



World Consumer Protection Map

Contribution by
Sweden



Page 2: Contact of respondent

Q1 Name of responding member State **Sweden**

Q2 Name of responding authority/agency:

Ministry of Finance

Page 3: Consumer protection legislation

Q7 Does your country's Constitution contain a provision on consumer protection? **Yes**

Q8 If you do, please provide de following details:

Text of constitutional norm with reference to consumer protection **Market Law Legislaion, Civil Law Legislation**

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? **Respondent skipped this question**

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	The Marketing Act (2008:486)
1- URL link	https://www.riksdagen.se/sv/dokument-lagar/dokument/svensk-forfattningssamling/marknadsforingslag-2008486_sfs-2008-486
2- Name of law	The Product Safety Act (2004:451)
2- URL link	https://www.riksdagen.se/sv/dokument-lagar/dokument/svensk-forfattningssamling/produktsakerhetslag-2004451_sfs-2004-451
3- Name of law	The Act on contractual terms in consumer relations (1994:1512)
3- URL link	https://lagen.nu/1994:1512
4- Name of law	The Consumer Credit Act (1994:1512)
4- URL link	http://www.riksdagen.se/sv/dokument-lagar/dokument/svensk-forfattningssamling/konsumentkreditlag-20101846_sfs-2010-1846
5- Name of law	Product Liability Act (1992:18)
5- URL link	https://www.riksdagen.se/sv/dokument-lagar/dokument/svensk-forfattningssamling/produktansvarslag-199218_sfs-1992-18
6- Name of law	Consumer Sales Act and Consumer Services Act

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

Respondent skipped this question

Consumer Protection Survey

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

Page 5: Consumer protection institutions

Q16 Name of Ministry responsible for consumer protection:

Ministry of Finance

Q17 URL link of responsible Ministry for consumer protection:

<https://www.regeringen.se/sveriges-regering/finansdepartementet/>

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

2014

Page 6: Consumer protection institutions

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

Q20 Name of main consumer protection authority/agency:

The Swedish Consumer Agency

Q21 URL of main consumer protection authority/agency:

<https://www.konsumentverket.se/>

Q22 Year of creation:

1973

Q23 Annual budget: (in USD)

18500000

Q24 Total number of staff:

193

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Q25 Total number of staff directly affected to consumer protection:

173

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

Q27 If you do, please provide the following details:

Reference of the law/decreed

the authority regulation 2007:515,

URL to law/decreed

http://www.riksdagen.se/sv/dokument-lagar/dokument/svensk-forfattningssamling/forordning-2009607-med-instruktion-for_sfs-2009-607

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

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:

Pharmaceuticals

Swedish Medical Products Agency

Data protection and privacy

Data Inspection Agency

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

Pharmaceuticals

<https://lakemedelsverket.se/>

Data protection and privacy

<https://www.datainspektionen.se/lagar--regler/dataskyddsförordningen/>

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 ,
Public utilities,
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)	Swedish Competition Authority
Food distribution	National Food Agency
Water	Water Authorities, National Food Agency
Pharmaceuticals	Swedish Medical Products Agency
Energy	Energy Authority
Tourism	Swedish Tourism Delegation, Swedish Agency for Economic and Regional Growth
Data protection and privacy	Swedish Data Inspection

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

Restrictive business practices (competition/antitrust)	http://www.konkurrensverket.se/
Food distribution	https://www.livsmedelsverket.se/en
Water	www.vattenmyndigheterna.se/
Pharmaceuticals	https://lakemedelsverket.se
Energy	https://energiverket.se
Tourism	https://www.travelnews.se/turism/myndigheter-inom-turismen-samordnas/
Data protection and privacy	https://www.datainspektionen.se/

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

722

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

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

566014

Q37 Record highest amount for any sanction/measure imposed: (in USD)

451400

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

default fine, market disruption charge, withdrawal of dangerous Product, recall of dangerous product, obligation to inform or to warn

Page 9: Consumer protection institutions

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

Q40 Do you have a law/decreed that governs consumer organizations/associations? **Yes**

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,
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	swedish consumers
1- Website	www.sverigeskonsumenter.se/om-oss/kontaktsida
2- Name	swedish consumers cooperation
2- Website	http://www.konsumentensamverkan.se/
3- Name	fairtrade
3- Website	https://fairtrade.se/

Page 10: Consumer protection institutions

Consumer Protection Survey

Q45 Can consumers obtain redress through judicial channels?

