

Working Group on Victimization Surveys for Latin America and the Caribbean

LACSI

*Latin America and the Caribbean Crime
Victimization Survey Initiative*

MODULE IV: CYBERCRIMES

DWELLING IDENTIFICATION AND SELECTED RESPONDENT DATA

Geographical identification		
MIV.1.	Province	_ _ _
MIV.2.	Municipality	_ _ _
MIV.3.	Locality	_ _ _
MIV.4.	Census code	_ _ _

Sample identification		
MIV.5.	Questionnaire n°	_ _ _
MIV.6.	Dwelling unit n°	_ _ _
MIV.7.	Segment n°	_ _ _
MIV.8.	Interviewer code	_ _ _

MIV.9. Address of the selected dwelling:

Road/Street _____

Neighborhood/Locality _____ Exterior N° _____ Interior N° _____

Selected respondent data:

Name of the selected respondent: _____

Line number of the selected respondent: |_|_|_|

Hereafter, I will ask you on cybercrime |__| of |__|, suffered in the past 12 months.
[N° OF CRIME] [MAX 3 CRIMES IN TOTAL]

It is very important that you remember what happened regarding this incident.

MIV.10. Could you tell me what type of situation (cybercrime) did you suffer?

<< SHOW CARD #6 AND CIRCLE THE CORRESPONDING CODE TO EACH OPTION >>

- (1) Cyberbullying
Someone sent or posted online some text, image or video that was intended to embarrass or offend you personally, to hurt your feelings or cause some other emotional distress. Exclude threatening or aggressive messages where you were the only recipient.
- (2) Email hacking
Someone gained access to your online email account(s) without your permission and resulted in your contacts (e.g. friends/family) receiving an email from you that you didn't send.
- (3) Social media hacking
Someone gained access to your online social account(s) without your permission such as Facebook, Twitter, Instagram, LinkedIn, blogs, etc. and resulted in any messages or posts being made from your social media account(s) that you did not send.
- (4) Identity theft/impersonation
Someone stole your digital identity and impersonated you on the Internet without your consent. Exclude incidents that occurred through your email or social media/network listed above but include incidents that occurred with identification numbers, social security numbers, identity documents, electronic signatures, usernames, passwords etc.
- (5) Malware
Your device was infected with malicious code such as a computer virus, trojan horse, worm, spyware, etc. that caused an undesired action in the device. For example: it deleted information, files or unwanted programs were downloaded, it ran a program without authorization, etc. Exclude malware that blocked access to your data and a payment (ransom) was asked to restore access (ransomware).
- (6) Ransomware
Your device was infected with malicious code (malware) that blocked access to your data and a payment was asked to restore access.

<< APPLY THE CORRESPONDING QUESTIONS FOR THE SUFFERED CYBERCRIME AND THEN THE QUESTIONS FOR ALL THE CYBERCRIMES >>

Questions ONLY for cyberbullying

MIV.11. What electronic means or platforms were used to cyberbully you?

<< MULTIPLE CHOICE: CIRCLE THE CORRESPONDING CODES >>

- (1) Instant messaging (WhatsApp, Telegram, Viber, WeChat, Signal, etc.)
- (2) Social media platforms (Facebook, Instagram, Twitter, Snap Chat, Tumblr, Flickr, Reddit, etc.)
- (3) Public chat rooms (discussion forums) or social websites (that are not social media platforms)
- (4) Text message (SMS)
- (5) E-mail
- (77) Other means (specify) _____
- (99) Does not know / Does not answer

MIV.12. Were you able to recognize the real-life identity of the person(s) involved in this incident?

<< CIRCLE ONLY ONE CODE >>

- (1) Yes, all
 - (2) Yes, some of them
 - (3) No, none of them << GO TO QUESTIONS FOR ALL CYBERCRIMES >>
 - (99) Does not know / Does not answer << GO TO QUESTIONS FOR ALL CYBERCRIMES >>
-

MIV.13. What relationship did you have with the person(s) when the incident happened?

