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# Survey on perception of the right to and enforcement of personal data protection

## REPORT

December 2019

Prepared by: **ASK Moldova**

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— ASK Moldova —

ASK



# STUDY DESIGN



## STUDY OBJECTIVES

The implementation of an ex-post survey on the perception of the right to and enforcement of personal data protection in the Republic of Moldova.



## STUDY METHODOLOGY

Computer assisted telephone interviews (CATI).



## TARGET GROUP

Population aged 18-59, residents of mun. Chisinau.



## GEOGRAPHY

Mun. Chisinau.



## SAMPLE SIZE

1'025 completed interviews with representatives of target group.



## PERIOD OF DATA COLLECTION

November- December 2019.

ASK

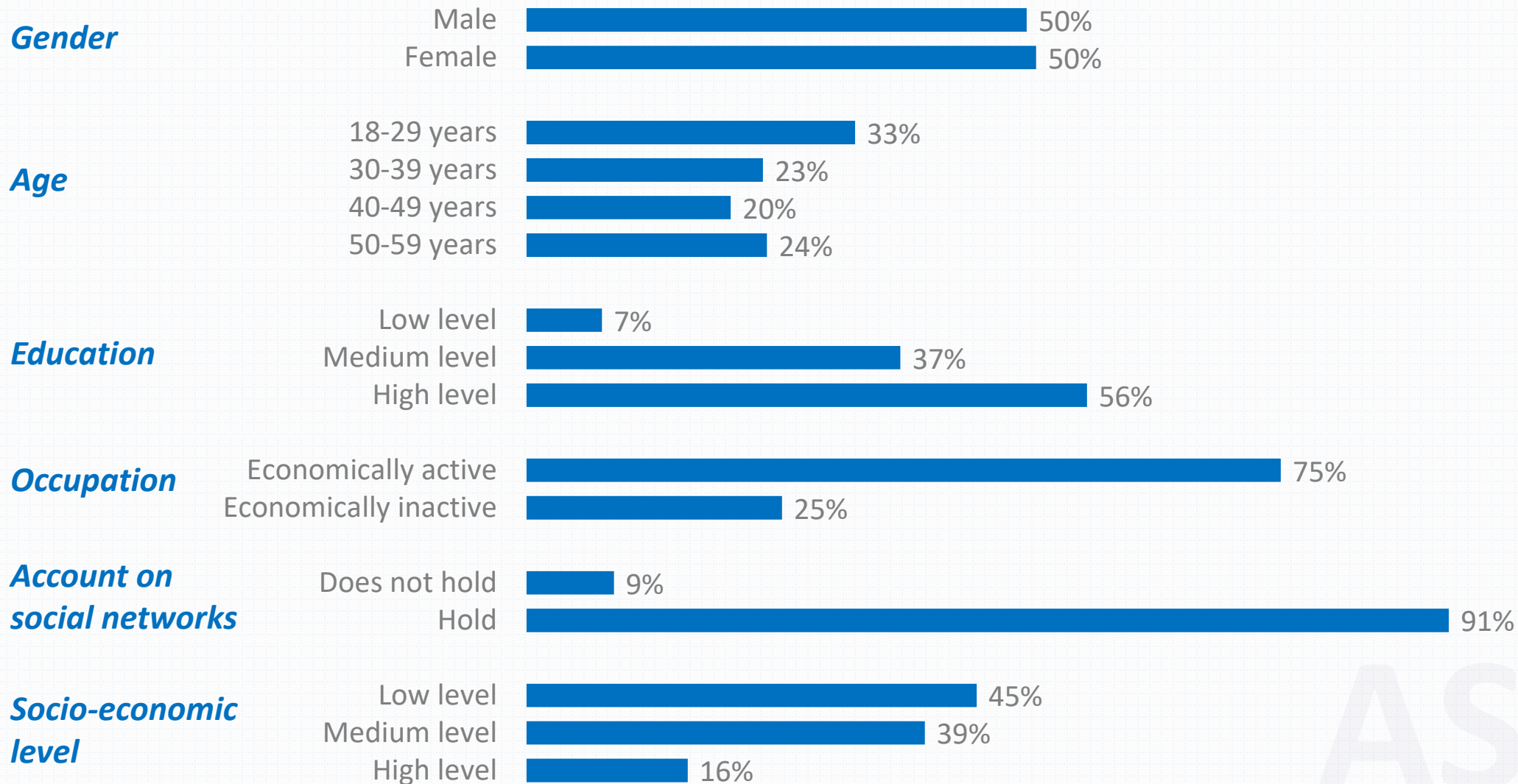


# Profile of the respondents

ASK



# Profile of the respondents



ASK

Base: 1025



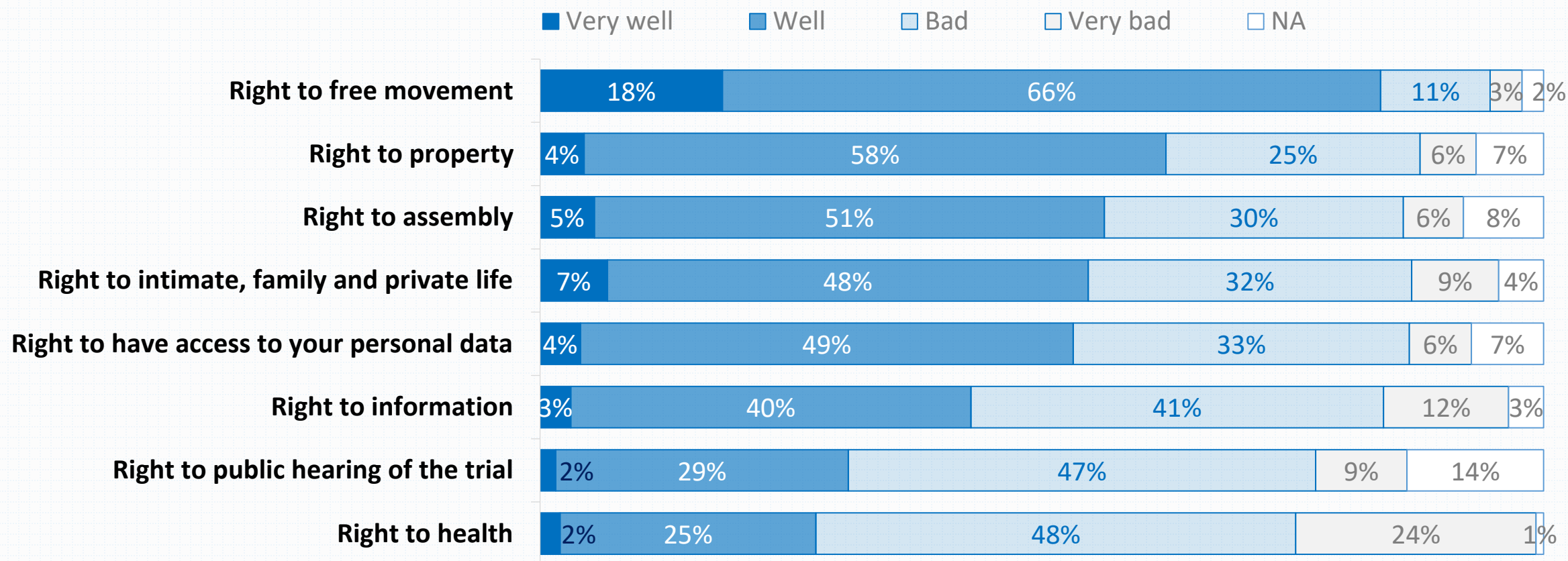
# Information on the protection of personal data

