HELLENIC REPUBLIC

HELLENIC STATISTICAL AUTHORITY

Piraeus, 10 December 2025

SURVEY ON THE USE OF INFORMATION AND COMMUNICATION TECHNOLOGIES IN HOUSEHOLDS AND BY INDIVIDUALS: 2025

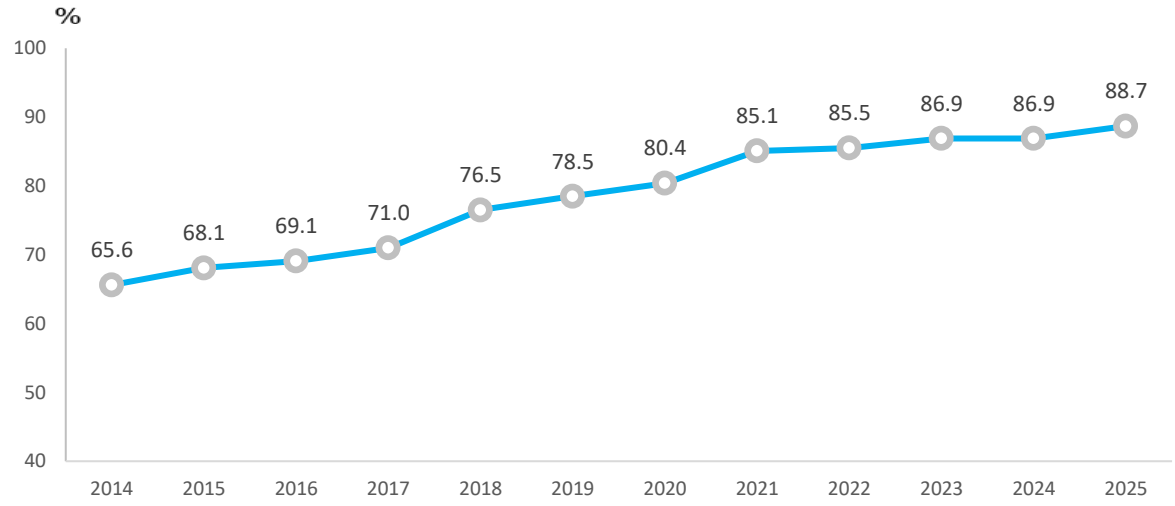
The Hellenic Statistical Authority (ELSTAT) announces data on the use of Information and Communication Technologies (ICT) by households and their members. The data is derived from the sample survey on the Use of Information and Communication Technologies in Households and by Individuals for the year 2025.

The survey was conducted on 3,440 private households and equal number of members throughout Greece, with the only prerequisite that there was, at least, one member aged 16-74 in each household.

INTERNET CONNECTION AT HOME

According to the survey results, 88.7% of households have access to the internet from home (Graph 1, Annex - Table 1). Compared to 2014, this represents an increase of 23.1 percentage points in internet access at home.

Graph 1. Internet access at home, 2014 – 2025



Information on methodological issues:

Population, Employment and Cost of Living Statistics Division
Households' Special Statistics Unit
G. Ntouros - M. Pappa - A. Michail
Tel.: +30 213 1352174, 2932, 2904
E-mail: g.ntouros@statistics.gr, m.pappa@statistics.gr, a.michail@statistics.gr

Information for data supply:

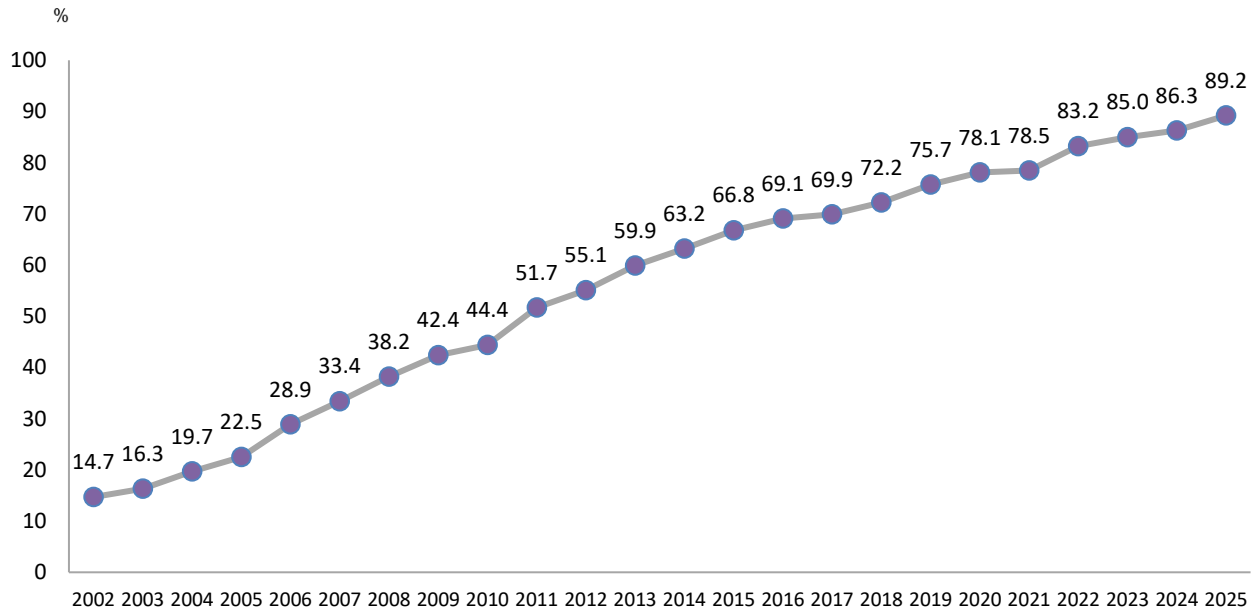
Tel.: +30 213 135 2022, 2308, 2310
E-mail: data.dissem@statistics.gr

USE OF THE INTERNET

- 89.2% of persons aged 16-74 who used the internet in the first quarter of 2025 recorded an increase of 2.9 percentage points compared to 2024 and 22.4 percentage points compared to 2015.

