



## **World Consumer Protection Map**

Contribution by  
Greece

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Page 2: Contact of respondent

**Q1** Name of responding member State **Greece**

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**Q2** Name of responding authority/agency:

General Secretariat of Commerce and Consumer Protection

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Page 3: Consumer protection legislation

**Q7** Does your country's Constitution contain a provision on consumer protection? **No**

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**Q8** If you do, please provide de following details: **Respondent skipped this question**

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

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**Q10** If you do, when was the main specific law first enacted? Date **16/11/1994**

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**Q11** If your main specific law on consumer protection has been revised, when was the date of its latest revision? Date **17/01/2018**

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## Consumer Protection Survey

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

1- Name of law	<b>Consumer Protection Law_L.2251/1994</b>
1- URL link	<b><a href="http://www.efpolis.gr/el/library2.html?func=fileinfo&amp;id=388">http://www.efpolis.gr/el/library2.html? func=fileinfo&amp;id=388</a></b>
2- Name of law	<b>N. 4438/2016 (GG 220/A/28.11.2016) concerning Consumer credit agreements for residential property</b>
2- URL link	<b><a href="http://www.efpolis.gr/el/component/remository/?func=fileinfo&amp;id=399">http://www.efpolis.gr/el/component/remository/? func=fileinfo&amp;id=399</a></b>
3- Name of law	<b>Law 3869/2010 (GG 130/A/2010) concerning granting a debt statement</b>
3- URL link	<b><a href="http://www.efpolis.gr/el/component/remository/?func=fileinfo&amp;id=226">http://www.efpolis.gr/el/component/remository/? func=fileinfo&amp;id=226</a></b>
4- Name of law	<b>Law 4465/2017 (GG 47/A/2017) concerning access to a basic payment account</b>
4- URL link	<b><a href="http://www.efpolis.gr/el/component/remository/?func=fileinfo&amp;id=418">http://www.efpolis.gr/el/component/remository/? func=fileinfo&amp;id=418</a></b>
5- Name of law	<b>Law 3862/2010 (GG 113/A/2010) concerning payment services in the internal market</b>
5- URL link	<b><a href="http://www.efpolis.gr/el/component/remository/?func=fileinfo&amp;id=240">http://www.efpolis.gr/el/component/remository/? func=fileinfo&amp;id=240</a></b>
6- Name of law	<b>Law 3758/2009 concerning debt-reporting companies for banks' overdue receivables</b>
6- URL link	<b><a href="http://www.efpolis.gr/en/library2.html?func=fileinfo&amp;id=179">http://www.efpolis.gr/en/library2.html? func=fileinfo&amp;id=179</a></b>

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## Consumer Protection Survey

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

Consumer rights/legitimate needs,  
Access by consumers to essential goods and services ,  
Protection of vulnerable and disadvantaged consumers ,  
Physical safety,  
Product quality,  
Terms and conditions ,  
Promotional marketing and sales practices (including misleading advertisement)  
,  
Voluntary codes for businesses ,  
Electronic commerce,  
Tourism,  
Financial services,  
Dispute resolution,  
Redress,  
Consumer education,  
Consumer information

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### 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):

Restrictive business practices (competition/antitrust)	<b>Law 3959/2011 (G.G A/93/2011) Protection of Free Competition</b>
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**Q15** Please indicate the URL Link of the relevant law(s) to each field:

Restrictive business practices (competition/antitrust)	<a href="https://www.epant.gr/">https://www.epant.gr/</a>
Food distribution	<a href="http://www.efet.gr/">http://www.efet.gr/</a>
Water	<a href="http://www.ypeka.gr/Default.aspx?tabid=246&amp;locale=en-US&amp;language=el-GR">http://www.ypeka.gr/Default.aspx?tabid=246&amp;locale=en-US&amp;language=el-GR</a>
Pharmaceuticals	<a href="http://www.eof.gr">http://www.eof.gr</a>
Energy	<a href="http://www.rae.gr">www.rae.gr</a>
Public utilities	<a href="https://www.synigoros.gr/?i=stp.en">https://www.synigoros.gr/?i=stp.en</a>
Data protection and privacy	<a href="http://www.dpa.gr">www.dpa.gr</a>

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**Q16** Name of Ministry responsible for consumer protection:

Ministry of Economy and Development

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**Q17** URL link of responsible Ministry for consumer protection:

<http://84.205.192.59/>

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

Respondent skipped this question

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

Yes

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**Q20** Name of main consumer protection authority/agency:

General Directorate of Consumer Protection

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**Q21** URL of main consumer protection authority/agency:

[www.efpolis.gr](http://www.efpolis.gr)

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**Q22** Year of creation:

Respondent skipped this question

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**Q23** Annual budget: (in USD)

Respondent skipped this question

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**Q24** Total number of staff:

42

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**Q25** Total number of staff directly affected to consumer protection:

18

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**Q26** Do you have a law/decreed that governs the main consumer protection authority/agency?

