

Regulatory environment for platforms, online intermediaries, data and cloud computing and the collaborative economy (EN)

Objectives and General Information

General Information

The views expressed in this public consultation document may not be interpreted as stating an official position of the European Commission. All definitions provided in this document are strictly for the purposes of this public consultation and are without prejudice to differing definitions the Commission may use under current or future EU law, including any revision of the definitions by the Commission concerning the same subject matters.

You are invited to read the privacy statement attached to this consultation for information on how your personal data and contribution will be dealt with.

Please complete this section of the public consultation before moving to other sections

- Respondents living with disabilities can request the questionnaire in .docx format and send their replies in email to the following address: CNECT-PLATFORMS-CONSULTATION@ec.europa.eu.
- If you are an association representing several other organisations and intend to gather the views of your members by circulating the questionnaire to them, please send us a request in email and we will send you the questionnaire in .docx format. However, we ask you to introduce the aggregated answers into EU Survey. In such cases we will not consider answers submitted in other channels than EU Survey.
- If you want to submit position papers or other information in addition to the information you share with the Commission in EU Survey, please send them to CNECT-PLATFORMS-CONSULTATION@ec.europa.eu and make reference to the "Case Id" displayed after you have concluded the online questionnaire. This helps the Commission to properly identify your contribution.
- Given the volume of this consultation, you may wish to download a PDF version before responding to the survey online. The PDF version includes all possible questions. When you fill the survey in online, you will not see all of the questions; only those applicable to your chosen respondent category and to other choices made when you answer previous questions.

Please indicate your role for the purpose of this consultation

- An individual citizen
- An association or trade organization representing consumers
- An association or trade organization representing businesses
- An association or trade organization representing civil society
- An online platform
- A business, including suppliers using an online platform to provide services
- A public authority
- A research institution or Think tank
- Other

Please describe the type of online platforms that you represent, a brief description of the online platform and indicate its name and web address

Please briefly explain the nature of your activities, the main services you provide and your relation to the online platform(s) which you use to provide services

Are you a SME or micro enterprise?

- Yes
- No

Please specify

No comment

Please indicate your country of residence

- Austria
- Belgium
- Bulgaria
- Czech Republic
- Croatia
- Cyprus
- Germany
- Denmark
- Estonia
- Greece
- Spain
- Finland
- France
- Hungary
- Ireland
- Italy
- Lithuania
- Luxembourg
- Latvia
- Malta
- The Netherlands
- Poland
- Portugal
- Romania
- Slovakia

- Slovenia
- Sweden
- United Kingdom
- Non-EU country

Please specify the Non-EU country

No comment

Please provide your contact information (name, address and e-mail address)

Name: IAB Polska

Address: Krucza 16/22, 00-526 Warszawa

E-mail:

Is your organisation registered in the Transparency Register of the European Commission and the European Parliament?

Note: If you are not answering this questionnaire as an individual, please register in the Transparency Register. If your organisation/institution responds without being registered, the Commission will consider its input as that of an individual and will publish it as such.

- Yes
- No
- Non-applicable

Please indicate your organisation's registration number in the Transparency Register

If you are an economic operator, please enter the NACE code, which best describes the economic activity you conduct. [You can find here the NACE classification.](#)

The Statistical classification of economic activities in the European Community, abbreviated as NACE, is the classification of economic activities in the European Union (EU).

No comment

I object the publication of my personal data

- Yes
- No

Please provide a brief justification.

No comment

Online platforms

Online Platforms

SOCIAL AND ECONOMIC ROLE OF ONLINE PLATFORMS

Do you agree with the definition of "Online platform" as provided below?

"Online platform" refers to an undertaking operating in two (or multi)-sided markets, which uses the Internet to enable interactions between two or more distinct but interdependent groups of users so as to generate value for at least one of the groups. Certain platforms also qualify as Intermediary service providers.

Typical examples include general internet search engines (e.g. Google, Bing), specialised search tools (e.g. Google Shopping, Kelkoo, Twenga, Google Local, TripAdvisor, Yelp,), location-based business directories or some maps (e.g. Google or Bing Maps), news aggregators (e.g. Google News), online market places (e.g. Amazon, eBay, Allegro, Booking.com), audio-visual and music platforms (e.g. Deezer, Spotify, Netflix, Canal play, Apple TV), video sharing platforms (e.g. YouTube, Dailymotion), payment systems (e.g. PayPal, Apple Pay), social networks (e.g. Facebook, LinkedIn, Twitter, Tuenti), app stores (e.g. Apple App Store, Google Play) or collaborative economy platforms (e.g. AirBnB, Uber, Taskrabbit, Bla-bla car). Internet access providers fall outside the scope of this definition.

- Yes
- No

* Please explain how would change the definition

First of all, the concept of online platform does not currently exist in EU and member states' legislation. All the listed types of services cannot be uniformly classified as internet platforms as they operate in vastly different markets and employ diverse business models. It is difficult to create a common set of characteristics, that would allow a regulatory measure to distinguish between online operators that are, and are not "platforms". Any definition of internet platforms needs to be carefully assessed with regard to internet society services, regulated by Directive 2000/31/EC, as the current proposal of the definition of "online platform" does not seem to be clearly different from these services in general. There seems to be an obvious overlap between the concept of "platform" and the concept of "Information Society Service" as defined by Directive 98/34/EC, which would create legal uncertainty.

The EC also fails at making a clear cut case for introducing this definition in the first place. The notion of platform, as an economic facilitator in the exchange of goods and services, is as old as commerce itself. Now that the economy is shifting into the digital sphere many of these activities are following suit, but the essence of their functions in the economy remains unchanged. Meanwhile the definition is only targeted at the online world, suggesting that the Commission intends to treat such platforms differently to offline platforms. This is justified in no way and can only impede growth, job creation and innovation in Europe. More problems would arise in cases of operators which are both online and offline platforms (publishers, audiovisual broadcasters etc.) - their activities of the same nature would be subjected to differing legal regimes depending on the medium, with no obvious rationale.

Should the EC choose, despite the comments above, to pursue the creation of this new definition, it should be changed, however, to maintain an overall assumption of the EC that internet platforms have a common dominant feature - offered content is delivered or generated by other parties and the platform is a technological solution enabling exchange of communication, information, content and goods. Such an approach may facilitate standardization of the scope of internet platforms liability and conditions of exemption from liability in case of infringements, if the platform has implemented procedures to terminate the infringement. Moreover, the intermediary character of platforms should also be regarded as a dominant feature, not only a possible one.

