



World Consumer Protection Map

Contribution by
Andorra



Page 2: Contact of respondent

Q1 Name of responding member State **Andorra**

Q2 Name of responding authority/agency:

Govern d'Andorra

Page 3: Consumer protection legislation

Q7 Does your country's Constitution contain a provision on consumer protection? **Yes**

Q8 If you do, please provide de following details:

Text of constitutional norm with reference to consumer protection

Artículo 35 - La ley garantizará y los poderes públicos defenderán los derechos

URL link

http://www.consellgeneral.ad/fitxers/documents/constitucio/copy_of_const-cast/view

Q9 Does your country have have specific law(s) on consumer protection ? **Yes**

Q10 If you do, when was the main specific law first enacted?

Date

13/06/2013

Q11 If your main specific law on consumer protection has been revised, when was the date of its latest revision? **Respondent skipped this question**

Consumer Protection Survey

Q12 Please provide the following details of the current specific law(s):

1- Name of law	Llei 13/2013, del 13 de juny, de competència efectiva i protecció del consumidor
1- URL link	https://www.bopa.ad/bopa/025032/Pagines/7FB8E.aspx
2- Name of law	Reglament regulador dels fulls oficials de queixa, reclamació i denúncia en matèria de consum
2- URL link	https://www.bopa.ad/bopa/025040/Pagines/805E2.aspx

Q13 Please check all the fields that your consumer protections law(s) cover.

Consumer rights/legitimate needs,
Protection of vulnerable and disadvantaged consumers ,
Physical safety,
Product quality,
Terms and conditions ,
Promotional marketing and sales practices (including misleading advertisement)
,
Restrictive business practices (competition/antitrust) ,
Dispute resolution,
Redress,
Consumer education,
Consumer information

Page 4: Consumer protection legislation

Q14 From your previous answer, your specific consumer protection law(s) do(es) not cover the following field(s). Please name the relevant law(s) covering this/these field(s):

Electronic commerce	Llei 20/2014, del 16 d'octubre, reguladora de la contractació electrònica i dels operadors que desenvolupen la seva activitat econòmica en un espai digital.
Tourism	Llei 16/2017, del 13 de juliol, general de l'allotjament turístic.
Data protection and privacy	Ley cualificada 15/2003, del 18 de diciembre, de protección de datos personales

Consumer Protection Survey

Q15 Please indicate the URL Link of the relevant law(s) to each field:

Electronic commerce

<https://www.bopa.ad/bopa/026065/Pagines/lo26065006.aspx>

Tourism

https://www.bopa.ad/bopa/029052/Pagines/CGL20170728_09_50_07.aspx

Data protection and privacy

https://www.apda.ad/system/files/llei_qualificada_de_proteccio_de_dades_personals_-_es.pdf

Page 5: Consumer protection institutions

Q16 Name of Ministry responsible for consumer protection:

Ministeri d'Economia

Q17 URL link of responsible Ministry for consumer protection:

Respondent skipped this question

Q18 Year when consumer protection was assumed by the current responsible ministry:

2011

Page 6: Consumer protection institutions

Q19 Do you have a main consumer protection authority/agency?

Yes

Q20 Name of main consumer protection authority/agency:

Servei d'Atenció al Consumidor

Q21 URL of main consumer protection authority/agency:

www.consum.ad

Q22 Year of creation:

2011

Q23 Annual budget: (in USD)

Respondent skipped this question

Consumer Protection Survey

Q24 Total number of staff:

5

Q25 Total number of staff directly affected to consumer protection:

4

Q26 Do you have a law/decreed that governs the main consumer protection authority/agency? **No**

Q27 If you do, please provide the following details: **Respondent skipped this question**

Q28 Does your main consumer protection authority/agency have POLICY MAKING powers over any of the following fields? **Respondent skipped this question**

Page 7: Consumer protection institutions

Q29 From your previous answer, your main authority/agency does not have POLICY MAKING powers over the following fields. Please name the relevant authorities/agencies with powers over these fields: **Respondent skipped this question**

Q30 URL Link of the relevant authority/agency to each field: **Respondent skipped this question**

Consumer Protection Survey

Q31 Does your main consumer protection authority/agency have ENFORCEMENT powers over any of the following fields?

Consumer rights/legitimate needs,
Protection of vulnerable and disadvantaged consumers ,
Physical safety,
Product quality,
Terms and conditions ,
Promotional marketing and sales practices (including misleading advertisement)
,
Restrictive business practices (competition/antitrust) ,
Electronic commerce,
Dispute resolution,
Consumer education,
Consumer information

Page 8: Consumer protection institutions

Q32 From your previous answer, your main consumer protection authority/agency does not have ENFORCEMENT powers over the following fields. Please name the relevant authorities/agencies with powers over these fields:

Financial services	Institut Nacional de Finances (INAF)
Promotion of sustainable consumption	Departament de Medi Ambient
Water	Departament de Medi Ambient
Pharmaceuticals	Departament de Salut
Energy	Departament de Medi Ambient
Tourism	Departament de Turisme
Data protection and privacy	Agència Andorrana de Protecció de Dades (APDA)

Q33 URL Link of the relevant authority/agency to each field:

Financial services	www.inaf.ad
Promotion of sustainable consumption	www.mediambient.ad
Water	https://www.mediambient.ad/aigua
Pharmaceuticals	www.salut.ad
Energy	www.energia.ad
Tourism	www.turisme.ad
Data protection and privacy	www.apda.ad

Consumer Protection Survey

Q34 Regarding enforcement, how many infringement cases does your authority/agency handle on average per year? **Respondent skipped this question**

Q35 Has your authority/agency imposed sanctions and/or other measures for breaches of consumer protection law(s)? **Yes**

Q36 Maximum amount for sanction/measure allowed by consumer protection law(s): (in USD)

117500

Q37 Record highest amount for any sanction/measure imposed: (in USD)

17000

Q38 Please detail if necessary, what kind of sanctions and/or other measures are available in your jurisdiction

Sanciones muy graves: incumplir las disposiciones de la normativa relativas a la salud, la seguridad de las personas.