## Opinions and Perceptions

ASK



# Opinion regarding respect for the rights and freedoms in the Republic of Moldova



Q. Please tell me how well the following human rights and freedoms are respected in Moldova?

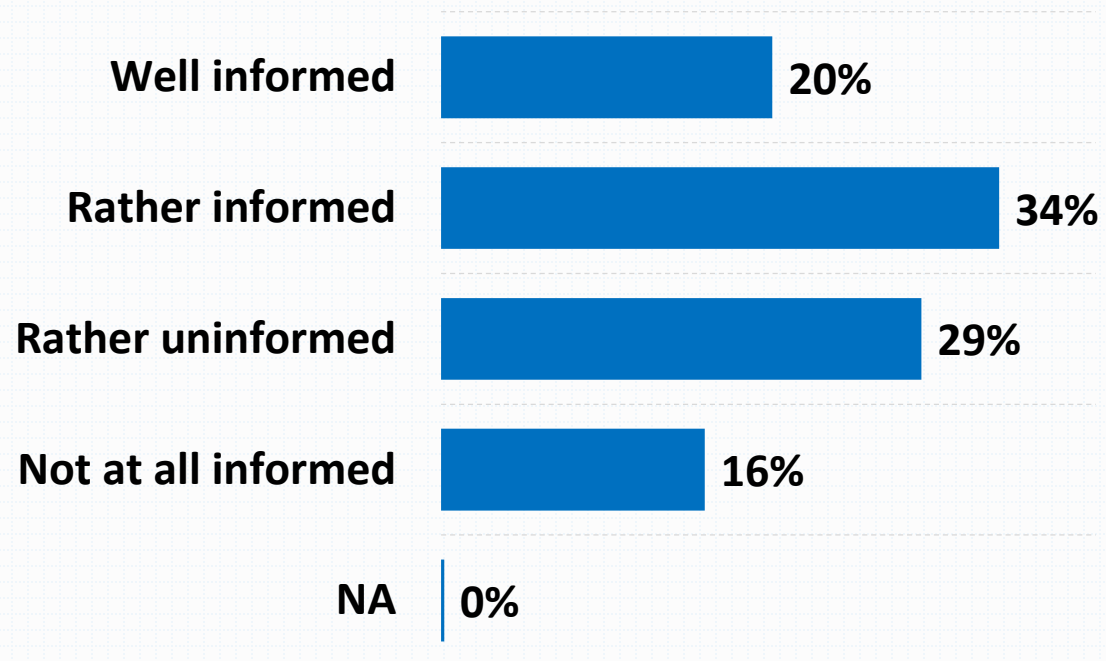
ASK

Base: 1025



# Level of information of the population regarding personal data protection

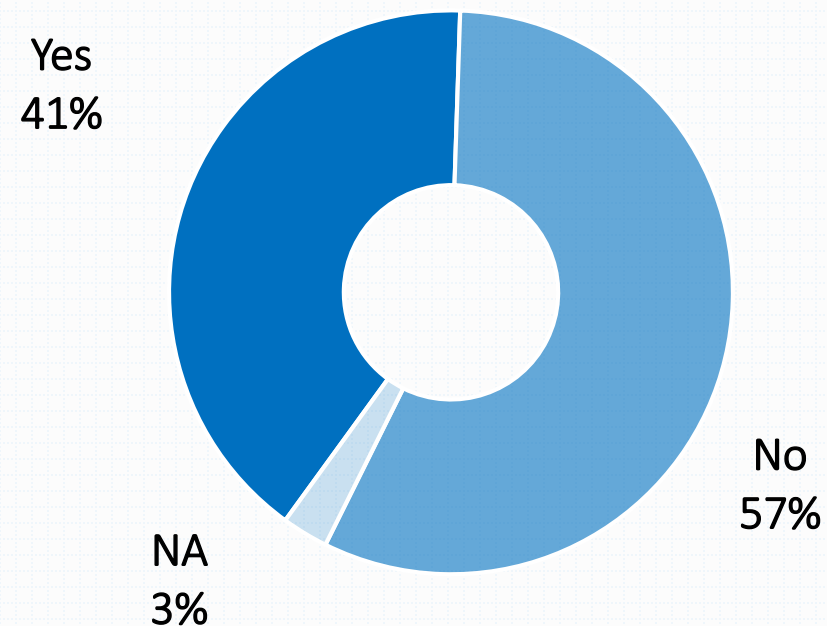
## Perception of information level



Q. How aware you are of the protection of your personal data?

Base: 1025

## Being informed about the processing of personal data by institutions

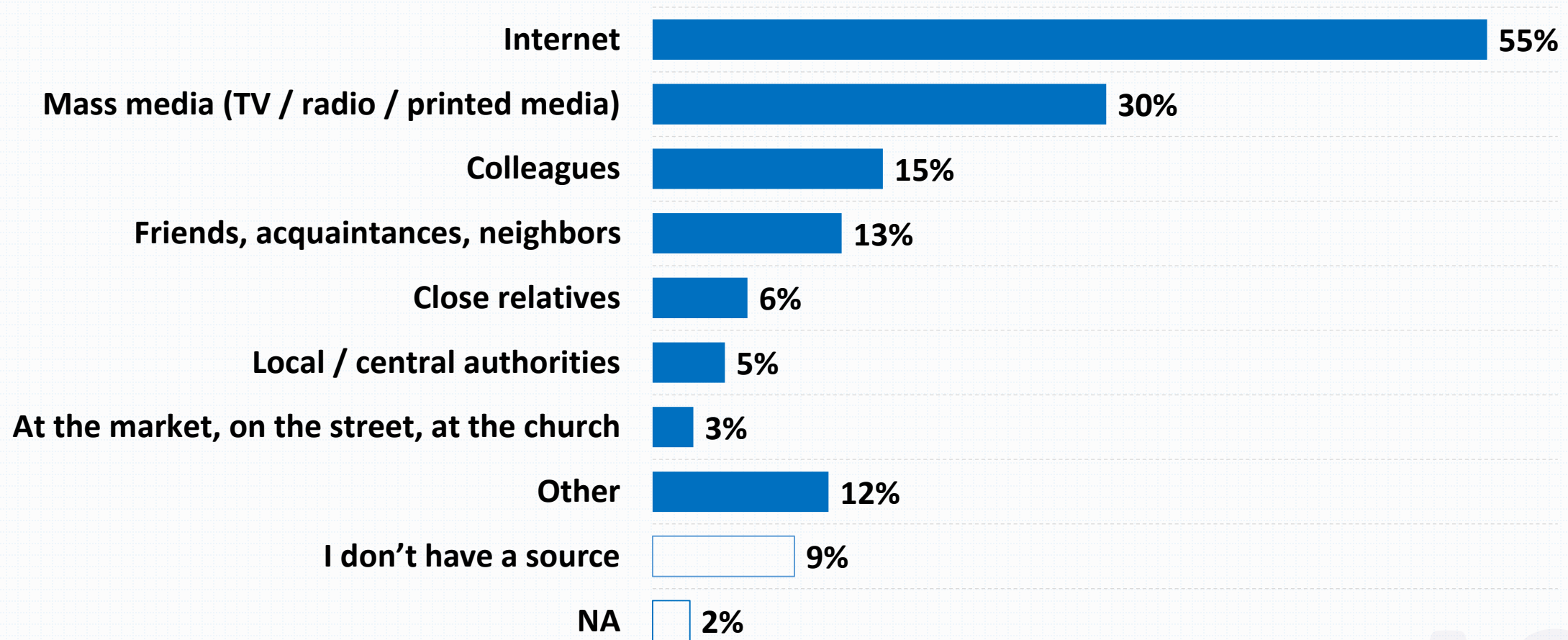


Q. Do public institutions and private companies inform you about the processing of your personal data?