What do you consider to be the key advantages of using online platforms? Online platforms...

- make information more accessible
- make communication and interaction easier
- increase choice of products and services
- create more transparent prices and the possibility to compare offers
- increase trust between peers by providing trust mechanisms (i.e. ratings, reviews, etc.)
- lower prices for products and services
- lower the cost of reaching customers for suppliers

- help with matching supply and demand
- create new markets or business opportunities
- help in complying with obligations in cross-border sales
- help to share resources and improve resource-allocation
- others:

Please specify:

Greater convenience for consumers, reduced barriers to entry - especially for SMBs, increased consumer choice, more relevant content, increased collaboration, providing infrastructure, organising information, creating opportunities, increased innovation, leading to growth and jobs. Offer new opportunities of monetizing products and services. Easier and cheaper access to foreign markets for SMBs.

Have you encountered, or are you aware of problems faced by **consumers** or **suppliers** when dealing with online platforms?

"Consumer" is any natural person using an online platform for purposes outside the person's trade, business, craft or profession. "Supplier" is any trader or non-professional individual that uses online platforms to provide services to third parties both under their own brand (name) and under the platform's brand.

- Yes
- No
- I don't know

Please list the problems you encountered, or you are aware of, in the order of importance and provide additional explanation where possible.

The following problems have been encountered in the area of some categories of internet platforms, especially online lockers and/or video sharing sites:

- Illegal distribution of copyrighted content;
- Lack of reporting violations or low effectiveness;
- Avoiding liability by platforms which are fully aware of infringement of third party rights by users of these platforms and do not take appropriate action;
- Lack of effective mechanisms to protect the rights of the aggrieved parties (e.g. owners of content which is infringed, consumers (users) whose personal rights are abused);
- Easy access to the illegally distributed content.

How could these problems be best addressed?

- market dynamics
- regulatory measures
- self-regulatory measures
- a combination of the above

TRANSPARENCY OF ONLINE PLATFORMS

Do you think that online platforms should ensure, as regards their own activities and those of the **traders** that use them, more transparency in relation to:

a) information required by consumer law (e.g. the contact details of the supplier, the main characteristics of products, the total price including delivery charges, and consumers' rights, such as the right of withdrawal)?

"Trader" is any natural or legal person using an online platform for business or professional purposes. Traders are in particular subject to EU consumer law in their relations with consumers.

- Yes
- No
- I don't know

b) information in response to a search query by the user, in particular if the displayed results are sponsored or not?

- Yes
- No
- I don't know

c) information on who the actual supplier is, offering products or services on the platform

- Yes
- No
- I don't know

d) information to discourage misleading marketing by professional suppliers (traders), including fake reviews?

- Yes
- No
- I don't know

e) is there any additional information that, in your opinion, online platforms should be obliged to display?

No

Have you experienced that information displayed by the platform (e.g. advertising) has been adapted to the interest or recognisable characteristics of the user?

- Yes
- No
- I don't know

Do you find the information provided by online platforms on their terms of use sufficient and easy-to-understand?

- Yes
- No

What type of additional information and in what format would you find useful? Please briefly explain your response and share any best practice you are aware of.

1. Platforms operating illegally: Article 5 of the Ecommerce Directive embodies the essential principle that service providers should clearly indicate their identity. Unfortunately, illegitimate service providers routinely hide their identities, undermining the rule of law in fields such as consumer protection, privacy, and taxation and enabling online criminal activity. Such platforms also expose consumers to malware and fraud. The ability to operate anonymously online corrodes the consumer experience and consumer trust for online platforms generally; in turn this corrosion inhibits growth and innovation. In view of the economic and rule of law interests harmed by non-compliance with Article 5, including those of customers and their business partners, we would urge that the Commission explore how to more meaningfully apply this existing requirement.

2. Scope of responsibility and liability of the service provider: users should be informed on the scope of responsibility and liability of the service provider with regard to the service content and on how to notify of infringements.

3. Online behavioral advertising: Digital advertising on platforms is sometimes adapted to the interest of the user. This technique is called interest-based or online behavioral advertising.

Online behavioral advertising is a way of serving advertisements on the websites that a user visits and making them more relevant to the user and his or her interests. Shared interests are grouped together based upon previous web browsing activity and web users are then served advertising which matches their shared interests. In this way, advertising can be made as relevant and useful as possible. Relevant ads can also be delivered based upon the website content that the user has just been viewing. This is known as 'retargeting'.

The information collected and used for this type of advertising is not personal, in that it does not identify the user. No personal information, such as name, address or email address, is used. Data about the user's browsing activity is collected and analyzed anonymously. If this analysis infers a particular interest, a cookie – a small file used by most websites to store useful bits of information to make internet use better – is placed in the user's computer and this cookie (not the user's browsing data) determines what advertising the user receives. Users can control which cookies they accept or refuse.

Do you find reputation systems (e.g. ratings, reviews, certifications, trustmarks) and other trust mechanisms operated by online platforms are generally reliable?

- Yes
- No
- I don't know

Please explain how the transparency of reputation systems and other trust mechanisms could be improved?

Generally reputation systems are relatively reliable. Ratings and reviews let consumers communicate their satisfaction or discontent for goods or services.

What are the main benefits and drawbacks of reputation systems and other trust mechanisms operated by online platforms? Please describe their main benefits and drawbacks.

Reputation systems and other trust mechanisms are relatively transparent. The consumers have easy access to goods and services in the best quality and they have an influence on the market. These systems also motivate the market to improve quality, which increases competition.

USE OF INFORMATION BY ONLINE PLATFORMS

In your view, do online platforms provide sufficient and accessible information with regard to:

a) the personal and non-personal data they collect?

- Yes
 No
 I don't know

b) what use is made of the personal and non-personal data collected, including trading of the data to other platforms and actors in the Internet economy?

- Yes
 No
 I don't know

c) adapting prices, for instance dynamic pricing and conditions in function of data gathered on the buyer (both consumer and trader)?

- Yes
 No
 I don't know

Please explain your choice and share any best practices that you are aware of.

The current legal framework provides sufficient basis for best practices of online platforms. In the area of data protection there is Directive 95/46/EC which is implemented in every jurisdiction in the EU. On this basis the following obligations are imposed on online platforms as controllers: obligations to inform data subjects about collection of personal data, including the fact that personal data is being collected, the identity of the controller and the purpose of the processing. These obligations will be also included in the project of General Data Protection Regulation. Moreover, the online platform shall inform about using cookies and collecting data by it on its website. This obligation results from Directive 2002/58/WE. It was implemented into EU members' legislation. In Poland this regulation is in Article 173 of Telecommunication Law. It is worth to mention that IAB Polska has introduced best practice about using cookies in Poland - <http://wszystkooociasteczkach.pl/>.

