

EU LGBT survey Technical report

Methodology, online survey,
questionnaire and sample



FRA

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Country codes

Country code	Country	Country code	Country
AT	Austria	IE	Ireland
BE	Belgium	IT	Italy
BG	Bulgaria	LT	Lithuania
CY	Cyprus	LU	Luxembourg
CZ	Czech Republic	LV	Latvia
DE	Germany	MT	Malta
DK	Denmark	NL	Netherlands
EE	Estonia	PL	Poland
EL	Greece	PT	Portugal
ES	Spain	RO	Romania
FI	Finland	SE	Sweden
FR	France	SK	Slovakia
HU	Hungary	SI	Slovenia
HR	Croatia	UK	United Kingdom

Introduction

The aim of the EU LGBT survey was to obtain robust and comparable data that would allow a better understanding of how lesbian, gay, bisexual and transgender (LGBT) people living in the European Union (EU) and Croatia experience the enjoyment of fundamental rights. The survey collected data from 93,079 people across the EU and Croatia through an anonymous online questionnaire, collecting the views, perceptions, opinions and experiences of persons aged 18 years or over, who self-identify as lesbian, gay, bisexual or transgender. The topics related to various fundamental rights issues with an emphasis on experienced discrimination, violence and harassment. The survey and all related activities covered the 27 current EU Member States as well as Croatia. FRA designed the questionnaire and finalised it in consultation with its Scientific Committee, relevant stakeholders and civil society organisations, as well as independent academics and national experts with expertise in the area of discrimination on grounds of sexual orientation and gender identity.

The survey asked a range of questions about LGBT people’s experiences including:

- public perceptions and responses to homophobia and/or transphobia;
- discrimination;
- rights awareness;
- safe environment;
- violence and harassment;
- the social context of being an LGBT person;
- personal characteristics, including age and income group.

The full survey questionnaire is provided in the Annex A of this report.

The EU LGBT survey was a large-scale empirical data collection exercise using an online questionnaire as its main instrument. The questionnaire was online between April and July 2012.¹ The research method chosen – online questionnaire and sampling through self-identification of the respondents – provided a number of advantages and strengths, as well as limitations and constraints, both of which need to be taken into account when reading the survey results. These questions are presented and discussed in detail in the following sections of this technical report to shed light on the research process, as well as to put in evidence the range and the potential of the pool of data that lie behind the key findings of the EU LGBT survey.

A consortium of Gallup Europe² and ILGA-Europe,³ selected by the FRA through an open call for tender, managed the data collection activities.

For a concise presentation of key issues concerning the survey methodology – issues that are presented in detail in this report – please consult the [Questions & Answers technical paper](#).

1 The questionnaire was online and accessible for respondents from 0:00 April 2, 2012 to 24:00 July 9, 2012.

2 Gallup is an international survey and consultancy company, see: www.gallup.com or Gallup-Europe <http://eu.gallup.com>.

3 ILGA-Europe is the European umbrella organisation of non-governmental organisations (NGOs) working on LGBTIQ issues; see: www.ilga-europe.org.

1 Defining the survey population

EU LGBT target group and instrument

The target group of the EU LGBT survey was defined as:

- people who describe themselves under the Lesbian, Gay, Bisexual or the Transgender umbrella terms (allowing for sub-categories in the transgender group, such as transsexual, cross-dresser and queer);
- people who currently live in any of the 27 EU Member States and Croatia – regardless of legal circumstances (residency) or citizenship;
- people who are at least 18 years old.

The EU LGBT survey used a predominantly quantitative online questionnaire to collect its data. The questionnaire was composed mainly of closed single-response questions – both affirmative-negative (Yes/No) and scale type (for example strongly agree/agree/disagree/strongly disagree/don't know), as well as multiple response questions. Respondents also had an opportunity to complement their responses with additional remarks in their own words after they completed the last question of the survey, in a free text field. The full questionnaire used for the online survey is available in the annex.

Representativeness of the results

The EU LGBT survey represents the opinions and views of 93,079 lesbian, gay, bisexual and trans persons aged 18 years and above, who were internet users, were informed about the survey and decided to participate in it.

The online survey approach adopted in the EU LGBT survey had several benefits. It allowed giving all self-identifying LGBT people who were 18 years of age or older and living in one of the 27 EU Member States or Croatia the possibility to participate in the survey. With access to internet being the only requirement, the survey was able to achieve national coverage of each of the survey countries. Respondents could participate in the survey when and where it was most convenient for them, limiting non-response due to inconvenient timing of interviews. The online survey allowed for hesitant respondents to access more information about the survey and the organisations involved in it before proceeding to the questionnaire. Most importantly, the online survey provided a way also for “closeted” LGBT respondents to describe their experiences in an anonymous and confidential manner. Besides the challenge of getting LGBT respondents to self-identify as LGBT in a survey, the interviewer-assisted survey modes can include other sources of bias not present, or less pronounced, in a self-administered survey, including social desirability bias which can distort results in surveys where interviewers are involved in data collection.

Because respondents had to “opt in” to participate in the survey, the resulting set of data represents a self-selected sample and not a random sample. This study design was adopted because it would not have been feasible to achieve a random sample of LGBT people in the 27 EU Member States and Croatia. In the absence of information which would allow researchers to draw a random sample of LGBT people directly, a representative random sample could only be achieved by carrying out large scale screening – that is, contacting a

random sample of the total population, and asking people if they are LGBT and willing to take part in the survey. There are, however, at least two major hurdles for this.

Firstly, in order to result in a sufficiently large sample for robust analysis, this type of screening would involve a very large number of interviews. In the United States, Gallup included a question in its rolling survey asking the respondents whether they identify as lesbian, gay, bisexual or transgender.⁴ The nation-wide survey involved 206,186 interviews, and resulted in an estimate that, on average across the US, 3.5 % of respondents identify as LGBT – this is about 7,200 respondents from the total sample, which covered all 50 states and the District of Columbia in the USA. Assuming that one wanted to interview 1,000 LGBT respondents in each Member State and that the identification rate was the same as above – 3.5% – this would translate into 800,000 screening interviews needed. This would require financial resources that were clearly beyond the current project. It could also very well be that, due to the sensitive nature of sexual and gender identity, in some Member States fewer than 3.5 % would be willing to disclose their LGBT position in a survey, and even more interviews would therefore be needed to achieve the desired sample size.

Even without resource restrictions, it would remain very much questionable, whether the achieved sample would be representative of the LGBT population in the EU. When asked about their sexual orientation or gender identity, not all LGBT respondents are ready to identify themselves as LGBT in a survey interview. Both face-to-face and telephone surveys can implement various measures to further increase the degree of confidentiality, for example making sure that the interviewer doesn't see or hear respondents answers through the use of self-completion modules, but these measures are again associated with additional costs. Despite even the most elaborate interview design, some respondents may not feel comfortable identifying as LGBT in a survey.

There is an on-going debate about the size of the LGBT population and in particular about the different social constructs conceptualisations and perceptions of who are and who are identified as LGBT persons.⁵ Differences are found regarding same-sex or transgender experiences in different social contexts, and among men and women. Bisexuality and its definition in relation to same-sex experiences is a notable example of this difficulty in conceptualising the LGBT population.⁶

The operational target group of a LGBT survey will always be – regardless of the survey mode – self-defined (*in the context of the actual interview*), by the respondents themselves. This produces significant statistical problems. Truly random surveys – with controlled representativeness – in this population will only become possible if at least some statistical consensus about the operational definition of LGBT people exists.

4 Results were based on telephone interviews conducted as part of the Gallup Daily tracking survey 1 June-30 September 2012, with a random sample of 206,186 adults, aged 18 years and older, living in all 50 US states and the District of Columbia, selected using random-digit-dialling; see: <http://www.gallup.com/poll/160517/lgbt-percentage-highest-lowest-north-dakota.aspx>

5 Gates, G.J. (2012), *LGBT identity: A demographer's perspective*, 45 Loy. L.A. L. Rev. 693, available at: <http://digitalcommons.lmu.edu/llr/vol45/iss3/2> Accessed in May 2013.

6 *Ibid.*

This is why the EU LGBT survey does not provide the statistical overview for the situation of the entire LGBT population in the EU and Croatia, but it presents the findings about the views, the experiences and the lives of 93,079 LGBT survey respondents living in the 27 EU Member States and Croatia, which makes it the largest ever survey of this kind about LGBT people in Europe.

The survey also faced other notable obstacles shared by other surveys on LGBT people:

- the differential propensity of the various LGBT groups to self-identify and social segmentation of LGBT people when coming to terms with their own sexual orientation or gender identity. That is, the probability that a person identifies as LGBT (considering their sexual behaviour or general preferences and/or *identifying* themselves as being gay/lesbian/bisexual) may vary across countries and social contexts, as well as change over time (during the life-course, for example);
- differential propensity of LGBT people to reveal their identity to any outside agent (including an interviewer, or a survey more generally) may also vary across countries, social strata and age – depending on the level of cultural acceptance of alternative sexual identities in the micro- or broader national environment. The level of normalisation has an effect on the extent that LGBT people act according to their identity, this being the case even in an impersonal setup of an online questionnaire, or when “liking” the survey link on social networking websites;
- in a web survey, the respondents are self-selected as they volunteered to participate in the survey. This may exclude respondents who are less motivated to take part, introduce a potential for bias in the results if the sample is far from being representative of the surveyed population as a whole. The advantage of reaching out to a large number of potential respondents through an online survey is a strong measure capable of mitigating this risk;
- the unequal access to the internet also imposed a selection bias, especially in EU Member States where internet access is still far from being universal. Lack of internet connection meant that certain segments of the LGBT community (plausibly the older, lower educated, rural LGBT people) could not be reached by the default awareness raising activities. These population segments may also have faced great challenges when filling in the questionnaire (this could involve technical challenges in accessing and using the online questionnaire, but also problems concerning privacy – for example if internet access was available only in public premises such as the local library) even if they were informed about the survey via offline awareness raising efforts or indirectly;
- the opportunity to participate in the survey fully anonymously was a key condition to ensure a wide participation of LGBT respondents, which at the same time excluded the possibility to exercising controls over the participants in ways which are available for use in other online surveys. Allowing multiple survey responses from the same internet (or Internet Protocol – IP) address, despite the risks, was an important choice in order to encourage participation of population with difficulties in accessing the internet or people otherwise sharing a computer (e.g. people living in the same household or using a computer in an office that has been specifically provided for the purpose of providing access to the survey). Multiple responses from the same users were indirectly discouraged by the complexity of the survey, which involved numerous checks and filters, as well as the length, duration and difficulty of filling-in the online survey questionnaire. The data inflow was also closely monitored in the different countries in order to identify and avoid possible efforts of falsification of the results. The EU LGBT survey took about 28 to

30 minutes for a person to complete. Had there been any falsification efforts in view of the large number of respondents (93,079), this would have required hundreds of working hours to achieve even a minimal degree of influence over the results.

2 The questionnaire

Instrument development

The development of the EU LGBT survey questionnaire was the responsibility of the FRA. The team responsible for developing and overseeing the survey in FRA consulted a multinational panel of external experts in the area of scientific research on grounds of sexual orientation and gender identity during the questionnaire development. Furthermore, the questionnaire was extensively discussed with various stakeholder groups as well as with FRA’s Scientific Committee.

Questionnaire content

Table 1 outlines the main topics of the EU LGBT survey, which are based on a thorough analysis of the fundamental rights issues relevant for LGBT persons. Besides the topics, the table indicates whether particular questions were asked from all respondents or a certain sub-group of respondents. For example, questions concerning the details of violent incidents are only relevant to those respondents who have experienced such incidents; as another example, the questionnaire included some questions which were only relevant to transgender respondents. As far as possible, the online questionnaire was designed to assist respondents by showing only the questions and response alternatives which were relevant and applicable to them. In a limited number of cases, the answer categories included a category ‘Not applicable’ so that the respondents could indicate that the question does not apply to their situation. For more information on the topics covered and the exact question wording please refer to the questionnaire in Annex A.

Questions were adapted to the specific background of the respondent, both when asking about personal experiences as an LGB or T person, and when inquiring about the experiences of the LGBT community in their particular country. That is, in the case of respondents who identified themselves as lesbian at the beginning of the survey, the online questionnaire referred later to *you as a lesbian, or lesbian people in your country* instead of using a general *LGBT* reference.

Table 1: Main topics of the survey questionnaire

Sections	Topics covered	Target respondents ⁷
Respondent background, LGBT specific	Sex, gender identity, identification with LGBT categories, gender perception and expression, sexual orientation	All respondents, section used as a filter (so that only self-identified LGBT respondents proceeded to the main part of the questionnaire)
Section specific to transgender people	The section covered healthcare issues specific to trans people (psychological and medical assistance), and obstacles related to accessing gender reassignment procedures.	Transgender respondents

⁷ For the topic, individual questions were filtered as appropriate to follow up with respondents. For a vast majority of questions, a “not applicable” category was included for those to whom the question was not relevant (for example workplace related question for those who are not working)

Sections	Topics covered	Target respondents ⁷
Perception of public attitudes towards LGBT people	Multi-item question, covering different areas of acceptance of self-expression as LGBT (e.g. same sex couples holding hands), negative representation of LGBT people in the public sphere, existence of measures aimed at an improved tolerance towards the LGBT community	All respondents
Desired responses to homophobia and transphobia	Questions about the desirability of various proposals (measures, attitudinal changes in the public acceptance) to improve the quality of life of LGBT people	All respondents
Perception of discrimination	Impression of the extent to which various minority groups are discriminated against in the country, including sexual minorities, and individual LGBT groups	All respondents
Experience of discrimination	<p>Discrimination experiences on any ground, and specifically related to LGBT background. Discrimination incidents in various areas of everyday life in the 12 months preceding the survey, reporting of these incidents to any organisation</p> <p>Direct and indirect discrimination in the workplace and early school (before the age of 18) environment (for example, if they have heard negative comments about LGBT persons or seen negative conduct towards them).</p> <p>Specific problems faced when accessing healthcare services.</p>	<p>General prevalence: all respondents</p> <p>Discrimination in various areas of everyday life: those respondents who had in the specific situation (e.g. looking for work) or using a particular service (e.g. health care services)</p>

Sections	Topics covered	Target respondents ⁷
Rights awareness	Awareness of existing anti-discrimination legislation and relevant support organisations	All respondents
Avoidance behaviour	Behavioural strategies (not) to express sexual orientation or gender identity due to fear of being victimised because of being LGBT; avoiding specific locations due to fear to concerns of safety as an LGBT person.	All respondents
Experiences of assault and/or being threatened with violence	Prevalence and characteristics of the most recent victimisation incident in the past 12 months and the most serious victimisation incident in the past 5 years (including type of incident, perpetrators, location and reporting)	Prevalence: all respondents Incident details: respondents who had been victimised in the past 12 months and in the past 5 years
Experiences of serious harassment	Prevalence of serious harassment and characteristics of the most recent incident in the past 12 months and in the past 5 years (type, perpetrators, location, reporting)	Prevalence: all respondents Incident details: Respondents who had experienced an incident of serious harassment in the past 12 months and in the past 5 years
Openness and visibility in one's social environment	Level of openness about LGBT background in different social interactions, at the workplace, and in the early school years. Assessment of awareness of one's LGBT background in the immediate social environment	All respondents
Experience of negative attitudes or treatment of the respondent as an LGBT person	Various examples of negative experiences of attitudes or treatment that one may have encountered within the past 6 months, due to an LGBT background	All respondents

Sections	Topics covered	Target respondents ⁷
Mutual recognition of the rights of same-sex couples in the EU	Experiences concerning mutual recognition of fundamental rights of same-sex couples when moving to or living in another EU Member State	Respondents who moved to a different EU country with a registered partner or a married same-sex partner
Respondent background	Country of residence, history of moving from one EU Member State to another, standard socio-demographic information, household composition, relationship status	All respondents. Questions on age and country of residence were used as a filter in the beginning of the survey to screen out respondents who were not eligible to complete the survey (that is, persons under the age of 18 or people living outside the EU-27 and Croatia).
Individual story	Free-text field for additional remarks	All respondents

Source: FRA, EU LGBT survey, 2012

Consultation with stakeholders and national experts

To conclude the background research activities and review its interim results, a two-day Expert- and Stakeholder Meeting was held on 19-20 December, 2012 in Vienna with the participation of the survey consortium (Gallup Europe and ILGA-Europe) and FRA, and their respective expert networks. The meeting was used to draw conclusions from the background research activities and confirm key characteristics of the survey (name, URL, logo, survey motto – “*Make your experience count*” –, instrument, communication/awareness raising strategy, and so forth). The most important outcomes of the consultation concerned sampling, communication, questionnaire targeting and privacy issues.

Sampling

- There was a consensus that the population characteristics of the different LGBT groups **cannot be established**, due to a massive lack of empirical/statistical information.
- The experts concluded that there is **no** theoretic or practical **possibility to create a random representative sample** of the survey population.
- While several experts argued that the lowering of the **age limit** would improve the relevance of the results, a decision to maintain the originally foreseen 18-year lower age limit was maintained.
- It was clarified that **de facto residents** in the 28 countries covered are eligible for the survey (irrespective of their legal status in the countries).

General communication activities

- The need to promote the survey in a **balanced way** was stressed – that is, not related to examples of mistreatment and discrimination but **offering a positive message** (that through such a study the fundamental rights situation of LGBT people would benefit through evidence-based policy initiatives).
- The communication around the survey should be distanced / **separated from political activism**, at national level. Hence, the communication of the survey must not be integrated with the communication of any specific policy goal.
- To the extent possible, balanced communication efforts should also consider **each target group** separately and individually.
- Potential **individual benefits should be emphasised** during the communication.
- In each communication, the **LGBT acronym should be spelled out as Lesbian, Gay, Bisexual and Transgender persons** to specifically invite all relevant audiences to participate in the survey.

Questionnaire targeting

- To meet the diverse needs of the various target groups, the questionnaire needs to **specifically address groups** defined by sexual orientation and gender identity, with specific questions only applicable to some groups (mostly by **adding trans-relevant questions**). The expert and stakeholder consultation provided the basis for developing the transgender specific section of the final questionnaire.

Respondent privacy

- The issue of privacy was addressed in detail – after considering all pro and contra arguments, a decision was taken to adopt a **‘total privacy’** approach where no information about the user or the user session will be logged in any way, neither prior to the survey, nor afterwards (i.e. no voluntarily provided personal data will be asked for and recorded).
- To enhance user trust and credibility in this regard, FRA and Gallup signed a **‘Privacy Declaration’**, which was placed on the survey website.

Questionnaire consultation

A number of European experts and scholars working on LGBT issues, as well as FRA’s Scientific Committee, participated in a lengthy consultation and meticulous examination of the questionnaire developed by FRA to finalise it in the form that it was submitted to users through the online survey. FRA coordinated and monitored the consultation process on drafting and refining the survey questionnaire. This process focused on the terminology, the relevance, the content and format, as well as on the sequence and coherence, of the questions. These efforts were necessary to guarantee that all relevant questions were asked to cover the themes of the survey, while tackling the inevitable constraints of using the same tool to survey LGBT people in 28 different countries. After the consultation process, FRA consolidated the final version of the questionnaire that was then used for the online survey.

Cognitive testing

The EU LGBT survey questionnaire was tested using cognitive interviews in five countries. The testing evaluated the draft questionnaire in terms of validity and relevance of the questions for different types of LGBT respondents. The tests took place in Greece, Hungary, the Netherlands, Poland and Spain.

The FRA and the survey contractor (a consortium of Gallup Europe and ILGA-Europe) jointly selected the questions for testing. Based on the selected questions, Gallup Europe developed the interviewing guidelines for the cognitive interviews and submitted these to FRA for approval before conducting the cognitive interviews. The same testing procedure was used in all five EU Member States.

The country teams recruited 10 respondents in each country, so that the respondents would include people from each of the target groups of the survey (lesbian, gay, bisexual and transgender) and from different age groups. Overall, the cognitive interviews were conducted with 50 persons across the five EU Member States.

The respondents selected for the test completed first the questionnaire independently, followed by cognitive interviews which were carried out in two parts:

- general debriefing on the overall impression, after respondents filled out the full questionnaire;
- question-specific verbal probing, focusing on selected questions which were of particular interest in the testing. These included items concerning public perceptions, possible policy initiatives to counter homo- and transphobia and experiences in early school years.

The cognitive interviews were carried out by experienced moderators who routinely perform activities to evaluate survey instruments. The moderators received written instructions from Gallup concerning the testing procedure. This document – the cognitive interviewing protocol – set out specific tasks and inquiry methods for the various topics and questions. Gallup received written reports from each country with the test results. The duration of the cognitive interviews amounted to about 60 to 80 minutes each.

The questionnaire was received positively in general, no respondent expressed a negative *overall* judgement of the questionnaire – their remarks were generally particular to some concepts, words, and questions that they felt were not appropriate to the situation, or, especially, to their own experience. Without exceptions, respondents felt that the questionnaire, in general, was relevant to their situation. Most agreed that the topic and the comparative European nature of the questionnaire motivated them to respond to it. Some trans people identified important gaps (lacking a question about the current stage of their gender reassignment procedure, which reflects the obstacles some transgender persons are faced with – mainly centred around gender reassignment surgeries, and more generally, regarding the trans category being applied to people with non-categorical, non-dichotomous gender perception). These issues were addressed following the cognitive test as the questionnaire was finalised for use in the online survey of 27 EU Member States and Croatia.

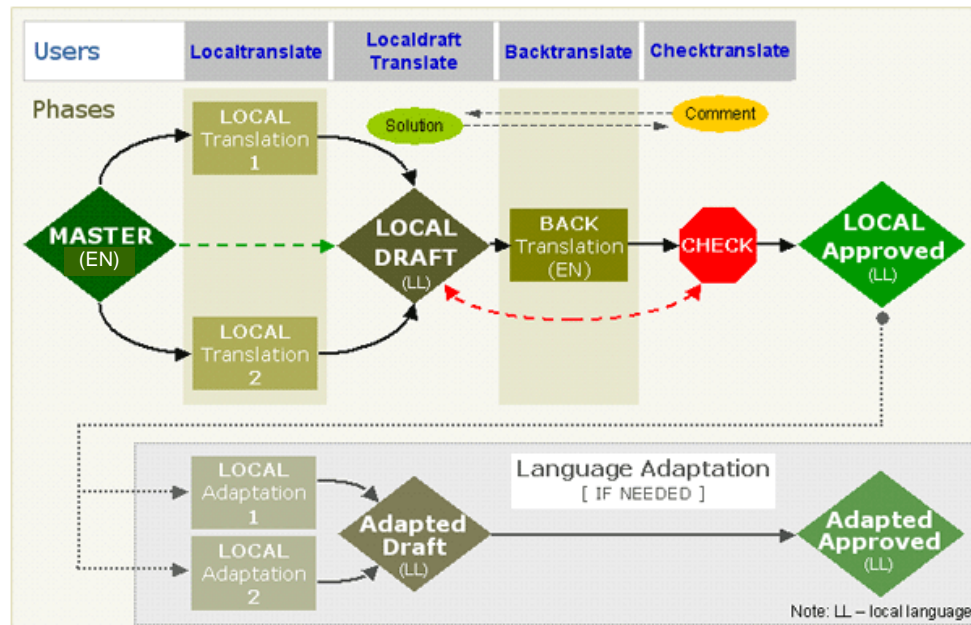
Languages

The EU LGBT survey questionnaire was made available to respondents in 27 languages: Bulgarian, Catalan, Croatian, Czech, Danish, Dutch, English, Estonian, Finnish, French, German, Greek, Hungarian, Italian, Latvian, Lithuanian, Luxembourgish, Maltese, Polish, Portuguese, Romanian, Russian, Slovak, Slovene, Spanish (Castilian), Swedish and Turkish. The questionnaire translations were produced based on the English original questionnaire following a rigorous testing and translation procedure which involved the national expert team. Respondents could choose any of the 27 languages when filling in the questionnaire, irrespective of the country in which they live.

3 Translation process

Figure 1 illustrates the process used when translating and localising (adapting one language versions for use in two or more countries) the survey instrument. What follows is a description of the various stages and quality checks in the questionnaire translation process.

Figure 1: Translation process



Source: FRA, EU LGBT survey, 2012

Forward translation by local survey experts from the Gallup network

Translators used the Gallup.wEBtrans systems, translating the questionnaire item-by-item into the database structure. The forward translators (translating the English original questionnaire into other languages) were experienced survey specialists with excellent English. Based on the forward translations, an improved proofread version was created in collaboration with the forward translators. Translators always aimed to find the *conceptual/functional* equivalent of a word or phrase, not a word-for-word translation (that is, not a literal translation), considering the definition of the original term and attempting to translate it in the most relevant, simple, clear and concise way.

