



## **ELECTRONIC COMMERCE AND DISPUTE RESOLUTION AND REDRESS MAIN OECD INSTRUMENTS AND REPORTS**

### **[1999 OECD Guidelines for Consumer Protection in the Context of Electronic Commerce](#)**

[http://www.oecd.org/document/51/0,3343,en\\_2649\\_34267\\_1824435\\_1\\_1\\_1\\_1,00.html](http://www.oecd.org/document/51/0,3343,en_2649_34267_1824435_1_1_1_1,00.html)

<http://bit.ly/46MVFI>

The Guidelines for Consumer Protection in the Context of Electronic Commerce are designed to help ensure that consumers are no less protected when shopping online than they are when they buy from their local store or order from a catalogue.

### **[2009 Background Report on Empowering E-Consumers: Strengthening Consumer Protection in the Internet Economy](#)**

<http://www.oecd.org/dataoecd/44/13/44047583.pdf>

<http://bit.ly/3DotKI>

This report will serve as a background for the discussion at the OECD Conference on E-consumers. It identifies problems and risks of today's internet economy, reviewing the effectiveness of 1999 OECD Guidelines for E-Consumers. In ten years, the e-commerce landscape has transformed considerably, attracting new players often considered as vulnerable (such as children), new forms of transactions (such as C2C, or product rating) and consumer participation through new channels (such as social networking sites), and access to a variety of digital products (such as films, videos, or music).

### **[2002 Report on Consumer Protections for Payment Cardholders](#)**

[http://www.ois.oecd.org/olis/2001doc.nsf/LinkTo/NT0000099E/\\$FILE/JT00128255.PDF](http://www.ois.oecd.org/olis/2001doc.nsf/LinkTo/NT0000099E/$FILE/JT00128255.PDF)

<http://bit.ly/aiSEwT>

### **[2008 OECD Policy Guidance on Online Identity Theft](#)**

<http://www.oecd.org/dataoecd/49/39/40879136.pdf?contentId=40879137>

<http://bit.ly/9puoK8>

The policy guidance calls upon countries to implement effective educational measures to prevent consumers from becoming victims on-line.

### **[Scoping Paper on Online Identity Theft](#)**

<http://www.oecd.org/dataoecd/35/24/40644196.pdf>

<http://bit.ly/bSevfd>

Given the growth of online ID theft, many OECD member countries have taken steps to ensure that consumers and Internet users are adequately protected. This measures are discussed in this publication.



### **2008 OECD Policy Guidance for Addressing Emerging Consumer Protection and Empowerment Issues in Mobile Commerce**

<http://www.oecd.org/dataoecd/50/15/40879177.pdf?contentId=40879178>

<http://bit.ly/c7cxzs>

The policy guidance lays out the policy responses that need to be in place to ensure that consumers engaging in mobile commerce transactions are adequately informed, and are protected against security or privacy risks.

### **2007 OECD Recommendation on Consumer Dispute Resolution and Redress**

[http://www.oecd.org/document/53/0,3343,en\\_2649\\_33703\\_38960053\\_1\\_1\\_1\\_1,00.html](http://www.oecd.org/document/53/0,3343,en_2649_33703_38960053_1_1_1_1,00.html)

<http://bit.ly/bC6acz>

On 12 July 2007, OECD Member countries adopted a Recommendation on Consumer Dispute Resolution and Redress to provide governments with a framework to help consumers resolve disputes and settle claims with business. The framework covers disputes in both domestic and cross-border transactions. It was developed to deal with issues arising from the rapid growth in electronic commerce, but it will also benefit consumers making traditional types of purchases.

### **2003 OECD Guidelines for Protecting Consumers from Fraudulent and Deceptive Commercial Practices Across Borders**

[http://www.oecd.org/document/50/0,3343,en\\_2649\\_34267\\_2514994\\_1\\_1\\_1\\_1,00.html](http://www.oecd.org/document/50/0,3343,en_2649_34267_2514994_1_1_1_1,00.html)

<http://bit.ly/aOxaIq>

The OECD Guidelines for Protecting Consumers from Fraudulent and Deceptive Commercial Practices Across Borders, adopted by the OECD Council on 12 June 2003, are designed to help governments work together more effectively to stop cross-border fraud.

### **2006 Report on the implementation of the 2003 OECD Guidelines for Protecting Consumers from Fraudulent and Deceptive Commercial Practices across borders.**

[http://www.oecd.org/document/12/0,3343,en\\_2649\\_34267\\_37125900\\_1\\_1\\_1\\_1,00.html](http://www.oecd.org/document/12/0,3343,en_2649_34267_37125900_1_1_1_1,00.html)

<http://bit.ly/bkalXM>