



World Consumer Protection Map

Contribution by
Hungary

Page 2: Contact of respondent

Q1

Hungary

Name of responding member State

Q2

Name of responding authority/agency:

Ministry of Innovation and Technology

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Q7

Yes

Does your country's Constitution contain a provision on consumer protection?

Q8

If you do, please provide de following details:

Text of constitutional norm with reference to consumer protection

Article M (2)

URL link

<https://net.jogtar.hu/jogszabaly?docid=a1100425.atv>

Q9

Yes

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

Q10

Date

01/03/1998

If you do, when was the main specific law first enacted?

Q11

Date

22/08/2020

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 | Act on Consumer protection |
| 1- URL link | https://net.jogtar.hu/jogszabaly?docid=99700155.tv |
| 2- Name of law | Act on Unfair Commercial Practices |
| 2- URL link | https://net.jogtar.hu/jogszabaly?docid=a0800047.tv |
| 3- Name of law | Act on Commercial Advertising |
| 3- URL link | https://net.jogtar.hu/jogszabaly?docid=a0800048.tv |
| 4- Name of law | Act on Marketsurveillance |
| 4- URL link | https://net.jogtar.hu/jogszabaly?docid=a1200088.tv |

Q13

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

Consumer rights/legitimate needs,
Protection of vulnerable and disadvantaged consumers,
Physical safety,
Product quality,
Terms and conditions,
Promotional marketing and sales practices (including misleading advertisement)
 ,
Voluntary codes for businesses,
Electronic commerce,
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):

Access by consumers to essential goods and services

It concerns other authorities in Hungary.

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 Innovatioan and Technology

Q17

URL link of responsible Ministry for consumer protection:

<https://fogyasztovedelem.kormany.hu/#/nyitolap>

Q18

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

2018

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Q19

No

Do you have a main consumer protection authority/agency?

Q20

Name of main consumer protection authority/agency:

Government Offices

Q21

URL of main consumer protection authority/agency:

<http://www.kormanyhivatal.hu/hu>

Q22

Year of creation:

2011

Q23

Annual budget: (in USD)

0

Q24

Total number of staff:

0

Q25

Total number of staff directly affected to consumer protection:

250

Q26

Yes

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

Q27

If you do, please provide the following details:

Reference of the law/decree

Government Decree on designation of consumer protection authorities

URL to law/decree

**[https://net.jogtar.hu/jogszabaly?
dbnum=1&docid=A1600387.KOR&mahu=1](https://net.jogtar.hu/jogszabaly?dbnum=1&docid=A1600387.KOR&mahu=1)**

Q28

Respondent skipped this question

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

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 Innovation and Technology |
| Protection of vulnerable and disadvantaged consumers | Ministry of Innovation and Technology |
| Physical safety | Ministry of Innovation and Technology |
| Product quality | Ministry of Innovation and Technology |
| Terms and conditions | Ministry of Innovation and Technology |
| Promotional marketing and sales practices (including misleading advertisement) | Ministry of Innovation and Technology |
| Voluntary codes for businesses | Ministry of Innovation and Technology |
| Electronic commerce | Ministry of Innovation and Technology |
| Dispute resolution | Ministry of Innovation and Technology |
| Redress | Ministry of Innovation and Technology |
| Consumer education | Ministry of Innovation and Technology |
| Consumer information | Ministry of Innovation and Technology |

Q30

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

| | |
|--|---|
| Consumer rights/legitimate needs | https://www.kormany.hu/hu/innovacios-es-technologiai-miniszterium |
| Protection of vulnerable and disadvantaged consumers | https://www.kormany.hu/hu/innovacios-es-technologiai-miniszterium |
| Physical safety | https://www.kormany.hu/hu/innovacios-es-technologiai-miniszterium |
| Product quality | https://www.kormany.hu/hu/innovacios-es-technologiai-miniszterium |
| Terms and conditions | https://www.kormany.hu/hu/innovacios-es-technologiai-miniszterium |
| Promotional marketing and sales practices (including misleading advertisement) | https://www.kormany.hu/hu/innovacios-es-technologiai-miniszterium |
| Voluntary codes for businesses | https://www.kormany.hu/hu/innovacios-es-technologiai-miniszterium |
| Electronic commerce | https://www.kormany.hu/hu/innovacios-es-technologiai-miniszterium |
| Dispute resolution | https://www.kormany.hu/hu/innovacios-es-technologiai-miniszterium |
| Redress | https://www.kormany.hu/hu/innovacios-es-technologiai-miniszterium |
| Consumer education | https://www.kormany.hu/hu/innovacios-es-technologiai-miniszterium |
| Consumer information | https://www.kormany.hu/hu/innovacios-es-technologiai-miniszterium |

Q31

Respondent skipped this question

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

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:

| | |
|--|---------------------------|
| Consumer rights/legitimate needs | Government Offices |
| Protection of vulnerable and disadvantaged consumers | Government Offices |
| Physical safety | Government Offices |
| Product quality | Government Offices |
| Terms and conditions | Government Offices |
| Promotional marketing and sales practices (including misleading advertisement) | Government Offices |
| Voluntary codes for businesses | Government Offices |
| Dispute resolution | Government Offices |
| Redress | Government Offices |
| Consumer education | Government Offices |
| Consumer information | Government Offices |

Q33

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

| | |
|--|---|
| Consumer rights/legitimate needs | http://www.kormanyhivatal.hu/hu |
| Protection of vulnerable and disadvantaged consumers | http://www.kormanyhivatal.hu/hu |
| Physical safety | http://www.kormanyhivatal.hu/hu |
| Product quality | http://www.kormanyhivatal.hu/hu |
| Terms and conditions | http://www.kormanyhivatal.hu/hu |
| Promotional marketing and sales practices (including misleading advertisement) | http://www.kormanyhivatal.hu/hu |
| Voluntary codes for businesses | http://www.kormanyhivatal.hu/hu |
| Electronic commerce | http://www.kormanyhivatal.hu/hu |
| Dispute resolution | http://www.kormanyhivatal.hu/hu |
| Redress | http://www.kormanyhivatal.hu/hu |
| Consumer education | http://www.kormanyhivatal.hu/hu |
| Consumer information | http://www.kormanyhivatal.hu/hu |

Q34

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

30000

Q35

Yes

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

Q36

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

1613000

Q37

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

32000

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?

Consultation in policy making,
Legal advice to consumers,
Consumer education,
Consumer information,
Consumer publications,
Legal representation of consumers' individual interests before courts
,
Legal representation for consumer collective actions

Q43

Do consumer groups/associations receive public funding?

Yes

Q44

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

1- Name

Association for the Protection of Rights of Consumers and Patients

1- Website

www.febesz.eu

2- Name

Hungarian Association of Consumer Protectors

2- Website

www.fome.hu

3- Name

Association of Conscious Consumers

3- Website

www.tve.hu

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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

Yes

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

Q49

Consumers individually,
Lawyers,
Consumer protection enforcement authority/agency,
Consumer associations

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,
Comments:
Hungarian Conciliation Boards

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

Hungarian Conciliation Boards

1- URL Link

www.bekeltets.hu

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

Hungarian European Consumer Centre

1- URL Link

<https://www.magyarrefk.hu/hu/>

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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?

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 Respondent skipped this question

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

Q67 Respondent skipped this question

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

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

Association of Conscious Consumers

1- URL link of initiative

www.tve.hu

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Q77

Respondent skipped this question

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

Q78

Respondent skipped this question

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

Q79

Respondent skipped this question

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

Q80

Respondent skipped this question

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