Yes

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## Consumer Protection Survey

**Q27** If you do, please provide the following details:

Reference of the law/decreed

**Presidential decree no 147/2017**

URL to law/decreed

**[http://www.et.gr/idoes-nph/search/pdfViewerForm.html?args=5C7QrtC22wEsrjP0JAIxBXdtvSoC1rL8V8YeS8scMD B5MXD0LzQTLWPU9yLzB8V68knBzLCmTXKaO6fpVZ6Lx3UnKI3nP8NxdnJ5r9cmWyJWeldvWS\\_18kAEhATUkJb0x1LldQ163nV9K--td6SluYGNWDUq\\_BAAjl2jfD9bw37aulKF9m\\_r\\_PE7x2CjqlUv](http://www.et.gr/idoes-nph/search/pdfViewerForm.html?args=5C7QrtC22wEsrjP0JAIxBXdtvSoC1rL8V8YeS8scMD B5MXD0LzQTLWPU9yLzB8V68knBzLCmTXKaO6fpVZ6Lx3UnKI3nP8NxdnJ5r9cmWyJWeldvWS_18kAEhATUkJb0x1LldQ163nV9K--td6SluYGNWDUq_BAAjl2jfD9bw37aulKF9m_r_PE7x2CjqlUv)**

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

**Consumer rights/legitimate needs,**  
**Access by consumers to essential goods and services,**  
**Protection of vulnerable and disadvantaged consumers,**  
**Physical safety,**  
**Terms and conditions,**  
**Promotional marketing and sales practices (including misleading advertisement),**  
**Voluntary codes for businesses,**  
**Electronic commerce,**  
**Financial services,**  
**Promotion of sustainable consumption,**  
**Tourism,**  
**Dispute resolution,**  
**Redress,**  
**Consumer education,**  
**Consumer information**

## Consumer Protection Survey

**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:

Product quality	<b>General Secretariat for Industry</b>
Restrictive business practices(competition/antitrust)	<b>The Hellenic Competition Commission</b>
Water	<b>Special Secretariat for Water</b>
Pharmaceuticals	<b>National Medicine Organisation</b>
Energy	<b>Regulatory Authority for Energy</b>
Public utilities	<b>The greek Ombudsman,independent authority</b>
Data protection and privacy	<b>Data Protection AuthorityTelecommunications &amp; Post Commission</b>

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**Q30** URL Link of the relevant authority/agency to each field:

Product quality	<b><a href="http://www.ggb.gr">www.ggb.gr</a></b>
Restrictive business practices(competition/antitrust)	<b><a href="https://www.epant.gr/en/default">https://www.epant.gr/en/default</a></b>
Pharmaceuticals	<b><a href="http://www.eof.gr">www.eof.gr</a></b>
Energy	<b><a href="http://www.rae.gr">www.rae.gr</a></b>
Public utilities	<b><a href="https://www.synigoros.gr/?i=stp.en">https://www.synigoros.gr/?i=stp.en</a></b>
Data protection and privacy	<b><a href="http://www.dpa.gr">www.dpa.gr</a></b>

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

**Consumer rights/legitimate needs,**  
**Access by consumers to essential goods and services ,**  
**Protection of vulnerable and disadvantaged consumers ,**  
**Physical safety,**  
**Terms and conditions ,**  
**Promotional marketing and sales practices (including misleading advertisement)**  
**,**  
**Electronic commerce,**  
**Financial services,**  
**Dispute resolution,**  
**Redress,**  
**Consumer education,**  
**Consumer information**

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**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:

Product quality	<b>General Secretariat of Industry</b>
Restrictive business practices (competition/antitrust)	<b>Hellenic Competition Commission</b>
Food distribution	<b>EFET (Hellenic Food Authority)</b>
Pharmaceuticals	<b>National Organization for Medicines</b>
Energy	<b>Regularity Authority for Energy</b>
Tourism	<b>Ministry of Tourism</b>
Data protection and privacy	<b>Hellenic Data Protection Authority</b>