- (1) Spouse, partner (at the time)
- (2) Ex-spouse, ex-partner (at the time)
- (3) Fiancé/fiancée (at the time)
- (4) Friend (at the time)
- (5) Relative
- (6) Fellow student (school, university, etc.) (at the time)
- (7) Somebody you worked with (at the time)
- (8) Neighbor
- (9) I did not have any relationship with the person(s) (unknown)
- (77) Other (specify) _____
- (99) Does not know / Does not answer

<< GO TO QUESTIONS FOR ALL CYBERCRIMES >>

Questions ONLY for hacking (Email hacking and social media hacking)

MIV.14. Was this account in your name only or was it held jointly with someone else?

<< CIRCLE ONLY ONE CODE >>

- (1) It was held in my name only
 - (2) It was held in my name only but I shared my passwords with other person(s)
 - (3) It was held jointly with someone else
 - (99) Does not know / Does not answer
-

MIV.15. Could you tell me which data protection measures your electronic device or application had, or what preventive measures did you use prior to the fact?

<< MULTIPLE CHOICE: CIRCLE THE CORRESPONDING CODES >>

- (1) Access password (strong with numbers or special characters)
- (2) Access password (weak, no numbers or special characters)
- (3) Block pattern
- (4) Antivirus
- (5) Device encryption
- (6) Remote access to the device to block or remove information
- (7) Updated operating system
- (8) Periodic backup of information (at least once a month)
- (9) Periodic change of password (at least once a month)
- (10) Changing the security questions
- (11) Setting two-step verification/authentication
- (12) No protection or prevention measure
- (77) Other (specify) _____
- (99) Does not know / Does not answer

<< GO TO QUESTIONS FOR ALL CYBERCRIMES >>

Questions ONLY for identity theft/impersonation

MIV.16. You said that someone stole your digital identity and impersonated you on the Internet without your consent. How did this happen?

<< CIRCLE ONLY ONE CODE >>

- (1) **Someone created a fake profile of me using my photo, name and/or personal data on the Internet, impersonating me**
- (2) **Someone stole my passwords to my digital profile(s) (excluding email and/or social media/network) by accessing them without my consent** → <<GO TO MIV.18. >>
- (99) **Does not know / Does not answer** → <<GO TO MIV.18. >>

MIV.17. Can you tell me what personal data was used to create a false profile of you (impersonation)?

<< MULTIPLE CHOICE: CIRCLE THE CORRESPONDING CODES >>

- (1) **Personal data, such as name and date of birth**
- (2) **Address details**
- (3) **Unique identification number as a citizen** [Note: each country must adapt the name of the country's ID number]
- (4) **Passport number or ID card number** [Note: each country must adapt the name of the ID used]
- (5) **My photograph**
- (77) **Other data (specify)** _____
- (99) **Does not know / Does not answer**

<< GO TO QUESTIONS FOR ALL CYBERCRIMES >>

MIV.18. Do you know how the perpetrator(s) got your password(s) or access codes to steal your identity?

<< MULTIPLE CHOICE: CIRCLE THE CORRESPONDING CODES >>

- (1) **They stole my identity by stealing my passport or identity card** [Note: each country must adapt the name of the ID used]
- (2) **They scanned my mobile phone, for example by contactless payment** (*shimming*)
- (3) **Through an email and then redirected to a website that turned out to be fake or unreliable** (*phishing/pharming*)
- (4) **I published/shared my personal data on a website or by phone**
- (5) **Copying my personal data over the Internet by hacking into my device**
- (6) **Through a computer virus** (*malware, Trojan*)
- (7) **Recording my keystrokes** (*key logging*)
- (8) **Due to the theft of my device where I have my personal data stored**
- (77) **Other means (specify)** _____
- (99) **Does not know / Does not answer**

<< GO TO QUESTIONS FOR ALL CYBERCRIMES >>

Questions ONLY for malware

MIV.19. What was the first device affected in this incident?

