



Intergovernmental
group of experts on
**Consumer
Protection
Law and Policy**

8th session

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



Outputs

- ❖ 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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