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# **Airport Insecurity:**

## **The Case of Lost & Missing Laptops**

**Executive Summary**  
**U.S. & EMEA Results**

**Ponemon Institute** LLC

**July 29, 2008**

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## Airport Insecurity: The Case of Lost & Missing Laptops

U.S. & EMEA Results Prepared by Larry Ponemon, July 29, 2008

### Executive Summary

Do you ever worry about losing your laptop computer while rushing to catch a flight at a busy airport?

Everyday business travelers are putting the sensitive and confidential data of their organizations at risk when they travel through airports. Sponsored by Dell, Ponemon Institute conducted this study, *Airport Insecurity: The Case of Lost & Missing Laptops* to understand the current risks posed to sensitive and confidential data contained in the laptops of business travelers.

Companies are dependent upon a mobile workforce with access to information no matter where they travel. However, this mobility is putting companies at risk of having a data breach if a laptop containing sensitive information is lost, missing or stolen. The findings of this study are important in helping companies understand what they should be doing to protect the information on their employees' laptops and to reduce the likelihood that their employees will lose laptops while traveling.

The twofold objectives of this study are:

- To understand how major airports throughout the United States and six EMEA nations handle laptops that are lost, stolen or missing within their facilities. Our study determines the frequency, prevalence, and airport operating practices concerning lost or missing laptops at security checkpoints, departure gates, airport retail areas, lounges and so forth.
- To assess business travelers' awareness and concern about data loss. For instance, what would they do if they lost their laptop or other portable data-bearing devices? What steps would they take after learning about this loss or theft? What have they done to protect or backup the information they carry?

### Our research methods

To accomplish the first phase of this study, we conducted field research at 114 major airports in the U.S., Europe and the United Arab Emirates to determine the frequency of lost or missing laptops at their locations.<sup>1</sup> In addition to laptop loss frequency, we captured information about airport operating practices concerning laptop recovery, reclamation rates, and disposal procedures.

We began the field research almost eight months ago. We conducted in-person and telephone interviews, speaking with airport personnel representing different departments or functional areas within the airport environment. Utilizing scripted interviews, our survey included security, baggage, facility, lost and found and numerous other personnel to better understand how many laptops each week are lost or left behind within the airport ecosystem.

Over the course of our research, we learned that most airports do not have a consistent or centralized approach for tracking lost, missing or stolen laptop computers within passenger terminals or functional areas. Hence, our methods required us to capture data across the entire airport environment. All responses were voluntarily provided and kept confidential.

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<sup>1</sup> Major U.S. airports accounted for 106 airports included in our field research. The remaining eight are considered major EMEA airports in terms of commercial passenger traffic.



As we built our field research methods and survey tools, we decided to include all instances of lost or missing laptops, rather than just those computers permanently lost or stolen. Hence, our estimate includes temporarily missing laptops that ultimately ended up in the rightful hands of their owners.

Why did we make the decision to include temporary loss in the aggregated laptop loss statistic? Simply getting the laptop computer back does not guarantee the data hasn't been wrongfully accessed and compromised. Previous studies the Ponemon Institute has conducted have focused on data breaches and we know that at least 42% of data breaches occur due to lost or stolen laptops and other portable data-bearing devices.<sup>2</sup>

For the second phase of research, we surveyed 3,034 business travelers who use airports located in the United States, United Kingdom, France, Germany, Netherlands, Spain and Italy. The survey asked questions about business travelers' experience in their countries' airports to determine:

- How frequently do business travelers carry their company-assigned laptop computers?
- Do business travelers carry sensitive or confidential business information on their laptops? If so, what types of sensitive data do their laptops contain and do they take steps to protect the information?
- What steps do business travelers take to secure the laptops they carry and use in public venues?

### Key Findings

Following are some of the most salient findings revealed in this comprehensive research study of airports and business travelers:

#### 1. Business travelers in the U.S., Europe and United Arab Emirates lose or misplace more than 16,000 laptops per week.

Table 1 reports summary statistics about lost, missing or stolen laptop computers within 114 airport locations per week.<sup>3</sup> The average loss among the largest U.S. airports is 286 laptops per week or 10,278 for all 36 locations. The comparable frequency for the remaining large U.S. airports is 28 devices per week or 1,977 for all other U.S. airports. For EMEA airports, we extrapolated an average frequency of 3,793 lost laptops per week. Taken together, we estimate that weekly 16,048 laptops are lost, missing or stolen within 114 airports in the U.S. and EMEA.

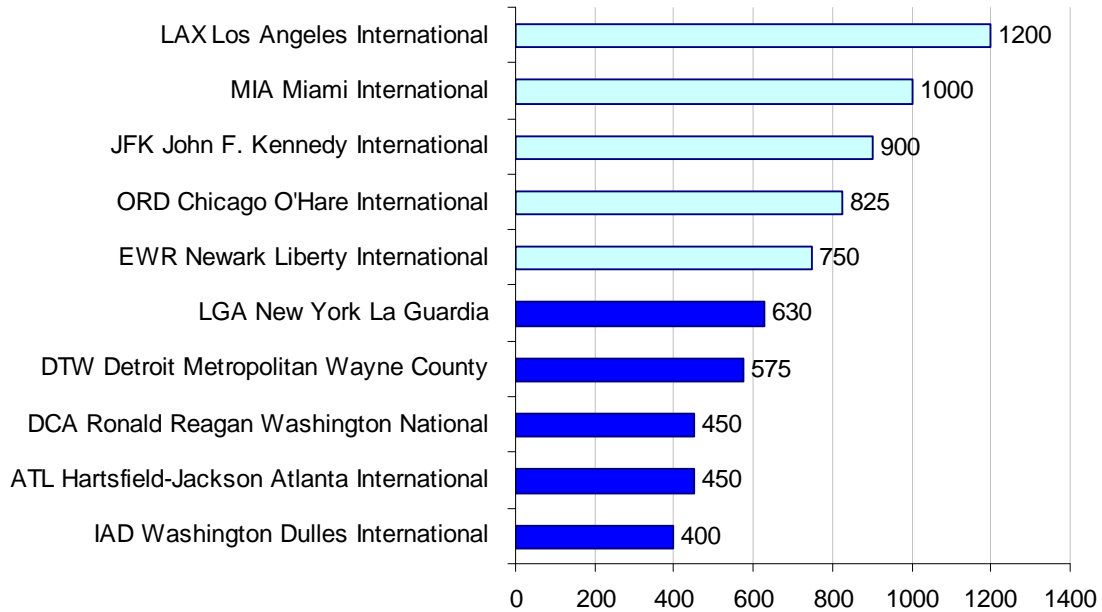
Table 1 Summary of lost, missing or stolen laptops at U.S. & European Airports	Freq. per week
Largest U.S. airports weekly average	286
Weekly laptop loss extrapolation for 36 largest U.S. airports	10,278
Other large U.S. airports weekly average	28
Weekly laptop loss extrapolation for 70 large U.S. airports	1,977
EMEA airports weekly average	474
Weekly laptop loss extrapolation for eight EMEA airports	3793
<b>Total weekly laptop loss for 114 major U.S. and EMEA airports</b>	<b>16,048</b>