The translation to the target language aimed for the most common audience, considering the typical respondent and avoiding using jargon or terms that have connotations, especially any terms that might be considered offensive. Translators used a sensitive language in the questionnaire when describing LGBT experiences, and this was supported by advice from national research experts as necessary. ILGA-Europe in liaison with its member organisations, assisted in ensuring correct use of terminology. Transgender Europe (TGEU) was also consulted on several issues. This proved particularly useful with regards to those languages in which some of the terms are not well-established.

Back-translation

Using the same approach as that outlined in the first step, the questionnaire was translated back to English by an independent translator with an excellent knowledge of the local language and English. These translations were prepared in the same questionnaire translation database system by professional translators (but not experts of the topic) commissioned by Gallup, using the established network of back-translators.

Evaluation of back-translations

In the back-translation evaluation, emphasis was on conceptual and cultural equivalence and not linguistic equivalence (that is, a word-by-word translation was not necessarily sought for). When conceptual differences were discovered, the target translation was adjusted to appropriately reflect the meaning of the source items. Discrepancies were then discussed and further adjustment was carried out as many times as needed until a satisfactory version was reached.

Final review by national research experts

In a final layer, the national research experts identified by ILGA-Europe as well as Transgender Europe (TGEU), performed a review of all the documents in terms of cultural appropriateness in the LGBT community, verifying language and use of terminology in conformity with current accepted formulations that are not offensive and correspond to terms commonly used in the LGBT community.

Expert review

Finally, FRA experts and the FRA network of experts were consulted to review the final drafts of the local language questionnaires, for language adequacy, and general quality assessment.

4 Technical setup of the EU LGBT survey

The technical implementation of the EU LGBT survey consisted of not only the survey questionnaire, but also the website with an arrival page which welcomed respondents to the survey and provided basic information for respondents (at <http://lgbtsurvey.eu>). This chapter presents the technical characteristics of both interfaces – the survey questionnaire and the accompanying website.

The online survey

The online survey was hosted on Linux-based servers. To support the primary Websurvey server, for fault tolerance and redundancy reasons, a second sever was configured and prepared to be working in passive mode, in order to ensure maximum availability of the infrastructure. The primary server was designed as the master server, permanently operating online and serving internet requests for respondents that filled in the questionnaire. The second server was configured as an offline mirror of the first server, going online in case of the primary server failure.

The servers were configured with fault-tolerant hardware and software elements for ensuring data availability in case of failure. The servers were hosted in data centres with fast Internet connectivity, having redundant paths to the European Internet backbones, in order to ensure maximum availability of the servers from any point across Europe.

The domain name was <http://www.lgbtsurvey.eu> or, alternatively, <http://lgbtsurvey.eu/>.

The layout of the survey was designed using basic html to ensure backward compatibility with earlier versions of all main browsers: Internet Explorer, Mozilla Firefox, Chrome, Safari, and Opera. The questionnaire avoided the use of excessive visual elements (apart from showing the survey logo) in order to ensure fast download times even with narrow-band connections.

Creating and testing the survey website

In order to provide easy technology integration with the online questionnaire, the survey website was created under framework provided by CfMC – a company specialising in survey research software solutions. Additionally, PHP, a general-purpose server-side scripting language, was used for special cases involving language switching. The PHP scripts allowed the language switching without creating separate pages for each language variant by retrieving the language-specific content from the translation database (based on MySQL database software).

The survey website

Gallup designed the survey website according to the visual layout specifications approved by the FRA.

Figure 2: The EU LGBT survey website



The EU LGBT survey website was made public under the <http://lgbtsurvey.eu/> and <http://www.lgbtsurvey.eu/> domains on the day of the survey launch. Visitors who accessed either of the two domains were automatically redirected to a secure (https) location.

People accessing the survey could either proceed to the survey right away, or acquaint themselves with more information about the survey. The webpage pictured on the right – the entry point to the survey – offered a language selection in a drop-down menu, and it contained essential information about the survey in the form of questions and answers. Additionally, the survey webpage provided a detailed statement on respondent privacy.

The survey webpage offered users a possibility to contact the survey support team by email (survey@lgbtsurvey.eu – no longer active). The messages received to this mailbox were monitored during the data collection period, and an overview of the messages received is provided in Section 7.5 (Respondent feedback) of this report.

Data security, privacy and confidentiality

Acknowledging the paramount importance of privacy and confidentiality in a survey about sensitive issues, several mechanisms were put in place to ensure that respondents' data is collected safely and treated confidentially. As a result the survey did not collect a lot of – otherwise valuable – information which might have been used for data collection statistics, and is collected in many other online surveys. This includes the IP (Internet Protocol) addresses of respondents, version of the used browser types, location information, the

search engines used and the searched keywords which led the respondent to the survey, etc. The only information retained on the incoming user sessions (before respondents were redirected to the secure questionnaire) were the referrer links, so as to be able to produce statistics about the relative strengths of various LGBT websites and social networking platforms in recruiting and referring respondents to the survey.

The full respondent web session during the time the online questionnaire was being filled in was protected using the SSL⁸/HTTPS⁹ protocol, with no option to access the survey in an unprotected insecure mode.

In summary, no additional information was collected of the visitors – either of the individuals or their computers – which would allow personal or digital identification (of the computers), other than the website they came from, which was necessary for analysing the success of the awareness raising efforts. The user sessions were encrypted so no outside “eye” could monitor the communication between the survey and the respondent. Finally, the survey databases and servers were sealed from the internet with appropriate privacy protocols in order to prevent intrusion.

To enhance user trust and credibility in this regard, a ‘**Privacy Declaration**’ was signed by FRA and Gallup and was placed on the survey website. The users were informed about this privacy statement by reading the introduction of the online survey questionnaire (in Annex A).

Technical measures guaranteeing data security, privacy and confidentiality

In the development of the technical implementation of the survey a number of measures were taken to guarantee data security, privacy and confidentiality of respondents. In addition to the following overview of these measures, further details concerning the technical set up are available in Annex D of this report.

Technical infrastructure

The technical infrastructure of the survey guaranteed continuous operation through fast internet connectivity in order to ensure maximum availability of the servers from any point across Europe.

The hardware system was designed in order to be able to receive at least 100 concurrent respondents with a response time shorter than 4 seconds. The survey was designed to be compatible with all popular web browsers and it was tested on all versions of Internet Explorer, Mozilla Firefox, Google Chrome and Opera. The testing was performed on various operating systems, running the supported for each platform (Microsoft Windows, Apple Mac OS X and Linux).

Security and data protection

The servers hosting the survey were placed under high-security firewalls, in order to ensure that the online questionnaire database was protected against any unauthorized access. The leader of the consortium responsible for managing the data collection, Gallup

⁸ Secure Sockets Layer as defined by SSL.com. SSL is the standard security technology for establishing an encrypted link between a web server and a browser. This link ensures that all data passed between the web server and browsers remain private and integral. SSL is an industry standard and is used by millions of websites in the protection of their online transactions with their customers.

⁹ HTTPS as defined by Wikipedia: Hypertext Transfer Protocol Secure (HTTPS) is a communications protocol for secure communication over a computer network

Europe, has had extensive experience in using such firewall solutions for protecting its own network as well as project servers.

In order to ensure the privacy of the respondents who were filling in the questionnaire, Gallup configured SSL encryption for the web servers. Encryption is the process of scrambling data into an undecipherable format that can only be returned to a readable format with the proper decryption key, which only exists on the survey server. A certificate serves as an electronic 'passport' that establishes an online entity's credentials when doing business on the Web. When an Internet user attempts to send confidential information to a Web server, the user's browser accesses the server's digital certificate and establishes a secure connection.

This process ensured that the respondents' data was encrypted, protecting the respondent privacy, identity and answers. It also ensured that the survey server identity was validated to be the real www.lgbtsurvey.eu server name for the respondents.

5 The sample

The EU LGBT survey questionnaire was online and accessible for respondents from 00:00 on 2 April 2012 to 24:00 on 9 July 2012. The data inflow peaked at the beginning of the survey and after 25 May, when gayromeo/planetromeo¹⁰ distributed a direct message to its users about the survey. In these two periods the data collection interface experienced some difficulties in coping with the incoming user requests, that was dealt with by scaling up the user licenses for the CfMC software that was used collecting data.

Sample size

In total, the survey was completed by 93,079 respondents. Table 2 shows the number of respondents by country, the total population aged 18 years and over in the country, and the percentage of survey respondents out of the population aged 18 years and over.

Table 2: Number of respondents by country, the total population aged 18 years and over, and proportion of respondents out of the total 18 years and over population

Country (of residence)	N	Population aged 18 years and over ¹¹	N relative to the total 18 years and over population (%)
AT	2,543	6,872,033	0.037
BE	2,901	8,617,292	0.0337
BG	1,033	6,241,121	0.0166
CY	265	633,359	0.0418
CZ	2,469	8,665,038	0.0285
DE	20,271	68,326,165	0.0297
DK	1,710	4,351,661	0.0393
EE	374	1,089,752	0.0343
EL	2,760	9,344,922	0.0295
ES	6,388	37,862,752	0.0169
FI	3,439	4,288,349	0.0802
FR	8,375	49,250,217	0.017
HR	1,197	3,584,162	0.0334
HU	2,267	8,175,111	0.0277
IE	1,625	3,341,967	0.0486
IT	13,255	50,352,450	0.0263
LT	821	2,622,861	0.0313
LU	318	403,566	0.0788

¹⁰ Gayromeo or Planetromeo is an online community and dating service, available at: www.gayromeo.com and www.planetromeo.com.

¹¹ Eurostat, Population statistics, available at : <http://epp.eurostat.ec.europa.eu/>

Country (of residence)	N	Population aged 18 years and over ¹¹	N relative to the total 18 years and over population (%)
LV	501	1,845,068	0.0272
MT	358	337,694	0.106
NL	3,175	13,144,678	0.0242
PL	2,790	30,990,692	0.009
PT	2,125	8,694,435	0.0244
RO	1,260	17,451,843	0.0072
SE	2,464	7,479,448	0.0329
SI	636	1,697,820	0.0375
SK	1,000	4,394,588	0.0228
UK	6,759	49,249,383	0.0137
TOTAL	93,079	409,308,427	0.0227

Note: N = sample size

Base: All LGBT respondents.

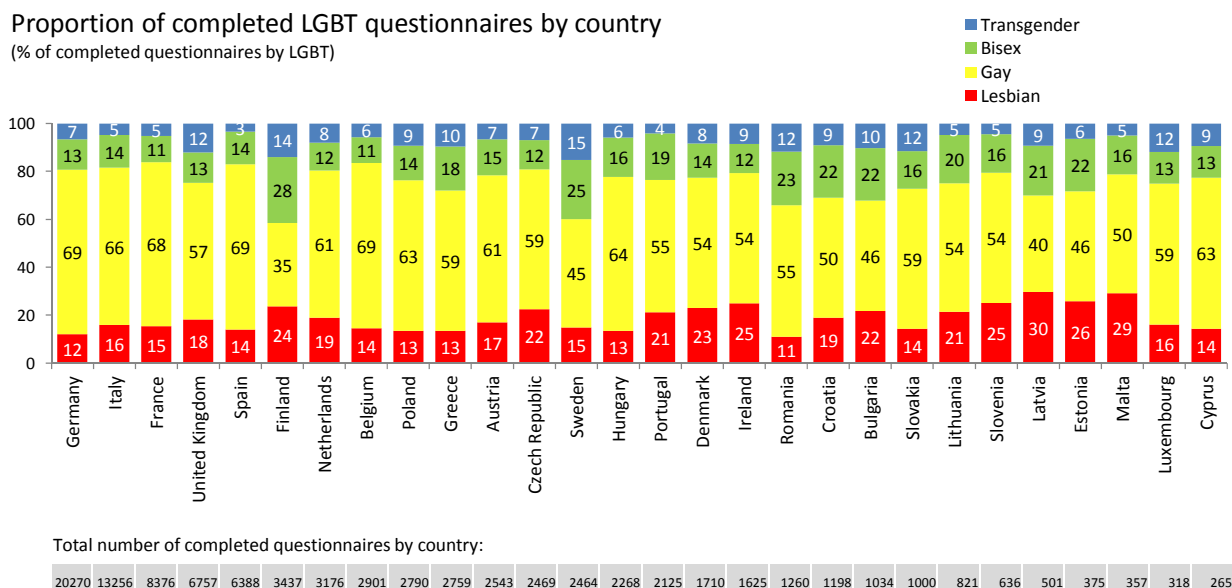
Source: FRA, EU LGBT survey 2012

Assuming an equal proportion of persons identifying as LGBT in each participating country, the rates of participation ranged from the highest value recorded in Malta and the lowest in Romania. However, the assumption of equal share of people self-identifying as LGBT across the 27 EU Member States and Croatia may not be feasible, as the level of normalisation of being LGBT is different in each societal and cultural environment. The differing propensity to self-identify as LGBT from country to country may also have contributed to the differences in shares of the population taking part in the survey.

Characteristics of respondents

The number of respondents to the European LGBT survey varied across countries, mostly in line with the relative size of the particular Member State when considering its general population.

Figure 3: Proportion of completed questionnaires by LGBT group and by country



Online surveys have often been observed to over-represent young, more educated and higher income respondents. This has to do with differences between population groups in the access to and familiarity with internet. In the European LGBT survey the respondents needed to have unobstructed and continuous internet access for the time it took to complete the survey, from 30 minutes up to one hour. The survey was also for the most part promoted through online media and LGBT organisations working online or via emails. In the general population of the EU, women and older persons have lower rates of internet use compared with men and young people. Inequalities in access to and use of the internet due to age, education, income and local infrastructure may thus be reflected in the survey.

Socio-demographic composition of the sample

While overall the number of achieved responses to the survey is unprecedented for a European LGBT survey, it may still be that the number of cases is relatively small for particular sub-categories of respondents, particularly at the Member State level. Nevertheless, the overall number of the responses is sufficiently high for most analytical needs in each LGBT group. On the EU level the lowest sample size was achieved for bisexual women – 6,424 respondents in total.

Table 3 provides an overview of the number of cases available in the various socio-demographic categories by LGBT group.

Table 3: Number of survey respondents by socio-demographic category and LGBT group

	Total	Lesbian women	Gay men	Bisexual women	Bisexual men	Trans-gender
TOTAL	93,079	15,236	57,448	6,424	7,200	6,771
AGE						
18-24	28,110	5,625	14,782	3,359	2,270	2,074
25-39	39,939	6,759	25,260	2,547	2,790	2,583

	Total	Lesbian women	Gay men	Bisexual women	Bisexual men	Trans-gender
40-54	20,236	2,399	14,224	447	1,597	1,569
55+	4,794	453	3,182	71	543	545
EDUCATION						
Less than higher education (1+2+3+4 categories)*	42,480	6,598	25,611	2,946	3,685	3,640
Higher education (5)	50,599	8,638	31,837	3,478	3,515	3,131
ECONOMIC ACTIVITY						
In paid work	54,757	8,248	36,531	2,484	4,150	3,344
Student	24,306	4,953	12,743	3,049	1,888	1,673
Not in paid work, other	14,016	2,035	8,174	891	1,162	1,754
PLACE OF RESIDENCE						
Residents of smaller settlements**	39,322	6,720	23,025	2,736	3,530	3,311
City dwellers	53,757	8,516	34,423	3,688	3,670	3,460
HOUSEHOLD INCOME						
Under lowest quartile	26,328	4,657	14,688	2,268	2,132	2,583
Between lowest quartile and median	23,569	4,045	14,394	1,675	1,747	1,708
Between median and highest quartile	20,195	3,453	12,590	1,287	1,531	1,334
Above highest quartile	22,987	3,081	15,776	1,194	1,790	1,146
RELATIONSHIP STATUS						
Has a same sex partner	47,428	10,360	31,087	2,166	1,769	2,046
Has a partner of a different sex	5,867	153	318	1,796	2,114	1,486
Has no partner currently	39,784	4,723	26,043	2,462	3,317	3,239
GENDER EXPRESSION						
Matching gender expression***	78,639	10,666	52,725	5,259	6,589	3,400
Non-matching gender expression	14,440	4,570	4,723	1,165	611	3,371
OPENNESS						
Very closeted	25,727	2,875	13,409	2,646	4,645	2,152
Fairly closeted	17,520	3,392	11,003	1,415	868	842
Fairly open	12,042	2,355	8,240	576	365	506
Very open	17,118	3,152	12,489	482	319	676

Notes: * Counting together all education levels under higher (primary, secondary, post-secondary education).

** Counting together place of residence out of the city (suburbs or outskirts, town, country village, farm or home in the countryside).

*** Respondents were asked if they feel feminine or masculine and if they think they look feminine or masculine. This was then compared to the sex assigned to them at birth.

Source: FRA, EU LGBT survey, 2012

Weighting of data

Given the absence of official population statistics on the number and characteristics of the LGBT population in the EU Member States and Croatia, it is not possible to confirm to what extent the sample obtained in the FRA survey corresponds to the true characteristics of the LGBT population. However, as shown below in Table 6, the proportions of lesbian, gay, bisexual and trans respondents in the survey vary from country to country. While some of the differences between countries in the LGBT composition of the sample may reflect actual variation in the size of the groups, the awareness raising activities may also have contributed to these differences. For example, a particularly high number of lesbian, gay, bisexual or transgender respondents in one of the countries may be due to this group being more organised, or otherwise easier to contact through online means than in some other countries.

In order to correct for this type of under- or overrepresentation of any particular lesbian, gay, bisexual or transgender group or nationality in the sample, data weighting was applied to the EU LGBT average. This procedure ensures that the opinions of the lesbian, gay, bisexual and transgender respondents from each country are represented proportionally and according to the country's total population (based on all people living in the country, not only LGBT people – as the number of the latter is not available). In addition, also the national averages (representing the responses of all LGBT people in the country) were also weighted to correct for the differences in the LGBT composition in the survey countries.

The weighting procedure was based on two assumptions. Firstly, it assumed that the relative size of lesbian, gay, bisexual and transgender groups within the overall LGBT population is similar in all countries. Group weights are therefore computed as an average of the share of each group (L, G, B and T) in the total data set across all countries, with each country having the same weight. Secondly, the weighting assumed that the relative size of the LGBT population over the age of 18 in each EU Member State and Croatia is equal to the relative size of the total adult population in each EU Member State and Croatia. Country weights were computed based on Eurostat data. Table 5 below shows the weights applied in order to perform data analysis.

Table 5: Weights applied for data analysis

	Lesbian	Gay	Bisexual women	Bisexual men	Transgender
AT	0.6832	0.5620	0.8815	0.5261	0.7603
BE	0.8963	0.5579	1.3940	0.7984	0.9795
BG	1.1870	1.6600	0.9345	1.1656	1.0763
CY	0.7006	0.5137	0.7727	0.6461	0.4886
CZ	0.6636	0.7679	1.1137	1.0313	0.9379
DE	1.2109	0.6244	2.4298	0.5660	0.9474
DK	0.4803	0.5953	0.6721	0.6683	0.5614
EE	0.4797	0.8193	0.3769	0.9079	0.8415
EL	1.0170	0.7485	0.8972	0.5387	0.6537

	Lesbian	Gay	Bisexual women	Bisexual men	Transgender
ES	1.8329	1.0937	2.2488	1.2230	3.2673
FI	0.2271	0.4582	0.1193	0.3748	0.1647
FR	1.6881	1.1270	3.2645	1.4195	2.1488
HR	0.6533	0.7606	0.4734	0.5590	0.6045
HU	1.1335	0.7015	1.2481	0.5638	1.1044
IE	0.3519	0.5053	0.5111	0.9812	0.4554
IT	1.0240	0.7401	1.3156	0.8396	1.4310
LT	0.6074	0.7183	0.5206	0.6324	1.1430
LU	0.3432	0.2745	0.5297	0.2574	0.1959
LV	0.4960	1.0910	0.4340	1.2930	0.6878
MT	0.1346	0.2488	0.1777	0.3117	0.3467
NL	0.9298	0.8644	1.2917	1.3728	0.9672
PL	3.6206	2.2703	2.4901	3.7617	2.2293
PT	0.8019	0.9182	0.6606	0.9576	1.7874
RO	5.4596	3.2258	5.2492	1.3559	2.1955
SE	0.7619	0.9062	0.4620	0.4624	0.3699
SI	0.4610	0.6270	0.5580	0.7421	1.0816
SK	1.3147	0.9508	0.9548	1.1866	0.7001
UK	1.6655	1.6540	1.8116	2.7832	1.1195

Source: FRA, EU LGBT survey, 2012

In the survey reports, the number of responses (N) to each question is presented as an unweighted count, while the percentages of respondents selecting a particular answer are presented in weighted form. It should be noted, however, that the weighting performed has only a minimal impact on the results presented in this report.

Composition of the sample

In the European LGBT survey only respondents who categorised themselves as being lesbian, gay or bisexual were allowed to proceed and complete the survey, unless they had stated that they identified as transgender. In this case, respondents selecting any of the

possible sexual orientation answers were allowed to continue. Another question asked in the beginning of the survey concerned the sex that was assigned to the respondent at birth.

To facilitate the analysis of the data, this information was merged to create five main groups of respondents which reflect the main target groups of the survey: lesbian, gay, bisexual women, bisexual men and transgender persons. On this basis, 62% of respondents were gay men, 16% were lesbian women, 8% were bisexual men, 7% were bisexual women, and 7% were transgender. Table 5 present the distribution of respondents to the five categories based on unweighted results, and Table 6 shows the same results after weighting. Comparison of these two tables can provide an idea of the effects of weighting in terms of correcting the distribution of lesbian, gay, bisexual and trans respondents within a country, as well as correcting the EU average results based on the total population of each country and its share of the total EU population.

Table 6: LGBT typology used in this report, by country, no. of respondents and % within country (unweighted)

		EU TOTAL	AT	BE	BG	CY	CZ	DE	DK	EE	EL	ES	FI	FR	HU	IE
Total	N	93,079	2,543	2,901	1,033	265	2,469	20,271	1,710	374	2,760	6,388	3,439	8,375	2,267	1,625
Lesbian women	N	15,236	437	424	226	41	565	2,445	393	99	399	897	820	1,302	307	423
Gay men	N	57,448	1,558	1,998	474	164	1,432	13,907	930	170	1,590	4,409	1,192	5,720	1,455	864
Bisexual women	N	6,424	164	132	139	18	163	590	136	61	219	354	756	326	135	141
Bisexual men	N	7,200	217	182	88	17	139	2,000	108	20	288	514	190	592	236	58
Transgender	N	6,771	167	165	106	25	170	1,329	143	24	264	214	481	435	134	139
Total	%	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
Lesbian women	%	16	17	15	22	15	23	12	23	26	14	14	24	16	14	26
Gay men	%	62	61	69	46	62	58	69	54	45	58	69	35	68	64	53
Bisexual women	%	7	6	5	13	7	7	3	8	16	8	6	22	4	6	9
Bisexual men	%	8	9	6	9	6	6	10	6	5	10	8	6	7	10	4
Transgender	%	7	7	6	10	9	7	7	8	6	10	3	14	5	6	9

		IT	LT	LU	LV	MT	NL	PL	PT	RO	SE	SI	SK	UK	HR
Total	N	13,255	821	318	501	358	3,175	2,790	2,125	1,260	2,464	636	1,000	6,759	1,197
Lesbian women	N	2,136	177	51	150	109	614	375	456	139	427	160	144	1,285	235
Gay men	N	8,668	439	187	200	173	1,937	1,754	1,168	690	1,053	345	584	3,795	592
Bisexual women	N	805	100	16	83	40	214	264	268	70	341	64	96	572	157
Bisexual men	N	996	65	26	22	18	159	138	146	214	269	38	61	294	105
Transgender	N	650	40	38	46	18	251	259	87	147	374	29	115	813	108
Total	%	100	100	100	100	100	100	100	100	100	100	100	100	100	100
Lesbian women	%	16	22	16	30	30	19	13	21	11	17	25	14	19	20
Gay men	%	65	53	59	40	48	61	63	55	55	43	54	58	56	49
Bisexual women	%	6	12	5	17	11	7	9	13	6	14	10	10	8	13
Bisexual men	%	8	8	8	4	5	5	5	7	17	11	6	6	4	9
Transgender	%	5	5	12	9	5	8	9	4	12	15	5	12	12	9

Question A2. What sex were you assigned at birth? – Female / Male

Question A3. Are / were you a transgender person? – Yes / No. If YES: A3_1. PLEASE SELECT THE ONE ANSWER THAT FITS YOU THE BEST – Transgender / Transsexual / Woman with a transsexual past / Man with a transsexual past / Gender variant / Cross dresser / Queer / Other

Question A4. Would you say you are ... – Lesbian / Gay / Bisexual / Heterosexual/straight / Other / Don't know

Base: All LGBT respondents.

