



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

Arnau.Izaguerra@unctad.org

Zilu.Zhou@unctad.org

