



## **World Consumer Protection Map**

Contribution by  
CZECH REPUBLIC

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Page 2: Contact of respondent

**Q1** Name of responding member State **Czech Republic**

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

Ministry of Industry and Trade

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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 **31/12/1992**

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## Consumer Protection Survey

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

Date

13/11/2017

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

1- Name of law

**Act No 634/1992 Coll., on Consumer Protection, as amended**

1- URL link

**<https://www.mpo.cz/cz/ochrana-spotrebitele/pravni-predpisy-pro-ochranu-spotrebitele/zakon-c--634-1992-sb---o-ochrane-spotrebitele--ve-zneni-pozdejsich-predpisu--243608/>**

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

**Consumer rights/legitimate needs,**

**Promotional marketing and sales practices (including misleading advertisement)**

**,**

**Dispute resolution,**

**Consumer information**

### 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):

Physical safety

**the Act No 309/2006 Coll., laying down further requirements on safety and health protection at labour in labour law relations and on ensuring of safety and health protection in activities or at services outside labour law relations (the Act on ensuring further conditions for ensuring safety and health protection at labour), as amended; the Act No 102/2001 Coll., on general product safety and on amendments of certain related Acts (General Product Safety Act), as amended;**

Product quality

**the Act No 110/1997 Coll., on foodstuffs and tobacco products and on amendments and supplements of certain related Acts, as amended; the Act No 378/2007 Coll., on pharmaceuticals and on amendments of certain related Acts (Pharmaceuticals Act), as amended; the Act No 90/2016 Coll., on conformity evaluation of determined products at their placing on the market, as amended**

Terms and conditions

**the Act No 89/2012 Coll., Civil Code, as amended**

Restrictive business practices (competition/antitrust)

**the Act No 143/2001 Coll., on the Protection of Competition, as amended**

Electronic commerce

**the Act No. 480/2004 Coll., on certain information society, as amended**

## Consumer Protection Survey

Food distribution	the Act No 110/1997 Coll., on foodstuffs and tobacco products and on amendments and supplements of certain related Acts, as amended
Water	the Act No 254/2001 Coll., on waters and on amendments of certain Acts (Water Act), as amended
Pharmaceuticals	the Act No 378/2007 Coll., on pharmaceuticals and on amendments of certain related Acts (Pharmaceuticals Act), as amended
Energy	the Act No 458/2000 Coll., on conditions of business and on exercise of state administration in energy sectors and on amendments of certain Acts (Energy Act), as amended
Public utilities	the Act No 458/2000 Coll., on conditions of business and on exercise of state administration in energy sectors and on amendments of certain Acts (Energy Act), as amended; the Act No 194/2010 Coll., on public utilities in the transport of passengers and on amendments of certain Acts, as amended; the Act No 127/2005 Coll., on electronic communications and on amendments of certain related Actc (the Act on electronic communication), as amended; the Act No 29/2000 Coll., on postal services and on amendments of certain Acts (Act on postal services), as amended; the Act No 271/2001 Coll., on water pipelines and sewerages for public use and on amendments of certain related Acts (the Act on water pipeline and sewerages), as amended; the Act No 258/2000 Coll., on public health protection and on amendments of certain related Acts, as amended
Tourism	the Act No 159/1999 Coll., on certain conditions of business and on management of certain activities in the field of tourism, as amended; the Act No 89/2012 Coll., Civil Code, as amended
Data protection and privacy	the Act No 101/2000 Coll., on personal data protection and on amendments of certain related Acts, as amended
Financial services	the Act No 257/2016 Coll., on consumer credit, as amended; the Act No 277/2013 Coll., on money exchange, as amended;
Redress	the Act No 99/1963 Coll., Civil Judicial Code, as amended

