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French Youth: Online and Exposed

An overhead photograph showing the lower halves and legs of several young people sitting on a light-colored wooden plank floor. They are wearing various styles of jeans, trousers, and sneakers. One person on the left is using a silver laptop, and another on the right is using a tablet. The image is cropped at the top, focusing on the lower body and feet of the group.

EXECUTIVE SUMMARY APRIL 2020

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Institut Montaigne is a nonprofit, independent think tank based in Paris, France. Our mission is to craft public policy proposals aimed at shaping political debates and decision making in France and Europe. We bring together leaders from a diverse range of backgrounds - government, civil society, corporations and academia - to produce balanced analyses, international benchmarking and evidence-based research. We promote a balanced vision of society, in which open and competitive markets go hand in hand with equality of opportunity and social cohesion. Our strong commitment to representative democracy and citizen participation, on the one hand, and European sovereignty and integration, on the other, form the intellectual basis for our work. Institut Montaigne is funded by corporations and individuals, none of whom contribute to more than 3% of its annual budget.

French Youth: Online and Exposed

EXECUTIVE SUMMARY – APRIL 2020

*There is no desire more natural
than the desire for knowledge*

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EXECUTIVE SUMMARY

In the last 20 years, the social life, education, and lifestyle of young people in France has been radically transformed by the emergence of digital technology and the development of smartphones. However, these changes — and above all their impact on this segment of the population — are not well understood. In fact, analyzing young people's use of digital technology is extremely difficult, as the typical adolescent tries to avoid the scrutiny and surveillance of the adult world, and new channels and virtual spaces for socializing are constantly emerging.

Today, when isolation measures in response to the Covid-19 crisis have increased the use of digital tools, it is more crucial than ever to understand young people's relationship to the Internet, social media, and online platforms.

Basing our work on a study conducted in the United States by the Pew Research Center¹, Institut Montaigne has attempted to:

- ▶ better understand the digital habits of 11- to 20-year-olds and identify the main risks they face;
- ▶ offer solutions to make young people's digital habits safer by identifying the role that all stakeholders can play.

To obtain sound data, Institut Montaigne, AXA Prévention, and Dentsu Aegis Network carried out a quantitative and qualitative opinion poll involving 3,000 11- to 20-year-olds, 1,000 parents of 11- to 20-year-olds, and a sample of 1,000 people representing the general population. The poll covered four key challenges: cyberbullying, inappropriate content, the relationship to truth, and protecting privacy.

Based on the poll, a working group of multidisciplinary experts came up with ten proposals to respond to the challenges posed by the digital habits of young people in France.

¹ Pew Research Center, A Majority of Teens Have Experienced Some Form of Cyberbullying, September 2018.

Main Messages

The poll highlights that parents are not aware of their children's digital habits and generally do not identify the main danger areas. Young people say that they are aware of the potential risks and know how to face them. But the poll emphasizes that using the Internet and social media is a learning experience like any other. Using digital technology safely is an issue that concerns young people and the adults around them, families and teachers, government authorities and the companies who manage platforms and social media networks.

The poll reveals the extent of the phenomena of violence that young people face online (35% of young people polled have already faced cyberviolence). These phenomena especially affect girls, who are frequently exposed to sexist attacks. These practices are often initiated or spread by young people who know the victim. They are not limited to the digital sphere, but have effects in "real life."

What Are the Solutions?

Faced with the scope of cyberbullying, especially because of its viral nature, **we must rethink how to take care of young victims**. The options for flagging such behavior and for being heard are currently fragmented. We suggest creating a single interface that would be easily accessible at any time and connected with educators, law enforcement, the legal system, and, if necessary, social partners.

More generally, **digital technology must become a learning experience during which young people are supported, guided, and protected**. This process requires effective protection of young people online and improved teaching of information technology and critical thinking skills throughout their educational experience.

Finally, social media platforms have become a public space, visited by everyone, including young people, and their fundamental and systematic nature requires

increased transparency. **We suggest a system of regular auditing of the main platforms used by young people, to check they are effectively enforcing current regulations.** Audits would also use stress tests to assess algorithm responses to cyberbullying, inappropriate or illegal content, disinformation, and posting personal information.

POLICY RECOMMENDATIONS

I. PREVENT DIGITAL RISKS ON PLATFORMS AND SOCIAL MEDIA

Allow young people to protect their privacy online

Proposal 1: Guarantee full protection of the personal data of young people

This requires incorporating the user rights provisions of the GDPR, adapting consent regulations, and strengthening the financial liability of websites or platforms in case of lack of protection or inadequate protection of minors' personal data.

Proposal 2: Strengthen teaching about information technology, data, and digital technology

It is necessary to develop the information technology skills of young people so that they will be better able to grasp the threats of data capture, and the impact of these online content circulation. We propose an IT education that starts before high school, as well as a specialized program in 'Digital Technology and Computer Science' for the junior and senior years of high school. In addition, we also propose a gradual increase of the number of specialized teachers.

Train young people to think critically about online content

Proposal 3: Educate young people on media literacy

We propose strengthening the role of media education and critical thinking skills in the school system, starting with elementary school (4th grade) until senior year of high school.

II. SUPPORT YOUNG PEOPLE QUICKLY AND EFFECTIVELY IF THEY HAVE TROUBLE ONLINE

Help young victims of cyberviolence easily, responsibly, and effectively

Proposal 4: Create a true one-stop resource to help young victims of (cyber)violence, including at school

Solutions for fighting cyberviolence do exist. However, more than 6 out of 10 parents say that they would not know which agency to turn to if their child were a victim of cyberviolence. In addition to establishing a one-stop resource intended to simplify reporting, it is necessary to clarify the jurisdiction and information channels of the various entities involved in order to provide a quick, appropriate, and proportional response to each case.

Proposal 5: Make fighting cyberviolence against young people a “national issue” for 2021, in order to involve all the responsible parties

It is necessary to have a highly visible communication and awareness-raising campaign on public television and radio and on platforms and social media, that mobilizes opinion leaders and celebrities with influence over young people. One of the essential messages to convey is that the Internet is not a zone of lawlessness and that people who share content are accountable for it.

Effectively protect young people from inappropriate content

Proposal 6: Protect young people more effectively from adult content, relying on the essential role played by their parents

A clear and detailed framework of guidelines for access to sites and applications containing adult content should be established for those who produce and publish it. We also propose studying the feasibility of an optional age verification system upon purchase, that would result in an unmodifiable configuration of the operating system of the smartphone, tablet, or computer.

Proposal 7: Better understand the effects of inappropriate content on young people

More medical and social science research is necessary, in addition to a detailed evaluation of sex education studies carried out by the French National Education Ministry, taking into account the effect of young people's experience online and on social media.

III. MAKE YOUNG PEOPLE AND SOCIAL MEDIA COMPANIES TAKE RESPONSIBILITY

Encourage young people to act responsibly online

Proposal 8: Strengthen and adapt the legal and educational instruments for handling (cyber)violence against young people

We propose standardizing and developing laws regarding (cyber)violence committed by and against young people in order to take into account the connections between violence at school and cyberviolence, to include measures for emergency appeal to a judge, and to create additional penalties for minors who commit such acts.

Make platforms liable

Proposal 9: Increase the liability of platforms regarding users who are minors, especially at the European level

This requires establishing a body of specific laws for protecting youth, that would become part of a general European law such as the Digital Services Act. This body of laws would cover all the measures for protecting children on the Internet. Concerning content, it would stipulate a system of penalties at the EU level to crack down on systematic violations that go beyond the context of a single member state, in addition to national penalties.

Proposal 10: Consider the systemic nature of platforms by planning several auditing measures and leveraging the reputation effect

Requiring platforms and social media companies to conduct independent audits could guarantee they fulfill their obligations and commitments to limit risks. In particular, these audits and stress tests could help to expand the knowledge and action of regulators, especially that of the future Authority for Regulation of Audiovisual and Digital Communication (ARCOM).

POLL: METHODOLOGY AND KEY FINDINGS

In October 2019, Institut Montaigne conducted a survey through online interviews in France, based on three sample groups:

- ▶ 3005 French young people between 11 and 20 years old (quotas applied to age and gender);
- ▶ 1002 parents of French youths between 11 and 20 years old (quotas applied to age and gender);
- ▶ 1001 French people, in a sample representing the French population aged 18 years old and above.

Results are obtained with a 95% confidence interval.

The survey was supplemented by three 2-hour focus groups of 8 to 10 people held in Paris:

- ▶ A group of French parents with children between the ages of 7 and 20;
- ▶ A group of French young girls between the ages of 15 and 18;
- ▶ A group of French young boys between the ages of 15 and 18.

Several key lessons have emerged from this study.