Source: FR, EU LGBT survey, 2012

Table 7: LGBT typology used in this report, by country, count, and % within country (weighted)

		EU TOTAL	AT	BE	BG	CY	CZ	DE	DK	EE	EL	ES	FI	FR	HU	IE
Total	N	93,079	1,560	1,986	1,402	150	1,959	15,469	986	248	2,120	8,590	973	11,484	1,818	778
Lesbian women	N	17,815	299	380	268	29	375	2,961	189	47	406	1,644	186	2,198	348	149
Gay men	N	52,250	876	1,115	787	84	1,100	8,684	554	139	1,190	4,822	546	6,446	1,021	437
Bisexual women	N	8,626	145	184	130	14	182	1,434	91	23	196	796	90	1,064	168	72
Bisexual men	N	6,812	114	145	103	11	143	1,132	72	18	155	629	71	840	133	57
Transgender	N	7,576	127	162	114	12	159	1,259	80	20	173	699	79	935	148	63
Total	%	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
Lesbian women	%	19	19	19	19	19	19	19	19	19	19	19	19	19	19	19
Gay men	%	56	56	56	56	56	56	56	56	56	56	56	56	56	56	56
Bisexual women	%	9	9	9	9	9	9	9	9	9	9	9	9	9	9	9
Bisexual men	%	7	7	7	7	7	7	7	7	7	7	7	7	7	7	7
Transgender	%	8	8	8	8	8	8	8	8	8	8	8	8	8	8	8

		IT	LT	LU	LV	MT	NL	PL	PT	RO	SE	SI	SK	UK	HR
Total	N	11,428	562	91	389	77	2,983	7,094	1,911	3,965	1,700	385	989	11,182	802
Lesbian women	N	2,187	108	18	74	15	571	1,358	366	759	325	74	189	2,140	154
Gay men	N	6,415	315	51	218	43	1,674	3,982	1,072	2,226	954	216	555	6,277	450
Bisexual women	N	1,059	52	8	36	7	276	657	177	367	158	36	92	1,036	74
Bisexual men	N	836	41	7	28	6	218	519	140	290	124	28	72	818	59
Transgender	N	930	46	7	32	6	243	577	156	323	138	31	81	910	65
Total	%	100	100	100	100	100	100	100	100	100	100	100	100	100	100
Lesbian women	%	19	19	19	19	19	19	19	19	19	19	19	19	19	19
Gay men	%	56	56	56	56	56	56	56	56	56	56	56	56	56	56
Bisexual women	%	9	9	9	9	9	9	9	9	9	9	9	9	9	9
Bisexual men	%	7	7	7	7	7	7	7	7	7	7	7	7	7	7
Transgender	%	8	8	8	8	8	8	8	8	8	8	8	8	8	8

Question: A2. What sex were you assigned at birth? – Female / Male

Question A3. Are / were you a transgender person? – Yes / No. If YES: A3_1. PLEASE SELECT THE ONE ANSWER THAT FITS YOU THE BEST – Transgender / Transsexual / Woman with a transsexual past / Man with a transsexual past / Gender variant / Cross dresser / Queer / Other

Question A4. Would you say you are ... - Lesbian / Gay / Bisexual / Heterosexual/straight / Other / Don't know

Base: All EU LGBT survey respondents.

Source: FRA, EU LGBT survey, 2012

Sample composition by sex, sexual orientation, gender identity, gender expression and gender perception

Table 8 provides a more detail breakdown of the survey respondents by sex, sexual orientation, gender identity, gender expression of respondents. The composition of the part of the sample identifying themselves as trans is presented separately in the next section. The table shows how the LGBT survey respondents express their preferred gender through the way they look ('feminine' or 'masculine'). Mixed gender expression refers to the situation in which a person may look both feminine and masculine. The reason to include this question in the survey, despite its possible misunderstandings on the necessity of such a question, was taken in order to enable further analysis to what extent gender, gender roles, gender expression plays a role in LGBT persons' experiences of discrimination and violence.

Table 8: Respondent typology according to their sex assigned at birth, sexual orientation and gender expression ("look")

Type	N	% of all respondents (excluding trans)
Feminine lesbian women	10,666	13.3
Masculine lesbian women	1,634	12.1
Lesbian women – mixed gender expression	2,936	3.7
Feminine gay men	788	0.9
Masculine gay men	52,725	61.1
Gay men – mixed gender expression	3,935	4.1
Feminine bisexual women	5,259	7.7
Masculine bisexual women	228	0.3
Bisexual women – mixed gender expression	937	1.3
Feminine bisexual men	93	0.1
Masculine bisexual men	6,589	6.6
Bisexual men – mixed gender expression	518	0.6
TOTAL	86,308	91.9

Note: N = sample size

Question: A2. What sex were you assigned at birth? – Female / Male

Question A4. Would you say you are ... - Lesbian / Gay / Bisexual / Heterosexual/straight / Other / Don't know

Question A5. Do you agree or disagree with the following statements? – I feel feminine / I feel masculine / I look feminine / I look masculine / I wish I was more feminine / I wish I was more masculine (answer categories: Strongly disagree / Disagree / Agree / Strongly agree / Don't know)

Base: All LGBT respondents.

Source: FRA, EU LGBT survey, 2012

Gender identity of transgender respondents

One in 12, or 8 %, of the respondents identified themselves as transgender. These respondents were then able to further self-identify as part of a transgender subgroup. Transgender, transsexual, queer and other were the most common identifications.

Around two thirds of transgender respondents had been assigned male sex at birth, although there was considerable variation by transgender subgroup.

Table 9 presents the distributions of these sub-groups within the countries covered by the survey.

Table 9: Description of transgender respondents, unweighted and weighted count¹²

	Unweighted counts			Weighted counts		
	Total	Sex assigned at birth: female	Sex assigned at birth: male	Total	Sex assigned at birth: female	Sex assigned at birth: male
N	6,771	2574	4197	7,576	2617	4959
Transgender	1,066	439	627	1,140	437	703
Transsexual	1,217	450	767	1,347	483	865
Woman with a transsexual past	397	58	339	409	61	349
Man with a transsexual past	199	139	60	188	115	73
Gender variant	539	285	254	575	285	290
Cross dresser	654	80	574	698	62	636
Queer	1,016	505	511	1,095	491	603
Other	1,683	618	1065	2,124	684	1440

Question A2. What sex were you assigned at birth? – Female / Male

Question A3. Are / were you a transgender person? – Yes / No. If YES: A3_1. PLEASE SELECT THE ONE ANSWER THAT FITS YOU THE BEST – Transgender / Transsexual / Woman with a transsexual past / Man with a transsexual past / Gender variant / Cross dresser / Queer / Other

Base: All transgender respondents.

Source: FRA, EU LGBT survey, 2012

¹² It should be noted that the questionnaire provided to respondents the option to select sex assigned at birth. Some respondents may have selected the wrong box or thought of stating their current or legal sex which may represent more significantly their experience. This may explain the apparently contradicting figures such as 58 Women with a transsexual past with sex assigned at birth: female. On the other hand it may well give us a glimpse of the individual personal stories which do not always fit under a predetermined normative or statistical categorisation.

Table 10: Description of transgender respondents by country, column % (weighted)

	AT	BE	BG	CY	CZ	DE	DK	EE	EL	ES	FI	FR	HU	IE
N	167	165	106	25*	170	1329	143	24*	264	214	481	435	134	139
Transgender	10	23	12	24	9	15	24	4	21	9	15	24	10	25
Transsexual	20	13	3	0	18	20	17	13	6	18	19	16	30	17
Woman with a transsexual past	6	7	2	0	8	8	3	4	0	2	5	6	5	5
Man with a transsexual past	4	2	0	4	3	5	1	0	0	1	5	2	5	1
Gender variant	6	7	15	0	8	8	6	13	9	7	11	3	4	9
Cross dresser	16	6	3	0	5	13	18	8	5	7	13	9	7	14
Queer	23	10	24	16	33	16	8	38	16	14	15	13	9	13
Other	16	31	42	56	16	17	21	21	44	42	17	26	29	17

	IT	LT	LU	LV	MT	NL	PL	PT	RO	SE	SI	SK	UK	HR
N	650	40	38	46	18*	251	259	87	147	374	29*	115	813	108
Transgender	10	13	21	13	28	23	7	5	7	13	24	13	22	13
Transsexual	14	20	8	17	11	25	24	11	4	23	7	9	25	8
Woman with a transsexual past	2	8	11	7	0	9	1	2	1	5	0	0	14	3
Man with a transsexual past	1	0	3	2	6	5	2	2	2	6	0	1	2	1
Gender variant	5	23	8	0	6	4	14	7	10	5	3	30	8	17
Cross dresser	3	18	16	17	0	7	23	7	6	13	7	3	6	12
Queer	14	8	11	17	33	8	14	11	16	17	17	32	10	27
Other	51	13	24	26	17	19	15	54	54	19	41	12	13	19

Note: * N (sample size) <30

Question A3. Are / were you a transgender person? – Yes / No. If YES: A3_1. PLEASE SELECT THE ONE ANSWER THAT FITS YOU THE BEST – Transgender / Transsexual / Woman with a transsexual past / Man with a transsexual past / Gender variant / Cross dresser / Queer / Other

Base: All transgender respondents.

Source: FRA, EU LGBT survey, 2012

Sexual orientation of transgender respondents

Transgender respondents were most likely to describe their sexual orientation as bisexual (27 %) or gay (28 %). Around one in seven described themselves as heterosexual/straight or none of the categories provided in the survey was adequate to describe their sexual orientation. Transgender respondents, gender variant respondents and queer respondents were more likely to choose 'other' or to say that they could not answer when asked about their sexual orientation.

Table 11: Sexual orientation of the transgender respondents by category, %

	N	Lesbian	Gay	Bisexual	Hetero / straight	Not sure / other
	N	%	%	%	%	%
Transgender	1066	15	15	29	18	23
Transsexual	1217	21	9	28	29	13
Woman with a transsexual past	397	33	1	35	20	11
Man with a transsexual past	199	1	37	27	26	9
Gender variant	539	18	20	36	7	20
Cross dresser	654	7	14	48	25	6
Queer	1016	21	45	16	1	17
Other	1683	19	49	19	4	9
TOTAL	6771	18	28	27	14	14

Question: A3. Are / were you a transgender person? – Yes / No. If YES: A3_1. PLEASE SELECT THE ONE ANSWER THAT FITS YOU THE BEST – Transgender / Transsexual / Woman with a transsexual past / Man with a transsexual past / Gender variant / Cross dresser / Queer / Other

Base: All transgender respondents

Source: FRA, EU LGBT survey, 2012

a.

Non-respondents

Respondent interruptions

Due to the design of the survey there is very little information available on the non-respondents. Over 60,000 visitors who accessed the survey website did not fill in the questionnaire fully – at least not in that user session (they may have returned to complete the questionnaire at a later time when it was more convenient for them). Over 33,000 of these visitors to the survey website left the survey without starting it, or before the end of the first section. Due to the anonymous setup it is unclear how many persons from those interrupted sessions returned at a later time and filled in the survey, or how many of these were not eligible at all (not belonging to the survey’s target group).

Table 12 provides an overview of cases where respondents left the survey without completing it until the end.

Table 12: Number of respondents who started the survey but did not finish it by the questionnaire section reached

Section of the survey	All cases	Lesbian women	Gay men	Bisexual women	Bisexual men	Transgender
Interrupted at the Introduction	22,366	-	-	-	-	-
Interrupted in Section A (Essential socio-demographic background, gender identity and sexual preference, screening)	10,888	-	-	-	-	-

Section of the survey	All cases	Lesbian women	Gay men	Bisexual women	Bisexual men	Transgender
Interrupted in Section H (Country of residence)	762	100	389	64	118	91
Interrupted in Section TR (trans-specific questions)	1,898	-	-	-	-	1,898
Interrupted in Section B (Public perceptions and responses to homophobia and transphobia)	8,011	922	4,744	538	1,464	343
Interrupted in Section C (Discrimination)	8,151	965	4,322	578	1,102	1,184
Interrupted in Section D (Rights awareness)	2,731	383	1,548	190	391	219
Interrupted in Section E (Safe environment)	458	71	241	36	68	42
Interrupted in Section FA (Violence)	848	140	466	82	58	102
Interrupted in Section FB (Harassment)	1,866	378	960	187	154	187
Interrupted in Section G (Social context)	1,042	178	555	80	84	145
Interrupted in Section H (Respondent background, details)	616	127	308	51	77	53
Interrupted in Section I (Information about the survey)	103	24	60	9	5	5
Interrupted in Section J (Individual story)	922	189	463	120	59	91
Total respondent interruptions	60,662	-	-	-	-	-

Source: FRA, EU LGBT survey, 2012

Completion rate

Assuming that nobody who interrupted the questionnaire (for example in the introduction) returned later to actually complete the questionnaire, and assuming that all people interrupted were otherwise eligible people fitting with the survey target group, the completion rate is 68%. However, it is likely that at least some respondents who did not fill in the questionnaire returned later to the survey to start over and to complete it, and therefore the actual completion rate among those eligible to participate is higher.

Respondents screened out from the survey

In order to ensure that people who start the survey are eligible to proceed, so-called screener questions were used at the beginning of the questionnaire to verify respondent's age, country of residence and whether or not the respondent belonged to any of the sexual orientation or gender identity groups addressed in the survey.

Overall, about 11,000 cases were screened out for not complying with at least one of the three criteria (Table 13).

Table 13: Screened out respondents

Status	Number of cases
Less than 18 years old	2,980
JanNot within the target groups (LGBT)	6,309
Lives outside EU27 and Croatia	2,102
Total	11,391

Source: FRA, EU LGBT survey, 2012

Some people who belong to the general LGBT population, but do not associate with any of the labels used in the survey (primarily: gay, lesbian, bisexual and trans) could be screened out from the questionnaire. The distribution of the respondents screened out because they did not belong to the survey target group is presented in Table 14.

Table 14: Respondents who do not identify to the LGBT labels – screened out

Sexual orientation / gender identity of those screened out from the survey	N	%
Heterosexual/Straight	2,670	42.3%
Don't know	1,270	20.2%
Other	2,367	37.5%
Total	6,307*	100.0%

Note: * Two respondents were not giving any answer to question A4 that is why the total number here is 6,307 instead of 6,309.

Source: FRA, EU LGBT survey, 2012

As shown in Table 13, over half of those respondents where the interview was terminated due to not fulfilling the eligibility criterion concerning sexual orientation / gender identity (that is, the person did not belong to any of the target groups of the survey) indicated that they were heterosexual, or could not provide a clear response to the question about their sexual orientation (“Don’t know”).

At the same time, almost 40% of those respondents who did not self-identify as LGBT indicated an “other” sexual orientation, and this resulted them being screened out from the survey (Table 14). The review these responses more closely, the concerned respondents were typically people whom one may consider LGBT persons from an analytical perspective (as possessing a gender identity or sexual orientation not conforming to the hetero-normative perception), and who defined themselves with labels not encompassed in the traditional labelling of the LGBT people (that is, omnisexual, pansexual, asexual or other more detailed descriptions that describe their identity in a more complex way).

It is unclear how many of these respondents started the survey again and decided to accept one of the broad categories used, and how many did not return to the survey because of this issue.

6 Awareness raising efforts

Given that the EU LGBT survey could not use random sampling, the respondent recruitment adopted an “invite-all” approach in order to accumulate as large a number of respondents as possible and diversity within the collected sample. To achieve this goal, an extensive awareness raising efforts were designed and implemented, primarily using LGBT-specific online media in each of the 27 EU Member States and Croatia.

The goals of the awareness raising activities were as follows:

- let LGBT people know about the survey;
- communicate the address of the survey’s website (hyperlink);
- motivate LGBT people to take part in the survey;
- motivate LGBT people to share the news about the survey and invite further participants;
- collect a large number of LGBT replies to the EU LGBT survey;
- cover the most diverse group of respondents possible, both in terms of affiliation with the gay, lesbian, bisexual and trans groups, and in terms of socio-demographic characteristics within these groups.

Corresponding to the mode of the survey, the awareness raising took primarily place online. The channels used for managed online communication in each country belonged to the following types:

- the survey’s own multilingual website (<http://lgbtsurvey.eu>);
- the central and national social networking profiles related to the survey (Facebook, Twitter, national social networking platforms);
- major national websites in each country that attract large LGBT audiences (segmented according to primary target group, if any);
- mailing lists, RSS¹³ feeds, other relevant LGBT profiles on social networking platforms.

The following is the list of standard tools used for the communication campaign in each country:

- the content of the survey website (<http://lgbtsurvey.eu>), which included information on :
 - what is the FRA EU LGBT survey about?
 - why is the survey important?
 - who is behind the survey?
 - who should participate in the survey?
 - privacy protection
 - using the survey responsibly. Users were invited to contribute by filling the survey honestly and only once
 - promoting the survey (with direct links to Facebook, Twitter)
 - email query and helpline;

¹³ As defined by [Wikipedia](#): RSS (Rich Site Summary often named also Really Simple Syndication) is a family of web feed formats used to publish frequently updated works—such as blog entries, news headlines, audio, and video—in a standardized format. An RSS document (which is called a “feed”, “web feed” or “channel”) includes full or summarized text, plus metadata such as publishing dates and authorship.

- standard press releases (for the Flagship LGBT media, mailing lists)
 - survey announcement
 - first reminder
 - (further communication on the basis of fieldwork performance in general and by relevant strata, as needed)
 - final reminder;
- Social networking profiles
 - central EU LGBT survey Facebook page (in English)
 - national EU LGBT survey Facebook pages (in national languages)
 - central EU LGBT survey Twitter account (in English)
 - national EU LGBT survey Twitter account (in national language, in countries where national experts considered Twitter as relevant communication tool in their country)
 - national EU LGBT survey social networking account (in nationally relevant platform(s), in national language);
- (the online questionnaire¹⁴)

The survey was promoted essentially via two means:

- main social media platforms (widely used and national ones)
- contacting and engaging with *international* LGBT organisations and dating websites to seek help in the promotion of the survey. The corresponding websites engaged in these efforts were:
 - <http://ilga.org/>
 - <http://www.ilga-europe.org/>
 - www.journalistaward.stop-discrimination.info/
 - <http://www.equal-jus.eu/>
 - <http://ec.europa.eu/justice/fdad/cms/stopdiscrimination?langid=en>
 - www.humanrightshouse.org
 - www.ilga-europe.org
 - www.iglyo.com
 - www.tgeu.org
 - gayromeo.com
 - gaydar.co.uk
 - quiser.com.

14 While primarily not a communication tool, the questionnaire was a key determinant in whether or not participants further promoted the survey. The questionnaire included, at the end, a reminder for participants to do so via social media or direct communication.

Facebook

A Facebook page for the EU LGBT survey attracted over 1,500 likes during the three months when the survey’s Facebook page was online (www.facebook.com/pages/European-LGBT-survey/242185872539647 - no longer active). The Facebook page was used for publicising the standard survey communications, interacting with users, and providing sharable materials (mainly in form of images) to further publicise the survey in users’ networks.

Figure 4: Screenshot of the EU LGBT survey’s Facebook page



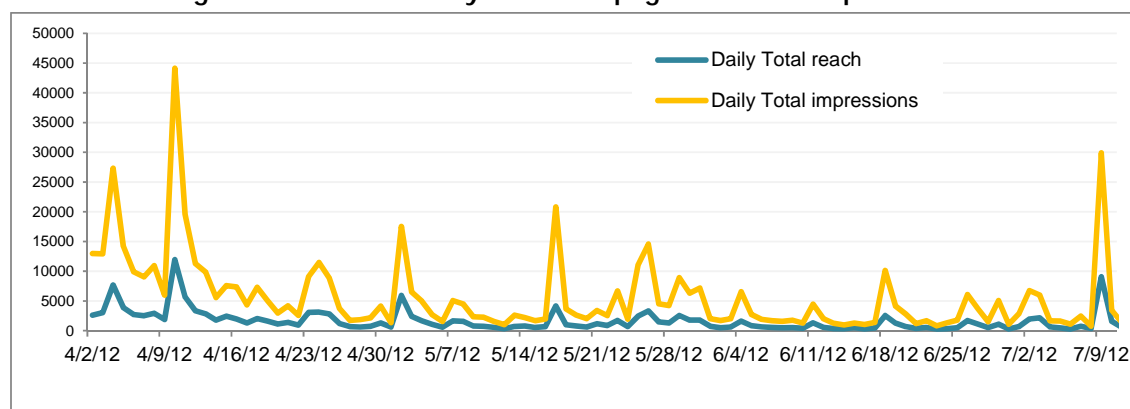
Source: FRA, EU LGBT survey, 2012

The Facebook page generated visibility among Facebook users especially in the first two weeks of the survey period, which started on 2 April 2013 and ended on 7 July 2013. As shown in Figure 5, content posted by the EU LGBT survey Facebook page reached about 45 thousand users around the 10th of April. Overall, during the whole survey period, the Facebook page generated 121,191 impressions among Facebook users (directly or

indirectly). The ending of the survey (on the 10th of July) also generated a visitor peak on the survey’s Facebook page (see Figure5).

In total, **17,839** visitors to the EU LGBT survey website came directly from the Facebook domain, and **10,456** user sessions resulting in **completed interviews** arrived from Facebook (that is, some visitors did not proceed beyond the front page of the survey to the questionnaire). With this, **Facebook was the survey’s single most important referrer**, followed closely by the gayromeo / planetromeo domains.

Figure 5: EU LGBT survey Facebook page reach and impressions¹⁵



Source: FRA, EU LGBT survey, 2012

Overall, during the data collection period, the Facebook page received 89 negative “feedbacks” (as Facebook defines these, i.e. people who subscribed to receive updates but who later delete these from their personal Facebook sites).

Twitter

The central LGBT survey Twitter account (https://twitter.com/EU_LGBT_survey - no longer active) was followed by 301 persons and/or organisations. The account sent out 75 tweets (including retweets) and added to favourites all instances where the text string ‘lgbtsurvey’ was mentioned (282 instances). In order to publicise the account, we followed 179 EU LGBT-thematic accounts - these were predominantly Twitter accounts belonging to various LGBT organisations.

¹⁵ ‘Impression’ and ‘reach’ as defined by Facebook: “Impressions measure the number of times a post from your Page is displayed, whether the post is clicked on or not. People may see multiple impressions of the same post. For example, a fan might see a Page update in News Feed once, and then a second time if their friend shares it. Reach measures the number of people who received impressions of a Page post. The reach number might be less than the impressions number since one person can see multiple impressions.”

Figure 6: EU LGBT survey twitter page



Source: FRA, EU LGBT survey, 2012

In total, **1,346** visitors to the EU LGBT survey website came directly from Twitter’s t.co domain, and **743** user sessions resulting in **completed interviews** arrived from Twitter (the remaining visitors did not proceed beyond the front page where information about the survey was offered). The number of visitors and user sessions is larger than the number of survey’s followers in Twitter because the profile was open to all visitors, whether or not they decided to also follow the Tweets or not.

Online banners

Online banners were created to be placed on cooperating websites. The banners were created on the basis of the inputs collected by the national experts who clarified the required size, file format (and, where relevant, the language) of the banners to be created for each cooperating online media.

Figure 7: EU LGBT banners



Source: FRA, EU LGBT survey, 2012

National awareness raising efforts

National experts were acting as intermediaries who translated and distributed messages and a banner to the survey among the LGBT websites that were identified as the most important in each country to reach out to a diverse group of LGBT respondents in the 27 EU Member States and Croatia. National experts were communicating with the operators of these websites, convincing them to participate and later to publish the periodic updates and releases provided to them.

Total number of websites cooperating

Below is an overview of the number of websites cooperating in the 28 countries covered in the *managed* communication effort (many others may have published information about the survey spontaneously during the course of the survey). That is, these are the websites and other online fora that agreed to participate in the awareness raising activities and were directly provided with customised survey banners as well the communication texts.

Overall, 459 websites participated in running managed content provided by the survey organisers / national experts. Countries varied as to how much they relied on social networks versus “frontal communication” via online media. There are also differences between the survey countries concerning the number and structure of LGBT-relevant online media.

Table 15: Websites promoting the EU LGBT survey

Country	Lesbian	Gay	Bisexual	Trans-gender	Total ¹⁶
AT	19	20	12	14	21
BE	3	3	3	4	4
BG	14	15	16	11	17
CZ	21	17	13	11	26
CY	6	5	7	5	8
DK	12	12	10	11	15
DE	28	35	15	14	37
EE	4	4	4	4	4
EL	18	18	15	14	22
ES	7	8	8	7	8
FI	27	31	24	27	39
FR	11	11	10	16	17
HR	8	5	6	5	9

16 Many websites cater for multiple groups, hence the total number of cooperating websites does not equal with the sum of the websites indicated per target group.