Base: 1025



# Sources of information about personal data protection issues



Q. From which sources of information do you get the most information about your personal data?

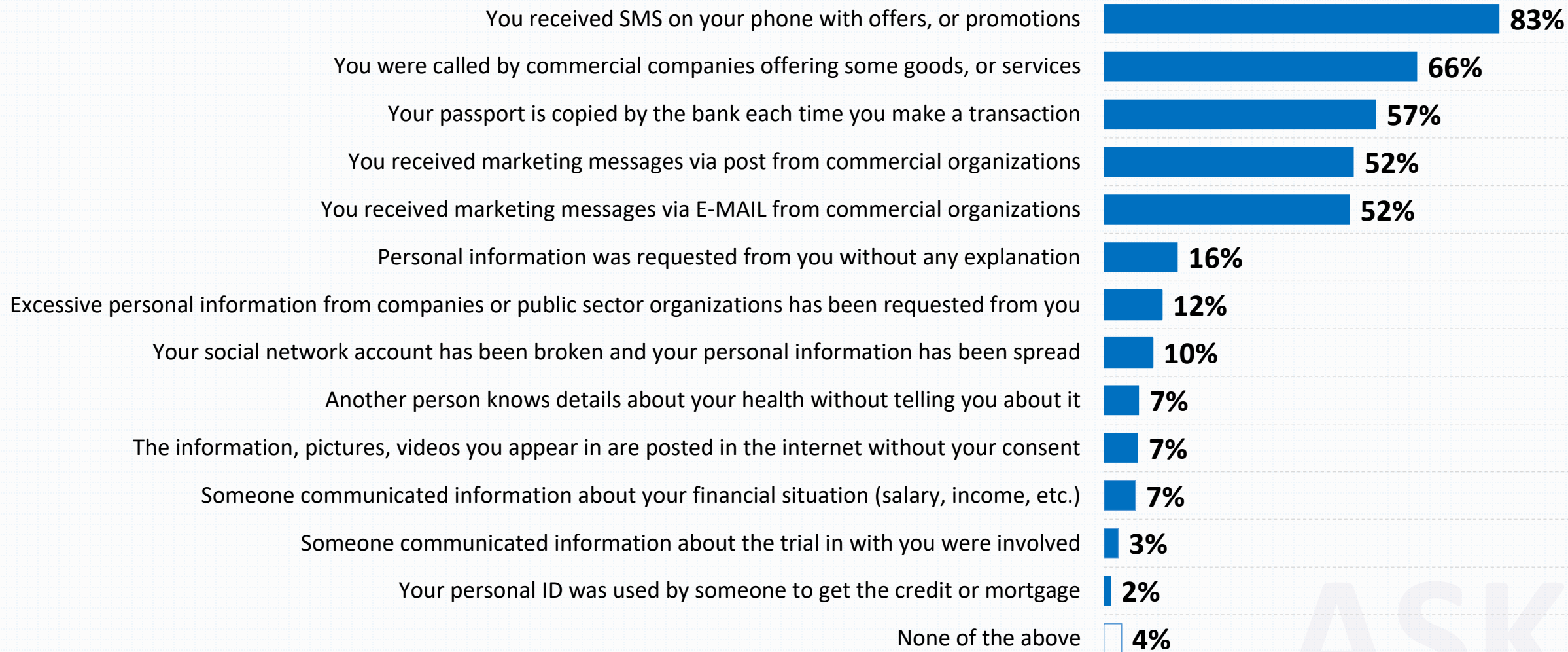
ASK

Base: 1025





# Situations of personal data use

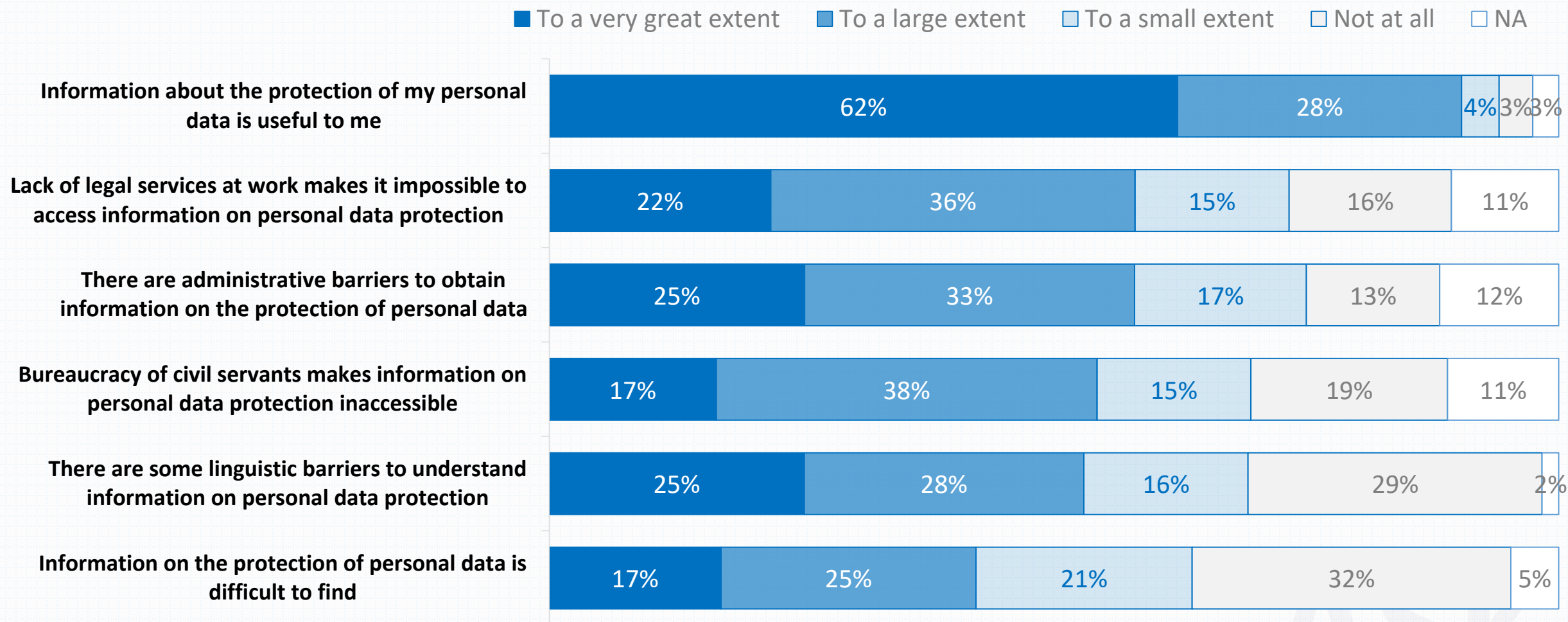


Q. Tell me if you have ever been at least one of the following situations?

ASK

Base: 1025

# Accessibility & barriers to information on personal data protection



Q. To what extent do you agree with the following statements regarding information about personal data?

Base: 1025



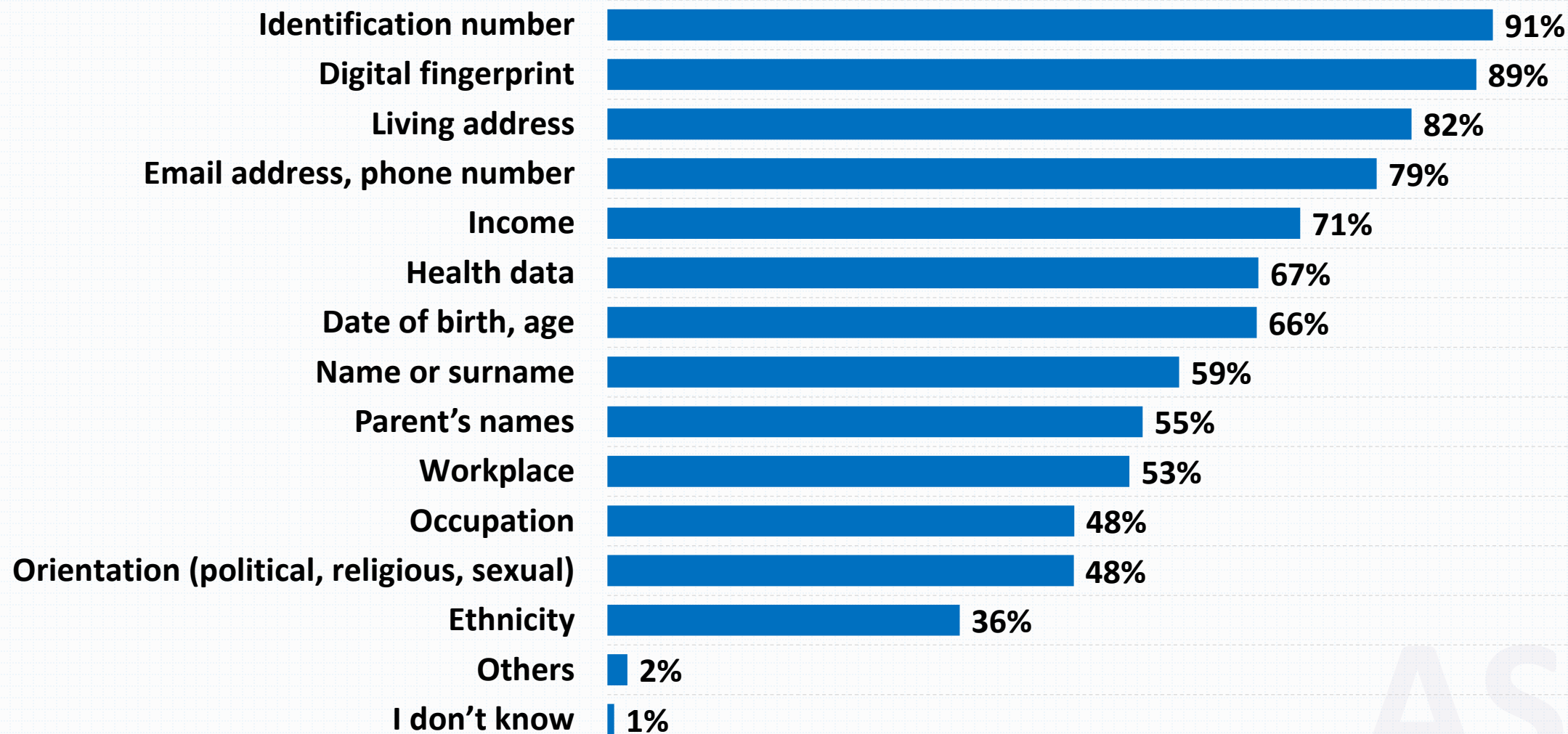


