



World Consumer Protection Map

Contribution by
Bahamas

Page 2: Contact of respondent

Q1 Name of responding member State **Bahamas**

Q2 Name of responding authority/agency:

Consumer Protection Commission

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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 **26/05/2006**

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	Unfair Terms in Consumer Contracts Act (2006)
1- URL link	http://laws.bahamas.gov.bs/cms/en/legislation/acts-by-year.html?view=acts_by_year
2- Name of law	Consumer Protection Act (2007)
2- URL link	http://laws.bahamas.gov.bs/cms/en/legislation/acts-by-year.html?view=acts_by_year
3- Name of law	Weights and Measures Act (2006)
3- URL link	http://laws.bahamas.gov.bs/cms/en/legislation/acts-by-year.html?view=acts_by_year
4- Name of law	Data Protection (Privacy of Personal Information) Act (2003)
4- URL link	http://laws.bahamas.gov.bs/cms/en/legislation/acts-by-year.html?view=acts_by_year
5- Name of law	Utilities Regulation and Competition Authority Act (2009)
5- URL link	http://laws.bahamas.gov.bs/cms/en/legislation/acts-by-year.html?view=acts_by_year
6- Name of law	Pharmacy Act (2009)
6- URL link	http://laws.bahamas.gov.bs/cms/en/legislation/acts-by-year.html?view=acts_by_year

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 ,
Physical safety,
Product quality,
Terms and conditions ,
Promotional marketing and sales practices (including misleading advertisement)
,
Water,
Pharmaceuticals,
Energy,
Public utilities,
Data protection and privacy ,
Dispute resolution,
Redress,
Consumer education,
Consumer information

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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):

Protection of vulnerable and disadvantaged consumers	Draft Consumer Protection (Rights of Consumers) Regulations, 2017
Restrictive business practices (competition/antitrust)	Draft Trade Regulations and Competition Authority Bill, 2017
Food distribution	Agriculture and Fisheries Act
Tourism	Promotion of Tourism Act
Financial services	Financial and Corporate Service Providers Act

Consumer Protection Survey

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

Food distribution	http://laws.bahamas.gov.bs/cms/images/LEGISLATION/PRINCIPAL/1963/1963-0050/AgricultureandFisheriesAct_1.pdf
Tourism	http://laws.bahamas.gov.bs/cms/images/LEGISLATION/PRINCIPAL/1963/1963-0049/PromotionofTourismAct_1.pdf
Financial services	http://laws.bahamas.gov.bs/cms/images/LEGISLATION/PRINCIPAL/2000/2000-0041/FinancialandCorporateServiceProvidersAct_1.pdf

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Q16 Name of Ministry responsible for consumer protection:

Ministry of Labour

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:

2006

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

Yes

Q20 Name of main consumer protection authority/agency:

Consumer Protection Commission

Q21 URL of main consumer protection authority/agency:

www.cpcbahamas.org

Q22 Year of creation:

2006

Consumer Protection Survey

Q23 Annual budget: (in USD)

220000

Q24 Total number of staff:

3

Q25 Total number of staff directly affected to consumer protection:

3

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

Q27 If you do, please provide the following details:

Reference of the law/decree

Chapter 337C Statute Law of The Bahamas

URL to law/decree

http://laws.bahamas.gov.bs/cms/images/LEGISLATION/PRINCIPAL/2007/2007-0007/ConsumerProtectionAct_1.pdf

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,

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

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:

Electronic commerce	Central Bank of The Bahamas
Financial services	Bahamas Financial Services Board
Water	Department of Environmental Health Services
Pharmaceuticals	Ministry of Health
Energy	Utilities Regulation and Competition Authority
Public utilities	Utilities Regulation and Competition Authority
Tourism	Ministry of Tourism
Data protection and privacy	Data Protection Commission

