Intergovernmental Group of Experts on Consumer Law and Policy
(IGE Consumer)

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The KSA Application of the UN Guidelines for Consumer Protection

Submission by
The Ministry of Commerce
Kingdom of Saudi Arabia

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The KSA Application of the UN Guidelines for Consumer Protection
1. Privacy and global flow of information (data protection)

Establishment of National Cybersecurity Authority.

New technologies addressed through the authority's regulations.

Laws and regulations adopted by governmental entities regarding Consumer Privacy and Data Protection.

Saudi Arabia ranks No. 2 globally in its commitment to cybersecurity according to the International Telecommunication Union (ITU) 2021.

2. E-Commerce:

E-Commerce law.

Unified Strategic Framework of E-Commerce between the GCC countries.
3. Access to essential goods & services
- Electronic System to monitor the prices for essential products.
- New regulations to prevent economic operators from taking advantage of any crises to raise product or services prices.

4. Protection of vulnerable and disadvantaged consumers
- The Citizens Account Programme which helps vulnerable consumers to pay their utility bills.
- The moratorium on electricity disconnections during the COVID crisis.
- The Financial Sector Development Programme and its efforts to promote financial inclusion.
Saudi Arabia Efforts in Implementing “UNGCP”

5. Consumer Information and Education:
- Economic Operators are required by law to disclose the product information.
- Workshops for E-stores about new E-Commerce law.
- Continuous awareness campaigns on consumer rights.

6- The Role of Consumer Associations:
Participation in decisions by being:
- A member of the Standing Committee for Consumer Protection
- An expected member in the new National Consumer Council.
The Current Development of UNGCP in KSA:
Drafting Proper law and Policies for:

- Consumer protection law & Dispute Resolution
- products safety law
- Promoting Sustainable Consumption