



World Consumer Protection Map

Contribution by
Denmark

Page 2: Contact of respondent

Q1 **Denmark**
Name of responding member State

Q2
Name of responding authority/agency:
Danish Competition and Consumer Authority

Page 3: Consumer protection legislation

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

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

Q9 **Yes**
Does your country have have specific law(s) on consumer protection ?

Q10 **Date** **01/01/1974**
If you do, when was the main specific law first enacted?

Q11 **Date** **01/10/2015**
If your main specific law on consumer protection has been revised, when was the date of its latest revision?

Q12

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

1- Name of law	The Consumer complaint Act
1- URL link	https://www.retsinformation.dk/eli/lta/2015/524
2- Name of law	The Marketing Act
2- URL link	https://www.retsinformation.dk/eli/lta/2017/426
3- Name of law	the Sale of Goods Act
3- URL link	https://www.retsinformation.dk/eli/lta/2014/140
4- Name of law	The Package travel Act
4- URL link	https://www.retsinformation.dk/eli/lta/1993/472
5- Name of law	the Contracts Act
5- URL link	https://www.retsinformation.dk/eli/lta/2016/193
6- Name of law	The Consumer Contracts Act
6- URL link	https://www.retsinformation.dk/eli/lta/2013/1457

Q13

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

- Consumer rights/legitimate needs,**
- Protection of vulnerable and disadvantaged consumers,**
- Product quality,**
- Terms and conditions,**
- Promotional marketing and sales practices (including misleading advertisement)**
- ,**
- Restrictive business practices (competition/antitrust),**
- Electronic commerce,**
- Tourism,**
- Financial services,**
- Dispute resolution,**
- Redress,**
- Consumer information**

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Q14

Respondent skipped this question

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):

Q15

Respondent skipped this question

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

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Q16

Name of Ministry responsible for consumer protection:

Ministry of Industry, Business and Financial Affairs

Q17

URL link of responsible Ministry for consumer protection:

<https://eng.em.dk/>

Q18

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

1969

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Q19

Yes

Do you have a main consumer protection authority/agency?

Q20

Name of main consumer protection authority/agency:

The Danish Competition and Consumer Authority

Q21

URL of main consumer protection authority/agency:

<https://www.en.kfst.dk/>

Q22

Respondent skipped this question

Year of creation:

Q23

Respondent skipped this question

Annual budget: (in USD)

Q24

Total number of staff:

250

Q25

Total number of staff directly affected to consumer protection:

100

Q26

No

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

Q27

Respondent skipped this question

If you do, please provide the following details:

Q28

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

Protection of vulnerable and disadvantaged consumers,
Promotional marketing and sales practices (including misleading advertisement),
,
Restrictive business practices(competition/antitrust),
Electronic commerce,
Financial services,
Promotion of sustainable consumption,
Consumer education,
Consumer information

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	Ministry of Justice
Product quality	Ministry of Industry, Business and Financial Affairs
Terms and conditions	Ministry of Justice
Water	Ministry of Climate, Energy and Utilities
Pharmaceuticals	Ministry of Health
Energy	Ministry of Climate, Energy and Utilities
Public utilities	Ministry of Climate, Energy and Utilities
Tourism	Ministry of Justice
Data protection and privacy	Ministry of Justice
Dispute resolution	Ministry of Industry, Business and Financial Affairs
Redress	Ministry of Justice

Q30

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

Consumer rights/legitimate needs	https://www.justitsministeriet.dk/generelt/english
Product quality	https://eng.em.dk/
Terms and conditions	https://www.justitsministeriet.dk/generelt/english
Water	https://en.kefm.dk/
Pharmaceuticals	https://sum.dk/English.aspx
Energy	https://en.kefm.dk/
Public utilities	https://en.kefm.dk/
Tourism	https://www.justitsministeriet.dk/generelt/english
Data protection and privacy	https://www.justitsministeriet.dk/generelt/english
Dispute resolution	https://eng.em.dk/
Redress	https://www.justitsministeriet.dk/generelt/english

Q31

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

Protection of vulnerable and disadvantaged consumers,
Terms and conditions,
Promotional marketing and sales practices (including misleading advertisement),
,
Restrictive business practices (competition/antitrust),
Electronic commerce,
Financial services,
Water,
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:

Respondent skipped this question

Q33

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

Respondent skipped this question

Q34

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

Respondent skipped this question

Q35

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

Respondent skipped this question

Q36

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

Respondent skipped this question

Q37

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

Respondent skipped this question

Q38

Respondent skipped this question

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

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Q39

Yes

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

Q40

No

Do you have a law/decreed that governs consumer organizations/associations?