Yes

Q46 Is there a specialized judicial mechanism for consumer complaints?

Yes

Q47 If there is, please provide the following details

Name **swedish consumer complaints board**
URL Link **<https://www.arn.se/>**

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

Yes

Q49 Who can represent consumer interests in court?

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

Q50 What is the highest damages award following a collective redress/class action?

Name of case **Konsumentombudsmannen, KO, företrätt elkunderna i en grupprättegång mot Stävrullen Finans, tidigare Kraftkommission.**
Year of case **2004**
Total amount in USD **390000**

Page 11: Consumer protection institutions

Q51 Regarding out-of-court/alternative consumer dispute resolution, are there any of the following?

**Mediation/ Conciliation,
Arbitration**

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

1- Name **swedish complaints board**
1- URL Link **<https://www.arn.se>**
2- Name **swedish consumers banking and finance bureau**
3- Name **swedish consumer energy market bureau**

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Q53 Are there any CROSS-BORDER out-of-court/alternative consumer dispute resolution initiatives? **Yes**

Q54 If there are, please provide the following details:

1- Name **european consumer centres**
1- URL Link **<https://www.konsumenteuropa.se/en/>**

Page 12: Consumer protection institutions

Q55 Are there any self-regulation initiatives from businesses? **Yes**

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

1- Name of initiative **opinion committee for the ombudsman for marketing**
1- Scope of application **ICC regulation**
1- URL link **<http://reklamombudsmannen.org/>**
2- Name of initiative **property broker market board for dispute settlements**
2- Scope of application **consumer disputes in th field of the property market**
2- URL link **fmf.se/fastighetsmaklarbranschen-far-ny-gemensam-tvistlosningsnamnd**
3- Name of initiative **swedish consumers banking and finance bureau**
3- Scope of application **consumer disputes in the field of banking and finance**
4- Name of initiative **consumer insurance bureau**
4- Scope of application **consumer disputes in the field of insurance**

Q57 Are there any co-regulation initiatives between businesses and public entities? **Yes**

Q58 Please provide (up to) 4 examples of the co-regulation initiatives between businesses and public entities:

1- Name of initiative **see question 54**

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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 ,

Disclosure of information and transparency ,

Education and awareness-raising ,

Protection of privacy ,

Consumer complaints and disputes

Page 13: Consumer protection institutions

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

	Bilateral	Multilateral/Regional
Formal (treaties)		10+
Informal (memoranda of understanding)		

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:

<https://ec.europa.eu/sweden/tags/sveriges-eu-medlemsk>

https://europa.eu/european-union/topics/consumers_sv

www.norden.org/sv/om-samarbejdet-1/det-officiella-nordiska-samarbetet-1

<https://www.icpen.org/protecting-consumers-worldwide>

<https://www.regeringen.se/internationella-organisationer-och-samarbeten/oecd>

globalrecalls.oecd.org/

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Q64 Please provide name and URL link of informal multilateral/regionals agreements (memoranda of understanding) that address consumer protection:

<http://www.prosafe.org/index.php/about-us/contentall-comcontent-views/what-is-prosafe>

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

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,
Obtain ,
redress
Share information and
evidence

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

Yes

Q68 If you do, please provide a short description

Within the networks of EU market surveillance authorities. CSN-Consumer Safety Network, CPC Consumer Protection Cooperation

Common sweeps within the work of the OECD Working Party on Consumer Product Safety.

Within ICPEN.