Country	Lesbian	Gay	Bisexual	Trans-gender	Total
HU	7	10	8	9	12
IE	14	11	14	14	15
IT	13	12	11	10	13
LT	8	8	6	6	8
LU	19	19	20	20	22
LV	5	6	6	6	6
MT	4	4	4	4	4
NL	32	30	34	27	41
PL	14	15	14	12	18
PT	23	19	18	16	26
RO	6	9	6	6	10
SI	12	12	10	10	13
SK	10	9	8	7	12
SE	4	4	4	6	6
UK	18	19	20	19	26
TOTAL	367	371	326	315	459

Source: FRA, EU LGBT survey, 2012

Other activities during the campaign

The national experts were instrumental in promoting the survey throughout the data collection period in a non-centralised way. The national experts used various means — for promoting the survey beyond arranging the publication of the information related to the survey on dedicated LGBT websites. These activities included:

- writing articles and giving interviews for major LGBT and other publications;
- engaging key LGBT-relevant social media hubs (Facebook pages, Twitter feeds) to post about the survey;
- posting messages on mailing lists as members, or arranged their messages to be forwarded to the members of lists to which they did not have direct access;
- liking and following LGBT relevant Facebook pages and Twitter feeds to let them know about the EU LGBT survey social media presence;
- blog posts on own blogs;
- contacting LGBT and HIV counselling services, providing an info sheet for them;
- promoting the survey on Pride events;
- posting information leaflets at universities;
- the survey was in some countries promoted in print LGBT newsletters and guides;
- offered a computer for those who visited their NGO to fill in the survey;
- flyers.

Targeted activities to increase participation in countries with low number of respondents

During the survey data collection period the survey team carried out regularly a review of the awareness raising activities and in parallel, the number of achieved interviews per country and target group. These reviews identified countries where the promotion of the survey took place on very few channels only, and resulted in a relatively low number of interviews (compared with other, to some extent comparable countries). Additionally, countries with the fewest respondents were added to the list to boost the respondent numbers to a level where statistical analysis of the results becomes feasible. The countries where such additional efforts were requested were identified by the contractors in agreement with the FRA - these countries were: Bulgaria, Cyprus, Estonia, Latvia, Lithuania, Luxembourg, Malta, Romania, Slovakia and Slovenia.

In these countries, national experts were consulted about the problems they faced, and they were requested to put in further efforts to convince the LGBT media to publish information about the survey (typically, one of the identified problems were that the pre-arranged media ended up not publishing the news about the survey as previously agreed) as well as to come up with alternative proposals on how to better promote the survey -- besides the standard international activities of passing on the main messages in the selected LGBT online media.

Some examples of additional awareness raising activities launched in the above-mentioned countries as a result of lagging performance in terms of the achieved number of responses included:

- promoting the survey at offline locations (LGBT parties, Pride events and other similar events), using posters and banners;
- broadening the scope of the LGBT media targeted with managed communication (as much as possible, as these countries typically had only a few relevant online media channels);
- advertising / appearing in the general media;
- creating a promotional video clip;
- facilitating word-of-mouth promotion (in smallest countries).

Most effective online channels of communication

Where did respondents hear about the survey

At the end of the survey questionnaire respondents were asked from where they learned about the survey. As shown in Table 16, in most countries fewer than half of the respondents – typically less than a quarter – learnt about the survey through managed banner placement. Latvia, Lithuania, Luxembourg, Hungary, Slovenia, Sweden and Croatia were the countries where banners had the largest reach among those who filled in the survey. France on the other hand, had many respondents who received information about the survey from a (print or online) newspaper.

Most respondents learnt about the study through social networking websites (Facebook, Twitter or other – over a third of all respondents) and directly from their social networks (email from an organisation or an online network: 28.3 %, word-of-mouth: 13 %).

Table 16: Where did respondents hear about the survey?

Country of residence	I1. Before proceeding, please tell us how did you come to know about this survey?						Total (N)
	I read about it in a newspaper (online or printed) (%)	I received an email from an organisation or online network (%)	Somebody told me about it or sent me the link (%)	Through social media (Facebook, Twitter or etc.) (%)	I saw an advertisement (banner) online (%)	Some-where else (%)	
Total	8.1%	28.3%	13.0%	35.5%	20.4%	5.6%	93,079
AT	7.60%	39.80%	13.10%	30.20%	17.60%	5.60%	2,543
BE	7.60%	34.10%	12.20%	33.20%	17.30%	4.90%	2,901
BG	3.60%	14.70%	22.70%	49.60%	17.20%	7.90%	1,033
CY	2.30%	26.00%	14.00%	49.40%	19.20%	7.50%	265
CZ	17.70%	9.80%	10.90%	35.20%	33.80%	4.80%	2,469
DE	4.20%	41.00%	11.40%	32.90%	15.80%	5.80%	20,271
DK	6.00%	17.60%	10.60%	37.10%	36.70%	4.20%	1,710
EE	8.80%	24.30%	12.80%	52.90%	14.70%	2.40%	374
EL	6.20%	26.30%	12.70%	42.20%	17.00%	6.20%	2,760
ES	4.10%	28.20%	11.10%	33.80%	24.30%	8.90%	6,388
FI	2.10%	10.20%	13.80%	47.50%	31.80%	5.50%	3,439
FR	29.00%	31.50%	10.20%	17.50%	15.00%	4.90%	8,375
HR	7.10%	15.40%	13.40%	32.20%	36.80%	5.30%	1,197
HU	9.20%	26.10%	8.90%	28.40%	37.20%	4.60%	2,267
IE	7.60%	23.90%	11.30%	47.00%	18.30%	3.90%	1,625
IT	4.50%	24.60%	16.90%	43.20%	16.10%	5.40%	13,255
LT	11.20%	31.70%	6.50%	21.00%	40.60%	3.50%	821
LU	14.80%	26.40%	15.40%	26.40%	27.40%	6.00%	318
LV	7.00%	15.00%	18.20%	29.70%	39.90%	4.20%	501
MT	1.10%	27.40%	17.60%	57.50%	10.60%	3.60%	358
NL	3.00%	32.90%	12.40%	35.60%	18.00%	7.20%	3,175
PL	9.80%	25.50%	14.70%	33.10%	24.30%	5.90%	2,790
PT	6.40%	20.30%	19.00%	48.60%	11.90%	6.90%	2,125
RO	2.50%	33.30%	12.40%	31.90%	23.00%	8.70%	1,260
SE	4.20%	10.00%	6.10%	31.30%	54.20%	2.80%	2,464
SI	7.20%	22.60%	14.50%	31.00%	33.30%	4.10%	636
SK	10.00%	16.40%	14.50%	43.50%	27.40%	3.30%	1,000
UK	11.20%	23.50%	17.50%	42.40%	11.10%	4.60%	6,759

Top referrers

Table 17 summarises the main 20 web referrers (domains grouped by top-level domains and ranked by the number of visitors generated) from where visitors arrived at the EU LGBT survey.

Table 17: Top web referrers

Referrer	Completed interviews	Visits
www.facebook.com	10,456	17,839
www.gayromeo.com	8,738	13,881
www.lgbtsurvey.eu	2,269	4,246
www.planetromeo.com	2,320	3,734
klick.qx.se	1,906	3,474
www.tetu.com	2,086	2,958
lgbtsurvey.eu	1,004	1,804
www.colourplanet.cz	1,010	1,716
mail.live.com	1,056	1,662
fra.europa.eu	923	1,638
www.queer.de	1,063	1,587
www.gay.it	874	1,445
t.co	743	1,346
www.arcigay.it	807	1,318
www.dosmanzanas.com	720	1,248
mail.yahoo.com	719	1,109
www.spettegules.it	715	1,064
www.pinknews.co.uk	717	996
ilga-europe.org	507	816
randi.gay.hu	332	617

A large number of visitors came with no referrer identification (which may be due to browser security settings, clicking the survey link in an email client, or typing the survey URL in the address bar of their browser): 38,915 completed questionnaires (over 40% of all responses) and 82,207 access requests were registered without information about the referrer.

Respondent feedback

During the data collection period the survey team received 183 email messages to the survey support mailbox that was accessible from the survey website (survey@lgbtsurvey.eu (no longer active)). The content of these messages can be categories as presented in Table 18.

Table 18: Respondents email feedback

Theme	Number
Would have preferred a broader survey in terms of topics covered	7
Expressing general interest in the survey	40
Language use – gender issues with trans related questions	2
Request to add organisation / support group offered to the respondents*	15
General positive remark	16
Questionnaire-related, question specific remark	24
Complaint for being screened out	26
Technical issue	41
Other	12
Grand Total	183

*Note : *Feedback that further (specific) organisations should be included on the list the survey offered to potentially distressed respondents.*

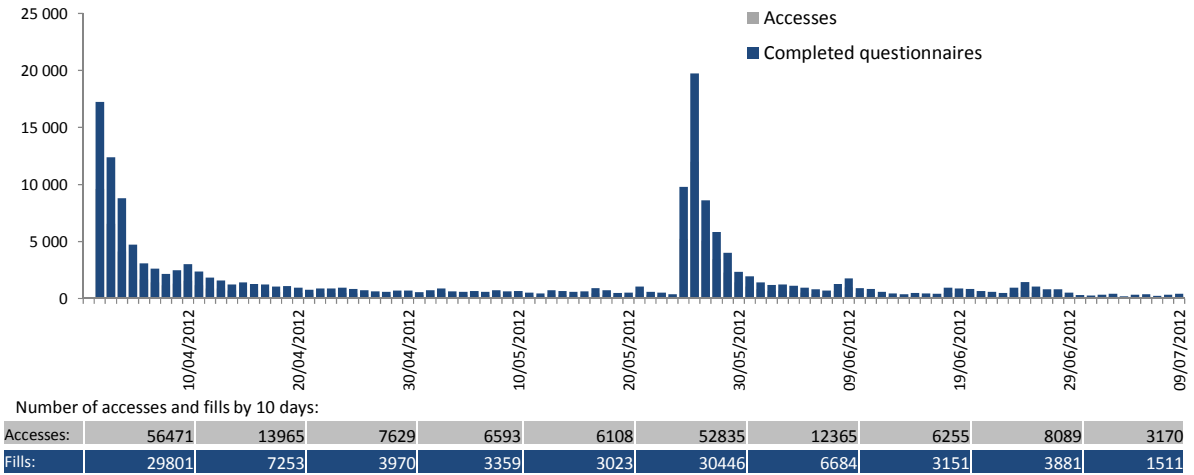
Source: FRA, EU LGBT survey, 2012

The collection of the EU LGBT survey data

The survey achieved a high level of response from the very start, thanks to the careful preparatory work and the cooperation of the LGBT online media and communities in promoting the survey. The number of completed questionnaires decreased rapidly after the first couple of days. A second intensive period of data collection occurred when gayromeo posted the survey link to its active users (who were over one million on 25 May 2012).

Figure 8: Number of accesses to the survey page and complete questionnaires by days

Number of accesses and completed questionnaires by days

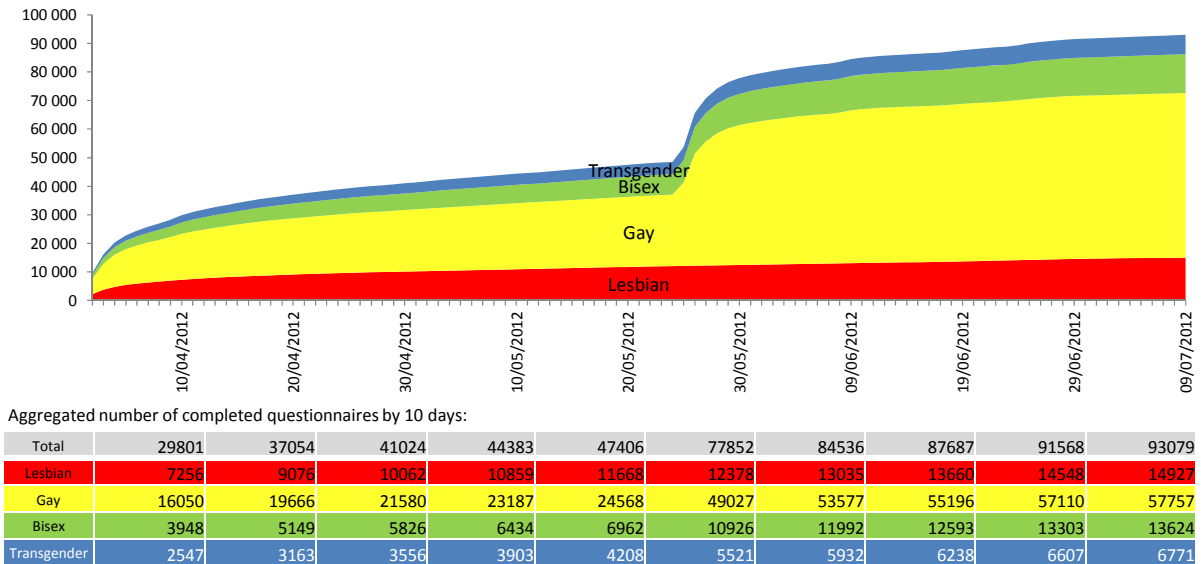


Source: FRA, EU LGBT survey, 2012

The sharpest increase in the number of completed survey questionnaires during the week of the gayromeo promotion was registered in Germany (where the number of completed survey questionnaires more than doubled within a week). As gayromeo primarily serves gay (male) dating needs, most of the additional responses represented gay and male bisexual respondents, and in some countries groups that were classified in the EU LGBT survey as transgender – the gayromeo promotion had no effect on the number of lesbians or bisexual women reached.

Figure 9: Completed questionnaires by category and days

Evolution of completed questionnaires by category



Source: FRA, EU LGBT survey, 2012

Quality of the data collected

As with other self-administered surveys – that is, surveys where the respondents fill in the questionnaire without the assistance of an interviewer – the European LGBT survey sought to incorporate measures to ensure high quality of data already at the stage when the survey was designed. For example, the online data collection mode makes it possible that respondents can easily choose to complete the questionnaire in their own language, and that all respondents see the questions in the same way – whereas in interviewer-administered surveys the interviewers may also introduce a source of bias. On the other hand, while interviewers can assist respondents in the answering process, in a self-administered survey researchers need to ensure already when designing the questionnaire that the respondent has all the necessary information in order to provide an answer, but at the same time this information needs to be presented in a clear and concise way in order for it to be useful – and used by – the respondents.

In the absence of interviewer control, it cannot be completely ruled out that in individual cases there may have been respondents who have completed the survey while ineligible – for example, LGBT people under the age of 18, or people who would not self-identify as LGBT but who wanted to access the survey for any reason. However, there are two features of the EULGBT survey which minimise the impact of such cases:

- the **large achieved number of responses** in itself helps ensuring that the overall results of the survey are reflecting the opinion of the honest majority that used the questionnaire as intended. The effect of any possible cases of ineligible respondents filling in the survey is diluted with the information provided by an overwhelming number of eligible respondents, and attempts to influence the overall results become unfeasible to carry out without the risk of detection. During the data collection period the national experts did not record any apparent campaign in any country that would have aimed at distorting the results;
- the **questionnaire length** (the average time of completing the survey fully ranged between 24 and 31 minutes, depending on the language and the country) was another important safeguard in screening out those who did not genuinely answer the questionnaire (such as those who identified as LGBT only to have a look at the questionnaire). Only questionnaires that were fully completed (or went almost to the end – after filling in all closed questions) were kept in the final dataset.

Annexes

A. Online survey questionnaire

Questionnaire

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Key to the colours used throughout the questionnaire:

In red – Instructions to the survey contractor responsible for programming the online survey questionnaire (filters, etc.). These instructions were not visible to people who filled in the survey

In green – Instructions concerning text to be inserted when programming the online survey questionnaire (for example, measures to remind respondents about their responses which they have provided earlier on in the questionnaire). Instead of seeing these instructions, the people who filled in the survey would see the appropriate text insert.

In blue – Instructions to the respondent. This text was visible to people filling in the survey, as it provided them with further details on what to consider, and what possibly to exclude, when answering the questions.

In yellow – Key terms which were also highlighted in the online version of the survey. The highlighting was used to draw respondent’s attention to an important part of the question wording.

In grey – Introductory text visible to the respondents.

The **Section names** shown here purple were not visible to the respondents. They were used when designing the questionnaire to structure the questionnaire content and to facilitate discussions with experts concerning the questionnaire.

Section A Introduction and screening

Welcome

This is the biggest ever European survey of lesbian, gay, bisexual, and/or transgender people (LGBT). The survey is looking for responses from anyone who considers themselves to be LGB and/or T, who is aged 18 years and above and lives in the European Union or Croatia.

The survey is being carried out by The Gallup Organisation Europe on behalf of the European Union Agency for Fundamental Rights (FRA), an agency of the European Union. The FRA helps to ensure that fundamental rights of people living in the EU are protected. It does this by collecting evidence about the situation of fundamental rights across the European Union and providing advice, based on evidence, about how to improve the situation.

Your participation in the survey is very important. Your answers will be processed in an anonymous way ensuring that it will not be possible for anyone to recognise your answers when the results are presented. You can read more in the privacy statement.

The questions will take up to around 20 minutes to answer.

If you have a few more minutes and would like to share your individual experiences, you are welcome to provide more information at the end of the survey.

Please select your language from the list

[LIST OF 27 LANGUAGES USED IN THE SURVEY]

Respondent background: core questions

Let's start with some questions about you. It is really important that you fill in all the information about yourself as this will help us to better understand the experiences of different respondents. Once again, we will in no way be able to identify you at any stage.

A1. How old are you?

|_|_|_|_|

[If A1 <18]

Thank you for your willingness to participate in the survey. The survey is open only to those over 18 years old and therefore you are not within the target group of this survey, so we're really sorry, but you won't be able to fill out the rest of the questionnaire. Many thanks for your interest in the EU LGBT survey!

A2. What sex were you assigned at birth?

1. Female
2. Male

A3. Are / were you a transgender person?

The term transgender is used as a broad umbrella term that includes all those who are gender variant, cross dressers, transgender, transsexual or men and women with a transsexual past, and other terms.

1. Yes --- the list appears only for those who tick "yes"
2. No

A3_1. PLEASE SELECT THE ONE ANSWER THAT FITS YOU THE BEST

Yes

| 1 Transgender

- 2 Transsexual
- 3 Woman with a transsexual past
- 4 Man with a transsexual past
- 5 Gender variant
- 6 Cross dresser
- 7 Queer
- 8 Other, please write here:

A4. Would you say you are ...

PLEASE SELECT THE ONE ANSWER THAT FITS YOU THE BEST

1	Lesbian
2	Gay
3	Bisexual
4	Heterosexual/Straight
6	Other, please write here:
9	Don't know

A5. Do you agree or disagree with the following statements?

PLEASE RESPOND TO EACH LINE

	Strongly disagree	Disagree	Agree	Strongly agree	Don't know
A. I feel feminine	1	2	3	4	9
B. I feel masculine	1	2	3	4	9
C. I look feminine	1	2	3	4	9

D. I look masculine	1	2	3	4	9
E. I wish I was more feminine	1	2	3	4	9
F. I wish I was more masculine	1	2	3	4	9

A6. Have you ever received negative reactions because you behave or have behaved in a too feminine or too masculine way?

PLEASE RESPOND TO EACH LINE

	Never	Seldom	Sometimes	Often	Almost always	Don't know
A. Too feminine	1	2	3	4	5	9
B. Too masculine	1	2	3	4	5	9

A7. In the *last five years*, you have had sex with:

We refer to sex as any behaviour which involves genital contact. We do not refer only to sexual intercourse involving penetration.

PLEASE SELECT THE ONE ANSWER THAT FITS YOU THE BEST

1. Only women (or with one woman)
2. Mainly women
3. Both men and women
4. Mainly men
5. Only men (or with one man)
6. No one
9. Don't know

A8. Whom are you sexually attracted to?

PLEASE SELECT THE ONE ANSWER THAT FITS YOU THE BEST

1. Males
2. Females
3. Both males and females
4. I am not sexually attracted to anyone
9. Don't know

H1.

Please select the country where you currently live:

[LIST OF 27 EU MSs and CROATIA + OTHER COUNTRY]

TERMINATE IF > 28

H2. Country of your citizenship:

[LIST OF 27 EU MSs and CROATIA + OTHER COUNTRY]

Categories to be programmed for the questions that currently include "sexual orientation and/or gender identity" OR "lesbian, gay, bisexual and/or transgender" and are marked in green:

If A4=1 – "lesbian"

If A4=2 – "gay"

If A4=3 – “bisexual”

If A3_1=1 or 2 or 3 or 4 or 5 or 6 or 7;- “transgender”

If both transgender and lesbian/gay/bisexual applies, the respondent will be coded as transgender.

Further referred as a category or categories on the basis of A3 or A4]

If H1=H2, AND A3=1 (TRANSGENDER): SKIP TO TR1

If H1=H2, AND A3=2: SKIP TO B1

If H1≠H2, ASK H3 AND H4

H3. For how many years have you lived in the country where you currently live? |__|__|

00 - less than one year

H4. Would you say that [COUNTRY IN H1] is a better, much the same or a worse country to live in for [category on the basis of A3 or A4] people than [COUNTRY IN H2]?

1. Better
2. Much the same
3. Worse
9. Don't know

If A3=1 – CONTINUE WITH TR1

If A4=1 or A4=2 or A4=3 AND A3=2 – GO TO SECTION B

[SECTION FOR TRANSGENDER RESPONDENTS]

The following questions will address issues specifically related to the life of trans people.

TR1. Have you ever sought psychological or medical help for being a trans (transgender) person?

- 1. Yes SKIPTO TR3
- 2. No CONTINUE WITH TR2
- 9. Don't know CONTINUE WITH TR2

TR2. Why not?

PLEASE SELECT ALL THAT APPLY

- 1. It is not available in **the country where you live**
- 2. It is not covered by **my country's** public health insurance
- 3. I do not want / need help
- 4. I cannot afford it due to financial reasons
- 5. I do not dare to
- 6. I do not have confidence in the services provided
- 7. I do not know where to go
- 8. It takes too much time (including waiting lists)
- 9. I am afraid of prejudice from the care providers
- 10. It is too complicated in terms of bureaucracy
- 11. I have had previous bad experiences with care providers
- 12. Other

AFTER TR2 SKIP TO TR4

TR3. From whom did you seek help and what was the outcome?

PLEASE SELECT ALL THAT APPLY

	A. General medical practitioner	B. Psychologist or psychiatrist	C. Other specialist or care provider
1. Was informative and helpful	1	1	1

2. Wanted to help but could not offer everything I needed	2	2	2
3. Wanted to help, but I did not consent to the treatment proposed	3	3	3
4. Did not seem to want to help me	4	4	4
5. Refused to help me	5	5	5
6. Does not apply to me	6	6	6

TR4. As far as you know, can a person alter his/her physical appearance through gender reassignment treatment or self-treatment (e.g. hormonal treatment, genital surgery, etc.) in the country where you live?

1. Yes
2. No
9. Don't know

TR5. Have you gone abroad or considered going abroad for medical treatment to alter your physical appearance, including buying hormones over the internet from other countries?

1. Yes, I have done
2. Yes, I would do
3. Maybe
4. No, I have not done
5. No, I would not do

TR6. What would allow you to be more comfortable living as a transgender person in the country where you live?

PLEASE RESPOND TO EACH STATEMENT

	Strongly disagree	Disagree	Agree	Strongly agree	Current situation is fine	Don't know
--	-------------------	----------	-------	----------------	---------------------------	------------

A. More options for medical treatment	1	2	3	4	5	9
B. Easier legal procedures for gender recognition in the preferred gender	1	2	3	4	5	9
C. Workplace anti-discrimination policies referring to gender identity	1	2	3	4	5	9
D. Measures implemented at school to respect transgender people	1	2	3	4	5	9
E. Public figures in politics, business, sports, etc. speaking openly in support of transgender people	1	2	3	4	5	9
F. National authorities who promote the rights of transgender people	1	2	3	4	5	9
G. Training of public servants (e.g. police, teachers) on the rights of transgender people	1	2	3	4	5	9
H. Better acceptance of differences in gender identities by religious leaders	1	2	3	4	5	9

TR7. As far as you know, in the country where you live, can a person change their official documents to match their preferred gender?

1. Yes, without obligatory criteria GO TO TR9
2. Yes, upon fulfilment of certain criteria CONTINUE WITH TR8
3. No GO TO TR9
9. Don't know GO TO TR9

TR8. As far as you know, what would you have to do in order to change your official documents to match your preferred gender in the country where you live?

