HELLENIC REPUBLIC

HELLENIC STATISTICAL AUTHORITY

Piraeus, 20 November 2026

SURVEY ON THE USE OF INFORMATION AND COMMUNICATION TECHNOLOGIES IN HOUSEHOLDS AND BY INDIVIDUALS: 2026

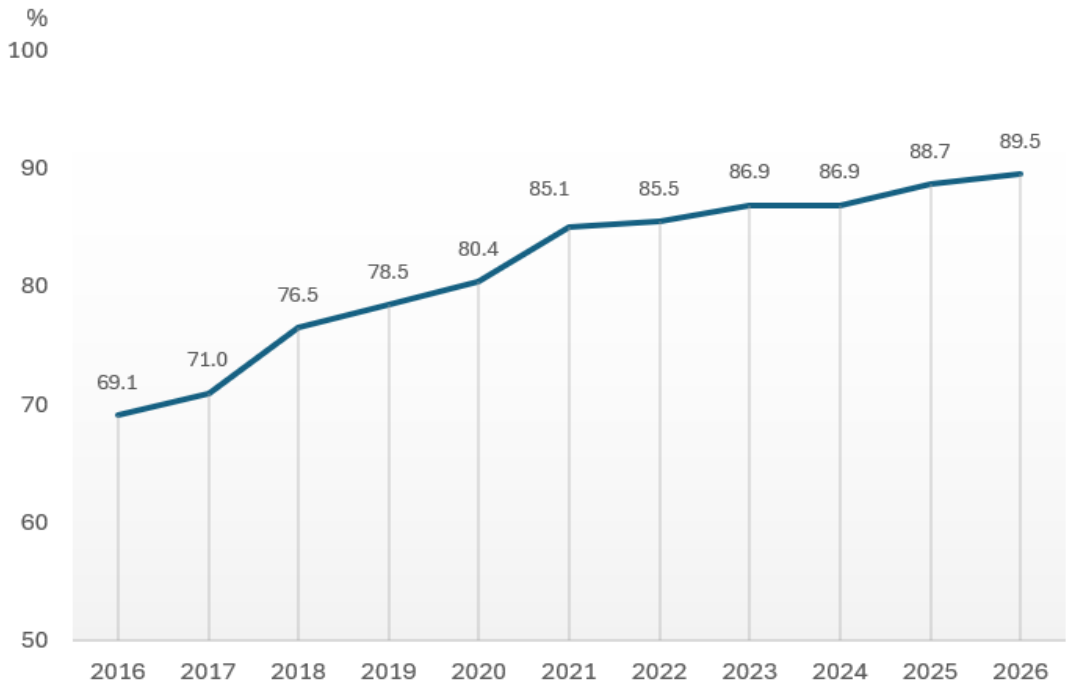
The Hellenic Statistical Authority (ELSTAT) announces data on the use of Information and Communication Technologies (ICT) by households and their members. The data is derived from the sample survey on the Use of Information and Communication Technologies in Households and by Individuals for the year 2026.

The survey was conducted on 4,323 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, 89.5% of households have access to the internet from home (Graph 1, Annex-Table 1). Compared to 2016, this represents an increase of 20.4 percentage points in internet access at home.

