

November ripple train survey
Nov. 3-5, 2021

Some questions held for future release. Others have already been released.

Now we want to ask you briefly about security and privacy online.

A cyberattack is an attempt by hackers to damage or destroy a computer network or system. One type of cyberattack is a ransomware attack where the goal is to take away control of an organization's data – or threaten to publish it – unless a ransom is paid.

Q1.

Base=All

Single Choice

Recently hackers disrupted Newfoundland and Labrador's health system using a cyberattack, though health authorities would not say whether a ransom was demanded. Thousands of medical appointments were cancelled and healthcare workers lost access to emails, diagnostic images, and lab results.

Prior to reading the information we've just shared above, how familiar have you been with this type of event – have you seen or heard of cyberattacks happening in Canada?

Very familiar with this, have heard/read a lot about it

Familiar, have heard about it/read a bit

Not that familiar, just know the term

Never heard of this

Q2.

Base=All

Multiple Choice Grid

Have you been personally affected by a cyberattack?

Yes, directly (e.g., personal account was compromised, computer was infected, etc.)

Yes, indirectly (e.g., your data held by a third-party was hacked)

Not sure/Can't say

Q3.

Base=All

Single Choice Grid

When you think about some of the businesses and organizations that affect your own life, how confident are you in each of the following to defend against cyberattacks, by having have up to date, high-quality cybersecurity?

[Randomize]

Your bank/financial institution

Your local health authority/hospitals
Your municipal government
Federal government services (CRA, income assistance, student loans, etc.)
Your local utility providers (e.g., hydro, gas, electricity, water)
Social media platforms
Elections Canada

Completely confident
Confident
Not very confident
Not at all confident
Not sure/Can't say

Q4.

Base=All

Single Choice

Suppose you were in charge of each of the following institutions and they were attacked by hackers demanding a ransom to restore data. For each institution, what would you do?

The closest hospital to you
Your bank/financial institution
Your municipal government
Your local utility provider (electricity, water)

Pay the ransom to restore/get back the data stolen and minimize disruption to services
Do not pay the ransom and fight the hackers, even if this means service disruptions

Q5.

Base=All

Single Choice

Some have argued that there should be legislation preventing organizations and companies – both public and private – from paying ransoms in order to discourage future cyberattacks. Others have argued that this could have very negative consequences for companies who comply with the law (e.g., systems being deleted, disruption of services, etc.).

Would you support legislation that bans ransomware payments?

Yes
No
Not sure/Can't say