



World Consumer Protection Map

Contribution by
Latvia

Page 2: Contact of respondent

Q1 **Latvia**
Name of responding member State

Q2
Name of responding authority/agency:
Ministry of Economics

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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** **18/03/1999**
If you do, when was the main specific law first enacted?

Q11 **Date** **10/12/2019**
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	Consumer Rights Protection Law
1- URL link	https://likumi.lv/ta/en/en/id/23309-consumer-rights-protection-law
2- Name of law	Unfair Commercial Practices Prohibition Law
2- URL link	https://likumi.lv/ta/en/id/167759-unfair-commercial-practices-prohibition-law
3- Name of law	Law on the Safety of Goods and Services
3- URL link	https://likumi.lv/ta/en/en/id/87664-law-on-the-safety-of-goods-and-services

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,**
 - 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,**
 - Promotion of sustainable consumption,**
 - Financial services,**
 - Dispute resolution,**
 - Redress,**
 - Consumer education,**
 - Consumer information**
-

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):

Restrictive business practices (competition/antitrust)	Competition Law
Food distribution	Law On the Supervision of the Handling of Food
Water	On Regulators of Public Utilities
Pharmaceuticals	Pharmaceutical Law
Energy	On Regulators of Public Utilities
Public utilities	On Regulators of Public Utilities
Tourism	Tourism Law
Data protection and privacy	Personal Data Processing Law

Q15

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

Restrictive business practices (competition/antitrust)	https://likumi.lv/ta/en/en/id/54890-competition-law
Food distribution	https://likumi.lv/ta/en/en/id/47184-law-on-the-supervision-of-the-handling-of-food
Water	https://likumi.lv/ta/en/en/id/12483-on-regulators-of-public-utilities
Pharmaceuticals	https://likumi.lv/ta/en/en/id/43127-pharmaceutical-law
Energy	https://likumi.lv/ta/en/en/id/12483-on-regulators-of-public-utilities
Public utilities	https://likumi.lv/ta/en/en/id/12483-on-regulators-of-public-utilities
Tourism	https://likumi.lv/ta/en/en/id/50026-tourism-law
Data protection and privacy	https://likumi.lv/ta/en/en/id/300099-personal-data-processing-law

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Q16

Name of Ministry responsible for consumer protection:

Ministry of Economics

Q17

URL link of responsible Ministry for consumer protection:

<https://www.em.gov.lv/en/>

Q18

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

1999

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Q19

Yes

Do you have a main consumer protection authority/agency?

Q20

Name of main consumer protection authority/agency:

Consumer Rights Protection Centre

Q21

URL of main consumer protection authority/agency:

<https://www.ptac.gov.lv/en>

Q22

Year of creation:

1998

Q23

Annual budget: (in USD)

3600000

Q24

Total number of staff:

108

Q25

Total number of staff directly affected to consumer protection:

82

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

By-law of the Consumer Rights Protection Centre

URL to law/decree

<https://likumi.lv/ta/en/en/id/141277-by-law-of-the-consumer-rights-protection-centre>

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 Economics
Access by consumers to essential goods and services	Ministry of Economics
Protection of vulnerable and disadvantaged consumers	Ministry of Economics
Physical safety	Ministry of Economics
Product quality	Ministry of Economics
Terms and conditions	Ministry of Economics
Promotional marketing and sales practices (including misleading advertisement)	Ministry of Economics
Voluntary codes for businesses	Ministry of Economics
Restrictive business practices(competition/antitrust)	Ministry of Economics
Electronic commerce	Ministry of Economics
Financial services	Ministry of Economics
Promotion of sustainable consumption	Ministry of Economics
Food distribution	Ministry for Agriculture
Water	Ministry of Economics
Pharmaceuticals	Ministry of Health
Energy	Ministry of Economics
Public utilities	Ministry of Economics
Tourism	Ministry of Economics
Data protection and privacy	Ministry of Justice
Dispute resolution	Ministry of Economics
Redress	Ministry of Economics
Consumer education	Ministry of Economics
Consumer information	Ministry of Economics