Graph 1. Internet access at home, 2016-2026



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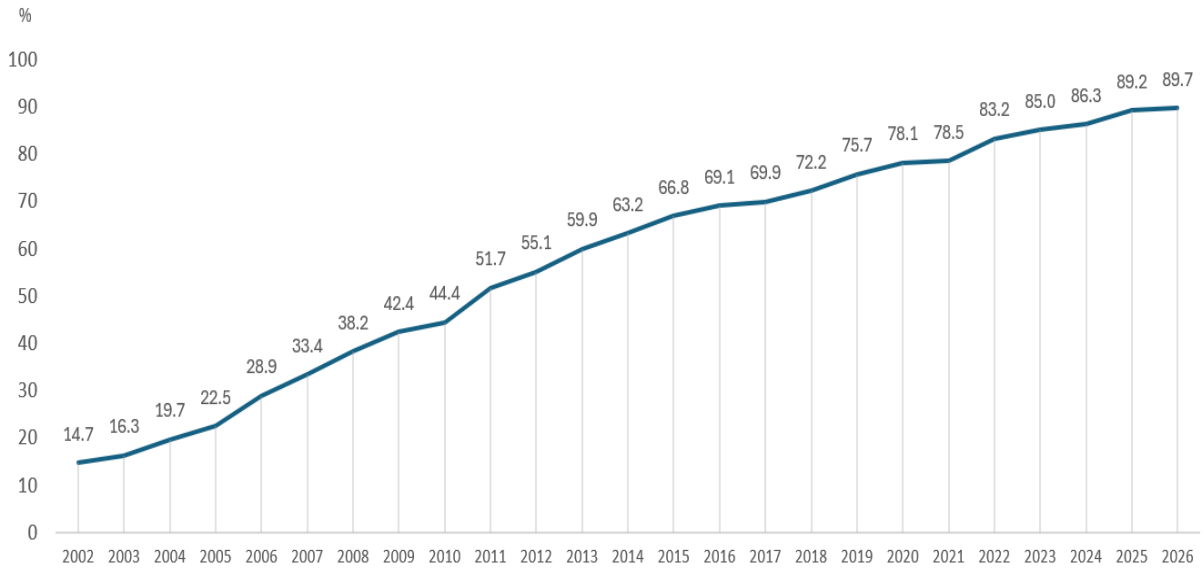
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USE OF THE INTERNET

- 89.7% of persons aged 16-74 used the internet in the first quarter of 2026, recording an increase of 0.5 percentage points compared to 2025 and 20.6 percentage points compared to 2016.

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 2026.

Graph 2. Internet access, 1st quarter 2002-2026



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 2026.

INTERNET ACTIVITIES

This section presents the main reasons for using the internet for personal purposes, covering a wide range of activities such as communication, access to information, participation in and expression of opinions on social and political issues, entertainment, health, professional life, and other online services.

The most common online activities are making calls (including video calls) over the internet (92.2%), searching for information related to physical health (89.7%), and sending or receiving e-mails (89.6%). A detailed presentation of all activities is provided in Annex-Table 2.

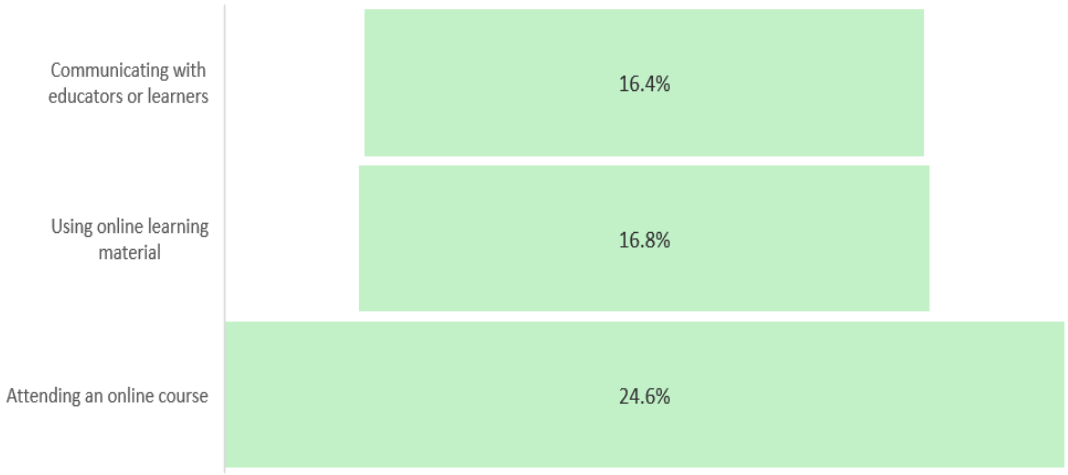
E-LEARNING

This section examines the use of the internet for learning, education, training, job searching, as well as for personal purposes.

In the field of e-learning, 24.6% of the population aged 16-74 participated in online courses or training programmes during the first quarter of 2026. In addition, 16.8% used online educational material, such as

audiovisual content, software, e-books and applications, while 16.4% communicated with educators or other learners participating in the program via audiovisual tools (Graph 3).

Graph 3. E-Learning, 1st quarter 2026



REASONS FOR NOT USING THE INTERNET

Of the individuals who did not use the internet during the first quarter of 2026 but had used it at some point before that period, the main reasons reported, were:

- 67.3% someone else carried out the required online activities,
- 54.1% considered using the internet too difficult and,
- 31.7% did not need it (because the internet was not useful, not interesting, etc.).

