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.

EXECUTIVE SUMMARY – APRIL 2020

French Youth: Online and Exposed
There is no desire more natural than the desire for knowledge
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 Center, 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.

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

1 Pew Research Center, A Majority of Teens Have Experienced Some Form of Cyberbullying, September 2018.
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-violence\(^2\) 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 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

<table>
<thead>
<tr>
<th></th>
<th>Pew Research Center (avril 2018)</th>
<th>Institut Montaigne (octobre 2019)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Offensive name-calling</td>
<td>42%</td>
<td>41%</td>
</tr>
<tr>
<td>Spreading or false rumors</td>
<td>32%</td>
<td>29%</td>
</tr>
<tr>
<td>Receiving explicit images you didn’t ask for</td>
<td>25%</td>
<td>31%</td>
</tr>
<tr>
<td>Physical threats</td>
<td>16%</td>
<td>21%</td>
</tr>
<tr>
<td>Having explicit images of you shared without your consent</td>
<td>7%</td>
<td>11%</td>
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**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:

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

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

 gà 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;
 gà In the case of threats, they will primarily confide in their parents, as long as the threats are not related to intimacy;
 gà 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.
FRENCH YOUTH: ONLINE AND EXPOSED

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
- 56% 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 Reel (11%)
- 11-to-14-year-olds use TikTok much more (21%) than those who are somewhat older (1% for 18-to-20-year-olds). Additionally, they reject Facebook much more than those who are somewhat older (only 28% are on Facebook, versus 63% of 18-to-20-year-olds)
- On average, young people consider 47% of their contacts on social media to be friends

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 cyberviolence at least once, and more than one in three (33%) 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 "cyberbullying" several times (12%) and even of "threats" (9%); more than one in five young people has had "a group form against him/her" several times (8%) or "nude images of him/her put online without permission" (6%)
- Almost one in four young people (24%) admits having committed cyberviolence
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 (51%) 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%).

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 in general
- 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 (51%).
- 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.

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.
- 46% 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%).
### Considering the Impact of Online Activity

**Young people:**
- In your opinion, what do you do online...
- 11-14 years: 15%
- 15-17 years: 19%
- 18-20 years: 12%

**French people:**
- In your opinion, what do you do online...
- Remains only virtual: 20%
- Has concrete effects on your life: 59%
- 11-14 years: 59%
- 15-17 years: 61%
- 18-20 years: 71%

### Social Media Platforms that Young People Use the Most

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

#### 3 possible answers
- Snapchat: 58%
- Instagram: 49%
- Facebook: 41%
- Whatsapp: 27%
- Twitter: 15%
- TikTok: 13%
- Twitch: 1%
- Other: 2%

#### 11-14 years:
- Snapchat: 62%
- Instagram: 45%
- Facebook: 25%
- Whatsapp: 21%
- Twitter: 13%
- TikTok: 6%
- Twitch: 2%
- Other: 2%

#### 15-17 years:
- Snapchat: 74%
- Instagram: 68%
- Facebook: 29%
- Whatsapp: 17%
- Twitter: 5%
- TikTok: 5%
- Twitch: 4%
- Other: 4%

#### 18-20 years:
- Snapchat: 70%
- Instagram: 70%
- Facebook: 61%
- Whatsapp: 24%
- Twitter: 3%
- TikTok: 2%
- Twitch: 3%
- Other: 3%

### Real Life Versus Virtual Experience for Communicating

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

#### Talking with your friends
- See your friends: 58%
- See your friends and talk to other friends online at the same time: 33%
- Talk to your friends online: 9%

#### When you have a disagreement with someone
- Tell someone face to face that you don’t agree with him/her: 77%
- Send an online message to say that you don’t agree with him/her: 21%
- Post a message that everyone can read to say that you don’t agree with him/her: 2%

### 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)

#### On average, young people consider 47% of their online contacts to be friends
- 11-14 years: 51%
- 15-17 years: 47%
- 18-20 years: 43%
FRENCH YOUTH: ONLINE AND EXPOSED

POLL: FULL RESULTS

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:

- A danger
  - 44%
- An opportunity
  - 56%

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?

