



World Consumer Protection Map

Contribution by
Ireland

Page 2: Contact of respondent

Q1 Name of responding member State **Ireland**

Q2 Name of responding authority/agency:

Department of Business, Enterprise and Innovation

Page 3: Consumer protection legislation

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

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

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 **21/04/2007**

Q11 If your main specific law on consumer protection has been revised, when was the date of its latest revision? Date **28/07/2014**

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

1- Name of law	Consumer Protection Act 2007
1- URL link	http://www.irishstatutebook.ie/eli/2007/act/19/enacted/en/html
2- Name of law	Competition and Consumer Protection Act 2014
2- URL link	http://www.irishstatutebook.ie/eli/2014/act/29/enacted/en/html

Consumer Protection Survey

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

Consumer rights/legitimate needs,

Terms and conditions ,

Promotional marketing and sales practices (including misleading advertisement)

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Consumer Protection Survey

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):

Access by consumers to essential goods and services	http://www.irishstatutebook.ie/eli/2016/act/12/enacted/en/html
Protection of vulnerable and disadvantaged consumers	https://www.centralbank.ie/docs/default-source/Regulation/industry-market-sectors/brokers-retail-intermediaries/supervision-process/consumer-protection-code-2012.pdf?sfvrsn=4.pdf?sfvrsn=2
Physical safety	http://www.irishstatutebook.ie/eli/2005/act/10/enacted/en/html
Restrictive business practices (competition/antitrust)	http://www.irishstatutebook.ie/eli/2014/act/29/enacted/en/html
Electronic commerce	http://www.irishstatutebook.ie/eli/2000/act/27/enacted/en/html
Promotion of sustainable consumption	http://www.irishstatutebook.ie/eli/2002/act/2/enacted/en/html
Food distribution	http://www.irishstatutebook.ie/eli/1998/act/29/enacted/en/html
Water	http://www.irishstatutebook.ie/eli/2013/act/6/enacted/en/html
Pharmaceuticals	http://www.irishstatutebook.ie/eli/2007/act/20/enacted/en/html
Energy	http://www.irishstatutebook.ie/eli/2016/act/12/enacted/en/html
Public utilities	http://www.irishstatutebook.ie/eli/2016/act/12/enacted/en/html
Tourism	http://www.irishstatutebook.ie/eli/2003/act/10/enacted/en/html
Data protection and privacy	http://www.irishstatutebook.ie/eli/2003/act/6/enacted/en/html
Financial services	http://www.irishstatutebook.ie/eli/2010/act/23/enacted/en/html
Dispute resolution	http://www.irishstatutebook.ie/eli/2017/act/27/enacted/en/html
Redress	http://www.irishstatutebook.ie/eli/1980/act/16/enacted/en/html
Consumer education	http://www.irishstatutebook.ie/eli/2014/act/29/enacted/en/html
Consumer information	http://www.irishstatutebook.ie/eli/2014/act/29/enacted/en/html

Consumer Protection Survey

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

Access by consumers to essential goods and services	http://www.irishstatutebook.ie/eli/2016/act/12/enacted/en/html
Protection of vulnerable and disadvantaged consumers	https://www.centralbank.ie/docs/default-source/Regulation/industry-market-sectors/brokers-retail-intermediaries/supervision-process/consumer-protection-code-2012.pdf?sfvrsn=4.pdf?sfvrsn=2
Physical safety	http://www.irishstatutebook.ie/eli/2005/act/10/enacted/en/html
Restrictive business practices (competition/antitrust)	http://www.irishstatutebook.ie/eli/2014/act/29/enacted/en/html
Electronic commerce	http://www.irishstatutebook.ie/eli/2000/act/27/enacted/en/html
Promotion of sustainable consumption	http://www.irishstatutebook.ie/eli/2002/act/2/enacted/en/html
Food distribution	http://www.irishstatutebook.ie/eli/1998/act/29/enacted/en/html
Water	http://www.irishstatutebook.ie/eli/2013/act/6/enacted/en/html
Pharmaceuticals	http://www.irishstatutebook.ie/eli/2007/act/20/enacted/en/html
Energy	http://www.irishstatutebook.ie/eli/2016/act/12/enacted/en/html
Public utilities	http://www.irishstatutebook.ie/eli/2016/act/12/enacted/en/html
Tourism	http://www.irishstatutebook.ie/eli/2003/act/10/enacted/en/html
Data protection and privacy	http://www.irishstatutebook.ie/eli/2003/act/6/enacted/en/html
Financial services	http://www.irishstatutebook.ie/eli/2010/act/23/enacted/en/html
Dispute resolution	http://www.irishstatutebook.ie/eli/2017/act/27/enacted/en/html
Redress	http://www.irishstatutebook.ie/eli/1980/act/16/enacted/en/html
Consumer education	http://www.irishstatutebook.ie/eli/2014/act/29/enacted/en/html
Consumer information	http://www.irishstatutebook.ie/eli/2014/act/29/enacted/en/html