E-GOVERNMENT

E-government generally refers to the use of Information and Communication Technologies (ICT), particularly the internet, in public administration, as well as to the new administrative practices enabled by these technologies.

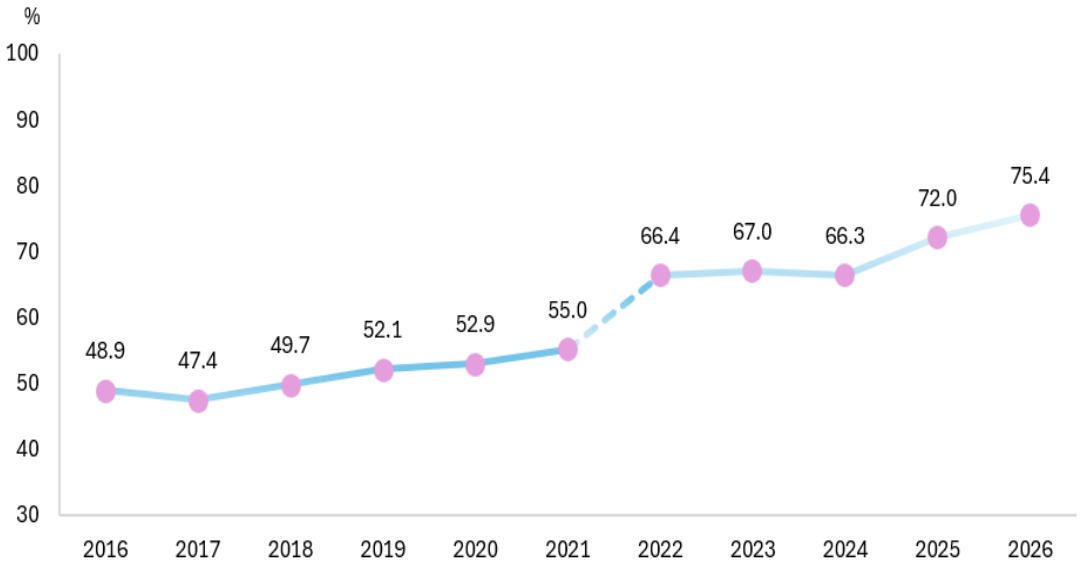
Citizens' interaction with public authorities and services includes the use of websites or web applications to obtain information, exercise rights, or fulfill obligations in areas such as family affairs, health and social welfare, education, property and taxation, employment and social insurance, business activities, military service, agriculture and livestock farming, among others.

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:

- E-government services are used by 75.4% of the population aged 16-74 during the period April 2025 to March 2026 for private purposes, 72.0% during the corresponding period April 2024 to March 2025 (Annex-Table 1). It should be noted that, up to 2021, information on e-government services and related

activities was not collected in a detailed manner for the calculation of this indicator. Graph 4 presents the corresponding percentages for the years 2016-2026.

Graph 4. E-Government, 2016-2026



- 69.7% of the population aged 16-74, 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 ("myAADE"), the mobile phone via SMS received, but also mobile applications such as "myhealth" app.

- 51.5% made an appointment with a public service through a website or application, for private purposes. 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), or an NHS doctor in a Primary Health Care Unit - including the appointments for vaccination.

- 20.0% of the population aged 16-74, who used the internet during the period April 2025-March 2026, submitted or amended their tax declaration online, themselves.

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.

- 63.2% aged 16-74, who used the internet during the period April 2025-March 2026, 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 2025-March 2026 and submitted an online application for an official document:

- 49.0% requested official documents or certificates (e.g. birth, marriage, legal partnership certificate, permanent residence certificate, divorce, death certificate, criminal record extract, driver's license renewal, copy of car registration license, declaration of loss of identity, etc.),
- 42.2% 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 (36.8%) who did not submit online applications for official documents or certificates, benefits or complaints/objections, 40.3% stated that they didn't because there was no need to do so.