Graph 2 shows the share of the population aged 16-74 using the internet for the period from 2002 (when the survey was first conducted) up to 2025 (Annex - Table 1).

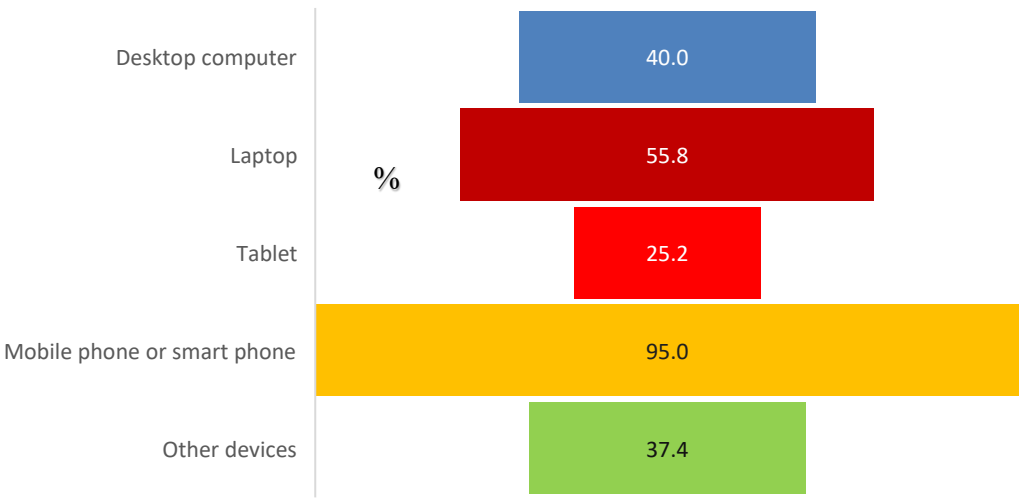
Graph 2. Internet access. Percentage distribution of population aged 16-74, 1st quarter: 2002 – 2025



According to the survey data, daily or almost daily use of the internet is recorded for 97.8% of those who used the internet in the first quarter of 2025.

95.0% of persons aged 16-74 who used the internet during the first quarter of 2025 used their mobile phone and 55.8% used a laptop (Graph 3).

Graph 3. Internet access devices, 1st quarter 2025



INTERNET ACTIVITIES

Regarding the reasons for using the internet, the main activities are: Making phone calls or video calls via the internet (Skype, Messenger, Viber, Facetime, WhatsApp, Snapchat, Zoom, MS Teams, Webex) and reading news online on websites, newspapers, magazines (92.8% and 89.6%, respectively). The percentages concern 9 out of 10 persons aged 16 - 74 who used the internet in the first quarter of 2025. These activities are presented in detail in the Appendix - Table 2.

The activities that recorded the largest increase in the last year (comparison of the first quarter of 2024 with the first quarter of 2025) are making banking transactions via a website or application (including mobile banking) (+7.9 percentage points), making phone calls or video calls via the internet (Skype, Messenger, Viber, Facetime, WhatsApp, Snapchat, Zoom, MS Teams, Webex) (+7.1 percentage points), sending or receiving electronic messages (+5.9 percentage points) and exchanging messages using applications such as Skype, Messenger, Viber, WhatsApp, Snapchat (+4.8 percentage points).

ARTIFICIAL INTELLIGENCE

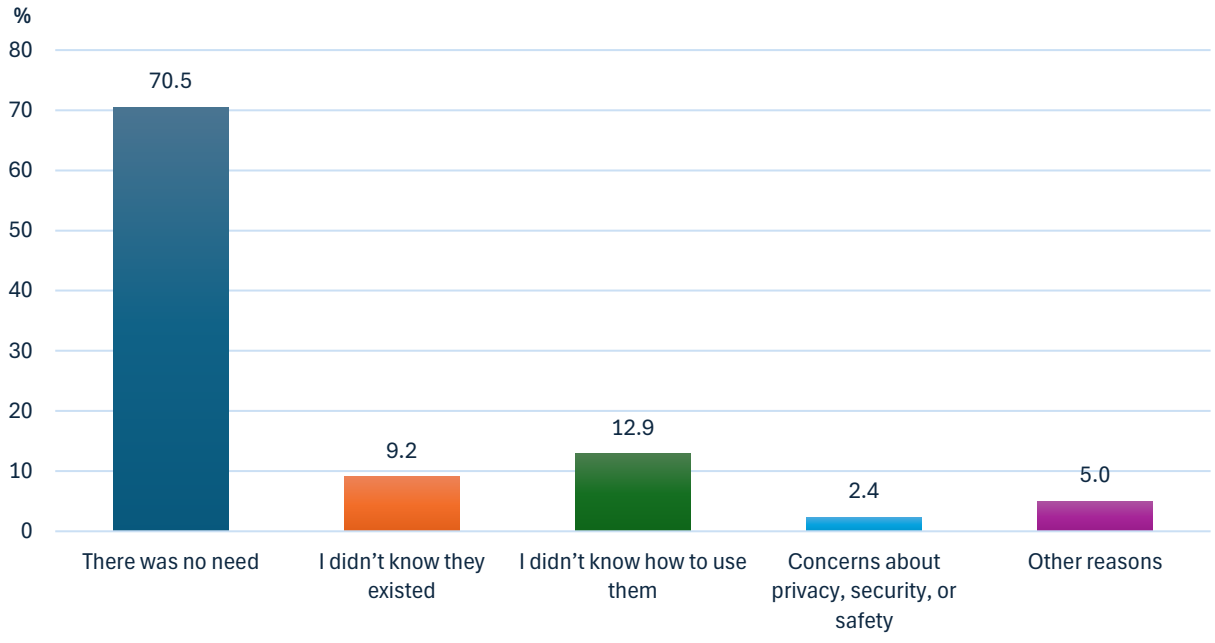
Artificial intelligence (AI) is regarded as one of the modern technologies that increasingly influences daily life and the way digital services are used, as it develops systems capable of performing tasks that typically require human reasoning, such as learning, analysis, and decision-making.

