

Identity theft and societal acceptability of electronic identity in Europe and in the United States – survey questionnaire

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1. Introduction to the survey and the dataset

This paper presents a unique dataset that enables a comprehensive analysis of identity theft and public perception regarding novel identity management solutions. The dataset was collected as part of the Horizon 2020 iMARS project through a survey conducted from 23 March to 8 April 2022 in six countries: France (FR), Germany (DE), Italy (IT), Spain (ES), United Kingdom (UK), and the United States of America (US). The above countries were chosen to represent technologically advanced nations with diverse socio-economic and cultural contexts. Additionally, identity establishment and management practices vary across these countries.

To collect the data, a comprehensive survey questionnaire consisting of 52 questions was developed (see Chapter 2 below). The questionnaire was designed in a way that a significant portion was presented only to respondents who had personally experienced identity theft within the last 36 months. Consequently, a majority of the respondents completed a shorter version of the questionnaire. The survey was conducted online using the Alchemer (Alchemer 2023) web survey platform. Cint web survey panels (Cint 2023) were utilized to target and recruit individuals between the ages of 18 and 64 from pre-enrolled respondent databases. The collected responses are representative of the gender, age, and regional distribution of the population in each respective country.

A minimum of 500 complete responses were collected from each of the seven countries included in the survey. The survey aimed to maintain a balance in terms of age, gender, and region to reflect the demographic composition of each country. Responses that exhibited clear indications of inattentiveness or were completed unrealistically quickly, within less than 180 seconds, were excluded from the dataset. Consequently, 2,950 fully completed responses were retained for analysis.

However, it is important to note a limitation of this dataset. According to Eurostat, approximately 10% of the population aged 16-74 years do not use the Internet, and as a result, they are automatically excluded from online surveys. We are aware of this inherent weakness in the survey dataset and acknowledge in our subsequent analysis that online surveys exclude a minority who lack sufficient knowledge or skills to use the Internet. It is worth mentioning that these individuals are generally older and may be less likely to respond to questions related to advanced technologies. Thus, we anticipate that the proportion of individuals who are uninformed or undecided regarding various technology-specific questions would have been higher if we had been able to include non-Internet users.

Please note that the current dataset is the intellectual property of the Institute of Baltic Studies. Any inquiries or requests for collaboration should be directed to imars@ibs.ee.

2. Survey questionnaire

Introduction



This survey examines your attitudes towards and experience with identity crime. Your answers will provide information that can be used to prevent crimes of this kind in the future.

Identity crime involves someone obtaining or using your personal information without your permission, to pretend to be the person in question or to carry out business, or engage in other types of activities and transactions in that person's name without their permission.

Personal information includes your: name, address, date of birth, passport or identity card information, biometric information (e.g. facial image or fingerprint), computer and/or other usernames and passwords, or other types of personal information.

Through this questionnaire we hope to learn the views of people living in the different countries that are currently using or might one day make use of national identity documents. However, it is important to keep in mind that this study includes hypothetical elements. The scenarios described do not imply that the European institutions or governments are officially considering adopting identity documents or data in such ways.

All responses will be treated anonymously. Only aggregate data will be used. This survey will take, depending on your personal experience with identity crime, between 10 and 15 minutes to complete.



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Data processing information and consent

The [Institute of Baltic Studies](#) (IBS) is collecting and processing your answers to this online survey about your experiences towards identity crime and views towards various identity management solutions. Scientific research includes publishing in research journals and presentation of the research results worldwide to inform the development of identity management solutions and the related public policies. In legal terms, IBS is hence the data controller for this survey.

Please note that your participation in this research study is entirely voluntary. By proceeding to this survey, you give your explicit consent for IBS to collect your responses, which will be expressed below. If you do not wish to participate in the Survey, close this browser window and you will exit the survey.

Data receivers include IBS researchers and IT providers for processing this online survey. IBS uses Alchemer, an online survey software and data center based in the European Union, for collecting the survey data. As a part of data collection, IBS will apply all necessary data protection safeguards to keep your identity and your response to this survey protected. IBS does not intend and will not collect any personally identifying data, such as your name or email address. Furthermore, the responses to this survey will be anonymised by removing any unique identifiers of the respondents that IBS or receivers would receive as a part of the data collection, such as the IP addresses of the respondents. Prior to any analysis, any identifying information will be removed. IBS will only present anonymised responses and aggregated data as part of scientific research.