<sup>2</sup> See: The Business Impact of Data Breach, Ponemon Institute, May 15, 2007.

<sup>3</sup> Laptop loss frequencies were collected from a confidential field survey as either a direct weekly estimate or as a range variable as reported by airport personnel. Exact loss frequencies were typically not calculated or available for review.

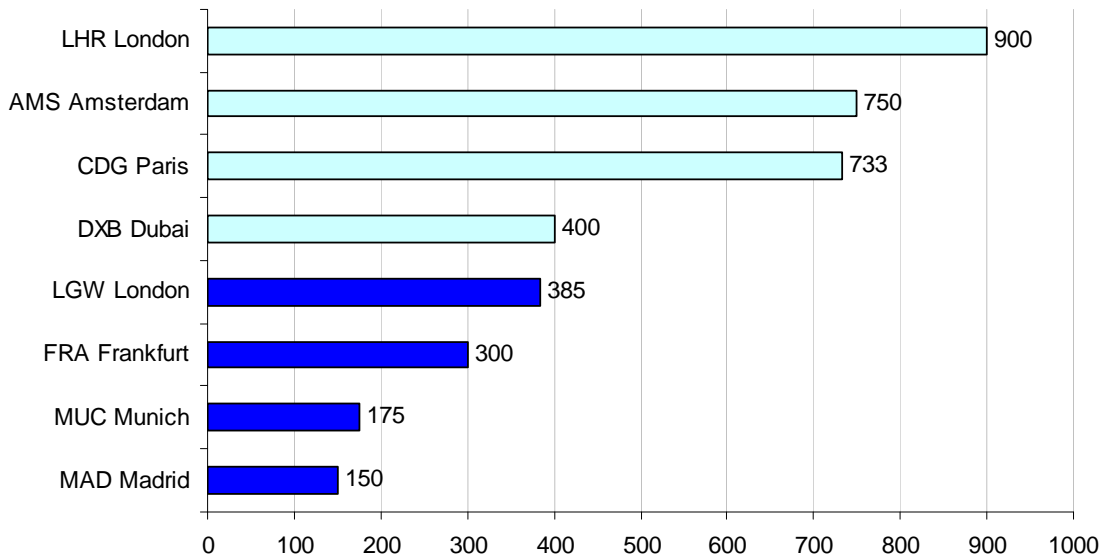


Bar Chart 1 reports the 10 U.S. airports with the highest weekly frequency of laptop loss.



The airports with the highest number of lost, missing or stolen laptops include: Los Angeles International, Miami International, Kennedy International, and Chicago O'Hare. While Atlanta's Hartsfield-Jackson International is the busiest airport in the U.S., it is tied for eighth place (with Washington's Reagan National) for lost, stolen or missing laptop computers.

Bar Chart 2 reports the weekly frequency of laptop loss for eight EMEA airports.



As shown above, EMEA airports with the highest number of lost, missing or stolen laptops include: London Heathrow, Amsterdam Schiphol, Paris Charles deGaulle, and Dubai airports, respectively.



**2. In European airports, only 43% of laptops arriving in the Lost and Found department are reclaimed.<sup>4</sup>**

Subsequently found laptops remain in the airport until they are disposed of. As a result, there are potentially millions of files containing sensitive or confidential data that may be accessible to a large number of airport employees and contractors. Despite low repatriation (see Table 2), the recovery rates at European airports are 10% points higher than at comparable U.S. airports.

Table 2 Average laptop repatriation statistics	U.S.	Europe
Reclaimed before flight	17%	15%
Reclaimed after flight	16%	28%
Total reclaimed from the lost & found environment	33%	43%
Never reclaimed (extrapolated)	67%	57%

**3. Fifty percent of European and 70% of U.S. business travelers feel rushed when trying to get on their flights and many worry that delays due to security checkpoints will cause them to miss their flight.**

Bar Chart 3 reports business travelers' state of mind at airports. Each bar reports the percentage of respondents who strongly agree or agree to each of the three attributions presented.<sup>5</sup>

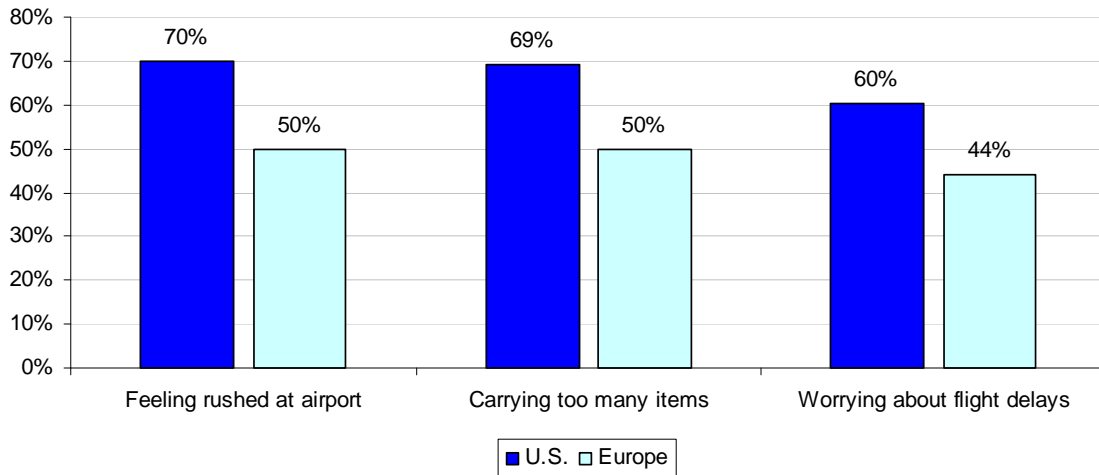


Table 3: European nations	Feeling rushed at airport	Carrying too many items	Worrying about flight delays
U.K.	68%	50%	45%
France	70%	54%	51%
Germany	27%	42%	31%
Netherlands	29%	39%	35%
Spain	50%	60%	62%
Italy	58%	60%	58%