<< CIRCLE ONLY ONE CODE >>

- (1) **Personal Computer (PC)**
- (2) **Laptop (Notebook, Laptop, etc.)**
- (3) **Smartphone (or cellphone with Internet connection)**
- (4) **Tablet**

- (5) **Public access computer (Internet cafe, hotel, library, university, etc.)**
 - (6) **Smart TV**
 - (7) **Game box**
 - (77) **Other (specify)** _____
 - (99) Does not know / Does not answer
-

MIV.20. Did the virus infect the device as a direct result of opening an attached file or web link?

<< CIRCLE ONLY ONE CODE >>

- (1) **Yes**
 - (2) **No**
 - (99) Does not know / Does not answer
-

MIV.21. Could you tell me which data protection measures your electronic device or application had, or what preventive measures did you use prior to the fact?

<< MULTIPLE CHOICE: CIRCLE THE CORRESPONDING CODES >>

- (1) **Access password (strong with numbers or special characters)**
 - (2) **Access password (weak, no numbers or special characters)**
 - (3) **Block pattern**
 - (4) **Antivirus**
 - (5) **Device encryption**
 - (6) **Remote access to the device to block or remove information**
 - (7) **Updated operating system**
 - (8) **Periodic backup of information (at least once a month)**
 - (9) **Periodic change of password (at least once a month)**
 - (10) **Changing the security questions**
 - (11) **Setting two-step verification/authentication**
 - (12) **No protection or prevention measure**
 - (77) **Other (specify)** _____
 - (99) Does not know / Does not answer
-

MIV.22. Did the device experience any damage because of this virus?

<< CIRCLE ONLY ONE CODE >>

- (1) **Yes (specify)** _____
 - (2) **No**
 - (99) Does not know / Does not answer
-

MIV.23. What damage(s) did the device suffer?

<< MULTIPLE CHOICE: CIRCLE THE CORRESPONDING CODES >>

- (1) **There was a complete failure of the device**
 - (2) **There was a slowdown in my device**
 - (3) **Items/Information on my device were deleted or lost**
 - (77) **Other damage (specify)** _____
 - (99) Does not know / Does not answer
-

<< GO TO QUESTIONS FOR ALL CYBERCRIMES >>

MIV.24. What was the first device affected in this incident?

<< CIRCLE ONLY ONE CODE >>

- (1) Personal Computer (PC)
 - (2) Laptop (Notebook, Laptop, etc.)
 - (3) Smartphone (or cellphone with Internet connection)
 - (4) Tablet
 - (5) Public access computer (Internet cafe, hotel, library, university, etc.)
 - (6) Smart TV
 - (7) Game box
 - (77) Other (specify) _____
 - (99) Does not know / Does not answer
-

MIV.25. Did you pay money or offered any other benefit in exchange for recovering access to your device?

<< CIRCLE ONLY ONE CODE >>

- (1) Yes
 - (2) No
 - (99) Does not know / Does not answer
-

<< GO TO QUESTIONS FOR ALL CYBERCRIMES >>

Questions for ALL cybercrimes

MIV.26. In what month did this incident happen?

<< CIRCLE ONLY ONE CODE >>

- | | |
|---------------|--------------------------------------|
| (01) January | (07) July |
| (02) February | (08) August |
| (03) March | (09) September |
| (04) April | (10) October |
| (05) May | (11) November |
| (06) June | (12) December |
| | (99) Does not know / Does not answer |
-

MIV.27. How long did it take to solve this incident?

<< CIRCLE ONLY ONE CODE >>

- (1) Less than a week
 - (2) 1-2 weeks
 - (3) 3-4 weeks
 - (4) 1-3 months
 - (5) 4-6 months
 - (6) 7 months or more
 - (7) I have not managed to solve it
 - (8) I do not want to solve it
 - (99) Does not know / Does not answer
-

MIV.28. Did you have any financial loss as a result of this incident?