Consumer Protection Survey

Q16 Name of Ministry responsible for consumer protection:

Department of Business, Enterprise and Innovation

Q17 URL link of responsible Ministry for consumer protection:

www.dbei.gov.ie

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

1922

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

Q20 Name of main consumer protection authority/agency:

Competition and Consumer Protection Commission

Q21 URL of main consumer protection authority/agency:

<http://www.ccpc.ie>

Q22 Year of creation:

2014

Q23 Annual budget: (in USD)

14000000

Q24 Total number of staff:

106

Q25 Total number of staff directly affected to consumer protection: **Respondent skipped this question**

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

Consumer Protection Survey

Q27 If you do, please provide the following details:

Reference of the law/decreed

Competition and Consumer Protection Act 2014

URL to law/decreed

<http://www.irishstatutebook.ie/eli/2014/act/29/enacted/en/html>

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

Respondent skipped this question

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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:

Consumer rights/legitimate needs	Department of Business, Enterprise and Innovation
Access by consumers to essential goods and services	Department of Business, Enterprise and Innovation. Department of Communications, Climate Action and Environment. Department of Housing, Planning and Local Government.
Protection of vulnerable and disadvantaged consumers	Central Bank of Ireland.
Physical safety	Department of Business, Enterprise and Innovation
Product quality	N/A
Terms and conditions	Department of Business, Enterprise and Innovation
Promotional marketing and sales practices (including misleading advertisement)	Department of Business, Enterprise and Innovation
Voluntary codes for businesses	N/A
Restrictive business practices(competition/antitrust)	Department of Business, Enterprise and Innovation
Electronic commerce	Department of Business, Enterprise and Innovation
Financial services	Department of Finance. Central Bank of Ireland.
Promotion of sustainable consumption	Department of Communications, Climate Action and Environment
Food distribution	Department of Agriculture, Food and the Marine
Water	Department of Business, Enterprise and Innovation. Department of Communications, Climate Action and Environment. Department of Housing, Planning and Local Government.
Pharmaceuticals	Department of Health
Energy	Department of Communications, Climate Action and Environment
Public utilities	Department of Communications, Climate Action and Environment. Department of Business, Enterprise and Innovation. Department of Communications, Climate Action and Environment. Department of Housing, Planning and Local Government.
Tourism	Department of Transport, Tourism and Sport
Data protection and privacy	Dept of Justice and Equality
Dispute resolution	Department of Business, Enterprise and Innovation
Redress	N/A
Consumer education	Department of Business, Enterprise and Innovation. Department of Finance
Consumer information	Department of Business, Enterprise and Innovation. Department of Finance

Consumer Protection Survey

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

Consumer rights/legitimate needs	www.dbei.gov.ie
Access by consumers to essential goods and services	www.dbei.gov.ie www.dccae.gov.ie/en-ie/Pages/default.aspx www.housing.gov.ie
Protection of vulnerable and disadvantaged consumers	www.centralbank.ie
Physical safety	www.dbei.gov.ie
Product quality	N/A
Terms and conditions	www.dbei.gov.ie
Promotional marketing and sales practices (including misleading advertisement)	www.dbei.gov.ie
Voluntary codes for businesses	N/A
Restrictive business practices(competition/antitrust)	www.dbei.gov.ie
Electronic commerce	www.dbei.gov.ie
Financial services	www.finance.gov.ie
Promotion of sustainable consumption	www.dccae.gov.ie
Food distribution	www.agriculture.gov.ie
Water	www.housing.gov.ie
Pharmaceuticals	https://health.gov.ie
Energy	www.dccae.gov.ie
Public utilities	www.dccae.gov.ie www.housing.gov.ie
Tourism	www.dttas.ie
Data protection and privacy	http://justice.ie
Dispute resolution	www.dbei.gov.ie
Redress	N/A
Consumer education	www.dbei.gov.ie www.finance.gov.ie
Consumer information	www.dbei.gov.ie www.finance.gov.ie

