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# G20 CONSUMER SUMMIT

## EFFECTIVE AND INCLUSIVE CONSUMER PROTECTION

Buenos Aires - May 2018

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### RECEPTION

MAY 14<sup>TH</sup>

18.00 pm Welcome cocktail

### G20 CONSUMER SUMMIT

MAY 15<sup>TH</sup>

8.30 am Accreditation

9:00 am Opening Ceremony (plenary)

9:30 am **Session 1: Vulnerability in a digital world (Plenary)**  
*This high-level panel will consider the question of vulnerability in the digital age and what can be done to protect and empower consumers. Digital technology has transformed consumers' experiences, bringing advantages such as access to services, social connections, convenience and choice. However, as with any new development it has also introduced new types of risks and amplified others, so it is important that consumer protection authorities, business and civil society can act to minimize negative impacts. This is important not just for individual consumers' welfare but also for the future of the digital economy which is largely driven by consumers. For growth and participation to continue, trust needs to be earned and maintained.*

10:30 am Break

11:00 am **Session 2. Understanding the challenge (sub plenary sessions)**

**A. Security and Data protection for children's connected products**  
*Digital games and services have always had the ability to collect and share data about a child's online behavior patterns, their location and the friends with whom they are related. Without the proper protection and security of the data, these can be shared and viewed, creating substantial security risks for children or allowing them to be used in ways that many consider inappropriate. As more connected devices for children (such as monitors, toys and watches) become part of the Internet of Things, these risks multiply, with a greater potential for unauthorized access to data or even altering the product's functionality .*

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### **B. Emerging challenges in children's online protection**

*This session will consider some of the emerging challenges and questions regarding the protection of children online. Do children become addicted to smartphones? Do they have a negative impact on mental health? Should the information that children and youth share online for the rest of their lives be available? How can we strike a balance between intervention to protect children and give them the freedom to learn about their rights and the responsibilities that come with being a digital consumer from a very young age?*

**12:30 pm**

### **Lunch**

#### **Lunch time session: "Building a digital world consumers can trust"**

*This lunchtime session will reflect on the theme of last year's G20 Consumer Summit and look at some of the initiatives and processes that are taking the work of the summit forward.*

**13:30 pm**

### **Session 3. What works? (sub plenary sessions)**

#### **A. Industry initiatives – company policies and techy tools**

*This session will examine what the industry is already doing to improve data protection and the security of connected products and services for children and what else can be done in the future. It will ask what policies companies already have, what new policies, practices and behaviors are needed and how they can best be implemented.*

#### **B. Responses from regulators and standard setters**

*This session will look at what regulators and standards issuers are already doing to improve data protection and the safety of connected products and services for children and what else can be done in the future. Are specific rules needed to protect children online in this area? Can or should regulators intervene to create some consistency with industry standards and standards? How can regulations or standards be developed at a pace that works for children in the digital economy? What must happen to ensure that they are flexible enough to remain relevant in the future?*

**15:00 pm**

### **Break**

**15:30 pm**

### **Session 4. Children's digital rights (plenary)**

*The final session of the first day will draw together insights from the different sessions and discuss what the international priorities are for different stakeholders in improving data protection and security of children's connected products and services.*

**17.00pm**

### **End of day one.**

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**MAY 16<sup>TH</sup>**

**9:00 am**

**Session 1. Product Safety (Emerging challenges)**

*In a world that relies on global trade, product safety is an international challenge that individual countries cannot resolve alone. Global supply chains and markets as well as new technology are creating additional challenges that have caused product safety to rise up the agenda in recent years. This session will engage governments, companies, academics and civil society to better understand these emerging challenges and how we can respond.*

**10:00 am**

**Session 2. Product Safety (Alert systems)**

*Know the risk: spread the news. Alert systems are an important tool to help countries respond to product safety challenges in international markets. They have the potential to share information quickly between countries so that all actors are informed and can act appropriately. Join us in a debate with multilateral organizations, agencies and local governments from G20 countries to understand what can be done to make our alert systems more effective.*

**11:00 am**

**Coffee break**

**11:30 am**

**Session 3. Food Waste (Consumer and Environmental Impact)**

*According to the Food and Agriculture Organization of the United Nations, almost 1300 million tonnes of food are wasted annually around the world, representing 30% of the world food supply. This session will examine the responsibilities of different actors with an emphasis on the consumer impact.*

**12:30 pm**

**Lunch**

**14:00 pm**

**Session 4. Food Waste (Consumer Education and other initiatives)**

*How to increase awareness in civil society and support consumers to reduce waste? This session will consider the rights and responsibilities of consumers around the world, and how awareness raising, and other tools can help consumers to reduce food waste. The session will have a focus on good practice and successful initiatives.*

**15: 00**

**Closure**

**16:00**

**Social Activity: Touristic Bus**