<< CIRCLE ONLY ONE CODE >>

- (1) Yes
 - (2) No → <<GO TO QUESTION MIV.30 >>
 - (99) Does not know / Does not answer → <<GO TO QUESTION MIV.30 >>
-

MIV.29. How much was the approximate total loss that you suffered for this situation?

<< ASK FOR AN APPROXIMATE COST EVEN THOUGH IT IS ONLY AN ESTIMATE >>

[NOTE: * Each country should adapt this question to its local currency]

Value in
local Currency:

|_| , |_|_|_| , |_|_|_| . |_|_|

<< ENTER THE AMOUNT IN
FIGURES >>

<< ENTER THE AMOUNT IN
LETTERS >>

MIV.30. What kind of effects did this incident have on your physical and mental health?

<< SHOW CARD #7 AND CIRCLE THE CORRESPONDING CODES >>

- (1) Anxiety
 - (2) Fear
 - (3) Sadness or depression
 - (4) Despair
 - (5) Insomnia
 - (6) Lack of appetite
 - (7) Poor school or work performance
 - (8) It made me want to commit suicide
 - (9) I had no negative effect on my physical or mental health due to this incident
 - (77) Other type of effect (specify) _____
 - (99) Does not know / Does not answer
-

MIV.31. What other negative effect(s) did this incident have on you?

<< MULTIPLE CHOICE: CIRCLE THE CORRESPONDING CODES >>

- (1) My reputation was affected
 - (2) My credibility as a person was affected
 - (3) I was blocked or restricted from using my networks, accounts or similar
 - (4) Personal information was published without my authorization (bank account, passwords, personal documentation, etc.)
 - (5) My privacy was exposed to public opinion
 - (6) It caused personal conflicts with my family, friends or acquaintances
 - (7) It caused working conflicts
 - (8) It caused me legal problems
 - (9) I had no negative effect due to this incident
 - (77) Other type of effect (specify) _____
 - (99) Does not know / Does not answer
-

MIV.32. As a result of this incident, have you stopped doing any of the following activities on the Internet for fear of being a victim of cybercrime again?

<< MULTIPLE CHOICE: CIRCLE THE CORRESPONDING CODES >>

- (1) I stopped ordering or buying goods or services
- (2) I stopped using the media or social networks such as Facebook, Twitter, Instagram, LinkedIn, blogs, etc.
- (3) I stopped looking for information or news on the internet
- (4) I stopped communicating with my acquaintances through platforms such as WhatsApp, Signal, Telegram, etc.
- (5) I stopped using streaming platforms to watch videos, movies, etc.
- (6) I stopped downloading applications, software, music, videos, games or other data files
- (7) I stopped using wireless internet somewhere other than my home or work
- (8) I stopped using internet banking
- (9) I stopped having personal meetings on the internet
- (10) I have not changed my internet habits
- (77) I stopped doing another activity on the internet (specify) _____
- (99) Does not know / Does not answer

MIV.33. Did you or any other person formally report the incident to a competent authority such as [the Police, City Constabulary, etc.]?

[Note: Each country should include the authorities to whom a formal complaint can be made]

<< CIRCLE ONLY ONE CODE >>

- (1) **Yes**
- (2) **No** → << GO TO MIV.38 >>
- (99) Does not know / Does not answer → << GO TO MIV.38 >>

[Note: Each country should include the authorities to whom a formal complaint can be made]