The main reasons cited by those who needed to submit a complaint/objection etc., but did not do so, are:

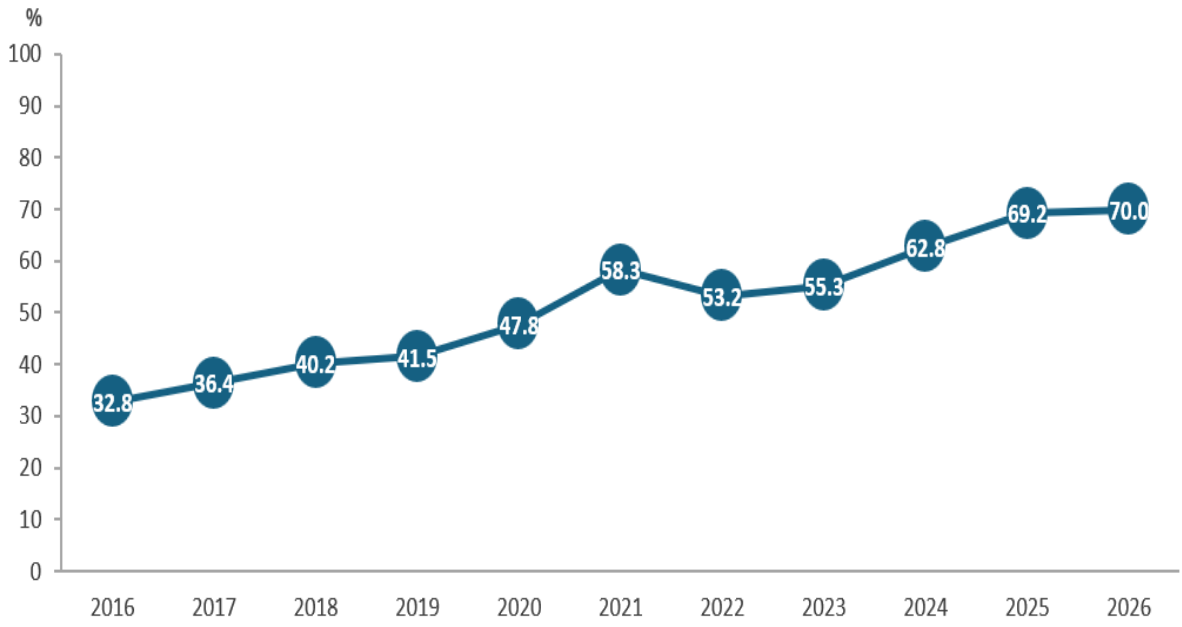
- another person (tax consultant, friend, relative) did it on their behalf (79.4%) or,
- lack of skills or knowledge (28.6%).

E-COMMERCE

70.0% of population aged 16-74, having accessed the internet even once, during the first quarter of 2026, bought or ordered goods or services over the internet for private purposes (Annex-Table 1).

Compared with the first quarter of 2025 (69.2%) an increase of 0.8 percentage points is recorded, while the share is more than double compared to 2016 (32.8%) (Graph 5).

