

## Agenda

**Name:** To empower, not to weaken: Rethinking consumer protection in the digital age  
**Date:** 27<sup>th</sup> September 2022  
**Format:** in-person  
**Location:** The Faculty, Rue des Vétérinaires, 47, Brussels

9:00	Registration and coffee	
9:30	Opening address from BEUC President Arnold Koopmans	<i>5 minutes</i>
9:35	Introduction: consumer protection in the digital world - the asymmetries of power <ul style="list-style-type: none"> <li>• Hans-W. Micklitz (European University Institute)</li> <li>• Florencia Marotta-Wurgler (New York University)</li> </ul>	<i>25 minutes</i>
10:00	Keynote: Executive Vice President Margrethe Vestager, European Commission	<i>15 minutes</i>
10:15	<p><u>Framing panel: Digital asymmetry as the new normal</u></p> <p>In the digital age, the classic concepts of consumer protection do not meet their objectives any longer. A ‘vulnerable’ consumer is no longer a narrow exception to the rule; in the age of surveillance and personalised persuasion profiles, vulnerability becomes the rule instead. Thus the term ‘digital asymmetry’ was born, describing a near-omnipresent imbalance of power – and leading to questions on what should comprise the ‘digital fairness’ to counteract it.</p> <p>This framing panel opens the conference with a discussion about the need to rethink the concept of fairness and effective protection in EU consumer law and the expectations around the European Commission ‘digital fairness’ fitness check of consumer law.</p> <p><u>Speakers:</u></p> <ul style="list-style-type: none"> <li>• Blanca Rodriguez-Galindo (Head of Unit, DG JUST)</li> <li>• René Repasi MEP</li> <li>• Léon Mölenberg (Ecommerce Europe)</li> <li>• Florencia Marotta-Wurgler (New York University)</li> <li>• Hans-Wolfgang Micklitz (European University Institute)</li> </ul>	<i>50 minutes</i>
11:05	Q&A session	<i>20 minutes</i>

11:25	<p><b><u>Panel 2: Consumer protection in the age of AI</u></b></p> <p>The panel delves into the consumer dimension of artificial intelligence regulation. The upcoming AI Act, focused on high-risk applications, may not suffice to protect European consumers from harmful AI systems.</p> <p><u>Speakers:</u></p> <ul style="list-style-type: none"> <li>• Kilian Gross (Head of Unit, DG CNECT, European Commission)</li> <li>• Sergey Lagodinsky MEP (Shadow rapporteur on the AI Act)</li> <li>• Marc Rotenberg (President, Centre on AI and Digital Policy, U.S.)</li> <li>• William Vidonja (Head of Conduct of business, Insurance Europe)</li> <li>• Lina Ehrig (vzbv, Germany)</li> </ul>	50 minutes
12:15	Q&A session	20 minutes
12:35	Lunch break and networking	85 minutes
14:00	Keynote: Sam Levine, Federal Trade Commission	15 minutes
14:15	<p><b><u>Panel 3: Empowered by data: consumers in control?</u></b></p> <p>Surrounded by connected devices that process large quantities of data, consumers have little say in how their data is used, particularly when facing closed ecosystems that do not allow data access or portability. The Data Act proposal is meant as a way of alleviating this effect, by creating a legal basis for data collection and use by data holders, to put users of connected devices in a position of ‘meaningful control’ over their data, particularly in the context of enabling maintenance or repair by third-party service providers.</p> <p>However, in practice this carries numerous challenges, including creation of sui generis rights over data, lock-in effects or costs of data access and portability to consumers.</p> <p><u>Speakers:</u></p> <ul style="list-style-type: none"> <li>• Antonio BIASON (DG CNECT, European Commission)</li> <li>• Miapetra Kumpula-Natri MEP (Shadow rapporteur on the Data Act)</li> <li>• Paul Keller (Openfuture)</li> <li>• Wolfgang Kerber (Marburg University)</li> <li>• Daniela Zimmer (Arbeiterkammer, Austria)</li> </ul>	50 minutes
15:05	Q&A session	20 minutes
15:25	Coffee break	20 minutes
15:45	Keynote 3: Shoshana Zuboff (online)	15 minutes
16:00	<p><b><u>Panel 4: Enforcement in the digital age</u></b></p> <p>This panel aims to discuss the implications of digital asymmetry, as well as the lack of fair competition in cross-border digital markets and of effective enforcement to protect consumers. While data-driven businesses benefit from technological advantage and network effects, and new services and products develop very fast, enforcement authorities increasingly lack resources and expertise to tackle infringements. The question is now how to protect consumers from non-compliant</p>	50 minutes

	<p>business practices for example by accelerating enforcement procedures, deploying new remedies, ensuring a European instead of a national enforcement architecture.</p> <p><u>Speakers:</u></p> <ul style="list-style-type: none"> <li>• Alberto Bacchiega (Director, DG COMP, European Commission )</li> <li>• Dries Cuijpers (Autoriteit Consument &amp; Markt, NL)</li> <li>• Ventsislav Karadjov (Deputy Chair, European Data Protection Board)</li> <li>• Alexandre de Streel (Namur University)</li> <li>• Ursula Pahl (Deputy Director General, BEUC)</li> </ul>	
16:50	Q&A session	<i>20 minutes</i>
17:10	Closing – Monique Goyens, BEUC Director General	<i>5 minutes</i>