



**Intergovernmental Group of Experts on Consumer Protection Law and Policy**  
2<sup>nd</sup> Session, 3 and 4 July 2017, Geneva, Switzerland

**Round Table on:  
Consumer protection in E-commerce**

**Tuesday, 4 July 2017 (10:00 - 12:30)**  
**Palais des Nations, Room XVII (First Floor)**

Developments in information and communications technology in the last decade have provided new opportunities for consumers and businesses. An increasing number of consumers have access to the Internet and engage in e-commerce, which provides easier and faster access to products and services. Business-to-consumer e-commerce is forecast to double from \$1.2 trillion in 2013 to \$2.4 trillion in 2018.<sup>1</sup>

The first session of the IGE requested the UNCTAD secretariat to prepare reports and studies for the second session of IGE on the topic e-commerce.<sup>2</sup> The note by the UNCTAD secretariat<sup>3</sup> provides an overview of the international legal framework on issues related to e-commerce. It reviews consumer protection challenges related to information asymmetry, unfair commercial practices and contract terms, online payment security, data protection and privacy and it underlines the importance of dispute resolution mechanisms and redress.

The note also reviews recent developments and international instruments, particularly the revised United Nations Guidelines for Consumer Protection,<sup>4</sup> which provide guidance in the above-mentioned areas. The note finally suggests the IGE to consider the establishment of a working group to study issues related to consumer protection in e-commerce more deeply and throughout the year and to report on its work and provide recommendations at the third session of the IGE in 2018.

The panel discussion will focus on recent developments in consumer protection in e-commerce at national, regional and international levels; as well as the kind of policy measures of various jurisdictions that have been taken to address the challenges in this area.

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<sup>1</sup> [UNCTAD/IER/2015](#)

<sup>2</sup> [TD/B/C.I/CPLP/4](#)

<sup>3</sup> [TD/B/C.I/CPLP/7](#)

<sup>4</sup> [A/RES/70/186](#)

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### **WORK PROGRAMME**

**10:00 to 10:10**      **Presentation by UNCTAD secretariat on Consumer protection in E-commerce**

**10:10 to 11:30**      **Panel discussion**

#### **Panellists**

- Ms. Nathalie Homobono, Director General, Directorate General of Competition Policy, Consumer Affairs and Fraud Control, France
- Ms. Gilly Wong, Chief Executive, Hong Kong Consumer Council, Hong Kong
- Ms. Deon Woods Bell, Counsellor, International Consumer Protection, Federal Trade Commission, United States
- Mr. Miguel Ángel Padilla, Minister, Permanent Mission of Mexico to the United Nations in Geneva
- Mr. Michael Donohue, Senior Policy Analyst, Organization for Economic Cooperation and Development
- Ms. Amanda Long, Director General, Consumers International

**11:30 to 12:30**      **Interactive debate**

Mr. Juan Carlos Díaz, President, Commission of INDECOPI's Regional Office in Cajamarca, Peru

Delegates wishing to speak during the session are invited to inform the UNCTAD secretariat accordingly by contacting Mrs. Ebru Gökçe Dessemond ([ebru.gokce@unctad.org](mailto:ebru.gokce@unctad.org)).