Graph 5. E-Commerce, 1st quarter 2016-2026



ARTIFICIAL INTELLIGENCE

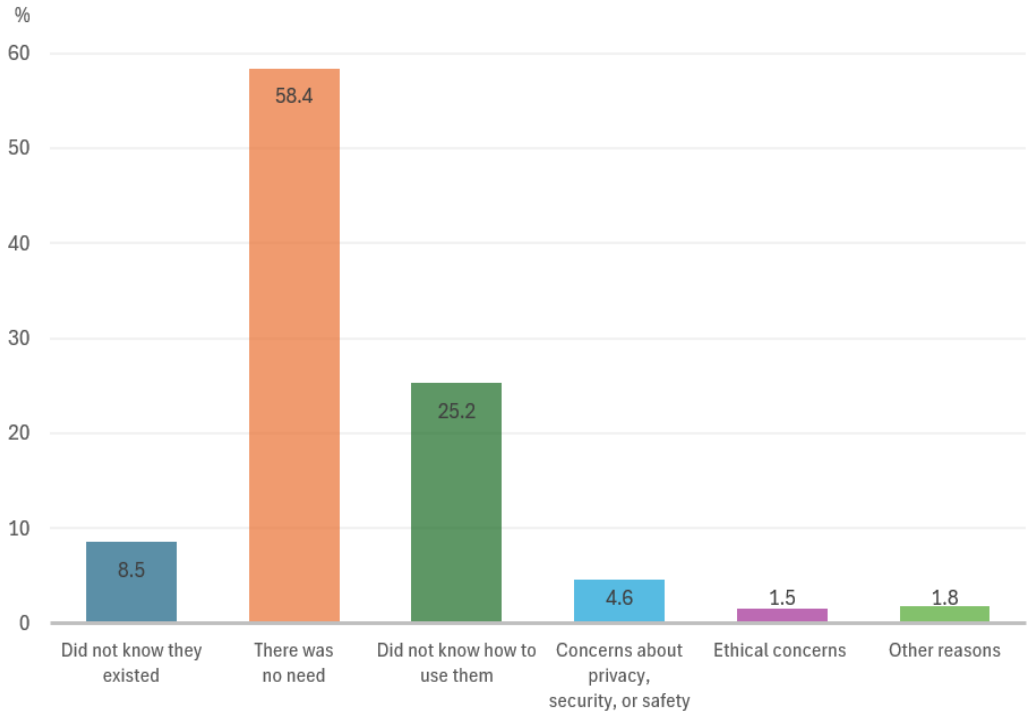
Artificial intelligence (AI) is regarded as one of the modern technologies that increasingly influences daily life and the way digital services are used, as it develops systems capable of performing tasks that typically require human reasoning, such as learning, analysis, and decision-making.

60.2% of persons aged 16-74 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.

96.9% of persons who used some AI tools did so for private purposes, 38.1% for professional reasons and 24.1% for reasons related to formal education (e.g. school or university).

Out of the individuals (39.8%) who did not use any AI tools, 58.4% reported that there was no need, while 8.5% were not aware of their existence and 25.2% did not know how to use them (Graph 6).

Graph 6. Main reason for not using generative AI tools, 1st quarter 2026

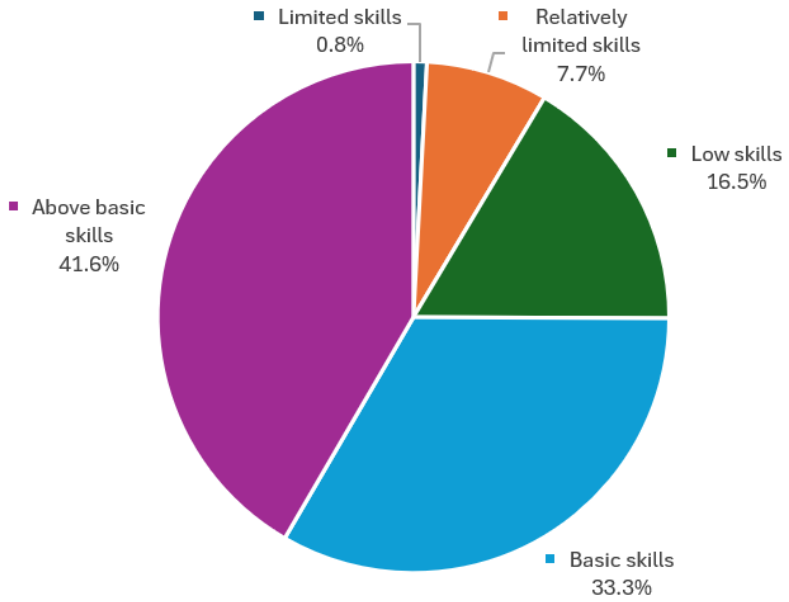


DIGITAL SKILLS (e-skills)

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.

• 74.9% of the population aged 16-74 has at least basic digital skills (Graph 7).

Graph 7. Overall digital skills (e-skills), 1st quarter 2026



Among the persons who used the internet during the first quarter of 2026:

- 48.1% encountered information, videos or photos that they considered to be untrue or doubtful and checked their accuracy.

➢ Among them, 39.9% verified whether the content was true. In doing so:

✓ 86.9% of them checked this information through other internet sources,
✓ 27.4% participated in discussions on the internet,
✓ and 40.4% checked it in offline sources.

PRIVACY AND PERSONAL DATA PROTECTION

This chapter examines the protection of personal data provided online during various activities undertaken for personal or work-related purposes, as well as the measures taken by individuals to protect their privacy and personal information.