# **Level of knowledge, attitudes and practices regarding personal data and its protection**

ASK



# What is considered as personal data

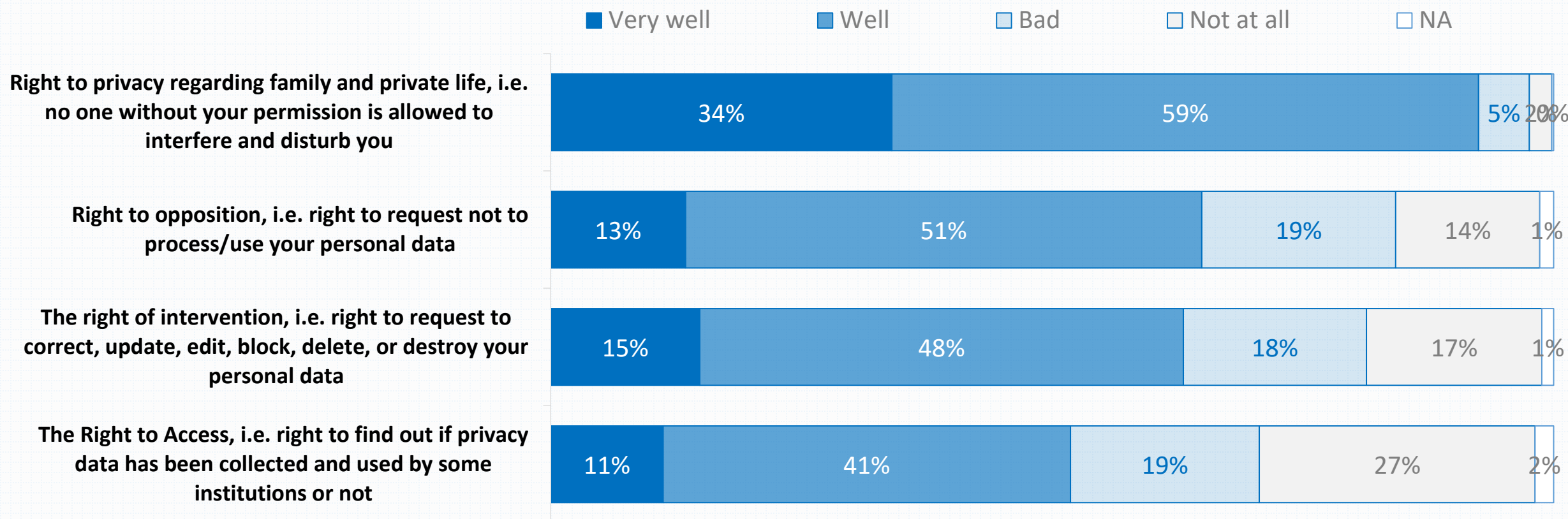


Q. What do you think are your personal data?

ASK

Base: 1025

# Familiarity with personal data protection rights



Q. To what extent do you know that you have the following rights implemented?

ASK

Base: 1025



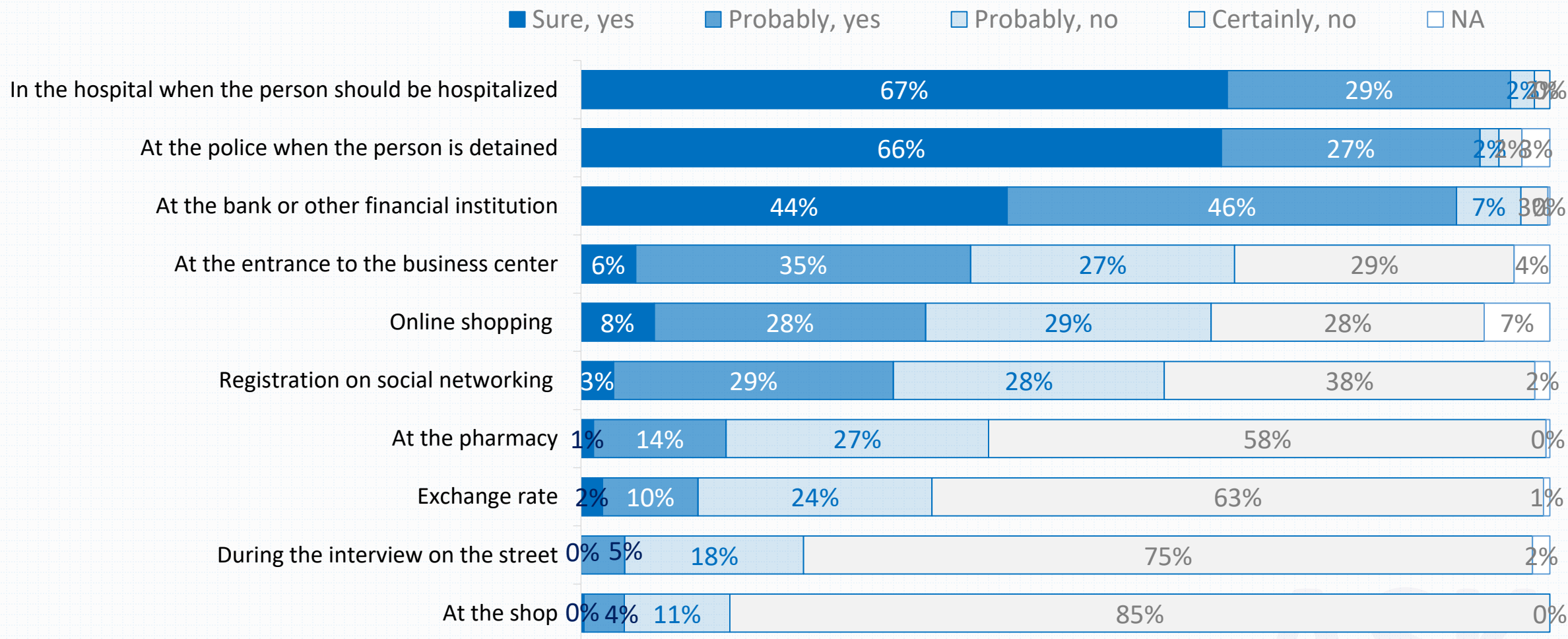


## **Presentation of information regarding personal data**

ASK



# Necessity of personal data presentation



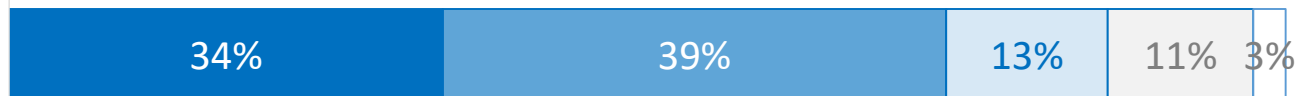
Q. In which cases (when and where) do you think it is necessary to present your personal data?