Your Data Protection Rights: You have the rights of access, to rectification, to erasure, to restriction, to objection, and to data portability, as outlined in the European Union General Data Protection Regulation and the applicable national data protection legislation. You may withdraw your consent at any time before the anonymisation process and discontinue participation without negative consequences for you. If needed, you can lodge a complaint to the supervisory authority (data protection authority) of your country. You can contact IBS for further information by sending an e-mail to hostmaster@ibs.ee.

By clicking on the "Next" button below, you confirm that:

- You have read and understood the above information;
- You are at least 18 years of age; and
- You explicitly consent to the processing of your data by IBS for research purposes as explained above.

Introduction

1) How confident are you that your current identity documents, which the government has issued to you, are secure both in terms of their design and how they are actually issued? Please reply *I don't have it*, if you don't have the respective document.*

	I don't have it	Very confident	Confident	Undecided	Unconfident	Very unconfident
Birth certificate	()	()	()	()	()	()
Passport	()	()	()	()	()	()
Identity card	()	()	()	()	()	()
Driver's license	()	()	()	()	()	()
Residence permit	()	()	()	()	()	()
Social security card	()	()	()	()	()	()

2) How confident are you that the following services, which you have yourself signed up for, are provided in a secure manner so that you are protected from any potential misuses? Please reply *I don't have it*, if you don't use the respective service.*

	I don't have it	Very confident	Confident	Undecided	Unconfident	Very unconfident
Your bank account	()	()	()	()	()	()
Your credit card	()	()	()	()	()	()
Your mobile telephone	()	()	()	()	()	()
Your private e-mail account	()	()	()	()	()	()
Your Facebook account	()	()	()	()	()	()

Your Twitter account	()	()	()	()	()	()
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3) Two-step verification requires both something you know, like a password, and something you have, like a phone, to sign into your accounts. Do you use two-step verification to protect your Internet accounts? *

- Yes
- No
- I don't know

Use of identity documents

In the following, we discuss the actual use of identity documents, which the government has issued to you.

4) Which government issued identity document do you use most frequently to prove your identity when in your own country of residence?*

- Birth certificate
- Passport
- Identity card
- Driver's license
- Residence permit
- Social security card
- Other: _____ *

5) What is the main reason to prefer this particular identity document?*

- I have no other government issued identity documents
- It has a broader set of uses
- It is more difficult to misuse, e.g. when lost or stolen
- It is more convenient to carry on daily basis because of its format
- Other, please specify!: _____ *

Logic: Hidden unless: (#5 Question "What is the main reason to prefer this particular identity document?" is one of the following answers ("It has a broader set of uses", "It is more difficult to misuse, e.g. when lost or stolen", "It is more convenient to carry on daily basis because of its format", "Other, please specify!") AND Country is not exactly equal to "US")

6) Which government issued identity document do you use most frequently to prove your identity when travelling in the European Union?*

- I do not travel in the European Union
- Birth certificate
- Passport
- Identity card
- Driver's license
- Residence permit
- Other: _____ *

Has anyone attempted to misuse your identity documents?

Next, we would like to know if anyone has recently attempted to use or used your personal information without your permission, to pretend to be you or to carry out business, or other types of activities and transactions in your name without your permission.

First, we'd like to ask you some questions about the misuse of identity documents or electronic identity solutions that you may have experienced. With electronic identity solutions, we refer to electronic identity cards, mobile identity capable SIM cards and smartphone apps that allow you to prove your identity or sign documents electronically. Electronic identity solutions can be issued by the government, banks or certified service providers.

7) During the past 36 months, has someone used or attempted to use any of your identity documents (such as passport or identity card) or electronic identity solutions, without your permission?*

- Yes
- No

Logic: Show/hide trigger exists. Hidden unless: #7 Question "During the past 36 months, has someone used or attempted to use any of your identity documents (such as passport or identity card) or electronic identity solutions, without your permission?" is one of the following answers ("Yes")

8) Which of the following identity documents or electronic identity solutions did the person misuse?*

- Birth certificate
- Passport
- Identity card or electronic identity card
- Electronic identity solution on a mobile phone
- Driver's license
- Residence permit
- Social security card
- Other, please specify!: _____ *

Logic: Hidden unless: #8 Question "Which of the following identity documents or electronic identity solutions did the person misuse?" is one of the following answers ("Identity card or electronic identity card")

9) In which way was your identity card misused?*

- A person presented (a copy of) my identity card to impersonate me
- A person misused the electronic functionality of my identity card

Has anyone attempted to misuse your existing accounts or contracts?