I. Online activity is not separate from real life for a large majority of young people

- ▶ Only 20% of 11- to 20-year-olds consider that their activities online are only virtual;
- ▶ 58% of 11- to 20-year-olds would rather see their friends physically than chat with them on the Internet (9%);
- ▶ 77% of 11- to 20-year-olds prefer face-to-face arguments.

II. The social networks most widely used by French young people are Snapchat (68%) and Instagram (59%), taking the lead over Facebook (43%)

- ▶ With 43% of users among the young people surveyed, Facebook, the most widely used network in France, is today surpassed by Snapchat (68%) and Instagram (59%) among young people. These are followed by Whatsapp (27%), Twitter (15%) and TikTok (11%);
- ▶ The 11- to 14-year-olds mentioned TikTok much more often (21%) than their elders (3% among 18- to 20-year-olds). On the other hand, they use Facebook much less than their elders (only 28% of them are on Facebook, compared to 61% of 18- to 20-year-olds);
- ▶ On average, young people consider 47% of their social network contacts to be friends.

III. The way parents perceive the Internet varies according to their children's age. By contrast, young people are perfectly aware of online risks

- ▶ For parents, the Internet is seen as dangerous when their child is under 15 (59%), but as an opportunity afterwards (60% for parents of children aged between 15 and 17, and 72% for those aged between 18 and 20);
- ▶ 79% of 11- to 20-year-olds consult the Internet several times a week for school purposes (this practice increases with age);
- ▶ Young people mainly use search engines (75%) for school purposes;
- ▶ Harassment (97%), shocking content (89%) or disclosure of personal information (93%) are described as a "serious" concern by young people.

Insights from the focus groups

The "Parents" focus group revealed that the Internet represented an essential opportunity for children to acquire information, find help with

.../...

homework, socialize, have fun and share parts of their life. On the other hand, parents pointed out that the Internet could be a source of many dangers, hence the need for vigilance, particularly with regards to the risk of addiction. The "Parents" focus group further revealed that parents spontaneously associated danger with strangers rather than with relatives, and they did not mention cyberbullying at all.

The "Youth" focus groups highlighted that young girls were very aware of the risks entailed by the Internet and social networks, spontaneously expressing fairly strong fears. In contrast, young boys appeared less fearful, although very aware of the risks presented by the Internet and social networks.

IV. For parents, using the Internet has become a learning process like any other, consisting of freedoms but also restrictions

- ▶ 31% of parents limit their children's time of Internet access (48% among parents of 11- to 14-year-olds), 28% control browsing history (45% among parents of 11- to 14-year-olds) and 24% have set up parental controls (40% among parents of 11- to 14-year-olds);
- ▶ 72% of parents assert that their children mostly browse on their own smartphones (57% among 11- to 14-year-olds).

V. More than half of the young people interviewed (56%) claim to have suffered from cyber-violence² at least once, and more than one in three children (35%) have experienced it on more than one occasion.

² The notion of cyberviolence is used in this context to capture the diversity of violent situations to which young people may be subjected to online. Within cyberviolence, the study looks also specifically at forms of cyberbullying. The latter, which represents one aspect of cyberviolence, involves both malicious intent and repeated actions.

- Specifically, one in five youths declared that they have been “insulted” (18%) or “received unwanted intimate images” (17%) on more than one occasion;
- More than one in ten youths have repeatedly been the victim of “rumours” (13%) or even “threats” (9%); more than one in five youths have witnessed “a group created against them” (6%) or “intimate images of them posted online without their consent” (5%);
- Almost one in four (24%) admitted to committing cyber-violence.

Comparison

Results of both the Institut Montaigne study and the research conducted by the Pew Research Center, A Majority of Teens have Experienced Some Form of Cyberbullying

	Pew Research Center (avril 2018)	Institut Montaigne (octobre 2019)
“% of U.S. (left) and French (right) teens who say they have experienced_ online or on their cellphone”		
Offensive name-calling	42%	41%
Spreading or false rumors	32%	29%
Receiving explicit images you didn’t ask for	25%	31%
Physical threats	16%	21%
Having explicit images of you shared without your consent	7%	11%

Insights from the focus groups

The “Youth” focus group pointed out that, among cyber-violences, cyberbullying could quickly evoke a morbid sense of fear among young girls (“destroying a life”, “depression”, “hatred”, “death”, “suicide”) and that young boys were also very fearful of it (“bullying”, “blackmail”, “reputation”, “suicide”).

4 different levels of cyberviolence have been identified:

- Very serious: uploading intimate photos/videos online without consent can have dramatic consequences;
- Serious: being a victim of threats on social network can become an unbearable burden for a young person;
- Medium serious: being a victim of repeated insults or rumours on social networks can “ruin a young person’s life”;
- Not serious: a group created against a young person, or receiving pornographic content.

Whether a young person confides in someone else depends on the nature of the bullying:

- In the case of intimate images or rumors, especially concerning girls, victims will confide in friends or relatives above all, aside from parents and teachers;
- In the case of threats, they will primarily confide in their parents, as long as the threats are not related to intimacy;
- In all other cases, close friends are the preferred confidants.

VI. Parents do not know which jurisdiction to turn to if their child is a victim of cyberbullying

- Parents may sometimes be powerless in the face of cyberbullying. The majority of them (61%) would not know which administration could help them if their child was a victim.

VII. Parents slightly underestimate their children's exposure to sensitive content

- ▶ 40% of parents think their child has already been exposed to violent content, whereas 47% of young people say they have been exposed at least once.
- ▶ 28% of parents believe this is about pornographic content (while 36% of young people say they have been exposed at least once), 21% about racist, anti-Semitic or homophobic content (while 31% of young people say they have been exposed at least once), 19% think that their child has already been exposed to content inciting to play dangerous games (while 30% of young people say they have been exposed to such content at least once) and finally 4% of parents believe their child has already been exposed to content inciting or justifying terrorist acts (while 11% of young people say they have been exposed to such content at least once).

VIII. Young people are relatively aware of fake news and careful when accessing information

- ▶ 74% of young people claim that they often or sometimes realised that they had consulted information that turned out to be false.
- ▶ When hoping to learn new things about a subject, they first turn to their parents (51%), especially when they are under 15 years old (70%). Websites are their second source of information (39%), and the first source of information among 18- to 20-year-olds (55%).
- ▶ YouTube and social networks fall at the bottom two positions of sources consulted to learn new things. 20% of young people mention YouTube, and only 15% talk about social networks.
- ▶ 83% of 11- to 20-year-olds and 82% of French people believe that the phenomenon of fake news should be regulated by law. 73% and 79% respectively consider fake news to be a serious problem for democracy and 57% and 65% consider it to be a problem that cannot be easily solved.

IX. Young people are even more worried about protecting their private life online than the older generation, even though they are less averse to targeted advertising

- ▶ 94% of young people aged 11 to 20 declared that protecting their privacy online is important to them (88% among adults).
- ▶ On a technical level, young people feel they are fairly well informed, especially as they get older. 63% of 11- to 20-year-olds believe they know how to protect their privacy on the Internet (compared to 74% of 18- to 20-year-olds) and 54% of them have already used tools to cover their tracks on the Web (compared to 70% of 18- to 20-year-olds).
- ▶ 52% of 11- to 20-year-olds think it's good to use information about their age, preferences or where they live to offer them products they will like.

Insights from the focus groups

The "Youth" focus group highlighted the fact that the vast majority of young people considered themselves familiar with the features of the social networks they use, and that their attitudes and caution varied depending on the social network. They do not hesitate to add friends on Snapchat, as they believe that the content disappears quickly; they are more cautious on Instagram, where they prefer "real friends"; finally, they consider Facebook to be a social network "for old people" and do not see it as a real community of friends.

X. With regard to learning how to use the Internet, parents express strong mistrust (66%) of the actions of the French Education Ministry, while a vast majority of young people appreciate the training of their teachers (67%)

- ▶ 77% of parents feel that they help their child to surf the Internet without taking risks;
- ▶ 66% of them consider that the French Education Ministry does not teach their children how to surf the Internet without taking risks;

- ▶ Young people reject this idea: they appreciate the explanations given by their teachers. 67% considered them to be good;
- ▶ 64% of 11- to 20-year-olds and 77% of their parents declared that they do not trust the State with regards to data and privacy protection. They trust the companies that manage social networks even less (79% and 85%).

Insights from the focus groups

The focus groups identified several attitudes from parents which ensure their children's safety on the Internet, ranging from supervision or even prohibition, to more permissive practices. However, the finding is that young people are still more or less able to thwart parental control.

POLL: FULL RESULTS



Methodology

Data Collection



Poll on the internet of:

- a sample of French people on **October 16 and 17, 2019.**
- a sample of young people (aged 11 to 20) between **October 10 - 24, 2019.**
- a sample of parents of young people (aged 11 to 20) between **October 14 - 24, 2019.**

Sample



Sample of **1,001 French people** representative of the French population aged 18 and over

The representativeness of the sample is assured by the quota method applied to the following variables: gender, age, level of education, and profession after stratification by region and size of town/city.

