinion, the enforcement of the rules on personal data protection should be dealt with at...? |
|------|---|

(READ OUT – ONE ANSWER ONLY)

(460)

| | |
|-------------------------|---|
| European level | 1 |
| National level | 2 |
| Regional or local level | 3 |
| DK | 4 |

NEW

| | |
|------|---|
| QB38 | Have you heard about a public authority in Ireland responsible for protecting your rights regarding your personal data? |
|------|---|

(461)

| | |
|-----|---|
| Yes | 1 |
| No | 2 |
| DK | 3 |

| |
|-----|
| NEW |
|-----|

| | |
|------|--|
| QB39 | Some companies use people's personal data without them being aware, creating inconvenience ranging from spam to financial loss. What should be the public authorities' main priorities to fight these practises? |
|------|--|

| |
|--|
| (SHOW CARD – READ OUT – ROTATE – MAX. 4 ANSWERS) |
|--|

(462-475)

| | |
|---|-----|
| Impose a fine to these companies | 1, |
| Provide legal support for those willing to take the case in court | 2, |
| Provide an out of court procedure to sort out the problem | 3, |
| Ban them from using such data in the future | 4, |
| Compel them to compensate the victims | 5, |
| Put people in similar situation in touch to start joint legal action | 6, |
| Give people more direct control on their own personal data | 7, |
| Allocate more resources to monitoring and enforcing existing regulations | 8, |
| Find better technical solution that preserve users' privacy and safety | 9, |
| Provide formal education and guidelines on safe disclosure | 10, |
| Raise awareness of the implications of unsafe disclosure | 11, |
| Make greater use of warnings and signs to signal possible unsafe disclosure | 12, |
| Other (SPONTANEOUS) | 13, |
| DK | 14, |

| |
|-----|
| NEW |
|-----|

C. CONSUMER UNDERSTANDING OF LABELS AND ITS EFFECT ON THE SAFE USE OF CHEMICALS

QC1 If you think of "chemical products", which of the following words come to mind?

(SHOW CARD – READ OUT – ROTATE – MULTIPLE ANSWERS POSSIBLE)

(496-508)

| | |
|----------------------------|-----|
| Useful | 1, |
| Innovative | 2, |
| Effective | 3, |
| Modern | 4, |
| Natural | 5, |
| Unhealthy | 6, |
| Industrial | 7, |
| Artificial | 8, |
| Harmful to the environment | 9, |
| Dangerous | 10, |
| Other (SPONTANEOUS) | 11, |
| None (SPONTANEOUS) | 12, |
| DK | 13, |

NEW

ASK QC2 IF "CURRENTLY WORK", CODE 5 TO 18 IN D15a OR "WORKED IN THE PAST", CODE 5 TO 18 IN D15b - OTHERS GO TO QC3

QC2 Personally, do you use or have you ever used chemical products at work?

(509)

| | |
|-----|---|
| Yes | 1 |
| No | 2 |
| DK | 3 |

NEW

ASK ALL

QC3 And still thinking of "chemical products", which of the following products come to mind?

(SHOW CARD – READ OUT – ROTATE – MULTIPLE ANSWERS POSSIBLE)

(510-518)

| | |
|---|----|
| DIY (Do It Yourself) products and building materials (e.g. paints, varnish) | 1, |
| Every day detergents (e.g. washing powder, dish washing detergents) | 2, |
| Other cleaning products (e.g. drain cleaners, oven cleaners) | 3, |
| Car\ Vehicle care products (e.g. car wax, lubricating oils, wheel cleaners) | 4, |
| Gardening products (e.g. fertilizers, plant conditioners) | 5, |
| Pesticides and insecticides (e.g. weed killers, vermin and pest control) | 6, |
| Other (SPONTANEOUS) | 7, |
| None (SPONTANEOUS) | 8, |
| DK | 9, |

NEW

QC4 Which of the following do you use to find out whether a chemical product is hazardous or not?