PLEASE RESPOND TO EACH STATEMENT

	Yes	No	Don't know
A. Get divorced/ not be married	1	2	9
B. Prove your permanent infertility	1	2	9
C. Prove your irreversible gender reassignment	1	2	9
D. Complete the real life test <i>A real life test is a certain time period that a trans person is requested to have already lived socially (e.g. at work, with friends, family) within the preferred gender</i>	1	2	9
E. Prove hormonal treatment (started or finished) to change your gender	1	2	9
F. Undergo mandatory psychotherapy/psychiatric treatment	1	2	9
G. Prove medical/psychological diagnosis of transsexuality/gender dysphoria/transgenderism or similar	1	2	9
H. Other	1	2	9

TR9. Do you avoid expressing your gender (or your desired gender) through your physical appearance and clothing for fear of being assaulted, threatened or harassed?

1. Yes
2. No
9. Don't know

Section B Public perceptions and responses to homophobia and transphobia

Let us turn to the general acceptance of gay, lesbian, bisexual and trans persons in [the country where you live](#).

B1. In your opinion, how widespread are the following in the country where you live?

PLEASE RESPOND TO EACH STATEMENT

	Very rare	Fairly rare	Fairly widespread	Very widespread	Don't know
A. Offensive language about lesbian, gay, bisexual and/or transgender people by politicians	1	2	3	4	9
B. Casual jokes in everyday life about lesbian, gay, bisexual and/or transgender people	1	2	3	4	9
C. Expressions of hatred and aversion towards lesbian, gay, bisexual and/or transgender in public	1	2	3	4	9
D. Assaults and harassment against lesbian, gay, bisexual and/or transgender people	1	2	3	4	9
E. Same-sex partners holding hands in public	1	2	3	4	9
F. Heterosexual partners holding hands in public	1	2	3	4	9
G. Public figures in politics, business, sports, etc. are open about themselves being lesbian, gay, bisexual and/or transgender	1	2	3	4	9
H. Positive measures to promote respect for the human rights of lesbian, gay or bisexual people (for instance equality	1	2	3	4	9

plans, public campaigns, specialised services, etc.)					
I. Positive measures to promote respect for the human rights of transgender people (for instance equality plans, public campaigns, specialised services, etc.)	1	2	3	4	9

[If A3=1-GO TO SECTION C, ELSE CONTINUE]

B2. What would allow you to be more comfortable living as a lesbian, gay or bisexual person in the country where you live?

PLEASE RESPOND TO EACH STATEMENT

	Strongly disagree	Disagree	Agree	Strongly agree	Current situation is fine	Don't know
A. Anti-discrimination policies referring to sexual orientation at the workplace	1	2	3	4	5	9
B. Measures implemented at school to respect lesbian, gay and bisexual people	1	2	3	4	5	9
C. Public figures in politics, business, sports, etc. openly speaking in support of lesbian, gay and bisexual people	1	2	3	4	5	9

D. National authorities who promote the rights of lesbian, gay and bisexual people	1	2	3	4	5	9
E. Training of public servants (e.g. police, teachers) on the rights of lesbian, gay and bisexual people	1	2	3	4	5	9
F. Better acceptance of differences in sexual orientations by religious leaders	1	2	3	4	5	9
G. The possibility to marry and/or register a partnership	1	2	3	4	5	9
H. The possibility to foster/adopt children	1	2	3	4	5	9
I. Recognition of same-sex partnerships across the European Union	1	2	3	4	5	9

Section C Discrimination

The following series of questions are about discrimination targeting gay, lesbian, bisexual and trans people. Please take your time to fill these in.

By discrimination we mean when somebody is treated less favourably than others because of a specific personal feature such as their age, gender, gender identity, sexual orientation, minority background or for any other reason. For example, discrimination can occur when a woman is not given an equal opportunity to be promoted in her job in comparison with a man, although she is equally suitable and experienced.

C1. For each of the following types of discrimination, could you please specify whether, in your opinion, it is very rare, fairly rare, fairly widespread or very widespread in the country where you live?

Discrimination based on a person's

PLEASE RESPOND TO EACH LINE

	Very rare	Fairly rare	Fairly widespread	Very widespread	Don't know
A. Ethnic origin	1	2	3	4	9
B. Gender	1	2	3	4	9
C. Sexual orientation	1	2	3	4	9
D. Age	1	2	3	4	9
E. Religion or belief	1	2	3	4	9
F. Disability	1	2	3	4	9
G. For another reason	1	2	3	4	9

C1A. In your opinion, in the country where you live, how widespread is discrimination because a person is...

PLEASE RESPOND TO EACH LINE

	Very	Fairly	Fairly	Very	Don't

	rare	rare	widespread	widespread	know
A. Lesbian	1	2	3	4	9
B. Gay	1	2	3	4	9
C. Bisexual	1	2	3	4	9
D. Transgender	1	2	3	4	9

C2. In the *last 12 months*, in the country where you live, have you *personally* felt discriminated against or harassed on the basis of one or more of the following grounds?

PLEASE RESPOND TO EACH LINE

	Yes	No	Don't know
A. Ethnic origin	1	2	9
B. Gender	1	2	9
C. Sexual orientation	1	2	9
D. Age	1	2	9
E. Religion or belief	1	2	9
F. Disability	1	2	9
G. For another reason	1	2	9

If A3=1 –CONTINUE WITH C2A, ELSE GO TO C3

ONLY FOR TRANS PEOPLE

C2A. In the *last 12 months*, in the country where you live, have you *personally* felt discriminated against or harassed because of being perceived as:

PLEASE RESPOND TO EACH LINE

	Yes	No	Does not apply to me	Don't know
A. Lesbian	1	2	8	9
B. Gay	1	2	8	9
C. Bisexual	1	2	8	9
D. Transgender	1	2	8	9

ASK ALL

C3. During the *last 12 months*, in the country where you live, have you ...

PLEASE RESPOND TO EACH LINE

	Yes	No	Don't know
A. Looked for a job	1	2	9
B. Worked/were employed	1	2	9
C. Looked for a house or apartment to rent or buy	1	2	9
D. Accessed healthcare services	1	2	9
E. Accessed social services	1	2	9
F. Attended school/university yourself or your child/children was/were in school/at university	1	2	9
G. Visited a café, restaurant, bar or nightclub	1	2	9
H. Visited a shop	1	2	9

I. Visited a bank or insurance company (for example, to open an account or apply for a loan)	1	2	9
J. Exercised at a sport or fitness club	1	2	9
K. Had to show your ID or any official document that identifies your sex	1	2	9

IF no response in C3 = YES SKIP TO C8

C4. During the *last 12 months*, have you *personally* felt discriminated against because of being [category on the basis of A3 or A4] in any of the following situations:

PLEASE RESPOND TO EACH STATEMENT

ASK IF		Yes	No	Don't know
C3A=1	A. When looking for a job	1	2	9
C3B=1	B. At work	1	2	9
C3C=1	C. When looking for a house or apartment to rent or buy (by people working in a public or private housing agency, by a landlord)	1	2	9
C3D=1	D. By healthcare personnel (e.g. a receptionist, nurse or doctor)	1	2	9
C3E=1	E. By social service personnel	1	2	9
C3F=1	F. By school/university personnel. This could have happened to you as a student or as a parent	1	2	9
C3G=1	G. At a café, restaurant, bar or nightclub	1	2	9
C3H=1	H. At a shop	1	2	9
C3I=1	I. In a bank or insurance company (by bank or company personnel)	1	2	9
C3J=1	J. At a sport or fitness club	1	2	9
C3K=1	K. When showing your ID or any official document that identifies your sex	1	2	9

IF ALL RESPONSE IN C4=NO OR DK SKIP TO C8

C5. Please mark the situation that was *the most recent incident of discrimination*:

ONLY ONE ANSWER IS POSSIBLE

ASK IF		
C4A=1	When looking for a job	1
C4B=1	At work	2
C4C=1	When looking for a house or apartment to rent or buy (by people working in a public or private housing agency, by a landlord)	3
C4D=1	By healthcare personnel (e.g. a receptionist, nurse or doctor)	4
C4E=1	By social service personnel	5
C4F=1	By school/university personnel. This could have happened to you as a student or as a parent	6
C4G=1	At a café, restaurant, bar or nightclub	7
C4H=1	At a shop	8
C4I=1	In a bank or insurance company (by bank or company personnel)	9
C4J=1	At a sport or fitness club	10
C4K=1	When showing your ID or any official document that identifies your sex	11

C6. Thinking about *the most recent incident*, did you or anyone else report it anywhere?

1. Yes GO TO C8
2. No CONTINUE WITH C7
9. Don't know GO TO C8

C7. Why was it not reported?

PLEASE SELECT ALL THAT APPLY

1. Fear of intimidation by perpetrators
2. Did not want to reveal my sexual orientation and/or gender identity

3. Didn't know how or where to report
4. Nothing would happen or change
5. Concerned that the incident would not have been taken seriously
6. Not worth reporting it – 'it happens all the time'
7. Too much trouble, no time
8. Dealt with the problem myself/with help from family or friends
9. Because I was too emotionally upset to report it
10. Other reason(s)

C8. Did you have a paid job anytime during the *last 5 years?*

1. Yes
2. No

CONTINUE WITH C8A
GO TO C9

C8A. During your employment in the *last 5 years*, have you

PLEASE RESPOND TO EACH STATEMENT

	Never	Rarely	Often	Always	Does not apply to me
A. Been open about you being [category on the basis of A3 or A4] at work	1	2	3	4	8
B. Hidden or disguised that you are [category on the basis of A3 or A4] at work	1	2	3	4	8
C. Experienced negative comments or conduct at work because of you being [category on the basis of A3 or A4]	1	2	3	4	8
D. Heard or seen negative comments or conduct because a colleague is perceived to be lesbian, gay, bisexual and/or transgender	1	2	3	4	8
E. Experienced a general negative attitude at work against people because they are lesbian, gay, bisexual and/or transgender	1	2	3	4	8
F. Experienced unequal treatment with respect to employment conditions or benefits (for example leave, pension, etc.) because you have a same-sex partner	1	2	3	4	8

ASK ALL

C9. During your schooling before the age of 18, did you ...

PLEASE RESPOND TO EACH STATEMENT

	Never	Rarely	Often	Always	Does not apply to me
A. Openly talk about you being [category on the basis of A3 or A4] at school	1	2	3	4	8

B. Hide or disguise that you were [category on the basis of A3 or A4] at school	1	2	3	4	8
C. Experience negative comments or conduct at school because of you being [category on the basis of A3 or A4]	1	2	3	4	8
D. Hear or see negative comments or conduct because a schoolmate/peer was perceived to be lesbian, gay, bisexual and/or transgender	1	2	3	4	8
E. Hear or see negative comments or conduct because a teacher was perceived to be lesbian, gay, bisexual and/or transgender	1	2	3	4	8

C10. Have you ever experienced any of the following situations when using or trying to access healthcare services as a [category on the basis of A3 or A4] person?

PLEASE SELECT ALL THAT APPLY

1. Difficulty in gaining access to healthcare
2. Having to change general practitioners or other specialists due to their negative reaction
3. Receiving unequal treatment when dealing with medical staff
4. Foregoing treatment for fear of discrimination or intolerant reactions
5. Specific needs ignored (not taken into account)
6. Inappropriate curiosity
7. Pressure or being forced to undergo any medical or psychological test
8. I have never accessed healthcare services
9. None of the above

Section D Rights awareness

D1. In the country where you live, is there a law that forbids discrimination against persons because of their sexual orientation when applying for a job?

- 1. Yes
- 2. No
- 9. Don't know

D2. In the country where you live, is there a law that forbids discrimination against persons because of their gender identity when applying for a job?

- 1. Yes
- 2. No
- 9. Don't know

D3. Do you know of any organisation in the country where you live that can offer support or advice to people who have been discriminated against because they are...

PLEASE RESPOND TO EACH LINE

	Yes	No
A. Lesbian	1	2
B. Gay	1	2
C. Bisexual	1	2
D. Transgender	1	2

D4. In the country where you live, have you ever seen any programme or awareness campaign by either the government or a non-governmental organisation addressing:

PLEASE RESPOND TO EACH LINE

	Yes	No	Don't know

A. Discrimination on the basis of age	1	2	9
B. Discrimination against people with disabilities	1	2	9
C. Discrimination against gay, lesbian and bisexual people	1	2	9
D. Discrimination against transgender people	1	2	9
E. Discrimination against ethnic minorities and migrant groups	1	2	9
F. Discrimination on the basis of religion and belief	1	2	9
G. Discrimination on the basis of gender	1	2	9

D5. As far as you know, can same-sex couples legally marry and/or enter registered partnerships in the country where you live?

1. Yes
2. No
9. Don't know

Section E Safe environment

The following questions will address your sense of security.

E1. Do you avoid holding hands in public with a same-sex partner for fear of being assaulted, threatened or harassed?

1. Yes
2. No
3. I do not have a same-sex partner
9. Don't know

E2. Do you avoid certain places or locations for fear of being assaulted, threatened or harassed because you are [category on the basis of A3 or A4]?

1. Yes

CONTINUE WITH E3

- | | |
|---------------|----------|
| 2. No | GO TO F1 |
| 9. Don't know | GO TO F1 |

E3. Where do you avoid being open about yourself as [category on the basis of A3 or A4] for fear of being assaulted, threatened or harassed by others?

PLEASE SELECT ALL THAT APPLY

1. My home
2. School
3. Workplace
4. A café, restaurant, pub, club
5. Public transport
6. A sports club
7. A street, square, car parking lot or other public place
8. A park
9. Public premises or buildings
10. Other
99. Don't know

Section F Violence and harassment

FA. PHYSICAL/SEXUAL ATTACK OR THREAT

F1_A. This next question looks at any incident of violence you may have experienced in the *last 5 years*. This could happen for any reason, in any EU member state or Croatia.

In the *last 5 years*, have you been: physically/sexually attacked or threatened with violence at home or elsewhere (street, on public transport, at your workplace, etc.) *for any reason?*

1. Yes
2. No

If F1_A=1 CONTINUE , IF F1_A=2, SKIP TO INTRO BEFORE F1_B

Please think for a while about the *LAST* (most recent) physical/sexual attack or threat of violence you experienced in the *last 5 years*. Your last experience might not have been the most serious experience for you, but at this point, please just focus on this last experience.

FA1_1. Thinking about the *LAST* physical/sexual attack or threat of violence, in which country did it happen?

[LIST OF 27 EU MSs and CROATIA + OTHER COUNTRY]

If FA1_1 = 1-28, CONTINUE WITH FA1_2, ELSE SKIP TO FA2_1

FA1_2. When did the *LAST* physical/sexual attack or threat of violence happen?

1. In the last 12 months CONTINUE WITH FA1_3
2. More than 12 months ago GO TO FA2_1

FA1_3. How many times did somebody physically/sexually attack or threaten you with violence in the *last 12 months* in the European Union / in this country?

1. Once
2. Twice
3. Three times

4. Four times
5. Five times
6. Six to ten times
7. More than ten times

FA1_4. Thinking about the *LAST* physical/sexual attack or threat of violence, what happened to you: PLEASE SELECT THE ONE ANSWER THAT APPLIES THE BEST

1. Physical attack
2. Sexual attack
3. Physical and sexual attack
4. Threat of physical violence
5. Threat of sexual violence
6. Threat of both physical and sexual violence
9. Don't know

The following questions address THIS *last incident of physical/sexual attack or threat of violence*. Please try to recall that particular incident and its circumstances.

FA1_5. Do you think the *LAST* incident of physical/sexual attack or threat of violence in the *past 12 months* happened partly or completely because you were perceived to be [category on the basis of A3 or A4]?

1. Yes
2. No
9. Don't know

FA1_6. Was the perpetrator alone, or was there more than one perpetrator?

1. Alone
2. More perpetrators

FA1_7. Thinking only about the *LAST* incident - who was the perpetrator(s)?

PLEASE SELECT ALL THAT APPLY

1. Family/household member
2. Neighbour
3. Colleague at work
4. Someone from school, college or university
5. A customer, client or patient
6. Someone else you know
7. Member of an extremist/racist group

8. Teenager or group of teenagers
9. Police officer
10. Security officer/bouncer
11. Other public official (e.g. border guard, civil servant)
12. Someone else you didn't know
13. Other

FA1_8. What was the gender of the perpetrator(s)?

1. Male
2. Female
3. Both male and female
9. Don't know

FA1_9. Do you think the perpetrator(s) was ...?

1. Gay
2. Lesbian
3. Bisexual
4. Heterosexual/Straight
5. Mixed sexual orientation
9. Don't know

FA1_10. Where did it happen?

PLEASE SELECT THE ONE ANSWER THAT APPLIES THE BEST

1. At my home
2. In some other residential building, apartment
3. At school, university
4. At the workplace
5. In a café, restaurant, pub, club
6. In a car
7. In public transport
8. In a sports club
9. Elsewhere indoors
10. In a street, square, car parking lot or other public place
11. In a park, forest
12. At an LGBT specific venue (e.g. club, bar) or event (e.g. pride)
13. Elsewhere outdoors
14. Other

FA1_11. Did you or anyone else report it to the police?

- | | |
|---------------|----------------------|
| 1. Yes | SKIP TO FA1_13 |
| 2. No | CONTINUE WITH FA1_12 |
| 9. Don't know | SKIP TO FA1_13 |

FA1_12. Why did you not report it to the police?

PLEASE SELECT ALL THAT APPLY

1. Dealt with it myself/involved a friend/family member
2. Too minor / not serious enough / never occurred to me
3. Did not think they would do anything
4. Did not think they could do anything
5. Fear of offender, fear of reprisal
6. Somebody stopped me or discouraged me
7. Shame, embarrassment, didn't want anyone to know
8. Too emotionally upset to contact the police
9. Thought it was my fault
10. Didn't want the offender arrested or to get in trouble with the police
11. Would not be believed
12. Went directly to a magistrate or judge to report the incident
13. Went someplace else for help
14. Fear of a homophobic and/or transphobic reaction from the police
15. Other reason
99. Don't know

FA1_13. Did you or anyone else report it to any of the following organisations/institutions?

PLEASE SELECT ALL THAT APPLY

1. Non-governmental organisation
2. LGBT organisation
3. General victim support organisation
4. State or national institution (such as an Equality Body)
5. Hospital or other medical service
6. Rape crisis centre
7. Other organisation
9. No, did not report
99. Don't know

So far we have asked you about the **LAST** physical/sexual attack that happened to you. Now please think about the **MOST SERIOUS** physical/sexual attack or threat of violence you experienced in the *last 5 years*.

By “most serious” we mean an incident that had the biggest impact on you either physically or psychologically.

FA2_1. Thinking about the *MOST SERIOUS* physical/sexual attack or threat of violence, in which country did it happen?

[LIST OF 27 EU MSs and CROATIA + OTHER COUNTRY]

IF FA2_1=1-28, CONTINUE WITH FA2_2, ELSE SKIP TO THE INSTRUCTION BEFORE FB1

IF FA1_2=2, CONTINUE WITH FA2_4

FA2_2. When did the *MOST SERIOUS* physical/sexual attack or threat of violence you experienced in the *last 5 years* happen?

1. In the last 12 months
2. More than 12 months ago

IF FA1_2=1 AND FA1_3=1 AND FA2_2=1, SKIP TO FB

IF FA1_2=1 AND FA1_3>1 AND FA1_1<>FA2_1 AND FA1_1=29, CONTINUE WITH FA2_4

IF FA2_2=2 GO TO FA2_4

FA2_3. Thinking about the *MOST SERIOUS* physical/sexual attack or threat of violence that you experienced in the *last 12 months*, was this incident you have just described also the *LAST* one?

- | | |
|--------|---------------------|
| 1. Yes | SKIP TO FB=1 |
| 2. No | CONTINUE WITH FA2_4 |

FA2_4. Thinking about the *MOST SERIOUS* physical/sexual attack or threat of violence, what happened to you:

PLEASE SELECT THE ONE ANSWER THAT APPLIES THE BEST

1. Physical attack
2. Sexual attack
3. Physical and sexual attack
4. Threat of physical violence
5. Threat of sexual violence
6. Threat of both physical and sexual violence
9. Don't know

FA2_5. Do you think this physical/sexual attack or threat happened partly or completely because you were perceived to be [category on the basis of A3 or A4]?

1. Yes
2. No
9. Don't know

FA2_6. Was the perpetrator alone, or was there more than one perpetrator?

1. Alone
2. More perpetrators

FA2_7. Do you think the perpetrator(s) was ...?

PLEASE SELECT ALL THAT APPLY

1. Family/household member
2. Neighbour
3. Colleague at work
4. Someone from school, college or university
5. A customer, client or patient
6. Someone else you know
7. Member of an extremist/racist group
8. Teenager or group of teenagers
9. Police officer
10. Security officer/bouncer
11. Other public official (e.g. border guard, civil servant)
12. Someone else you didn't know

13. Other

FA2_8. What was the gender of the perpetrator(s)?

1. Male
2. Female
3. Both male and female
9. Don't know

FA2_9. Do you think the perpetrator(s) was ...?

1. Gay
2. Lesbian
3. Bisexual
4. Heterosexual/Straight
5. Mixed sexual orientation
9. Don't know

FA2_10. Where did it happen?

PLEASE SELECT THE ONE ANSWER THAT APPLIES THE BEST

1. At my home
2. In some other residential building, apartment
3. At school, university
4. At the workplace
5. In a café, restaurant, pub, club
6. In a car
7. In public transport
8. In a sports club
9. Elsewhere indoors
10. In a street, square, car parking lot or other public place
11. In a park, forest
12. At an LGBT specific venue (e.g. club, bar) or event (e.g. pride)
13. Elsewhere outdoors
14. Other

FA2_11. Did you or anyone else report it to the police?

1. Yes SKIP TO FA2_13
2. No CONTINUE WITH FA2_12
9. Don't know SKIP TO FA2_13

FA2_12. Why did you not report it to the police?

PLEASE SELECT ALL THAT APPLY

1. Dealt with it myself/involved a friend/family member
2. Too minor / not serious enough / never occurred to me
3. Did not think they would do anything
4. Did not think they could do anything
5. Fear of offender, fear of reprisal
6. Somebody stopped me or discouraged me
7. Shame, embarrassment, didn't want anyone to know
8. Too emotionally upset to contact the police
9. Thought it was my fault
10. Didn't want the offender arrested or to get in trouble with the police
11. Would not be believed
12. Went directly to a magistrate or judge to report the incident
13. Went someplace else for help
14. Fear of a homophobic and/or transphobic reaction from the police
15. Other reason
99. Don't know

FA2_13. Did you or anyone else report it to any of the following organisations/institutions?

PLEASE SELECT ALL THAT APPLY

1. Non-governmental organisation
2. LGBT organisation
3. General victim support organisation
4. State or national institution (such as an Equality Body)
5. Hospital or other medical service
6. Rape crisis centre
7. Other organisation
9. No, did not report
99. Don't know

FB. HARASSMENT

This next question looks at any incident of harassment you may have experienced in the *last 5 years*. This could happen for any reason, in any EU member state or Croatia.

F1_B. In the *last 5 years*, have you been: personally harassed by someone or a group *for any reason* in a way that really annoyed, offended or upset you – either at work, home, on the street, on public transport, in a shop, in an office or on the internet – or anywhere?

By harassment we mean unwanted and disturbing behaviour towards you such as name calling, or ridiculing that did not involve actual violence or the threat of violence.

1. Yes
2. No

IF F1_B=1 CONTINUE, IF F1_B=2, SKIP TO G1

Please think for a while about the *LAST* incident of harassment you experienced in the *last 5 years*. Your last experience might not have been the most serious experience for you, but at this point, please just focus on this last experience.

FB1_1. Thinking about the *LAST* incident of harassment, in which country did it happen?

[LIST OF 27 EU MSs and CROATIA + OTHER COUNTRY]

29. It was an internet based incident

If FB1_1 = 1-29 ASK FB1_2, ELSE SKIP TO FB2_1

FB1_2. When did the *LAST* incident of harassment happen?

1. In the last 12 months CONTINUE WITH FB1_3
2. More than 12 months ago SKIP TO FB2_1

FB1_3. How many times did somebody harass you in the *last 12 months*?

1. Once
2. Twice
3. Three times
4. Four times
5. Five times

6. Six to ten times
7. More than ten times

The following questions will address the *LAST* incident of harassment you were subjected to. Please try to recall that particular incident and its circumstances.

FB1_4. Thinking about the *LAST* incident of harassment, what happened to you:

PLEASE SELECT ALL THAT APPLY

1. Name calling
2. Bullying
3. Ridiculing (making jokes about you)
4. Other verbal insult/abuse/humiliation
5. Excessive /constant negative comments
6. Aggressive gestures (such as pointing)
7. Isolation from something or somebody; ignoring
8. Other non-verbal insult, abuse, humiliation (such as text or image)
9. Other

FB1_5. Do you think the *LAST* incident of harassment in the *past 12 months* happened partly or completely because you were perceived to be [category on the basis of A3 or A4]?