- 31.8% read the privacy policies before providing their personal information.
- 50.7% limited or denied access to their geographical location.
- 41.9% restricted access to their profile or to the content they have posted on social media or online storage services.
- 52.0% 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)
- 10.6% were informed by websites or search engines, that store their personal data, about their right to access, update or delete those data.

- 44.2% have modified the parameters of their browser to prevent or limit cookies on any of their devices.
- 33.1% were very concerned about the fact that their online activities are recorded to provide them with tailored advertising.
- 19.5% used software to limit the tracking of their online activities on any device they used.

INTERNET OF THINGS

The term “Internet of Things” describes devices or systems connected to the internet or to each other that can be controlled remotely via a computer, smartphone or other device. Thus, information was collected regarding the use of devices and systems (air conditioners, lights, cameras, security systems, “smart” watches, cars, etc.) connected to the internet or to each other, to be able to control their use, make settings, etc. remotely - from a computer or mobile phone.

Among internet users aged 16-74, in the first quarter of 2026, 31.6% used at least one of the aforementioned technologies.

Specifically, the technologies most frequently used were:

- 19.2%: internet-connected home alarm systems, smoke detectors, security cameras, door locks or other internet-connected home security/safety solutions,
- 12.5%: internet-connected (smart) thermostats, utility meters, lights, plug-ins or other internet-connected home energy management solutions,
- 11.7%: internet-connected home appliances, such as robot vacuums, refrigerators, ovens and coffee machines, and
- 7.8%: virtual assistants in the form of smart voice assistants or applications.

The remaining 68.4% of the persons surveyed, have not used any of the above devices or systems connected to the internet, with 5.2% stating that they were unaware of their existence, however 62.8% of them report that they do not need them and 28.7% reject them due to high cost.

93.2% of those who used any of the advanced internet-connected devices or systems did not encounter any problems, while the main problem reported is the difficulty in using them (4.1%).

Other internet-connected devices and systems used include the following:

- internet-connected TV, 65.0%,
- smartwatch, fitness/health bracelet, headphones, location trackers, etc., 35.6%,
- internet-connected games console, 9.1% and,
- internet-connected devices monitoring blood pressure, blood glucose level, body weight, care robots, etc., 8.4%.

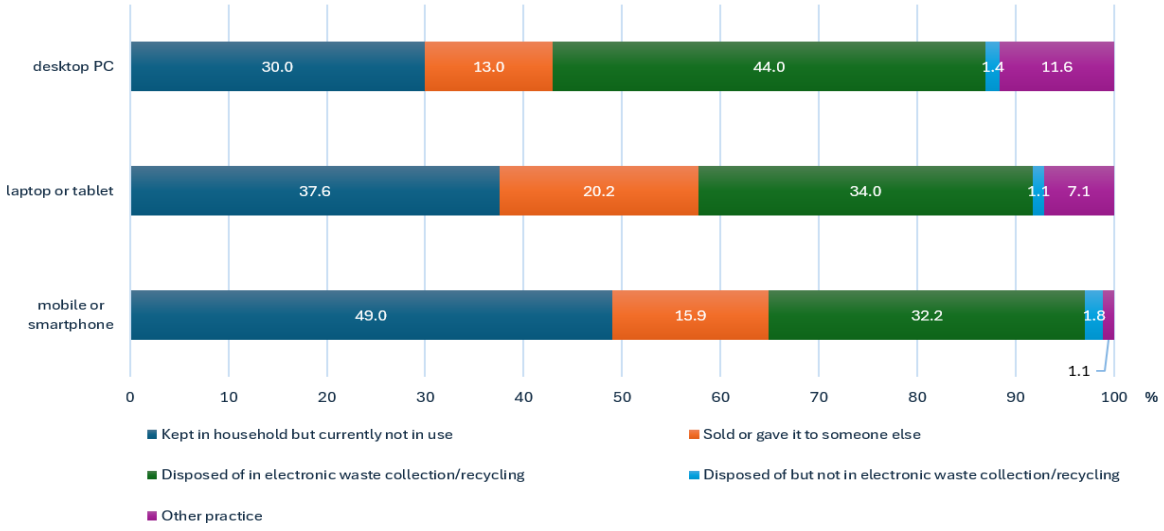
GREEN ICT

The survey also collects information regarding the adoption of "green" habits by people in everyday life. More specifically, it records the practice followed when people want to replace or put aside a device – mobile phone/smartphone, laptop or tablet, desktop computer-that is no longer in use (Graphs 8 and 9).