(SHOW CARD – READ OUT – ROTATE – MULTIPLE ANSWERS POSSIBLE)

(519-530)

| | |
|--|-----|
| Your previous experience with the product | 1, |
| The smell | 2, |
| The colour | 3, |
| The packaging | 4, |
| The safety instructions | 5, |
| The warning symbols | 6, |
| Information you get in the shop | 7, |
| The type of shop where you can buy the product | 8, |
| Information from family members or friends | 9, |
| Other (SPONTANEOUS) | 10, |
| None (SPONTANEOUS) | 11, |
| DK | 12, |

NEW

QC5 Which things do you need to do to use a chemical product safely?

(DO NOT READ OUT – DO NOT SHOW CARD – PRE-CODED OPEN ENDED QUESTION – MULTIPLE ANSWERS POSSIBLE)

(531-539)

| | |
|---|----|
| Read\ follow the instructions of the chemical product | 1, |
| Wear protective clothing (e.g. gloves, mask) | 2, |
| Adhere to recommended frequency of use of the chemical product) | 3, |
| Use only the recommended amount of the chemical product | 4, |
| Store the product correctly | 5, |
| Dispose of the product correctly | 6, |
| Other | 7, |
| There is no safe use of a chemical product | 8, |
| DK | 9, |

NEW

QC6 For which of the following chemical products do you think instructions are necessary in order to use them safely?

(SHOW CARD – READ OUT – ROTATE – MULTIPLE ANSWERS POSSIBLE)

(540-548)

| | |
|---|----|
| DIY (Do It Yourself) products and building materials (e.g paints, varnish) | 1, |
| Every day detergents (e.g. washing powder, dish washing detergents) | 2, |
| Other cleaning products (e.g. drain cleaners, oven cleaners) | 3, |
| Car\ Vehicle care products (e.g. car wax, lubricating oils, wheel cleaners) | 4, |
| Gardening products (e.g. fertilizers, plant conditioners) | 5, |
| Pesticides and insecticides (e.g. weed killers, vermin and pest control) | 6, |
| Other (SPONTANEOUS) | 7, |
| None (SPONTANEOUS) | 8, |
| DK | 9, |

NEW

| | |
|-----|---|
| QC7 | Before using any of the following products for the first time, how often do you read the safety instructions? |
|-----|---|

(SHOW CARD WITH SCALE – ONE ANSWER PER LINE)

| | (READ OUT – ROTATE) | Alwa ys | Most of the time | Som etim es | Nev er | Not appli cabl e (SP ONT ANE OUS) | DK |
|--|---------------------|------------|---------------------------|-------------------|-----------|--|----|
|--|---------------------|------------|---------------------------|-------------------|-----------|--|----|

| | | | | | | | | |
|-------|---|---|---|---|---|---|---|---|
| (549) | 1 | DIY (Do It Yourself) products and building materials (e.g. paints, varnish) | 1 | 2 | 3 | 4 | 5 | 6 |
| (550) | 2 | Every day detergents (e.g. washing powder, dish washing detergents) | 1 | 2 | 3 | 4 | 5 | 6 |
| (551) | 3 | Other cleaning products (e.g. drain cleaners, oven cleaners) | 1 | 2 | 3 | 4 | 5 | 6 |
| (552) | 4 | Car\ Vehicle care products (e.g. car wax, lubricating oils, wheel cleaners) | 1 | 2 | 3 | 4 | 5 | 6 |
| (553) | 5 | Gardening products (e.g. fertilizers, plant conditioners) | 1 | 2 | 3 | 4 | 5 | 6 |
| (554) | 6 | Pesticides and insecticides (e.g. weed killers, vermin and pest control) | 1 | 2 | 3 | 4 | 5 | 6 |

NEW

ASK QC8 IF "READ THE INSTRUCTIONS", CODE 1 TO 3 IN THE EQUIVALENT ITEM IN QC7 - OTHERS GO TO QC9

QC8 For each of the following products, when you read the safety instructions, to what extent do you follow these instructions?