- Search engines: 75%
- Educational videos (tutorials): 32%
- Review apps: 24%
- MOOCs (online courses): 13%
- Language-learning apps: 12%
- (Don't know): 3%

Educational and School Use of the Internet by Young People

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

- Never: 3%
- Occasionally: 18%
- Several times a day: 40%
- Several times a week: 39%

Subtotal weekly/daily use: 79%

How Serious Do Young People Think Certain Situations Are?

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

- being bullied or intimidated: 97%
- having your information revealed to everyone without your permission or hacked: 99%
- seeing images that are prohibited for minors (pornographic or violent images) without having searched for them: 89%
- searching for images that are prohibited for minors (pornographic or violent images): 85%
- reading fake news: 63%

Sub-total: A problem
**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. In any case, they are not less aware than adults. Only 20% of 11-to-20-year-olds say that what they do online is only virtual, which is comparable to what the French population as a whole says (23%).

The majority of young people (65%) and French people in general (56%) consider 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 to talking to them online (9%). 33% of them even use digital tools to increase the possibility of communicating with their friends: they combine seeing some friends and talking 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).

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).

### 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?

<table>
<thead>
<tr>
<th>Several possible answers</th>
<th>Parents of an 11-14-year-old:</th>
<th>Parents of a 15-17-year-old:</th>
<th>Parents of an 18-20-year-old:</th>
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<tbody>
<tr>
<td>You limit his/her time periods for accessing the Internet</td>
<td>31%</td>
<td>40%</td>
<td>48%</td>
</tr>
<tr>
<td>You check his/her browser history</td>
<td>28%</td>
<td>43%</td>
<td>45%</td>
</tr>
<tr>
<td>You use parental controls</td>
<td>24%</td>
<td>46%</td>
<td>46%</td>
</tr>
<tr>
<td>You let your child use the computer only in shared rooms of the house</td>
<td>9%</td>
<td>18%</td>
<td>18%</td>
</tr>
<tr>
<td>You do not let your child have a cell phone</td>
<td>5%</td>
<td>16%</td>
<td>16%</td>
</tr>
<tr>
<td>You have not taken any special measures</td>
<td>48%</td>
<td>48%</td>
<td>73%</td>
</tr>
</tbody>
</table>

### 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...

<table>
<thead>
<tr>
<th>on his/her smartphone</th>
<th>Parents of an 11-14-year-old: 72%</th>
</tr>
</thead>
<tbody>
<tr>
<td>on the family computer</td>
<td>Parents of an 11-14-year-old: 16%</td>
</tr>
<tr>
<td>on his/her computer</td>
<td>Parents of an 11-14-year-old: 12%</td>
</tr>
<tr>
<td>on a computer outside your home</td>
<td></td>
</tr>
</tbody>
</table>
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 11-14-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 15-17-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.

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 11-20-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 11-14-year-olds consider the Internet and social media to be dangerous (59%). Later, they see it as an opportunity: 60% of parents of 15-17-year-olds and 72% of parents of 18-20-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.
FRENCH YOUTH: ONLINE AND EXPOSED

POLL: FULL RESULTS

Percentage of Young People Who Have Been the Victims of Cyberviolence

Yes, definitely 82 %
Yes, somewhat 47 %
No, definitely 36 %
No, somewhat 36 %

Cyberbullying: Which Agency to Turn to?

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

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

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

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

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?

Cyberbullying: Which Agency to Turn to?

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?

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?

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

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

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?
FRENCH YOUTH: ONLINE AND EXPOSED