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

## Consumer Protection Survey

Physical safety	<a href="https://aplikace.mvcr.cz/sbirka-zakonu/SearchResult.aspx?q=309/2006&amp;typeLaw=zakon&amp;what=Cislo_zakona_smlouvy">https://aplikace.mvcr.cz/sbirka-zakonu/SearchResult.aspx?q=309/2006&amp;typeLaw=zakon&amp;what=Cislo_zakona_smlouvy</a> ; <a href="https://www.mpo.cz/assets/cz/ochrana-spotrebitele/pravni-predpisy-pro-ochranu-spotrebitele/2019/3/Zakon-c--102-2001-aktualni-zverejneny.pdf">https://www.mpo.cz/assets/cz/ochrana-spotrebitele/pravni-predpisy-pro-ochranu-spotrebitele/2019/3/Zakon-c--102-2001-aktualni-zverejneny.pdf</a> ;
Product quality	<a href="http://eagri.cz/public/web/ws_content?contentKind=regulation&amp;section=1&amp;id=45325&amp;name=110/1997">http://eagri.cz/public/web/ws_content?contentKind=regulation&amp;section=1&amp;id=45325&amp;name=110/1997</a> ; <a href="https://aplikace.mvcr.cz/sbirka-zakonu/SearchResult.aspx?q=378/2007&amp;typeLaw=zakon&amp;what=Cislo_zakona_smlouvy">https://aplikace.mvcr.cz/sbirka-zakonu/SearchResult.aspx?q=378/2007&amp;typeLaw=zakon&amp;what=Cislo_zakona_smlouvy</a> ; <a href="https://aplikace.mvcr.cz/sbirka-zakonu/SearchResult.aspx?q=90/2016&amp;typeLaw=zakon&amp;what=Cislo_zakona_smlouvy">https://aplikace.mvcr.cz/sbirka-zakonu/SearchResult.aspx?q=90/2016&amp;typeLaw=zakon&amp;what=Cislo_zakona_smlouvy</a>
Terms and conditions	<a href="https://aplikace.mvcr.cz/sbirka-zakonu/SearchResult.aspx?q=89/2012&amp;typeLaw=zakon&amp;what=Cislo_zakona_smlouvy">https://aplikace.mvcr.cz/sbirka-zakonu/SearchResult.aspx?q=89/2012&amp;typeLaw=zakon&amp;what=Cislo_zakona_smlouvy</a>
Restrictive business practices (competition/antitrust)	<a href="https://aplikace.mvcr.cz/sbirka-zakonu/SearchResult.aspx?q=143/2001&amp;typeLaw=zakon&amp;what=Cislo_zakona_smlouvy">https://aplikace.mvcr.cz/sbirka-zakonu/SearchResult.aspx?q=143/2001&amp;typeLaw=zakon&amp;what=Cislo_zakona_smlouvy</a>
Electronic commerce	<a href="https://aplikace.mvcr.cz/sbirka-zakonu/SearchResult.aspx?q=480/2004&amp;typeLaw=zakon&amp;what=Cislo_zakona_smlouvy">https://aplikace.mvcr.cz/sbirka-zakonu/SearchResult.aspx?q=480/2004&amp;typeLaw=zakon&amp;what=Cislo_zakona_smlouvy</a>
Food distribution	<a href="http://eagri.cz/public/web/ws_content?contentKind=regulation&amp;section=1&amp;id=45325&amp;name=110/1997">http://eagri.cz/public/web/ws_content?contentKind=regulation&amp;section=1&amp;id=45325&amp;name=110/1997</a>
Water	<a href="https://aplikace.mvcr.cz/sbirka-zakonu/SearchResult.aspx?q=254/2001&amp;typeLaw=zakon&amp;what=Cislo_zakona_smlouvy">https://aplikace.mvcr.cz/sbirka-zakonu/SearchResult.aspx?q=254/2001&amp;typeLaw=zakon&amp;what=Cislo_zakona_smlouvy</a>
Pharmaceuticals	<a href="https://aplikace.mvcr.cz/sbirka-zakonu/SearchResult.aspx?q=378/2007&amp;typeLaw=zakon&amp;what=Cislo_zakona_smlouvy">https://aplikace.mvcr.cz/sbirka-zakonu/SearchResult.aspx?q=378/2007&amp;typeLaw=zakon&amp;what=Cislo_zakona_smlouvy</a>
Energy	<a href="https://aplikace.mvcr.cz/sbirka-zakonu/SearchResult.aspx?q=458/2000&amp;typeLaw=zakon&amp;what=Cislo_zakona_smlouvy">https://aplikace.mvcr.cz/sbirka-zakonu/SearchResult.aspx?q=458/2000&amp;typeLaw=zakon&amp;what=Cislo_zakona_smlouvy</a>