(SHOW CARD WITH SCALE – ONE ANSWER PER LINE)

(READ OUT – ROTATE) Fully Partially Not at all DK

| | | | | | | |
|-------|---|---|---|---|---|---|
| (555) | 1 | DIY (Do It Yourself) products and building materials (e.g. paints, varnish) | 1 | 2 | 3 | 4 |
| (556) | 2 | Every day detergents (e.g. washing powder, dish washing detergents) | 1 | 2 | 3 | 4 |
| (557) | 3 | Other cleaning products (e.g. drain cleaners, oven cleaners) | 1 | 2 | 3 | 4 |
| (558) | 4 | Car\ Vehicle care products (e.g. car wax, lubricating oils, wheel cleaners) | 1 | 2 | 3 | 4 |
| (559) | 5 | Gardening products (e.g. fertilizers, plant conditioners) | 1 | 2 | 3 | 4 |
| (560) | 6 | Pesticides and insecticides (e.g. weed killers, vermin and pest control) | 1 | 2 | 3 | 4 |

NEW

ASK ALL

QC9 Imagine that you have two chemical products, with a different word on each label. One has the word "warning". The other one the word "danger". In your opinion, which of these two chemical products is the most hazardous?

(READ OUT – ONE ANSWER ONLY)

| | |
|--|------------|
| The product with the word "Warning" | (561) 1 |
| The product with the word "Danger" | 2 |
| No difference, each product is equally hazardous (SPONTANEOUS) | 3 |
| DK | 4 |

NEW

| | |
|------|---|
| QC10 | Now we are going to show you different symbols. Please indicate for each symbol whether you have seen it before or not. |
|------|---|

| |
|---|
| (SHOW THE FIRST 4 GHS SYMBOLS ALL TOGETHER (A-D), AND ASK THE FIRST 4 ITEMS. THEN, SHOW THE 4 PICTOGRAMS ALL TOGETHER (E-H) AND ASK THE LAST 4 ITEMS – ONE ANSWER PER LINE) |
|---|

| | | | | |
|--|--|-----|----|----|
| | | Yes | No | DK |
|--|--|-----|----|----|

| | | | | | |
|-------|---|-------------|---|---|---|
| (562) | 1 | Symbol A | 1 | 2 | 3 |
| (563) | 2 | Symbol B | 1 | 2 | 3 |
| (564) | 3 | Symbol C | 1 | 2 | 3 |
| (565) | 4 | Symbol D | 1 | 2 | 3 |
| (566) | 5 | Pictogram E | 1 | 2 | 3 |
| (567) | 6 | Pictogram F | 1 | 2 | 3 |
| (568) | 7 | Pictogram G | 1 | 2 | 3 |
| (569) | 8 | Pictogram H | 1 | 2 | 3 |

| |
|-----|
| NEW |
|-----|

| | |
|------|--|
| QC11 | Now, please tell me what do you think each of these four symbols stand for? This symbol stands for a chemical product... |
|------|--|

(SHOW EACH SYMBOL ONE BY ONE AND ASK THE QUESTION ONE BY ONE – SHOW CARD WITH SCALE – ONE ANSWER PER LINE)

| | | | | | | | | |
|--|------------------|-------------------|----------------------------|---------------------------------|-----------------------|-------------------------|--|----|
| | (ROTATE SYMBOLS) | That is flammable | That is corrosive to metal | That is an environmental hazard | That can cause cancer | That is a skin irritant | That causes asthma or other respiratory hypersensitivity reactions | DK |
|--|------------------|-------------------|----------------------------|---------------------------------|-----------------------|-------------------------|--|----|

