Upholding consumer rights in digital markets
Discussion 1: Consumer protection and digital platforms

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Consumer protection and digital platforms

George Lusty
Competition and Markets Authority
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Online gambling

Online bookies rapped for 'unfair' promotions that trap players' cash

Gambling companies have been accused of imposing “unfair restrictions” to stop customers withdrawing cash from their accounts.
Car hire

**Smart For Four, Kia Picanto, Fiat Panda**

**Economy Group AA**

**COLLECTION: AIRPORT TERMINAL**

<table>
<thead>
<tr>
<th>Model</th>
<th>Rate</th>
<th>Description</th>
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<tbody>
<tr>
<td>FULL/FULL RATE</td>
<td>€8.26/day</td>
<td>(€24.80 3 days)</td>
</tr>
<tr>
<td>SMART RATE</td>
<td>€7.03/day</td>
<td>(€21.10 3 days)</td>
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<tr>
<td>THE CHEAPEST CHOICE</td>
<td>€5.98/day</td>
<td>(€17.93 3 days)</td>
</tr>
</tbody>
</table>

All prices include taxes (21% VAT)

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I have read and I accept the [Terms and Conditions](#) applicable to this service.

I have read and I accept the [Privacy Policy](#).

I accept to receive marketing information regarding deals, services and offers from Goldcar or other companies within the sector, via e-mail or any other equivalent means. As well as satisfaction surveys.

I accept to have a commercial profile created based on the information provided by me in order to receive personalized advertising profiled through the cookies. No automated decisions will be made based on such profile.

**CONFIRM BOOKING**

€167.93

VAT included (21%)
Secondary tickets

Harry Potter and the Cursed Child Tickets

Tickets for Harry Potter and the Cursed Child - Part Two ONLY are in demand. Please wait while we check for availability.

Under the court order, Viagogo will have to tell purchasers of tickets if there is a risk that they will be turned away at the door.
UK.gov online dating tips: Do get consent, don't make false claims or fake profiles

Probe of dating platform's claims prompts crackdown on online love rat firms

By Rebecca Hill 13 Jun 2018 at 09:28
Social media influencers

Reality TV stars probed over sneaky online ads: Watchdog investigates Instagram and Twitter stars for plugging products without making it clear they are being paid

- Competition and Markets Authority written to social media stars and celebrities
- It wants to gather more information about posts and brand business agreements
- Made in Chelsea's Millie Mackintosh and Louise Thompson criticised in the past

FINANCIAL TIMES

Celebrity 'influencers' probed in UK over social media adverts
Stars who do not reveal if they have been paid to promote products could face court action
Joint Open Letter to Businesses in the Digital Economy on the Importance of Standard Terms and Conditions for Consumers

June 28 2018 - Ankara, Turkey

Introduction

Consumers in the digital economy are entitled to know what they are getting and on what basis.

The Internet is the number one marketplace where consumers and traders come together, doing away with national borders and boosting the digital economy. Playing fair with consumers can enhance trust and confidence in the digital economy, and thereby benefit consumers and businesses alike.

The International Consumer Protection and Enforcement Network (ICPEN), a worldwide network of more than 60 consumer protection authorities, is encouraging consumer-facing businesses in the digital economy to review their contractual terms and conditions (TCs) and marketing practices.

ICPEN wants businesses to ensure that they:

- Are fair to consumers, and don’t mislead or deceive them.
- Are transparent and highlight the most important points of the contract and product.
- Don’t bury important matters in long and complicated TCs.
- Comply with consumer law and respect consumers’ privacy rights.

Support The Guardian

Airbnb

Airbnb warned it breaches EU rules over pricing policy

Accommodation service told it needs to be clearer on total cost including fees and charges

Daniel Belsey in Brussels

Mar 15 July 2016 4:42 IST

Airbnb has been found in breach of EU law and given until the end of the summer to ditch a range of practices, including that of belatedly applying additional fees to the prices it promotes online.

The accommodation service has been accused by the European commission and national regulators of failing its customers and making the mistake of many global digital firms of “forgetting its responsibilities”.

The Guardian
Key themes (I)

- **Targeting ‘sludge’**
  - Exploring when harmful nudging behaviours online can engage consumer law

- **Protecting vulnerable consumers, particularly children**
  - Gambling
  - Apps
  - Connected devices
Key themes (II)

● Online reviews
  - Impact on over £23bn of UK purchases

● Platforms
  - Heterogeneity of online platforms
  - Listing and ranking issues, and role of algorithms
  - Provision of essential pre-purchase information

● Cross-border enforcement

● Exploring a new world of remedies