<sup>4</sup> These figures are derived from field interviews of airport personnel. The percentages are extrapolated from only those laptop computers that ultimately find their way to a Lost and Found (or property holding) department and not all laptops that are indicated as missing, lost or stolen

<sup>5</sup> The results shown for Europe are the combined percentage frequencies from six European countries (U.K, France, Germany, Netherlands, Spain and Italy) proportional to the size of each national sample. See Appendix II for additional details about sample and survey results.



The stress of rushing to catch a flight combined with the number of items business travelers typically carry (i.e. laptops, cell phones, PDAs, brief cases, luggage etc.) is conducive to causing property loss. The rate of loss may be exacerbated by checkpoint security procedures that require passengers to separate from their personal property during electronic scanning or pat downs.

It is interesting to see that business traveler concerns seem to vary across European borders (see Table 3). For instance, over 70% of French and 68% of U.K. respondents state they feel rushed at airports, while only 27% of German and 29% of Dutch business travelers share this concern. As shown in Bar Chart 3, national differences exist for other concerns related to the airport environment.

**4. Forty-nine percent of European and 53% of U.S. business travelers say their laptops contain confidential or sensitive information. However, most of these travelers admit they do not take steps to protect or secure the information on their laptops.<sup>6</sup>**

While most business travelers worry about losing their laptop, many admit they have left their luggage and laptop under the watchful eye of a fellow passenger. In addition, a large number of respondents admit they do not backup the data in their laptop computers.

Bar Chart 4 reports business travelers' percentage affirmative responses to four questions

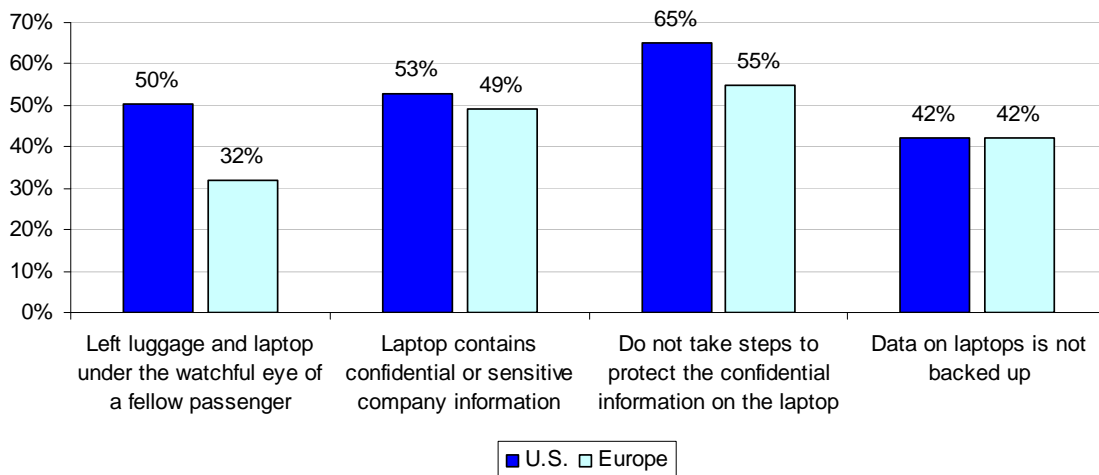


Table 4: European nations	Left luggage and laptop under the watchful eye of a fellow passenger	Laptop contains confidential or sensitive company information	Do not take steps to protect the confidential information on the laptop	Data on laptops is not backed up
U.K.	42%	51%	59%	43%
France	44%	52%	57%	47%
Germany	17%	39%	43%	45%
Netherlands	14%	36%	49%	43%
Spain	41%	57%	71%	41%
Italy	43%	60%	68%	23%

<sup>6</sup> The percentage of respondents who admit to not taking appropriate steps to protect confidential information is calculated from two survey items Q19a (No) and Q19b (Don't Know) responses.



Table 4 clearly shows variation in responses across nations. With respect to leaving laptops under the watchful eyes of another passenger, over 50% of U.S. respondents admit to doing this. In contrast, only 14% of Dutch and 17% of German business travelers admit to doing this.

It is interesting to see the wide variation in the protection of confidential information on laptops when traveling on business. A majority (57%) of Germans do take steps to protect confidential information contained on their laptop computers. In contrast, 71% of Spanish and 68% of Italian respondents admit they do not take appropriate steps to protect business confidential information while traveling on business.

The types of company information contained on business travelers' laptop computers include customer or consumer data, business confidential information, intellectual property such as software code, drawings or renderings, and employee records. As shown in Table 5, it is surprising to see the prevalence of customer or consumer information on business travelers' laptop computers in the study's six European countries given the strict national and regional privacy laws that exist within these countries. It is also clear that a large number of business travelers in the U.S. and Europe carry business confidential information on their laptop or notebook computers.

Bar Chart 5 reports the types of company information contained on laptops.