| | | | | | | | | | |
|-------|---|----------|---|---|---|---|---|---|---|
| (570) | 1 | Symbol A | 1 | 2 | 3 | 4 | 5 | 6 | 7 |
| (571) | 2 | Symbol B | 1 | 2 | 3 | 4 | 5 | 6 | 7 |
| (572) | 3 | Symbol C | 1 | 2 | 3 | 4 | 5 | 6 | 7 |
| (573) | 4 | Symbol D | 1 | 2 | 3 | 4 | 5 | 6 | 7 |

| |
|-----|
| NEW |
|-----|

QC12 On the whole, how well-informed do you feel about the potential risks posed by the following chemical products? Please use a scale from 1 to 7, where '1' means that you are "not at all informed", and '7' means you are "very well informed".

(SHOW CARD WITH SCALE – ONE ANSWER ONLY)

| | | | | | | | | |
|----------|--------------------------|---|---|---|---|---|-------------------------|----|
| (ROTATE) | 1 Not at all informed | 2 | 3 | 4 | 5 | 6 | 7 Very well informed | DK |
|----------|--------------------------|---|---|---|---|---|-------------------------|----|

| | | | | | | | | | | |
|-------|---|---|---|---|---|---|---|---|---|---|
| (574) | 1 | DIY (Do It Yourself) products and building materials (e.g. paints, varnish) | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 |
| (575) | 2 | Every day detergents (e.g. washing powder, dish washing detergents) | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 |
| (576) | 3 | Other cleaning products (e.g. drain cleaners, oven cleaners) | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 |
| (577) | 4 | Car\ Vehicle care products (e.g. car wax, lubricating oils, wheel cleaners) | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 |
| (578) | 5 | Gardening products (e.g. fertilizers, plant conditioners) | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 |
| (579) | 6 | Pesticides and insecticides (e.g. weed killers, vermin and pest control) | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 |

NEW

QC13 Where do you generally find information about the potential dangers of chemical products?

(SHOW CARD – READ OUT – ROTATE – MULTIPLE ANSWERS POSSIBLE)

| | |
|---------------------------------|-----|
| Product packaging | 1, |
| Newspapers | 2, |
| Magazines | 3, |
| Television | 4, |
| Radio | 5, |
| Information leaflets\ brochures | 6, |
| Internet | 7, |
| Word of mouth | 8, |
| Family, friends or relatives | 9, |
| Other (SPONTANEOUS) | 10, |
| None (SPONTANEOUS) | 11, |
| DK | 12, |

NEW

| | |
|------|---|
| QC14 | Which of the following sources would you trust the most for information about the potential dangers of chemical products? |
|------|---|

(SHOW CARD – READ OUT – ROTATE – MAX. 4 ANSWERS)

| | |
|--|------------------|
| | (592-606) |
| Sales person in a shop | 1, |
| Non-Governmental Organisations (NGO)\ Consumer protection organisations | 2, |
| Product manufacturers | 3, |
| Poison centres | 4, |
| Family, friends or relatives | 5, |
| Doctors | 6, |
| Pharmacists | 7, |
| Journalists | 8, |
| Scientists\ researchers | 9, |
| National Health Authorities | 10, |
| The EU and its institutions (for instance, the European Chemicals Agency ECHA) | 11, |
| The Irish Government | 12, |
| Other (SPONTANEOUS) | 13, |
| None (SPONTANEOUS) | 14, |
| DK | 15, |

NEW

D. RARE DISEASES

QD1 When talking about rare diseases, which of the following is, in your opinion, the statement that best describes what "rare diseases" are?

(SHOW CARD – READ OUT – ONE ANSWER ONLY)

| | (627) |
|--|-------|
| These are diseases about which nobody can do anything | 1 |
| These are diseases affecting a limited number of people and needing very specific care | 2 |
| These are diseases for which it is very difficult to obtain a correct and fast diagnosis | 3 |
| These are diseases that nobody cares about | 4 |
| Other (SPONTANEOUS) | 5 |
| Never heard about rare diseases (SPONTANEOUS) | 6 |
| DK | 7 |

NEW

A rare disease is a disease affecting fewer than 1 people in 2,000

QD2 Do you personally know or have you heard about a person suffering from a rare disease?