Base: 1025

# Opinions on presentation of personal data in different situations

■ Totally agree ■ Agree ■ Disagree ■ Not at all ■ NA

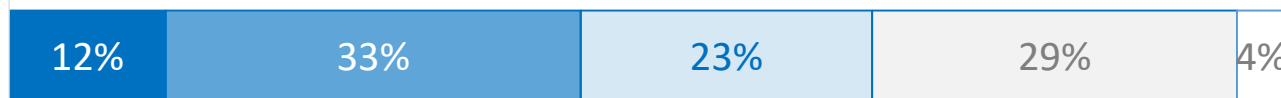
**Providing personal information is an increasingly important aspect today**



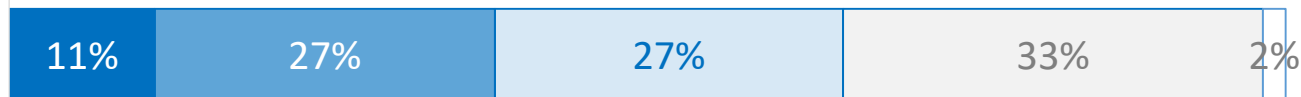
**Government (state institutions) demand more and more personal information**



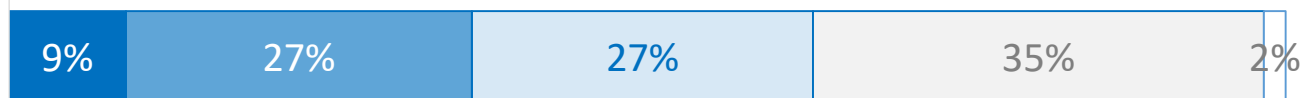
**Feel that you need to provide personal information when you access the Internet (social networks, transactions)**



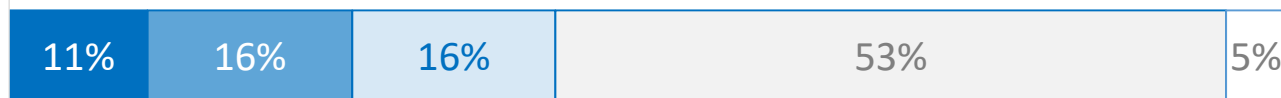
**Providing personal information is not a major issue for you**



**In order to benefit from certain services / products it is necessary to provide personal information**



**If you are involved in a trial, you agree that the court decision you are seeking to be published and accessible...**



*Q. Please tell me if you agree or disagree with the following statements?*

ASK

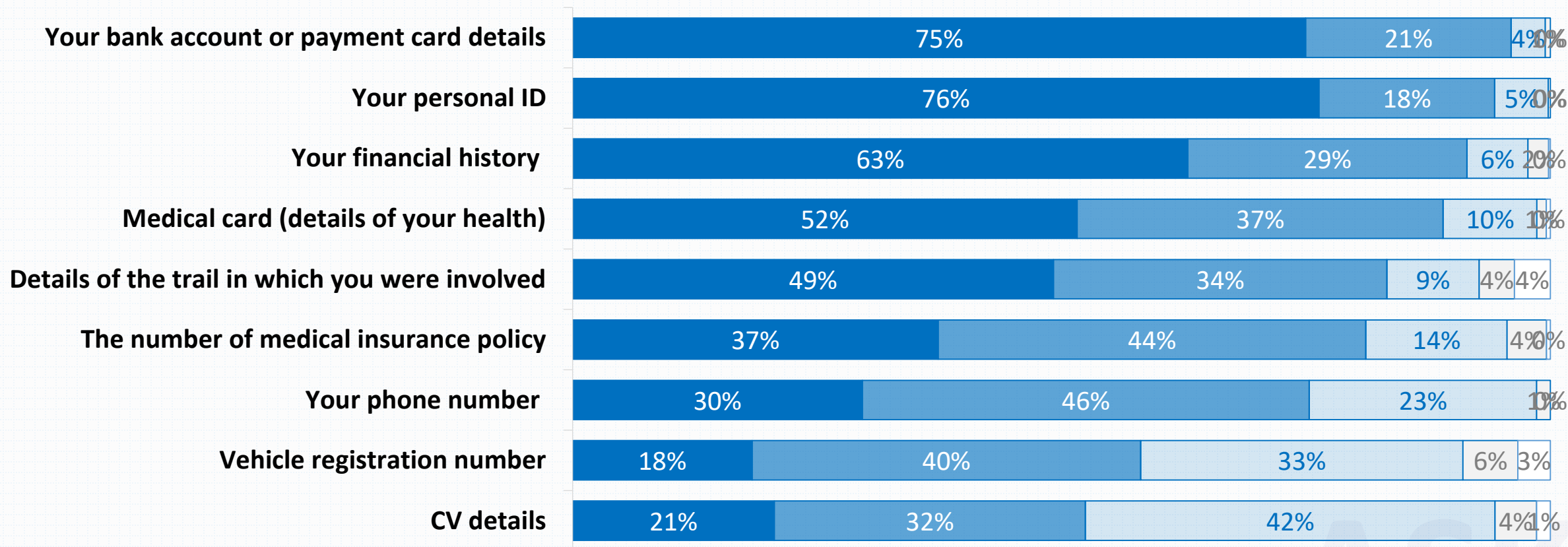
Base: 1025





# Importance of the confidentiality of personal data

■ Very important ■ Quite important ■ Not quite important ■ Not important at all ■ NA