According to the results for the first quarter of 2026, the percentages of internet users aged 16–74 who chose to recycle their devices by disposing of them at electronic waste collection points or returning them to retail stores for recycling are as follows:

- Desktop computers: 44.0%
- Laptops or tablets: 34.0%
- Mobile phone or smartphones: 32.2%

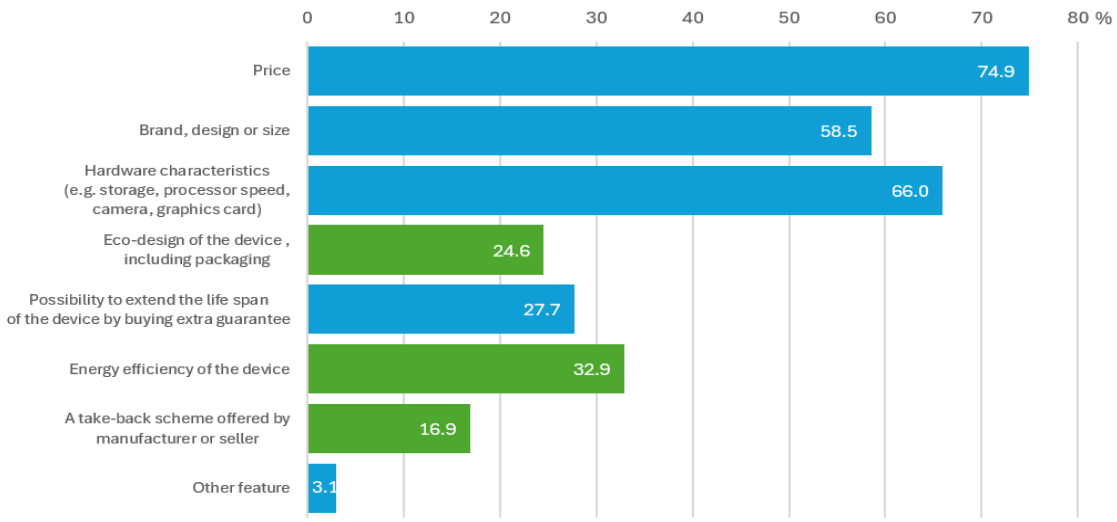
Graph 8. Green habits, 1rst quarter of 2026



Another issue related to populations' "green" habits is what someone considers important when purchasing an electronic device such as mobile or smartphone, laptop, tablet, desktop PC.

- 24.6% of the population considered the eco-design of the device to be an important factor when making their most recent purchase of a mobile phone, laptop, tablet or desktop computer, while 32.9% considered its energy efficiency important and 16.9% its recyclability.
- However, the features considered most important when purchasing a device were its price (74.9%), technical characteristics (66.0%), and brand, design or size (58.5%).

Graph 9. Most important features when purchasing mobile or smartphone, laptop, tablet and desktop PC, 1st quarter 2026



ANNEX

Table 1. Survey on the Use of Information and Communication Technologies by Households and Individuals
Basic Figures, 2025 and 2026

	2025	%	2026	%
TOTAL COUNTRY POPULATION AGED 16-74 YEARS	**7,498,760**	100.0	**7,483,802**	100.0
Population aged 16-74 having accessed the internet during the 1st quarter of the years	6,685,381	89.2	6,713,692	89.7
Population aged 16-74 having ever accessed the internet	6,813,253	90.9	6,798,171	90.8
Population aged 16-74 having used e-government services from April of the previous reporting year to March of the current reporting year	5,398,509	72.0	5,642,510	75.4
Population aged 16-74 having submitted online tax return from April of the previous reporting year to March of the current reporting year	1,143,435	17.1	1,345,978	20.0
Population aged 16-74 having bought/ordered goods or services over the internet (1st quarter of the years)[(1)]	4,713,067	69.2	4,718,373	70.0
TOTAL COUNTRY HOUSEHOLDS (with at least one household member aged 16-74 years)	3,771,398	100.0	3,767,596	100.0
Households with internet access at home	3,346,542	88.7	3,372,359	89.5