Next, we would like to ask you some questions about your EXISTING accounts, and the misuse of any of these accounts you may have experienced.

Logic: Hidden unless: Question "Your credit card " is not one of the following answers ("I don't have it")

10) During the past 36 months, has someone used or attempted to use one or more of your existing credit cards without your permission? *

- Yes
- No

Logic: Show/hide trigger exists. Hidden unless: Question "Your bank account" is not one of the following answers ("I don't have it")

11) During the past 36 months, has someone used or attempted to use one or more of your existing bank or other financial accounts without your permission?*

- Yes
- No

Logic: Hidden unless: #11 Question "During the past 36 months, has someone used or attempted to use one or more of your existing bank or other financial accounts without your permission?" is one of the following answers ("Yes")

12) Do you know how they accessed or attempted to access your account?*

- Not sure how this was done
- In person in a bank office
- Through the Internet service or mobile app of the bank
- Through the telephone service of the bank
- In some other way? Please specify!: _____ *

13) During the past 36 months, have you received any fraudulent e-mails or visited fake websites that are designed for you to reveal your username and password to hackers?*

- Yes
- No
- I don't know

14) Let's leave the fraudulent e-mails and fake websites aside for a moment and focus on any other cyber incidents that may have happened to you.

During the past 36 months, has someone used or attempted to use any of your Internet accounts, such as e-mail, social network, online shopping, e-government or other, without your permission?*

Yes

No

Logic: Hidden unless: #14 Question "Let's leave the fraudulent e-mails and fake websites aside for a moment and focus on any other cyber incidents that may have happened to you. During the past 36 months, has someone used or attempted to use any of your Internet accounts, such as e-mail, social network, online shopping, e-government or other, without your permission?" is one of the following answers ("Yes")

15) Which of the following types of your Internet accounts did the person use, or attempt to use, without your permission?*

Private e-mail account

Online shopping account such as Amazon or eBay

Social networking account such as Facebook or Twitter

Corporate e-mail or network of the firm where you work

E-government service such as on-line tax declaration

Another Internet service of yours, please specify!:

_____ *

16) During the past 36 months, has someone misused or attempted to misuse another type of account or contract such as telephone, utilities, insurance policies, or something else? *

Yes

No

Logic: Hidden unless: #16 Question "During the past 36 months, has someone misused or attempted to misuse another type of account or contract such as telephone, utilities, insurance policies, or something else? " is one of the following answers ("Yes")

17) Which of the following types of your accounts, other than credit card, banking or Internet accounts, did the person run up charges on, take money from, or otherwise use or attempt to use without your permission?*

Medical insurance

Telephone

Utilities

Insurance policies

Other, please specify!:

_____ *

Did anyone attempt to open new accounts or otherwise act in your name without your knowledge?

Next, we have some questions about any NEW ACCOUNTS or contracts someone might have opened in your name without your approval.

Page exit logic: Page LogicIF: ((((((#14 Question "Let's leave the fraudulent e-mails and fake websites aside for a moment and focus on any other cyber incidents that may have happened to you. During the past 36 months, has someone used or attempted to use any of your Internet accounts, such as e-mail, social network, online shopping, e-government or other, without your permission?" is one of the following answers ("No") AND #16 Question "During the past 36 months, has someone misused or attempted to misuse another type of account or contract such as telephone, utilities, insurance policies, or something else? " is one of the following answers ("No")) AND #18 Question "During the past 36 months, has someone, without your permission, used or attempted to use your personal information to open any NEW accounts or contracts such as e-mail or social networking account, credit card, bank account, loan, telephone, or something else?" is one of the following answers ("No")) AND #20 Question "During the past 36 months, has someone used or attempted to use your personal information for some other fraudulent purpose, such as applying for a new passport or identity card, getting medical care, a job, or government benefits; renting an apartment or house; giving your information to the police when they were charged with a crime or traffic violation, or something else? " is one of the following answers ("No")) AND (#10 Question "During the past 36 months, has someone used or attempted to use one or more of your existing credit cards without your permission? " is one of the following answers ("No") OR #10 Question "During the past 36 months, has someone used or attempted to use one or more of your existing credit cards without your permission? ")) AND (#11 Question "During the past 36 months, has someone used or attempted to use one or more of your existing bank or other financial accounts without your permission?" is one of the following answers ("No") OR #11 Question "During the past 36 months, has someone used or attempted to use one or more of your existing bank or other financial accounts without your permission?")) AND #7 Question "During the past 36 months, has someone used or attempted to use any of your identity documents (such as passport or identity card) or electronic identity solutions, without your permission?" is one of the following answers ("No")) **THEN:** Jump to [page 14 - Technology scenarios: establishment of identity](#)

