



**EXPERT MEETING ON CYBERLAWS AND REGULATIONS  
FOR ENHANCING E-COMMERCE, INCLUDING CASE STUDIES AND LESSONS  
LEARNED**

**25–27 March 2015**

*Room XXVI, Palais des Nations, Geneva*

**Wednesday, 25 March**

<b>Wednesday, 25 March</b>	
<b>10–11 a.m.</b>	<p><b><i>Opening session</i></b></p> <ol style="list-style-type: none"> <li>1. Election of officers</li> <li>2. Adoption of the agenda and organization of work</li> <li>3. Cyberlaws and regulations for enhancing e-commerce: Case studies and lessons learned</li> </ol> <p><b><i>Opening remarks:</i></b> Anne Miroux, Director, Division on Technology and Logistics, UNCTAD</p> <p><b><i>Presentation of the background note by the secretariat:</i></b> Torbjörn Fredriksson, Chief, Information and Communications Technology (ICT) Analysis Section, Division on Technology and Logistics, UNCTAD</p>
<b>11 a.m.–1 p.m.</b>	<p><b>Session 1: E-commerce trends and legal challenges</b> <i>This session will highlight global progress in the area of e-commerce and identify key legal issues that need to be addressed to facilitate e-commerce and make online interaction more secure. It will include presentations by e-commerce companies from developed and developing countries, international organizations and legal experts.</i></p> <p><b><i>Issues for discussion:</i></b></p> <ul style="list-style-type: none"> <li>▪ What are the main trends in e-commerce globally?</li> <li>▪ What are the key opportunities and main challenges for developing countries?</li> <li>▪ What are the main legal challenges currently facing governments of developing countries, domestically and internationally?</li> <li>▪ How do e-commerce businesses address these challenges?</li> </ul> <p><b><i>Panellists:</i></b></p> <ul style="list-style-type: none"> <li>▪ Samuel Laurinkari, Senior Manager, European Union Government Relations, eBay Inc.</li> <li>▪ Jeremy Doutte, Co-Chief Executive Officer, Jumia Africa</li> <li>▪ Paul Donohoe, Programme Manager, E-commerce, E-services and Post, Universal Postal Union, Switzerland</li> <li>▪ Ian Walden, Professor, Queen Mary University of London, United Kingdom of Great Britain and Northern Ireland</li> </ul> <p><b><i>Interactive debate</i></b></p>

<p><b>3–6 p.m.</b></p>	<p><b>Session 2: E-transactions laws</b>  <i>This session will examine the development of e-transactions laws and related legal issues to facilitate e-commerce. It will consider the need for compatibility of e-transactions laws to develop cross-border e-commerce, and discuss variations in domestic contract laws across and within regions. This session will also examine different electronic payment services of relevance to e-commerce and legal implications of their use.</i></p> <p><b>Issues for discussion:</b></p> <ul style="list-style-type: none"> <li>▪ To what extent is there a need for e-transaction laws to be more compatible? How is this issue currently addressed by countries and regions?</li> <li>▪ What are the main challenges faced by developing countries in the implementation of e-transaction laws?</li> <li>▪ Is there adequate legislation in place to facilitate different payment mechanisms for e-commerce? Which agencies/regulators should regulate payments services?</li> </ul> <p><b>Panellists:</b></p> <ul style="list-style-type: none"> <li>▪ Luca Castellani, Secretary, United Nations Commission on International Trade Law Working Group IV (Electronic Commerce)</li> <li>▪ Alessandra Sbordoni, Policy Officer, Task Force – Electronic Identification and Trust Services, European Commission</li> <li>▪ Maria Chiara Malaguti, Legal Adviser, Payment Systems Development Group, World Bank</li> <li>▪ Stephen Mwaura, Head, National Payments System, Central Bank of Kenya</li> <li>▪ Malyar Jabarkhel, Director, Customs Automation &amp; IT, Afghanistan Customs Department</li> </ul> <p><b>Interactive debate</b></p>
<p><b>6 p.m.</b></p>	<p><b>Cocktail, courtesy of the Government of Finland</b></p>

