



Annual Digital Consumer Event

Hosted online from Brussels, 21st November 2022

Time: Central European Time - Language: English

AGENDA

10.00 – 10.10 **Welcome and introduction by Jennifer Baker (moderator)**

10.10 – 10.30 **Keynote address by D. REYNDERS
(Commissioner for Justice and Consumers)**

10.30 – 11.00 **Involving consumer organisations with the voluntary
cooperation mechanism under the Product Safety Pledge –
launch of an innovative Pilot project**

Els Bruggeman - Euroconsumers

Delphine Dauba-Pantanacce - eBay

Andras Zsigmond - European Commission

11.00 – 12.30 **Panel 1: Online consumer vulnerabilities: shedding light on
dark patterns, personalisation and structural asymmetries**

What problems arise from the distortion of the consumer's freedom of choice and conduct due to practices such as dark patterns and the personalisation of commercial communications? What role does consumer law have in addressing structural asymmetries in digital markets? Is the existing EU legal framework, including the Unfair Commercial Practices Directive, still fit for purpose?

Prof. Hans Micklitz - European University Institute (EUI)

Ursula Pacht - European Consumer Organisation (BEUC)

Antonio Mancini - Italian Competition Authority (AGCM)

Ilya Bruggeman - Eurocommerce

Egelyn Braun - European Commission

12.30 – 13.30 **Lunch break**

13.30 – 15.00

Panel 2: Online consumer purchases: challenges raised by digital subscriptions, virtual items and the addictive use of digital products

What problems are consumers facing when signing up for and cancelling digital subscription services or when buying virtual items in apps? Can consumer law alleviate concerns about the addictive use of digital products? Is the existing EU legal framework, including the Consumer Rights Directive, still fit for purpose?

Prof. Alberto De Franceschi - University of Ferrara

Michaela Schröder - Federation of German Consumer Organisations (vzbv)

Dries Cuijpers - Netherlands Authority for Consumers and Markets (ACM)

Ann Becker - Interactive Software Federation of Europe (ISFE)

Martins Prieditis - European Commission

15.00 – 15.15

Coffee break

15.15 – 16.45

Panel 3: Online consumer contracts: mapping unfair contract terms and the lack of transparency

Which contract terms are unfairly distorting the balance between the rights and obligations of consumers and online traders? How to ensure that consumers receive useful and clear information and that they can consent freely? Is the existing EU legal framework, including the Unfair Contract Terms Directive, still fit for purpose?

Prof. Joasia Luzak - University of Exeter

Frithjof Michaelsen - French consumer organisation (UFC-Que Choisir)

Emy Gustavsson - Swedish Consumer Agency (Konsumentverket)

Léon Mölenberg - Ecommerce Europe

Ioana Patrascu - European Commission

16.45 – 17.00

Conclusions and closing remarks