Sanciones graves: Alterar bienes y servicios en detrimento de las cualidades del producto. Inducir a error o confusión en las características o naturaleza del producto o servicio. La publicidad falsa o engañosa. Obviar garantía legal. Obstruir funciones de inspección.

Sanciones leves: publicidad de los precios, condiciones de venta, no disponer de la hoja oficial de reclamaciones...

Page 9: Consumer protection institutions

Q39 Are there any non-governmental consumer organizations/associations in your country? **No**

Q40 Do you have a law/decree that governs consumer organizations/associations? **No**

Q41 In case you have a law/decree that governs consumer organizations, please provide the following details: **Respondent skipped this question**

Q42 Do consumer organizations/associations fulfil any of the following functions? **Respondent skipped this question**

Q43 Do consumer groups/associations receive public funding? **Respondent skipped this question**

Q44 Name the three largest non-governmental consumer organizations/associations in your jurisdiction: **Respondent skipped this question**

Page 10: Consumer protection institutions

Q45 Can consumers obtain redress through judicial channels?

Yes

Q46 Is there a specialized judicial mechanism for consumer complaints?

No

Q47 If there is, please provide the following details

Respondent skipped this question

Q48 Do you have collective redress/class actions for consumer complaints?

Respondent skipped this question

Q49 Who can represent consumer interests in court?

Lawyers

Q50 What is the highest damages award following a collective redress/class action?

Respondent skipped this question

Page 11: Consumer protection institutions

Q51 Regarding out-of-court/alternative consumer dispute resolution, are there any of the following?

Mediation/ Conciliation

Q52 If there are any of the above, please provide the following details:

Respondent skipped this question

Q53 Are there any CROSS-BORDER out-of-court/alternative consumer dispute resolution initiatives?

Yes

Q54 If there are, please provide the following details:

Respondent skipped this question

Page 12: Consumer protection institutions

Q55 Are there any self-regulation initiatives from businesses?

Respondent skipped this question

Q56 Please provide (up to) 4 examples of the self-regulation initiatives from businesses:

Respondent skipped this question

Consumer Protection Survey

Q57 Are there any co-regulation initiatives between businesses and public entities?

Respondent skipped this question

Q58 Please provide (up to) 4 examples of the co-regulation initiatives between businesses and public entities:

Respondent skipped this question

Q59 Do self-regulation and/or co-regulation initiatives cover any of the following issues? (Please relate to UNGCP Guideline 11)

Respondent skipped this question

Page 13: Consumer protection institutions

Q60 What kind and how many international cooperation agreement(s) on consumer protection does your authority/agency participate in?

	Bilateral	Multilateral/Regional
Formal (treaties)		
Informal (memoranda of understanding)		3

Q61 Please provide name and URL link of formal bilateral agreements (treaties):

Respondent skipped this question

Q62 Please provide name and URL link of informal bilateral agreements (memoranda of understanding):

Respondent skipped this question

Q63 Please provide name and URL link of formal multilateral/regionals agreements (treaties) that address consumer protection:

Respondent skipped this question

Q64 Please provide name and URL link of informal multilateral/regionals agreements (memoranda of understanding) that address consumer protection:

Respondent skipped this question

Q65 Do cooperation agreements on consumer protection (be those formal/informal/bilateral/regional) cover any of the following fields?

Consumer rights/legitimate needs,
 Terms and conditions,
 Electronic commerce,
 Dispute resolution

Consumer Protection Survey

Q66 Does your consumer protection enforcement authority/agency have any of the following powers regarding cross-border fraudulent and deceptive commercial practices affecting consumers?

Respondent skipped this question

Q67 Do you have any experience in cross-border cooperation on enforcement?

No

Q68 If you do, please provide a short description

Respondent skipped this question

Q69 Do you engage in technical cooperation or capacity building activities on consumer protection?

Respondent skipped this question

Q70 If you have engaged in technical cooperation or capacity building activities on consumer protection as a recipient/as donor and/or through an international organization/network, please provide the following details for each initiative

Respondent skipped this question

Page 14: Consumer protection policies

Q71 Does your authority/agency carry out information and education initiatives?

Yes

Q72 Do information and education initiatives carried out by your authority/agency cover any of the following fields?

Health, nutrition, prevention of food-borne diseases and food adulteration

,

Product hazard,

Product labelling,

Legislation, dispute resolution,

Weight and measures, prices and quality

,

Environmental protection,

Electronic commerce,

Efficient use of materials, energy, water

,

Sustainable consumption

,

Other (please specify):

www.comerc.ad/consells-consum

Consumer Protection Survey

Q73 Does your authority/agency provide specific education and information initiatives for vulnerable and disadvantaged consumers?

No

Q74 If your authority/agency does, please provide the following details:

Respondent skipped this question

Q75 Do consumer organizations/associations provide education and information initiatives?

Respondent skipped this question

Q76 If consumer organizations/associations do, please provide the following details:

Respondent skipped this question

Page 15: Consumer protection policies

Q77 Does your authority/agency conduct research and analysis on consumer protection issues?

No

Q78 If your authority/agency does, please provide the following details:

Respondent skipped this question

Q79 Do other organizations/associations conduct research and analysis on consumer protection?

Respondent skipped this question

Q80 If other organizations/associations do, please provide the following details:

Respondent skipped this question