(SHOW CARD – READ OUT – MULTIPLE ANSWERS POSSIBLE)

| | (628-632) |
|--|-----------|
| Yes, you personally know someone suffering from a rare disease | 1, |
| Yes, you have heard about someone suffering from a rare disease within your family\ your friends\ your acquaintances | 2, |
| Yes, you have heard about a person suffering from a rare disease in the media | 3, |
| No, you have never heard about any one suffering from a rare disease | 4, |
| DK | 5, |

NEW

QD3 For each of the following statements, please tell me whether you totally agree, tend to agree, tend to disagree or totally disagree.

(SHOW CARD WITH SCALE – ONE ANSWER PER LINE)

| | (READ OUT) | Totally agree | Tend to agree | Tend to disagree | Totally disagree | DK |
|-------|---|---------------|---------------|------------------|------------------|----|
| (633) | 1 People suffering from a rare disease need specific support from Irish health authorities | 1 | 2 | 3 | 4 | 5 |
| (634) | 2 There should be more European cooperation in order to help the limited numbers of people suffering from rare diseases more efficiently | 1 | 2 | 3 | 4 | 5 |
| (635) | 3 The drugs developed to treat people suffering from rare diseases should be fully reimbursed by the Irish health care system even if they are very expensive | 1 | 2 | 3 | 4 | 5 |
| (636) | 4 People are aware of the existence of centres specialising in rare diseases | 1 | 2 | 3 | 4 | 5 |
| (637) | 5 People suffering from a rare disease should have the right to access appropriate care in another EU Member State if no solution can be provided in their country of residence | 1 | 2 | 3 | 4 | 5 |
| (638) | 6 Ireland has too many other major health issues to make rare diseases a priority | 1 | 2 | 3 | 4 | 5 |
| (639) | 7 Every EU Member State should have a National Plan or Strategy on rare diseases including all the dimensions of the problem | 1 | 2 | 3 | 4 | 5 |
| (640) | 8 People are unaware of the real problems faced by those suffering from a rare disease | 1 | 2 | 3 | 4 | 5 |

NEW

| | |
|-----|--|
| QD4 | The European Commission and the national health authorities of the EU Member States have adopted several initiatives to help people suffering from rare diseases. In your opinion, is it justified or not to allocate resources to initiatives in the following areas? |
|-----|--|

(SHOW CARD WITH SCALE – ONE ANSWER PER LINE)

| | (READ OUT) | Totally justified | Somewhat justified | Not very justified | Not at all justified | DK |
|-------|---|-------------------|--------------------|--------------------|----------------------|----|
| (641) | 1 To improve and coordinate research on rare diseases at national and European level | 1 | 2 | 3 | 4 | 5 |
| (642) | 2 To ease the access to drugs for people suffering from a rare disease | 1 | 2 | 3 | 4 | 5 |
| (643) | 3 To improve awareness of rare diseases among health professionals and the general public | 1 | 2 | 3 | 4 | 5 |
| (644) | 4 To ease access to laboratory tests to improve the diagnosis of rare diseases | 1 | 2 | 3 | 4 | 5 |
| (645) | 5 To provide additional support to families with a person suffering from a rare disease | 1 | 2 | 3 | 4 | 5 |
| (646) | 6 To support patient organisations | 1 | 2 | 3 | 4 | 5 |
| (647) | 7 To establish new centres specialising in rare diseases in the EU | 1 | 2 | 3 | 4 | 5 |

NEW

| | |
|-----|--|
| QD5 | Have you ever heard of each of the following diseases? |
|-----|--|