## Consumer Protection Survey

Public utilities

[https://aplikace.mvcr.cz/sbirka-zakonu/SearchResult.aspx?q=458/2000&typeLaw=zakon&what=Cislo\\_zakona\\_smlouvy](https://aplikace.mvcr.cz/sbirka-zakonu/SearchResult.aspx?q=458/2000&typeLaw=zakon&what=Cislo_zakona_smlouvy); [https://aplikace.mvcr.cz/sbirka-zakonu/SearchResult.aspx?q=127/2005&typeLaw=zakon&what=Cislo\\_zakona\\_smlouvy](https://aplikace.mvcr.cz/sbirka-zakonu/SearchResult.aspx?q=127/2005&typeLaw=zakon&what=Cislo_zakona_smlouvy); [https://aplikace.mvcr.cz/sbirka-zakonu/SearchResult.aspx?q=29/2000&typeLaw=zakon&what=Cislo\\_zakona\\_smlouvy](https://aplikace.mvcr.cz/sbirka-zakonu/SearchResult.aspx?q=29/2000&typeLaw=zakon&what=Cislo_zakona_smlouvy); [https://aplikace.mvcr.cz/sbirka-zakonu/SearchResult.aspx?q=274/2001&typeLaw=zakon&what=Cislo\\_zakona\\_smlouvy](https://aplikace.mvcr.cz/sbirka-zakonu/SearchResult.aspx?q=274/2001&typeLaw=zakon&what=Cislo_zakona_smlouvy); [https://aplikace.mvcr.cz/sbirka-zakonu/SearchResult.aspx?q=194/2010&typeLaw=zakon&what=Cislo\\_zakona\\_smlouvy](https://aplikace.mvcr.cz/sbirka-zakonu/SearchResult.aspx?q=194/2010&typeLaw=zakon&what=Cislo_zakona_smlouvy); [https://aplikace.mvcr.cz/sbirka-zakonu/SearchResult.aspx?q=258/2000&typeLaw=zakon&what=Cislo\\_zakona\\_smlouvy](https://aplikace.mvcr.cz/sbirka-zakonu/SearchResult.aspx?q=258/2000&typeLaw=zakon&what=Cislo_zakona_smlouvy)

Tourism

[https://aplikace.mvcr.cz/sbirka-zakonu/SearchResult.aspx?q=159/1999&typeLaw=zakon&what=Cislo\\_zakona\\_smlouvy](https://aplikace.mvcr.cz/sbirka-zakonu/SearchResult.aspx?q=159/1999&typeLaw=zakon&what=Cislo_zakona_smlouvy); [https://aplikace.mvcr.cz/sbirka-zakonu/SearchResult.aspx?q=89/2012&typeLaw=zakon&what=Cislo\\_zakona\\_smlouvy](https://aplikace.mvcr.cz/sbirka-zakonu/SearchResult.aspx?q=89/2012&typeLaw=zakon&what=Cislo_zakona_smlouvy)

Data protection and privacy

[https://www.uoou.cz/assets/File.ashx?id\\_org=200144&id\\_dokumenty=33840](https://www.uoou.cz/assets/File.ashx?id_org=200144&id_dokumenty=33840)

Financial services

[https://aplikace.mvcr.cz/sbirka-zakonu/SearchResult.aspx?q=257/2016&typeLaw=zakon&what=Cislo\\_zakona\\_smlouvy](https://aplikace.mvcr.cz/sbirka-zakonu/SearchResult.aspx?q=257/2016&typeLaw=zakon&what=Cislo_zakona_smlouvy); [https://aplikace.mvcr.cz/sbirka-zakonu/SearchResult.aspx?q=277/2013&typeLaw=zakon&what=Cislo\\_zakona\\_smlouvy](https://aplikace.mvcr.cz/sbirka-zakonu/SearchResult.aspx?q=277/2013&typeLaw=zakon&what=Cislo_zakona_smlouvy)

Redress

[https://aplikace.mvcr.cz/sbirka-zakonu/SearchResult.aspx?q=99/1963&typeLaw=zakon&what=Cislo\\_zakona\\_smlouvy](https://aplikace.mvcr.cz/sbirka-zakonu/SearchResult.aspx?q=99/1963&typeLaw=zakon&what=Cislo_zakona_smlouvy)

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

Ministry of Industry and Trade

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

<https://www.mpo.cz/>

## Consumer Protection Survey

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

1992

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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:

Czech Trade Inspection Authority

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

<https://www.coi.cz/>

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**Q22** Year of creation:

1953

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**Q23** Annual budget: (in USD) **Respondent skipped this question**

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**Q24** Total number of staff:

431

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

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

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

Reference of the law/decree

**the Act No 64/1986 Coll., on Czech Trade Inspection Authority, as amended**

URL to law/decree

**<https://www.mpo.cz/assets/cz/ochrana-spotrebitele/pravni-predpisy-pro-ochranu-spotrebitele/2019/3/Zakon-c--64-1986-aktualni-zverejneny.pdf>**

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**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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Page 7: Consumer protection institutions

**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	<b>Ministry of Industry and Trade</b>
Physical safety	<b>Ministry of Labour and Social Affairs, Ministry of Health, Ministry of Industry and Trade</b>
Product quality	<b>Ministry of Industry and Trade, Ministry of Agriculture</b>
Terms and conditions	<b>Ministry of Justice</b>
Promotional marketing and sales practices (including misleading advertisement)	<b>Ministry of Industry and Trade</b>
Restrictive business practices(competition/antitrust)	<b>Office for the Protection of Competition</b>
Electronic commerce	<b>Ministry of Industry and Trade</b>
Financial services	<b>Ministry of Finance</b>
Promotion of sustainable consumption	<b>Ministry of Environment</b>
Food distribution	<b>Ministry of Agriculture</b>
Water	<b>Ministry of Agriculture, Ministry of Health</b>
Pharmaceuticals	<b>Ministry of Health</b>
Energy	<b>Ministry of Industry and Trade, Energy Regulatory Office</b>
Public utilities	<b>Ministry of Industry and Trade, Energy Regulatory Office, Ministry of Agriculture, Czech Telecommunication Office, Ministry of Transport</b>
Tourism	<b>Ministry of Regional Development</b>
Data protection and privacy	<b>Office for Personal Data Protection</b>
Dispute resolution	<b>Ministry of Industry and Trade</b>
Redress	<b>Ministry of Justice</b>
Consumer education	<b>Ministry of Industry and Trade, Ministry of Finance, Ministry of Agriculture, Ministry of Health,</b>
Consumer information	<b>Ministry of Industry and Trade, Ministry of Finance, Ministry of Agriculture, Ministry of Health,</b>

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## Consumer Protection Survey

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

Consumer rights/legitimate needs	<a href="https://www.mpo.cz/">https://www.mpo.cz/</a>
Physical safety	<a href="https://www.mpsv.cz/">https://www.mpsv.cz/</a> , <a href="https://www.mpo.cz/">https://www.mpo.cz/</a>
Product quality	<a href="https://www.mpo.cz/">https://www.mpo.cz/</a> , <a href="http://eagri.cz/public/web/mze/ministerstvo-zemedelstvi/">http://eagri.cz/public/web/mze/ministerstvo-zemedelstvi/</a>
Terms and conditions	<a href="https://www.justice.cz/">https://www.justice.cz/</a>
Promotional marketing and sales practices (including misleading advertisement)	<a href="https://www.mpo.cz/">https://www.mpo.cz/</a> ,
Restrictive business practices(competition/antitrust)	<a href="https://www.uohs.cz/cs/uvodni-stranka.html">https://www.uohs.cz/cs/uvodni-stranka.html</a>
Electronic commerce	<a href="https://www.mpo.cz/">https://www.mpo.cz/</a> ,
Financial services	<a href="https://www.mfcr.cz/">https://www.mfcr.cz/</a>
Promotion of sustainable consumption	<a href="https://www.mzp.cz/">https://www.mzp.cz/</a>
Food distribution	<a href="http://eagri.cz/public/web/mze/ministerstvo-zemedelstvi/">http://eagri.cz/public/web/mze/ministerstvo-zemedelstvi/</a>
Water	<a href="http://eagri.cz/public/web/mze/ministerstvo-zemedelstvi/">http://eagri.cz/public/web/mze/ministerstvo-zemedelstvi/</a> , <a href="http://www.mzcr.cz/">http://www.mzcr.cz/</a>
Pharmaceuticals	<a href="http://www.mzcr.cz/">http://www.mzcr.cz/</a>
Energy	<a href="https://www.mpo.cz/">https://www.mpo.cz/</a>
Public utilities	<a href="https://www.mpo.cz/">https://www.mpo.cz/</a> , <a href="http://eagri.cz/public/web/mze/ministerstvo-zemedelstvi/">http://eagri.cz/public/web/mze/ministerstvo-zemedelstvi/</a> , <a href="https://www.mdcr.cz/">https://www.mdcr.cz/</a>
Tourism	<a href="https://www.mmr.cz/cs/Uvod">https://www.mmr.cz/cs/Uvod</a>
Data protection and privacy	<a href="https://www.uoou.cz/">https://www.uoou.cz/</a> ,
Dispute resolution	<a href="https://www.mpo.cz/">https://www.mpo.cz/</a>
Redress	<a href="https://www.justice.cz/">https://www.justice.cz/</a>
Consumer education	<a href="https://www.mpo.cz/">https://www.mpo.cz/</a> , <a href="https://www.mfcr.cz/">https://www.mfcr.cz/</a> , <a href="http://eagri.cz/public/web/mze/ministerstvo-zemedelstvi/">http://eagri.cz/public/web/mze/ministerstvo-zemedelstvi/</a> , <a href="http://www.mzcr.cz/">http://www.mzcr.cz/</a>
Consumer information	<a href="https://www.mpo.cz/">https://www.mpo.cz/</a> , <a href="https://www.mfcr.cz/">https://www.mfcr.cz/</a> , <a href="http://eagri.cz/public/web/mze/ministerstvo-zemedelstvi/">http://eagri.cz/public/web/mze/ministerstvo-zemedelstvi/</a> , <a href="http://www.mzcr.cz/">http://www.mzcr.cz/</a>