1. Yes
2. No
9. Don't know

FB1_6. Was the perpetrator alone, or was there more than one perpetrator?

1. Alone
2. More perpetrators
9. Don't know

FB1_7. Thinking only about the *LAST* incident - who was the perpetrator(s)?

PLEASE SELECT ALL THAT APPLY

1. Family/household member
2. Neighbour
3. Colleague at work
4. Someone from school, college or university
5. A customer, client or patient
6. Someone else you know
7. Member of an extremist/racist group
8. Teenager or group of teenagers

9. Police officer
10. Security officer/bouncer
11. Other public official (e.g. border guard, civil servant)
12. Someone else you didn't know

13. Other

99. Don't know

FB1_8. What was the gender of the perpetrator(s)?

1. Male
2. Female
3. Both male and female
9. Don't know

FB1_9. Do you think the perpetrator(s) was ...?

1. Gay
2. Lesbian
3. Bisexual
4. Heterosexual/Straight
5. Mixed sexual orientation
9. Don't know

FB1_10. Where did it happen?

PLEASE SELECT THE ONE ANSWER THAT APPLIES THE BEST

1. At my home
2. In some other residential building, apartment
3. At school, university
4. At the workplace
5. In a café, restaurant, pub, club
6. In a car
7. In public transport
8. In a sports club
9. Elsewhere indoors
10. In a street, square, car parking lot or other public place
11. In a park, forest
12. At an LGBT specific venue (e.g. club, bar) or event (e.g. pride)
13. Elsewhere outdoors

- 14. On the internet / email (including Facebook, Twitter, etc.)
- 15. Other

FB1_11. Did you or anyone else report it to the police?

- 1. Yes SKIP TO FB1_13
- 2. No CONTINUE WITH FB1_12
- 9. Don't know SKIP TO FB1_13

FB1_12. Why did you not report it to the police?

PLEASE SELECT ALL THAT APPLY

1. Dealt with it myself/involved a friend/family member
2. Too minor / not serious enough / never occurred to me
3. Did not think they would do anything
4. Did not think they could do anything
5. Fear of offender, fear of reprisal
6. Somebody stopped me or discouraged me
7. Shame, embarrassment, didn't want anyone to know
8. Too emotionally upset to contact the police
9. Thought it was my fault
10. Didn't want the offender arrested or to get in trouble with the police
11. Would not be believed
12. Went directly to a magistrate or judge to report the incident
13. Went someplace else for help
14. Fear of a homophobic and/or transphobic reaction from the police
15. Other reason
99. Don't know

FB1_13. Did you or anyone else report it to any of the following organisations/institutions?

PLEASE SELECT ALL THAT APPLY

1. Non-governmental organisation
2. LGBT organisation
3. General victim support organisation
4. State or national institution (such as an Equality Body)
5. Hospital or other medical service
6. Rape crisis centre
7. Internet service provider
8. Other organisation
9. No, did not report
99. Don't know

Now please think for a while about the **MOST SERIOUS** incident of harassment you experienced in the **last 5 years**. The following questions address the **most serious incident of harassment**.

By “most serious” we mean an incident that had the biggest impact on you psychologically or emotionally.

FB2_1. Thinking about MOST SERIOUS incident of harassment, in which country did it happen?

[LIST OF 27 EU MSs and CROATIA + OTHER COUNTRY]

29. It was an internet based incident

IF FB2_1=30, GO TO SECTION G, ELSE ASK FB2_2

IF FB1_2=2, CONTINUE WITH FB2_4

FB2_2. When did the MOST SERIOUS incident of harassment you experienced in the last 5 years happen?

1. In the last 12 months
2. More than 12 months ago

IF FB1_2=1 AND FB1_3=1 AND FB2_2=1, SKIP TO SECTION G

IF FB1_2=1 AND FB1_3>1 AND FB1_1<>FB2_1 AND FB1_1=30, CONTINUE WITH FB2_4

IF FB2_2=2 SKIP TO FB2_4

FB2_3. Thinking about the MOST SERIOUS incident of harassment that you experienced in the last 12 months, was this incident you have just described also the LAST one?

1. Yes SKIP TO G1A
2. No CONTINUE WITH FB2_4

FB2_4. Thinking about the MOST SERIOUS incident of harassment, what happened to you:

PLEASE SELECT ALL THAT APPLY

1. Name calling
2. Bullying

3. Ridiculing (making jokes about you)
4. Other verbal insult/abuse/humiliation
5. Excessive / constant negative comments
6. Aggressive gestures (such as pointing)
7. Isolation from something or somebody; ignoring
8. Other non-verbal insult, abuse, humiliation (such as text or image)
9. Other

FB2_5. Do you think this incident of harassment happened partly or completely because you were perceived to be [category on the basis of A3 or A4]?

1. Yes
2. No
9. Don't know

FB2_6. Was the perpetrator alone, or was there more than one perpetrator?

1. Alone
2. More perpetrators
9. Don't know

FB2_7. Do you think the perpetrator(s) was ...?

PLEASE SELECT ALL THAT APPLY

1. Family/household member
2. Neighbour
3. Colleague at work
4. Someone from school, college or university
5. A customer, client or patient
6. Someone else you know
7. Member of an extremist/racist group
8. Teenager or group of teenagers
9. Police officer
10. Security officer/bouncer
11. Other public official (e.g. border guard, civil servant)
12. Someone else you didn't know
13. Other
99. Don't know

FB2_8. What was the gender of the perpetrator(s)?

1. Male
2. Female
3. Both male and female
9. Don't know

FB2_9. Do you think the perpetrator(s) was ...?

1. Gay

2. Lesbian
3. Bisexual
4. Heterosexual/Straight
5. Mixed sexual orientation
9. Don't know

FB2_10. Where did it happen?

PLEASE SELECT THE ONE ANSWER THAT APPLIES THE BEST

1. At my home
2. In some other residential building, apartment
3. At school, university
4. At the workplace
5. In a café, restaurant, pub, club
6. In a car
7. In public transport
8. In a sports club
9. Elsewhere indoors
10. In a street, square, car parking lot or other public place
11. In a park, forest
12. At an LGBT specific venue (e.g. club, bar) or event (e.g. pride)
13. Elsewhere outdoors
14. On the internet / email (including Facebook, Twitter, etc.)
15. Other

FB2_11. Did you or anyone else report it to the police?

1. Yes SKIP TO FB2_13
2. No CONTINUE WITH TO FB2_12
9. Don't know SKIP TO FB2_13

FB2_12. Why did you not report it to the police?

PLEASE SELECT ALL THAT APPLY

1. Dealt with it myself/involved a friend/family member
2. Too minor / not serious enough / never occurred to me
3. Did not think they would do anything
4. Did not think they could do anything
5. Fear of offender, fear of reprisal
6. Somebody stopped me or discouraged me
7. Shame, embarrassment, didn't want anyone to know
8. Too emotionally upset to contact the police
9. Thought it was my fault
10. Didn't want the offender arrested or to get in trouble with the police
11. Would not be believed

- 12. Went directly to a magistrate or judge to report the incident
- 13. Went someplace else for help
- 14. Fear of a homophobic and/or transphobic reaction from the police
- 15. Other reason
- 99. Don't know

FB2_13. Did you or anyone else report it to any of the following organisations/institutions?

PLEASE SELECT ALL THAT APPLY

1. Non-governmental organisation
2. LGBT organisation
3. General victim support organisation
4. State or national institution (such as an Equality Body)
5. Hospital or other medical service
6. Rape crisis centre
7. Internet service provider
8. Other organisation
9. No, did not report
99. Don't know

Section G Social context

You have reached the final section of the questionnaire Here are a few questions about the environment that surrounds you.

G1_A. Does your current partner know that you are [category on the basis of A3 or A4]?

1. Yes
2. No
3. I do not have a partner (Does not apply to me)
9. Don't know

IF G1_A=3 OR G1_A=9 SKIP TO G2

G1_B. If you have more than one partner, how many of them know that you are [category on the basis of A3 or A4]?

1. None
2. A few
3. Most
4. All
8. Don't know
9. Does not apply to me

G2. In your opinion, how many people know that you are [category on the basis of A3 or A4]?

PLEASE RESPOND TO EACH LINE

	None	A few	Most	All	Does not apply to me	Don't know
A. Family members (other than your partner(s))	1	2	3	4	8	9
B. Friends	1	2	3	4	8	9
C. Neighbours	1	2	3	4	8	9
D. Work colleagues/schoolmates	1	2	3	4	8	9

G3. To how many people among the following groups are you open about yourself being [category on the basis of A3 or A4]:

PLEASE RESPOND TO EACH LINE

	None	A few	Most	All	Does not apply to me
A. Family members (other than your partner(s))	1	2	3	4	8
B. Friends	1	2	3	4	8
C. Neighbours	1	2	3	4	8
D. Work colleagues/schoolmates	1	2	3	4	8
E. Immediate superior/head of department	1	2	3	4	8
F. Customers, clients, etc. at work	1	2	3	4	8
G. Medical staff/health care providers	1	2	3	4	8

G4. In the *last six months*, in your day-to-day life, how often have any of the following things happened to you because you are or are assumed to be lesbian, gay, bisexual and/or transgender?

PLEASE RESPOND TO EACH STATEMENT

		Never happened in the last six months	Happened only once in the last six months	2-5 times in the last six months	6 times or more in the last six months	Don't know
A	You have been treated with less courtesy than other people	1	2	3	4	9
B	You have been treated with less respect than other people	1	2	3	4	9
C	You have received poorer services than others (e.g. in	1	2	3	4	9

6. Other, please write here:

H6. Which of the following best describes your status?

1. In paid work (including on paternity or other temporary leave)
2. In unpaid or voluntary work
3. Unemployed
4. Student
5. Retired
6. Otherwise not working (e.g. taking care of home, on a long sick leave, disabled)

H7. Where do you currently live?

1. City
2. The suburbs or outskirts of a city
3. A town
4. A country village
5. A farm or home in the countryside

H8. Including yourself, how many people live in your household? |__|__| persons

H9. Do any children (under the age of 18) live in your household?

1. Yes CONTINUE WITH H9_1
2. No CONTINUE WITH H10

H9_1. Are you a parent or legal guardian of a child (or children)?

1. Yes
2. No

H9_2. Is someone in the household a parent or legal guardian of a child (or children)?

1. Yes CONTINUE WITH H9_3
2. No SKIPTO H10

H9_3. Is this person your partner?

1. Yes
2. No
3. I do not have a partner

H10. In terms of your civil status in the country where you live, are you:

1. Single
2. Married/in a registered partnership
3. Divorced
4. Separated
5. Widowed

H11. What best describes your current situation in the country where you live:

1. Living together with a partner /spouse
2. Involved in a relationship without living together
3. Have no relationship / do not have a partner

IF H11=1 OR2 ASK, ELSE SKIP TO H16

H12. Is your current partner a woman or a man?

1. Woman
2. Man

If A2=1 and H12=1 and A3=2, OR

If A2=2 and H12=2 and A3=2 (same sex partnership)

ASK H13; ELSE SKIP TO H16

H13. What is your partner's country of citizenship?

[LIST OF 27 EU MSs and CROATIA + OTHER COUNTRY]

Should be asked only those, who are married /registered partnership with same-sex partners,

IF A2=1 and H10=2 and H12=1 and A3=2 or A2=2 and H10=2 and H12=2 and A3=2

H14. Have you ever moved to an EU country (and also taken up local residence) together with your same-sex partner, *since you married or registered your partnership?*

1. Yes CONTINUE WITH H15
2. No SKIP TO H16

9. Don't know

SKIP TO H16

H15. In the country where you have moved to (taken up residence), have you or your partner been denied or restricted access to any benefits or services that would have been available for a different-sex spouse or partner because of you having a same-sex partner or spouse?

1. Yes
2. No
3. I did not need or use any benefits or services
9. Don't know

ASK ALL

H16. In the country where you live, do you consider yourself to be part of any of the following?

PLEASE SELECT ALL THAT APPLY

1. An ethnic minority (including of migrant background)
2. A religious minority
3. A sexual minority
4. A minority in terms of disability (excluding diagnosis of gender dysphoria/gender identity disorder)
5. Other minority group
6. None of the above
9. Don't know

ASK ALL

H17. Could you please indicate what your household's net combined monthly income is – that is, after deductions for tax, social insurance, etc.? [According to the answer to H1 (country of residence), the list of relevant categories should appear]

1. Under lowest quartile
2. Between lowest quartile and median
3. Between median and highest quartile
4. Above highest quartile

Section I How did you come to know about the survey

I1. Before proceeding, please tell us how did you come to know about this survey?

PLEASE SELECT ALL THAT APPLY

1. I read about it in a newspaper (online or printed)
2. I received an email from an organisation or online network
3. Somebody told me about it or sent me the link
4. Through social media (facebook, Twitter or etc.)
5. I saw an advertisement (banner) online, please specify where:
.....
6. Somewhere else

Section J Individual story

Thank you for taking the time to complete the survey so far. The main part of the survey is finished, and you now have the opportunity to provide more information about any experiences of discrimination, violence or harassment that you have already mentioned.

You are also welcome to share any other experiences or perceptions of your life as a [category on the basis of A3 or A4] person.

J1. Feel free to tell us about anything you consider important or worth mentioning.

PLEASE WRITE HERE:

J2. Do you consent to having some parts of your story cited in an anonymous way in the FRA survey reports?

1. Yes
2. No
9. Don't know

Thank you for taking part in the biggest ever EU LGBT survey.

The results of the survey will be published on the webpage of the European Union Agency for Fundamental Rights (FRA) in the first half of 2013.

If you know of others who might be interested in taking part in the survey, please do forward the link. We would especially like to encourage older lesbian, gay, bisexual and/or transgender persons to take part in the survey too.

List of organizations

Please click here to see a list of relevant organisations that might provide you with further assistance if you have been discriminated against or have been victim of crime

B. List of websites which cooperated to promote the survey, by country

The following tables list the websites that cooperated with the survey by placing EU LGBT survey banners on their sites, or by pointing to the survey and/or publishing the survey announcement and the periodic reminders. Note that several other (LGBT-related and other) websites could have hosted information about (and links to) the EU LGBT survey spontaneously without formal cooperation with the survey project team.

Belgium

NAME / URL	L	G	B	T	Banner / logo included at website	Info and/or link included at website
http://www.cavaria.be/	L	G	B	T	Yes	Yes
www.hetrozehuis.be	L	G	B	T	Yes	
http://www.genderstichting.be				T	Yes	
http://www.zizo-magazine.be/	L	G	B	T	Yes	Yes

Bulgaria

NAME / URL	L	G	B	T	Banner / logo included at website	Info and/or link included at website
http://www.gay.bg/		G	B		Yes	Yes
www.bulgayria.com		G	B		Yes	Yes
www.bilitis.org	L	G	B	T	Yes	Yes
www.deystvie.org	L	G	B		Yes	Yes
http://www.bgles.com/	L		B	T	Yes	Yes
http://girlsgonewise.wordpress.com/	L	G	B	T	Yes	Yes
http://www.bsxds.com/blog/		G			Yes	Yes
http://mushabusha.wordpress.com/	L	G	B	T	Yes	Yes
http://pillsofdete.wordpress.com/	L	G	B	T	Yes	Yes
www.stalik.wordpress.com/	L	G	B	T	Yes	Yes

NAME / URL	L	G	B	T	Banner / logo included at website	Info and/or link included at website
http://www.bghelsinki.org	L	G	B	T	Yes	Yes
www.razkrivane.deystvie.org/	L	G	B		Yes	Yes
https://www.facebook.com/groups/lgbt.plovdiv/	L	G	B		Yes	Yes
http://www.kzd-nondiscrimination.com/layout/	L	G	B	T	Yes	Yes
https://www.facebook.com/lgbt.plovdiv/posts/198443436948149?ref=notif&notif_t=like	L	G	B	T	Yes	Yes
http://lesbian.start.bg/	L		B	T	Yes	Yes
https://www.facebook.com/groups/322678871118985/	L	G	B	T	Yes	Yes

Czech Republic

NAME / URL	L	G	B	T	Banner / logo included at website	Info and/or link included at website
www.lesba.cz/	L				Yes	Yes
www.bengales.cz/	L				Yes	Yes
http://lezz.cz/	L				Yes	Yes
www.elnadruhou.cz	L	G	B	T		Yes
http://rozdilnerytmy.blgz.cz/	L		B		Yes	Yes
http://www.drba.cz/	L				Yes	Yes
http://glbtiporadna.unas.cz/main.htm	L	G	B	T		Yes
www.colourplanet.cz	L	G	B	T	Yes	
www.honilek.cz		G				Yes
www.galibi.cz	L	G	B		Yes	Yes

NAME / URL	L	G	B	T	Banner / logo included at website	Info and/or link included at website
www.charlie.li	L	G	B	T	Yes	Yes
http://www.lepress.cz/	L				Yes	
http://www.queershops.cz/	L	G			Yes	Yes
www.proudem.cz	L	G	B	T	Yes	Yes
www.004.cz	L	G	B	T	Yes	
www.lgbt.poradna-prava.cz	L	G	B	T	Yes	Yes
www.one4one.cz	L				Yes	
www.pratety.cz		G			Yes	Yes
www.lui-magazine.cz		G			Yes	
www.qcafe.cz	L	G	B	T		Yes
www.iboys.cz		G			Yes	Yes
www.igirls.cz	L				Yes	Yes
www.praguepride.com	L	G	B	T	Yes	
CaféErra	L	G	B			Yes
Transforum				T	Yes	
www.gate.cz	L	G	B	T	Yes	Yes

Denmark

NAME / URL	L	G	B	T	Banner / logo included at website	Info and/or link included at website
http://lgbt.dk/	L	G	B	T	Yes	Yes
http://www.out-and-about.dk		G				Yes
http://proud.dk/	L	G	B	T		Yes

NAME / URL	L	G	B	T	Banner / logo included at website	Info and/or link included at website
http://boyfriend.dk		G	B	T	Yes	
http://girlfriend.dk	L		B	T	Yes	
http://www.gaynord.dk	L	G				Yes
http://www.panidraet.dk/	L	G				Yes
LGBT Ungdom (Youth branch of LGBT Denmark)	L	G	B	T		Yes
STOP AIDS (National MSM campaign organisation)	L	G	B	T		Yes
Sex & Samfund (Danish Family Planning Association)	L	G	B	T		Yes
Sabaah (org. for ethnic minority LGBT persons)	L	G	B	T		Yes
StorkKlinik (the largest fertility clinic for lesbians, has newsletter for the resulting parents also)	L					Yes
Lambda.dk (local group)	L	G	B	T		Yes
TiD (Organisation of transvestites)				T		Yes
BLUS (LGBT student organisation)	L	G	B	T		Yes

Germany

NAME / URL	L	G	B	T	Banner / logo included at website	Info and/or link included at website
http://www.lsvd.de/	L	G		T	Yes	Yes
www.berlin.lsvd.de	L	G			Yes	
www.nrw.lsvd.de	L	G			Yes	
www.sachsen-anhalt.lsvd.de	L	G			Yes	

NAME / URL	L	G	B	T	Banner / logo included at website	Info and/or link included at website
www.ba-wue.lsvd.de	L	G			Yes	
www.niedersachsen.lsvd.de	L	G			Yes	
http://www.box-online.de/		G			Yes	
http://www.gay-web.de/	L	G	B		Yes	
http://www.aidshilfe.de/		G			Yes	Yes
http://www.befah.de/index.php	L	G			Yes	
http://www.ilse.lsvd.de/	L	G	B		Yes	
http://www.lesben.org	L				Yes	
www.saar.lsvd.de	L	G	B	T	Yes	
http://www.velspol.de/	L	G			Yes	
http://www.schwulesmuseum.de/	L	G			Yes	
http://www.sc-janus.de/	L	G	B	T	Yes	
http://www.svkoeln.de		G	B		Yes	
http://www.huk.org		G			Yes	
www.fliederlich.de	L	G	B	T	Yes	
http://www.mersi-amnesty.de/	L	G	B	T	Yes	
www.colognepride.de	L	G	B	T	Yes	
www.lsu-online.de	L	G	B	T	Yes	
http://www.vlsp.de/	L	G			Yes	
http://www.queer.de	L	G	B	T		Yes
http://www.andersartig.info/	L	G	B	T	Yes	
http://www.rosaliste.de/	L	G	B	T	Yes	
http://www.rubicon-koeln.de	L	G	B	T	Yes	

NAME / URL	L	G	B	T	Banner / logo included at website	Info and/or link included at website
http://www.vielfalt-statt-gewalt.de	L	G	B	T	Yes	
http://www.rosastrippe.de/	L	G			Yes	
http://www.lesben-nrw.de/	L				Yes	
http://www.zentrum-weissenburg.de/	L	G	B	T	Yes	
http://www.heinfiete.de/		G			Yes	
http://www.siegessaule.de	L	G		T	Yes	
http://www.blu.fm/		G			Yes	
http://koeln19228.wordpress.com		G			Yes	
www.duesseldorf19228.de		G			Yes	
http://www.hinnerk.de/		G			Yes	

Estonia

NAME / URL	L	G	B	T	Banner / logo included at website	Info and/or link included at website
https://www.facebook.com/egn.ee	L	G	B	T		Yes
http://www.erinevusrikastab.ee	L	G	B	T		Yes
www.humanrights.ee	L	G	B	T		Yes
http://www.facebook.com/omakeskus	L	G	B	T		Yes

Greece

NAME / URL	L	G	B	T	Banner / logo included at website	Info and/or link included at website
http://www.gaygreece.gr/		G			Yes	Yes

NAME / URL	L	G	B	T	Banner / logo included at website	Info and/or link included at website
http://www.10percent.gr/	L	G	B	T	Yes	Yes
http://deon.gr/	L	G			Yes	Yes
http://www.gayworld.gr/		G	B			Yes
www.transs.gr	L	G	B	T	Yes	Yes
www.olke.org	L	G	B	T	Yes	Yes
http://lgbtqiplatform.wordpress.com /	L	G	B	T	Yes	Yes
http://www.transgender-association.gr/				T	Yes	Yes
http://www.gorgo.biz/	L	G	B	T	Yes	Yes
sympraxigender@gmail.com	L	G	B	T	Yes	Yes
omofovia@hotmail.com	L	G	B	T	Yes	Yes
http://colouryouth.gr	L	G	B	T	Yes	Yes
http://www.colourfulplanet.gr/	L	G		T	Yes	Yes
http://www.lesbianbimafia.blogspot.com/	L					Yes
http://www.gayrightsgreece.blogspot.com/		G				Yes
http://www.tobriki.blogspot.com/	L	G	B	T		Yes
http://www.loa.gr	L		B			Yes
http://www.facebook.com/groups/137101396367018/	L	G	B	T	Yes	Yes
http://www.lothess.weebly.com	L		B		Yes	Yes
http://www.athenspride.eu/v2/	L	G	B	T	Yes	Yes
http://www.ermis.de/	L	G				Yes
http://pinkpelican.gr (fb)	L	G	B	T	Yes	Yes

Spain

NAME / URL	L	G	B	T	Banner / logo included at website	Info and/or link included at website
http://felgtb.org/	L	G	B	T	Yes	
http://www.chueca.com		G	B		Yes	
http://expresos-sociales.blogspot.com/	L	G	B	T		Yes
http://www.dosmanzanas.com	L	G	B	T	Yes	
http://www.lambdavalencia.org/	L	G	B	T	Yes	
http://www.gayvalencia.org/index_val.php	L	G	B	T	Yes	
http://www.arcopoli.org	L	G	B	T	Yes	
http://www.cascaraamarga.es	L	G	B	T	Yes	

France

NAME / URL	L	G	B	T	Banner / logo included at website	Info and/or link included at website
http://www.inter-lgbt.org/	L	G	B	T		Yes
http://www.trans-aide.com/				T	Yes	
http://www.enfants-arcenciel.org	L	G				Yes
http://www.ravad.org/	L	G	B	T	Yes	
http://www.sos-homophobie.org/	L	G	B	T		Yes
http://www.trans-forum.biz/				T		Yes
www.acthe.fr				T		Yes
www.ortrans.org				T	Yes	Yes
www.ligneazur.org	L	G	B	T	Yes	
http://yagg.com/	L	G	B	T	Yes	Yes

http://www.tetu.com/	L	G	B	T	Yes	Yes
http://defenseurdesdroits.fr/	L	G	B	T	Yes	Yes
http://www.centrelgbtparis.org/	L	G	B	T		Yes
http://www.mag-paris.fr/	L	G	B	T	Yes	
http://chrysalidelyon.free.fr/				T		Yes
http://www.inter-trans.org				T		Yes
http://www.caelif.fr	L	G	B	T	Yes	