Consumer Protection Survey

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

Electronic commerce	http://www.centralbankbahamas.com/
Financial services	https://bfsb-bahamas.com/
Water	https://www.bahamas.gov.bs/wps/portal/public/gov/government/contacts/agencies/government%20departments/departments%20of%20environmental%20health%20services/!ut/p/b1/vZDZkqlwFEC_pT_AJgmy-AiGfRFDWF8okNYWg7iC8vWj8zJTU9Xd8zA9yVOqzs2pe7icS7I8X_bbTXnZdvuSPd-5WPDA8BRIKnuGAERgRYGrBJKJZF14ANnHwGIK_m4efHCUL-cTLiUZVHHnbTQt6YdzxpT4ENY1a0SnUrN4WaqKRcdZQWi8HvlzEZhjckIFaNLGonhojflre3pxl6ZTcqdt9cdR8oUmiBMPC33T_d7hjCS7WaVR1chGHrrKM_BjR379nzdvsp6oANwMIZKZZ0KHUoAeU5SdcEGJksTiwG_IWhpGEzqJulw3omlXJt8aVd6EGv1UKxniqiO1T17eeySf7buwkFfAM_cP4FPevpm175x2QOTfuvHxgBYECgkhEsgE4GjXAqmRdjcd9a4G0kzhrdQaxHVmA2a6OZhGviU431_Dj3s2xAnwMcWT8fYC3cdoJc0qGMSqQru8zEgfwXiM4ewjkUnUgAoYG-W2gIC_IRSqKBliAA5v9dCL9LaCy85fyZIKrPpLxpKqLLy2D6v4XiPxfaXL6t2tdh1b6CVzQDggxIXkQSkJHAXSwTb83GumGNFHbEO4PY9t1khVcNtdoiCUNtt7KTLC3eRbzEJOX1aDQ73sDjKBPbRFUOIZKqC2AEbbILhJ7OjsC3B9RfcXqtSkHN7WS4xDoh9PGfbueXVfM44pBltpkp35vWZooSlrA7R1mxdYVJH60h66vDZZNY5ln3oxTWHA8gEN2yzPO7WPoEpOgz-5-4eLtq3f4itvxuaMukwPloRtTPP93SkiBrLCPgfFYiZPgwkZ2RoXG8E62hXkDm0U9QdtjdPx11VeXn4A25EUvw!!/dl4/d5/L2dBISEvZ0FBIS9nQSEh/
Pharmaceuticals	http://laws.bahamas.gov.bs/cms/images/LEGISLATION/SUBORDINATE/2010/2010-0006/PharmacyImportandExportRegulations2010_1.pdf
Energy	http://www.urcabahamas.bs/
Public utilities	http://www.urcabahamas.bs/
Tourism	https://www.bahamas.com/vendor/bahamas-ministry-tourism
Data protection and privacy	http://laws.bahamas.gov.bs/cms/images/LEGISLATION/PRINCIPAL/2003/2003-0003/DataProtectionPrivacyofPersonallInformationAct_1.pdf

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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,
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

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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:

Electronic commerce	Central Bank of The Bahamas
Financial services	Bahamas Financial Services Board
Water	Department of Environmental Health Services
Pharmaceuticals	Ministry of Health
Energy	URCA
Public utilities	URCA
Tourism	Ministry of Tourism
Data protection and privacy	Data Protection Commission

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

Electronic commerce	http://laws.bahamas.gov.bs/cms/images/LEGISLATION/PRINCIPAL/2003/2003-0004/ElectronicCommunicationsandTransactionsAct_1.pdf
Financial services	https://bfsb-bahamas.com/

