

DESPITE LACK OF TRUST, INTERNET USERS' SECURITY BEHAVIORS FAR FROM IDEAL, ROBOFORM® STUDY FINDS

Survey by Maker of World's #1 Password Manager Reveals Users' Casual Attitudes Regarding Online Security—Even Though Many Feel Their Information is Vulnerable

Fairfax, VA - (DATE) - Siber Systems, Inc., a leading developer of software productivity tools for consumers and businesses and the maker of [RoboForm](#), the world's most popular password manager, today announced the results of its wide-ranging study of security attitudes and behaviors among Internet users. The global survey of over 700 adults from the United States, the U.K., Germany and other countries shows a significant disconnect between how individuals perceive online security and the measures they're willing to take to protect their personal information.

Among the major findings of the research, 60% of respondents believe online companies are careless about the security of their customers' personal information. Facebook, according to the study, is by far the least-trusted Web site among the most popular online destinations, with 57% of all respondents rating the site at the top of their least-trusted list. Moreover, nearly one-third (31%) of those taking the survey do not trust cloud-based companies to keep their personal data safe.

Many people report experiences with having a personal online account hacked. Nearly 30% have suffered the experience with at least one account; of those, 53% had personal email hacked, 23% have had an online shopping account broken into, and 29% report a breach of a social media account.

Yet such negative attitudes and difficulties, for many, do not translate into improved security practices. Of those individuals who admitted having a personal account hacked, 79.2% continued to use the site linked to the account. Among all respondents security practices are often lax; one out of three occasionally uses the same passwords for both work and personal accounts. Women, according to the results, are twice as likely to use a word or detail in their password that is personal to them, such as their mother's maiden name.

While many commercial Web sites are considering more secure login practices to protect users, the survey indicates a significant number of people would find those practices burdensome. For example, if a company introduced two-step login verification wherein a second password is sent to a pre-agreed phone number, 23% said they would not have the time to go through such a process, and another 13% replied it sounded too complicated. Forty-two percent, however, said they would trust such a company more with their personal information.

“The Siber Systems RoboForm Online Security Survey shows that, like many things in life, people complain about the safety of their information online—but few are willing to take firm steps to protect that information,” noted Bill Carey, Siber Systems VP of Marketing. “In an era where more of our data—our health information, our purchasing practices, our correspondence

and even information about our family and friends—is online, it’s more important than ever to take online security seriously.”

One key finding of the survey indicated that generational differences are involved in personal security—a result that has implications for Web site operators. While approximately 55% of those 45 and older believe the security of their personal information is their own responsibility, 58% of those under 45 believe it’s the responsibility of the online company or organization that has their information. Older adults—those over the age of 35—are also far more likely to use a password management software tool.

Siber Systems’ online survey was conducted during the months of November and December, 2012.

About Siber Systems:

Founded in 1995, Siber Systems creates and markets software products for consumers and businesses around the world. Our software is highly acclaimed and has received numerous awards, including PC Magazine Editor’s Choice, CNET’s Best Software of the Year, and PC World’s 25 Products We Can’t Live Without. The company’s flagship products, RoboForm and GoodSync, are used by millions of people worldwide, with registered customers in over 100 countries. GoodSync, an easy and reliable automatic [file synchronization](#) program, was released in 2006 and already enjoys favorable reviews from users and the press. RoboForm Enterprise has been solving [password management](#) problems quickly, easily and cost-effectively since 1999. RoboForm Enterprise reduces employee passwords to one secure, master password and provides an easy and cost-effective way to improve password security while making employees more productive and helping organizations to recognize immediate IT cost savings. As part of the company’s strong commitment to customer satisfaction, its software comes with a risk-free trial. Headquartered in Fairfax, Virginia, Siber Systems is privately held.

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