Ireland

NAME / URL	L	G	B	T	Banner / logo included at website	Info and/or link included at website
http://lgbtdiversity.com/	L	G	B	T		Yes
http://www.glen.ie/	L	G	B		Yes	Yes
http://www.queerid.com/	L	G	B	T	Yes	Yes
www.gaire.com	L	G	B	T	Yes	Yes
www.belongto.org	L	G	B	T	Yes	Yes
www.theladylist.ie	L		B	T		Yes
www.teni.ie				T		Yes
www.gaelick.com	L		B	T	Yes	Yes
http://www.angrypotato.net/	L	G	B	T		Yes
http://www.outhouse.ie/	L	G	B	T	Yes	Yes
http://www.lgbtinc.org/index.html	L	G	B	T		Yes
www.gaycork.com	L	G	B	T	Yes	
http://www.gcn.ie	L	G	B	T	Yes	
http://www.meetup.com/Dublin-LGBTQ-Womens-Social-	L		B	T		Yes

NAME / URL	L	G	B	T	Banner / logo included at website	Info and/or link included at website
Networking-Club/						
http://www.marriagequality.ie/	L	G	B	T		Yes

Italy

NAME / URL	L	G	B	T	Banner / logo included at website	Info and/or link included at website
http://www.arcilesbica.it/	L				Yes	Yes
http://www.arcigay.it/	L	G	B	T	Yes	Yes
http://www.gay.it/	L	G	B	T	Yes	Yes
http://www.agedo.org/	L	G	B	T	Yes	Yes
http://www.mariomieli.org/	L	G	B	T	Yes	Yes
http://www.gaynews.it	L	G	B	T		Yes
http://www.psicologiagay.com/	L	G	B	T	Yes	Yes
http://www.certidiritti.it/	L	G	B	T	Yes	Yes
http://www.famigliarcobaleno.org/	L	G	B		Yes	Yes
http://www.ilditoelaluna.com/	L	G	B	T	Yes	Yes
http://www.deegay.it/	L	G			Yes	Yes
http://www.stonewall.it/	L	G	B	T	Yes	Yes
http://www.ireos.org/	L	G	B	T	Yes	Yes

Cyprus

NAME / URL		G	B	T	Banner / logo included at website	Info and/or link included at website
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http://www.L1acceptcy.org/el,wwww.acceptcy.org/el	L	G	B	T	Yes	Yes
www.cyfamplan.org	L	G	B	T		Yes
http://www.cypruscommunitymedia.org/			B			Yes
www.cyc.org.cy	L	G	B	T		Yes
http://ermiseleutheriou.blogspot.com/		G				Yes
http://blogskepseon.blogspot.com/	L		B	T	Yes	Yes
http://marmitekill.blogspot.com/	L		B		Yes	Yes
http://www.acceptcy.org	L	G	B	T	Yes	

Latvia

NAME / URL	L	G	B	T	Banner / logo included at website	Info and/or link included at website
www.gay.lv	L	G	B	T	Yes	Yes
www.skapis.eu/en/	L	G	B	T	Yes	Yes
www.mozaika.lv/	L	G	B	T	Yes	Yes
www.virniekiem.lv		G	B	T	Yes	Yes
www.mygoldenclub.com	L	G	B	T	Yes	Yes
http://www.mygoldenclub.com/1v/650820	L	G	B	T	Yes	

Lithuania

NAME / URL	L	G	B	T	Banner / logo included at website	Info and/or link included at website
www.gay.lt	L	G	B	T	Yes	
www.gayline.lt/	L	G	B	T	Yes	
www.homozigotai.tinkle.lt/	L	G			Yes	
www.atviri.lt	L	G	B	T	Yes	
www.lgl.lt	L	G	B	T	Yes	
www.homo-mag.lt	L	G				Yes
www.sohoclub.lt	L	G	B	T	Yes	
www.facebook.com/lgl.lt	L	G	B	T		Yes

Luxembourg

NAME / URL	L	G	B	T	Banner / logo included at website	Info and/or link included at website
http://www.gay.lu/	L	G	B	T	Yes	Yes
http://www.gay.lu/node/1501				T	Yes	Yes
http://www.sara.lu/				T	Yes	
http://cet.lu	L	G	B	T	Yes	
http://www.ldh.lu/	L	G	B	T	Yes	
http://cij.lu/	L	G	B	T	Yes	
http://www.youth.lu/	L	G	B	T	Yes	
http://www.cigale.lu/	L	G	B	T	Yes	Yes
http://www.gaymat.lu/	L	G	B	T		Yes
http://www.cgjl.lu/	L	G	B	T		Yes

NAME / URL	L	G	B	T	Banner / logo included at website	Info and/or link included at website
http://www.cid-femmes.lu/	L	G	B	T	Yes	
http://www.4motion.lu/	L	G	B	T	Yes	
http://www.jugendtreffhesper.lu/	L	G	B	T	Yes	
http://www.croix-rouge.lu/	L	G	B	T	Yes	
www.rosa-letzebuerg.lu	L	G	B	T	Yes	Yes
http://www.croix-rouge.lu/blog/6742/enquete-europeenne-lgbt-lancee-par-l%E2%80%99agence-fra/	L	G	B	T	Yes	
www.vdl.lu	L	G	B	T	Yes	
www.utopolis.lu		G	B		Yes	
http://www.mywort.lu/centre/classifieds/19311107.html	L	G	B	T	Yes	Yes
http://www.olai.public.lu/fr/actualites/2012/05/lgbt/index.html	L	G	B	T	Yes	Yes
http://idaho-letzebuerg.org/wordpress_idaho/	L	G	B	T	Yes	Yes
https://www.facebook.com/#!/LGBTsurveyLB	L		B		Yes	Yes

Hungary

NAME / URL	L	G	B	T	Banner / logo included at website	Info and/or link included at website
http://www.labrisz.hu/	L				Yes	Yes
http://www.melegvagyok.hu/	L	G	B	T	Yes	Yes

http://www.companymedia.hu/		G		T	Yes	Yes
http://www.hatter.hu/	L	G	B	T	Yes	
http://www.gay.hu/		G			Yes	Yes
http://www.frissmeleg.hu/	L	G	B	T	Yes	Yes
http://pinkvanilla.hu/	L	G	B	T	Yes	Yes
http://transvanilla.hu/				T	Yes	Yes
http://www.gaypoint.hu/		G	B		Yes	
http://randi.gay.hu/		G	B	T	Yes	
www.patent.org.hu	L	G	B	T		Yes
www.pinkbanana.hu	L	G	B	T	Yes	

Malta

NAME / URL	L	G	B	T	Banner / logo included at website	Info and/or link included at website
www.maltgayrights.org	L	G	B	T	Yes	Yes
http://drachmalgbt.blogspot.com/	L	G	B	T	Yes	Yes
http://mariogerada.blogspot.com/	L	G	B	T	Yes	Yes
http://patrickattard.blogspot.com/	L	G	B	T	Yes	Yes

Netherlands

NAME / URL	L	G	B	T	Banner / logo included at website	Info and/or link included at website
http://www.coc.nl/dopage.pl?the_ma=any&pagina=home	L	G	B	T	Yes	Yes
http://www.lnbi.nl/joomla/index.php/nieuws/34-laatste-nieuws/151-fra-lanceert-	L	G	B	T	Yes	Yes

NAME / URL	L	G	B	T	Banner / logo included at website	Info and/or link included at website
europese-lhbt-enquete						
http://www.genius.nl/nieuws/59-glbt-nieuws-/598-fra-lanceert-europese-lhbt-enquete	L	G			Yes	Yes
http://www.transgenderenetworknederland.nl				T	Yes	Yes
www.gaynews.nl		G	B		Yes	
http://www.zijaanzij.nl/	L		B			Yes
http://www.femfusion.nl/	L		B			Yes
www.dekringen.nl	L	G	B	T		Yes
http://www.continuum.nl				T	Yes	Yes
http://www.cocmiddenzeeland.nl/	L	G	B	T	Yes	
http://www.cocrotterdam.nl/	L	G	B	T	Yes	Yes
http://www.cocdeventer.nl/	L	G	B	T	Yes	Yes
http://www.cocflevoland.nl/index.php	L	G	B	T	Yes	Yes
http://www.cocleiden.nl/	L	G	B	T	Yes	
http://www.diverzo.nl/	L	G	B	T	Yes	Yes
http://www.cocnijmegen.nl/	L	G	B	T		Yes
www.coctwenteachterhoek.nl/	L	G	B	T		Yes
http://www.transgendernederland.nl				T	Yes	Yes
http://www.dito-online.nl/	L	G	B	T	Yes	
http://www.chjc.nl	L	G	B		Yes	
http://www.netwerkmirre.nl/	L	G	B			Yes
http://www.ihlia.nl/	L	G	B	T	Yes	Yes
http://embracepink.nl	L	G	B	T	Yes	Yes

NAME / URL	L	G	B	T	Banner / logo included at website	Info and/or link included at website
http://www.verliefde-jongens.nl	L		B		Yes	
http://www.plattelandskringtweente.nl	L	G	B		Yes	
http://roze.dse.nl	L	G	B	T	Yes	
http://www.switchboard.nl	L	G	B	T		Yes
www.gayfarmer.nl	L	G	B		Yes	Yes
www.anbo.nl	L	G	B			Yes
http://www.lccprojecten.nl	L	G	B	T	Yes	
http://www.onzeweg.nl/	L	G	B			Yes
www.derozezuster.nl		G	B		Yes	Yes
www.lesbische-dating.nl	L		B		Yes	Yes
www.vrolijk.nu	L	G	B	T	Yes	
www.queertheologen.nl	L	G	B	T	Yes	
www.transcreen.nl				T	Yes	
http://www.thebosoms.com			B	T	Yes	
http://www.utrecht.nl/smartsite.dws?id=167774	L	G	B	T		Yes
www.pinkpanel.nl	L	G	B	T		Yes
http://www.transman.nl/nieuws_bericht.php?p=1133				T		Yes
http://www.cocmiddengelderland.nl/	L	G	B	T	Yes	Yes

Austria

NAME / URL	L	G	B	T	Banner / logo included at website	Info and/or link included at website
http://www.gaynet.at/		G			Yes	Yes

NAME / URL	L	G	B	T	Banner / logo included at website	Info and/or link included at website
http://diestandard.at/r1192182008534/Lesben-und-Schwule	L	G	B	T		Yes
http://www.transx.at/				T	Yes	
http://www.gruene-andersrum.at/index.php	L	G		T	Yes	
http://www.hosiwien.at/	L	G			Yes	
http://www.rklambda.at/e/index.htm	L	G			Yes	
http://www.hosi.or.at/	L	G			Yes	
http://www.hosilinz.at/	L	G			Yes	
http://www.aufschlag.org/index.php	L	G			Yes	
http://www.univie.ac.at/iq/	L	G				Yes
http://orqoa.at/	L	G	B	T	Yes	
www.ggg.at	L	G	B	T	Yes	
www.regenbogenfamilien.at	L	G	B	T	Yes	
www.thinkoutsideyourbox.net	L	G	B	T	Yes	
http://www.courage-beratung.at/	L	G	B	T		Yes
http://www.hositirol.at/	L	G	B	T		Yes
http://www.hugwien.at/	L	G	B	T		Yes
www.viennapride.at	L	G	B	T		Yes
http://www.ots.at/	L	G	B	T		Yes
http://queernews.at/	L	G	B	T		Yes
https://www.facebook.com/sjoe.at?filter=2	L	G	B	T		Yes

Poland

NAME / URL	L	G	B	T	Banner / logo included at website	Info and/or link included at website
http://innastrona.pl	L	G	B	T		Yes
http://www.homiki.pl/	L	G	B	T	Yes	Yes
http://gejowo.pl/	L	G	B		Yes	
http://www.homoseksualizm.org.pl	L	G	B		Yes	
http://www.queercafe.pl/	L	G	B	T		Yes
http://crossdressing.pl				T	Yes	Yes
http://transseksualizm.pl				T	Yes	Yes
http://genders.pl/	L	G	B	T	Yes	Yes
http://www.polgej.pl/		G	B			Yes
http://bearbook.pl/	L	G	B	T		Yes
http://tongariro.pl/	L	G	B			Yes
http://www.rainbowcollection.pl/	L	G	B			Yes
http://www.kph.org.pl/	L	G	B	T	Yes	
www.transfuzja.org/	L	G	B	T	Yes	Yes
http://www.miloscniewyklucza.pl/	L	G				Yes
http://www.lambdawarszawa.org/	L	G	B	T		Yes
http://queer.uw.edu.pl/	L	G	B	T	Yes	
http://transgenderyzm.pun.pl				T	Yes	

Portugal

NAME / URL	L	G	B	T	Banner / logo included at website	Info and/or link included at website
http://www.opusgay.org/	L	G	B	T	Yes	Yes
http://www.rea.pt/	L	G	B	T		Yes
www.rea.pt/forum	L	G	B	T	Yes	Yes
https://www.facebook.com/dezanove	L	G	B	T		Yes
www.dezanove.pt	L	G	B	T		Yes
http://www.lespt.org/	L				Yes	
www.leswork.pt.vu	L				Yes	
http://www.ilga-portugal.pt/ilga/index.php	L	G	B	T	Yes	Yes
http://www.facebook.com/ilgaportugal	L	G	B	T		Yes
www.facebook.com/arraialpridex	L	G	B	T		Yes
www.facebook.com/centrolgbt	L	G	B	T		Yes
http://booyys.blogspot.com/		G			Yes	Yes
http://www.facebook.com/booyys.net		G				Yes
http://checkpointlx.com/		G	B		Yes	
http://marialisboardiscoteca.blogspot.com/	L	G	B	T	Yes	Yes
https://www.facebook.com/marialisboardiscoteca?sk=info	L	G	B	T		Yes
http://www.clubesafo.com	L				Yes	Yes
http://www.portugalgay.pt/	L	G	B	T	Yes	Yes
http://www.umarfeminismos.org	L				Yes	Yes

NAME / URL	L	G	B	T	Banner / logo included at website	Info and/or link included at website
/						
https://www.facebook.com/Club eSafo	L					Yes
https://www.facebook.com/Tramadas	L		B			Yes
http://www.igualdade.gov.pt	L	G	B	T		Yes
http://www.cig.gov.pt/	L	G	B	T		Yes
http://lapislavra.wordpress.com/	L				Yes	
http://divercidaderaimbow.blogspot.pt	L	G	B	T		Yes
http://noticiasgrupo28dejunho.blogspot.pt	L	G	B	T		Yes

Romania

NAME / URL	L	G	B	T	Banner / logo included at website	Info and/or link included at website
http://transgen.ro/				T	Yes	
www.accept-romania.ro	L	G	B	T	Yes	
http://www.totalg.ro/		G			Yes	
http://www.antidiscriminare.ro/home/	L	G	B	T	Yes	Yes
http://stirigay.ro/	L	G	B	T	Yes	
http://www.amales.ro/	L	G	B	T	Yes	
http://www.angelicuss.com/		G			Yes	
http://www.darkq.net/	L	G	B			Yes
http://www.ideidegay.ro/		G			Yes	

http://act-q.org/	L	G	B	T	Yes	
---	---	---	---	---	-----	--

Slovenia

NAME / URL	L	G	B	T	Banner / logo included at website	Info and/or link included at website
http://www.narobe.si/	L	G	B	T	Yes	Yes
www.drustvo-legebitra.si	L	G	B	T	Yes	Yes
http://www.ljudmila.org/siqrd/	L	G	B	T	Yes	Yes
http://open.si/	L	G	B	T	Yes	Yes
www.dih.si	L	G	B	T	Yes	Yes
www.ljudmila.org/lesbo/	L				Yes	Yes
http://outinslovenija.blog.siol.net /	L	G			Yes	Yes
http://www.ljudmila.org/siqrd/magnus/		G			Yes	Yes
http://www.ljudmila.org/lesbo/arm/index.html	L	G	B	T	Yes	Yes
http://glavca.blog.siol.net/	L	G	B	T	Yes	Yes
www.mavricni-forum.net	L	G	B	T	Yes	Yes
http://www.kulturnicenterq.org/	L	G	B	T	Yes	Yes
http://rozalija.editboard.com/	L	G	B	T	Yes	Yes

Slovakia

NAME / URL	L	G	B	T	Banner / logo included at website	Info and/or link included at website
www.gaychristians.sk	L	G			Yes	
www.lesba.sk/	L				Yes	
www.inakost.sk	L	G	B	T	Yes	
http://www.qlf.sk/	L	G	B	T	Yes	
http://www.homofobia.sk/sk/Vitajte	L	G			Yes	
http://www.qcentrum.sk/	L	G	B	T	Yes	
http://www.colourplanet.cz/	L	G	B	T		Yes
http://www.ffi.sk/	L	G	B	T	Yes	
http://www.duhovypride.sk/sk/	L	G	B	T	Yes	
http://www.transfuzia.sk				T	Yes	
www.iboys.cz		G	B			Yes
www.igirls.cz	L		B			Yes

Finland

NAME / URL	L	G	B	T	Banner / logo included at website	Info and/or link included at website
http://www.seta.fi/	L	G	B	T	Yes	Yes
http://helsinkipride.fi/	L	G	B	T		Yes
http://www.sateenkaariperheet.fi/index.php	L	G	B	T		Yes
http://ranneliike.net/teema/gay_finland?cid=40	L	G	B	T	Yes	Yes
http://www.mummolaakso.fi/ine_english.html	L	G	B			Yes

NAME / URL	L	G	B	T	Banner / logo included at website	Info and/or link included at website
http://www.puuteri.org				T		Yes
http://www.mscfin.fi/		G	B		Yes	
www.ftm2.info				T		Yes
www.wtftm.org				T		Yes
http://www.trasek.net/				T	Yes	Yes
http://www.dreamwearclub.net/				T		Yes
Facebook.com/setary						Yes
http://www.qruiser.com	L	G	B			Yes
http://www.mrgayfinland.com/	L	G				Yes
http://www.miestenkesken.fi/		G				Yes
http://www.oulunseta.fi/english.php	L	G	B	T		Yes
http://www.rovaniemenseta.fi/	L	G	B	T		Yes
http://www.savonseta.fi/en	L	G	B	T		Yes
http://www.regnbagsankan.fi/hem/	L	G	B	T		Yes
http://www.hobiles.fi/index.php?option=com_content&view=category&layout=blog&id=4&Itemid=11&lang=en	L	G	B	T		Yes
http://www.poseta.net/english.html	L	G	B	T		Yes
http://www.hot.fi/index.php/HOT/En	L	G				Yes
http://www.treseta.fi/	L	G	B	T	Yes	Yes
http://www.heseta.fi/	L	G	B	T		Yes
https://wiki.helsinki.fi/display/Ovi/Ovi+in+English	L	G	B	T		Yes
http://www.homoglobiini.fi/	L	G	B	T	Yes	Yes
http://vaasanseta.fi/english/	L	G	B	T		Yes

NAME / URL	L	G	B	T	Banner / logo included at website	Info and/or link included at website
http://telehpy.ayy.fi/	L	G	B	T		Yes
http://www.uta.fi/jarjestot/sekava/	L	G	B	T	Yes	Yes
KySETA						Yes
http://www.saimaanseta.com/	L	G	B	T		Yes
http://www.dtm.fi/	L	G				Yes
http://www.herculesgayclub.com/		G				Yes
http://www.bearparkcafe.net/	L	G	B	T	Yes	Yes
http://www.mannsstreet.com/		G				Yes
http://www.mixei.com/	L	G				Yes
www.tuset.fi	L	G	B	T		Yes
http://www.lahdenseta.fi/	L	G	B	T		Yes
www.tasa-arvo.fi				T		Yes

Sweden

NAME / URL	L	G	B	T	Banner / logo included at website	Info and/or link included at website
www.rfsl.se	L	G	B	T	Yes	
www.rfslungdom.se	L	G	B	T	Yes	
www.fpes.se				T	Yes	
www.kim.nu				T	Yes	
www.qx.se	L	G	B	T	Yes	
www.socialdemokraterna.se/hbts	L	G	B	T	Yes	

United Kingdom

NAME / URL	L	G	B	T	Banner / logo included at website	Info and/or link included at website
http://lgbthistorymonth.org.uk/	L	G	B	T	Yes	
http://www.gires.org.uk/				T	Yes	
http://www.pfc.org.uk/				T	Yes	
http://www.unison.org.uk/out/	L	G	B	T	Yes	
http://www.tuc.org.uk/equality	L	G	B	T	Yes	
www.lgbtconsortium.org.uk	L	G	B	T	Yes	
http://www.beaumontsociety.org.uk/Index.html				T		Yes
http://www.gaytoz.com	L	G	B	T	Yes	
http://www.pinknews.co.uk/	L	G	B	T	Yes	
http://www.pinkpaper.com/	L	G	B	T	Yes	
http://g3mag.co.uk/g3mag/	L		B		Yes	
www.outmag.co.uk		G	B		Yes	
www.Bicon.org.uk			B		Yes	
http://www.rainbow-project.org/		G	B		Yes	
http://www.equality-network.org	L	G	B	T	Yes	
http://www.scottishtrans.org/				T	Yes	
http://www.lgf.org.uk/	L	G	B		Yes	
http://www.galop.org.uk/	L	G	B	T	Yes	
www.fyne.co.uk	L	G	B	T	Yes	
http://www.thefword.org.uk/blog/2012/04/european_union_	L					Yes
http://www.edf.org.uk/blog/?p=	L	G	B	T		Yes

NAME / URL	L	G	B	T	Banner / logo included at website	Info and/or link included at website
17650						
http://www.gaystarnews.com	L	G	B	T		Yes
http://blogs.kent.ac.uk/lgbtstaff/2012/05/04/european-lgbt-surve/	L	G	B	T		Yes
http://www.discodamaged.com/2012/04/complete-the-eu-lgbt-survey.html		G				Yes
http://www.pcs.org.uk/en/equality/equality_groups/proud__lgbt_members/lgbt-news.cfm	L	G	B	T		Yes
http://www.rgu.ac.uk/news/new-eu-lgbt-survey	L	G	B	T		Yes

Croatia

NAME / URL	L	G	B	T	Banner / logo included at website	Info and/or link included at website
www.crol.hr/portal/index.php	L				Yes	Yes
http://www.gay.hr/	L	G	B	T	Yes	Yes
http://www.zagreb-pride.net/	L	G	B	T	Yes	Yes
www.ravnopravnost.hr	L	G	B	T		Yes
http://www.queer.hr/	L	G	B	T	Yes	Yes
http://www.voxfeminae.net/	L		B		Yes	Yes
http://www.libela.org/	L				Yes	Yes
www.lori.hr	L		B	T	Yes	
www.bumerang.hr		G			Yes	Yes

C . Communication messages

Survey announcement

Formal survey introduction / press release by FRA

EUROPEAN LGBT SURVEY LAUNCHED BY FRA:

Besides occasional news reports about discrimination against lesbian, gay, bisexual and trans (LGBT) people, there is very little comparable data collected across the EU about the everyday experiences of LGBT people with respect of discrimination. In response to this situation, the European Union Agency for Fundamental Rights (FRA) has launched the first ever online EU-wide survey to establish an accurate picture of the lives of lesbian, gay, bisexual and trans people (18 years or older) that will try to capture their experiences. The survey covers the 27 EU Member States (including [COUNTRY]) and Croatia.

As the first EU-wide survey of its kind, the results will support the development of equal treatment policies for LGBT people in the European Union and should set the agenda for years to come. Based on the survey results, national and European policy makers, as well as non-governmental organisations, will be able to better target their advocacy strategies and activities to support LGBT communities to live and express themselves freely in a non-discriminatory environment.

The survey is completely anonymous (no data on the participants and their sessions are logged in any way). The survey is operated by Gallup, a professional survey and consultancy firm.

In order to give weight to the results, the European LGBT survey counts on the participation of a large and diverse group of lesbian, gay, bisexual and trans people from each country. Hence, it is vitally important for the success of the survey that it reaches a wide target group through participants emailing the survey, sharing it through social media or simply inviting LGBT friends to take part.

Informal announcement – text used on survey’s Facebook page

Make your experience count: take part in the largest ever European LGBT survey!

What is the survey about?

*The first survey of its kind - **The European LGBT survey** collects experiences of lesbian, gay, bisexual or transgender people living in the European Union or Croatia. The survey wants to know about your everyday experiences and any discriminatory treatment that you feel you may have been exposed to. It is conducted by the European Union Agency for Fundamental Rights, it is completely anonymous and is available to complete online until the end of June 2012 [link]. You can fill in the questionnaire in [NATIONAL LANGUAGE] (or other languages spoken in Europe).*

Who can take part?

Everyone can take part who is over the age of 18 and identifies as lesbian, gay, bisexual, transgender, or any other part of the LGBT “rainbow”, and who permanently lives in the European Union or Croatia.

What about privacy?

The survey is completely anonymous. The questionnaire will not register any information about your real or online identity.