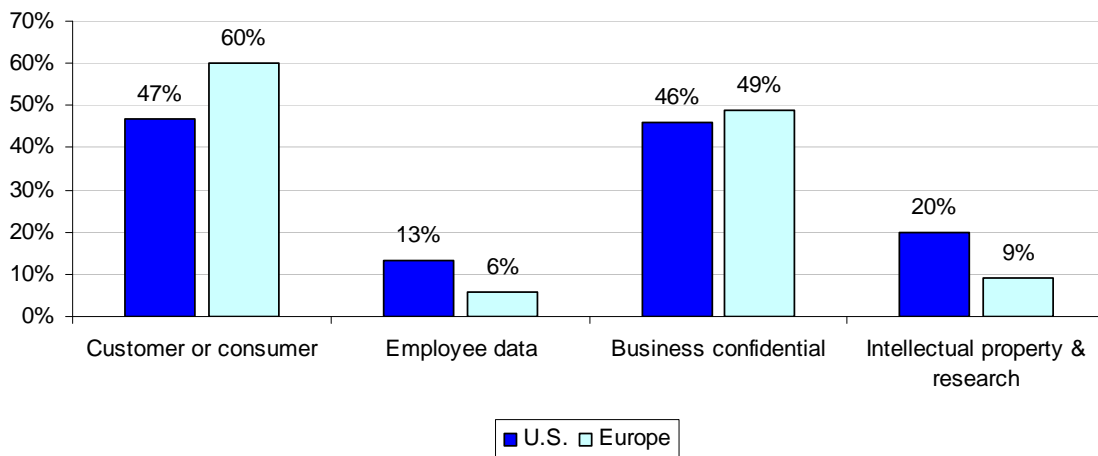


Table 5 European nations	Customer or consumer	Employee data	Business confidential	Intellectual property & research
U.K.	60%	13%	45%	7%
France	63%	7%	46%	7%
Germany	59%	7%	48%	5%
Netherlands	58%	0%	51%	14%
Spain	59%	2%	51%	9%
Italy	61%	0%	55%	10%



**5. Over 28% of European and 34% of U.S. business travelers who say they do take steps to protect the sensitive or confidential information in their laptop computers don't know how this information is protected.**

Bar Chart 6 reports the security protections used by of business travelers who say they take appropriate steps to protect the sensitive and confidential information on their laptops.

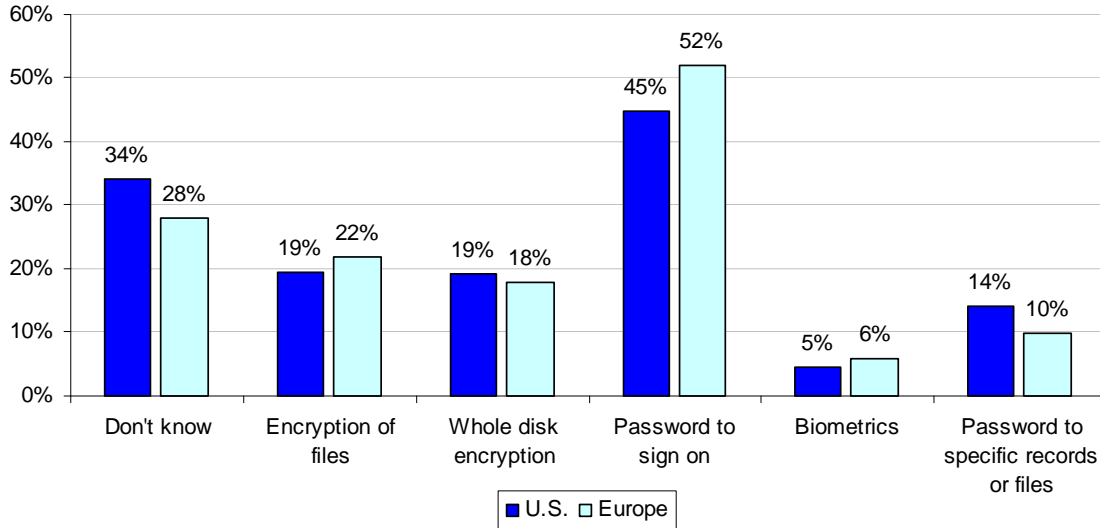


Table 6 European nations	Don't know how data is protected	Encryption of files	Whole disk encryption	Password to sign on	Biometrics	Password to specific records or files
U.K.	26%	13%	12%	48%	4%	16%
France	24%	7%	12%	49%	10%	8%
Germany	26%	47%	33%	55%	7%	7%
Netherlands	34%	21%	20%	53%	3%	7%
Spain	33%	13%	8%	52%	9%	10%
Italy	28%	21%	11%	53%	8%	12%

The most widely used security procedure is passwords when signing on to their laptops. As shown in Table 6, German respondents are most likely to utilize encryption technologies to protect confidential information on their laptop computers such as the use of whole disk encryption (33%) or the use of encryption to protect specific files or records (47%). Only a very small number of participants in each country utilize biometrics such as a fingerprint reader.

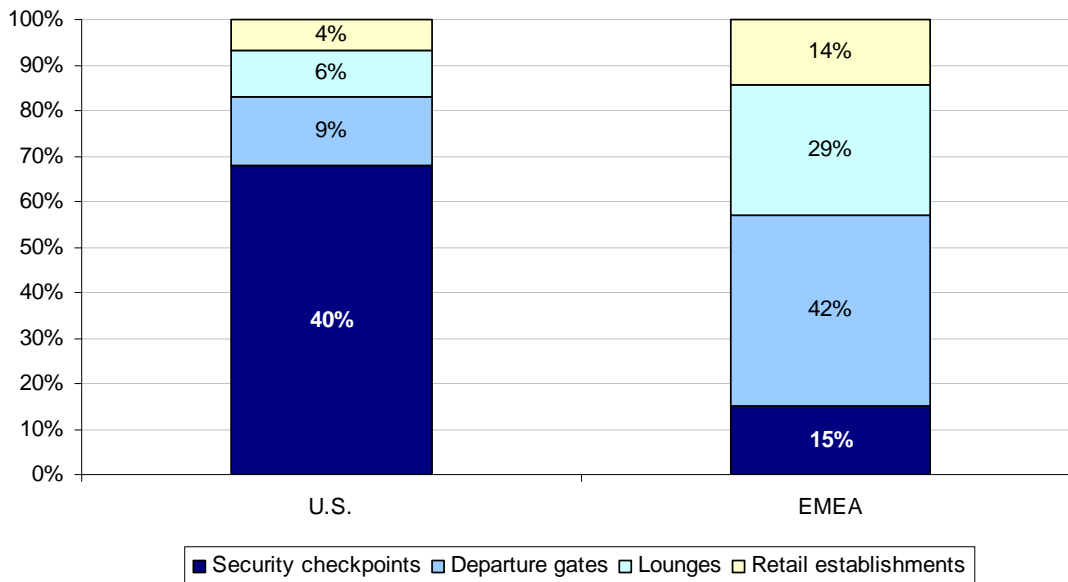
**6. According to airport representatives, the most common airport locations where laptops are lost include security checkpoints and departure gates.**

The results in Bar Chart 7 show that checkpoint security is a more frequently cited location for losing laptops in the U.S. than in EMEA airports. In contrast, departure gates are a more frequently cited location for losing laptops in EMEA.





