



INTERGOVERNMENTAL GROUP OF EXPERTS ON  
**CONSUMER PROTECTION  
LAW AND POLICY** 3-4 July 2023, Geneva



UNITED NATIONS  
UNCTAD



INTERGOVERNMENTAL GROUP OF EXPERTS ON  
**Consumer protection law and policy**

# Building trust in digital markets through enhanced consumer protection on online platforms

Tuesday, 4 July 2023  
10:00-13:00, Room XIX





# 1. Major consumer protection issues

- Information & advertising
- Education
- Product safety
- Data protection
- Dispute resolution
- Platform responsibility & liability
- Enforcement



## 2. Policy recommendations

- a) Collect specific intelligence to understand emerging challenges;
- b) Ensure availability of information to consumers;
- c) Deepen consumer education and business guidance;
- d) Prioritize consumer product safety in online platforms;
- e) Prioritize data protection in online platforms;
- f) Promote online platform initiatives;
- g) Assess responsibility and liability regimes for online platforms;
- h) Prioritize enforcement against dark commercial patterns in online platforms.



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# Thank you

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