DRAFT PROGRAMME
(as of 16/04/2018)

Consumer Protection in a Connected World

**Multi-stakeholder forum hosted by TACD
19 June 2018, Brussels**

Venue: Stanhope Hotel, Rue du Commerce 9, Brussels

The first steps towards large scale dismantling of important legal protections in the US, and the wider challenge of the digitalization of our markets will be the focus of the 2018 annual Forum in Brussels. The Forum will look at issues such as food, privacy, e-commerce, financial services and product safety through the lens of the connected world, as well as examine ways to achieve transatlantic cooperation to better enforce consumer rights.

08.00   Registration and coffee

The forum will be moderated by Jennifer Baker, Journalist

08.50   Chairs' opening remarks

- Ed Mierzwinski, U.S. PIRG

09.00   Opening Session – a 'fireside' discussion on current realities

Lessons for the future from past deregulation; consequences of dismantling protections and how to combat them; effects of trade wars on consumers; and other current realities to set the scene for the day's discussions.

Speakers
- Bernd Lange, MEP
- Robert Weissman, Public Citizen, U.S.
- Monique Goyens, BEUC

10.00   Session 2 – The Right to Disconnect

Always on? The impact of technology that is deliberately designed to be addictive, as in the case of social media, has been much in the news recently. It has been suggested that this could have a potentially devastating impact and erode our physical, social and economic well-being, and could have a larger effect on our democracy. This session will deliberate how to promote the benefits of technology without the harms.

Speakers
- Frederike Kaltheuner, Privacy International (invited)
- TBC
- TBC

Discussion with participants

European Union

11.15   Coffee Break

11.30   Session 3 - Marketing of unhealthy food to children online

Food marketers in the US and EU are using the latest techniques to target youth – from online influencers to neuromarketing designed to penetrate emotions, and most recently the use of Artificial Intelligence applications to sell foods high in sugar, fat and salt. The session will review possible effects on children, consequences for regulation and put forward solutions.

Speakers
- Joao Breda, WHO Europe (invited)
- Professor Kathryn Montgomery, American University
- Kaja Lund-Iversen – Norwegian Consumer Council
- TBC

Discussion with participants

12:45 Lunch

14.00 Session 4 – Fintech – how to achieve gain without pain?

Fundamental changes are taking place in the financial services industry, and technology is the key driver, with important implications for both consumer and human rights. It is important that innovations are open to scrutiny and benefit consumers.

Speakers
- Rohit Chopra, CFA and nominated Commissioner Federal Trade Commission (invited)
- Ira Rheingold, National Association of Consumer Advocates, U.S.
- Peter Kerstens, DG FISMA, European Commission
- TBC

Discussion with participants

15.15   Coffee Break

15:30   Session 5 Cybersecurity: the Achille's heel of connected societies

There's now a mass of evidence showing security vulnerabilities in internet connected products have become a major safety, as well as privacy concern. Should product safety rules be extended to cover internet connected products and services?

Speakers
- Despina Spanou, DG CONNECT, European Commission (invited)
- Jessica Rich, Consumer Reports U.S.
- Finn Myrstad, Norwegian Consumer Council
- TBC

Discussion with participants

16:45   Final session: is AI undermining consumer protection laws?

*Regulatory authorities are increasingly wondering how to address Artificial Intelligence (AI)
infringements: smart customer service, or smart contracts, smart insurance decisions, or AI-based
directional pricing and information, affecting essential protections and informed choice. Should AI
itself be regulated as some have recommended, or be subject to oversight or ethical boards?*

Speakers
- Pam Dixon, World Privacy Forum, U.S.
- Klaus Muller, VZBV German Consumer Federation
- TBC

Discussion with participants

18.00   Closing, followed by cocktail (hosted by BEUC) and networking