18) During the past 36 months, has someone, without your permission, used or attempted to use your personal information to open any NEW accounts or contracts such as e-mail or social networking account, credit card, bank account, loan, telephone, or something else?*

Yes

No

Logic: Hidden unless: #18 Question "During the past 36 months, has someone, without your permission, used or attempted to use your personal information to open any NEW accounts or contracts such as e-mail or social networking account, credit card, bank account, loan, telephone, or something else?" is one of the following answers ("Yes")

19) Which of the following types of new accounts or contracts did someone open or attempt to open?*

New credit card

New bank account

New loan or mortgage

New e-mail account

New social media account, such as Facebook

New telephone contract

Some other type of new account or contract:
_____*

Logic: Show/hide trigger exists.

20) During the past 36 months, has someone used or attempted to use your personal information for some other fraudulent purpose, such as applying for a new passport or identity card, getting medical care, a job, or government benefits; renting an apartment or house; giving your information to the police when they were charged with a crime or traffic violation, or something else? *

Yes

No

Logic: Hidden unless: #20 Question "During the past 36 months, has someone used or attempted to use your personal information for some other fraudulent purpose, such as applying for a new passport or identity card, getting medical care, a job, or government benefits; renting an apartment or house; giving your information to the police when they were charged with a crime or traffic violation, or something else?" is one of the following answers ("Yes")

21) As far as you know did the person use or attempt to use your personal information in any of the following ways?*

To apply for a new passport

To apply for a new identity card

To apply for an electronic identity solution

To apply for a new driver's license

To file a fraudulent tax return

To apply for government benefits

To get medical treatment

To apply for a job

To provide false information to the police

To purchase something, please specify!:

_____*

In some other way not listed, please specify!:

_____*

When did the identity theft take place?

22) When did the misuse or attempted misuse of your personal information take place? Please focus on the most recent one, if you have had such incidents more than once.*

Within the last 12 months

More than a year, but less than 2 years ago

More than two years, but less than 3 years ago

Logic: Hidden unless: #22 Question "When did the misuse or attempted misuse of your personal information take place?

Please focus on the most recent one, if you have had such incidents more than once." is one of the following answers ("Within the last 12 months")

23) During the last 12 months, how many occasions of the misuse or attempted misuse of your personal information have you experienced?

An incident of identity theft occurs when your identity is stolen. For example, a stolen credit card may be used multiple times but this should be considered a single incident. Also, if someone hacked into your computer and multiple credit card numbers were obtained at the same time, this should be considered a single incident. *

- 1
- 2
- 3
- 4
- 5
- 6
- 7
- 8
- 9
- 10
- More than 10 times

How was the identity theft discovered?

Thinking about the incident, the next couple of questions we have are about how and when you discovered the misuse of your personal information. Please focus on the most recent misuse of your personal information, if you have had such incidents more than once.

Page exit logic: Page LogicIF: #24 Question "How did you first find out someone had misused or attempted to misuse your personal information?" is one of the following answers ("I discovered the attempted misuse before my personal data was used") **THEN:** Jump to [page 13 - Change of behaviour](#)

24) How did you first find out someone had misused or attempted to misuse your personal information?*

- I discovered the attempted misuse before my personal data was used
- I noticed fraudulent or otherwise strange activities on my account
- I received merchandise or a credit card I did not order
- I received a bill that I did not owe
- I checked my credit report
- An internet service provider, e.g. e-mail or social media provider, contacted me
- A bank or credit card company contacted me about suspicious activity on my account
- A debt collection agency or other company contacted me about late or unpaid bills
- A credit monitoring company contacted me
- A law enforcement agency contacted me about misuse
- I discovered the misuse in another way. Please tell us how!:

_____*

Logic: Hidden unless: #24 Question "How did you first find out someone had misused or attempted to misuse your personal information?" is one of the following answers ("I noticed fraudulent or otherwise strange activities on my account", "I received merchandise or a credit card I did not order", "I received a bill that I did not owe", "I checked my credit report", "An internet service provider, e.g. e-mail or social media provider, contacted me", "A bank or credit card company contacted me about suspicious activity on my account", "A debt collection agency or other company contacted me about late or unpaid bills", "A credit monitoring company contacted me", "A law enforcement agency contacted me about misuse", "I discovered the misuse in another way. Please tell us how!")