To sum up - new legislation with regard to platforms operating under EU law is not necessary in this extent. It should however be noted that EU consumers use platforms that function under non-EU legal systems. Such platforms will be obliged to process sensitive data fully according to EU standards under the new General Data Protection Regulation when it enters into force, thereby eliminating any discrepancies they may still exist.,

When it comes to adapting prices and dynamic pricing, it is a freedom of every company to decide about the price, method of determining prices and business model of providing services. However, according to Directive 2005/29/EC on Unfair Commercial Practices, price discrimination and dynamic pricing are not unfair commercial practice per se – it can be considered as unfair if the company does not inform consumers about the prices and how they are calculated according to Art. 6(1)(d) and 7(4)(c)) of Directive 2005/29/EC.

Please share your general comments or ideas regarding the use of information by online platforms

The online platform should comply with the current legislation regarding data protection and fulfil information obligations deriving from it. Especially sensitive data shall be protected with best efforts.

The criteria of pseudonymised data should be determined, because broad definition of personal data causes difficulties of interpretation.

Conduct of the platform that collects and stores any sensitive data must be in accordance with the legal framework, including personal data regulations. The user should be clearly informed as to how his/her data is stored and processed (scope, purpose, security measures).

RELATIONS BETWEEN PLATFORMS AND SUPPLIERS/TRADERS/APPLICATION DEVELOPERS OR HOLDERS OF RIGHTS IN DIGITAL CONTENT

Please provide the list of online platforms with which you are in regular business relations and indicate to what extent your business depends on them (on a scale of 0 to 3). Please describe the position of your business or the business you represent and provide recent examples from your business experience. **No comment**

	Name of online platform	Dependency (0: not dependent, 1: dependent, 2: highly dependent)	Examples from your business experience
1			
2			
3			
4			
5			

How often do you experience the following business practices in your business relations with platforms? **No comment**

The online platform ...

** A parity clause is a provision in the terms of use of an online platform or in an individual contract between the online platform and a supplier under which the price, availability and other conditions of a product or service offered by the supplier on the online platform have to maintain parity with the best offer of the supplier on other sales channels.*

	Never	Sometimes	Often	Always
requests me to use exclusively its services				
applies "parity clauses" *				
applies non-transparent fees				
applies fees without corresponding counter-performance				
applies terms and conditions, which I find unbalanced and do not have the possibility to negotiate				

unilaterally modifies the contractual terms without giving you proper notification or allowing you to terminate the contract				
limits access to data or provides it in a non-usable format				
puts significant constraints to presenting your offer				
presents suppliers/services in a biased way				
refuses access to its services unless specific restrictions are accepted				
promotes its own services to the disadvantage of services provided by suppliers				

If you do experience them, what is their impact on your business activity (on a scale from 0 to 3). **No comment**

Impact on my business:

The online platform ...

** A parity clause is a provision in the terms of use of an online platform or in an individual contract between the online platform and a supplier under which the price, availability and other conditions of a product or service offered by the supplier on the online platform have to maintain parity with the best offer of the supplier on other sales channels.*

	0 – no impact	1 – minor impact	2 – considerable impact	3 – heavy impact
requests me to use exclusively its services				
applies "parity clauses" *				
applies non-transparent fees				
applies fees without corresponding counter-performance				
applies terms and conditions, which I find unbalanced and do not have the possibility to negotiate				
unilaterally modifies the contractual terms without giving you proper notification or allowing you to terminate the contract				
limits access to data or provides it in a non-usable format				
puts significant constraints to presenting your offer				
presents suppliers/services in a biased way				
refuses access to its services unless specific restrictions are accepted				
promotes its own services to the disadvantage of services provided by suppliers				

If you are aware of other contractual clauses or experience other potentially problematic practices, please mention them here

No comment

Please briefly describe the situation

No comment

Are you a holder of rights in digital content protected by copyright, which is used on an online platform?

- Yes
 No
-

As a holder of rights in digital content protected by copyright have you faced any of the following circumstances:

An online platform such as a video sharing website or an online content aggregator uses my protected works online without having asked for my authorisation. **No comment**

- Yes
 No

An online platform such as a video sharing website or a content aggregator refuses to enter into or negotiate licensing agreements with me. **No comment**

- Yes
 No

An online platform such as a video sharing website or a content aggregator is willing to enter into a licensing agreement on terms that I consider unfair. **No comment**

- Yes
 No

An online platform uses my protected works but claims it is a hosting provider under Article 14 of the E-Commerce Directive in order to refuse to negotiate a licence or to do so under their own terms. **No comment**

- Yes
 No
-

As you answered YES to some of the above questions, please explain your situation in more detail.

No comment

If you own/develop an online platform, what are the main constrains that negatively affect the development of your online platform and prevent you from extending your activities to new markets in the EU?

The fragmentation of legislation across member states makes it difficult for companies to develop and scale up in the EU. The complexity and number of EU rules and regulations also create legal uncertainty and discourage market entry. Areas of particular concern are:

- Processing consumer and product data, which helps advertisers reach the right audience while allowing the development and supply of digital services.
- Unresolved uncertainty about data-transfers between EU and US.
- Administrative burden.
- competitive conditions between EU and non EU platforms offering services to EU consumers (stemming from the above deficiencies of the EU regulatory framework).

Generally, it should not be assumed that as a rule providers of on-line services want to expand their business to other foreign markets. What is in fact crucial, is ensuring European companies have comparable conditions to scale and grow, to be able to compete with global players, as currently this is sometimes problematic even on local

markets. The uneven and fragmented regulatory obligations have a further negative impact on competitiveness of EU businesses. These are the main constraints in the development of business.

How do you ensure that suppliers of your platform are treated fairly?

No comment

Can a supplier personalize its offer of products / services on the platform you represent? No comment

- Yes
 No

How?

No comment

Is there a room for improvement in the relation between platforms and suppliers using the services of platforms?

- No, the present situation is satisfactory.
 Yes, through market dynamics.
 Yes, through self-regulatory measures (codes of conducts / promotion of best practices).
 Yes, through regulatory measures.
 Yes, through the combination of the above.