Bar Chart 7 reports the airport locations where laptop computers are lost and found.



### Recommendations and Conclusion

Lost and misplaced laptops in airports are a serious issue for business travelers and their companies. As revealed in this study, very often business travelers' laptops contain sensitive or confidential business information that is vulnerable to a data breach.

According to our *Cost of Data Breach Study*, the average business cost when confidential personal information is lost or stolen can be an expensive proposition for any company.<sup>7</sup> Obviously, even one missing laptop can become a serious problem for any organization. To avoid having this occur, we recommend the following simple steps.

- Label your laptop. Provide your full contact information so that if the device is found, airport personnel will be able to reach you or your company quickly.
- Allow enough time. Airline travel is a hassle that only gets worse when you don't allow enough time. Stupid mistakes can be avoided if you slow down your pace.
- Carry less and think ahead. Have a mental strategy when removing laptops and other possessions prior to screening at a security checkpoint.
- Take appropriate security measures to protect your information. Consider the use of encryption technologies and always backup your system.
- Think twice about the information you carry on your laptop. Is it really necessary to have so much information accessible on your computer?
- Know whom to call. Airports need to do a better job coordinating the lost and found process, especially when it concerns the loss of a laptop computer or other data-bearing devices.

<sup>7</sup> See U.S. Cost of Data Breach Study, Ponemon Institute LLC, November 2007 and U.K. Cost of Data Breach Study, Ponemon Institute LLC, January 2008.



## Appendix I

### Laptops that are lost, stolen or go temporarily missing

Field research completed on June 19, 2008

**Legend:** B = Class Bravo (largest US airports/airspace); C = Class Charlie (large US airports/airspace) and I = major international airports outside the United States.

Class	Airport Code	Estimated Weekly Loss Frequency
B	PHX Phoenix Sky Harbor International	200
B	LAX Los Angeles International	1200
B	SAN San Diego International Lindbergh Field	10
B	SFO San Francisco International	350
B	DEN Denver International	175
B	MIA Miami International	1000
B	MCO Orlando International	50
B	TPA Tampa International	200
B	ATL Hartsfield-Jackson Atlanta International	450
B	HNL Honolulu International	5
B	ORD Chicago O'Hare International	825
B	CVG Cincinnati/Northern Kentucky International	30
B	MSY Louis Armstrong New Orleans International	100
B	BWI Baltimore/Washington International	125
B	BOS Logan International (Boston)	200
B	DTW Detroit Metropolitan Wayne County	575
B	MSP Minneapolis-St. Paul International	200
B	MCI Kansas City International	25
B	STL Lambert-St. Louis International	35
B	LAS Las Vegas McCarran International	240
B	EWR Newark Liberty International	750
B	JFK John F. Kennedy International	900
B	LGA New York La Guardia	630
B	CLT Charlotte/Douglas International	60
B	CLE Cleveland-Hopkins International	50
B	PHL Philadelphia International	275
B	PIT Pittsburgh International	85
B	MEM Memphis International	75
B	DAL Dallas Love Field	5
B	DFW Dallas Fort Worth International	250
B	HOU Houston William P. Hobby	175
B	IAH George Bush Intercontinental (Houston)	125
B	SLC Salt Lake City International	3
B	DCA Ronald Reagan Washington National	450
B	IAD Washington Dulles International	400
B	SEA Seattle-Tacoma International	50
C	BHM Birmingham International	3
C	ANC Ted Stevens Anchorage International	0
C	TUS Tucson International	15
C	LIT Little Rock Adams Field	20



C	XNA Fayetteville/Springdale Arkansas Regional	3
C	BUR Burbank Bob Hope	15
C	OAK Metropolitan Oakland International	65
C	ONT Ontario International	25
C	SMF Sacramento International	3
C	SBA Santa Barbara Municipal	3
C	SNA John Wayne-Orange County	8
C	SJC Norman Y. Mineta San José International	211
C	COS City of Colorado Springs Municipal	30
C	BDL Hartford Bradley International	75
C	DAB Daytona Beach International	25
C	FLL Fort Lauderdale/Hollywood International	125
C	JAX Jacksonville International	20
C	PBI Palm Beach International	30
C	PNS Pensacola Regional	1
C	RSW Ft. Myers Southwest Florida International	130
C	SFB Orlando Sanford International	5
C	SRQ Sarasota/Bradenton International	8
C	TLH Tallahassee Regional	25
C	CSG Columbus Metropolitan	3
C	BOI Boise Air Terminal/Gowen Field	3
C	CMI Champaign/Urbana	3
C	MDW Chicago Midway International	100
C	MLI Moline Quad City International	1
C	IND Indianapolis International	30
C	DSM Des Moines International	1
C	LEX Lexington Blue Grass Field	1
C	SDF Louisville International-Standiford Field	12
C	BTR Baton Rouge Metropolitan/Ryan Field	8
C	PWM Portland International Jetport	50
C	FNT Flint Bishop International	50
C	GRR Grand Rapids Gerald R. Ford International	35
C	JAN Jackson International	10
C	LNK Lincoln Airport	5
C	OMA Omaha Eppley Airfield	10
C	RNO Reno/Tahoe International	15
C	MHT Manchester-Boston Regional	22
C	ABQ Albuquerque International Sunport	25
C	ALB Albany International	18
C	BUF Buffalo Niagara International	5
C	ISP Islip/Long Island MacArthur	10
C	ROC Greater Rochester International	20
C	SYR Syracuse Hancock International	1
C	FAY Fayetteville Regional/Grannis Field	3
C	GSO Greensboro Piedmont Triad International	10
C	RDU Raleigh-Durham International	25
C	CAK Akron Canton International	5
C	DAY James M. Cox Dayton International	1
C	OKC Oklahoma City Will Rogers World	8