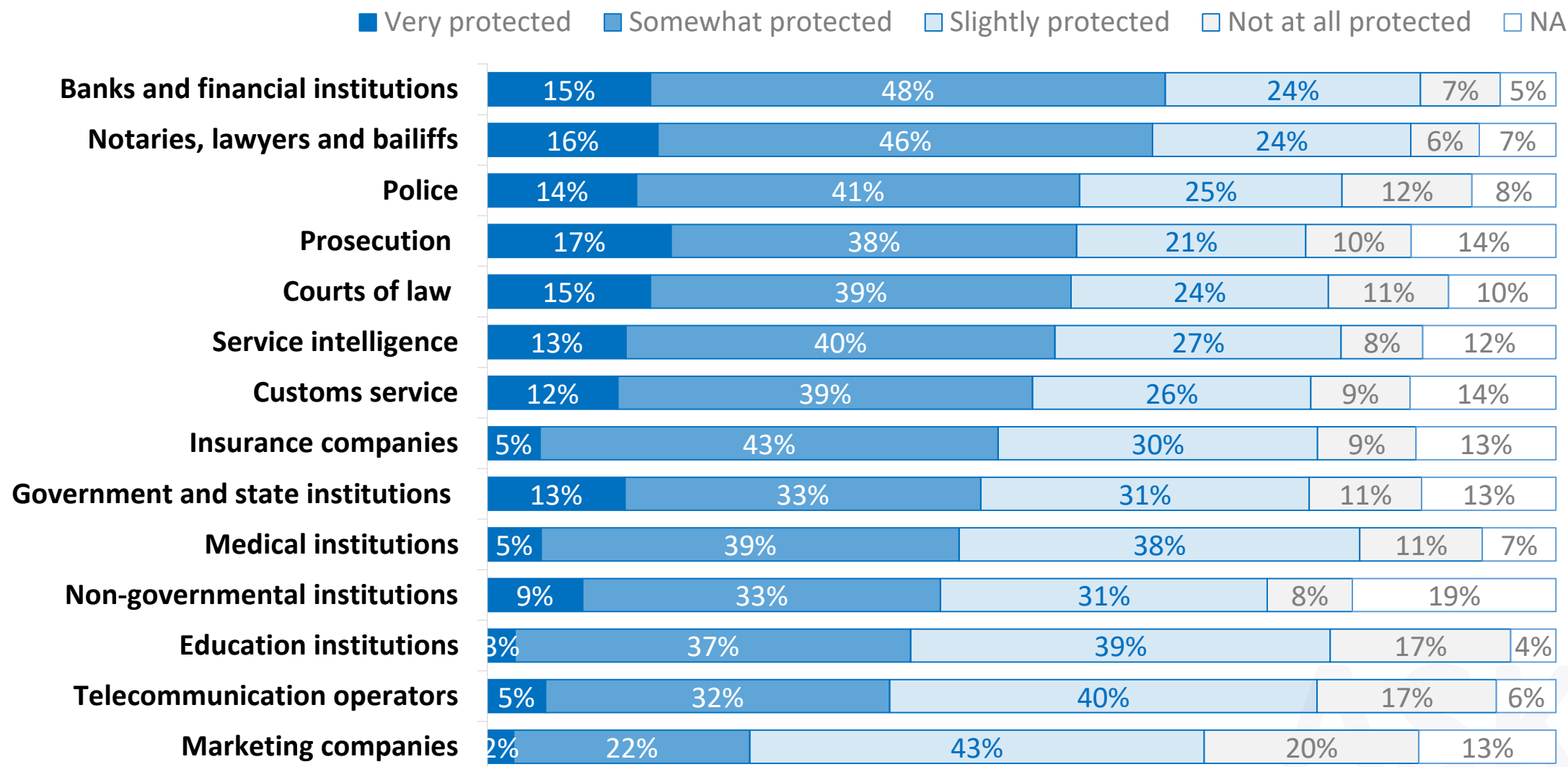


Q. In your opinion, how important would it be to protect these types of data?

Base: 1025



# Level of protection of personal data by institutions

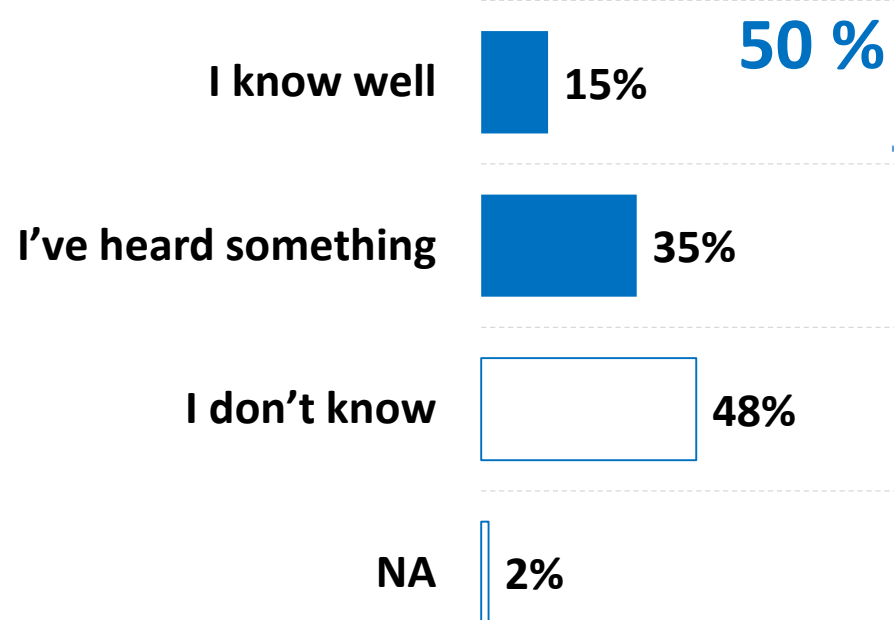


Q. How protected are these institutions from leaking personal data?

Base: 1025

# Awareness with authority, responsible with the personal data protection

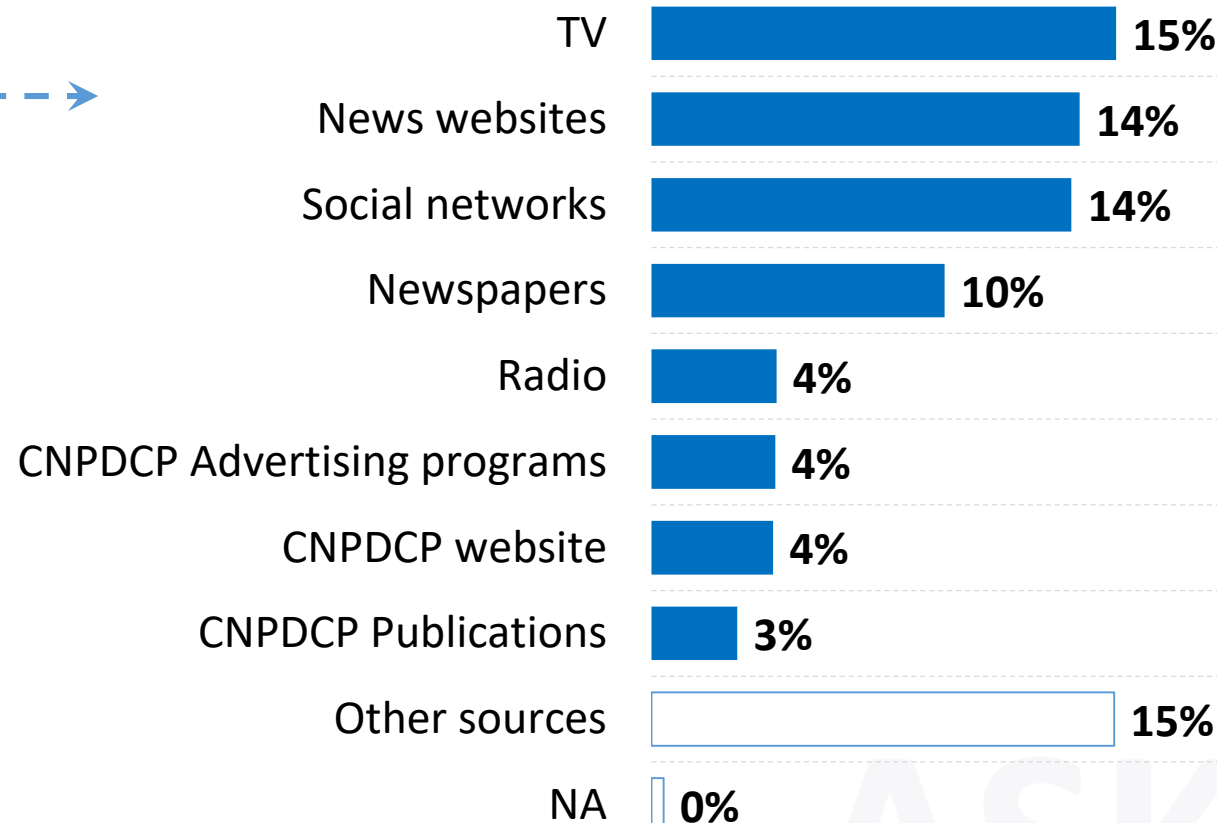
## Awareness about responsible authority



**Q.** Do you know that there is a supervisory authority that protect the citizens of the Republic of Moldova from illegal use and the disclosure or dissemination of personal data?

Base: 1025

## Sources of information



**Q.** From what sources of information have you heard, seen or read about the supervisory authority responsible for the Protection of Personal Data?