How can you spread the word?

The more people we reach in the LGBT community, the better the chances are that the survey will reflect the opinions of everyone concerned and the better able we will be to say that the results reflect the experiences and opinions of a wide range of people.

Please share the survey on Facebook, Twitter or any other social media site you feel comfortable posting this on! (here: add link to facebook, twitter)

Informal announcement – suggested text to be used by people and organisations who wanted to promote the survey on their own Facebook page, blog, etc.

*The European LGBT survey collects **your** experiences as a lesbian, gay, bisexual or trans person who is over the age of 18 and living in the European Union or Croatia. The survey is conducted by the European Union Agency for Fundamental Rights. It is completely anonymous and it is available online until the end of June 2012 [link]. You can fill in the questionnaire in [NATIONAL LANGUAGE] (or other languages spoken in Europe).*

Donating just XX minutes of your day to fill out the survey will really help to better represent the experiences, opinions and needs of LGBT people. The greater number of participants, the greater the credibility of the results – we are counting on tens of thousands of LGBT people across Europe, in the first survey of its kind – Can we count on you too?

Make your experience count and take part in the survey! Share on Facebook, on Twitter, and tell your LGBT friends about it!

Announcement for Twitter

RT this: The largest ever European LGBT survey has been launched today - <http://lgbtsurvey.eu/> **#LGBT** **#transgender** **#gay** **#lesbian**

2nd round of communication (related to the IDAHO Day – 17 May 2012)

Text for websites

THE MORE THE MERRIER:

The European LGBT survey (<http://lgbtsurvey.eu>) is **still** open to all lesbian, gay, bisexual and trans (LGBT) people over the age of 18 in the European Union and Croatia.

Since its launch last month, the survey has reached close to 45,000 respondents, making it the largest European survey on the situation of LGBT people to date! Now, to gain an even better representation of the millions of lesbian, gay, bisexual and trans people living in the EU, we are looking for even more people to take part in the European LGBT survey. We are calling on all LGBT people across the EU and Croatia to participate and spread the word - make all experiences count!

To all of you who have taken the survey and already made your experience count, the European Union Agency for Fundamental Rights (FRA) wishes to extend their gratitude. You have made this outstanding achievement possible.

SPREAD THE WORD:

Aside from making your own experience count, you can make a difference by promoting the survey yourself. You can help the European LGBT survey reach friends who are less involved in the online community and therefore have a lower chance of coming across the survey announcement on the internet. The European LGBT survey Team **calls on you to personally invite at least 5 LGBT friends to participate and share** – let them know, so they can make their experience count too - send them an email, share the survey link (<http://lgbtsurvey.eu>) on Facebook or Twitter or on your own blog or website.

WHAT IS THE EUROPEAN LGBT SURVEY?:

The first survey of its kind, the European LGBT survey collects the experiences of lesbian, gay, bisexual or trans (LGBT) people over the age of 18 living in the European Union or Croatia. The survey wants to know about everyday experiences of LGBT people and any discriminatory treatment to which LGBT people may have been exposed. The goal of the survey is to inform policies that combat discrimination against LGBT people in the European Union. The survey is completely anonymous and the questionnaire does not register any information about the respondents' real or online identities. The European LGBT survey will be available online until the end of June 2012, in all the languages of the EU countries, as well as in Croatian, Russian and Turkish.

Text for Facebook

Dear friends -- Thank you very much for your support and for making your experience count via the European LGBT survey! In its first month online, the survey has reached nearly 45,000 respondents, making it the largest European survey on the situation of LGBT people

to date! But the more the merrier: now, to gain an even better representation of the experiences of the millions of lesbian, gay, bisexual and trans people We are calling on all LGBT people over the age of 18 across the EU and Croatia to participate and spread the word – make all experience count!

Aside from making your own experience count, you can make a difference by promoting the survey to friends who are less involved in the online LGBT community and therefore have a lower chance of coming across the survey. You can help by **personally inviting at least 5 LGBT friends or acquaintances to participate** – let them know, so they can make their experience count too - send them an email, share the survey link (<http://lgbtsurvey.eu>) on Facebook or Twitter or on your own blog or website. STRONGER TOGETHER – MAKE ALL EXPERIENCES COUNT!

Tweets

#EU_LGBT_survey STRONGER TOGETHER, 45,000 already! Pass on the link to at least 5 friends: lgbtsurvey.eu MAKE ALL EXPERIENCES COUNT! #LGBT

#EU_LGBT_survey STRONGER TOGETHER, 45,000 already! Pass on the link to at least 5 friends: lgbtsurvey.eu MAKE ALL EXPERIENCES COUNT! #lesbian

#EU_LGBT_survey STRONGER TOGETHER, 45,000 already! Pass on the link to at least 5 friends: lgbtsurvey.eu MAKE ALL EXPERIENCES COUNT! #gay

#EU_LGBT_survey STRONGER TOGETHER, 45,000 already! Pass on the link to at least 5 friends: lgbtsurvey.eu MAKE ALL EXPERIENCES COUNT! #bisexual

#EU_LGBT_survey STRONGER TOGETHER, 45,000 already! Pass on the link to at least 5 friends: lgbtsurvey.eu MAKE ALL EXPERIENCES COUNT! #trans

Final call – sent mid June 2012

Text for websites

EUROPEAN LGBT SURVEY FINAL TERM USED IN THE QUESTIONNAIRE CALL:

The European LGBT survey (<http://lgbtsurvey.eu>), open to all lesbian, gay, bisexual and trans (LGBT) people over the age of 18 in the European Union and Croatia, **is closing on the 30th of June.**

Over 85,000 respondents have already participated in the survey since its launch in April. Many tens of thousands of LGBT people from across Europe have responded already, signalling that the survey is addressing relevant concerns. This level of participation makes this survey even more important as the largest knowledge-base on the situation of LGBT people to date.

This survey will likely be the premier source of empirical information regarding the European LGBT experience for years to come. The organisers of the European LGBT survey

(the European Union Fundamental Rights Agency and Gallup) are calling all LGBT persons in the EU and Croatia who have not yet had an opportunity to participate, make their experiences count, and help write history!

LAST CHANCE:

The organisers remind all LGBT people that making their own experience count, while important, is not the only way to participate: they can help make a difference by promoting the survey to LGBT people who have not yet taken the questionnaire. In the final two weeks, it is of the utmost importance to reach out to those who are least involved in the online community and therefore had a lower chance of coming across the survey announcement on the internet. As of now, the European LGBT survey has relatively lower numbers of respondents among women, among those aged 50 or over, and among LGBT people with primary or secondary education. [*In countries with low number of respondents, add: Importantly, the number of respondents from COUNTRY is only XXX from the overall 85,000 replies received. This is the last chance to boost this number to make NATIONAL opinions count on EU level, too.*]

The survey Team calls for those who want to help to join the European LGBT survey's facebook (link: <http://www.facebook.com/pages/European-LGBT-survey/242185872539647>) or twitter (link: https://twitter.com/#!/EU_LGBT_survey) to jointly make a final push to add as many people as possible until 30 June.

WHAT IS THE EUROPEAN LGBT SURVEY?

The first survey of its kind, the European LGBT survey collects the experiences of lesbian, gay, bisexual or trans (LGBT) people over the age of 18 living in the European Union or Croatia. The survey wants to know about everyday experiences of LGBT people and any discriminatory treatment to which LGBT people may have been exposed. The goal of the survey is to inform policies that combat discrimination against LGBT people in the European Union. The survey is completely anonymous and the questionnaire does not register any information about the respondents' real or online identities. The European LGBT survey will be available online until the end of June 2012, in all the languages of the EU countries, as well as in Croatian, Russian and Turkish.

Text for Facebook

LAST CALL – Dear Friends, this is a notification that the survey will close on June 30. We are truly impressed with your enthusiasm that has helped us reach more than 85 thousand respondents so far. Thank you very much once again for making your experience count via the European LGBT survey.

In the final two weeks it is of the utmost importance to reach out to those who are least involved in the online community and therefore have a lower chance of coming across the survey announcement on the internet. As of now, the European LGBT survey has relatively lower numbers of respondents among women, among those aged 50 or over, and among LGBT people with primary or secondary education. The survey Team calls for those who want to help to join the European LGBT survey's efforts to make a final push to add as many

people as possible until 30 June. Our goal is to collect 100 thousand LGBT opinions with the survey by June 30th. This is the last chance for everyone to add their experiences to the count in this historic survey. This survey will remain the premier source of empirical information regarding the European LGBT experience for the years to come. LET US HELP MAKING HISTORY – MAKE ALL EXPERIENCES COUNT!

Tweets

#EU_LGBT_survey 85,000 already! Can we reach 100K by Jun30? Two more weeks! RT & pass on outside twitter: <http://lgbtsurvey.eu> #LGBT

#EU_LGBT_survey 85,000 already! Can we reach 100K by Jun30? Two more weeks! RT & pass on outside twitter: <http://lgbtsurvey.eu> #lesbian

#EU_LGBT_survey 85,000 already! Can we reach 100K by Jun30? Two more weeks! RT & pass on outside twitter: <http://lgbtsurvey.eu> #gay

#EU_LGBT_survey 85,000 already! Can we reach 100K by Jun30? Two more weeks! RT & pass on outside twitter: <http://lgbtsurvey.eu> #bisexual

#EU_LGBT_survey 85,000 already! Can we reach 100K by Jun30? Two more weeks! RT & pass on outside twitter: <http://lgbtsurvey.eu> #trans

D. Technical setup

This Annex presents a description on the survey's technical setup which was managed by Gallup Europe. The following information was provided by Gallup as contractor that implemented the technical setup of the online survey

a. Technical parameters of the infrastructure used

Gallup was hosting the online survey solution on Linux-based servers. To support the primary server, for fault tolerance and redundancy reasons, a second sever was configured and prepared to be working in passive mode, in order to ensure maximum availability of the infrastructure. The primary server was designed as the master server, permanently operating online and serving internet requests for respondents who filled in the questionnaire, and the second server was configured as an offline mirror of the first server, going online in case of a primary server failure.

While the primary server was hosted in an Amazon Virtual Private Cloud located in Ireland (EU West location), the second server was hosted in Budapest in Invitel Datacenter. The Amazon Virtual Private Cloud server was using Amazon EC2 services, and it was subject to the Amazon EC2 Service Level Agreement, which defines an Annual Uptime Percentage Commitment of 99.95%. The availability parameters of the Invitel Datacenter, which was hosting the second server, are described below.

The servers were configured with fault-tolerant hardware and software elements for ensuring data availability in case of failure, and were hosted in data centres with power failure protection and controlled environments.

The production servers were accessible using the same domain name (<http://www.lgbtsurvey.eu/> and <http://lgbtsurvey.eu/>, which automatically redirected the visitor to a secure https location). In case it was necessary to switch the work process to the secondary server, DNS changes were performed by Gallup, allowing for transparency of the process for the respondents and avoiding the need for using another domain name.

The production servers were hosted in high-availability data centres with fast Internet connectivity, having redundant paths to the European Internet backbones, in order to ensure maximum availability of the servers from any point across Europe.

Server availability

The redundant server solution proposed by Gallup was designed to ensure maximum server availability for the users of the EU LGBT survey.

The Invitel Datacenter which was hosting the second server has the following availability parameters:

- Internet connection: maximum 100 Mbps, minimum 40 Mbps
- Data centre connection: 3x10 Gbit/sec redundant internet connection, direct optical fiber connection to BIX and all Datacenter
- Availability of internet access per year: 99.99%
- Availability of Electricity per year: 99.999% (1600 kVA x 3 and 4 x 1400 kVA Cummins Power Generator)
- Availability of air conditioning system per year: 99.999%
- Security: 24/7 security guard, EMC security, Early Warning Smoke Detection system, FM-200 (HFC-227ea) fire system.

Gallup was using both the Amazon CloudWatch and the Nagios monitoring systems for active monitoring of the production servers. Both the CloudWatch and the Nagios monitoring system permanently built uptime graphs, and issued alerts in case of any type of server or connectivity issues. The CloudWatch monitoring system performed monitoring for CPU usage, Volume I/O usage, and inbound and outbound Bandwidth usage and issued alerts when any of the monitored parameters were exceeding the defined thresholds. The Nagios monitoring system also performed advanced monitoring of the Operating System resources usage, like CPU Time, Memory Usage, Disk Usage, Swap Usage and normal System Processes running and behaviour, and issued alerts in case any of the parameters jumped outside of the predefined range. This complete monitoring system was designed to assist Systems Administrators to monitor and remedy issues in real-time. Additionally, Gallup was monitoring the Internet connection quality to both servers through the SmokePing monitoring utility every 1 minute, building graphs, which represented an accurate image of the Internet connectivity.

Response time

The response time of the solution proposed by Gallup was ensured to always be shorter than the defined High Measurement Range (4 seconds). Our solution ensured this by using four key elements of the solution design:

- 1) The hardware components of the server cluster were over-sized, designed to be able to support 100 concurrent survey respondents (number based on the Technical Specifications for the Call for Tenders issued by the FRA). In this matter, the servers were built with oversized multiprocessing using the latest generation of Intel Xeon processors on 64-bit architecture, oversized RAM memory, and storage with high I/O throughput
- 2) The 64-bit Linux Operating System delivered the maximum performance from the selected hardware
- 3) The CfMC Software which was chosen for building and running the Websurvey was well-known in the industry for the excellent parameters of performance, scalability and reliability of the survey
- 4) The technical side of the questionnaire was designed to be light and the survey pages were small and fast loading, based on Gallup team's long experience in designing, optimizing and running online surveys on the CfMC and Linux environment.

Backup and recovery

Gallup performed hourly automatic transfers of the EU LGBT survey data from production servers to the internal Gallup network. Additionally, the Amazon EC2 Server performed complete online backup through EBS Volume Snapshots whenever an important system configuration change was performed. The EBS Volume Snapshots ensured the availability for quick full server restoration in case of any complete server failure.

The backup process was designed to run through encrypted SSH connections. The relevant data files were archived and compacted on the source server before the transfer. The saved data was transferred off-site to a backup server securely hosted in the Gallup internal network. From this server, the transferred data was automatically archived on backup tapes.

Restore times

The service restore time was designed to be below 2 hours. In case of the primary server failure, the secondary server was configured to take-over the role of the primary server, and the service downtime was designed to be minimized for the end-users.

The CloudWatch and the Nagios monitoring systems actively reported any detected issue to the Systems Administrators, recorded the events and updated the availability graphs. The alerts were triggered to create automatic tickets in the Atlassian Jira software, for issue tracking, and the tickets were assigned and resolved by the Gallup IT Team.

Usability

The CfMC Websurvey data collection solution was designed to be compatible with all the popular web browsers.

Gallup tested the EU LGBT survey questionnaire under the following browsers and platforms: Internet Explorer, Mozilla Firefox, Google Chrome and Opera. The testing was performed on the following operating systems, running the supported browsers above for each platform: Microsoft Windows, Apple Mac OS X and Linux.

Tests were performed using SSL, in order to simulate the real behaviour of the Websurvey under the same conditions as in the production environment.

Security and data protection

The servers hosting the survey were placed under high-security firewalls, in order to ensure that the online questionnaire database was protected against any unauthorized access. The firewall solution was an industry standard in security, hybrid engine, using both IP packet filtering as well as in-band protection with an application-layer firewall engine. The application-layer firewall engine was designed to perform SSL wrapping, in order to be able to perform the in-band filtering protecting the back-end server, which was delivering the questionnaire.

In order to ensure the privacy of the respondents who were filling in the EU LGBT survey, Gallup configured SSL encryption for the web servers, by using a X.509 webserver commercial certificate, with 128 to maximum 256-bit encryption strength, depending on the visitor's browser encryption capabilities.

The X.509 certificate is a digital certificate that authenticated the identity of the website and encrypts information sent to the server using SSL technology. Encryption is the process of scrambling data into an undecipherable format that could have only be returned to a readable format with the proper decryption key, which only exists on the server of the survey. A certificate serves as an electronic "passport" that establishes an online entity's credentials when doing business on the Web. When an Internet user attempts to send confidential information to a Web server, the user's browser accesses the server's digital certificate and establishes a secure connection.

This process ensured that the respondent's data was encrypted during the process of completing the survey, protecting the respondent privacy, identity and answers. It also ensured that the server identity was validated to be the real www.lgbtsurvey.eu server name for the respondents.

For hosting the DNS domain of lgbtsurvey.eu, Gallup was using its own external-facing DNS servers, having one primary DNS Server hosted in the Gallup Datacenter in Budapest and one secondary DNS Server hosted in the Invitel Datacenter in Budapest. The DNS records for the www.lgbtsurvey.eu name were configured with a TTL of 15 minutes. The short TTL for this record allowed fast changing of the IP address of the online survey server in case this action was needed.

Peaks in usage

The CfMC application on which the questionnaire was developed, was licensed to manage more than 100 concurrent users (respondents), and was scalable to any designated number. The server hardware was sized to be able to run multiple times more sessions than the requested 100 concurrent users. Gallup tested the CfMC application extensively under heavy usage and performed benchmarks, which allowed the correct solution scaling for these numbers of concurrent users.

b. Data security

The survey was hosted on Gallup-operated infrastructure, hence Gallup's general data security provisions apply to the European LGBT survey as well. In the last 10 years, the Gallup network successfully passed through yearly enhanced security verifications – periodic External Security Audits and Internal Network Security Audits – performed by the industry leader US external auditors – Solutionary, SAIC, Continuum and InGuardians. The last audit in 2011 was performed by SAIC and InGuardians. All these auditors are full-service e-security companies, dedicated exclusively to protecting the networks and electronic assets of companies, governments and organizations worldwide.

The last audit by SAIC stated that: "SAIC's conclusion was that Gallup has a strong external network infrastructure protecting it from a number of Internet attacks. Web servers are kept up-to-date and firewall rules allow access only to critical services. An overview of Gallup's visible networks reveals that Gallup imposes strong security measures on external systems."

The 2011 audit by InGuardians stated that: "InGuardians found the Gallup networks to be well protected by network access controls that limit what services are exposed to the Internet. These controls help to reduce the overall attack surface by reducing the footprint to only those exposed services that are necessary for business purposes. As a result, there were no high-risk vulnerabilities found during InGuardians' testing within any of the critical Gallup external networks."

Gallup servers satisfy the physical security requirements, all operating in access-controlled areas. They are continuously monitored for availability through the Nagios, SmokePing and the MOM systems. Gallup servers are using data reliability and availability storage systems like RAID in order to prevent data damage and downtime caused by failed storage media.

Connections to the resource servers are restricted and the access is controlled, while user authentication, authorization and access control is integrated through the Active Directory. Gallup servers are additionally network-secured with individual server customized firewall rules. The security patching for the Gallup servers is performed regularly and a designated security team trace security threats, identifying the best security protection options against threats that may appear every day. All network management connections to Gallup servers are encrypted with SSH or RDP, while the actual project data transfer was encrypted by each specific case. The data backup for the production servers was performed periodically through the network, and additionally stored on magnetic tapes.

To ensure critical project database safety, Gallup uses a check list of proactive rules.

- Database servers are satisfying the physical security requirements, all servers being operated in access-controlled areas.
- Databases are stored centrally on high availability servers, with monitored availability through the Nagios monitoring system, availability that tends to reach 100 %.
- Database servers use highly reliable RAID5 and RAID10 safeguarding to prevent data loss or operating downtime caused by failed storage media.
- Database servers are continuously powered through strong UPS systems and running in climate-controlled environment.

- Database servers are isolated under DMZ networks, with restricted and controlled access, and additionally protected with server customized firewall rules.
- All network connections to database servers are encrypted using industry standard strong encryption protocols.
- Each database has a dedicated access account with restrictive permissions only to one allocated database and with strong random passwords, longer than 32 characters.
- Each database is automatically backed-up every day, and backups are stored back in time by a daily, weekly and monthly schedule.
- Backups are first stored on the database servers storage media.
- Each database backup is saved daily through an encrypted SSH connection to a remote server.
- Each database backup is additionally stored on magnetic tapes at monthly intervals. The tapes are stored for at least 2 years in a protected secured place.

c. Respondent privacy

Acknowledging the paramount importance of respondent privacy in a survey about a highly sensitive issue, several mechanisms were implemented to ensure the respondent privacy. This resulted in dropping a lot of - otherwise valuable - information which might have been used for data collection statistics, such as IP addresses of respondents, version of the used browser types, location information, the search engines and the searched keywords which led the respondent to the online survey link, etc. The only information that was retained on the user sessions were the referrer links, so as to be able to produce statistics about the relative strengths of various LGBT websites and social networking platforms, recruiting and referring respondents.

The utilised mechanisms for Maximum Respondent Privacy can be summarised as follows.

- The Gallup servers were running a Front-End Application-Layer filtering engine, which was performing SSL tunnel wrapping as well as in-band filtering for the un-wrapped http/https requests. This mechanism allowed both for protecting the back-end http Apache server, for the CfMC application, and for anonymising of the real IP addresses of the respondents.
- The Front-End engine was set to perform no logging, at all, of any https session of the respondent, except the in-band targeted attacks against the server.
- No real IP address of any survey respondent was visible to the back-end engine, and this made possible the collection of anonymised statistics regarding the Referral field of the Browser Session, at the back-end engine level (CfMC).
- When a respondent or visitor clicked a link on a page, the request was sent through the network to the designated target server. This request carried the URL (Uniform Resource Locator) of the page where the request had been initiated. This type of information from the visitor's Browser Session was named Referral (or Referrer). The target Gallup server could extract the Referral information from the request while serving the visitor. The LGBT server would also try to extract the Referral information and pass it over to the web survey for statistical purposes. Several service providers and corporate or personal firewalls removed the Referral information while the request was

transferred, and in these cases the target server could not extract any useful information about the site where the visitor clicked the link.

- The Gallup servers and firewalls protecting this infrastructure did not log any type of information that might have led to identification of the respondent. No information was stored in the computer's memory or disk regarding the respondent sessions.
- The Gallup servers and firewalls protecting this infrastructure did not log the IP address of the respondent.
- The Gallup servers and firewalls protecting this infrastructure did not log the Operating System of the respondent.
- The Gallup servers and firewalls protecting this infrastructure did not log the Browser version and generally did not log any information about the Browser of the respondent.
- As agreed with FRA, the Gallup servers logged the Referral page from the respondent's Browser Session (the web page and web site which the respondent was previously visiting before accessing the survey).
- Only in case of targeted hacking attacks or denial of service attacks against the Gallup servers, DNS Servers and firewalls protected this infrastructure, the IP addresses and type of attack would have been logged and analysed.
- The Gallup servers placed no browser Cookies or any other type of information or files on the respondent's computer. No information was stored or placed on the respondent's computer which might have led to identification of the respondent. However, the respondent's Browser might have performed caching or saving of the visited survey pages, or the respondent's computer might have been infected with Spyware software monitoring the respondent's web browsing. In this case, the resulting privacy issue was not caused by Gallup, and consequently for these events the responsibility lies with the user.
- No respondent identification information (for example a user ID, code or number, or any other type of identification) was requested in the beginning of the survey or during the survey.
- Any existing Proxy Server placed between the respondent and the Gallup servers was unable to intercept or store the respondent session, as this traffic was encrypted and authenticated using the SSL/HTTPS protocol, as described below. The encrypted SSL tunnels started on the respondent's browser and were closed on the Gallup backend servers.
- The Gallup servers were using X.509 Commercial Certificates with 128-256 bit encryption symmetric keys in order to encrypt the full communication session while the respondent was filling in the survey. The strength of the encryption offered by the Gallup servers was always 256-bit, but depending on the compatibility with the respondent browser, it might have been lowered to 128-bit. A common well-known Commercial Certificate Authority issued the X.509 Certificate, in order to make this certificate recognisable by all popular browsers.
- The full respondent web session during the survey was protected using the SSL/HTTPS protocol, with no option to access the survey in an unprotected insecure mode.
- In order to ensure the respondent confidence that the online survey server was the desired secure server for filling in the EU LGBT survey questionnaire, the Gallup servers presented to the respondent a high-security 256-bit

encryption X.509 Commercial Certificate signed by the GeoTrust Root Authority.

- The Gallup Websurvey servers were secured using a front-end advanced firewall, providing both IP packet filtering and in-band application-layer protection for the backend servers. This ensured the security and privacy of the backend servers, collecting the respondent data, and enabling data safety.

E. Abbreviations

EU	European Union
FRA	Fundamental Rights Agency
HTTPS	Hypertext Transfer Protocol Secure
ILGA	International Lesbian and Gay Association
IP	Internet Protocol
LGBT	Lesbian, gay, bisexual and transgender
NGO	Non-governmental organisation
PHP	Hypertext Preprocessor
RSS	Rich Site Summary
SSL	Secure Sockets Layer
TGEU	Transgender Europe