C	TUL Tulsa International	8
C	PDX Portland International	85
C	SJU San Juan Luís Muñoz Marin International	3
C	PVD T. F. Green Airport (Providence)	21
C	GSP Greenville-Spartanburg International	3
C	MYR Myrtle Beach International	3
C	BNA Nashville International	106
C	AUS Austin-Bergstrom International	165
C	ELP El Paso International	75
C	LBB Lubbock International	1
C	SAT San Antonio International	132
C	BTV Burlington International	5
C	ORF Norfolk International	8
C	ROA Roanoke Regional Airport	0
C	RIC Richmond International	1
C	CRW Charleston Yeager	1
C	MKE Milwaukee General Mitchell International	25
I	LHR London	715
I	CDG Paris	833
I	FRA Frankfurt	300
I	MAD Madrid	150
I	AMS Amsterdam	650
I	LGW London	385
I	MUC Munich	175
I	DXB Dubai	400



## Appendix II: U.S. & European Business Traveler Surveys

Surveys completed on June 25, 2008

The following table reports key survey sampling statistics for research conducted in the U.S. and six European countries: United Kingdom, France, Germany, Netherlands, Spain and Italy.

Description	US	UK	France	Germany	Netherlands	Spain	Italy
Sampling frame	33,736	15,566	15,995	16,750	13,900	17,002	12,916
Bounce back	6,011	2,310	1,990	2,030	1,856	1,222	991
Total responses	1982	1086	965	1039	857	989	775
Reliability rejections	65	48	54	62	57	98	75
Net sample before reliability checks	1917	1038	911	977	800	891	700
Adjusted sample size after screening questions	864	480	337	509	371	245	228

The average percentage results for respondents in the United Kingdom (UK%), France (FR%), Germany (DE%), Netherlands (NL%), Spain (SP%), and Italy (IT%) are presented below with comparison to United States (US%) findings.

The following are the two primary screening questions used to finalize sample.

1. Background							
Q1. How many times in a year do you fly a commercial airline for <b>business</b> ? Please select the number of airline trips taken during the past 12 months.	US%	UK%	FR%	DE%	NL%	SP%	IT%
0 trips (stop)	10.2%	13.2%	13.3%	8.4%	8.6%	15.9%	10.0%
1 to 5 trips	8.9%	5.0%	12.3%	3.5%	3.7%	21.5%	22.4%
6 to 10 trips	53.6%	56.6%	42.2%	61.6%	57.4%	39.3%	42.6%
11 to 25 trips	21.9%	18.4%	25.8%	21.3%	21.1%	20.8%	19.3%
More than 25 trips	5.3%	6.8%	6.4%	5.2%	9.1%	2.5%	5.7%
Total	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

Q2. Do you typically carry your laptop when traveling on business?	US%	UK%	FR%	DE%	NL%	SP%	IT%
Yes	51%	47%	43%	57%	51%	33%	36%
No (stop)	49%	53%	57%	43%	49%	67%	64%
Total	100%	100%	100%	100%	100%	100%	100%

Q3. What percentage of your business travel is international (outside your home country)?	US%	UK%	FR%	DE%	NL%	SP%	IT%
None	19%	13%	6%	9%	2%	20%	20%
Less than 10%	38%	13%	7%	1%	7%	10%	7%
Between 11 to 20%	19%	26%	23%	19%	14%	16%	18%
Between 21 to 50%	9%	14%	31%	24%	25%	22%	24%
More than 50%	14%	33%	35%	47%	53%	31%	31%
Total	100%	100%	100%	100%	100%	100%	100%



Q4. Are you a member of one or more frequent flyer programs?	US%	UK%	FR%	DE%	NL%	SP%	IT%
Yes	88%	73%	64%	68%	94%	72%	73%
No	12%	27%	36%	32%	6%	28%	27%
Total	100%	100%	100%	100%	100%	100%	100%

## 2. Airport experience

Q5. I often need to rush from the time I arrive at the airport to the time I'm seated on the airplane.	US%	UK%	FR%	DE%	NL%	SP%	IT%
Strongly agree	38%	29%	32%	9%	5%	21%	27%
Agree	32%	39%	39%	18%	25%	30%	31%
Unsure	6%	9%	13%	29%	24%	27%	21%
Disagree	19%	20%	10%	29%	30%	22%	19%
Strongly disagree	6%	3%	6%	15%	16%	1%	2%
Total	100%	100%	100%	100%	100%	100%	100%

Q6. When I travel, the items I carry with me make it difficult to maneuver through airport security checkpoints.	US%	UK%	FR%	DE%	NL%	SP%	IT%
Strongly agree	33%	17%	21%	8%	3%	27%	29%
Agree	36%	34%	33%	34%	35%	34%	31%
Unsure	9%	19%	18%	36%	33%	23%	25%
Disagree	18%	23%	21%	19%	21%	15%	15%
Strongly disagree	4%	7%	7%	3%	7%	2%	0%
Total	100%	100%	100%	100%	100%	100%	100%

Q7. I often worry about missing my flight because of time delays caused by security procedures.	US%	UK%	FR%	DE%	NL%	SP%	IT%
Strongly agree	19%	7%	11%	2%	5%	18%	17%
Agree	42%	38%	39%	28%	30%	44%	41%
Unsure	13%	29%	32%	41%	37%	33%	33%
Disagree	17%	13%	10%	12%	12%	0%	2%
Strongly disagree	9%	13%	7%	17%	15%	6%	7%
Total	100%	100%	100%	100%	100%	100%	100%

Q8. Despite the hassle, I believe that checking my laptop or notebook computer separately from other carry-on items increases passenger safety and security.	US%	UK%	FR%	DE%	NL%	SP%	IT%
Strongly agree	5%	2%	1%	6%	5%	1%	1%
Agree	7%	9%	11%	15%	11%	8%	4%
Unsure	23%	43%	54%	59%	50%	62%	72%
Disagree	40%	20%	21%	21%	26%	23%	19%
Strongly disagree	24%	25%	13%	0%	8%	7%	4%
Total	100%	100%	100%	100%	100%	100%	100%



Q9 Do you worry about losing your laptop or having it stolen?	US%	UK%	FR%	DE%	NL%	SP%	IT%
Yes	57%	59%	55%	31%	32%	55%	54%
No	43%	41%	45%	69%	68%	45%	46%
Total	100%	100%	100%	100%	100%	100%	100%