Are you aware of any dispute resolution mechanisms operated by online platforms, or independent third parties on the business-to-business level mediating between platforms and their suppliers? No comment

- Yes
 No

Please share your experiences on the key elements of a well-functioning dispute resolution mechanism on platforms

No comment

CONSTRAINTS ON THE ABILITY OF CONSUMERS AND TRADERS TO MOVE FROM ONE PLATFORM TO ANOTHER

Do you see a need to strengthen the technical capacity of online platforms and address possible other constraints on switching freely and easily from one platform to another and move user data (e.g. emails, messages, search and order history, or customer reviews)?

- Yes
 No

If you can, please provide the description of some best practices (max. 5)

Name of the online platform	Description of the best practice (max. 1500 characters)
-----------------------------	---------------------------------------------------------

1.		
2.		
3.		
4.		
5.		

Should there be a mandatory requirement allowing non-personal data to be easily extracted and moved between comparable online services?

- Yes
 No

Please explain your choice and share any best practices that you are aware of.

Practices that enable simple data extraction and portability between comparable online services are already in place. Many platforms offer such possibilities, which is also a means of their being more competitive with regard to other less flexible platforms.

Please share your general comments or ideas regarding the ability of consumers and traders to move from one platform to another

Generally we support the enabling of users to move between online platforms. Regulatory intervention in this area may have a negative impact on innovation, create unnecessary burdens and entry barriers for start-ups and slow down the development of existing providers. It could also hamper the competitive edge of companies that invest in unique and user friendly solutions related to ways of presenting or organizing certain data and its movement. The “best effort” rule seems to be most appropriate to address this issue. Data portability will be regulated in the upcoming General Data Protection Regulation.

ACCESS TO DATA

As a trader or a consumer using the services of online platforms did you experience any of the following problems related to the access of data?

a) unexpectedly changing conditions of accessing the services of the platforms

- Yes
 No

b) unexpectedly changing conditions of accessing the Application Programming Interface of the platform

- Yes
 No

c) unexpectedly changing conditions of accessing the data you shared with or stored on the platform

- Yes
 No.

d) discriminatory treatment in accessing data on the platform

- Yes
 No

Would a rating scheme, issued by an independent agency on certain aspects of the platforms' activities, improve the situation?

- Yes
 No

Please explain your answer

Users of the Internet already have the possibility to assess the advantages and restrictions of a given platform, there are numerous information and opinion shared on forums, blogs etc. If such a rating scheme were to be introduced, participation in it should not be mandatory and platforms should not be obliged to adapt to the criteria set in the rating scheme prepared by this independent agency. Besides, considering the abundance of platforms, it would be difficult to create cohesive criteria that would be appropriate to all types of platforms.

Please share your general comments or ideas regarding access to data on online platforms

Access to data is already regulated in the data protection legislation. It will be also regulated in the General Data Protection Regulation. This solutions are sufficient so there is no need to introduce specific rules applying only to online platforms. Market dynamics and self-regulation play also important role in accessing to data.

Tackling illegal content online and the liability of online intermediaries

Tackling illegal content online and the liability of online intermediaries

Please indicate your role in the context of this set of questions

Terms used for the purposes of this consultation: "Illegal content" Corresponds to the term "illegal activity or information" used in Article 14 of the E-commerce Directive. The directive does not further specify this term. It may be understood in a wide sense so as to include any infringement of applicable EU or national laws and regulations. This could for instance include defamation, terrorism related content, IPR infringements, child abuse content, consumer rights infringements, or incitement to hatred or violence on the basis of race, origin, religion, gender, sexual orientation, malware, illegal online gambling, selling illegal medicines, selling unsafe products. "Hosting" According to Article 14 of the E-commerce Directive, hosting is the "storage of (content) that has been provided by the user of an online service". It may for instance be storage of websites on servers. It may also include the services offered by online market places, referencing services and social networks. "Notice" Any communication to a hosting service provider that gives the latter knowledge of a particular item of illegal content that it transmits or stores and therefore creates an obligation for it to act expeditiously by removing the illegal content or disabling/blocking access to it.. Such an obligation only arises if the notice provides the internet hosting service provider with actual awareness or knowledge of illegal content. "Notice provider" Anyone (a natural or legal person) that informs a hosting service provider about illegal content on the internet. It may for instance be an individual citizen, a hotline or a holder of intellectual property rights. In certain cases it may also include public authorities. "Provider of content" In the context of a hosting service the content is initially provided by the user of that service. A provider of content is for instance someone who posts a comment on a social network site or uploads a video on a video sharing site.

- individual user
 content provider
 notice provider
 intermediary
 none of the above

Please explain

IAB Polska represents organizations including both content providers and intermediaries.

Have you encountered situations suggesting that the liability regime introduced in Section IV of the E-commerce Directive (art. 12-15) has proven not fit for purpose or has negatively affected market level playing field? **No comment**

- Yes
 No

Please describe the situation.

No comment

Do you think that the concept of a "mere technical, automatic and passive nature" of information transmission by information society service providers provided under recital 42 of the ECD is sufficiently clear to be interpreted and applied in a homogeneous way, having in mind the growing involvement in content distribution by some online intermediaries, e.g.: video sharing websites? **No comment**

- Yes
 No
 I don't know

Please explain your answer.

No comment

Mere conduit/caching/hosting describe the activities that are undertaken by a service provider. However, new business models and services have appeared since the adopting of the E-commerce Directive. For instance, some cloud service providers might also be covered under hosting services e.g. pure data storage. Other cloud-based services, as processing, might fall under a different category or not fit correctly into any of the existing ones. The same can apply to linking services and search engines, where there has been some diverging case-law at national level. Do you think that further categories of intermediary services should be established, besides mere conduit/caching/hosting and/or should the existing categories be clarified? **No comment**

- Yes
 No

Please provide examples

No comment

Do you consider that different categories of illegal content require different policy approaches as regards notice-and-action procedures, and in particular different requirements as regards the content of the notice?

- Yes**
 No
-

Do you think that any of the following categories of illegal content requires a specific approach:

- Illegal offer of goods and services (e.g. illegal arms, fake medicines, dangerous products, unauthorised gambling services etc.)
- Illegal promotion of goods and services
- Content facilitating phishing, pharming or hacking
- **Infringements of intellectual property rights (e.g. copyright and related rights, trademarks)**
- **Infringement of consumer protection rules, such as fraudulent or misleading offers**
- **Infringement of safety and security requirements**

- Racist and xenophobic speech
- Homophobic and other kinds of hate speech
- **Child abuse content**
- Terrorism-related content (e.g. content inciting the commitment of terrorist offences and training material)
- Defamation
- Other:

* Please specify

No comment

Please explain what approach you would see fit for the relevant category.