(ONE ANSWER PER LINE)

| | (READ OUT) | Yes | No | DK |
|-------|-------------------------------|-----|----|----|
| (648) | 1 Cystic fibrosis | 1 | 2 | 3 |
| (649) | 2 Duchenne muscular dystrophy | 1 | 2 | 3 |
| (650) | 3 Haemophilia | 1 | 2 | 3 |
| (651) | 4 Huntington's disease | 1 | 2 | 3 |
| (652) | 5 Osteogenesis imperfecta | 1 | 2 | 3 |
| (653) | 6 Progeria | 1 | 2 | 3 |

NEW

DEMOGRAPHICS

D1 In political matters people talk of "the left" and "the right". How would you place your views on this scale?

SHOW CARD - INT.: DO NOT PROMPT - IF CONTACT HESITATES, TRY AGAIN

(674-675)

| | | | | | | | | | |
|-----------|---|---|---|---|---|---|---|---|-------------|
| 1 Left | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 Right |
| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |

Refusal (SPONTANEOUS) 11

DK (SPONTANEOUS) 12

EB74.2 D1

NO QUESTIONS D2 TO D6

D7 Could you give me the letter which corresponds best to your own current situation?

SHOW CARD - READ OUT - ONE ANSWER ONLY

(676-677)

| | |
|--|----|
| MARRIED OR REMARRIED | |
| Living without children | 1 |
| Living with the children of this marriage | 2 |
| Living with the children of a previous marriage | 3 |
| Living with the children of this marriage and of a previous marriage | 4 |
| NOT MARRIED, LIVING WITH A PARTNER | |
| Living without children | 5 |
| Living with the children of this union | 6 |
| Living with the children of a previous union | 7 |
| Living with the children of this relation and of a previous union | 8 |
| NOT MARRIED, LIVING WITHOUT A PARTNER | |
| Living without children | 9 |
| Living with children | 10 |
| DIVORCED OR SEPARATED | |
| Living without children | 11 |
| Living with children | 12 |
| WIDOW | |
| Living without children | 13 |
| Living with children | 14 |
| Other (SPONTANEOUS) | 15 |
| Refusal (SPONTANEOUS) | 16 |

EB74.2 D7

D8 How old were you when you stopped full-time education?

INT.: IF "STILL STUDYING", CODE '00' - IF "NO EDUCATION" CODE '01' - IF "REFUSAL" CODE '98' - IF "DK" CODE '99'

(678-679)

| | |
|--|--|
| | |
|--|--|

EB74.2 D8

NO QUESTION D9

D10 Record Gender.

(680)

| | |
|--------|---|
| Male | 1 |
| Female | 2 |

EB74.2 D10

D11 How old are you?

(681-682)

| | |
|--|--|
| | |
|--|--|

EB74.2 D11

NO QUESTION D12 TO D14

D15a&b ASKED BEFORE QB

NO QUESTIONS D16 TO D24

D25 Would you say you live in a...?

READ OUT

(683)

| | |
|----------------------------|---|
| Rural area or village | 1 |
| Small or middle sized town | 2 |
| Large town | 3 |
| DK (SPONTANEOUS) | 4 |

EB74.2 D25

NO QUESTIONS D26 TO D39

D40a Could you tell me how many people aged 15 years or more live in your household, yourself included?

RECORD BELOW

(684-685)

| | |
|--|--|
| | |
|--|--|

EB74.2 D40a

D40b Could you tell me how many children less than 10 years old live in your household

RECORD BELOW

(686-687)

| | |
|--|--|
| | |
|--|--|

EB74.2 D40b

D40c Could you tell me how many children aged 10 to 14 years old live in your household?

RECORD BELOW

(688-689)

| | |
|--|--|
| | |
|--|--|

EB74.2 D40c

NO QUESTIONS D41 AND D42

D43a Do you own a fixed telephone in your household?

