



EUROPEAN COMMISSION
DIRECTORATE-GENERAL JUSTICE

WORKSHOP ON THE CONSUMER RIGHTS DIRECTIVE
GUIDANCE AND CONSUMER INFORMATION ON ONLINE DIGITAL PRODUCTS

11 December 2013 (10.00 – 17.00)

Room Schuman, Berlaymont building, rue de la Loi 200, B-1040, Brussels

AGENDA

10.00 – 12.30 Session restricted to national authorities

13.30 – 14.00 Registration

for consumer associations and business representatives

14.00 – 14.15 Welcome

by Ms Paraskevi Michou, Director for Civil Justice, DG Justice

14.15 – 14.40 Presentation of a study and behavioural experiment on "Consumer Information in the Digital Online Market", followed by Q&A

by Mr Gabriele Esposito, Institute for Prospective Technology Studies, Joint Research Center, European Commission

14.40 – 14.55 Presentation on the Commission guidance on the Consumer Rights Directive

by Mr Martins Prieditis, team leader on the Consumer Rights Directive, Consumer and Marketing Law Unit, DG Justice

14.55 – 15.10 Presentation on improving consumer information for online digital products

by Mr Sven Roehr, team leader on Digital consumer issues, Consumer and Marketing Law Unit, DG Justice

15.10 – 15.40 Impact of the new consumer information obligations for online digital products

- Business' perspective, by Ms Leena Kuusiniemi, Legal Counsel of games producer Rovio Entertainment Limited
- Consumer's perspective, by Ms Ursula Pachl, Deputy Director General of European Consumers' Association BEUC
- Enforcement authority's perspective, by Ms Fernanda Ferreira Dias, Director of the Department for international relations at Direção-Geral do Consumidor, Portugal

15.40 – 15.55 Coffee break

15.55 – 16.55 General Discussion

16.55 – 17.00 Closing remarks

by the Chair