49.5% of persons aged 16-74, approximately 1 in 2, used some Artificial Intelligence (AI) tools, e.g. ChatGPT, Copilot, Gemini, LLaMA, Midjourney, DALL-E, to create content, such as text, images, programming code or video.

92.8% of persons who used some AI tools did so for private purposes, 36.5% for professional reasons and 25.4% for reasons related to formal education (e.g. school or university).

Out of the individuals (50.5%) who did not use any AI tools, 70.5% reported that there was no need, while 9.2% were not aware of their existence and 12.9% did not know how to use them (Graph 4).

Graph 4. Main reason for not using generative AI tools, 1st quarter 2025



E-LEARNING

The aim of this section is to measure the use of the internet for learning purposes, both for the purpose of pursuing education or finding a job, and for private purposes. In previous surveys, the question about e-learning was part of the section on internet activities for private purposes. In the current survey, e-learning is examined as a separate section, as it has gained particular importance during the COVID-19 pandemic, with an additional question regarding the reason for choosing this type of education.

30.1% of population aged 16-74, approximately 1 in 3, who used the internet in the first quarter of 2025 attended some e-learning activities (online seminar or course, using online educational material, audiovisual material, software, electronic textbooks, applications) in addition to the material related to following a full online educational program or communicating with teachers or other learners attending the program through audiovisual tools, such as Webex, Zoom, MS Teams, Google Classroom, Google Meet, Panhellenic School Network - e-class, e-me platform, Digital Citizens Academy, etc. for educational, professional or personal reasons (26.2% in 2024) (Annex - Table 3).

Among the above group, 81.8% attended an online seminar or course, 57.2% used online learning material, and 52.9% communicated with educators or other learners participating in the program via audiovisual tools.

E-GOVERNMENT

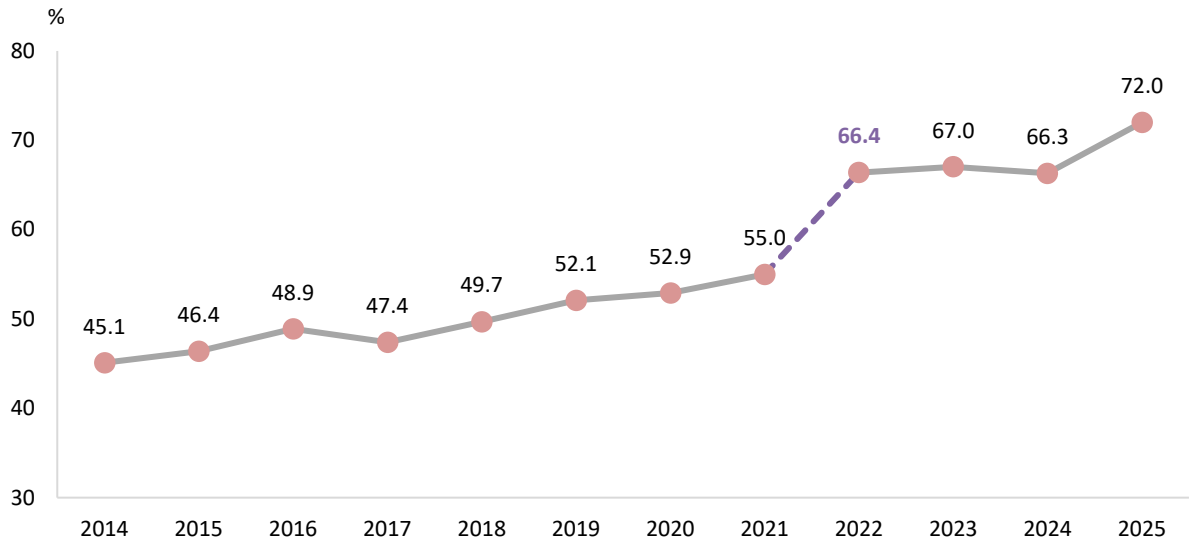
e-Government is generally defined as the introduction of Information and Communication Technologies (ICT), especially the Internet, into public administration, and particularly the new administrative practices introduced by these technologies.

Citizens' contact and interaction with public services and authorities involves using websites or web applications to obtain information, exercise rights or fulfill obligations in various areas such as family, health and welfare, education, property and taxation, work and insurance, business activity, military service, agriculture and livestock, etc.

The survey collected information on the actions carried out electronically by citizens in the context of transactions with public services and authorities. It includes transactions with public services, both at national and regional level. The main indicators that emerge are listed below:

- In the total Country population of the persons aged 16 to 74 years, approximately 7 out of 10 (72.0%) used e-government services, during the period April 2024 – March 2025, for private purposes (66.3% during the corresponding period of April 2023 – March 2024) (Annex - Table 1). It should be noted that, for the calculation of this indicator, until 2021, services and actions done in the framework of e-government, had not been collected analytically. Graph 5 presents the relevant percentages for the years 2014 – 2025.

Graph 5. E-Government, 2014 - 2025



- Approximately 2 out of 3 (66.9%) received official documents in their personal account (tax payment, copy of criminal record, notarial deeds and certificates from municipalities/communities, vaccination certificate, rapid test result, notification and reminder for vaccination appointment, prescription referral, results of state exams, etc.) through a website or application of a public service or authority.

  As personal account is considered a personal email, the digital citizen mailbox at my.gov.gr or at the Independent Public Revenue Authority ("my AADE"), the mobile phone via SMS received, but also mobile applications such as "myhealth" app.