The procedure "notice and take down" should be based on precise regulation at EU level. This procedure should apply for various kinds of infringements. All actions of the Commission should take into account protection of intermediaries from the liability for illegal content placed by third parties. This rule has a key role in building information society. The obligation of intermediaries and procedures may differ depending on kind of an infringement, because the consequences of potential are different for pedophile content or copyright infringement. The service provider should not be entitled to block the content on its own discretion only on the basis of the provided information. A decision of the service provider should be controlled e.g. by the independent body who has professional knowledge. This body could control the decision of the provider at the request of the content provider.

On the "action"

Should the content providers be given the opportunity to give their views to the hosting service provider on the alleged illegality of the content? **No comment**

Yes

No

Please explain your answer

No comment

If you consider that this should only apply for some kinds of illegal content, please indicate which one(s)

No comment

Should action taken by hosting service providers remain effective over time ("take down and stay down" principle)?

No comment

Yes

No

Please explain

No comment

On duties of care for online intermediaries:

Recital 48 of the Ecommerce Directive establishes that "[t]his Directive does not affect the possibility for Member States of requiring service providers, who host information provided by recipients of their service, to apply duties of care, which can reasonably be expected from them and which are specified by national law, in order to detect and prevent certain types of illegal activities". Moreover, Article 16 of the same Directive calls on Member States and the Commission to encourage the "drawing up of codes of conduct at Community level by trade, professional and consumer associations or organisations designed to contribute to the proper implementation of Articles 5 to 15". At the same time, however, Article 15 sets out a prohibition to impose "a general obligation to monitor".

(For online intermediaries): Have you put in place voluntary or proactive measures to remove certain categories of illegal content from your system?

Yes

No

Please describe them.

IAB Polska launched in June 2014 an initiative to promote white listed companies and transparency on the measures that companies take to prevent advertising misplacement on copyright infringing sites which has equally been successful in collecting 15 signatures.

Could you estimate the financial costs to your undertaking of putting in place and running this system?

The creation of blacklist or white list of IPR infringing sites could be an obligation of the government agency.

Do you see a need to impose specific duties of care for certain categories of illegal content? **No comment**

Yes

No

I don't know

Please specify for which categories of content you would establish such an obligation.

No comment

Please specify for which categories of intermediary you would establish such an obligation

No comment

Please specify what types of actions could be covered by such an obligation

No comment

Do you see a need for more transparency on the intermediaries' content restriction policies and practices (including the number of notices received as well as their main content and the results of the actions taken following the notices)?

Yes

No

Should this obligation be limited to those hosting service providers, which receive a sizeable amount of notices per year (e.g. more than 1000)?

Yes

No

Do you think that online intermediaries should have a specific service to facilitate contact with national authorities for the fastest possible notice and removal of illegal contents that constitute a threat for e.g. public security or fight against terrorism?

Yes

No

Do you think a minimum size threshold would be appropriate if there was such an obligation?

- Yes
 No

Please share your general comments or ideas regarding the liability of online intermediaries and the topics addressed in this section of the questionnaire.

Under current law the intermediary who acts in good faith should not be liable for illegal content. The obligation of active monitoring of the content should not be imposed on intermediaries, because it would be too cumbersome for these companies, e.g. technologically and administratively. This kind of measures could lead to censorship of internet and erasing legal content, while never being actually effective in eliminating online infringements. The intermediaries' transparency measures, such as publication of number of notices, are a good method to build trust in the legal content providers.

However, it must be noted that a wide exclusion of intermediaries' liability leads to frequent cases where a provider only pretends to passively process data. It is simple to create a fictitious service based on making an internet platform available to its users and to create fictitious users. We observe an increasing number of situations where services fake such a business model in order to distribute content (transmission, films) in an illegal manner and to make profit on such conduct.

Data and cloud in digital ecosystems

Data and cloud in digital ecosystems

FREE FLOW OF DATA

ON DATA LOCATION RESTRICTIONS

In the context of the free flow of data in the Union, do you in practice take measures to make a clear distinction between personal and non-personal data?

- Yes
 No
 Not applicable

Please explain why not

No comment

Have restrictions on the location of data affected your strategy in doing business (e.g. limiting your choice regarding the use of certain digital technologies and services?)

- Yes
 No

Do you think that there are particular reasons in relation to which data location restrictions are or should be justifiable? No comment

- Yes
 No

What kind(s) of ground(s) do you think are justifiable?

- National security
- Public security
- Other reasons:

Please explain

No comment

ON DATA ACCESS AND TRANSFER

Do you think that the existing contract law framework and current contractual practices are fit for purpose to facilitate a free flow of data including sufficient and fair access to and use of data in the EU, while safeguarding fundamental interests of parties involved?

- Yes
- No

Please explain your position

The current contract law allows for flexible creation of specific duties and/or obligations and terms for provision of services, so there are no contractual barriers for free flow of data between contracting parties.

In order to ensure the free flow of data within the European Union, in your opinion, regulating access to, transfer and the use of non-personal data at European level is:

- Necessary
- Not necessary

When non-personal data is generated by a device in an automated manner, do you think that it should be subject to specific measures (binding or non-binding) at EU level?

- Yes
- No

Which of the following aspects would merit measures?

- Obligation to inform the user or operator of the device that generates the data
- Attribution of the exploitation rights of the generated data to an entity (for example the person / organisation that is owner of that device)
- In case the device is embedded in a larger system or product, the obligation to share the generated data with providers of other parts of that system or with the owner / user / holder of the entire system
- Other aspects:

Please specify

No comment

Please share your general comments or ideas regarding data access, ownership and use

The collection and use of data should be free, provided people's privacy is respected. Any processing of sensitive personal data should require explicit consent, but the use of pseudonymised data about observed behavior in general

should be considered legitimate. Devices and systems generate a lot of diagnostic data, which should be freely used by their manufacturers/operators in order to manage, service and/or upgrade such systems and/or devices.

ON ACCESS TO OPEN DATA

Do you think more could be done to open up public sector data for re-use in addition to the recently revised EU legislation (Directive 2013/37/EU)?

Open by default means: Establish an expectation that all government data be published and made openly re-usable by default, while recognising that there are legitimate reasons why some data cannot be released.

