Intergovernmental Group of Experts on Consumer Protection law and policy

Report of the informal Working Group on Consumer Protection in E-commerce

Monday, 1 July 2024
15:00-16:00, Room XIX
The WGE met 5 times.; 2 WGE meetings and 3 webinars

Steering Group held 3 meetings (Argentina, Colombia, Mexico, Peru, Poland, Sweden, United Kingdom, USA)

2 Webinars on Artificial Intelligence (AI)
  - AI and Consumer protection: Risks for Consumers; led by India
  - AI and Consumer Protection: Harnessing tech to better enforce Consumer law; led by Poland

1 Webinar on Protection of vulnerable consumers on digital markets led by Sweden

Updates on cross border practices work through a standardized email addresses: Led by Argentina, United Kingdom and USA

Technical Note on the use of AI by consumers and in consumer law enforcement (Draft)

Technical Note on Vulnerable consumers in e-commerce (Draft)
Proposed Future Work

The informal Working Group requests the renewal of its mandate to address risks posed by AI to consumers and develop principles/tools for enforcement authorities and/or businesses, explore technology transfer among consumer protection agencies and continue working on vulnerable consumers, focusing on a different vulnerable group. To continue using webinars and technical notes/briefs while ensuring that contributions avoid overlapping with other international networks and organizations.
Thank you!

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