- Approximately 5 in 10 (50.4%) made an appointment with a public service through a website or application, for private purposes (46.0% in 2024). Most common examples are appointments with KEP (Citizens' Service Centers, EFKA (National Social Security Entity), DYPA (Public Employment Office), AADE (Independent Authority for Public Revenue), with an NHS doctor in a Primary Health Care Unit - including the appointments for vaccination against Covid-19.

- 17.0% of the population aged 16 - 74, who used the internet during the period April 2024 - March 2025, submitted or amended their tax declaration online themselves (16.8% in 2024).

The following key indicator results from the percentage of the population that submits online requests via websites or applications of public services and authorities. The examples have been selected in a way that reflects the most frequently used services, services which, in a "mature" level of e-government, are available online, rather than requiring citizens to go to public service premises.

- 6 out of 10 (59.1%) aged 16 - 74, who used the internet during the period April 2024 - March 2025, submitted an online application for an official document, certificate, benefit (including market pass, power pass, fuel pass, etc.) or filed a complaint / objection.

  Specifically, in the population aged 16 - 74, having accessed the internet during the period April 2024 - March 2025 and submitted an online application for an official document:

  - 48.8% requested official documents or certificates (e.g. birth, marriage, legal partnership certificate, permanent residence, divorce, death certificate, criminal record extract, driver's license renewal, copy of car registration license, declaration of loss of identity, etc.),
  - 41.8% requested benefits (housing allowance, heating, unemployment, child, student housing benefit, elderly, birth, etc.), entitlement for pension, etc. and,

- 4.8% made other requests or complaints / objections (e.g. complaints to the Ombudsman, the Cybercrime Unit, a theft report to the police, a complaint on issues within the competence of the Ministry of Rural Development and Food, a complaint on a case against the State, a complaint on a breach of confidentiality of communications etc.).

- As regards the remaining population (40.9%) who did not submit an online request for an official document or certificate, benefit or did not submit a complaint/objection, 48.6% stated that they did not do so because they did not need to submit online requests, complaints, etc.

- The main reasons cited by those who needed to submit a complaint/objection etc., but did not do so, are:
  - another person (tax consultant, friend, relative) did it on their behalf (91.9%) or,
  - due to lack of skills or knowledge (14.1%).

USE OF ELECTRONIC IDENTIFICATION (eID)

The survey also recorded the use of electronic identification (eID). Electronic Identification is the process which guarantees the unambiguous identification of a person and ensures that the right service is provided to the person who is really entitled to it. Electronic identification methods were recorded, of advanced/high or basic/adequate level of assurance, used in applications of the Greek public services and authorities (such as those of gov.gr), but also in services / applications of the private sector such as for web banking.

An advanced/high or basic/adequate level of security is achieved when, in addition to the electronic identification codes known to the user, an additional one-time password (OTP) is used from a relevant certified application (app) or device (token OTP generator) or a confirmation code is sent to the mobile phone registered by the user for this reason.

The codes of CCPSDD (formerly taxisnet) are of basic/adequate level of assurance, given that the key number is obtained from the tax service in person (1st stage of identification) and then the identification codes (username / password) are used (2nd stage of identification). Examples of services for which a basic/adequate level of identification is required are the issuance of an authorization, the issuance of an affirmation, the digital certification of a document (original signature), the digital certification of a private agreement, as well as the submission of the tax declaration.

An example of an advanced/high level of assurance is the use of identification codes (username / password) and a one-time password for accessing online banking services (web banking).

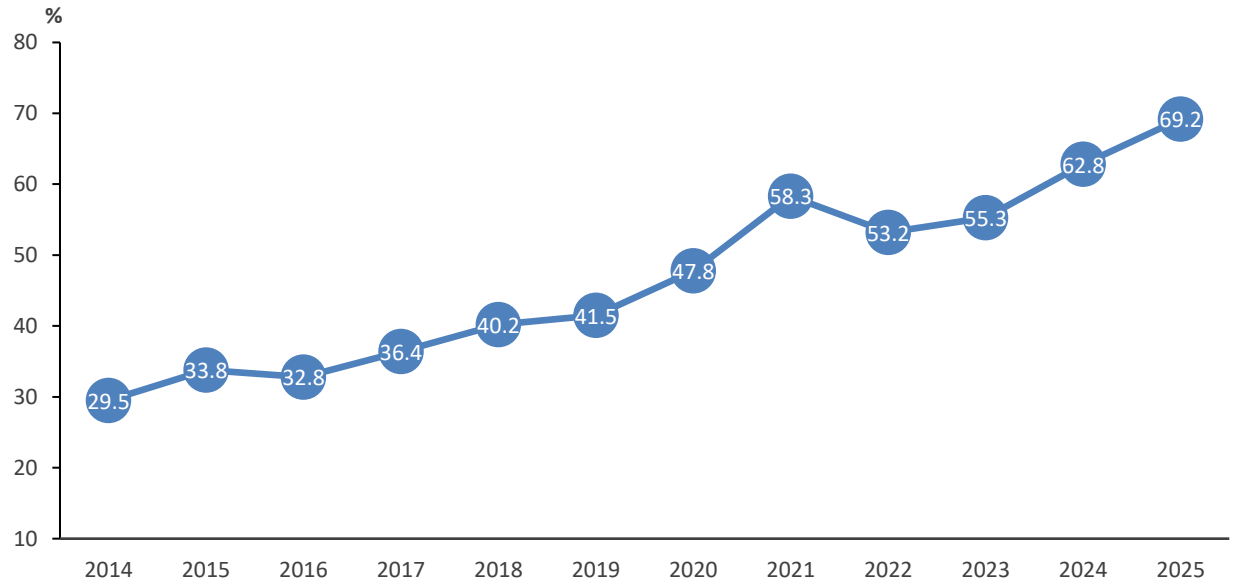
- As regards the total population aged 16 to 74 years old, 8 out of 10 (77.9%) used e-ID, of advanced/high or basic/adequate level of assurance, during the period April 2024 – March 2025, for private purposes.
  - 9 out of 10 (92.4%) used services provided by public services and authorities,
  - 3 in 10 (27.9%) used services provided by public authorities or public services of other European Countries and,
  - 7 out of 10 (71.1%) used services - such as online banking - provided by private entities.