Sample of **3,004 young people aged 11 to 20** (quotas applied to gender and age)

- Including:
- 1,211 young people aged 11 to 14
 - 895 young people aged 15 to 17
 - 898 young people aged 18 to 20

Sample of **1,002 parents of young people aged 11 to 20** (quotas applied to gender and age of child)

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L'opinion tranchée

Margins of Error

Every poll includes statistical uncertainty, which is called the margin of error. This margin of error means that the results of a poll can be found, with a confidence level of 95%, on one side or the other of the observed value. The margin of error depends on the sample size as well as on the observed percentage.

Sample Size	If the observed percentage is					
	5% or 95%	10% or 90%	20% or 80%	30% or 70%	40% or 60%	50%
100	4.4	6.0	8.0	9.2	9.8	10.0
200	3.1	4.2	5.7	6.5	6.9	7.1
300	2.5	3.5	4.6	5.3	5.7	5.8
400	2.2	3.0	4.0	4.6	4.9	5.0
500	1.9	2.7	3.6	4.1	4.4	4.5
600	1.8	2.4	3.3	3.7	4.0	4.1
800	1.5	2.5	2.8	3.2	3.5	3.5
900	1.4	2.0	2.6	3.0	3.2	3.3
1,000	1.4	1.8	2.5	2.8	3.0	3.1
2,000	1.0	1.3	1.8	2.1	2.2	2.2
3,000	0.8	1.1	1.4	1.6	1.8	1.8

See in Table: in a sample of 1,000 people, if the observed percentage is 20%, the margin of error equals 2.5%, and the real percentage is thus included in the interval [17.5 - 22.5].

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Main Points (1/5)

- I. Online activity is not separate from real life for the large majority of young people
 - Only 20% of 11-to-20-year-olds say that what they do online is only virtual
 - 58% of 11-to-20-year-olds prefer seeing their friends to talking to them online (9%)
 - 77% of 11-to-20-year-olds prefer expressing disagreement face to face
- II. The social media platforms that are most used by young people are Snapchat (68%) and Instagram (59%), which have taken the lead over Facebook (43%)
 - With a 43% usage rate for the young people polled, Facebook, the number 1 network among French people, has now been beaten by Snapchat (68%) and Instagram (59%) among young people. Next are Whatsapp (27%), Twitter (15%), and TikTok (11%)
 - 11-to-14-year-olds use TikTok much more (21%) than those who are somewhat older (3% for 18-to-20-year-olds). Additionally, they reject Facebook much more than those who are somewhat older (only 28% are on Facebook, versus 61% of 18-to-20-year-olds)
 - On average, young people consider 47% of their contacts on social media to be friends
- III. The parents' view of the Internet varies according to their child's age. But young people are perfectly aware of online risks
 - For parents, the Internet means danger if their child is under 15 years old (59%) and is later seen as an opportunity (60% for parents of 15-to-17-year-olds, 72% for parents of 18-to-20-year-olds)
 - 79% of 11-to-20-year-olds use the Internet several times a week for schoolwork. (This use increases with age)
 - Young people mostly use search engines (75%) for their research for school
 - Bullying (97%), inappropriate content (89%), or revealing personal information (93%) are considered "serious" by young people

Main Points (2/5)

- IV. For parents, using the Internet has become a learning experience like any other, made up of freedoms and restrictions
 - 31% of them restrict the time periods when their child can access the Internet (48% for parents of 11-to-14-year-olds), 28% check the browser history (45% for parents of 11-to-14-year-olds), and 24% use parental controls (40% for parents of 11-to-14-year-olds)
 - 72% of them say their child mainly uses the Internet on his/her own smartphone (57% for parents of 11-to-14-year-olds)
- V. More than one in two young people (56%) reports having been a victim of cyberberviolence at least once, and more than one in three (35%) have already faced it several times
 - In greater detail, one in five young people reports having more than once been the "victim of insults" (18%) or "having received nude images that were not requested" (17%)
 - More than one in ten young people has been the victim "of rumors" several times (13%) and even of "threats" (9%); more than one in five young people has had "a group form against him/her" several times (6%) or "nude images of him/her put online without permission" (5%)
 - Almost one in four young people (24%) admits having committed cyberberviolence

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Main Points (3/5)

- VI. Parents do not know which agency to contact if their child is a victim of cyberbullying
- Parents sometimes feel helpless when faced with cyberbullying. Most of them (61%) would not know which agency to turn to if their child were a victim
- VII. Young people are exposed to inappropriate content almost as much as the French population in general
- More than one in two young people has accessed inappropriate content (56%). If we exclude the "no, rarely" answers, this still represents a high level of 39% of young people who have been exposed to this type of content several times
 - 30% of 11-to-20-year-olds say they have accessed violent content, i.e., as many as the French population in general. 17% of young people have been exposed to racist, anti-semitic, or homophobic content (versus 19% on average nationally)
 - In fact, they encounter content encouraging them to play dangerous games more often (14% versus 9% of French people overall)
 - However, distinctly fewer 11-to-20-year-olds say they have looked at pornographic content (21%) than the French population overall (45%)

Main Points (4/5)

- VIII. Parents slightly underestimate their children's access to inappropriate content
- 40% of parents think their child has been exposed to violent content, whereas 47% of young people say this has happened at least once
 - 28% of them think their child has been exposed to pornographic content (versus 36% of young people who say they have been exposed to it at least once), 21% for racist, anti-semitic, or homophobic content (versus 31% of young people who say this has happened at least once), 19% for content encouraging them to play dangerous games (versus 30% of young people who say this has happened at least once), and finally 4% of parents think their child has encountered content encouraging or justifying terrorist acts (versus 11% of young people who say this has happened at least once)
- IX. Young people are not immune to exposure to fake news, but consider themselves to be aware and careful overall
- 74% of them state that they sometimes or often realized they had encountered information that turned out to be fake
 - When they wish to learn something new about a topic, their first source is their parents (51%), especially if they are under 15 (70%). Websites are their second source of information (39%), and are actually the first source of information for 18-to-20-year-olds (55%)
 - YouTube and social media are in the last two places as sources consulted to learn new things. 20% of young people mention YouTube and only 15% mention social media
 - 83% of 11-to-20-year-olds and 82% of French people say that fake news should be controlled by law. 73% and 79% of them respectively consider that fake news is a serious problem for democracy, and 57% and 65% believe it is a problem that cannot easily be solved

Main Points (5/5)

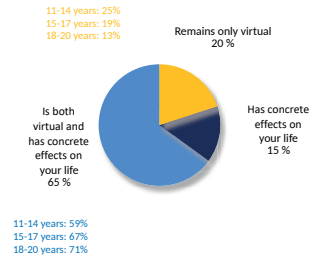
- X. Young people are even more concerned about protecting their privacy online than adults, even if fewer of them reject personalized marketing
- 94% of young people aged 11 to 20 state that protecting their privacy online is important to them (88% for adults)
 - Regarding technical abilities, young people believe they are quite well informed, especially as they get older. 63% of 11-to-20-year-olds say that they know of ways to protect their privacy on the Internet (74% of 18-to-20-year-olds), and 54% of them have already used tools to limit tracking of their online activity (70% of 18-to-20-year-olds)
 - 52% of 11-to-20-year-olds think it is good to use information about their age, interests, or where they live to offer them products they will like
- XI. In terms of learning to use the Internet, parents have little confidence in the National Education Ministry (66%), whereas young people are overwhelmingly appreciative of the information their teachers provide (67%)
- 77% of parents say they help their child use the Internet safely
 - 66% of them consider that the National Education Ministry does not teach their child to use the Internet safely
 - Young people say the opposite: they appreciate the explanations their teachers give. 67% believe these are good explanations
 - 64% of 11-to-20-year-olds and 77% of their parents say they do not trust the government to protect their privacy. They have even less confidence in social media companies to do so (79% and 85%)

Relationship to Digital Technology

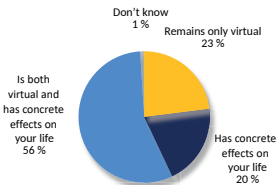
Considering the Impact of Online Activity



Young people:
In your opinion, what you do online...



French people:
In your opinion, what you do online...



Real Life Versus Virtual Experience for Communicating

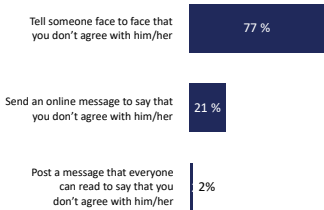


Young people:
In each of the following cases, what would you choose?

