#### 8th United Nations Review Conference on Competition and Consumer Protection

19-23 October 2020

Room XIX, Palais des Nations, Geneva

Friday, 23 October 2020

#### Roundtable on Implementation of the United Nations Guidelines for Consumer Protection

Presentation by Dr. Sergio Sebastián Barocelli, Ministry of Productive Development, Argentina

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Secretaría de Comercio Interior Dirección Nacional de Defensa de las y los Consumidores

## **Eighth United Nations Conference on Competition and Consumer Protection**

Roundtable on Implementation of the United Nations Guidelines for Consumer Protection

Dr. Sergio Sebastián Barocelli National Director on Consumer Protection (ARG) Geneva, 19–23 October 2020 UNCTAD

Implementation of the UNGCP: Argentina's experience

#### **Education and information**

Mercosur's Consumer Protection Virtual School; Argentine School on Education on Consumption; Social networks difusion

#### **Good business practices**

Good Business Practices Handbook, aligned to UNGCP, created by Mercosur's Technical Committee No. 7 on Consumer Protection

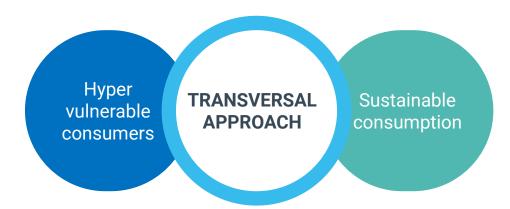
#### e-commerce

Unsuscribe button; Mercosur e-commerce Res. 37/19 GMC; Repentance button; Online conciliation hearing; Governmental control against abusive practices in the digital environment

#### **Financial services**

Governmental control against abusive practices related to fintech and debt collecting; Protection of hyper vulnerable consumers UNCTAD

Implementation of the UNGCP: What's next?





**Commitment** to incorporate the subjects to obtain data and studies

### Implementation of the UNGCP: UNCTAD's role



Creation of a permanent **working group** for analysis and exchange of information



Awareness and **communication** campaigns



**Interdisciplinary work** with other forums and international organisms

# Thanks!