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

Restrictive business practices (competition/antitrust)	<b><a href="http://www.epan.gr">www.epan.gr</a></b>
Food distribution	<b><a href="http://www.efet.gr">www.efet.gr</a></b>
Pharmaceuticals	<b><a href="http://www.eof.gr">www.eof.gr</a></b>
Energy	<b><a href="http://www.rae.gr">www.rae.gr</a></b>
Data protection and privacy	<b><a href="http://www.dpa.gr">www.dpa.gr</a></b>

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

5550

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**Q35** Has your authority/agency imposed sanctions and/or other measures for breaches of consumer protection law(s)? **No**

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

1167499

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

353752

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

Fine, Compliance Recommendations, Closing Down Business (not applied so far), Recommendation for ending unfair practices as warning before imposing fine

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**Q39** Are there any non-governmental consumer organizations/associations in your country? **Yes**

**Q40** Do you have a law/decree that governs consumer organizations/associations? **Yes**

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

Reference of the law/decree **Law 2251/1994 Last modification:Law 4512/2018**

URL to law/decree **<http://www.efpolis.gr/el/library2.html?func=fileinfo&id=431>**

**Q42** Do consumer organizations/associations fulfil any of the following functions? **Consultation in policy making,**  
**Legal advice to consumers,**  
**Consumer education,**  
**Consumer information,**  
**Consumer publications,**  
**Legal representation of consumers' individual interests before courts,**  
**Legal representation for consumer collective actions**

**Q43** Do consumer groups/associations receive public funding? **Yes**

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

1- Name **INKA GOKE**  
 1- Website **<http://www.inkagokeenvironment.gr/>, <http://www.inka.gr/>**  
 2- Name **Πανελλήνια Ομοσπονδία Ενώσεων Καταναλωτών ΠΟΜΕΚ- «Η ΠΑΡΕΜΒΑΣΗ»-**  
 2- Website **<https://ead.gr/item/pomek/>**

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**Q45** Can consumers obtain redress through judicial channels? **Yes**

## Consumer Protection Survey

**Q46** Is there a specialized judicial mechanism for consumer complaints? **No**

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**Q47** If there is, please provide the following details **Respondent skipped this question**

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

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**Q49** Who can represent consumer interests in court? **Consumers individually,  
Lawyers,  
Consumer protection enforcement authority/agency,  
Consumer associations**

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**Q50** What is the highest damages award following a collective redress/class action? **Respondent skipped this question**

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

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

1- Name	<b>Hellenic Consumers' Ombudsman</b>
1- URL Link	<b><a href="http://www.synigoroskatanaloti.gr/">http://www.synigoroskatanaloti.gr/</a></b>
2- Name	<b>Hellenic Ombudsman for Banking/Investment Services</b>
2- URL Link	<b><a href="http://www.hobis.gr">www.hobis.gr</a></b>

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

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**Q54** If there are, please provide the following details:

1- Name	<b>European Consumer Centre Greece</b>
1- URL Link	<b><a href="https://www.eccgreece.gr/el/european-consumer-center-greece/">https://www.eccgreece.gr/el/european-consumer-center-greece/</a></b>

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## Consumer Protection Survey

**Q55** Are there any self-regulation initiatives from businesses? **No**

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

1- Name of initiative

**Greek E-commerce Association (Greca)**

1- URL link

**<http://www.greekecommerce.gr/>**

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

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

**Respondent skipped this question**

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

**Fair and equitable treatment** ,  
**Responsible commercial behaviour** ,  
**Consumer complaints and disputes**

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

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**Q61** Please provide name and URL link of formal bilateral agreements (treaties): **Respondent skipped this question**

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**Q62** Please provide name and URL link of informal bilateral agreements (memoranda of understanding): **Respondent skipped this question**

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

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

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## Consumer Protection Survey

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

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**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**

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**Q67** Do you have any experience in cross-border cooperation on enforcement? **Respondent skipped this question**

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**Q68** If you do, please provide a short description **Respondent skipped this question**

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**Q69** Do you engage in technical cooperation or capacity building activities on consumer protection? **Respondent skipped this question**

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**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**

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

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## Consumer Protection Survey

**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**

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**Environmental protection,**

**Electronic commerce,**

**Financial services,**

**Efficient use of materials, energy, water**

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**Sustainable consumption**

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

**Yes**

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

**Respondent skipped this question**

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

**Yes**

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

1- URL link of initiative

**<https://www.ekpizo.gr/>**

2- URL link of initiative

**<http://www.inka.gr/>**

3- URL link of initiative

**<http://www.kepka.org/>**

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

**No**

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

**Respondent skipped this question**

## Consumer Protection Survey

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

**No**

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

**Respondent skipped this question**

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