Base: 1025





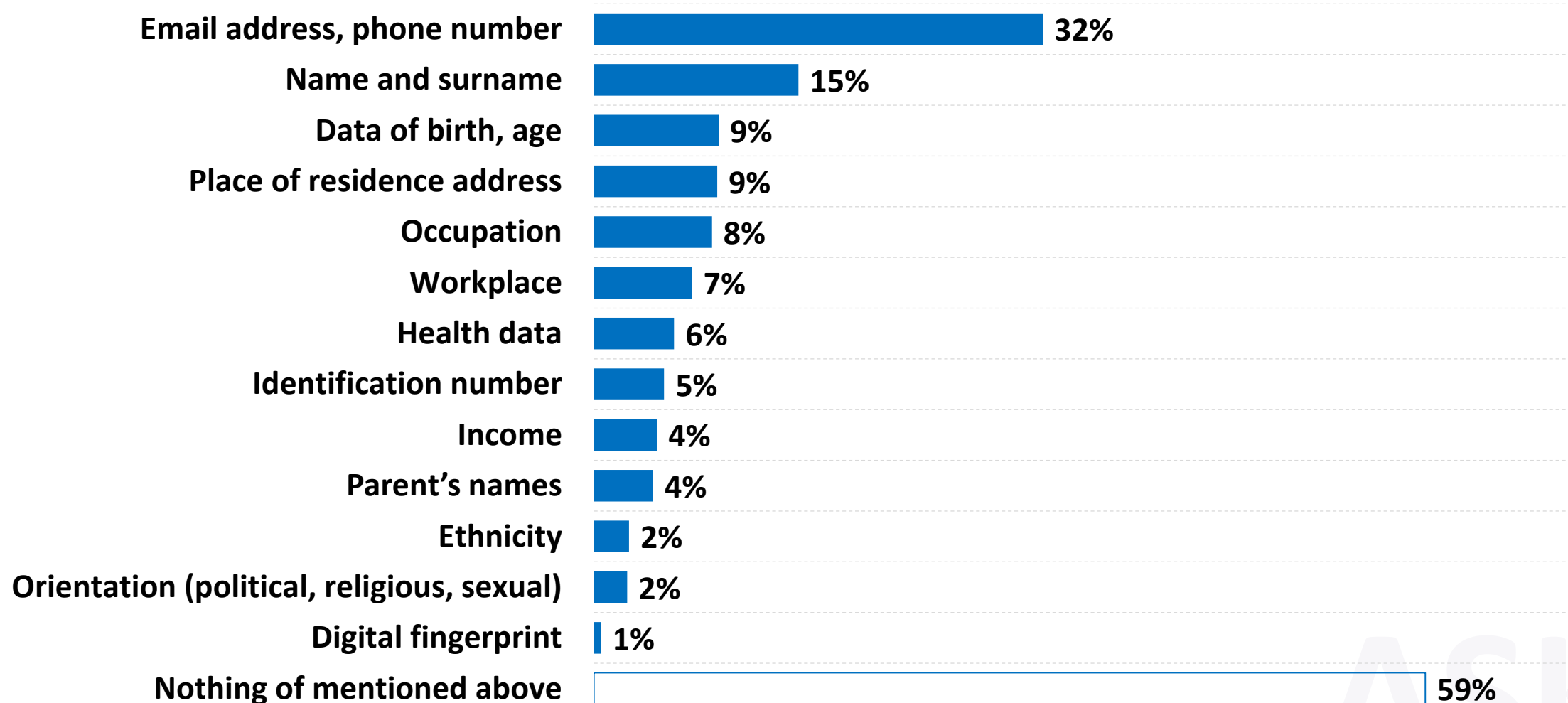
## Practices on

**breach of confidentiality of personal data and  
applicable protection measures personal data**

ASK



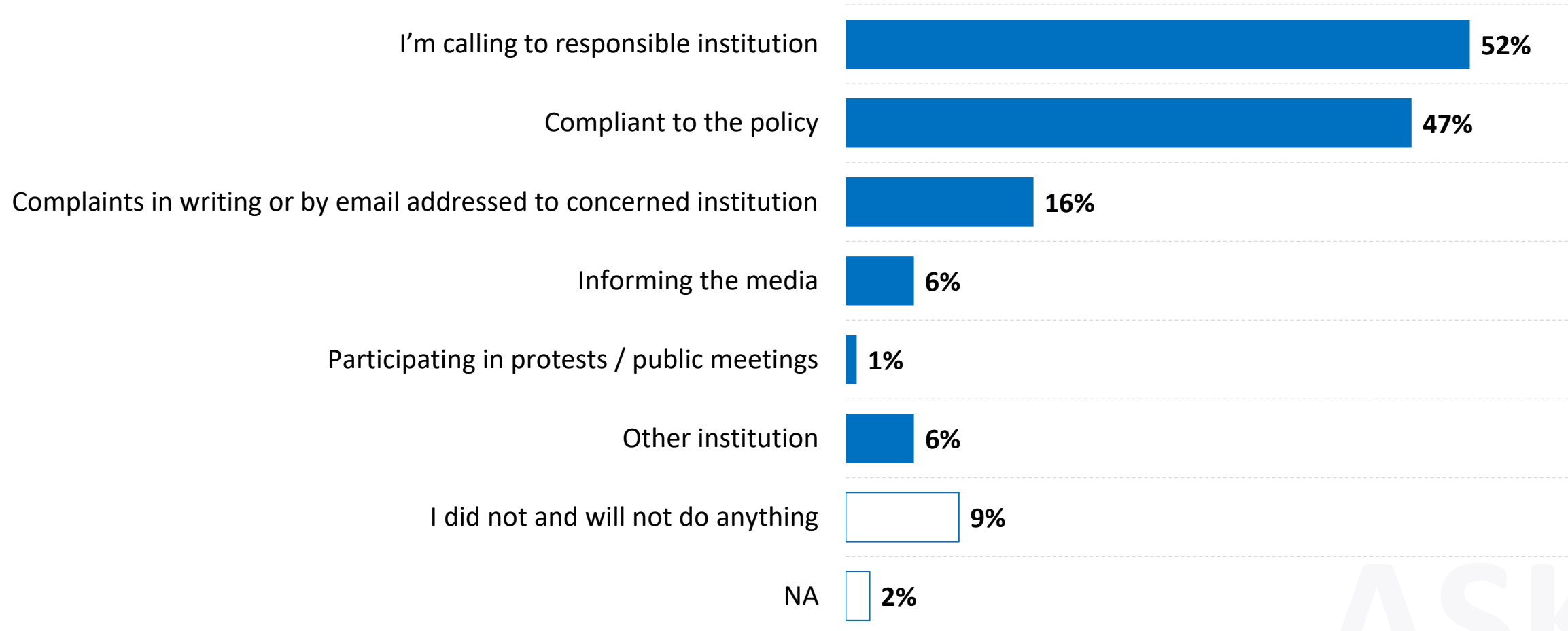
# Illegal usage of personal data



*Q. Please tell me if any of your personal data have ever been used illegally?*

Base: 1025

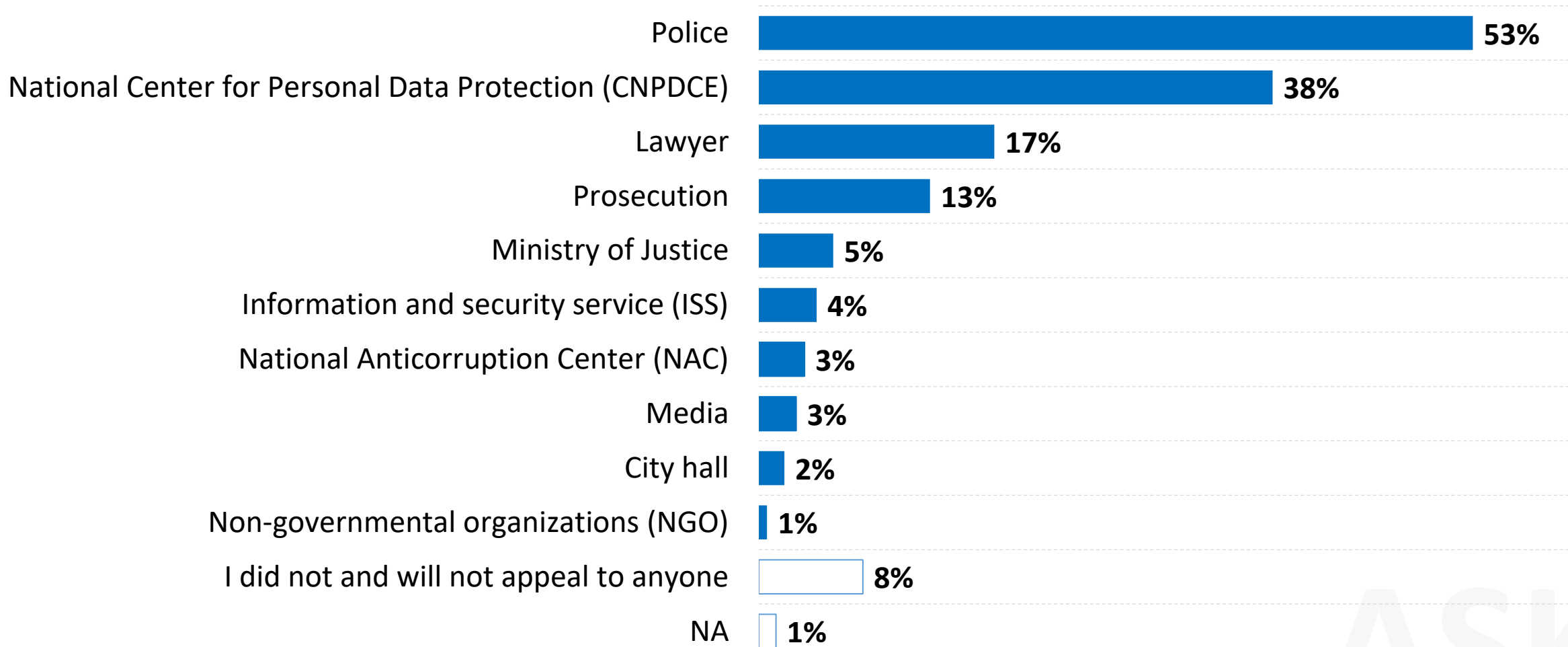
# Practices used / would use to protect personal data