Consumer Protection Survey

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

Consumer rights/legitimate needs,
 Terms and conditions,
 Promotional marketing and sales practices (including misleading advertisement),
 Restrictive business practices (competition/antitrust),
 Electronic commerce,
 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:

Access by consumers to essential goods and services	Commission for Regulation of Utilities. Housing Agency
Protection of vulnerable and disadvantaged consumers	Central Bank
Physical safety	Health and Safety Authority
Product quality	N/A
Voluntary codes for businesses	N/A
Financial services	Central Bank
Promotion of sustainable consumption	N/A
Food distribution	Food Safety Authority of Ireland
Water	Irish Water
Pharmaceuticals	Health Products Regulatory Authority
Energy	Commission for Regulation of Utilities
Public utilities	Commission for Regulation of Utilities
Tourism	National Tourism Development Authority
Data protection and privacy	Data Protection Commission
Dispute resolution	N/A
Redress	N/A

Consumer Protection Survey

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

Access by consumers to essential goods and services	www.cru.ie www.housingagency.ie
Protection of vulnerable and disadvantaged consumers	www.centralbank.ie
Physical safety	www.hsa.ie
Product quality	N/A
Voluntary codes for businesses	N/A
Financial services	www.centralbank.ie
Promotion of sustainable consumption	N/A
Food distribution	www.fsai.ie
Water	www.water.ie
Pharmaceuticals	www.hpra.ie
Energy	www.cru.ie
Public utilities	www.cru.ie
Tourism	www.failteireland.ie
Data protection and privacy	www.dataprotection.ie
Dispute resolution	N/A
Redress	N/A

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

up to 100

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)

117000

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

12000

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

Criminal sanctions also available.

Consumer Protection Survey

Q39 Are there any non-governmental consumer organizations/associations in your country?	Yes
Q40 Do you have a law/decreed that governs consumer organizations/associations?	No
Q41 In case you have a law/decreed that governs consumer organizations, please provide the following details:	Respondent skipped this question
Q42 Do consumer organizations/associations fulfil any of the following functions?	Consumer education, Consumer information, Consumer publications
Q43 Do consumer groups/associations receive public funding?	Yes
Q44 Name the three largest non-governmental consumer organizations/associations in your jurisdiction:	
1- Name	European Consumer Centre
1- Website	www.eccireland.ie
2- Name	Consumers Association of Ireland
2- Website	http://thecai.ie
<hr/>	
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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?	No
Q49 Who can represent consumer interests in court?	Consumers individually, Lawyers

Consumer Protection Survey

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

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

1- Name

European Consumer Centre Ireland

1- URL Link

www.eccireland.ie/faqs/alternative-dispute-resolution

2- Name

Competition and Consumer Protection Commission

2- URL Link

www.ccpc.ie

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

Yes

Q54 If there are, please provide the following details:

1- Name

European Consumer Centre Ireland

1- URL Link

www.eccireland.ie/faqs/alternative-dispute-resolution

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Q55 Are there any self-regulation initiatives from businesses?

No

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

Respondent skipped this question

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

No

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

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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**

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? **Respondent skipped this question**

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**

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Consumer Protection Survey

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? **Product hazard, Product labelling, Weight and measures, prices and quality, Financial services**

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? **Yes**

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

1- Name of consumer organization/association	Competition and Consumer Protection Commission
1- URL link of initiative	www.ccpc.ie/consumers/about/financial-education
2- Name of consumer organization/association	European Consumer Centre Ireland
2- URL link of initiative	www.eccireland.ie/category/consumer-news-irish-newspapers/

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

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

1- Main area of work	Consumer Protection, Product Safety, Information and Education
1- URL link to online library or publication(s)	www.ccpc.ie/consumers/about/about-us

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

Consumer Protection Survey

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

1- Main area of work

Personal Contract Plans

1- URL link to online library or publication(s)

www.centralbank.ie/news/article/new-data-personal-contract-plans-published-28-march-2018