<< INCLUDE ONLY COMPETENT AUTHORITIES >>

<p>MIV.34. Which authority was it reported to?</p> <p><< ENTER ONLY ONE CODE FOR EACH AUTHORITY >></p> <p>(1) Yes (2) No (99) Does not know/ Does not answer</p> <p>} << GO TO THE NEXT LINE >></p>	<p>MIV.35. In general, how satisfied were you with the way in which the competent authority handled the complaint?</p> <p><< ENTER ONLY ONE CODE FOR EACH AUTHORITY >></p> <p>(1) Very satisfied (2) Satisfied (3) Dissatisfied (4) Very dissatisfied (99) Does not know / Does not answer</p> <p>} << GO TO THE NEXT LINE IN MIV.34 >></p> <p>} << GO TO THE NEXT LINE IN MIV.34 >></p>	<p><< IN THIS QUESTION, MULTIPLE RESPONSES ARE ALLOWED. <u>DO NOT READ OUT THE OPTIONS.</u> WAIT UNTIL THE RESPONDENT INDICATES YOU THE CORRECT ANSWER(S) >></p> <p>MIV.36. Why were you dissatisfied? You can indicate more than one reason.</p> <p><< MULTIPLE RESPONSE >> << ENTER THE CORRESPONDING CODES IN THE BOXES >></p> <p>(1) They did not do enough, or they were not interested (2) They made me feel uncomfortable or made me feel it was my fault (3) They did not find or apprehend the perpetrator (4) They did not keep me properly informed (5) They did not treat me in a proper way (were impolite/unprofessional) (6) It took long before they answered me</p>
---	---	--

				(7) They did not know what to do with my report (8) They did not speak my language (9) They discriminated against me (77) Other reason (please specify in observations) (99) Does not know / Does not answer
(1)	Police	<input type="checkbox"/>	<input type="checkbox"/>	1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/>
(2)	City Constabulary	<input type="checkbox"/>	<input type="checkbox"/>	1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/>
(77)	Other (specify)	<input type="checkbox"/>	<input type="checkbox"/>	1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/>

MIV.37. When reporting the incident to the competent authority have you or any other member of your household signed a document describing what happened, either yourself or through a lawyer?

<< CIRCLE ONLY ONE CODE >>

- (1) Yes
- (2) No
- (99) Does not know / Does not answer

<< END MODULE >>

MIV.38. Why was the incident not reported to the competent authority?

<< IN THIS QUESTION, MULTIPLE RESPONSES ARE ALLOWED. DO NOT READ OUT THE OPTIONS. WAIT UNTIL THE RESPONDENT INDICATES YOU THE CORRECT ANSWER(S) >>

<< MULTIPLE RESPONSES ARE ALLOWED: CIRCLE THE CORRESPONDING CODES >>

[Note: Each country should consider the inclusion of options 1 and 2, depending on the status of criminalization of cybercrime in their country]

- (1) [This situation is not punished by law in my country] – [Note: Consider validity checks for the cybercrimes that will be included]
- (2) [I did not know that this situation was a crime] – [Note: Consider validity checks for the cybercrimes that will be included]
- (3) Not serious enough
- (4) It was my fault/I was careless

- (5) I went/contacted the platform where the incident happened to solve it
 - (6) I solved it by myself
 - (7) I knew the perpetrator(s)
 - (8) It was not appropriate for the police or competent authority / there was no need for the police or competent authority to intervene
 - (9) The police/competent authority would have done nothing (loss of time)
 - (10) Dislike or fear of the police/authority / I did not want anything to do with the police/authority
 - (11) Fear of reprisals
 - (12) The bureaucratic process is very complicated and time-consuming
 - (13) I do not know the procedure to report crimes
 - (14) The cost of the procedure is expensive (transport, lawyers, fees, loss of employment, etc.)
 - (15) They did not speak my language
 - (16) They discriminated against me
 - (17) Other reason (specify) _____
 - (99) Does not know / Does not answer
-

<< END MODULE IV >>

<< IF THE RESPONDENT REPORTED BEING VICTIM OF CYBERCRIMES MORE THAN ONCE, APPLY THE CORRESPONDING MODULE(S). OTHERWISE, CONTINUE WITH THE FOLLOWING CRIME FROM WHICH HE/SHE SUFFERED.

IN CASE OF NOT HAVING SUFFERED FROM ANOTHER CRIME, END THE INTERVIEW >>

COMMENTS/OBSERVATIONS:
