



**WEBINAR ON
TELECOMMUNICATIONS
CONSUMER PROTECTION
21 JUNE 2023**

**Consumer Protection in Digital
Markets: A Regional Perspective**

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THE VIEWS EXPRESSED IN THIS PRESENTATION DO NOT NECESSARILY REFLECT THE VIEWS OF CARICOM COMPETITION COMMISSION AND DO NOT CONSTITUTE LEGAL OR POLICY ADVICE.

Content

- 1 What is the CARICOM Competition Commission?
- 2 What are the Benefits of having a Regional Competition Institution?
- 3 Work done to Strengthen Consumer Protection
- 4 What do we need for enhanced consumer protection in the Region?



WHO ARE WE?

SOME FACTS:



Established Jan. 2008



Competition and Consumer Protection law



Market surveillance and research

BENEFITS OF A REGIONAL COMPETITION INSTITUTION



Enhancing consumer rights



Identifying trends



Promoting Harmonised standards and laws



Advocacy and Policy advice

STANDARDS



Streamlining regulation



Cross-border enforcement



HOW HAVE WE BEEN STRENGTHENING CONSUMER FRAMEWORK IN THE CSME?



Identifying consumer issues by monitoring markets (e.g., Food Price Report) and through Market studies (e.g. Air Passenger Rights).



Strengthening relationships with sector regulators (e.g. OOCUR, Information Commissioners)



Strengthening relationships with consumer NGOs



Establishing relationships with regional institutions such as CTU

A LOOK AT COMPETITION AND CONSUMER ISSUES IN DIGITAL MARKETS



Internet usage



Data



Data protection and privacy

A LOOK AT COMPETITION AND CONSUMER ISSUES IN DIGITAL MARKETS



Data breaches

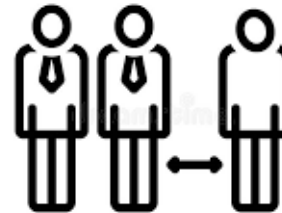


No transparency



DATA SHARING

Data sharing



Profiling and
discrimination

A LOOK AT COMPETITION AND CONSUMER ISSUES IN TELECOMS



Price and cost transparency



Data privacy and protection



Quality of service



Switching and portability



Complaint handling



Exemptions from competition law

WHAT IS THE CCC DOING (DIGITAL MARKETS)?

Collaborating with Commonwealth Secretariat on data protection and privacy gaps in the CSME:

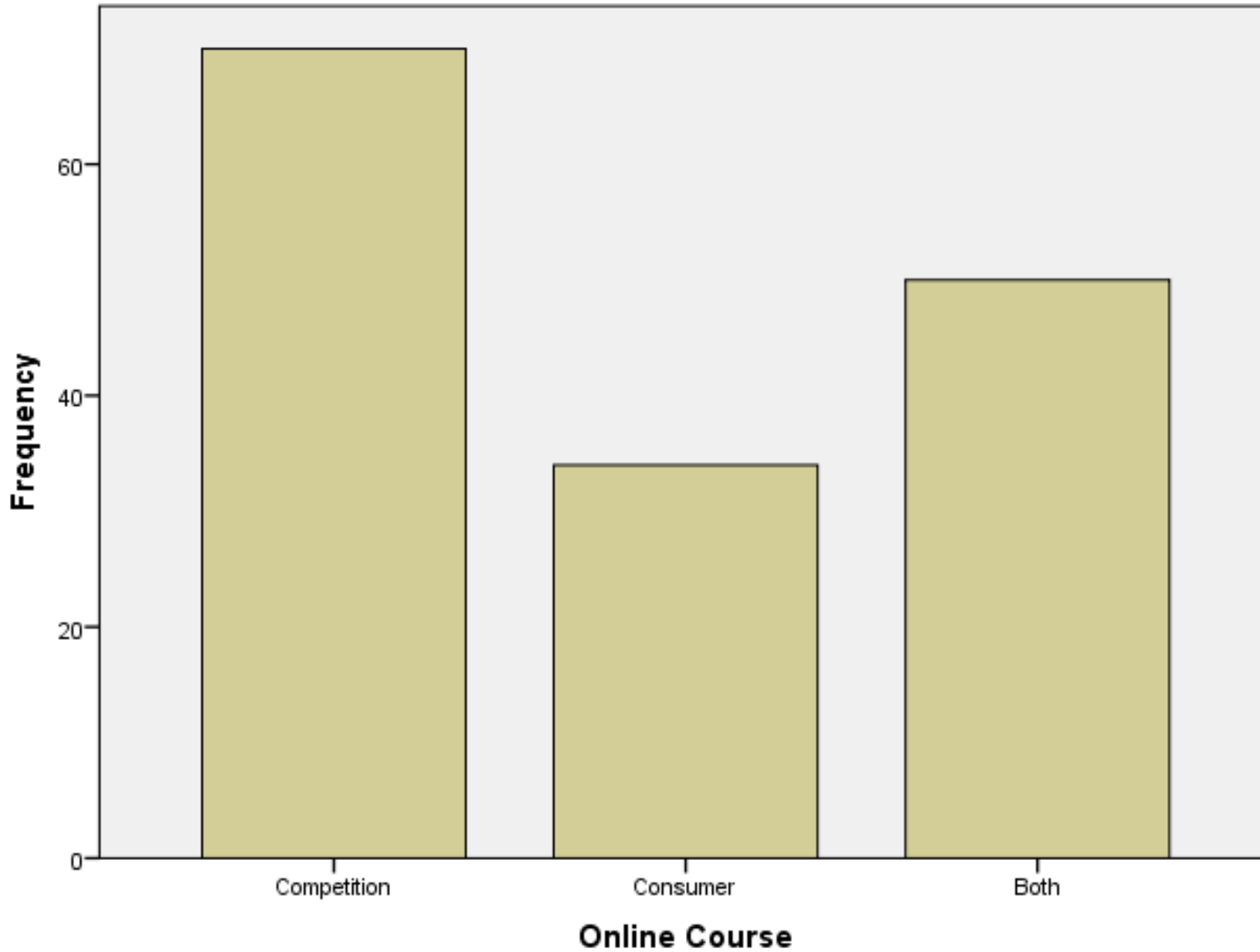
- High-level study
- Legislative review
- Examine the participation of regional businesses and conduct in digital markets
- Identify consumer concerns
- Determine the adequate role for competition and consumer law in the region

WHAT IS THE CCC DOING (TELECOMS MARKETS)?

- Sector regulation and competition law as complements



Online Course



- **Competition (120)**
- **Consumer (84)**

WHAT IS NEEDED? – DATA COLLECTION

Functioning Regional Consumer Complaints Database:

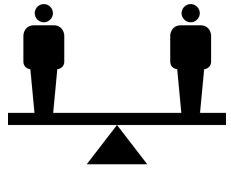
- ✓ Identify patterns and trends
- ✓ Early detection of emerging risks
- ✓ Empowering consumers
- ✓ Encouraging intra-regional fair competition
- ✓ Regional policy development and advocacy

WHAT IS NEEDED? – DATA COLLECTION (DIGITAL MARKETS)

Examples of specific data needed on Digital Markets:

- ✓ Level of consumer activity on the internet (e.g., browsing, purchases, etc.)
- ✓ Identify the concerns of consumers on the internet
- ✓ Consumer views on data privacy and protection
- ✓ Efforts by regional businesses to implement data protection and privacy policies
- ✓ Challenges for regional businesses in meeting national, regional and international data protection and privacy law requirements

WHAT IS NEEDED? – HARMONISED LEGISLATION



Level playing field for businesses



Legal certainty



Greater consumer confidence



Greater collaboration



Regional integration

WHAT IS NEEDED? – COOPERATION FRAMEWORKS

- ✓ **Data protection authorities**
- ✓ **CTU, OOCUR**
- ✓ **Sector regulators**
- ✓ **Consumer authorities**



THANK YOU!!

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