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

Consumer Protection Survey

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	Cards Technical Assistance Project EuropeAid/116967/D/SV/HR re-launch/2
1- Name of cooperating partner(s)	Croatian Government, Ministry of Trade and Industry
1- Starting date of programme/project	July 2005
1- Finish date of programme/project	February 2007
1- Scope of programme/project (list areas of work)	Capacity building, insitutional strengthning, legislative and policy work, ADR, development of consumer prolicy awareness (Yvonne Stein was senior legal expert in this project)
2- Name of programme/project	On going cooperation project within consumer protection field within EU, CPC - Consumer Protection Cooperation, CSN - Consumer Safety Network
2- Name of cooperating partner(s)	EU memberstates
3- Name of programme/project	Projects within the framework of OECD Committee for consumer protection and the Working Party Consumer Product Safety
3- Name of cooperating partner(s)	OECD members
4- Name of programme/project	Within the work of ICPEN ongoing work
5- Name of programme/project	Prosafe Product Safety Forum Europe
5- Name of cooperating partner(s)	Memebers of Prosafe
5- Starting date of programme/project	ongoing

Page 14: Consumer protection policies

Q71 Does your authority/agency carry out information and education initiatives? **Yes**

Consumer Protection Survey

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**
- ,
- Product hazard,**
- Product labelling,**
- Legislation, dispute resolution,**
- Weight and measures, prices and quality** ,
- Environmental protection,**
- Electronic commerce,**
- Financial services,**
- Efficient use of materials, energy, water** ,
- Sustainable consumption**

Q73 Does your authority/agency provide specific education and information initiatives for vulnerable and disadvantaged consumers?

Yes

Consumer Protection Survey

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

1- Name of initiative	Budget and debt counselling
1- Scope of initiative	Advice and help to overindebted
1- URL link	www.kursbokning.kov.se/documents/.../CourseCatalogue_2013Spring.pdf
1- Impact (short description)	Reduce overindebtedness
2- Name of initiative	Support to Consumers by School Education Material
2- Scope of initiative	To give Education a useable material in the Consumer Policy field
2- URL link	https://www.konsumentverket.se/for-larare/skolmaterial/
2- Impact (short description)	Children and young consumers are through their lack of experience vulnerable and educational material to use in schools on consumer policy issues contribute their development into more knowledgeable consumers
3- Name of initiative	Hello Consumers! (Hallå Konsument!)
3- Scope of initiative	Answers to questions from consumers by use of Internet or by phone
3- URL link	https://www.hallakonsument.se/
3- Impact (short description)	Well known service that answer around 97 000 questions from consumers in 2017 (2015 was it 65 000 questions)

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	Swedens´s Consumers
1- URL link of initiative	www.sverigeskonsumenter.se/
2- Name of consumer organization/association	Consious Consumption Association (Föreingen Medveten Konsumtion)
2- URL link of initiative	https://www.medvetenkonsumtion.se/
3- Name of consumer organization/association	Fair Action
3- URL link of initiative	https://fairaction.se/

Page 15: Consumer protection policies

Q77 Does your authority/agency conduct research and analysis on consumer protection issues? **Yes**

Consumer Protection Survey

Q78 If your authority/agency does, please provide the following details:

1- Main area of work	Consumer policy and Consumer protection in a broad perspective
1- URL link to online library or publication(s)	http://publikationer.konsumentverket.se/var-verksamhet/
2- Main area of work	Analysis of Consumer situation in different markets
2- URL link to online library or publication(s)	http://publikationer.konsumentverket.se/var-verksamhet/konsumentrapporten
3- Main area of work	Privat economy
3- URL link to online library or publication(s)	http://publikationer.konsumentverket.se/privatekonomi/
4- Main area of work	Sustainability and environment
4- URL link to online library or publication(s)	http://publikationer.konsumentverket.se/hallbarhet/
5- Main area of work	Consumer Contracts and Standard Agreement
5- URL link to online library or publication(s)	http://publikationer.konsumentverket.se/kontrakt-och-mallar/

Q79 Do other organizations/associations conduct research and analysis on consumer protection? **Yes**

Q80 If other organizations/associations do, please provide the following details:

1- Main area of work	Market Surveillance Council - field of product safety and conformity assessment
1- URL link to online library or publication(s)	https://www.marknadskontroll.se/?lang=en
2- Main area of work	Comparisons of Price and Product
2- URL link to online library or publication(s)	https://www.pricerunner.se/rprpsamarb.html
3- Main area of work	Sweden's Consumers (Sveriges Konsumenter) Product Quality Test
3- URL link to online library or publication(s)	https://www.radron.se/ (Råd och Rön)