Q10. Have you ever left your luggage and laptop under the watchful eye of a fellow passenger?	US%	UK%	FR%	DE%	NL%	SP%	IT%
Yes	50%	42%	44%	17%	14%	41%	43%
No	50%	58%	56%	83%	86%	59%	57%
Total	100%	100%	100%	100%	100%	100%	100%

**4. Confidential data on your laptop**

Q17. Does your laptop computer contain confidential or sensitive company information?	US%	UK%	FR%	DE%	NL%	SP%	IT%
Yes	53%	51%	52%	39%	36%	57%	60%
No (Go to Part 5)	47%	49%	48%	61%	64%	43%	40%
Total	100%	100%	100%	100%	100%	100%	100%

Q18. Please check the types of information that may reside on your laptop when traveling on business.	US%	UK%	FR%	DE%	NL%	SP%	IT%
Client, customer or consumer information	47%	60%	63%	59%	58%	59%	61%
Employee information	13%	13%	7%	7%	0%	2%	0%
Business confidential information	46%	45%	46%	48%	51%	51%	55%
Finance or accounting information	9%	11%	6%	13%	13%	13%	15%
Research or product development information	6%	2%	6%	5%	7%	6%	4%
Supplier or vendor information	9%	6%	6%	8%	11%	14%	15%
Intellectual property including software code, drawings or renderings	14%	5%	1%	0%	7%	3%	6%
Other (please specify)	2%	4%	3%	1%	0%	4%	7%
Total	146%	147%	139%	141%	148%	151%	165%

Q19a. Do you take steps to protect the confidential or sensitive information contained on your laptop when traveling on business?	US%	UK%	FR%	DE%	NL%	SP%	IT%
Yes	53%	56%	57%	78%	77%	43%	44%
No	47%	44%	43%	22%	23%	57%	56%
Total	100%	100%	100%	100%	100%	100%	100%



Q19b. If yes, how do you protect this information?	US%	UK%	FR%	DE%	NL%	SP%	IT%
Information is not protected	9%	3%	3%	5%	6%	2%	7%
Encryption of files	19%	13%	7%	47%	21%	13%	21%
Encryption of the hard disk	19%	12%	12%	33%	20%	8%	11%
Passwords when signing on	45%	48%	49%	55%	53%	52%	53%
Test question or private facts when signing on	3%	3%	0%	0%	4%	10%	10%
Biometric device (such as figure print reader) when signing on	5%	4%	10%	7%	3%	9%	8%
Password protection to specific records or files	14%	16%	8%	7%	7%	10%	12%
Other (explain)	1%	1%	6%	13%	12%	17%	15%
Don't know	34%	26%	24%	26%	34%	33%	28%
Total	150%	127%	120%	194%	160%	153%	165%

Q19c. What would you do if your laptop was lost when traveling on business? Please check all that apply.	US%	UK%	FR%	DE%	NL%	SP%	IT%
Nothing	16%	15%	16%	2%	5%	14%	21%
Retrace my steps and contact the lost and found department of different places I visited	27%	42%	39%	35%	32%	27%	27%
Contact my company and ask them for advice	58%	68%	72%	66%	66%	63%	69%
Contact legal authorities or law enforcement	3%	26%	30%	65%	67%	28%	27%
Other (please specify)	3%	1%	5%	7%	6%	4%	1%
Total	106%	151%	162%	175%	176%	137%	144%

Q20. If your laptop was lost or misplaced at an airport, what do you think are the chances it would be recovered by you or your organization?	US%	UK%	FR%	DE%	NL%	SP%	IT%
No chance	35%	31%	33%	31%	25%	25%	29%
Less than 10%	42%	47%	43%	37%	40%	33%	39%
Between 11 to 30%	16%	13%	15%	18%	13%	28%	23%
Between 31 to 50%	5%	7%	3%	9%	8%	8%	7%
Between 51 to 70%	0%	1%	1%	1%	2%	1%	1%
Between 71 to 90%	1%	0%	2%	5%	9%	2%	1%
Over 90%	1%	1%	3%	0%	2%	3%	0%
Total	100%	100%	100%	100%	100%	100%	100%

Q21. Have you ever lost a laptop computer?	US%	UK%	FR%	DE%	NL%	SP%	IT%
Yes	1%	0%	0%	1%	0%	0%	0%
No	99%	100%	100%	99%	100%	100%	100%
Total	100%	100%	100%	100%	100%	100%	100%

Q22. How would you go about retrieving the data lost on your missing laptop computer?	US%	UK%	FR%	DE%	NL%	SP%	IT%
I routinely backup my data	13%	24%	29%	34%	24%	26%	33%
My company routinely backs up my data	38%	32%	17%	19%	23%	30%	39%
My data is not backed up	42%	43%	47%	45%	43%	41%	23%
I don't know	6%	1%	7%	2%	10%	3%	5%
Total	100%	100%	100%	100%	100%	100%	100%





Q23. Do you know anyone who has lost a laptop computer while traveling on business?	US%	UK%	FR%	DE%	NL%	SP%	IT%
Yes	84%	52%	50%	62%	68%	52%	57%
No	16%	48%	50%	38%	32%	48%	43%
Total	100%	100%	100%	100%	100%	100%	100%

**5. Demographics:** Please check the most appropriate response to each item listed below.

Please check your age range?	US%	UK%	FR%	DE%	NL%	SP%	IT%
18 to 25	13%	10%	13%	11%	10%	16%	15%
26 to 35	30%	25%	24%	21%	18%	17%	15%
36 to 45	23%	28%	35%	35%	37%	35%	34%
46 to 55	19%	23%	18%	17%	26%	23%	28%
56 to 65	10%	9%	8%	7%	5%	8%	4%
66 to 75	4%	6%	2%	8%	3%	1%	2%
75+	1%	0%	1%	1%	1%	0%	1%
Total	100%	100%	100%	100%	100%	100%	100%

Have you ever been notified that your personal information was lost or stolen?	US%	UK%	FR%	DE%	NL%	SP%	IT%
Yes	70%	18%	11%	8%	5%	5%	9%
No	15%	72%	76%	82%	84%	86%	73%
Unsure	15%	11%	13%	11%	11%	9%	18%
Total	100%	100%	100%	100%	100%	100%	100%