- 4 out of 10 (42.2%) among those who did not use eID did not do so because they were not aware of its existence.

E-COMMERCE

- 69.2% of population aged 16-74, having accessed the internet even once, during the first quarter of 2025, bought or ordered goods or services over the internet for private purposes (Annex — Table 1).
- Compared with the first quarter of 2024 (62.8%) an increase of 6.4 percentage points is recorded, while it is more than double compared to 2014 (29.5%) (Graph 6).

Graph 6. E-Commerce, 1st quarter 2014 – 2025



Regarding individuals who, during the first quarter of 2025, bought or ordered, online and for personal use, services/products it is observed that (Annex - Table 4):

- 61.8% of persons aged 16-74 years, bought or ordered tickets for cultural/sporting events or entertainment (cinema, theater, concerts, etc.),
- 53.6%, transport services from public transport enterprises, e.g. regional buses (KTEL), urban transportation, taxi companies (including UBER), airlines/ shipping lines etc.,
- 40.9%, accommodation from businesses e.g. hotels or travel agencies,
- 14.9%, electronic books (e-books) or audiobooks, as digital files,
- 14.5%, games as downloads, for mobile phones, tablets, computers, or gaming consoles. This includes upgrades, avatar customizations, and virtual in-game items (excluding games played online via subscription) and,
- 12.1%, software for computers or other devices, including upgrades.

Regarding the purchase or renewal of a subscription for services/products for personal use:

- 57.0% for series or sports events, as a streaming service (from e.g. EON TV/Nova),
- 16.5% for music, as a streaming service (e.g. Spotify, Apple music, Google play music),
- 7.3% for gaming streaming services (e.g. GeForce Now, Google Stadia, PlayStation Now etc.),
- 2.1% for apps related to health or fitness and,
- 1.5% for online news sites, newspapers or online magazines

Regarding products and services purchased from private persons via a website or app:

- 28.2% purchased material goods / products (e.g. eBay, Facebook Marketplace, Shpock),
- 20.9% accommodation services (e.g. Airbnb, Homeaway, iha Holiday),
- 10.2 transportation services (e.g. Ridemind) and,
- 0.4% household services, such as cleaning, babysitting, repairs, gardening.

As regards the purchase of services for personal use, such as internet or mobile phone subscriptions, and subscriptions to utility companies (electricity, water, natural gas, etc.), the corresponding percentages are 42.1% and 21.2%, respectively.

Additionally, 8.2% of individuals purchased an insurance policy or renewed an existing one, including policies offered as part of a "package" with other services (e.g., travel insurance offered with a flight ticket), 3.5% took a loan or arranged debt settlements with banks or other financial institutions, and 1.9% bought or sold shares, bonds, units in funds, cryptocurrencies, or other financial assets

Finally, 87.5% of individuals who made purchases or orders online in the first quarter of 2025 did not encounter any problems.

Among those who did report an issue, the main problems were:

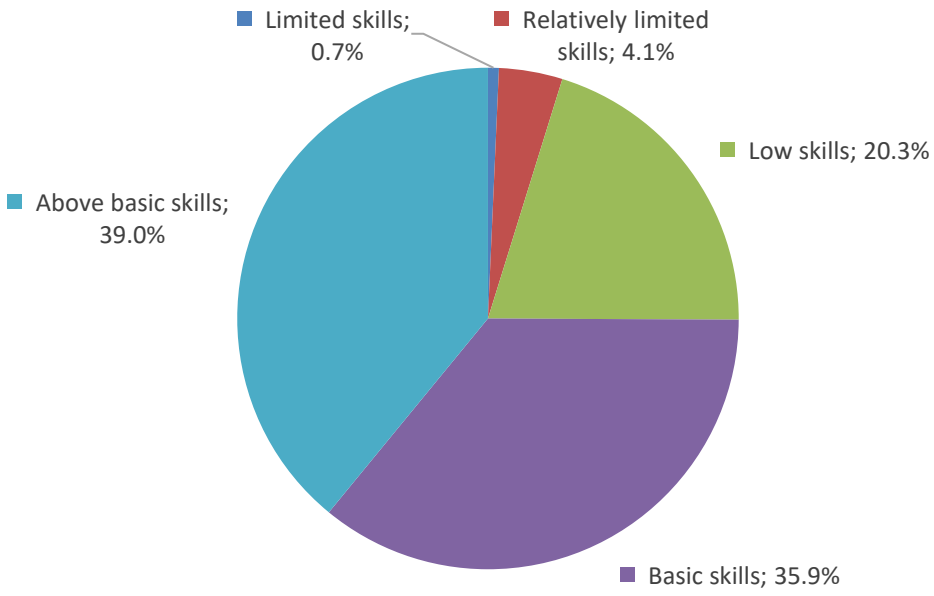
- 51.0% complained that the speed of delivery was slower than indicated,
- 26.1% received wrong or damaged goods/services and
- 20.0% faced an unsatisfactory response after complaints or requests for compensation.

DIGITAL SKILLS (e-skills)

Digital skills are defined as a combination of knowledge, skills and attitudes (behaviors) that give the user digital competence with specific results. They allow people to search for information and data, create and share digital content, and communicate, interact and collaborate within digital environments.

• More than 7 out of 10 aged 16 – 74 have at least basic digital skills (Graph 7).

Graph 7. Overall digital skills (e-skills), 1st quarter 2025



In the first quarter of the year, 36.3% of persons who used the internet encountered, and checked information, videos, photos they considered untrue or doubtful.