25) How long had your personal information been misused before you discovered it? *

- One day or less (1-24 hours)
- More than a day, but less than a week (25 hours-6 days)
- At least a week, but less than one month (7-30 days)
- One month to less than three months
- Three months to less than six months
- Six months to less than one year
- One year or more
- I don't know

Logic: Show/hide trigger exists. Hidden unless: #24 Question "How did you first find out someone had misused or attempted to misuse your personal information?" is one of the following answers ("I noticed fraudulent or otherwise strange activities on my account", "I received merchandise or a credit card I did not order", "I received a bill that I did not owe", "I checked my credit report", "An internet service provider, e.g. e-mail or social media provider, contacted me", "A bank or credit card company contacted me about suspicious activity on my account", "A debt collection agency or other company contacted me about late or unpaid bills", "A credit monitoring company contacted me", "A law enforcement agency contacted me about misuse", "I discovered the misuse in another way. Please tell us how!")

26) Do you know how your personal information was accessed or taken?*

- Yes
- I think I know, but I am not certain
- No

Logic: Hidden unless: #26 Question "Do you know how your personal information was accessed or taken?" is one of the following answers ("Yes", "I think I know, but I am not certain")

27) How do you think your identity document, electronic identity solution or personal information was accessed or taken?

Select the best answer!*

- Someone stole it during an in-person purchase / transaction
- Someone stole it during an online purchase / transaction
- My bank card was copied and my PIN code recorded
- Someone close to me knew or had access to the information
- My passport or identity card was lost or stolen

- Someone misused my passport or identity card, and returned it thereafter
- Someone obtained a fake passport or identity card that contained my identity data
- Someone hacked or misused my electronic identity solution
- My mobile telephone or computer was lost or stolen
- Someone hacked into my computer or it was infected with a virus
- I responded to a fraudulent email or entered my password to a fake web site
- I responded to a fraudulent phone call
- Stolen from personnel files at place of employment
- Stolen from a company that had my personal information in its files
- A government office released my information or document to the wrong person
- Someone stole it from my postal mail
- Someone stole it from my garbage
- Other, please specify!: _____ *

Response to the identity theft

28) Did you file a police report about the misuse of your personal information?*

- Yes
- No

Logic: Show/hide trigger exists. Hidden unless: #28 Question "Did you file a police report about the misuse of your personal information?" is one of the following answers ("Yes")

29) How satisfied were you with the response of the police when you reported the misuse of your personal information?*

- Very satisfied
- Somewhat satisfied
- Neither satisfied nor dissatisfied
- Somewhat dissatisfied
- Very dissatisfied

Logic: Hidden unless: #29 Question "How satisfied were you with the response of the police when you reported the misuse of your personal information?" is one of the following answers ("Somewhat dissatisfied", "Very dissatisfied")

30) Why were you dissatisfied with the response of the police? Mark all that apply!*

- Police did not or could not do anything
- Police did not see it as a crime
- Police said the crime did not fall in their jurisdiction
- Police gave me no information on what I should do about the crime
- Police never got back in contact with me
- I did not feel my concerns/complaints were taken seriously
- Police was unable to catch the offender
- Other: _____ *

Logic: Hidden unless: #28 Question "Did you file a police report about the misuse of your personal information?" is one of the following answers ("No")

31) We would like to learn more about why people who experience identity theft do not report it to law enforcement. Why did you decide not to contact the police?*

- I did not know that I could report it
- The involved company, e.g. bank or Internet service provider, reported it
- I did not think police would do anything
- The person responsible was a friend or family member
- I was afraid to report it
- It was not a big issue for me, I did not want to take the time
- Other: _____ *

Impact of identity theft

The misuse of personal information affects people in different ways. Next, we would like to ask you some questions about how misuse or attempted misuse of your personal information may have affected you.

32) As a result of the misuse of your personal information, have you...*

	Yes	No
Had debt collectors or collections departments contact you?	<input type="checkbox"/>	<input type="checkbox"/>
Had utilities cut off or been denied new service?	<input type="checkbox"/>	<input type="checkbox"/>
Had legal problems, such as having a lawsuit filed against you?	<input type="checkbox"/>	<input type="checkbox"/>
Were subject of an arrest or criminal proceedings?	<input type="checkbox"/>	<input type="checkbox"/>
Had significant problems with family members or friends?	<input type="checkbox"/>	<input type="checkbox"/>
Had significant problems with your job or schoolwork?	<input type="checkbox"/>	<input type="checkbox"/>
Been turned down for a job or lost a job?	<input type="checkbox"/>	<input type="checkbox"/>

