



Albert Borschette
Congress Center (CCAB)
Rue Froissart 36,
B-1040 Brussels
Belgium



Seminar 3

EFFECTIVE ENFORCEMENT IN THE DIGITAL ENVIRONMENT

Outline Programme

ROOM AB-1B

The digital economy and on-line trade hold an important potential to contribute significantly to economic growth and consumer welfare, if consumer rights and product safety rules are respected.

Digital markets can also be challenging when it comes to enforcement of consumer rules. The cross-border or even international nature of many transactions, often indirect interaction between consumer and trader, the unclear roles of the different parties as well as the speed of transactions lead to confusion about the roles of the various stakeholders and their rights and responsibilities.

In this seminar we will discuss the challenges of enforcement of consumer legislation in the digital environment and the perspectives and roles of the stakeholders (consumer organisations, national enforcement and surveillance authorities, platforms, businesses and others) in the digital market. We will focus on what each of the stakeholders can contribute to improved enforcement of consumer rules in the digital markets in the future.

14:45 - 15:00

INTRODUCTION: CONSUMERS' DIGITAL EXPERIENCE

Speaker

Ragnar Wiik - Director of European Consumer Centre Norway

This session will frame and focus the subsequent discussions around an actual infringement case.

15:00 - 17:10

ENFORCEMENT CHALLENGES IN THE DIGITAL SINGLE MARKET

This part of the seminar will consist of discussions in smaller groups around a set of questions. Each group is representing a different stakeholder perspective. After an initial discussion the participants will be invited to change group and to explore other stakeholders' perspectives and roles. The table hosts will report on the results of the discussions.

Group 1: Consumer's perspective

Host

Luisa Crisgiovani - Director, Altroconsumo, Italy

Group 2: National enforcer's perspective

Host

Baiba Vitolina - Director, Consumer Rights Protection Centre, Latvia

Group 3: Platform's perspective

Host

Siada El Ramly - Director General, EDIMA

Group 4: On-line businesses' perspective

Host

Razvan Antemir - Senior Legal Affairs Advisor, EMOTA

Group 5: Domain registries' perspective

Host

David Abrahams - Head of Public Policy, Nominet, UK

Group 6: European Commission's perspective

Host

Marie-Paule Benassi - Head of Unit E-5: Enforcement and European Consumer Centres, DG Justice and Consumers, European Commission

17:10 – 17:30

CONCLUSIONS AND KEY MESSAGES

from the workshop to report to the Summit plenary session on Day 2.

Rapporteur

Ida Mazzenga - Consumer Authority, Sweden