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## Consumer Protection Survey

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

**Consumer rights/legitimate needs,**  
**Physical safety,**  
**Product quality,**  
**Promotional marketing and sales practices (including misleading advertisement)**  
,  
**Electronic commerce,**  
**Dispute resolution,**  
**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:

Restrictive business practices (competition/antitrust)	<b>Office for the Protection of Competition</b>
Financial services	<b>Ministry of Finance, Czech National Bank, Financial Arbiter</b>
Food distribution	<b>Czech Agricultural and Food Inspection Authority, State Veterinary Authority</b>
Water	<b>Ministry of Agriculture, Regional Health Protection Authorities</b>
Pharmaceuticals	<b>State Institute for Drug Control</b>
Energy	<b>Energy Regulatory Office</b>
Public utilities	<b>Energy Regulatory Office, Ministry of Agriculture, Czech Telecommunication Office, Ministry of Transport, Ministry of Health</b>
Tourism	<b>Ministry of Regional Development, Trade Licence Offices</b>
Data protection and privacy	<b>Office for Personal Data Protection</b>
Redress	<b>Ministry of Justice</b>

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## Consumer Protection Survey

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

Restrictive business practices (competition/antitrust)	<a href="https://www.uohs.cz/cs/uvodni-stranka.html">https://www.uohs.cz/cs/uvodni-stranka.html</a>
Financial services	<a href="https://www.mfcr.cz/">https://www.mfcr.cz/</a>
Food distribution	<a href="http://www.szpi.gov.cz/">http://www.szpi.gov.cz/</a> , <a href="https://www.svscr.cz/">https://www.svscr.cz/</a>
Water	<a href="http://eagri.cz/public/web/mze/ministerstvo-zemedelstvi/">http://eagri.cz/public/web/mze/ministerstvo-zemedelstvi/</a> , <a href="http://www.mzcr.cz/">http://www.mzcr.cz/</a>
Pharmaceuticals	<a href="http://www.sukl.cz/">http://www.sukl.cz/</a>
Energy	<a href="https://www.eru.cz/cs/">https://www.eru.cz/cs/</a>
Public utilities	<a href="https://www.eru.cz/cs/">https://www.eru.cz/cs/</a> , <a href="https://www.ctu.cz/">https://www.ctu.cz/</a> , <a href="http://eagri.cz/public/web/mze/ministerstvo-zemedelstvi/">http://eagri.cz/public/web/mze/ministerstvo-zemedelstvi/</a> , <a href="https://www.mdcr.cz/">https://www.mdcr.cz/</a>
Tourism	<a href="https://www.mmr.cz/cs/Uvod">https://www.mmr.cz/cs/Uvod</a>
Data protection and privacy	<a href="https://www.uoou.cz/">https://www.uoou.cz/</a> ,
Redress	<a href="https://www.justice.cz/">https://www.justice.cz/</a>