POLL: FULL RESULTS

Percentage of Young People Who Have Been the Victims of Cyberviolence

Breakdown by Sex and Age

<table>
<thead>
<tr>
<th></th>
<th>Boys</th>
<th>11-14 years</th>
<th>15-17 years</th>
<th>18-20 years</th>
</tr>
</thead>
<tbody>
<tr>
<td>Of being insulted</td>
<td>35%</td>
<td>31%</td>
<td>44%</td>
<td>39%</td>
</tr>
<tr>
<td>Of receiving nude images or pornographic images you did not request</td>
<td>29%</td>
<td>25%</td>
<td>40%</td>
<td>33%</td>
</tr>
<tr>
<td>Of having rumors spread about you</td>
<td>25%</td>
<td>26%</td>
<td>32%</td>
<td>32%</td>
</tr>
<tr>
<td>Of having a group form against you</td>
<td>19%</td>
<td>16%</td>
<td>24%</td>
<td>24%</td>
</tr>
<tr>
<td>Of having nude images of you put online without your permission</td>
<td>11%</td>
<td>9%</td>
<td>13%</td>
<td>15%</td>
</tr>
<tr>
<td>Subtotal: At least once</td>
<td>53%</td>
<td>45%</td>
<td>63%</td>
<td>58%</td>
</tr>
<tr>
<td>Subtotal: At least one “Often or sometimes”</td>
<td>32%</td>
<td>27%</td>
<td>40%</td>
<td>35%</td>
</tr>
</tbody>
</table>

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:

- Uncomfortable: 42%
- Bullied: 20% (Boys: 24% 18-20 years: 24%)
- Frightened: 18% (Girls: 23% 11-14 years: 23%)
- It didn’t bother me: 18% (Boys: 24%)

- Often insulted: 42% Often threatened: 42% Often had nude images put online without permission: 36% Often victim of rumors: 36% Often had a group form against you: 34% Often threatened: 32% Often victim of rumors: 30% Often had nude images put online without permission: 29% Often threatened someone physically: 16% Often sent nude images of yourself to someone without their permission: 16% Often had nude images of someone without their permission shared: 3% Yes, more than once: 3%

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:

- One or more classmate(s)/acquaintance(s): 53% (Girls: 56% 18-20 years: 51%)
- One or more stranger(s): 32% (Girls: 36% 18-20 years: 30%)
- One or more friend(s): 24% (Girls: 26% 18-20 years: 27%)
- One or more person(s) met online: 22% (Girls: 20% 18-20 years: 19%)
- One or more people in your family: 5% (Girls: 8% 18-20 years: 8%)

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

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

- Insulted someone: 7% (Girls: 14% 18-20 years: 21%)
- Spread rumors: 16% (Girls: 6%)
- Threatened someone physically: 8% (Girls: 4% 18-20 years: 4%)
- Sent nude images of yourself to someone without their permission: 16% (Girls: 9% 18-20 years: 9%)
- Shared nude images of someone without their permission: 3% (Yes, more than once: 3% Yes, once: 3%)

Breakdown by Sex and Age

<table>
<thead>
<tr>
<th></th>
<th>Boys</th>
<th>11-14 years</th>
<th>15-17 years</th>
<th>18-20 years</th>
</tr>
</thead>
<tbody>
<tr>
<td>Affirmative: Yes, more than once</td>
<td>2%</td>
<td>2%</td>
<td>3%</td>
<td>2%</td>
</tr>
<tr>
<td>Affirmative: Yes, once</td>
<td>2%</td>
<td>2%</td>
<td>3%</td>
<td>2%</td>
</tr>
<tr>
<td>Subtotal: At least once</td>
<td>4%</td>
<td>4%</td>
<td>6%</td>
<td>4%</td>
</tr>
</tbody>
</table>
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” (16%) 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” (8%) or “nude images of him/her put online without permission” (5%) several times.

It should be noted that girls are affected more often than boys by almost all aspects of cyberviolence discussed in the poll, whether they are the victims of insults (20%), rumors (16%), or threats (15%).

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%).

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 cyberviolence and 8% 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 or 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 respond to this poll. 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 (81%), 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 was a victim.
FRENCH YOUTH: ONLINE AND EXPOSED

Access to Inappropriate Content Online
Breakdown by Sex and Age

Young people:
Have you seen any of the following content on the Internet?