Q30

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

Consumer rights/legitimate needs	https://www.em.gov.lv/en/
Access by consumers to essential goods and services	https://www.em.gov.lv/en/
Protection of vulnerable and disadvantaged consumers	https://www.em.gov.lv/en/
Physical safety	https://www.em.gov.lv/en/
Product quality	https://www.em.gov.lv/en/
Terms and conditions	https://www.em.gov.lv/en/
Promotional marketing and sales practices (including misleading advertisement)	https://www.em.gov.lv/en/
Voluntary codes for businesses	https://www.em.gov.lv/en/
Restrictive business practices(competition/antitrust)	https://www.em.gov.lv/en/
Electronic commerce	https://www.em.gov.lv/en/
Financial services	https://www.em.gov.lv/en/
Promotion of sustainable consumption	https://www.em.gov.lv/en/
Food distribution	https://www.zm.gov.lv/en/
Water	https://www.em.gov.lv/en/
Pharmaceuticals	https://www.vm.gov.lv/en/
Energy	https://www.em.gov.lv/en/
Public utilities	https://www.em.gov.lv/en/
Tourism	https://www.em.gov.lv/en/
Data protection and privacy	https://www.tm.gov.lv/en/
Dispute resolution	https://www.em.gov.lv/en/
Redress	https://www.em.gov.lv/en/
Consumer education	https://www.em.gov.lv/en/
Consumer information	https://www.em.gov.lv/en/

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)
,
Voluntary codes for businesses,
Electronic commerce,
Financial services,
Promotion of sustainable consumption,
Tourism,
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:

Restrictive business practices (competition/antitrust)	Competition Council
Food distribution	Food and Veterinary Service
Water	Public Utilities Commission
Pharmaceuticals	Health Inspectorate
Energy	Public Utilities Commission
Public utilities	Public Utilities Commission
Data protection and privacy	Data State Inspectorate

Q33

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

Restrictive business practices (competition/antitrust)	https://www.kp.gov.lv/en
Food distribution	https://www.pvd.gov.lv/en/partikas-un-veterinarais-dienests/statiskas-lapas/startpage?nid=2913#jump
Water	https://www.sprk.gov.lv/en
Pharmaceuticals	https://www.vi.gov.lv/lv
Energy	https://www.sprk.gov.lv/en
Public utilities	https://www.sprk.gov.lv/en
Data protection and privacy	https://www.dvi.gov.lv/en/

Q34

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

250

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)

120000

Q37

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

105000

Q38

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

The maximum possible penalty is 10% of the offender's net turnover for the financial year, but not more than EUR 100,000 (aprox. USD 120000) for unfair commercial practices.

Q39

Yes

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

Q40

Yes

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

Q41

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

Reference of the law/decree

Consumer Rights Protection Law

URL to law/decree

<https://likumi.lv/ta/en/en/id/23309-consumer-rights-protection-law>

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

Q43

Yes

Do consumer groups/associations receive public funding?

Q44

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

1- Name

Latvian Association for Consumer Protection

1- Website

<https://www.pateretajs.lv/>

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Q45

Yes

Can consumers obtain redress through judicial channels?

Q46

No

Is there a specialized judicial mechanism for consumer complaints?

Q47

Respondent skipped this question

If there is, please provide the following details

Q48

No

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,

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

Arbitration,

Comments:

Out-of-court dispute entities provide both dispute mediation and dispute arbitration. However, participation for trader in dispute resolution is not mandatory and outcome of such procedure is not legally binding. Cross-border out-of-court disputes are being handled through on-line dispute resolution (ODR) according to Regulation (EU) No 524/2013 of the European Parliament and of the Council of 21 May 2013 on on-line dispute resolution for consumer disputes. The Consumer Rights Protection Centre establishes and maintains a list of the out-of-court dispute entities.

Q52

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

1- Name

List of out-of-court dispute entities

1- URL Link

<http://www.ptac.gov.lv/lv/content/arpustiesas-pateretaju-stridu-risinataju-datubaze>

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

List of out-of-court dispute entities

1- URL Link

<http://www.ptac.gov.lv/lv/content/arpustiesas-pateretaju-stridu-risinataju-datubaze>

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Q55

Yes

Are there any self-regulation initiatives from businesses?

Q56

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

1- Name of initiative	Customer Charter of the Latvian Association of Alternative Financial Services
1- Scope of application	The purpose of the customer charter is to inform consumers about their rights and actions in case of problems to repay the loan, as well as about the procedure for submitting complaints
1- URL link	https://www.lafpa.lv/content/uploads/2017/02/LAFPA_Standarts_harta.pdf
2- Name of initiative	Code of good practice for members of the Latvian Lessors' Association
2- Scope of application	A declaration of the commitment of leasing companies to provide a high level of professional service and to act in accordance with the ethical standards set out in this Code
2- URL link	http://www.llda.lv/lv/lizinga-celvedis/labas-prakses-kodekss.html
3- Name of initiative	Code of fair practice for assessing a consumer's ability to repay credit
3- Scope of application	Provides a model for assessing customer solvency, credit risk management procedures, general rules for granting credit, consumer financial analysis and decision-making on granting or refusing credit, as well as administration of consumer credit
3- URL link	http://www.lafpa.lv/content/uploads/2018/05/Kodekss_maksatspejas_vertesana_LAFPA_20_04_2018-2.pdf
4- Name of initiative	Code of fair practice on the commercial practice of sending commercial communications through telemarketing
4- Scope of application	Provides fair commercial practices in telemarketing
4- URL link	http://lmt.mstatic.lv/lmt/files/labas-prakses-kodekss_24_08_2016.pdf