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

13543 cases in 2018 (Czech Trade Inspection Authority)

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**Q35** Has your authority/agency imposed sanctions and/or other measures for breaches of consumer protection law(s)? **Yes**

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

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

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

Czech Trade Inspection Authority - e.g. financial sanctions, withdrawal/recall of a product, ban of business, order to change labelling, order to inform consumers, order to correct/clarify consumers information

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### Page 9: Consumer protection institutions

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

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**Q40** Do you have a law/decreed that governs consumer organizations/associations? **No**

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## Consumer Protection Survey

**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?

Consultation in policy making,  
Legal advice to consumers,  
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	dTEST, o.p.s.
1- Website	www.dtest.cz
2- Name	Sdružení českých spotřebitelů
2- Website	www.konzument.cz
3- Name	Sdružení obrany spotřebitelů - Asociace
3- Website	www.asociace-sos.cz

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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

**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

**alternative dispute resolution**

1- URL Link

- <https://www.mpo.cz/cz/ochrana-spotrebitele/mimosoudni-reseni-spotrebitelstych-sporu-adr/>

2- Name

**on-line dispute resolution**

2- URL Link

- <https://ec.europa.eu/consumers/odr/main/index.cfm?event=main.home2.show&lng=CS>

**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?

**Yes**

## Consumer Protection Survey

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

1- Name of initiative	<b>Kodex reklamy (Advertising Code)</b>
1- Scope of application	<b>a set of rules adopted by economic operators in the area of</b>
1- URL link	<b><a href="https://aka.cz/o-nas/samoregulace/">https://aka.cz/o-nas/samoregulace/</a></b>
2- Name of initiative	<b>Ethical code for the readmission and use of foreign content</b>
2- Scope of application	<b>Understandable interpretation of the restrictions imposed</b>
2- URL link	<b><a href="http://www.spir.cz/">http://www.spir.cz/</a></b>
3- Name of initiative	<b>Code of conduct of Medical Detailing representatives in the</b>
3- Scope of application	<b>increasing the ethics of the work of Medical Detailing</b>
3- URL link	<b><a href="http://www.cszv.cz/download/Bulletin/Kodex%202014.pdf">http://www.cszv.cz/download/Bulletin/Kodex%202014.pdf</a></b>
4- Name of initiative	<b>the main principles of responsible advertising and</b>
4- Scope of application	<b>framework that consolidates existing principles and best</b>
4- URL link	<b><a href="http://www.cszv.cz/download/Bulletin/HLAVNI%20ZASADY%20-%20KOSMETIKA.pdf">http://www.cszv.cz/download/Bulletin/HLAVNI%20ZASADY%20-%20KOSMETIKA.pdf</a></b>

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**Q57** Are there any co-regulation initiatives between businesses and public entities? **No**

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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** ,

**Education and awareness-raising**

## Consumer Protection Survey

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

	Bilateral	Multilateral/Regional
Formal (treaties)	0	1
Informal (memoranda of understanding)	0	0

**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:

The Treaty on the Functioning of the European Union  
<https://eur-lex.europa.eu/legal-content/EN/TXT/PDF/?uri=CELEX:12012E/TXT&from=CS>

**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?

**Judicial cooperation,**  
**Policy making,**  
**Enforcement,**  
**Consumer rights/legitimate needs,**  
**Physical safety,**  
**Promotional marketing and sales practices (including misleading advertisement)**  
 ,  
**Restrictive business practices(competition/antitrust),**  
**Financial services,**  
**Promotion of sustainable consumption** ,  
**Pharmaceuticals,**  
**Energy,**  
**Data protection and privacy** ,  
**Dispute resolution,**  
**Consumer information**

## Consumer Protection Survey

**Q66** Does your consumer protection enforcement authority/agency have any of the following powers regarding cross-border fraudulent and deceptive commercial practices affecting consumers?

**Investigate,**  
**Pursue,**  
**Share information and evidence**

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**Q67** Do you have any experience in cross-border cooperation on enforcement?