[(1)] Percentage of the population aged 16–74 who used the internet from April of the previous reporting year to March of the current reporting year

Table 2. Internet activities for private purposes, 1st quarter 2026

Reasons for using the internet by category	Percentage of the population aged 16–74
Communication	***98.8***
Sending/receiving e-mails	89.6
Making calls (including video calls) over the internet, for example, via Skype, Messenger, WhatsApp, FaceTime, Viber, Snapchat, Zoom, MS Teams, WebEx	92.2
Participating in social media (creating user profile, posting messages or other contributions to Facebook, Twitter, Instagram, Snapchat, TikTok, etc.)	82.5
Using instant messaging, i.e. exchanging messages, for example, via Skype, Messenger, WhatsApp, Viber, Snapchat	87.4
Access to information	***92.9***
Finding information about goods or services	81.2
Finding information about the safety of products (information on associated risks or health hazards, composition, instructions for safe usage, contact details to report safety issues)	28.3
Reading online news sites/ newspapers/ news magazines	88.5
Civic and political participation	**19.5**
Expressing opinions on civic or political issues on websites or in social media (e.g. Facebook, X (formerly Twitter), Instagram, YouTube)	14.9
Taking part in online consultations or voting to define civic or political issues (e.g. urban planning, signing a petition)	8.4
Use of entertainment	***87.6***
Listening to music (e.g. web radio, music streaming) or downloading music	78.7
Watching internet streamed TV programmes (live or catch-up) from TV broadcasters (e.g. ErtFlix, Mega, Alpha)	47.2
Watching commercial streaming services (e.g. Ant1+, Nova EON TV, Cosmote TV, Netflix, HBO Max, Amazon Prime Video, Apple TV, Disney +,Cinobo)	50.8
Watching video content from sharing services (e.g. YouTube, Instagram, TikTok)	67.6
Playing or downloading games	38.4
Listening to podcasts or downloading podcasts	21.4

Table 2. Internet activities for private purposes, 1st quarter 2026 (continued)

Reasons for using the internet by category	Percentage of the population aged 16–74
eHealth	***75.3***
Seeking health-related information (e.g. injuries, diseases, nutrition, improving physical or mental health, etc.)	62.7
Seeking information on physical health (such as about flu symptoms, high blood pressure pain medication surgical procedures nutrition, health promoting measures	89.7
Seeking information on mental health (such as about burnout depression, anxiety, eating disorders, reducing stress	62.6
Making an appointment online, via website or app, with a doctor (at hospital, clinic or private practice), physical therapist, mental health specialist (psychotherapist, psychologist)	35.4
Accessing your personal health records online (e.g. laboratory results, medical prescriptions) or vaccination details etc.	46.0
Using other health services via a website or app instead of having to go to the hospital or visit a doctor (e.g. by getting a prescription or a consultation online)	27.1
Professional life ***Looking for a job or sending a job application***	***12.8***
Other on-line services	***71.9***
Selling goods or services via a website or app (e.g. eBay, Facebook, Marketplace, Shpock)	8.1
Internet Banking (including mobile banking)	71.6

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 Base

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 2025/1322 for the statistics of the Information Society.

Reference Period

For most key variables, the reference period is the first quarter of 2026 (01/01/2026-31/03/2026). For variables related to the use of e-government and electronic identification, the reference period is the last 12 months (April 2025-March 2026).

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 2018-2025 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 of 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 6,800 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, NHS (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.

E-Commerce

E-commerce is any commercial transaction carried out over the internet using any device during the last 12 months.

Artificial Intelligence (AI)

Artificial Intelligence (AI) tools generate new content, such as text, images, code or videos, based on a user's prompt. Their use for personal, professional or educational purposes is examined, while the reasons for not using them are also recorded.

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.

Internet of Things (IoT)

This module includes a set of questions about the Internet of Things ('IoT'). Based on existing communication technologies like the internet, the IoT represents the next step towards digitalization where all objects and people can be interconnected through communication networks.

Green ICT

The collection of indicators on Green ICT is necessary for the policies related to the European Green Deal. For the 2026 data collection, a limited number of indicators has been proposed, aiming at investigating mainly information on the recycling habits of individuals/households for devices that are not used anymore, and information on eco-related characteristics of purchased products

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".