Financial impact

33) Was the thief able to obtain any financial benefits, in the form of money, goods or services or anything else, from the misuse of your personal information?*

- Yes
- No
- I do not know

Logic: Hidden unless: #33 Question "Was the thief able to obtain any financial benefits, in the form of money, goods or services or anything else, from the misuse of your personal information?" is one of the following answers ("Yes")

34) What is the approximate total euro value that the thief was able to obtain? Include the value of goods, services, credit, loans, cash, and anything else the person may have obtained. The answer must be numeric and greater than zero. Please leave the following answer box empty if you are unable to estimate the monetary value.

_____ euros

Logic: Show/hide trigger exists.

35) Have you been successful in clearing up all of the financial and credit problems associated with the misuse of your personal information?*

Yes

No

Logic: Hidden unless: #35 Question "Have you been successful in clearing up all of the financial and credit problems associated with the misuse of your personal information?" is one of the following answers ("Yes")

36) How long did it take you to clear up all of the financial and credit problems associated with the misuse after you discovered it?*

One day or less (1-24 hours)

More than a day, but less than a week (25 hours-6 days)

At least a week, but less than one month (7-30 days)

Between one and three months

Between three and six months

Six months to less than one year

One year or more

Change of behaviour

Page exit logic: Page LogicIF: (#37 Question "As a direct result of the misuse or attempted misuse of your personal information, in what ways has your behaviour changed? Select all that apply!" is one of the following answers ("My behaviour has not changed in any way") AND #37 Question "As a direct result of the misuse or attempted misuse of your personal information, in what ways has your behaviour changed? Select all that apply!" is one of the following answers ("I changed my passport or identity card", "I changed my banking details / credit cards", "I changed my telephone number(s)", "I changed my place of residence", "I change my password(s) or PIN code(s) more frequently", "I use better passwords that are more difficult to guess", "I use better security software for my computer", "I use better security software for my mobile telephone", "I limit the access to the information I publish on social media, e.g. Facebook", "I lock my mailbox", "I shred personal documents before disposing of them", "I review my financial statements more carefully", "I check my credit report regularly", "I am more careful about sharing my personal information", "Other, please specify!")) **THEN:** Jump to [page 13 - Change of behaviour](#)

37) As a direct result of the misuse or attempted misuse of your personal information, in what ways has your behaviour changed? Select all that apply!*

- My behaviour has not changed in any way
- I changed my passport or identity card
- I changed my banking details / credit cards
- I changed my telephone number(s)
- I changed my place of residence
- I use two-step verification to protect my internet accounts
- I use better passwords that are more difficult to guess
- I use better security software for my computer
- I use better security software for my mobile telephone
- I limit the access to the information I publish on social media, e.g. Facebook
- I lock my mailbox
- I shred personal documents before disposing of them
- I review my financial statements more carefully
- I check my credit report regularly
- I am more careful about sharing my personal information
- Other, please specify!: _____*

Technology scenarios: establishment of identity

Thank you for sharing the above background information with us!

In the following, we would like to gather your views about the various means for providing secure means of identification and fighting identity theft. Please note that this study includes hypothetical elements. The scenarios described do not imply that the European institutions or governments are officially considering adopting identity documents or data in such ways.

Please tell us if you agree or disagree with the following statements.

38) I find it acceptable that my government collects and analyses the following types of information in order to provide secure means of identification, including identity documents and electronic identity solutions:*

	Strongly agree	Agree	Undecided	Disagree	Strongly disagree
My personal identity code	()	()	()	()	()
My fingerprint images	()	()	()	()	()
My eye iris image	()	()	()	()	()
My DNA data	()	()	()	()	()
My home address	()	()	()	()	()

Geographic location of my mobile phone	()	()	()	()	()
Photos of me that I have provided earlier to the authorities when applying for identity documents	()	()	()	()	()
Photos of me that I have published on the Internet, e.g., on Facebook or LinkedIn	()	()	()	()	()

39) I find it acceptable that my government keeps the following data from all passports and identity cards it has issued in a unified national registry.*

	Strongly agree	Agree	Undecided	Disagree	Strongly disagree
Names of individuals	()	()	()	()	()
Personal (identity) codes	()	()	()	()	()
Photos used in identity documents	()	()	()	()	()
Fingerprint images	()	()	()	()	()

Technology scenarios: perceptions

In the following, we present a number of hypothetical situations you might have already encountered or may potentially find yourself facing at some point in future. Please tell us if you agree or disagree with the following statements.