Talking with your friends



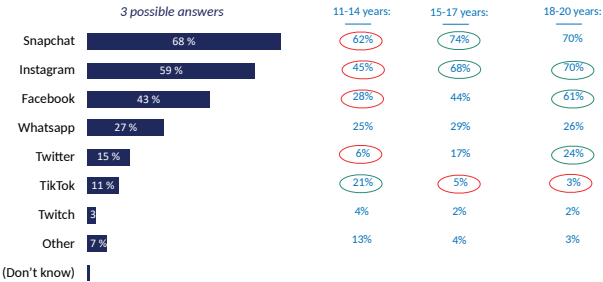
When you have a disagreement with someone



Social Media Platforms that Young People Use the Most



Young people:
What are the social media platforms that you use most often?



Percentage of Friends in Young People's Online Contacts



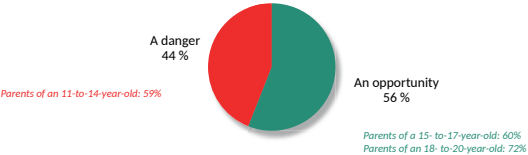
Young people:
On these platforms, how many of your online contacts do you consider friends? (answer as a percentage)



Is the Internet Primarily an Opportunity or a Danger for Children?



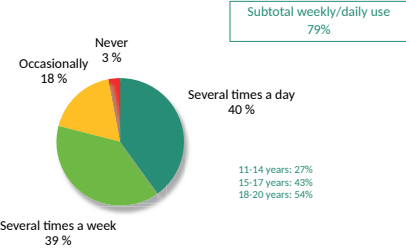
Parents of young people (11 to 20 years old):
You consider the Internet and social media to be primarily, for your child:



Educational and School Use of the Internet by Young People



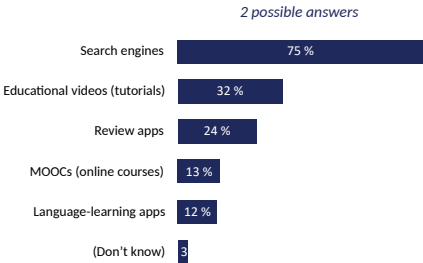
Young people:
How often do you use the Internet for educational and school purposes?



Types of sites/apps that are most used by young people for schoolwork



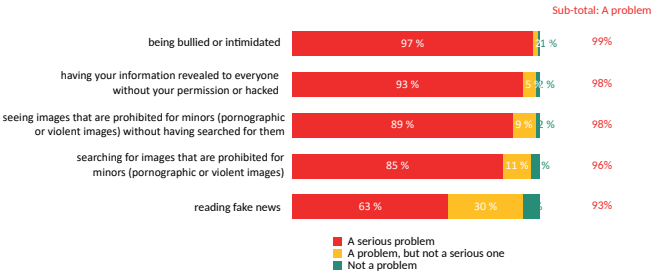
Young people:
What kinds of sites or apps do you use the most for your schoolwork?



How Serious Do Young People Think Certain Situations Are?



Young people:
For each of the following online experiences, you feel it is...



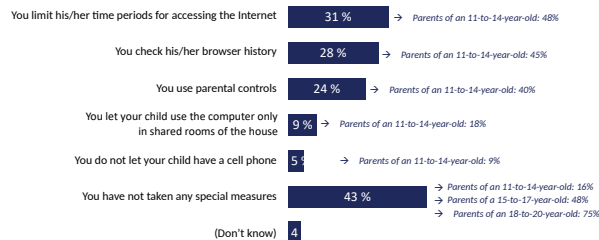
Measures Taken by Parents Concerning Internet Use



Parents of young people (11 to 20 years old):

What measures have you taken concerning your child's use of the Internet and social media?

Several possible answers

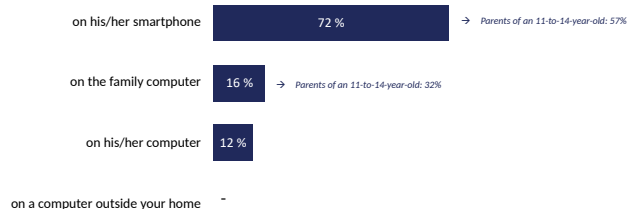


Primary Technology Used by the Child for Accessing the Internet/Social Media



Parents of young people (11 to 20 years old):

When your child goes on the Internet or social media, it is mainly...

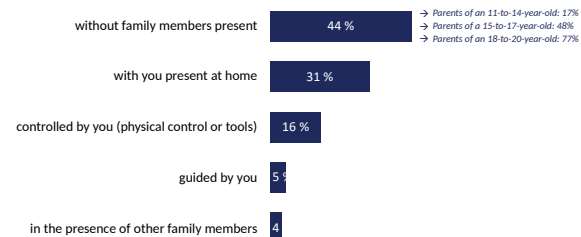


Young People on the Internet: Independent or with Guidance?



Parents of young people (11 to 20 years old):

Your child's use of the Internet mainly occurs...



Chapter Summary (1/4)

Online activity: a continuation of real life for young people and also for adults

People often claim that young people are not careful enough about the effects of their online lives on their real lives. The results of our poll show that this is not true. Or in any case they are not less aware of this than adults are. Only 20% of 11-to-20-year-olds say that what they do online is only virtual, which is quite comparable to what the French population as a whole says (23%).

The majority of young people (65%) and of French people in general (56%) consider on the contrary that their online activity is virtual but also has concrete effects on their lives. 15% and 20% of them even state that it has concrete effects, completely disregarding its virtual nature.

That being said, the fact that one in five young people thinks that their online life remains exclusively virtual is cause for concern, especially since 25% of the youngest of them (11-to-14-year-olds) believe this (versus 13% of 18-to-20-year-olds).

Another cliché about young people is disproved by our poll: no, young people do not experience friendship exclusively online. 58% of 11-to-20-year-olds prefer seeing their friends by talking to them online (9%). 33% of them even use digital tools to increase the possibility of communicating with their friends: they see some friends and talk on the Internet with others at the same time. Similarly, in cases of disagreement with someone, 77% of 11-to-20-year-olds prefer to talk things over face to face instead of sending a message (21%) or posting a public message (2%).

Social media platforms most used by young people: Snapchat (68%) and Instagram (59%) are ahead of Facebook (43%)

After the democratization of the Internet in the 2000s, the 2010s were characterized by the emergence and exponential growth of social media, to the point where, according to *Médiamétrie*, 30 million French people use social media every day (2018).

Over a decade, Facebook has had imitators, who have now outpaced it with the youngest users. It is mentioned as one of the three platforms they use the most by 43% of 11-to-20-year-olds, but the number 1 platform of French people in general has been surpassed by Snapchat (68%) and Instagram (59%) among the youngest users.

Chapter Summary (2/4)

The messaging app WhatsApp is in 4th place, used by 27%, and is ahead of Twitter (15%), TikTok (11%), and Twitch (3%). It should be noted that within the generation of 11-to-20-year-olds, preferences are changing. 11-to-14-year-olds mention TikTok much more often (21%) and have turned away much more from Facebook than those who are somewhat older (only 28% are on FB, versus 61% of 18-to-20-year-olds) and from Instagram (45% versus 70% of 18-to-20-year-olds). On these platforms, young people are connected both with their friends and with acquaintances or strangers. On average, young people consider half of their online contacts to be friends (47%). The older they get, the lower this percentage becomes (51% for 11-to-14-year-olds versus 41% for 18-to-20-year-olds). Most of all, we observe great disparities in young people's behavior. Some of them connect only with friends or almost only with friends (7% tell us that all their contacts are friends and 16% say at least 75% of their contacts are friends). However, others connect with contacts whom they do not consider friends: 4% say that none of their contacts are friends, and 29% say that friends constitute less than one quarter of all their contacts. These figures emphasize the variety of behaviors, but also user behaviors that are specific to each platform. On Facebook, we must agree for someone to enter our network, which is not the case with Twitter or Instagram with a public profile, for instance.

For parents, the Internet means danger if their child is under 15 years old (59%) and is later seen as an opportunity (60% and 72%). But young people are perfectly aware of online risks

For the most part, parents of young people today did not encounter the Internet until they were adults. How do they perceive this tool in the hands of their child?

Overall, parents of 11-to-20-year-olds see it more as an opportunity (56%) than a danger (44%) for their children. But these figures, quite logically, cover up very different perceptions depending on the age of the child. Parents of 11-to-14-year-olds consider the Internet and social media to be dangerous (59%). Later, they see it as an opportunity: 60% of parents of 15-to-17-year-olds and 72% of parents of 18-to-20-year-olds see it this way.

These results emphasize the paradoxes of the Internet: it offers impressive access to knowledge, but also to inappropriate content.

Chapter Summary (3/4)

Overwhelmingly, young people today use the Internet for education. 79% of 11-to-20-year-olds use the Internet several times a week for this reason. 40% of them do so on a daily basis. The older they get, the more this usage increases. 27% of 11-to-14-year-olds go online every day for schoolwork and education, a percentage that increases to 43% for 15-to-17-year-olds and to 54% for 18-to-20-year-olds.