Q57

Yes

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

Q58

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

1- Name of initiative	Memorandum of Cooperation on fair commercial practices in the field of the organisation of events and sales of tickets
1- Scope of application	Cooperation model between ticket traders and Consumer Rights Protection Centre
1- URL link	https://em.gov.lv/lv/jaunumi/25442-paplasinas-sadarbibu-godigas-komercprakses-nodrosinasanai-pasakumu-organizšanas-joma

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,**
- Disclosure of information and transparency,**
- Education and awareness-raising,**
- Protection of privacy,**
- Consumer complaints and disputes**

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Q60

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

	Bilateral	Multilateral/Regional
Formal (treaties)	4	2
Informal (memoranda of understanding)	1	

Q61

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

Consumer Rights Protection Centre has bilateral agreements with institutions in Estonia, Lithuania, Moldova and Japan.
<https://ptac.gov.lv/lv/content/sadarb-ba>

Q62

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

Memorandum of cooperation with Belarus

<https://em.gov.lv/lv/jaunumi/25912-latvija-un-baltkrievija-sadarbosies-pateretaju-tiesibu-aizsardzibas-tirgus-uzraudzibas-un-konkurences-politikas-jomas>

Q63

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

Treaty on European Union and Treaty on the Functioning of the European Union

Q64

Respondent skipped this question

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

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,
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)
,
Voluntary codes for businesses,
Restrictive business practices(competition/antitrust),
Electronic commerce,
Financial services,
Promotion of sustainable consumption,
Food distribution,
Water,
Pharmaceuticals,
Energy,
Public utilities,
Tourism,
Data protection and privacy,
Dispute resolution,
Redress,
Consumer education,
Consumer information

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,
Share information and evidence

Q67

Yes

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

Q68

If you do, please provide a short description

1. Consumer Rights Protection Centre participates in European Consumer Protection Cooperation Network. Each year, on average, around 10 requests are sent and received in to take or achieve active action to prevent cross-border infringements.
 2. Consumer Rights Protection Centre participates in international projects managed by PROSAFE
-

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

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,
Financial services,
Efficient use of materials, energy, water,
Sustainable consumption

Q73

Yes

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

Q74

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

1- Scope of initiative	Informative materials for consumers
1- URL link	https://ptac.gov.lv/en/content/consumer-protection-0
2- Scope of initiative	Informative materials and training for entrepreneur
2- URL link	https://ptac.gov.lv/en/content/consumer-protection

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	Alternative dispute resolution project
1- URL link of initiative	https://www.pateretajs.lv/index.php/lv/lpaaa-projekti/adr-projekts
2- Name of consumer organization/association	Consumer First aid kit project
2- URL link of initiative	https://www.pateretajs.lv/index.php/lv/lpaaa-projekti/pirms-paldzbas-komplekts
3- Name of consumer organization/association	NORDEN projects
3- URL link of initiative	https://www.pateretajs.lv/index.php/lv/lpaaa-projekti/norden-projekti

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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	A study on advertising and ways of advertising on social networks
1- URL link to online library or publication(s)	https://ptac.gov.lv/lv/news/ptac-veicis-petijumu-par-pateretaju-tiesibu-uzraudzibu-socialajos-tiklos
2- Main area of work	A study on influencer marketing in social networks
2- URL link to online library or publication(s)	https://www.ptac.gov.lv/lv/news/ptac-istenojis-projektu-par-situacijas-izpeti-un-uzraudzibu-influenceru-marketinga-joma

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	A study "The role of payment cards in paying for goods and services"
1- URL link to online library or publication(s)	https://www.pateretajs.lv/index.php/lv/lpia-ptjumi
2- Main area of work	A study on the role of Latvian consumer advocacy associations in the use of ADR mechanisms
2- URL link to online library or publication(s)	https://www.pateretajs.lv/index.php/lv/lpia-ptjumi
3- Main area of work	A study "Methods for regulating heat energy consumption and calculation of fees for district heating connected multi-apartment residential buildings"
3- URL link to online library or publication(s)	https://www.pateretajs.lv/iindex.php/lv/lpia-ptjumi