- Introducing the principle of 'open by default'[1]
- Licensing of 'Open Data': help persons/ organisations wishing to re-use public sector information (e.g., Standard European License)
- Further expanding the scope of the Directive (e.g. to include public service broadcasters, public undertakings);
- Improving interoperability (e.g., common data formats);
- Further limiting the possibility to charge for re-use of public sector information
- Remedies available to potential re-users against unfavourable decisions
- Other aspects?

Please specify

No comment

Do you think that there is a case for the opening up of data held by private entities to promote its re-use by public and/or private sector, while respecting the existing provisions on data protection?

- Yes
- No

Under what conditions?

- in case it is in the public interest
- for non-commercial purposes (e.g. research)
- other conditions

Please explain

No comment

ON ACCESS AND REUSE OF (NON-PERSONAL) SCIENTIFIC DATA

Do you think that data generated by research is sufficiently, findable, accessible identifiable, and re-usable enough? No comment

- Yes
- No

Why not? What do you think could be done to make data generated by research more effectively re-usable?

No comment

Do you agree with a default policy which would make data generated by publicly funded research available through open access? No comment

- Yes
- No

Why not?

No comment

ON LIABILITY IN RELATION TO THE FREE FLOW OF DATA AND THE INTERNET OF THINGS

As a provider/user of Internet of Things (IoT) and/or data driven services and connected tangible devices, have you ever encountered or do you anticipate problems stemming from either an unclear liability regime/non –existence of a clear-cut liability regime? **No comment**

The "Internet of Things" is an ecosystem of physical objects that contain embedded technology to sense their internal statuses and communicate or interact with the external environment. Basically, Internet of things is the rapidly growing network of everyday objects—eyeglasses, cars, thermostats—made smart with sensors and internet addresses that create a network of everyday objects that communicate with one another, with the eventual capability to take actions on behalf of users.

- Yes
- No
- I don't know

If you did not find the legal framework satisfactory, does this affect in any way your use of these services and tangible goods or your trust in them? **No comment**

- Yes
- No
- I don't know

Do you think that the existing legal framework (laws, or guidelines or contractual practices) is fit for purpose in addressing liability issues of IoT or / and Data driven services and connected tangible goods?

- Yes**
- No
- I don't know

Is the legal framework future proof? Please explain, using examples.

This is currently difficult to assess if the legal framework is future proof. Current legal framework differs across EU countries. In most cases connected goods depend on other services (like Internet access) as well as other connected devices processing their data (including cloud software) and/or the devices they are implemented in (e.g. cars - when IoT device is a third party one). This creates unclear environment for flow of information on data collected.

Please explain what, in your view, should be the liability regime for these services and connected tangible goods to increase your trust and confidence in them?

Issues of information exchange and responsibility sharing in the complete chain of goods and/or services upon which such IoT good and/or service relies should be standardized. Moreover, processing of sensitive data should require explicit consent of the data subject.

As a user of IoT and/or data driven services and connected tangible devices, does the present legal framework for liability of providers impact your confidence and trust in those services and connected tangible goods? **No comment**

- Yes
- No
- I don't know

In order to ensure the roll-out of IoT and the free flow of data, should liability issues of these services and connected tangible goods be addressed at EU level?

- Yes**
- No
- I don't know

ON OPEN SERVICE PLATFORMS

What are in your opinion the socio-economic and innovation advantages of open versus closed service platforms and what regulatory or other policy initiatives do you propose to accelerate the emergence and take-up of open service platforms?

No comment

PERSONAL DATA MANAGEMENT SYSTEMS

The following questions address the issue whether technical innovations should be promoted and further developed in order to improve transparency and implement efficiently the requirements for lawful processing of personal data, in compliance with the current and future EU data protection legal framework. Such innovations can take the form of 'personal data cloud spaces' or trusted frameworks and are often referred to as 'personal data banks/stores/vaults'.

Do you think that technical innovations, such as personal data spaces, should be promoted to improve transparency in compliance with the current and future EU data protection legal framework? Such innovations can take the form of 'personal data cloud spaces' or trusted frameworks and are often referred to as 'personal data banks/stores/vaults'? **No comment**

- Yes
- No
- I don't know

Would you be in favour of supporting an initiative considering and promoting the development of personal data management systems at EU Level? **No comment**

- Yes
- No

EUROPEAN CLOUD INITIATIVE

What are the key elements for ensuring trust in the use of cloud computing services by European businesses and citizens

"Cloud computing" is a paradigm for enabling network access to a scalable and elastic pool of shareable physical or virtual resources with self-service provisioning and administration on-demand. Examples of such resources include: servers, operating systems, networks, software, applications, and storage equipment.

- Reducing regulatory differences between Member States
- Standards, certification schemes, quality labels or seals
- Use of the cloud by public institutions
- Investment by the European private sector in secure, reliable and high-quality cloud infrastructures

As a (potential) user of cloud computing services, do you think cloud service providers are sufficiently transparent on the security and protection of users' data regarding the services they provide? **No comment**

- Yes
- No
- Not applicable

What information relevant to the security and protection of users' data do you think cloud service providers should provide?

Legal identity (company and legal location), compliance with EU regulations, and contact information regarding further specific information. Possible locations of data stored, safety and backup protocols, access of subcontractors, more specific information on use of cloud data and trading in such data, breach reporting.

As a (potential) user of cloud computing services, do you think cloud service providers are sufficiently transparent on the security and protection of users' data regarding the services they provide? **No comment**

- Yes
- No
- Not applicable

As a (potential) user of cloud computing services, do you agree that existing contractual practices ensure a fair and balanced allocation of legal and technical risks between cloud users and cloud service providers? **No comment**

- Yes
- No

Please explain

No comment

What would be the benefit of cloud computing services interacting with each other (ensuring interoperability)

- Economic benefits
- Improved trust
- Others:

Please specify

None. The requirement of interoperability only makes services more expensive for users and are not practically possible in most cases.

What would be the benefit of guaranteeing the portability of data, including at European level, between different providers of cloud services **No comment**

- Economic benefits
- Improved trust
- Others:

Please specify

No comment.