To access content that is necessary for their schoolwork, young people mainly use search engines (75%). Search engines are more frequently used than educational videos, also called tutorials, (32%) and review apps (24%). MOOCs (online courses) are used by young people less often (13%), and the same is true of language-learning apps (12%).

While the Internet is an ally for their studies, young people are also perfectly aware of the risks it can lead to. They do not underestimate them at all.

97% of 11-to-20-year-olds say that being bullied or intimidated online is a "serious problem." Overwhelmingly (93%), young people think that having their information revealed to everyone without their permission is serious. The same is true for seeing images that are forbidden to minors (pornographic or violent images), whether these are intentionally searched for (85%) or seen without being searched for (89%).

Fake news is the only risk that is downplayed by some young people. 63% of 11-to-20-year-olds say that it is "serious" to read news that is intentionally fake or deceptive, 30% think that it is certainly a problem, but one that is "not serious," and 7% believe that "this is not a problem."

For parents, using the Internet has become a learning experience like any other, made up of freedoms and restrictions

Facing these risks, parents have adopted protection strategies, generally when their child is under 15. 31% of them restrict the time periods when their child can access the Internet (48% for parents of 11-to-14-year-olds), 28% check the browser history (45% for parents of 11-to-14-year-olds), and 24% use parental controls (40% for parents of 11-to-14-year-olds). As for more radical solutions, 9% of parents allow their child to use the computer only in shared rooms of the house (18% for parents of 11-to-14-year-olds), and 5% of them do not let their child have a cell phone (9% of parents of 11-to-14-year-olds).

Chapter Summary (4/4)

The development of smartphones makes it even more difficult for parents to control their child's online activity. 72% of them say that their child mainly uses the Internet on his/her smartphone. This is the case for almost all young people starting at age 15. Before this age, the smartphone is also the number 1 means of accessing the Internet (57%), but one third of 11-to-14-year-olds mainly go online on their family computer, according to their parents. Only 17% of these parents say that their child uses the Internet without family members present, versus 48% of parents of 15-to-17-year-olds and 77% starting at age 18.

These results make it clear that parents see access to the Internet and social media as a learning process made up of freedoms and restrictions. The older their children are, the less parents control their online activity.

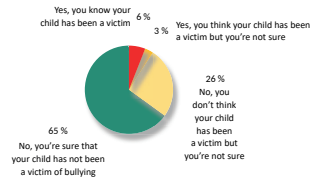
Cyberviolence



Parents of young people (11 to 20 years old):
Do you know if your child has been a victim of
online bullying?

Subtotal Yes: 9%

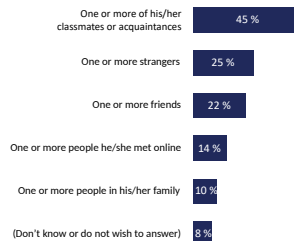
Reminder of young people's
subtotal: 41%



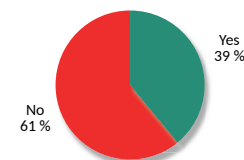
Subtotal: Not sure child is not
a victim: 35%

Parents of young people (11 to 20 years old):
If yes, who caused the bullying situation that
your child experienced?

Several possible answers



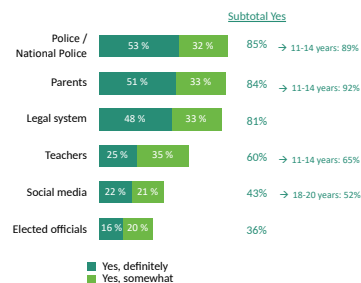
Parents of young people (11 to 20 years old): If your child were bullied online, would you know which agency
to contact to find a solution?



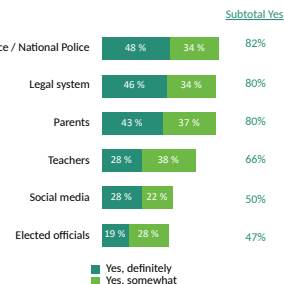
Finding Help to Reduce Online Bullying



Young people: Do you think the following individuals
or organizations can help to reduce online bullying?



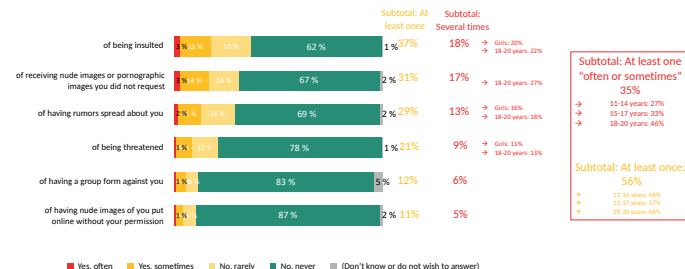
French people: Do you think the following
individuals or organizations can help to reduce
online bullying?



Cyberbullying: Which Agency to Turn to?



Young people:
On the Internet and social media, have you had the experience...



Percentage of Young People Who Have Been the Victims of Cyberviolence
Breakdown by Sex and Age



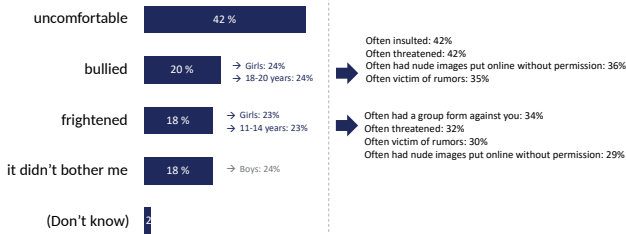
Young people:
On the Internet and social media, have you had the experience...

	Boys	11-14 years	15-17 years	18-20 years	Girls	11-14 years	15-17 years	18-20 years
of being insulted	35%	31%	34%	42%	39%	31%	42%	46%
of receiving nude images or pornographic images you did not request	29%	22%	30%	40%	33%	18%	35%	49%
of having rumors spread about you	25%	20%	25%	32%	33%	26%	36%	39%
of being threatened	19%	16%	19%	24%	24%	17%	26%	30%
of having a group form against you	11%	9%	11%	12%	15%	14%	15%	16%
of having nude images of you put online without your permission	12%	9%	14%	16%	10%	8%	13%	10%
Subtotal: At least once	53%	46%	55%	63%	58%	46%	61%	69%
Subtotal: At least one "Often or sometimes"	32%	27%	31%	40%	38%	27%	36%	52%

Experience of Young People Who Have Been the Victims of Cyberviolence



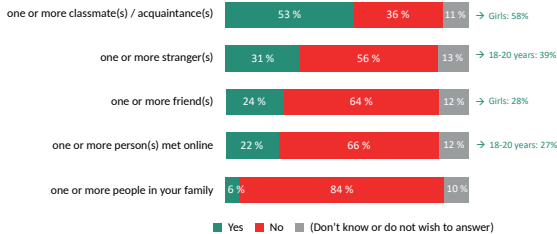
To the young people in question:
If one of these situations happened to you, did you feel:



Ability of Young People to Identify the Perpetrators of Cyberbullying



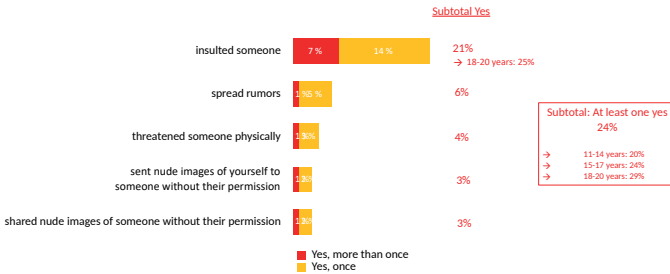
To the young people in question:
If one of these situations happened to you, the person(s) who did it was/were...



Percentage of Young People Who Have Committed Cyberbullying on the Internet/Social Media



Young people:
On the Internet and social media, have you...



Chapter Summary (1/2)

Cyberviolence: More than one in two young people (56%) reports having been a victim of cyberviolence at least once, and 35% have already faced it several times

Cyberviolence is a reality for many young people: the percentage of young people who have already been victims – at least “rarely,” i.e., at least once – in one of the situations indicated by the poll is staggering: more than one in two young people is affected (56%). In the breakdown of experiences on the Internet, 37% of young people have been insulted, 29% have been the victims of rumors, and 21% have been threatened!

Even if we exclude the “rarely” responses and consider only the young people who have faced these situations more than once, we encounter remarkably high numbers: 35% of 11-to-20-year-olds have been victims several times of at least one of the types of cyberviolence described below. 48% of 18-to-20-year-olds have faced this situation. For the others, the rates are lower but remain significant: 33% of 15-to-17-year-olds and even 27% of the youngest group (aged 11 to 14) have also faced this situation.