30.2% of them checked whether that content was true, and:

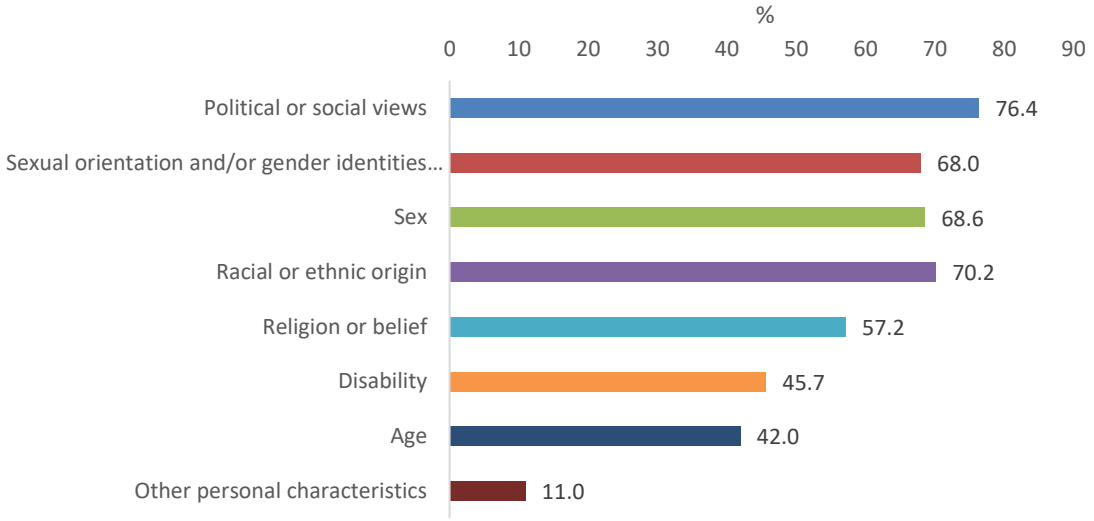
- ✓ 87.4% of them checked this information through other internet sources,
- ✓ 24.2% participated in discussions on the internet,
- ✓ and 37.9% checked it in offline sources.

Furthermore, information was collected on whether those who used the internet in the first quarter of the year encountered degrading or hostile messages and news about specific individuals or specific groups of individuals.

- 3 out of 10 (29.9%) reported encountering related messages / news on blogs, vlogs, social media, or news sites.

The reasons for the degrading information are listed in Graph 8 below.

Graph 8. Degrading online messages by reason. Percentage distribution of population having encountered degrading messages / news in blogs / vlogs / social media / news sites, 1st quarter 2025



PRIVACY AND PERSONAL DATA PROTECTION

This chapter concerns the security of personal data provided online, during various activities, for personal or work-related reasons, and the actions taken proactively to protect this data.

- 26.1% reported that they read the privacy policy before providing their personal information.
- 51.7% reported that they have limited or denied access to their geographical location.
- 36.8% chose limited access to their profile or to the content they have posted on social media or online storage spaces.
- 52.2% refused to have their personal data used for advertising purposes.
- 27.5% checked the security of the website where they had to provide their personal data (e.g. https sites, safety logo or certificate)
- 4.9% were informed by websites or search engines that store their personal data about their ability to access it in order to update or delete it.
- 43.2% have modified the parameters of their browser to prevent or limit cookies on any of their devices.
- 31.1% were very concerned about the fact that their online activities are recorded to provide them with tailored advertising.
- 16.2% used software to limit the tracking of their online activities on any device they used.

PROBLEMS IN OPENING OR DELETING AN ONLINE ACCOUNT

- 8 out of 10 (79.8%) had, at some point, opened an online account or registered for a free application or service (An online account is created to allow someone to access specific services or applications using credentials, such as on social media platforms (e.g., Facebook, Instagram), travel services (e.g., airline/shipping lines, accommodation services), cultural or sports activities, etc.)

- 1 out of 8 (12.7%) had, in the first quarter of 2025, deleted or tried to delete (or close) their online account for a free application or service.

- 1 out of 5 (20.6%) in the first quarter of 2025, encountered problems when trying to delete an online account for a free application or service (indicative problems: difficulty finding how to delete the account, time spent on technical issues, unacceptable terms for deletion or being unable to delete it.

PROBLEMS WHEN USING THE INTERNET

Of the individuals who used the internet in the first quarter of the year:

- 75.6% did not encounter any problems while using it.

Among those who did encounter a problem, the main actions they took were:

- 85.5% asked another person for help.
- 32.6% tried to fix the problem on their own.

Of the individuals who did not use the internet during the first quarter of the year but had used it at some point before that period, the main reasons reported:

- 71.2% did not need it (because the internet was not useful, not interesting, etc.).
- 38.7% considered using the internet too difficult.

ANNEX

Table 1. Survey on the Use of Information and Communication Technologies by Households and Individuals. Basic Figures, 2024 and 2025

	2024	%	2025	%
TOTAL COUNTRY POPULATION AGED 16-74 YEARS	**7,465,208**	100.0	**7,498,760**	100.0
Population aged 16-74 having accessed the internet during the 1st quarter of the years	6,441,874	86.3	6,685,381	89.2
Population aged 16-74 having ever accessed the internet	6,637,152	88.9	6,813,253	90.9
Population aged 16-74 having used e-government services from April of the previous reporting year to March of the current reporting year	4,951,126	66.3	5,398,509	72.0
Population aged 16-74 having submitted online tax return from April of the previous reporting year to March of the current reporting year[1)]	1,087,830	16.9	1,143,435	17.1
Population aged 16-74 having bought/ordered goods or services over the internet (1st quarter of the years) [(2)]	4,044,206	62.8	4,713,067	69.2
TOTAL COUNTRY HOUSEHOLDS (with at least one household member aged 16-74 years)	3,666,159	100.0	3,771,398	100.0
Households with internet access at home	3,185,534	86.9	3,346,542	88.7

(1) % share of the population aged 16-74 years old having accessed the internet during the 1st quarter of 2025.
(2) % share of the population aged 16-74 years old having ever accessed the internet.