40) I believe that modern passports and electronic identity cards that include photos and fingerprints of document holders improve the:*

	Strongly agree	Agree	Undecided	Disagree	Strongly disagree
accuracy of identity checks	()	()	()	()	()
convenience of identity checks	()	()	()	()	()
protection from identity theft	()	()	()	()	()

41) I believe that the modern passports and electronic identity cards that include photos and fingerprints of document holders increase the risk of:*

	Strongly agree	Agree	Undecided	Disagree	Strongly disagree
use of my photos and fingerprint images for the purposes that are unknown to me	()	()	()	()	()
hidden surveillance or collection of my personal data	()	()	()	()	()
intervention into my freedom of speech, religion, press, assembly, or the right to petition the government	()	()	()	()	()
unequal treatment or discrimination of specific persons or societal groups	()	()	()	()	()
data forgery or taking control of someone else's identity	()	()	()	()	()

Technology scenarios: issuance and renewal of identity documents

In the following, we present a number of hypothetical situations you might have already encountered or may potentially find yourself facing at some point in future. Please tell us if you agree or disagree with the following statements.

42) When applying for government issued identity document, I could be ready to provide my photo:*

	Strongly agree	Agree	Undecided	Disagree	Strongly disagree
printed on paper	()	()	()	()	()
by having a professional photographer to take my picture and send it	()	()	()	()	()

securely to government					
as digital image made with a digital camera	()	()	()	()	()
as digital image made with a secure smartphone app that protects my identity from misuse	()	()	()	()	()
by having a civil servant take my picture at an official location	()	()	()	()	()
by having an automated device take my picture at an official location	()	()	()	()	()

Logic: Hidden unless: Question "printed on paper" is one of the following answers ("Strongly agree", "Agree")

43) I would want to provide a printed photo for the following reasons:*

	Strongly agree	Agree	Undecided	Disagree	Strongly disagree
printed photos are more convenient for me to handle than digital files	()	()	()	()	()
I can choose the best picture of myself	()	()	()	()	()
I believe that printed photos are more tamper proof than digital files	()	()	()	()	()
the application process would be more convenient	()	()	()	()	()

Technology scenarios: processing of identity information

Issuing a secure identity document involves ensuring that provided information (name, personal identity code, etc.) belongs to the person who is applying for document. Therefore, officials may want to compare the facial image of the applicant with earlier photo(s) of the same person from their older identity document(s).

In the following, we present a number of hypothetical situations you might have already encountered or may potentially find yourself facing at some point in future. Please tell us if you agree or disagree with the following statements.

44) I find it acceptable that the photo I submit for the renewal of my passport or identity card is compared with the photo in my previous identity document by the following:*

	Strongly agree	Agree	Undecided	Disagree	Strongly disagree
manually, by civil servants	()	()	()	()	()
automatically, by artificial intelligence	()	()	()	()	()

45) I find it important that in processing of my identity document photos and fingerprints by the government:*

	Strongly agree	Agree	Undecided	Disagree	Strongly disagree
there is human oversight of automated decisions made by artificial intelligence	()	()	()	()	()
there is automated oversight of human-made decisions	()	()	()	()	()

Technology scenarios: identity checks

Some countries consider the introduction of novel digital identity wallets. You can think of it as a secure smartphone app that you could use instead of your driver's license, identity card or passport to prove your identity. Such digital identity wallets would include document holder's facial image, biographical data, and would be protected with digital security features.

In the following, we present a number of hypothetical situations you might have already encountered or may potentially find yourself facing at some point in future. Please tell us if you agree or disagree with the following statements.

46) I am interested in using a digital identity wallet, that...*

	Strongly agree	Agree	Undecided	Disagree	Strongly disagree
I can use for proving that I have a valid driver's license	()	()	()	()	()
I can use instead of tickets or boarding pass for going through airport boarding gates	()	()	()	()	()
I can use instead of passport as a universal travel document	()	()	()	()	()
I can use to prove that I am in good health without revealing my full identity	()	()	()	()	()
I can use to allow a healthcare provider to access my medical history	()	()	()	()	()
I can use to prove my educational or professional qualifications	()	()	()	()	()
I can use instead of my credit card to authorise payments	()	()	()	()	()
I can use to authenticate myself for secure internet services, e.g., e-government or online bank services	()	()	()	()	()
I can use to sign documents electronically in a legally binding manner	()	()	()	()	()

Comments:

Technology scenarios: government data sharing

In the following, we present a number of hypothetical situations you might have already encountered or may potentially find yourself facing at some point in future. Please tell us if you agree or disagree with the following statements.