In greater detail, one in five young people reports having more than once been the “victim of insults” (18%) or “received nude images that were not requested” (17%). More than one in ten young people has been the victim of “rumors” (13%) and even of “threats” (9%) several times. More than one in five young people has had “a group form against him/her” (6%) or “nude images of him/her put online without permission” (5%) several times.

It should be noted that girls are affected more than boys by almost all aspects of cyberviolence discussed in the poll, whether they are the victims of insults (20%), rumors (16%), or threats (11%).

When faced with these situations, young people mostly felt uncomfortable (42%) instead of truly bullied (20%) or frightened (18%). 18% even said that it did not especially bother them. Most often, acts of cyberviolence are carried out by people whom their victims know and are close to: 53% of the perpetrators were classmates or acquaintances, and 3 times out of 10 they were friends (24%) or even people in their own family (6%).

Chapter Summary (2/2)

Friends and acquaintances are not the only perpetrators. 3 out of 10 young people (31%) were the victims of strangers and 2 out of 10 (22%) were the victims of people they met online.

More than one in four young people (24%) admits having committed cyberviolence. This figure should be compared with the 56% of young people who have been victims of cyberviolence. In greater detail, 21% say they have insulted others online. The figures are smaller for those who spread rumors (6%), threatened someone else physically (4%), sent nude images of themselves without permission (3%), or shared nude images of someone (3%).

9% of parents think that their child has been a victim of cyberbullying

9% of parents think that their child has been a victim of cyberbullying. Parents have a good idea of who has been bullying their children. Primarily, they think that it is classmates and acquaintances (45%), then strangers (25%), friends (22%), people met online (14%), and family members (10%).

Young people are convinced that parents have a role to play in reducing online bullying. 84% of young people express this opinion. They also overwhelmingly believe that the police (85%) and the legal system (81%) can help to reduce online bullying. To a lesser extent, they also count on their teachers (60%). However, 11-to-20-year-olds doubt that social media companies (43%) or elected officials (36%) can effectively take part in this fight.

Overall, French people express the same opinion as young people. Overwhelmingly, they have confidence in the police (82%), the legal system (80%), and parents (80%). Two thirds of them (66%) believe that teachers can help to reduce online bullying but they are far from certain that social media companies (50%) or elected officials (47%) can do so.

Parents sometimes feel helpless when faced with cyberviolence. Most of them (61%) would not know which agency to turn to if their child were a victim.

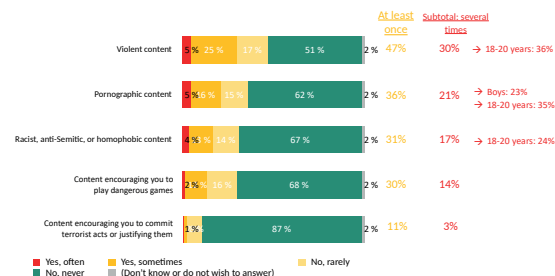
Inappropriate Content

Access to Inappropriate Content Online



Young people:

Have you seen any of the following content on the Internet?



Access to Inappropriate Content Online
Breakdown by Sex and Age



Young people:

Have you seen any of the following content on the Internet?

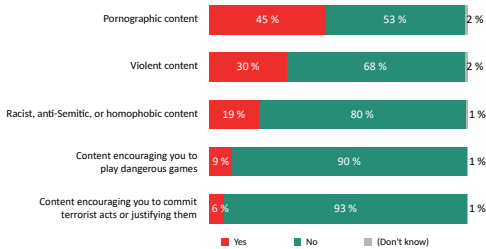
	Boys	11-14 years:	15-17 years:	18-20 years:	Girls	11-14 years:	15-17 years:	18-20 years:
Violent content	49%	42%	50%	59%	46%	36%	51%	53%
Pornographic content	38%	24%	41%	57%	33%	20%	33%	50%
Racist, anti-Semitic, or homophobic content	28%	19%	31%	39%	34%	24%	37%	43%
Content encouraging you to play dangerous games	31%	25%	34%	38%	30%	26%	31%	34%
Content encouraging you to commit terrorist acts or justifying them	11%	8%	11%	15%	12%	8%	12%	16%
Subtotal: At least once	56%	47%	56%	70%	55%	44%	59%	64%

Access to Inappropriate Content Online



French people:

Have you seen...



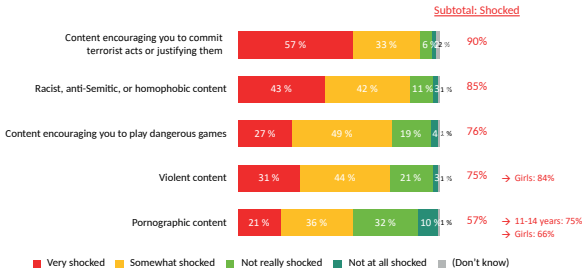
Subtotal: At least one yes 53%

Level of Shock Caused by This Content



Young people:

If yes, would you say that you were very, somewhat, not really, or not at all shocked by this content?

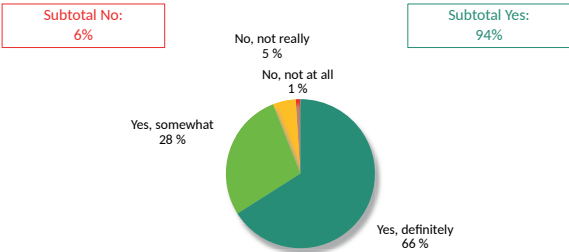


Need for Better Regulation of Access to Inappropriate Content Online



Young people:

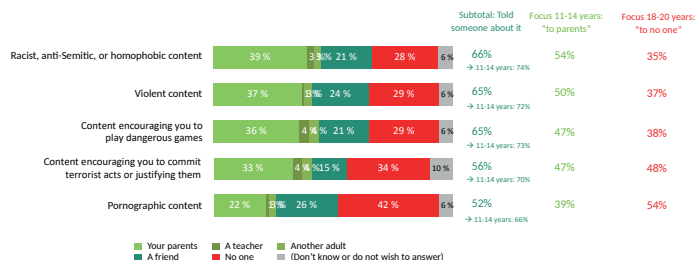
Do you think that access to this content should be more regulated on the Internet and social media?



Percentage of Young People Who Told Someone About Being Exposed to Inappropriate Content



Young people:
If yes, did you tell...

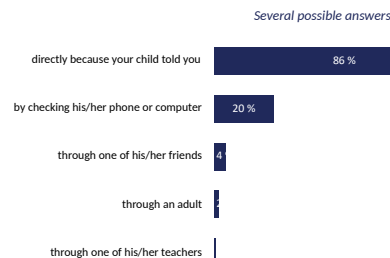


■ Your parents ■ A teacher ■ Another adult
■ A friend ■ No one ■ (Don't know or do not wish to answer)

Access to Inappropriate Content Online: Parents' Knowledge of their Child's Situation



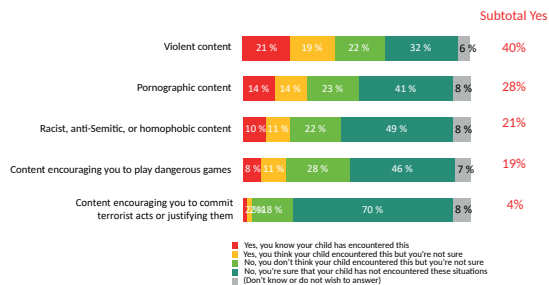
To parents of young people (11 to 20 years old):
If yes, how did you discover it...



Access to Inappropriate Content Online: Parents' Knowledge of their Child's Situation



Parents of young people (11 to 20 years old):
Has your child encountered the following situations?



Chapter Summary (1/2)

Inappropriate Content: Young people are more exposed than the general population in France

Despite the protections put in place by their parents, 11-to-20-year-olds still face potentially inappropriate content. Comparing their results with those of the French population in general shows that overall young people are more exposed than adults.

More than one in two young people has accessed inappropriate content (56%). If we exclude the "no, rarely" answers, this still represents a high level of 39% of young people who have been exposed to this type of content several times. 47% of 11-to-20-year-olds say they have accessed violent content, i.e., as many as the French population in general. 31% of young people have been exposed to racist, anti-Semitic, or homophobic content (versus 19% on average nationally). In fact, they encounter content encouraging them to play dangerous games more often (30% versus 9% of French people overall). Finally, 3% of young people were exposed several times to content encouraging them to commit terrorist acts or justifying them (6% among French people overall).

Fewer 11-to-20-year-olds say they have looked at pornographic content (36%) than the French population overall (45%).