Have you encountered any of the following contractual practices in relation to cloud based services? In your view, to what extent could those practices hamper the uptake of cloud based services? Please explain your reasoning. **No comment**

	Never (Y[es] or N[no])	Sometimes (Y / N)	Often (Y / N)	Always (Y / N)	Why? (1500 characters max.)
Difficulties with negotiating contractual terms and conditions for cloud services stemming from uneven bargaining power of the parties and/or undefined standards					
Limitations as regards the possibility to switch between different cloud service providers					
Possibility for the supplier to unilaterally modify the cloud service					
Far reaching limitations of the supplier's liability for malfunctioning cloud services (including depriving the user of key remedies)					
Other (please explain)					

What are the main benefits of a specific European Open Science Cloud which would facilitate access and make publicly funded research data re-useable? **No comment**

- Making Science more reliable by better quality assurance of the data
- Making Science more efficient by better sharing of resources at national and international level
- Making Science more efficient by leading faster to scientific discoveries and insights
- Creating economic benefits through better access to data by economic operators
- Making Science more responsive to quickly tackle societal challenges
- Others

Please specify

No comment

Would model contracts for cloud service providers be a useful tool for building trust in cloud services?

- Yes
- No
-

Would your answer differ for consumer and commercial (i.e. business to business) cloud contracts?

- Yes
- No

What approach would you prefer?

For market organizations to create their own model contracts.

Please share your general comments or ideas regarding data, cloud computing and the topics addressed in this section of the questionnaire

No comment

The collaborative economy **Not covered by IAB Polska**

The collaborative economy

The following questions focus on certain issues raised by the collaborative economy and seek to improve the Commission's understanding by collecting the views of stakeholders on the regulatory environment, the effects of collaborative economy platforms on existing suppliers, innovation, and consumer choice. More broadly, they aim also at assessing the impact of the development of the collaborative economy on the rest of the economy and of the opportunities as well as the challenges it raises. They should help devising a European agenda for the collaborative economy to be considered in the context of the forthcoming Internal Market Strategy. The main question is whether EU law is fit to support this new phenomenon and whether existing policy is sufficient to let it develop and grow further, while addressing potential issues that may arise, including public policy objectives that may have already been identified.

Terms used for the purposes of this consultation:

"Collaborative economy"

For the purposes of this consultation the collaborative economy links individuals and/or legal persons through online platforms (collaborative economy platforms) allowing them to provide services and/or exchange assets, resources, time, skills, or capital, sometimes for a temporary period and without transferring ownership rights. Typical examples are transport services including the use of domestic vehicles for passenger transport and ride-sharing, accommodation or professional services.

"Traditional provider"

Individuals or legal persons who provide their services mainly through other channels, without an extensive involvement of online platforms.

"Provider in the collaborative economy"

Individuals or legal persons who provide the service by offering assets, resources, time, skills or capital through an online platform.

"User in the collaborative economy"

Individuals or legal persons who access and use the transacted assets, resources, time, skills and capital.

Please indicate your role in the collaborative economy **No comment**

- Provider or association representing providers
 - Traditional provider or association representing traditional providers
 - Platform or association representing platforms
 - Public authority
 - User or consumer association
-

Which are the main risks and challenges associated with the growth of the collaborative economy and what are the obstacles which could hamper its growth and accessibility?

Please rate from 1 to 5 according to their importance.

- Not sufficiently adapted regulatory framework **No comment.**

- 1
- 2
- 3
- 4
- 5

- Uncertainty for providers on their rights and obligations **No comment.**

- 1
- 2
- 3
- 4
- 5

- Uncertainty for users about their rights and obligations **No comment.**

- 1
- 2
- 3
- 4
- 5

- Weakening of employment and social rights for employees/workers **No comment.**

- 1
- 2
- 3
- 4
- 5

- Non-compliance with health and safety standards and regulations **No comment.**

- 1
- 2

- 3
- 4
- 5

- Rise in undeclared work and the black economy **No comment.**

- 1
- 2
- 3
- 4
- 5

- Opposition from traditional providers **No comment.**

- 1
- 2
- 3
- 4
- 5

- Uncertainty related to the protection of personal data **No comment.**

- 1
- 2
- 3
- 4
- 5

- Insufficient funding for start-ups **No comment.**

- 1
- 2
- 3
- 4
- 5

- Other, please explain

How do you consider the surge of the collaborative economy will impact on the different forms of employment (self-employment, free lancers, shared workers, economically dependent workers, tele-workers etc) and the creation of jobs? **No comment.**

- Positively across sectors
- Varies depending on the sector
- Varies depending on each case
- Varies according to the national employment laws

- Negatively across sectors
- Other

Please explain

Do you see any obstacle to the development and scaling-up of collaborative economy across borders in Europe and/or to the emergence of European market leaders? **No comment**

- Yes
- No

Please explain

Do you see a need for action at European Union level specifically to promote the collaborative economy, and to foster innovation and entrepreneurship in its context? **No comment**

- Yes
- No

Please indicate the sector/action

What action is necessary regarding the current regulatory environment at the level of the EU, including the Services Directive, the E-commerce Directive and the EU legislation on consumer protection law? **No comment**

- No change is required
- New rules for the collaborative economy are required
- More guidance and better information on the application of the existing rules is required
- I don't know what is the current regulatory environment

Please indicate the sectors and the rules concerned

How many people work for you? **No comment**

- I am an individual provider
- 1
- 2-10
- 11-50
- 51-100
- 101-250
- More
- I do not wish to reveal this information

Please specify

What percentage of your revenues/turnover is earned via collaborative platforms in the last twelve months? **No comment.**

- 0-20%
 - 21-40%
 - 41-60%
 - 61-80%
 - 81-100%
 - I do not wish to reveal this information
-

What has been your revenue/turnover growth in the last twelve months earned via collaborative platforms? **No comment.**

- 0-5%
 - 6-15%
 - 16-35%
 - 36-50%
 - More than 50%
 - I do not wish to reveal this information
-

What sector of the economy do you operate in? **No comment.**

- Transport
- Tourism
- Accommodation
- Professional services
- Other

Please specify

As a provider active in the collaborative economy, are you aware if the following requirements have to be fulfilled in order to offer/share your assets, resources, time, skills, and/or capital on a platform?

