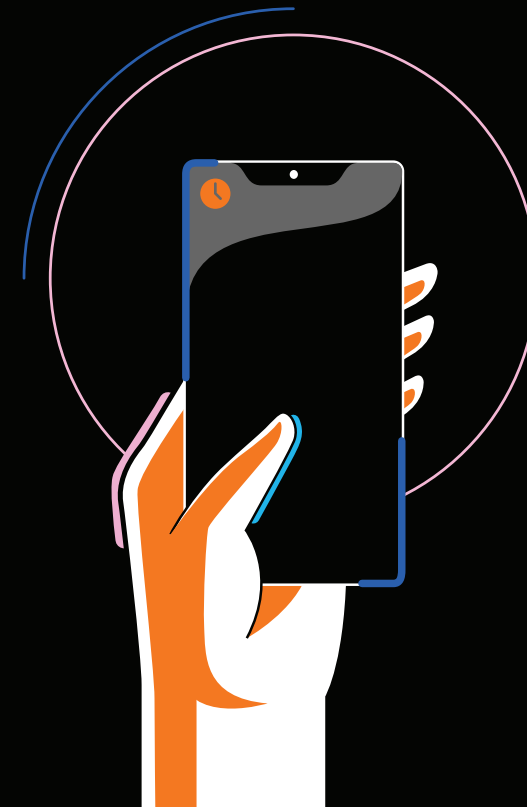


The digital divide in Belgium

A look at the **2024 Digital Inclusion Barometer**, based on the Belgian population between the ages of **16 and 74**



40% are in a situation of digital vulnerability

- 5% are non-digital users
- 35% have limited digital skills

Persons at risk

- low-income persons
- persons with a modest level of formal education
- + 55 years of age
- job seekers
- single-parent families
- persons suffering from health problems

Access difficulties

22% of Belgians have only their smartphone for accessing the internet, which does not allow them to take online courses, draft a CV, etc.

5% of Belgians do not have an internet connection at home

Risks

Online security is the greatest danger for persons who have limited digital skills

30% of Belgians need assistance to carry out **essential online actions** (such as e-banking, e-health, e-commerce, e-admin, etc.)



Additional aids

High-quality alternatives to digital services remain necessary: **telephone calls, face-to-face appointments, etc.**