<table>
<thead>
<tr>
<th>Content Type</th>
<th>Boys 11-14 years</th>
<th>15-17 years</th>
<th>18-20 years</th>
<th>Girls 11-14 years</th>
<th>15-17 years</th>
<th>18-20 years</th>
</tr>
</thead>
<tbody>
<tr>
<td>Violent content</td>
<td>49%</td>
<td>42%</td>
<td>39%</td>
<td>46%</td>
<td>38%</td>
<td>51%</td>
</tr>
<tr>
<td>Pornographic content</td>
<td>38%</td>
<td>24%</td>
<td>3%</td>
<td>33%</td>
<td>20%</td>
<td>13%</td>
</tr>
<tr>
<td>Racist, anti-Semitic, or homophobic content</td>
<td>28%</td>
<td>19%</td>
<td>15%</td>
<td>3%</td>
<td>24%</td>
<td>37%</td>
</tr>
<tr>
<td>Content encouraging you to play dangerous games</td>
<td>23%</td>
<td>25%</td>
<td>38%</td>
<td>30%</td>
<td>26%</td>
<td>21%</td>
</tr>
<tr>
<td>Content encouraging you to commit terrorist acts or justifying them</td>
<td>11%</td>
<td>8%</td>
<td>15%</td>
<td>12%</td>
<td>8%</td>
<td>12%</td>
</tr>
<tr>
<td>Subtotal: All at least one</td>
<td>56%</td>
<td>47%</td>
<td>70%</td>
<td>55%</td>
<td>44%</td>
<td>59%</td>
</tr>
</tbody>
</table>

Access to Inappropriate Content Online

French people:
Have you seen...

- Pornographic content: 45% of boys, 53% of girls
- Violent content: 30% of boys, 68% of girls
- Racist, anti-Semitic, or homophobic content: 25% of boys, 80% of girls
- Content encouraging you to play dangerous games: 5% of boys, 90% of girls
- Content encouraging you to commit terrorist acts or justifying them: 5% of boys, 93% of girls

Subtotal: At least one yes 53%

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?

Subtotal No: 6%
Subtotal Yes: 94%

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?

<table>
<thead>
<tr>
<th>Content Type</th>
<th>Very shocked</th>
<th>Somewhat shocked</th>
<th>Not really shocked</th>
<th>Not at all shocked</th>
<th>(Don’t know)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Violent content</td>
<td>57%</td>
<td>35%</td>
<td>10%</td>
<td>11%</td>
<td>6%</td>
</tr>
<tr>
<td>Racist, anti-Semitic, or homophobic content</td>
<td>43%</td>
<td>42%</td>
<td>15%</td>
<td>11%</td>
<td>6%</td>
</tr>
<tr>
<td>Content encouraging you to play dangerous games</td>
<td>27%</td>
<td>44%</td>
<td>10%</td>
<td>11%</td>
<td>4%</td>
</tr>
<tr>
<td>Content encouraging you to commit terrorist acts or justifying them</td>
<td>31%</td>
<td>44%</td>
<td>11%</td>
<td>11%</td>
<td>4%</td>
</tr>
</tbody>
</table>

Subtotal: Shocked 90%

Access to Inappropriate Content Online

French people:
Have you seen...

- Pornographic content: 1% of boys, 1% of girls
- Violent content: 93% of boys, 90% of girls
- Racist, anti-Semitic, or homophobic content: 1% of boys, 19% of girls
- Content encouraging you to play dangerous games: 2% of boys, 2% of girls
- Content encouraging you to commit terrorist acts or justifying them: 11% of boys, 8% of girls

Subtotal: At least one yes 90%
### Access to Inappropriate Content Online: Parents’ Knowledge of their Child’s Situation

#### 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. 21% 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%).

When 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 (80%).

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 (32% 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 35%), 4% 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

Except for pornographic content, the first people that young people turn to are their parents (32% 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.

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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.

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?

You did nothing

You flagged the error

You passed it on to others

(Don’t know)

Subtotal

No: 26%

Yes: 74%

Subtotal

18-20 years: 84%

11-14 years: 45%

You looked for other sources of information

You flagged the error

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

visiting websites

reading a book on the topic

asking your teachers

(Don’t know)
FRENCH YOUTH: ONLINE AND EXPOSED

POLL: FULL RESULTS

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?