D43b Do you personally own a mobile telephone?

| | (690) | (691) |
|-----|-------|--------|
| | D43a | D43b |
| | Fixed | Mobile |
| Yes | 1 | 1 |
| No | 2 | 2 |

EB74.2 D43a D43b

NO QUESTIONS D44 AND D45

D46 Which of the following goods do you have?

SHOW CARD - READ OUT - SEVERAL ANSWERS POSSIBLE

| | (692-701) |
|---|-----------|
| Television | 1, |
| DVD player | 2, |
| Music CD player | 3, |
| Computer | 4, |
| An Internet connection at home | 5, |
| A car | 6, |
| An apartment / a house which you have finished paying for | 7, |
| An apartment / a house which you are paying for | 8, |
| None (SPONTANEOUS) | 9, |
| DK (SPONTANEOUS) | 10, |

EB73.5 D46

NO QUESTIONS D47 TO D59

D60 During the last twelve months, would you say you had difficulties to pay your bills at the end of the month...?

SHOW CARD - READ OUT - ONE ANSWER ONLY

(702)

| | |
|-----------------------|---|
| Most of the time | 1 |
| Occasionally | 2 |
| Almost never\ never | 3 |
| Refusal (SPONTANEOUS) | 4 |

EB74.2 D60

D61 On the following scale, step '1' corresponds to "the lowest level in the society"; step '10' corresponds to "the highest level in the society". Could you tell me on which step you would place yourself?

SHOW CARD - ONE ANSWER ONLY

(703-704)

| | |
|-------------------------------------|----|
| 1 The lowest level in the society | 1 |
| 2 | 2 |
| 3 | 3 |
| 4 | 4 |
| 5 | 5 |
| 6 | 6 |
| 7 | 7 |
| 8 | 8 |
| 9 | 9 |
| 10 The highest level in the society | 10 |
| Refusal (SPONTANEOUS) | 11 |

EB74.2 D61

INTERVIEW PROTOCOLE

P1 DATE OF INTERVIEW

(725-726)

(727-728)

DAY

MONTH

EB74.2 P1

P2 TIME OF THE BEGINNING OF THE INTERVIEW

INT.:USE 24 HOUR CLOCK

(729-730)

(731-732)

HOUR

MINUTES

EB74.2 P2

P3 NUMBER OF MINUTES THE INTERVIEW LASTED

(733-735)

MINUTES

EB74.2 P3

P4 Number of persons present during the interview, including interviewer

(736)

| |
|----------------------------------|
| Two (interviewer and respondent) |
| Three |
| Four |
| Five or more |

1
2
3
4

EB74.2 P4

P5 Respondent cooperation

(737)

| |
|-----------|
| Excellent |
| Fair |
| Average |
| Bad |

1
2
3
4

EB74.2 P5

P6 Size of locality

(LOCAL CODES)

(738-739)

EB74.2 P6

P7 | Region

(LOCAL CODES)

(740-741)

| | |
|--|--|
| | |
|--|--|

EB74.2 P7

P8 | Postal code

(742-749)

| | | | | | | | | | |
|--|--|--|--|--|--|--|--|--|--|
| | | | | | | | | | |
|--|--|--|--|--|--|--|--|--|--|

EB74.2 P8

P9 | Sample point number

(750-757)

| | | | | | | | | | |
|--|--|--|--|--|--|--|--|--|--|
| | | | | | | | | | |
|--|--|--|--|--|--|--|--|--|--|

EB74.2 P9

P10 | Interviewer number

(758-765)

| | | | | | | | | | |
|--|--|--|--|--|--|--|--|--|--|
| | | | | | | | | | |
|--|--|--|--|--|--|--|--|--|--|

EB74.2 P10

P11 | LEAVE BLANK

(766-773)

| | | | | | | | | | |
|--|--|--|--|--|--|--|--|--|--|
| | | | | | | | | | |
|--|--|--|--|--|--|--|--|--|--|

EB74.2 P11

ASK ONLY in LU, BE, ES, FI, EE, LV, MT, TR AND MK