**Yes**

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**Q68** If you do, please provide a short description

experiences are based on practical implementation of the Regulation (EC) No 2006/2004 of the European parliament and of the Council of 27 October 2004 on cooperation between national authorities responsible for the enforcement of consumer protection laws (the Regulation on consumer protection cooperation)

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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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**Q72** Do information and education initiatives carried out by your authority/agency cover any of the following fields?

**Product hazard,**  
**Product labelling,**  
**Legislation, dispute resolution,**  
**Weight and measures, prices and quality,**  
**Electronic commerce**

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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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## Consumer Protection Survey

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

1- Name of initiative	<b>Senior Day in Ostrava 2018</b>
1- Scope of initiative	<b>unfair commercial practices at energy providers,</b>
1- URL link	<b><a href="https://www.ostrava-hrabova.cz/files/aktuality/den-senioru.pdf">https://www.ostrava-hrabova.cz/files/aktuality/den-senioru.pdf</a></b>
1- Impact (short description)	<b>Information on unfair commercial practices in the field of</b>
2- Name of initiative	<b>the project „Fórum – stáří spojuje“ (Forum – Age</b>
2- Scope of initiative	<b>information and further education of seniors</b>
2- URL link	<b><a href="https://www.zivot90.cz/cs/aktuality">https://www.zivot90.cz/cs/aktuality</a></b>
2- Impact (short description)	<b>information on new types of unfair trading practices of</b>
3- Name of initiative	<b>Seniorská akademie Plzeň (Plzeň´s Senior Academy)</b>
3- Scope of initiative	<b>further education of seniors</b>
3- URL link	<b><a href="https://umo1.plzen.eu/zivot-v-obvodu/aktualne-z-obvodu/absolventi-plzenske-senior-akademie-prevzali-absolventske-listy-od-poradatelu-projektu.aspx">https://umo1.plzen.eu/zivot-v-obvodu/aktualne-z-obvodu/absolventi-plzenske-senior-akademie-prevzali-absolventske-listy-od-poradatelu-projektu.aspx</a></b>
3- Impact (short description)	<b>information on consumer rights, on unfair business</b>

**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	<b>Sdružení českých spotřebitelů</b>
1- URL link of initiative	<b><a href="https://www.konzument.cz/projekty/sluzby-pro-spotrebitele-a-korektni-trh-2018.php">https://www.konzument.cz/projekty/sluzby-pro-spotrebitele-a-korektni-trh-2018.php</a></b>
2- Name of consumer organization/association	<b>dTest, o.p.s</b>
2- URL link of initiative	<b><a href="https://www.dtest.cz/kampane/fer-operatori">https://www.dtest.cz/kampane/fer-operatori</a></b>
3- Name of consumer organization/association	<b>Generation Europe</b>
3- URL link of initiative	<b><a href="http://www.generationeurope.cz/prava-a-povinnosti-spotrebitele/">http://www.generationeurope.cz/prava-a-povinnosti-spotrebitele/</a></b>

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**Q77** Does your authority/agency conduct research and analysis on consumer protection issues? **No**

**Q78** If your authority/agency does, please provide the following details: **Respondent skipped this question**

**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	<b>Hygiene of non-packed food products</b>
1- URL link to online library or publication(s)	<a href="https://www.konzument.cz/pruzkumy/hygiena-prodeje-nebalenych-potravin.php">https://www.konzument.cz/pruzkumy/hygiena-prodeje-nebalenych-potravin.php</a>
2- Main area of work	<b>Financing of pre-Christmas shopping</b>
2- URL link to online library or publication(s)	<a href="https://www.konzument.cz/pruzkumy/financovani-nakupu-v-predvanocnim-obdobi.php">https://www.konzument.cz/pruzkumy/financovani-nakupu-v-predvanocnim-obdobi.php</a>
3- Main area of work	<b>Dual quality of food</b>
3- URL link to online library or publication(s)	<a href="https://www.dtest.cz/kampane/dvoji-kvalita">https://www.dtest.cz/kampane/dvoji-kvalita</a>
4- Main area of work	<b>Stop drahým osmičkám (Stop to expensive No 8)</b>
4- URL link to online library or publication(s)	<a href="https://www.dtest.cz/kampane/osmicky">https://www.dtest.cz/kampane/osmicky</a>

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