Faced with this various content, the vast majority of young people say they feel shocked. They are practically unanimous in saying this if they have been exposed to terrorist content (90%) or racist, anti-Semitic, or homophobic content (85%). Three quarters of young people who encountered content encouraging them to play dangerous games (76%) and violent content (75%) say they were shocked. Pornographic content shocks young people less (57%), but they are much more shocked if between 11 and 14 years old (75%). In order to avoid these situations, young people are unanimous: 94% of them think that access to this content should be more regulated on the Internet and social media.

The majority of 11-to-20-year-olds tend to talk about inappropriate content they have seen on the Internet. 66% of young people exposed to racist content told someone about it, 65% for violent content, 65% for content encouraging them to play dangerous games, 56% for terrorist content, and 52% for pornography. It should be noted that 11-to-14-year-olds are more likely to tell someone about the various inappropriate content to which they were exposed.

Chapter Summary (2/2)

Except for pornographic content, the first people that young people turn to are their parents (33% to 39%), followed by their friends (15% to 24%). The youngest turn more toward their parents, whereas 18-to-20-year-olds tend more to keep potentially inappropriate content they have seen on the Internet to themselves.

Parents slightly underestimate their children's access to inappropriate content

40% of parents think their child has been exposed to violent content, whereas 47% of young people say this has happened at least once. 28% of them think their child has been exposed to pornographic content (versus 36%), 21% for racist, anti-Semitic, or homophobic content (versus 31%), 19% for content encouraging them to play dangerous games (versus 30%), and finally 4% of parents think their child has encountered content encouraging or justifying terrorist acts (versus 11% of young people who say this has happened at least once).

86% of parents say that they learned about the inappropriate content to which their child was exposed directly, because he/she told them about it. The only other source for parents to know this is checking the child's phone or computer, but this only accounts for 20%.

This result confirms young people's statements that they do not hesitate to tell their parents about inappropriate content. It also emphasizes the importance of dialogue between parents and children, for even if inspection and protection measures can be effective, they are not as significant as children's trust in their parents.

Relationship to Truth

Fake News and Young People's Reaction

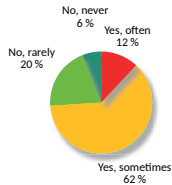


Young people: Have you ever realized that you encountered fake news?

Young people: If yes, how did you react?

Subtotal
No: 26%

Subtotal
Yes: 74%
→ 18-20 years: 84%



You looked for other sources of information 54 % → 18-20 years: 67%

You did nothing 34 % → 11-14 years: 45%

You flagged the error 9 %

You passed it on to others

(Don't know)

Young People's Preferred Method for Learning New Things



Young people: If you want to learn something new about a topic, your preference is first...

asking your parents 51 % → 11-14 years: 70%

visiting websites 39 % → 18-20 years: 55%

reading a book on the topic 5 %

asking your teachers 4 %

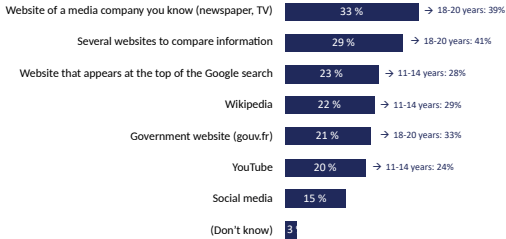
(Don't know)

Sites Young People Visit to Find Reliable Information



Young people: If you need to find reliable information about an event that has just happened, where do you go?

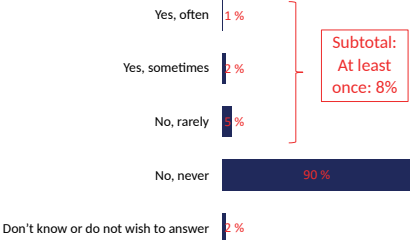
Several possible answers



Percentage of Young People Who Have Posted Fake News on the Internet/Social Media



Young people: Have you used the Internet or social media to post things that are not true about people or events?



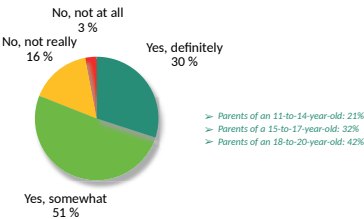
Are Young People Sufficiently Aware of the Need to Check Information Found Online?



Parents of young people (11 to 20 years old): Do you think your child is sufficiently aware of the need to check whether the information seen online is true?

Subtotal No: 19%

Subtotal Yes: 81%



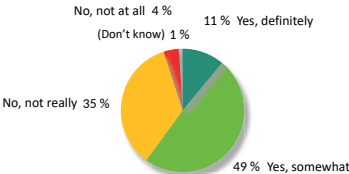
Checking Information Found Online



French people: Do you think that you check adequately to see if the information you find online is true?

Subtotal No: 39%

Subtotal Yes: 60%

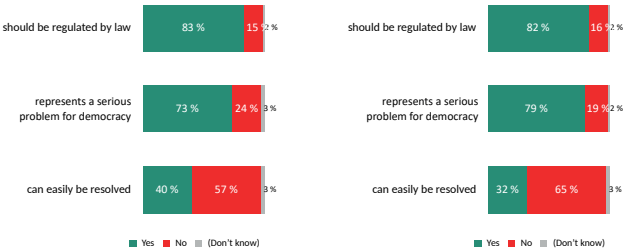


Viewpoint on Fake News



Young people:
Do you think the phenomenon of fake news...

French people:
Do you think the phenomenon of fake news...



Chapter Summary (2/2)

Parents are making their children aware of this issue. 81% of them think their child is sufficiently aware of the need to check whether the information seen online is true. 30% are confident of this, a percentage that increases with the child's age (from 21% for parents of 11-to-14-year-olds to 42% for parents of 18-to-20-year-olds), which is a sign that this is also a learning process about using the Internet that the parents have gone through.

Young people's practices are thus quite positive overall, especially if we compare them to those of adults. Only 60% of French people state that they check sufficiently whether the information they read online is true.

All generations agree about their perception of fake news. 83% of 11-to-20-year-olds and 82% of French people say that fake news should be controlled by law. 73% and 79% of them respectively consider that fake news is a serious problem for democracy, and 57% and 65% believe it is a problem that cannot easily be solved.

Chapter Summary (1/2)

Fake News: Young people do encounter it, but overall they are aware and careful

Young people are not immune to fake news. 74 % of them state that they sometimes or often realized they had encountered information that turned out to be fake. Among 18-to-20-year-olds, the figure is 84%.

Facing this, young people's first instinct is to seek other sources of information (54%), even if 34% of them say they did nothing. When they wish to learn something new about a topic, their first source is their parents (51%), especially if they are under 15 (70%). Websites are their second source of information (39%), and are in fact the first source of information for 18-to-20-year-olds (55%).

When something has happened and they are seeking reliable information, 11-to-20-year-olds primarily visit the website of a media company they know (33%) and 29% visit several sites to compare information. These two sources are used even more by 18-to-20-year-olds (39% and 41%).

The top-ranked website in Google search results is their third source of information (23%), ahead of Wikipedia (22%) and government websites (21%).

The information sources where fake news is the most present are in the two lowest-ranking positions. 20% of young people mention YouTube and only 15% mention social media.

The vast majority of young people do not spread fake news. 90% have never used the Internet or social media to post untrue things about people or events. But all the same, almost one young person in ten (8%) admits having done this. In greater detail, 1% admit to doing it "often," 2% "sometimes," and 5% "rarely" (which suggests at least once).

Privacy

The Importance of Protecting One's Privacy Online



Young people:
To you, protecting your privacy online is...

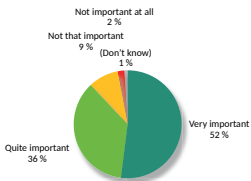
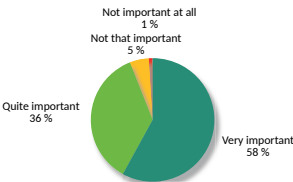
French people: To you, protecting your privacy
online is...

Subtotal: Not important:
6%

Subtotal: Important:
94%

Subtotal: Not important:
11%

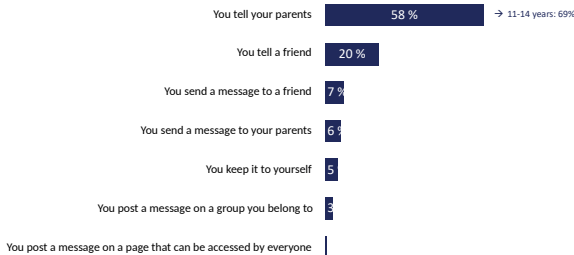
Subtotal: Important:
88%



Young People's Initial Reaction After Experiencing Something Significant



Young people:
You just experienced something significant. What do you do first?



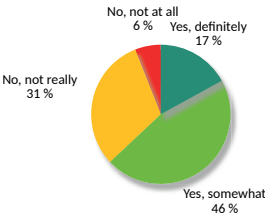
Young People's Knowledge of Ways to Protect Their Privacy Online



Young people:
Do you know ways of protecting your privacy online?