Table 2. Internet activities for private purposes, 1st quarter 2025

INTERNET ACTIVITIES BY TOPIC	Share % of population aged 16-74
Communication	***98.5***
Sending / receiving e-mails	88.4
Making calls (including video calls) over the internet, for example, via Skype, Messenger, WhatsApp, FaceTime, Viber, Snapchat, Zoom, MS Teams, WebEx	92.8
Participating in social media (creating user profile, posting messages or other contributions to Facebook, Twitter, Instagram, Snapchat, TikTok, etc,)	81.9
Using instant messaging, i,e, exchanging messages, for example, via Skype, Messenger, WhatsApp, Viber, Snapchat	87.5
Access to information	***94.9***
Finding information about goods or services	77.4
Finding information about the safety of products (information on associate risks or health hazards, composition instructions for safe usage, contact details to report safety issues)	23.9
Reading online news sites/newspapers /news magazines	89.6
Civic and political participation	**17.5**
Expressing opinions on civic or political issues via websites or in social media (e.g. Facebook, X-formerly Twitter, Instagram, YouTube)	16.0
Taking part in online consultations or voting to define civic or political issues (e.g. urban planning, signing a petition, etc.)	10.3
E Health (Seeking health-related information for diseases, diet/nutrition, injuries, wounds, improving health etc.)	***57.3***
Seeking information on physical health (such as about flu symptoms, high blood pressure pain medication surgical procedures nutrition, health promoting measures	89.2
Seeking information on mental health (such as about burnout depression, anxiety, eating disorders, reducing stress	62.4
Professional life (Looking for a job or sending a job application)	***16.2***
Other on-line services	***71.2***
Selling goods or services via a website or app (e,g, eBay, Facebook, Marketplace, Shpock)	8.4
Internet Banking (including mobile banking)	70.7

Table 3. E-Learning, 1st quarter 2025

E-Learning	Share % of population aged 16-74 years
Digital educational activities	***30.1***
Doing an online seminar or course	24.6
Using online learning material (audiovisual content, software, e-manuals, applications) beyond the material related to attending a complete online course	17.2
Communicating with educators or other learners participating in the program via audiovisual tools, such as Webex, Zoom, MS Teams, Google Classroom, Google Meet, the Hellenic School Network – e-class, e-me platform, Digital Citizens Academy, etc.	15.9

Table 4. E-purchases of goods and services, 1st quarter 2025

GOODS/SERVICES	Share % of population aged 16-74 years
Buy or order services or goods	***79.9***
Transport services from public transport enterprises, e.g. buses (KTEL), urban transportation, taxi companies (including UBER), airlines/ shipping lines etc.	53.6
Accommodation from businesses e.g. hotels or travel agencies	40.9
Tickets for cultural/sporting events or entertainment (cinema, theater, concerts, etc.)	61.8
Electronic books (e-books) or audiobooks, as digital files	14.9
Software for computers or other devices, including upgrades	12.1
Games as downloads, for mobile phones, tablets, computers, or gaming consoles. This includes upgrades, avatar customizations, and virtual in-game items (excluding games played online via subscription)	14.5
Buy or renew a subscription for services or goods	***64.8***
Music streaming service (e.g. Spotify, Apple music, Google Play music)	16.5
Films, series or sports streaming service (e.g. EON TV/Nova, Cosmote TV, Netflix, Ant1+, HBO, Amazon, Maxdome, Apple TV, Sky, Cinobo etc.)	57.0
Online news sites, newspapers or online magazines	1.5
Gaming streaming services (e.g. GeForce Now, Google Stadia, PlayStation Now etc.)	7.3
Apps related to health or fitness	2.1
Other apps (e.g. related to learning languages, travelling, weather) Free apps are excluded	2.1

Table 4 (cont.). E-purchases of goods and services, 1st quarter 2025

GOODS/SERVICES	Share % of population aged 16-74 years
Purchase of products or services from individuals for personal use	***35.6***
Physical goods (e.g. e-Bay, Facebook Marketplace, Shpock)	28.2
Transport Service (e.g. Ridemind)	10.2
Accommodation (e.g Airbnb, Homeaway, iha Holiday)	20.9
Household services like cleaning, babysitting, repair work, gardening (e.g. Facebook Marketplace)	0.4
Subscriptions services	***47.2***
Subscriptions to the internet or mobile phone connection	42.1
Subscription to utility companies for electricity, water supply, natural gas, etc.	21.1

EXPLANATORY NOTES

Survey on the Use of Information and Communication Technologies by Households and Individuals

The Survey on the Use of Information and Communication Technologies by Households and Individuals (HH ICT) is part of the European Statistical Program, in which all EU member states participate. The main purpose of this survey is to study, at European and national level, the degree of ICT uses by households. Most of the data provided is used for the benchmarking of the Information Society indicators. The survey was conducted by telephone.

The survey collects data on the access of households to selected information and communication technologies and more specifically data on internet access, transactions / communication with public authorities via the internet (e-government), e-commerce, etc.

The survey was conducted in Greece for the first time in 2002 and is fully harmonized with the corresponding surveys conducted by the other EU Member States.

The survey data are collected via telephone by means of questions answered by one only member of the household, which is randomly selected, with the only prerequisite that he/she is 16-74 years old. The data collected regards the household, in general, as well as individual information concerning the selected household member.

Legal basis

The survey is conducted in the framework of Regulation 2019/1700 of the European Parliament and of the Council establishing a common framework for European statistics on persons and households, based on data collected from individual-level samples, amending Regulation (EC) 2004 /808, and in compliance with the Implementing Regulation 2024/2182 for the statistics of the Information Society.

