



10th Conference on Consumer Rights in Europe Programme

9:30 to 10:00	Registration and welcome coffee
10:00 to 10:30	<p>Welcome address: Thomas Segrétain, Director of ECC Luxembourg</p> <p>Opening of the event:</p> <ul style="list-style-type: none"> • Marc Angel, Quaestor of the European Parliament • Michael McGrath, Commissioner for Democracy, Justice, the Rule of Law and Consumer Protection (video) • Martine Hansen, Minister of Agriculture, Food and Viticulture – Minister for Consumer Protection
10:30 to 11:15	<p>Online Targeting of Consumers (roundtable)</p> <p><i>This session aims to explore the practice of targeting consumers in today's digital marketplace by examining its legal, ethical, and practical implications. As such, the presentations will provide a better understanding of the evolving regulatory framework and highlight the way businesses target consumers, along with the implications for consumer behaviour and data protection.</i></p> <ul style="list-style-type: none"> • Isabelle Pérignon, Director for Consumer Policy, DG JUST, European Commission • National Commission Data Protection (speakers' name to be confirmed) • Bob Schmitz, Legal Counsel on EU consumer law, Union Luxembourgeoise des Consommateurs • Amber Bechrouri, Director of Public Policy for sustainability and Customer Trust, Amazon <p>Moderated by Ralph Roggenbuck, Legal adviser at ECC France</p>
11:15 to 11:45	Coffee break

11:45 to 12:30	<p>Seizing opportunities, managing risks: what consumers should know about cryptocurrencies (debate)</p> <p><i>This debate aims to explore cryptocurrencies as a key evolution in modern finance, assessing both their potential risks - including common pitfalls and the lure of quick profits - and their broader impact. The discussions will focus on the European legislative framework, its implementation, and the industry's perspective. Ultimately, it will identify the best ways for consumers to protect themselves and guide them in seizing the best opportunities.</i></p> <ul style="list-style-type: none"> • European Commission, DG FISMA (speakers' name to be confirmed) • Karen O'Sullivan, Head of Department, Innovation, Payments, Market Infrastructure and Governance, CSSF • Representative from the industry (speakers' name to be confirmed) <p>Moderated by Karolina Wojtal, Director of ECC Germany</p>
12:30 to 14:00	Lunch
14:00 to 15:30	<p>Towards transparency - strengthening Consumer trust in sustainability statements</p> <p><i>This session will begin with a 30-minute interactive exchange. It will be followed by a roundtable discussion focusing on the challenges of misleading green statements and the importance of transparency in strengthening consumer trust. This session will highlight the European legislative framework and the industry's crucial role in ensuring accurate and reliable claims, while also providing an overview of the national market. Ultimately, the session aims to empower consumers and guide them in navigating the market and making sustainable choices.</i></p> <p>Interactive session (speakers' name to be confirmed)</p> <p>Roundtable</p> <ul style="list-style-type: none"> • Eva Funcken, Policy Officer, European Commission- DG ENV • Mario Abreu, Head of CSR & Sustainability, Ferrero International SA • Anne-Marie Loesch, Head of Sustainability and Business Development, House of Sustainability • National consumer organisation (to be confirmed) <p>Moderated by Reinhold Schranz, Director of ECC Austria</p>
15:30 to 15:45	<p>End of the conference:</p> <ul style="list-style-type: none"> • Christoph Schroeder, Head of the Luxembourg Office of the European Parliament • Anne Calteux, Representative of the European Commission in Luxembourg • Thomas Segretain, Director of ECC Luxembourg
15:45 to 16:30	Cocktail and optional visit of the <i>Europa Experience</i>
<p>- Moderator of the event: Raoul Roos, journalist at RTL Luxembourg</p> <p>- Languages: English and French (simultaneous interpretation)</p>	