Subtotal No: 37%

Subtotal Yes: 63%



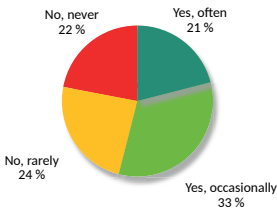
Young People's Use of Tools to Limit Tracking of their Online Activity



Young people: Have you used tools to limit tracking of your online activity (blocking cookies, requesting that
personal data be deleted, etc.)?

Subtotal No: 46%

Subtotal Yes: 54%



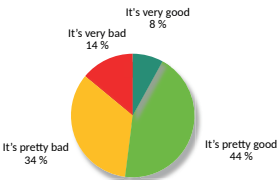
Young People's Viewpoint on Using their Personal Information to Suggest Targeted Products



Young people: If information about your age, your interests, or where you live is used to suggest products you will like, you think that...

Subtotal: It's bad: 48%

Subtotal: It's good: 52%



52

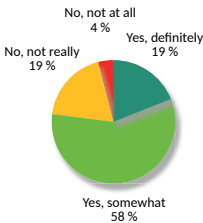
Parents Helping their Children to Use the Internet Safely



Parents of young people (11 to 20 years old):
Do you help your child to use the Internet safely?

Subtotal No: 23%

Subtotal Yes: 77%



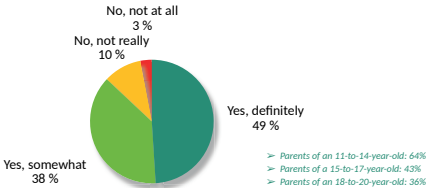
Knowledge of Child's Online Accounts



Parents of young people (11 to 20 years old):
Are you aware of the accounts your child has set up online and on social media?

Subtotal No: 13%

Subtotal Yes: 87%



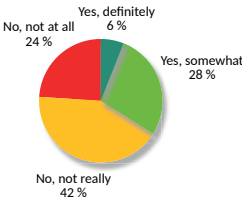
Perception that the National Education Ministry Teaches your Child to Use the Internet Safely



Parents of young people (11 to 20 years old):
Do you think that the National Education Ministry teaches your child to use the Internet safely?

Subtotal No: 66%

Subtotal Yes: 34%



53

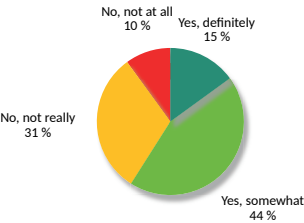
Young People's Perception That They Have Been Taught to Use the Internet Responsibly



Young people:
Do you think you have been taught how to use the Internet responsibly?

Subtotal No: 41%

Subtotal Yes: 59%

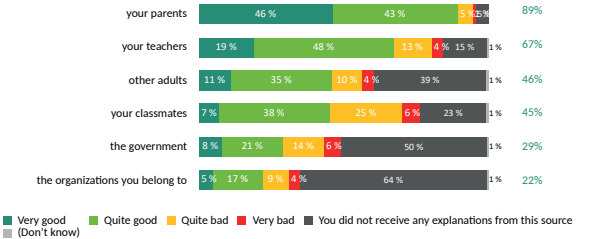


Quality of Explanations Received by Young People to Use the Internet Safely



Young people:
The explanations given by the following people on how to use the Internet safely were...

Subtotal: Good explanations



Whom to Trust to Protect Your Privacy Online



French people: In whom do you have the most trust to protect your privacy online?

Yourself 79%

Networks, websites, digital platforms 11%

The government 9%

(Don't know)

Young People's Degree of Trust in the Government and Social Media and Internet Companies to Protect Their Privacy Online



Young people:
Do you trust the government to protect your privacy online?

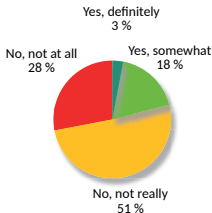
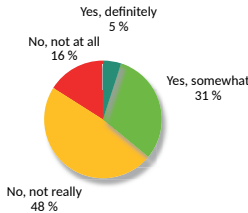
Young people:
Do you trust social media companies to protect your privacy online?

Subtotal No: 64%

Subtotal Yes: 36%

Subtotal No: 79%

Subtotal Yes: 21%



Parents' Degree of Trust in the Government and Social Media and Internet Companies to Protect Privacy Online



Parents of young people (11 to 20 years old): Do you trust the government to protect your child's privacy online?

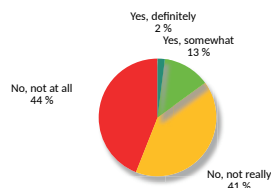
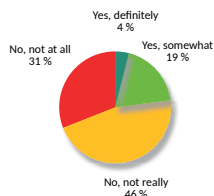
Parents of young people (11 to 20 years old): Do you trust social media companies to protect your child's privacy online?

Subtotal No: 77%

Subtotal Yes: 23%

Subtotal No: 85%

Subtotal Yes: 15%



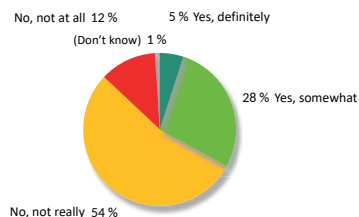
Knowing Your Rights to Defend/Protect Your Privacy Online



French people: Do you know your rights to protect and defend your privacy online?

Subtotal No: 66%

Subtotal Yes: 33%



Chapter Summary (1/2)

Protecting privacy online: young people are even more concerned than adults, even if they reject personalized marketing less

94% of young people aged 11 to 20 state that protecting their privacy online is important to them, with 58% considering it "very important." This is even higher than among the French population in general (88%).

In practice, when young people experience something significant, they generally share this information face to face with a limited group of people. 58% say that they tell their parents first (69% of 11-to-14-year-olds) and 20% tell a friend. 7% of them send a message to a friend and 6% send a message to their parents. Only 3% post a message on a group they belong to and 1% post on a page that can be accessed by everyone.

Regarding technical abilities, young people are quite well informed, especially as they get older. 63% of 11-to-20-year-olds say that they know of ways to protect their privacy on the Internet (74% of 18-to-20-year-olds), and 54% of them have already used tools to limit tracking their online activity (70% of 18-to-20-year-olds).

Regarding personalized marketing, 52% of 11-to-20-year-olds think it is good to use information about their age, interests, or where they live to offer them products they will like. Previously, in a survey conducted by Odoxa for Emakina and BFM Business in May 2018, we observed that the majority of 18-to-24-year-olds (53%) appreciated product suggestions that matched their profile and interests. This opinion decreases with age, dropping to 23% for those 65 and over.

Chapter Summary (2/2)

Learning to use the Internet: parents have little confidence in the National Education Ministry (66%), whereas young people are overwhelmingly appreciative of the information their teachers provide (67%)

Parents play a central role for children learning how to use the Internet. In fact, they generally pat themselves on the back regarding this issue: 77% of them say they help their child use the Internet safely. In order to do this, they make sure they know about their child's accounts on social media: 87% of them say they know about them.

However, parents are very skeptical of the school's efforts to support them in this role: 66% of them consider that the National Education Ministry does not teach their child to use the Internet safely.

Young people reject this notion. While things are certainly not perfect (only 59% of 11-to-20-year-olds believe they were taught to use the Internet responsibly), they appreciate the explanations given by their teachers. 67% believe them to be good, versus 17% who say they are bad, with 15% stating that they have received no explanations from their teachers on this issue.

The explanation for this perception on the part of the parents may stem from the fact that French people, overall, generally rely on themselves to protect their privacy online (79%), much more than on social media networks, websites, and digital platforms (11%) or on the government (9%).

Parents and young people agree that the last two groups are not worthy of trust on this issue. 64% of 11-to-20-year-olds and 77% of their parents say they do not trust the government to protect their privacy. They have even less confidence in social media companies to do so (79% and 85%).

However, since the establishment of the GDPR, things are distinctly more regulated, but it is still necessary for French people to be informed: 66% of them say they are not aware of their rights to protect and defend their privacy online.

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The opinions expressed in this report are not necessarily those of the following individuals or the institutions to which they belong.

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THERE IS NO DESIRE MORE NATURAL THAN THE DESIRE FOR KNOWLEDGE

French Youth: Online and Exposed

Children and teenagers are growing up online as well as offline. If communication tools can reinforce their social relations, they can also be a challenge for their well-being. Cyberviolence, inappropriate content, relationship to truth and data privacy are the four main themes explored in this report.

Based on the results of three focus groups and a poll of 3,000 French 11- to 20-year-olds, 1,000 French parents of 11- to 20-year-olds, and a sample of 1,000 people representing the French general population, we gathered a working group of multidisciplinary experts to come up with ten proposals to protect young people online - as is done offline.

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