Reference period

For most key variables, the reference period is the first quarter of 2025 (01/01/2025 – 31/03/2025). For variables related to the use of e-government and electronic identification, the reference period is the last 12 months (April 2024 – March 2025).

Coverage

The survey covered all private households throughout Greece, irrespective of their size or socioeconomic characteristics, with the only prerequisite that at least one person aged 16 – 74 years old lives in the household.

Methodology

The Survey on the Use of Information and Communication Technologies by Households and Individuals was conducted by using the three-stage stratified sampling, with ultimate unit the individual. The sample of individuals-households was selected among the households having been surveyed in the EU-SILC of the years 2018 - 2024 that are the primary sampling units of the first stage of sampling.

The design of the stratification includes two stratification criteria:

1. Region (NUTS 2): The 13 NUTS 2 Regions of Greece including the two Major City Agglomerations for Athens and Thessaloniki.
2. Urbanization degree: In each Region, the households are allocated on the basis of the urbanization degree of the Municipal /Local Communities where they belong. Apart from the two Major City Agglomerations of Athens and Thessaloniki, the stratification by urbanization degree is as follows:

1	Municipal/Local Communities with at least 30,000 inhabitants
2	Municipal/Local Communities with 5,000 – 29,999 inhabitants
3	Municipal/Local Communities with 1,000 – 4,999 inhabitants
4	Municipal/Local Communities up to 999 inhabitants

The total size of the units of the second stage of the sample amounts to 6,301 households, among which a person aged 16 – 74 years is surveyed, selected with equal selection possibilities among the household members aged 16 – 74 years.

Internet use The module records access to the internet from any location, whether at home, at work or elsewhere. Access can be via any device that allows connection, such as desktop computers, laptops, netbooks, tablets, smart phones, game consoles, e-readers, smart TVs, smart watches, etc.

E-Government Electronic Government (eGovernment) means the communication and interaction of citizens with public services and authorities, using Information and Communication Technologies (ICT) and especially the internet. The citizen's communication with public services and authorities is recorded for the first time detailed by grouped service and action.

The index is calculated based on the following online services / actions:

- Access to personal information.
- Access to public database or registry information.
- Access to general information regarding services provided, working hours, benefits, laws, vaccination for Covid-19, testing, etc.
- "Downloading" or printing official documents or templates / forms.
- Making an appointment (with KEP, AADE, EFKA, DYPA/OAED, ESY (including the appointment for vaccination), etc.).
- Access to official documents (tax payment, copy of criminal record, notarial deeds and certificates from municipalities/communities, vaccination certificate, rapid test result, notification and reminder for vaccination appointment, prescription referral, results of state exams, etc.).
- Submitting an online tax return.
- Apply for official documents or certificates (notarial acts, birth, marriage, family status certificates, criminal record extract, etc.).
- Apply for benefits (housing, unemployment, heating, child, student, birth, etc.) or for the award of a pension.
- Submission of complaints / objections.

It is clarified that until 2021 the indicator resulted from one general question that recorded access to general information from websites of public services and authorities, "downloading" or printing of documents or templates/forms and online submission of completed forms/documents.

Electronic identification (eID) Electronic identification (eID) enables and ensures the provision of the right service to the person who is truly entitled to it. The questions focus on recording electronic identification methods, of high or basic / adequate level of assurance, used to access applications / services of Greek public services and authorities (e-gov), but also in private sector services, such as identification for electronic banking transactions.

E-Commerce E-commerce is any paid commercial transaction carried out over the internet using any device, for private purposes, purchases of products and services, both from businesses and natural persons/individuals, are included.
Purchases/orders made via e-mail and not online through a website are not included, while the method of payment or delivery can be of any type.

e-Skills Digital competence refers to the set of knowledge and skills required to use information and communication technologies (ICTs) and digital media to perform tasks, solve problems and communicate effectively at work and in daily life.

Digital skills, according to the current Eurostat classification, are categorized into five focus areas:

1. **Information and data literacy skills** - Skills to be able to articulate information needs and then to locate and retrieve the digital data. Also, to be able to judge the relevance of the source and the digital needs, to store, organize and manage digital data.
2. **Communication & collaboration skills** - Skills to interact, communicate and collaborate through digital technology.
3. **Digital content creation** - Skills to be able to create and edit digital content, improve it, and integrate information.
4. **Safety skills** - Skills to be able to protect devices used, content and personal data, in digital environments. Also, to protect physical and mental health and to be aware of the environmental impact of digital technologies.
5. **Problem solving skills** - Skills to be able to identify problems in digital environments and solve them, using digital tools, innovative or not.

Privacy and protection of personal data

Privacy and personal data protection concerns the security of personal information provided online, whether during various activities for personal reasons or work-related purposes, as well as the preventive actions taken to safeguard this data.

Great Geographical Areas (NUTS 1)

Voreia Ellada (Northern Greece): Anatoliki Makedonia, Thraki (East Macedonia and Thrace), Kentriki Makedonia (Central Macedonia), Dytiki Makedonia (West Macedonia), Ipeiros (Epirus).
Kentriki Ellada (Central Greece): Thessalia (Thessaly), Ionioi Nisoi (Ionian Islands), Dytiki Ellada (Western Greece), Sterea Ellada (Central Greece), Peloponnisos (Peloponnese).
Attiki (Attica): Attiki (Attica).
Nisia Aigaiou, Kriti (Aegean Islands and Crete): Voreio Aigaio (Northern Aegean), Notio Aigaio (Southern Aegean), Kriti (Crete).

Map of the 4 Great Geographical Regions (NUTS 1) of Greece

References

More information on the survey is available on the webpage of the Hellenic Statistical Authority, www,statistics,gr. Section: "Statistics / Industry – Commerce – Services – Transportations / Use of information and communication technologies (ICT) / Use of Information and Communication Technologies (ICT) by Households and Individuals".