<table>
<thead>
<tr>
<th>Several possible answers</th>
<th>11-14 years</th>
<th>15-17 years</th>
<th>18-20 years</th>
</tr>
</thead>
<tbody>
<tr>
<td>Website of a media company you know (newspaper, TV)</td>
<td>35%</td>
<td>38%</td>
<td>39%</td>
</tr>
<tr>
<td>Several websites to compare information</td>
<td>29%</td>
<td>43%</td>
<td>18-20 years: 43%</td>
</tr>
<tr>
<td>Website that appears at the top of the Google search</td>
<td>23%</td>
<td>28%</td>
<td>11-14 years: 28%</td>
</tr>
<tr>
<td>Wikipedia</td>
<td>22%</td>
<td>29%</td>
<td></td>
</tr>
<tr>
<td>Government website (gouv.fr)</td>
<td>21%</td>
<td>30%</td>
<td>18-20 years: 30%</td>
</tr>
<tr>
<td>YouTube</td>
<td>20%</td>
<td>24%</td>
<td></td>
</tr>
<tr>
<td>Social media</td>
<td>15%</td>
<td>18-20 years: 12%</td>
<td></td>
</tr>
<tr>
<td>(Don’t know)</td>
<td>3%</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

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?

| Yes, often | 1% |
| Yes, sometimes | 2% |
| No, rarely | 2% |
| No, never | 90% |
| Don’t know or do not wish to answer | 2% |

Checking Information Found Online

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

| Yes, definitely | 49% |
| Yes, somewhat | 11% |
| No, not really | 35% |
| No, not at all | 4% |

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?

- Parents of an 11-to-14-year-old: 21%
- Parents of a 15-to-17-year-old: 32%
- Parents of an 18-to-20-year-old: 42%
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 (21%) 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 (9%) admits having done this. In greater detail, 1% admit to doing it “often,” 2% “sometimes,” and 5% “rarely” (which suggests at least once).
**The Importance of Protecting One’s Privacy Online**

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

<table>
<thead>
<tr>
<th>Response</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Not important at all</td>
<td>6%</td>
</tr>
<tr>
<td>Not that important</td>
<td>8%</td>
</tr>
<tr>
<td>Quite important</td>
<td>36%</td>
</tr>
<tr>
<td>Very important</td>
<td>58%</td>
</tr>
</tbody>
</table>

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

<table>
<thead>
<tr>
<th>Response</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Not important at all</td>
<td>5%</td>
</tr>
<tr>
<td>Not that important</td>
<td>11%</td>
</tr>
<tr>
<td>Quite important</td>
<td>32%</td>
</tr>
<tr>
<td>Very important</td>
<td>52%</td>
</tr>
</tbody>
</table>

Subtotal: Important: 94%

Subtotal: Not important: 6%

**Young People’s Knowledge of Ways to Protect Their Privacy Online**

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

<table>
<thead>
<tr>
<th>Response</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>No, not at all</td>
<td>6%</td>
</tr>
<tr>
<td>No, not really</td>
<td>31%</td>
</tr>
<tr>
<td>Yes, somewhat</td>
<td>19%</td>
</tr>
<tr>
<td>Yes, definitely</td>
<td>37%</td>
</tr>
</tbody>
</table>

Subtotal Yes: 63%

Subtotal No: 37%

**Young People’s Initial Reaction After Experiencing Something Significant**

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

<table>
<thead>
<tr>
<th>Action</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>You tell your parents</td>
<td>58%</td>
</tr>
<tr>
<td>You tell a friend</td>
<td>20%</td>
</tr>
<tr>
<td>You send a message to a friend</td>
<td>9%</td>
</tr>
<tr>
<td>You send a message to your parents</td>
<td>6%</td>
</tr>
<tr>
<td>You keep it to yourself</td>
<td>5%</td>
</tr>
<tr>
<td>You post a message on a group you belong to</td>
<td>7%</td>
</tr>
<tr>
<td>You post a message on a page that can be accessed by everyone</td>
<td>6%</td>
</tr>
</tbody>
</table>

**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.)?

<table>
<thead>
<tr>
<th>Frequency</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>No, never</td>
<td>22%</td>
</tr>
<tr>
<td>No, rarely</td>
<td>24%</td>
</tr>
<tr>
<td>Yes, occasionally</td>
<td>33%</td>
</tr>
<tr>
<td>Yes, often</td>
<td>21%</td>
</tr>
</tbody>
</table>

Subtotal Yes: 54%

Subtotal No: 46%
Young People's Viewpoint on Using their Personal Information to Suggest Targeted Products

Parents of young people (11 to 20 years old):
If information about your age, your interests, or where you live is used to suggest products you will like, you think that...