47) I find it acceptable that my government would do the following to facilitate an official investigation...*

	Strongly agree	Agree	Undecided	Disagree	Strongly disagree
share my identity document data between relevant government agencies in my country	()	()	()	()	()
share my identity document data with the governments of the European Union member states	()	()	()	()	()
obtain the identity document data of foreigners from their home countries	()	()	()	()	()

48) I find it acceptable that my government would share my identity document data with private entities, such as:*

	Strongly agree	Agree	Undecided	Disagree	Strongly disagree
banks or credit card companies	()	()	()	()	()
providers of electronic identity solutions, such as electronic identity wallets	()	()	()	()	()
notaries, who make major transactions, such as sale of real estate, more secure	()	()	()	()	()

Profile

Please tell us a little about yourself.

49) What is your educational level?*

- Primary education (elementary school)
- Secondary education (high school)
- Vocational education (trade school)
- College or university degree (such as bachelor's, master's or doctoral degree)

50) What describes your labour market status the best?*

- In school
- Working full time
- Working part time
- With a job, but temporarily not at work
- Unemployed, looking for work
- Keeping house
- Non-working retired

Logic: Hidden unless: #50 Question "What describes your labour market status the best?" is one of the following answers ("Working full time", "Working part time", "With a job, but temporarily not at work")

51) What is your occupation?*

Group

- 1. Manager
- 1. Manager
- 1. Manager
- 1. Manager
- 2. Professional
- 2. Professional
- 2. Professional
- 2. Professional
- 2. Professional
- 2. Professional
- 3. Technician or associate professional
- 3. Technician or associate professional
- 3. Technician or associate professional
- 3. Technician or associate professional
- 3. Technician or associate professional
- 3. Technician or associate professional
- 4. Clerical support worker
- 4. Clerical support worker

Sub-group

- 1.1. Chief executive, senior official or legislator
- 1.2. Administrative or commercial manager
- 1.3. Production or specialized services manager
- 1.4. Hospitality, retail or other services manager
- 2.1. Science and engineering professional
- 2.2. Health professional
- 2.3. Teaching professional
- 2.4. Business and administration professional
- 2.5. Information and communication technology professional
- 2.6. Legal, social or cultural professional
- 3.1. Science and engineering associate professional
- 3.2. Health associate professional
- 3.3. Business administration associate professional
- 3.4. Legal, social, cultural or related associate professional
- 3.5. Information and communication technician
- 4.1. General or keyboard clerk
- 4.2. Customer services clerk

- | | |
|---|--|
| 4. Clerical support worker | 4.3. Numerical or material recording clerk |
| 4. Clerical support worker | 4.4. Other clerical support worker |
| 5. Services or sales worker | 5.1. Personal services worker |
| 5. Services or sales worker | 5.2. Sales worker |
| 5. Services or sales worker | 5.3. Personal care worker |
| 5. Services or sales worker | 5.4. Protective services worker |
| 6. Skilled agricultural, forestry or fishery worker | 6.1. Skilled agricultural worker |
| 6. Skilled agricultural, forestry or fishery worker | 6.2. Skilled forestry, fishery or hunting worker |
| 7. Craft or related trade worker | 7.1. Building worker (excluding electricians) |
| 7. Craft or related trade worker | 7.2. Metal or machinery worker |
| 7. Craft or related trade worker | 7.3. Handicraft or printing worker |
| 7. Craft or related trade worker | 7.4. Electrician or electronics worker |
| 7. Craft or related trade worker | 7.5. Food processing, woodworking, garment or other worker |
| 8. Plant or machine operators or assembler | 8.1. Plant or machine operator |
| 8. Plant or machine operators or assembler | 8.2. Assembler |
| 9. Elementary worker | 9.1. Cleaner or helper |
| 9. Elementary worker | 9.2. Agricultural, forestry or fishery worker |
| 9. Elementary worker | 9.3. Mining, construction, manufacturing or transport worker |
| 9. Elementary worker | 9.4. Wood preparation assistant |
| 9. Elementary worker | 9.5. Street sales or services worker |
| 9. Elementary worker | 9.6. Other elementary worker |
| 10. Armed forces | 10.1. Armed forces officer |
| 10. Armed forces | 10.2. Other armed forces rank |

Thank You!

Thank you for taking our survey. Your response is very important to us.