## Thursday, 26 March

<p><b>10 a.m.–1 p.m.</b></p>	<p><b>Session 3: Consumer protection online</b>  <i>This session will highlight the concerns of online consumers, including in the case of cross-border e-commerce. It will discuss the importance of relevant legislation and approaches in order to ensure that consumers receive equal protection offline and online. It will point to specific challenges facing developing countries in protecting consumers.</i></p> <p><b>Issues for Discussion:</b></p> <ul style="list-style-type: none"> <li>▪ What are the salient legal issues for consumer protection in the context of e-commerce?</li> <li>▪ How is consumer protection provided in developing countries?</li> <li>▪ Why is it important for consumer protection laws to address cross-border e-commerce?</li> <li>▪ What are different ways businesses can foster consumer trust in e-commerce?</li> <li>▪ How can co-operation between consumer protection agencies be enhanced?</li> </ul> <p><b>Panellists:</b></p> <ul style="list-style-type: none"> <li>▪ Nathalie Homobono, Director General, General Directorate for Competition Policy, Consumer Affairs and Fraud Control, France, and Chair, E-commerce Working Group on the Revision of the United Nations Guidelines on Consumer Protection</li> <li>▪ Brigitte Acoca, Consumer Policy Analyst, Organization for Economic Cooperation and Development</li> <li>▪ Hugh Stevenson, Deputy Director for International Consumer Protection, Federal Trade Commission, United States of America</li> <li>▪ Richard Bates, Head of Digital Initiatives, Consumers International, United Kingdom</li> <li>▪ Bruno Miragem, President, Instituto Brasileiro de Política e Direito do Consumidor, Brazil</li> </ul> <p><b>Interactive debate</b></p>
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3–6 p.m.

**Session 4: Data protection and cybercrime**

*This session will explore recent developments in e-commerce concerning data breaches and fraud such as identity theft, credit card fraud and spam. It will discuss ways of ensuring confidence and trust in the use of the Internet through the enactment of legal and regulatory frameworks for protecting personal data, privacy and combatting cybercrime. It will explore the complexity of cross-border enforcement and ways in which governments and businesses can work together in these areas. It will also discuss measures by companies, in particular small and medium-sized enterprises, to keep consumer information secure.*

**Issues for discussion:**

- What is the current state of legislation in the areas of data protection and cybercrime globally?
- What issues does cloud computing raise with regard to data protection and cybercrime?
- How can governments effectively combat cybercrime and data breaches?
- How can governments establish effective CERTS/CSIRTs? What role is there for public private partnerships?

**Panellists:**

- Chris Connolly, Director, Galexia, United Kingdom
- Eva Ignatuschtschenko, Knowledge Management and Cybercrime Consultant, United Nations Office on Drugs and Crime
- Marco Obiso, Cybersecurity Coordinator, International Telecommunication Union
- Albert Antwi-Boasiako, Founder and Principal Consultant, E-crime Bureau, Ghana
- Thomas Andersson, President, International Organization for Knowledge Economy and Enterprise Development

**Interactive debate**

**Friday, 27 March**

10 a.m.–1 p.m.

**Session 5: Best practices of regional cyberlaw development**

*The session will examine law reform efforts in various developing regions based on interaction between regional institutions, UNCTAD and various partners. It will highlight the challenges facing developing countries and regions in implementing compatible laws, and examine possible cross-regional lessons that can be drawn.*

**Issues for discussion:**

- What best practices can be derived from the regional process of e-commerce legislation development?
- What challenges are facing developing countries in achieving internationally compatible legal frameworks for e-commerce?
- How can technical support assist the developing regions?

**Panellists:**

- Cécile Barayre, Programme Manager, E-commerce and Law Reform, UNCTAD\*
- Budi Yuwono, Senior Officer, ICT Sector, Infrastructure Division, Association of Southeast Asian Nations Secretariat\*
- Robert Achieng, Senior Communications Engineer, East African Community Secretariat\*
- Raphael Koffi, Principal Programme Officer, Head, Telecommunication/ICT Division, Economic Community of West African States Commission\*
- David Tait, Legal Researcher, Rule of Law Division, Commonwealth Secretariat\*
- Nibal Idlebi, Chief, Innovation Section, United Nations Economic and Social Commission for Western Asia (remote participation)

**Interactive debate**

<p><b>3–5 p.m.</b></p>	<p><b>Session 6: Issues for discussion and the way forward</b>  <i>In light of the discussion in previous sessions, this session will focus on the way forward. Special attention will be given to ways to support the strengthening of cyberlaws in developing countries and to encourage relevant legislation that fosters cross-border transactions.</i></p> <p><b><i>Issues for discussion:</i></b></p> <ul style="list-style-type: none"> <li>▪ Presentation of best practices from both business and governments which have proven successful in boosting e-commerce.</li> <li>▪ Presentations of national and regional capacity-building initiatives on cyber legislation.</li> </ul> <p><b><i>Panellists:</i></b></p> <ul style="list-style-type: none"> <li>▪ Ian Walden, Professor, Queen Mary University of London, United Kingdom</li> <li>▪ Li Mingtao, Deputy President, State Institute for E-commerce, China International Electronic Commerce Centre, Ministry of Commerce, China</li> <li>▪ Denis Kibirige, Senior State Attorney, Ministry of Justice, Uganda</li> <li>▪ Lee Tuthill, Counsellor, Trade in Services Division, World Trade Organization</li> <li>▪ Abdoullah Cissé, Professor, Université Gaston Berger Saint Louis du Sénégal</li> </ul> <p><b><i>Interactive debate</i></b></p>
<p><b>5–6 p.m.</b></p>	<p><b>Adoption of Chair's summary</b></p> <p>Chairperson will summarize the session discussions and highlight the areas in each session where further work is required.</p>