- No, not at all: 4%
- No, not really: 19%
- Yes, somewhat: 58%
- Yes, definitely: 19%

Subtotal Yes: 77%
Subtotal No: 23%

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?

- Yes, definitely: 49%
- Yes, somewhat: 38%
- No, not really: 10%
- No, not at all: 3%

Subtotal Yes: 87%
Subtotal No: 13%

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?

- No, not at all: 4%
- No, not really: 19%
- Yes, somewhat: 58%
- Yes, definitely: 24%

Subtotal Yes: 77%
Subtotal No: 23%

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?

- No, not at all: 6%
- No, not really: 28%
- Yes, somewhat: 24%
- Yes, definitely: 49%

Subtotal Yes: 77%
Subtotal No: 23%
**FRENCH YOUTH: ONLINE AND EXPOSED**

### POLL: FULL RESULTS

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

<table>
<thead>
<tr>
<th></th>
<th>Subtotal No: 41%</th>
<th>Subtotal Yes: 59%</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Do you think you have been taught how to use the Internet responsibly?</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Yes, definitely</td>
<td>15%</td>
<td></td>
</tr>
<tr>
<td>Yes, somewhat</td>
<td>44%</td>
<td></td>
</tr>
<tr>
<td>No, not really</td>
<td>21%</td>
<td></td>
</tr>
<tr>
<td>No, not at all</td>
<td>10%</td>
<td></td>
</tr>
</tbody>
</table>

**Subtotal Yes: 36%**

### 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...

<table>
<thead>
<tr>
<th>Source</th>
<th>Subtotal: Good explanations</th>
</tr>
</thead>
<tbody>
<tr>
<td>your parents</td>
<td>89%</td>
</tr>
<tr>
<td>your teachers</td>
<td>67%</td>
</tr>
<tr>
<td>other adults</td>
<td>46%</td>
</tr>
<tr>
<td>your classmates</td>
<td>45%</td>
</tr>
<tr>
<td>the government</td>
<td>29%</td>
</tr>
<tr>
<td>the organizations you belong to</td>
<td>23%</td>
</tr>
</tbody>
</table>

#### Whom to Trust to Protect Your Privacy Online

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

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Yourself</strong></td>
<td>79%</td>
</tr>
<tr>
<td>Networks, websites, digital platforms</td>
<td>11%</td>
</tr>
<tr>
<td>The government</td>
<td>9%</td>
</tr>
<tr>
<td>(Don’t know)</td>
<td>1%</td>
</tr>
</tbody>
</table>

**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?

<table>
<thead>
<tr>
<th></th>
<th>Subtotal No: 64%</th>
<th>Subtotal Yes: 36%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes, definitely</td>
<td>5%</td>
<td></td>
</tr>
<tr>
<td>Yes, somewhat</td>
<td>31%</td>
<td></td>
</tr>
<tr>
<td>No, not at all</td>
<td>16%</td>
<td></td>
</tr>
</tbody>
</table>

**Young people:**

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

<table>
<thead>
<tr>
<th></th>
<th>Subtotal No: 79%</th>
<th>Subtotal Yes: 21%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes, definitely</td>
<td>3%</td>
<td></td>
</tr>
<tr>
<td>Yes, somewhat</td>
<td>18%</td>
<td></td>
</tr>
<tr>
<td>No, not really</td>
<td>51%</td>
<td></td>
</tr>
<tr>
<td>No, not at all</td>
<td>28%</td>
<td></td>
</tr>
</tbody>
</table>
FRENCH YOUTH: ONLINE AND EXPOSED

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.

POLL: FULL RESULTS

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 2% 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 13-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.

Knowing Your Rights to Defend/Protect Your Privacy Online

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

Subtotal Yes: 66%

Subtotal No: 33%

No, not at all 12 % (Don't know) 1 %
Yes, definitely 28 %
Yes, somewhat 53 %
No, not really 45 %
ACKNOWLEDGMENTS

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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• Hector de Rivoire, Public Affairs Director, Microsoft France
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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.