Q41

Respondent skipped this question

In case you have a law/decreed that governs consumer organizations, please provide the following details:

Q42

Do consumer organizations/associations fulfil any of the following functions?

Legal advice to consumers,
Consumer education,
Consumer information,
Consumer publications

Q43

Yes

Do consumer groups/associations receive public funding?

Q44

Name the three largest non-governmental consumer organizations/associations in your jurisdiction:

1- Name

The Danish Consumer Council

1- Website

<https://taenk.dk/om-os/om-forbrugerraadet-taenk/about-us?genvej=footer>

2- Name

FDM (United Danish Vehicle Owners)

2- Website

<https://fdm.dk/>

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Q45

Yes

Can consumers obtain redress through judicial channels?

Q46

Yes

Is there a specialized judicial mechanism for consumer complaints?

Q47

If there is, please provide the following details

Name	Consumer Complaints Board
URL Link	https://naevneneshus.dk/start-din-klage/center-for-klageloesning-og-forbrugerklagenavnet/

Q48

Respondent skipped this question

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

Q49

Lawyers

Who can represent consumer interests in court?

Q50

Respondent skipped this question

What is the highest damages award following a collective redress/class action?

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Q51

Mediation/ Conciliation

Regarding out-of-court/alternative consumer dispute resolution, are there any of the following?

Q52

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

1- Name	Centre for Complaint Resolution
1- URL Link	https://naevneneshus.dk/start-din-klage/center-for-klageloesning-og-forbrugerklagenavnet/

Q53

Yes

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

Q54

If there are, please provide the following details:

1- Name

European Consumer Centre Denmark

1- URL Link

<https://www.consumereurope.dk/>

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Q55

Respondent skipped this question

Are there any self-regulation initiatives from businesses?

Q56

Respondent skipped this question

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

Q57

Respondent skipped this question

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

Q58

Respondent skipped this question

Please provide (up to) 4 examples of the co-regulation initiatives between businesses and public entities:

Q59

Respondent skipped this question

Do self-regulation and/or co-regulation initiatives cover any of the following issues? (Please relate to UNGCP Guideline 11)

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Q60

Respondent skipped this question

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

Consumer Protection Survey

Q61

Respondent skipped this question

Please provide name and URL link of formal bilateral agreements (treaties):

Q62

Respondent skipped this question

Please provide name and URL link of informal bilateral agreements (memoranda of understanding):

Q63

Respondent skipped this question

Please provide name and URL link of formal multilateral/regionals agreements (treaties) that address consumer protection:

Q64

Respondent skipped this question

Please provide name and URL link of informal multilateral/regionals agreements (memoranda of understanding) that address consumer protection:

Q65

Respondent skipped this question

Do cooperation agreements on consumer protection (be those formal/informal/bilateral/regional) cover any of the following fields?

Q66

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

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

Q67

No

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

Q68

Respondent skipped this question

If you do, please provide a short description

Q69

Respondent skipped this question

Do you engage in technical cooperation or capacity building activities on consumer protection?

Q70 Respondent skipped this question

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

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Q71 Yes

Does your authority/agency carry out information and education initiatives?

Q72 Legislation, dispute resolution,
Electronic commerce,
Financial services

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

Q73 No

Does your authority/agency provide specific education and information initiatives for vulnerable and disadvantaged consumers?

Q74 Respondent skipped this question

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

Q75 Yes

Do consumer organizations/associations provide education and information initiatives?

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

- | | |
|--|---|
| 1- Name of consumer organization/association | Danish Competition and Consumer Authority |
| 1- URL link of initiative | https://handlerummet.dk/ |
| 2- Name of consumer organization/association | Competition and Consumer Authority |
| 2- URL link of initiative | https://www.kfst.dk/socialstar/ |
| 3- Name of consumer organization/association | Danish Safety Technology Authority |
| 3- URL link of initiative | https://www.sik.dk/erhverv/undervisning-og-kurser/undervisningsmateriale-stroem-og-sikkerhed |
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Q77

Yes

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

Q78

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

1- Main area of work

Improving the effectiveness of terms and conditions in online trade

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

https://www.kfst.dk/media/50713/20180621-improving-the-effectiveness-of-terms-and-conditions_ny4.pdf

2- Main area of work

Active consumers - Price consciousness amongst young adults in their choice of dentist

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

<https://www.kfst.dk/media/46128/analyse-unges-tandlaegevalg.pdf>

Q79

Yes

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

Q80

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

1- Main area of work

Consumer tests of products - Danish Consumer Council

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

<https://taenk.dk/test-og-forbrugerliv?genvej=forside-knap>