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Water	https://www.bahamas.gov.bs/wps/portal/public/gov/government/contacts/agencies/government%20departments/departament%20of%20environmental%20health%20services/!ut/p/b1/vZDZkqlwFEC_pT_AJgmy-AiGfRFDWF8okNYWg7iC8vWj8zJTU9Xd8zA9yVOqzs2pe7icS7I8X_bbTXnZdvuSPd-5WPDA8BRIKnuGAERgRYGrBJKJZF14ANnHwGIK_m4efHCUL-cTLiUZVHHnbTQt6YdzxpT4ENY1a0SnUrN4WaqKRcdZQWi8HvlzEZhcjKIFaNLGonhojflre3pxl6ZTcqdt9cdR8oUmiBMPC33T_d7hjCS7WaVR1chGHrrKM_Bjr379nzdvsP6oANwMIZKZZ0KHUoAeU5SdcEGJksTiwG_IWhpGEzqJulw3omlXJt8aVd6EGv1UKxniqiO1T17eeySf7buwkFfAM_cP4FPeVpm175x2QOTfVuhXgBYECgkhEsgE4GjXAqmRdjCD9a4G0kzhrdQaxHVmA2a6OZhGvIU431_Dj3s2xAnwMcWT8fYC3cdoJc0qGMSqQru8zEgfwXiM4ewjkUnUgAoYG-W2gIC_IRSqKBlIAA5v9dCL9LaCy85fyZIKrPpLxpKqLLy2D6v4XiPxfXL6t2tdh1b6CVzQDggxIXkQSkJHAXSwTb83GumGNFHbEO4PY9t1khVcNtdoiCUNtt7KTLc3eRbzEJOX1aDQ73sDjKBPbRFUOIZKqC2AEbbILhJ7OjsC3B9RFcXqtSkHN7WS4xDoh9PGfbueXVfM44pBltpkp35vWZooSIRA7R1mxdYVJH60h66vDZZNY5In3oxTWHA8gEN2yzPO7WPoEpOgz-5-4eLqtq3f4itvxuaMukwPloRtTPP93SkiBrLCPgfFYiZPgWkz2RoXG8E62hXkDm0U9QdtjdPx11VeXn4A25EUvW!!/dl4/d5/L2dBISEvZ0FBIS9nQSEh/
Pharmaceuticals	http://www.bahamas.gov.bs/wps/portal/public/!ut/p/b1/04_Sj9CPyKssy0xPLMnMz0vMAfGjzOKNDdx9HR1NLHz9jUisDTwNnQ3NvENNDSxczIAKIoEKDHAARwNC-sP1o_ArMYEqwGOFn0d-bqp-QW6EQZaJoyIAQ77YBg!!/dl4/d5/L2dBISEvZ0FBIS9nQSEh/
Energy	http://www.urcabahamas.bs/
Public utilities	http://www.urcabahamas.bs/
Tourism	https://www.bahamas.com/vendor/bahamas-ministry-tourism
Data protection and privacy	http://laws.bahamas.gov.bs/cms/images/LEGISLATION/PRINCIPAL/2003/2003-0003/DataProtectionPrivacyofPersonallInformationAct_1.pdf

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

30

Consumer Protection Survey

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

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

5000

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

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

Fines

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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? **No**

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

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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**

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

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

Q49 Who can represent consumer interests in court? **Consumers individually,
Lawyers**

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,**
Comments:
This is the primary means of redress for consumer complaints brought before the Consumer Protection Commission at this time. Draft Amendment Bill will allow the Commission to initiate court action on its own initiative or on behalf of a complainant.

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

1- Name **Consumer Protection Commission**
1- URL Link **http://laws.bahamas.gov.bs/cms/images/LEGISLATION/PRINCIPAL/2007/2007-0007/ConsumerProtectionAct_1.pdf**

Q53 Are there any CROSS-BORDER out-of-court/alternative consumer dispute resolution initiatives? **No**

Q54 If there are, please provide the following details: **Respondent skipped this question**

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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:

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

Consumer Protection Survey

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?

Bilaterally

Through an international organization/network

As a recipient **Yes**

As a donor

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

1- Name of programme/project	Caricom rapid Exchange System for Dangerous Non-Food Consumer Goods
1- Name of cooperating partner(s)	CARICOM (CSME Unit)
1- Starting date of programme/project	25th January 2017
1- Finish date of programme/project	27th January 2017
1- Scope of programme/project (list areas of work)	Technical workshop for CPC staff and stakeholders

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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

,

Legislation, dispute resolution,

Electronic commerce

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**

Consumer Protection Survey

Q75 Do consumer organizations/associations provide education and information initiatives? **No**

Q76 If consumer organizations/associations do, please provide the following details: **Respondent skipped this question**

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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 **banking fees**
1- URL link to online library or publication(s) **<http://www.cpcbahamas.org/>**

Q79 Do other organizations/associations conduct research and analysis on consumer protection? **No**

Q80 If other organizations/associations do, please provide the following details: **Respondent skipped this question**