- Specific authorisation or licence **No comment**

- Yes
- No
- I don't know

- Registration in a business registry **No comment**

- Yes
- No
- I don't know

- Specific qualifications **No comment**

- Yes
- No
- I don't know

- Insurance coverage **No comment**

- Yes
- No
- I don't know

- Membership in a professional chamber **No comment**

- Yes
- No
- I don't know

- Compliance with health and safety requirements **No comment**

- Yes
- No
- I don't know

- Compliance with planning permission or fire safety requirements **No comment**

- Yes
- No
- I don't know

- Compliance with fixed-tariffs **No comment**

- Yes
- No
- I don't know

- Compliance with consumer protection requirements **No comment**

- Yes
- No
- I don't know

- Other, please specify

In case you need to comply with at least one of the above requirements, does this represent a burden for the exercise of your services via collaborative business models? **No comment**

- A significant burden
 - A minor burden
 - No burden
 - N/A (no requirements apply to my activities)
-

Do you think that lighter rules should be applied to smaller providers? **No comment**

- Yes
 - No
-

What should be the threshold of a provider's activity in the collaborative economy for it to become subject to rules, such as authorisations, registrations, consumer protection (e.g. level of absolute revenue from collaborative economy, relative share of revenue from collaborative economy, in overall revenues, number of rented units/rental days etc)?

The same as for others

Is the online platform imposing specific requirements on providers? **No comment**

- Yes
 - No
-

What are the requirements and did the online platform verify their fulfilment and if so how? Please explain briefly.

No comment

Are providers using platforms able to find the right insurance to protect themselves against risks when providing services and assets in the collaborative economy? **No comment**

- Yes
- No

Please explain why not

What sector of the economy do you operate in? **No comment**

- Transport
- Tourism
- Accommodation
- Professional services
- Other

Please specify

Have your revenues/turnover been reduced as a result of competition from collaborative platforms? **No comment**

- Yes
- No

By what percentage? **No comment**

- 0-5%
 - 6-15%
 - 16-35%
 - 36-50%
 - More than 50%
 - I do not wish to reveal this information
-

Do you use or intend to use collaborative platforms to offer your existing services and assets? **No comment**

- Yes
- No

Please explain – If yes, what is/expected to be the impact on your revenues/profits?

If applicable, how can we ensure a level playing field between providers in the collaborative economy and traditional providers? **No comment**

- Better enforcement of existing legislation for platforms and providers in the collaborative economy
- Developing specific legislation for providers in the collaborative economy
- Improving the existing rules for providers in the collaborative economy
- Improving the rules for traditional providers
- Other

Please specify

What sector of the economy do you operate in? **No comment**

- Transport
- Tourism
- Accommodation
- Professional services
- Other

Please specify

How many people work for your company? **No comment**

- 1
- 2-10
- 11-50
- 51-100

- 101-250
 - More than 250
 - I do not wish to reveal this information
-

What has been your revenue/turnover growth over the last twelve months? **No comment**

- 0-20%
 - 21-40%
 - 41-60%
 - 61-80%
 - 81-100%
 - Negative
 - I do not wish to reveal this information
-

Do you offer services and products in countries other than your own? **No comment**

- Yes
 - No
-

What percentage of your revenue is due to cross-border activities? **No comment**

- 0-20%
 - 21-40%
 - 41-60%
 - 61-80%
 - 81-100%
 - I do not wish to reveal this information
-

What type of transactions does your platform provide? **No comment**

- Only peer-to-peer
 - Peer-to-peer and business to consumer
 - Peer-to-peer, business to consumer and business to business
-

Are there any specific prior authorisation requirements in place in your country of establishment for collaborative economy platforms? Are there specific authorisation requirements for your sector of activity and with which you, as a platform, have to comply? **No comment**

- Yes
 - No
 - I don't know
-

Please indicate whether these are: **No comment**

- Specific authorisation or licence **No comment**

Yes

No

I don't know

- Registration in a business registry **No comment**

Yes

No

I don't know

- Insurance coverage **No comment**

Yes

No

I don't know

- Membership in a professional chamber **No comment**

Yes

No

I don't know

- Specific qualifications **No comment**

Yes

No

I don't know

- Compliance with health and safety requirements **No comment**

Yes

No

I don't know

- Compliance with planning permission or fire safety requirements **No comment**

Yes

No

I don't know

- Compliance with fixed-tariffs **No comment**

Yes

No

I don't know

- Requirements applicable to providers I can host on the platform **No comment**

Yes

No

I don't know

- Other, please specify

Do you face any specific authorisation requirements in those EU countries where you provide cross border services temporarily without being established? **No comment**

- Yes
- No
- Not applicable

Please explain briefly

As a platform, are you involved in tax collection from the providers in the collaborative economy? **No comment**

- Yes
- No

Please explain briefly

Are you providing insurance or other types of guarantees for consumers and providers active on your platform? **No comment**

- Yes
- No

Please explain briefly

Do you inform providers regarding their legal obligations and do you ensure compliance of providers with specific legislation applying to them (for example, possession of authorisations, licences, consumer information requirements etc.)? **No comment**

- Yes
- No

Please explain briefly

Is collaborative economy raising specific regulatory and enforcement issues? **No comment**

- Yes
- No

Please explain briefly, indicating also what steps, if any, have been undertaken to solve such issues.

Is self-regulation, including voluntary standards, sufficient in the context of collaborative economy? **No comment**

- Yes
- No

Please explain briefly

How do you ensure that social protection is applied regardless of the business model (collaborative economy model or traditional business models)? Please explain briefly

Though compliance with national laws

How do you distinguish between commercial activity within the collaborative economy and the occasional intervention of private individuals in this context? **No comment**

- VAT threshold
- Frequency of the activity concerned
- On the basis of the safety risk
- Other

Please explain

Do you see problems related to taxation of collaborative economy activities? **No comment**

- Yes
- No

Please explain briefly

Requires for suppliers to report income

Do you think there is a need for a special tax regime for collaborative economy providers? **No comment**

- Yes
- No

Please explain briefly

Have you used a service or asset via a collaborative platform? **No comment**

- Yes
- No

Please specify in which period **No comment**

- During the last month
- During the last three months
- During the last six months
- During the last twelve months

Have you exchanged your assets or services against other persons' assets or services or did you pay for them? **No comment**

- Exchange
 - Payment
-

In which sectors have you used services or assets offered through platforms? **No comment** Transport

- Tourism
- Accommodation
- Professional services
- Other

Please specify

Do you receive, on the collaborative economy platform, sufficient information on the provider in the collaborative economy (including whether the provider is an individual or a legal person), your consumer rights, the characteristics and modalities of the offer and your statutory rights (such as withdrawal/cancellation right when applicable)? **No comment**

- Yes
- No

Please explain

How important are reputation/rating systems in facilitating transactions on collaborative economy platforms? **No comment**

- Very important
- Important
- Not important

Do you rely on other elements when deciding to use a service or asset via collaborative economy platforms? **No comment**

- Vetting of the provider
- Existence of a complaint process
- Reputation of the platform
- Other

Please specify

Thank you for your contribution