Q. Which of the following practices have you used, or will use to protect your personal data?

Base: 1025

# Institution would address to protect personal data

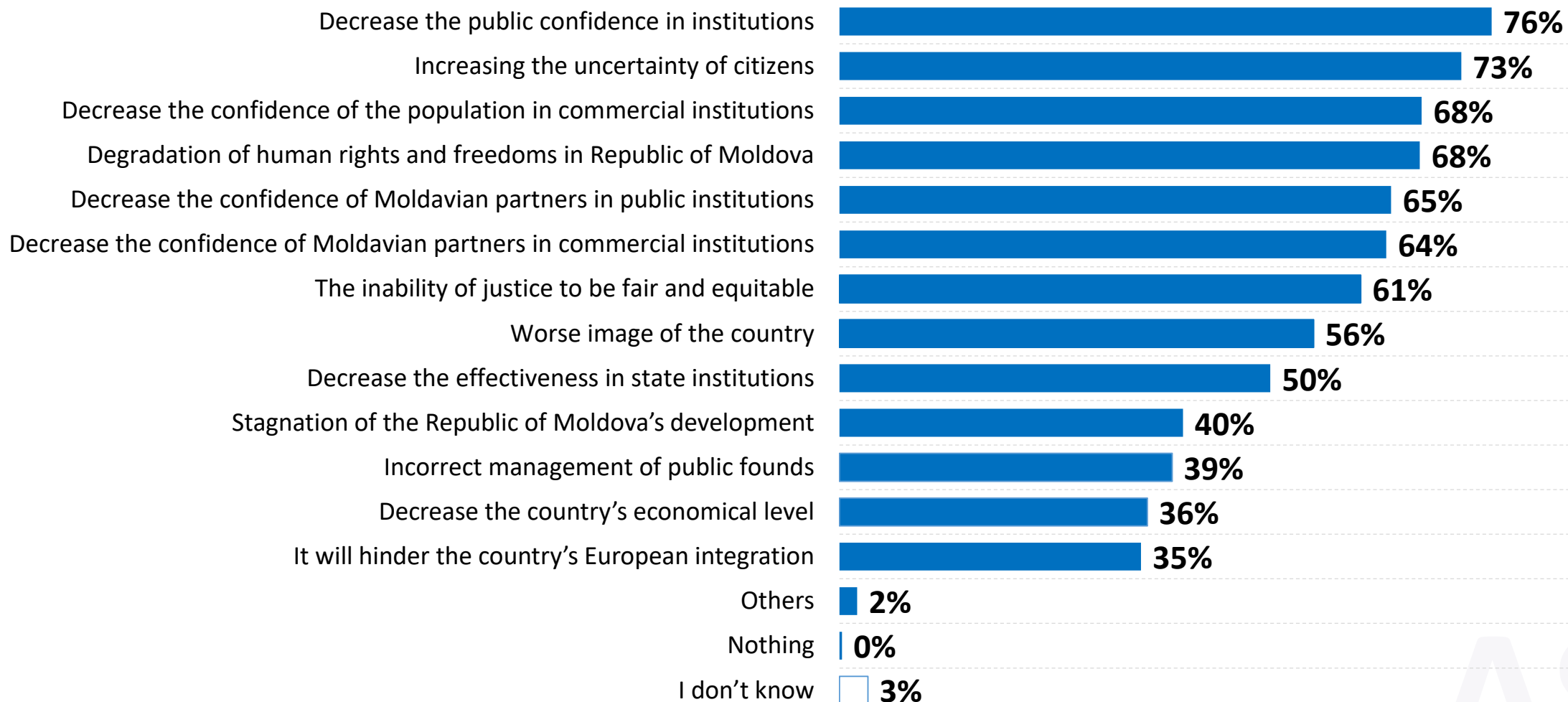


Q. Please tell me where you called or would you call if your data protection rights are violated?

ASK

Base: 1025

# The consequences of inadequate protection of personal data



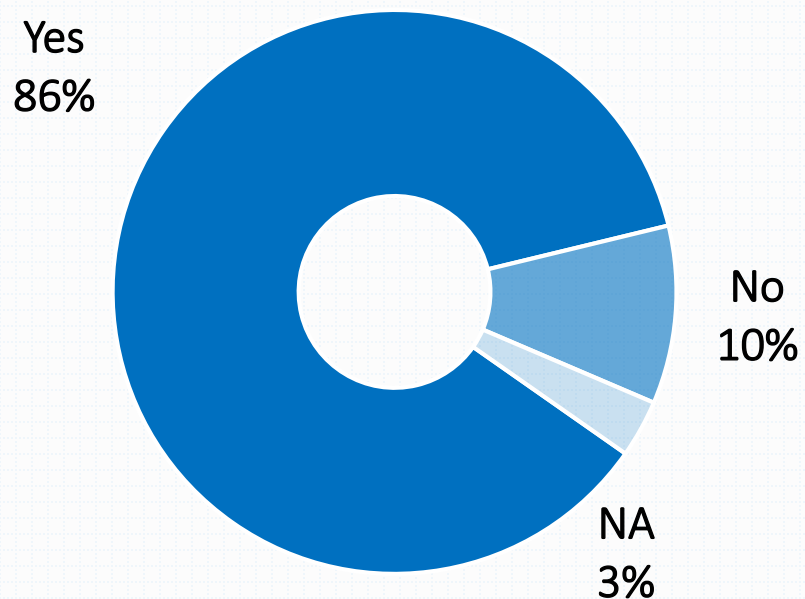
Q. What, in your opinion, may be the consequences of inadequate protection of personal data?

Base: 1025



# Necessity of being informed about personal data protection

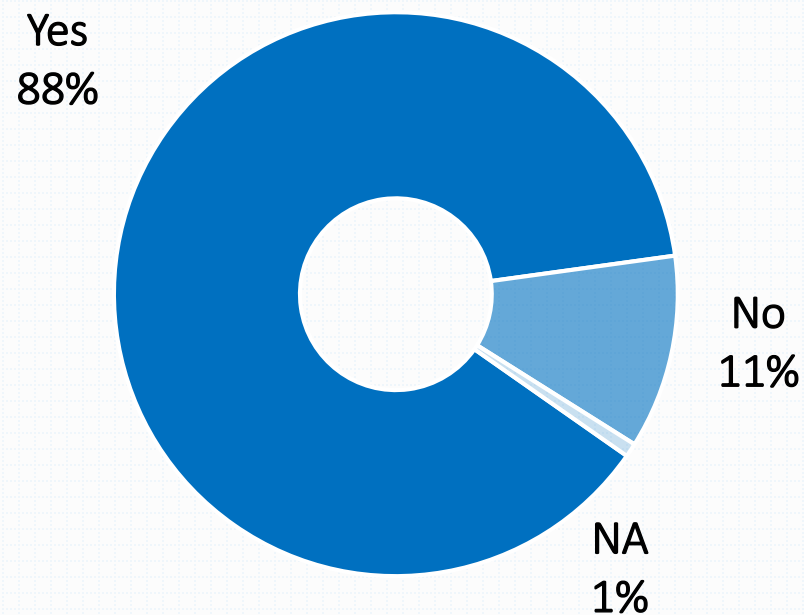
## Central and local public administration



*Q. How do you think the representatives of the central and local public administration need knowledge about personal data protection?*

Base: 1025

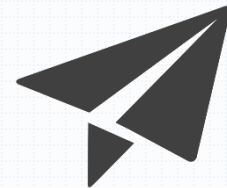
## Respondent, personally



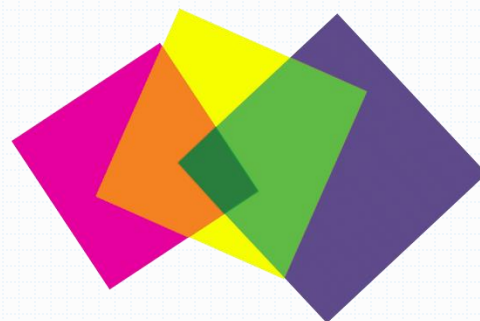
*Q. You personally need more knowledge about personal data protection?*

Base: 1025





# THANK YOU FOR **YOUR TIME**



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