How important to you is the protection of your privacy rights?	US%	UK%	FR%	DE%	NL%	SP%	IT%
Very important	48%	46%	52%	50%	52%	51%	49%
Important	41%	36%	35%	34%	31%	31%	29%
Not important	9%	10%	8%	16%	9%	15%	18%
Irrelevant	2%	8%	5%	0%	7%	3%	3%
Total	100%	100%	100%	100%	100%	100%	100%

What is your highest level of education attained?	US%	UK%	FR%	DE%	NL%	SP%	IT%
High school	9%	10%	10%	6%	4%	8%	9%
Vocational	7%	25%	20%	29%	29%	30%	18%
Some university	34%	30%	34%	37%	36%	36%	36%
University degree	40%	23%	30%	22%	25%	21%	30%
Post graduate	9%	4%	5%	5%	4%	3%	6%
Doctorate	2%	8%	1%	1%	2%	2%	1%
Total	100%	100%	100%	100%	100%	100%	100%



What best describes your employment status today?	US%	UK%	FR%	DE%	NL%	SP%	IT%
Full time employee	58%	67%	67%	62%	65%	71%	71%
Part time employee	13%	14%	12%	12%	4%	4%	10%
Business owner	5%	2%	9%	3%	2%	4%	4%
Contractor	9%	6%	1%	5%	5%	4%	6%
Military	6%	1%	1%	1%	4%	4%	1%
Retired	0%	3%	2%	6%	10%	7%	3%
Unemployed	5%	6%	5%	8%	3%	5%	5%
Student	4%	1%	2%	3%	6%	1%	0%
Total	100%	100%	100%	100%	100%	100%	100%

Approximately, what is your household income (converted into US\$)?	US%	UK%	FR%	DE%	NL%	SP%	IT%
Less than \$20,000	1%	2%	2%	1%	1%	5%	0%
\$20,000 to \$40,000	1%	7%	1%	1%	2%	3%	4%
\$41,000 to \$60,000	12%	14%	36%	15%	16%	29%	22%
\$61,000 to \$80,000	13%	19%	23%	39%	23%	23%	34%
\$81,000 to \$100,000	25%	25%	13%	13%	25%	22%	14%
\$101,000 to \$150,000	29%	22%	15%	21%	23%	10%	19%
\$151,000 to \$200,000	13%	9%	8%	6%	9%	8%	5%
\$201,000+	6%	2%	1%	4%	1%	1%	1%
Total	100%	100%	100%	100%	100%	100%	100%

Where is your job function located?	US%	UK%	FR%	DE%	NL%	SP%	IT%
Sales	24%	24%	20%	17%	23%	17%	13%
Marketing & communications	12%	3%	2%	8%	4%	3%	2%
Finance & accounting	8%	7%	5%	2%	7%	8%	11%
Research & development	2%	4%	4%	7%	8%	1%	2%
Administration	3%	3%	8%	2%	2%	1%	6%
General management	20%	25%	28%	29%	25%	32%	24%
Procurement & logistics	10%	11%	9%	8%	10%	16%	26%
Information technology	14%	14%	10%	14%	8%	8%	5%
Legal & compliance	3%	1%	2%	4%	2%	1%	1%
Public affairs	1%	0%	1%	0%	1%	5%	7%
Other	2%	8%	10%	8%	10%	8%	4%
Total	100%	100%	100%	100%	100%	100%	100%

How long have you used a laptop computer for business?	US%	UK%	FR%	DE%	NL%	SP%	IT%
Less than 1 year	1%	2%	5%	1%	2%	8%	10%
Between 1 to 3 years	18%	41%	41%	42%	42%	45%	46%
Between 4 to 5 years	55%	49%	48%	46%	40%	37%	32%
Between 6 to 8 years	23%	7%	5%	8%	12%	9%	10%
Between 9 to 10 years	2%	1%	1%	2%	2%	1%	1%
More than 10 years	1%	0%	0%	1%	2%	0%	1%
Total	100%	100%	100%	100%	100%	100%	100%



What is the worldwide headcount of your organization?	US%	UK%	FR%	DE%	NL%	SP%	IT%
Less than 500 people	3%	4%	2%	8%	14%	12%	12%
500 to 1,000 people	9%	15%	23%	30%	32%	36%	37%
1,001 to 5,000 people	19%	43%	37%	25%	24%	30%	27%
5,001 to 25,000 people	33%	25%	17%	11%	15%	13%	15%
25,001 to 75,000 people	30%	9%	17%	19%	12%	7%	8%
More than 75,000 people	7%	4%	4%	7%	3%	2%	1%
Total	100%	100%	100%	100%	100%	100%	100%

What is your location?	US%	UK%	FR%	DE%	NL%	SP%	IT%
Northeast	20%						
Mid-Atlantic	18%						
Midwest	18%						
Southeast	13%						
Southwest	13%						
Pacific	18%						
Total	100%						

Please check	US%	UK%	FR%	DE%	NL%	SP%	IT%
Female	47%	50%	48%	54%	51%	50%	43%
Male	53%	50%	52%	46%	49%	50%	57%
Total	100%	100%	100%	100%	100%	100%	100%

Who has responsibility for backing up your laptop data?	US%	UK%	FR%	DE%	NL%	SP%	IT%
I am responsible	10%	35%	18%	50%	51%	9%	12%
No one is responsible	31%	31%	45%	22%	21%	25%	19%
My company is responsible	41%	26%	29%	25%	23%	47%	46%
Don't know	18%	7%	8%	3%	5%	19%	23%
Total	100%	100%	100%	100%	100%	100%	100%

**Ponemon Institute**  
*Advancing Responsible Information Management*

Ponemon Institute is dedicated to independent research and education that advances responsible information and privacy management practices within business and government. Our mission is to conduct high quality, empirical studies on critical issues affecting the management and security of sensitive information about people and organisations.

As a member of the **Council of American Survey Research Organisations (CASRO)**, we uphold strict data confidentiality, privacy and ethical research standards. We do not collect any personally identifiable information from individuals (or company identifiable information in our business research). Furthermore, we have strict quality standards to ensure that subjects are not asked extraneous, irrelevant or improper questions.