



# COPOLCO

9 May 2018, Bali Nusa Dua Convention Center, Bali, Indonesia

**Consumer protection  
in the digital economy**



09 May 2018 AM

08:30-09:00	<b>Registration</b>
09:00-10:00	<b>Opening ceremony and welcome</b> <ul style="list-style-type: none"><li>▶ Bambang Prasetya, <i>Chairman of the National Standardization Agency of Indonesia</i></li><li>▶ Guillermo Zucal, <i>Chair of ISO/COPOLCO</i></li></ul>
10:00-10:30	Tea/Coffee break
10:30-10:50	<b>Key consumer issues in the digital economy and the current landscape</b> <ul style="list-style-type: none"><li>▶ Justin MacMullan, <i>Director of Advocacy, Consumers International</i></li></ul>
10:50-12:15	<b>Presentations on data protection by representatives of the Indonesian authorities and business community</b>
10:50-11:10	<b>Consumer data: giving consumers clarity and control over the use of their online data</b> Implementation of SNI ISO 27001 <ul style="list-style-type: none"><li>▶ Representative, <i>Ministry of Communications and Information Technology, Indonesia</i></li></ul>
11:10-11:30	<b>Online security: protecting consumer identity, privacy and assets, digital currency, the future of virtual or crypto currency</b> <ul style="list-style-type: none"><li>▶ Representative, <i>Bank Indonesia</i></li></ul>
11:30-12:15	<b>E-commerce and online service – creating fairness and trust – dispute settlement</b> <ul style="list-style-type: none"><li>▶ Platform Providers: Achmad Zaky, <i>Bukalapak</i> Tri Sukma Anreianno, <i>Head of Public Affairs, Grab</i> Derianto Kusuma, <i>Traveloka</i></li></ul>
12:15-13:00	<b>Facilitated dialogue, questions &amp; answers</b> <ul style="list-style-type: none"><li>▶ Moderator: <i>Representative of Udayana University</i></li></ul>
13:00-14:00	Lunch break

wonderful  
indonesia



09 May 2018 PM

14:00-15:00

**Digital rights and innovation : international solutions through standards and partnerships**

**Presentations and panel discussion on Data protection, Privacy by design, Dispute resolution mechanisms, artificial intelligence and related issues**

- ▶ Olivier Bourgeois, *Title*
- ▶ Ann Cavoukian, *Distinguished Expert-in-Residence, Privacy by Design Centre of Excellence, Ryerson University, Canada (by video-conference)*
- ▶ Peter Eisenegger, *Consumer coordinator for ICT, BSI (UK)*
- ▶ Arnold Pindar, *President, ANEC*
- ▶ Kai Rannenberg, *Convenor of ISO/IEC JTC 1/SC 27/WG 5*

**Questions & answers**

**Briefing for discussion tables**

15:00-16:00

**Discussion and development of recommendations**

Discussion groups consider relevant national and international standards work and apply ideas and principles to specific sectors

**Breakout tables:**

- Online transportation: *Everyday ground transportation and local mobility for daily living and commuting to work*
- Online travel: *Flights and train tickets and accommodation, including fare charging for users, costs, and transparency of pricing on platforms*
- Product market (e-commerce): *Quality and performance, product information, fraud prevention, dispute resolution methods and redress*
- Table discussions on 2 questions: *What are the most urgent issues to address? What are your recommendations for ISO or its members going forward?*

16:00-16:30

Tea/Coffee break

16:30-17:30

**Conclusion**

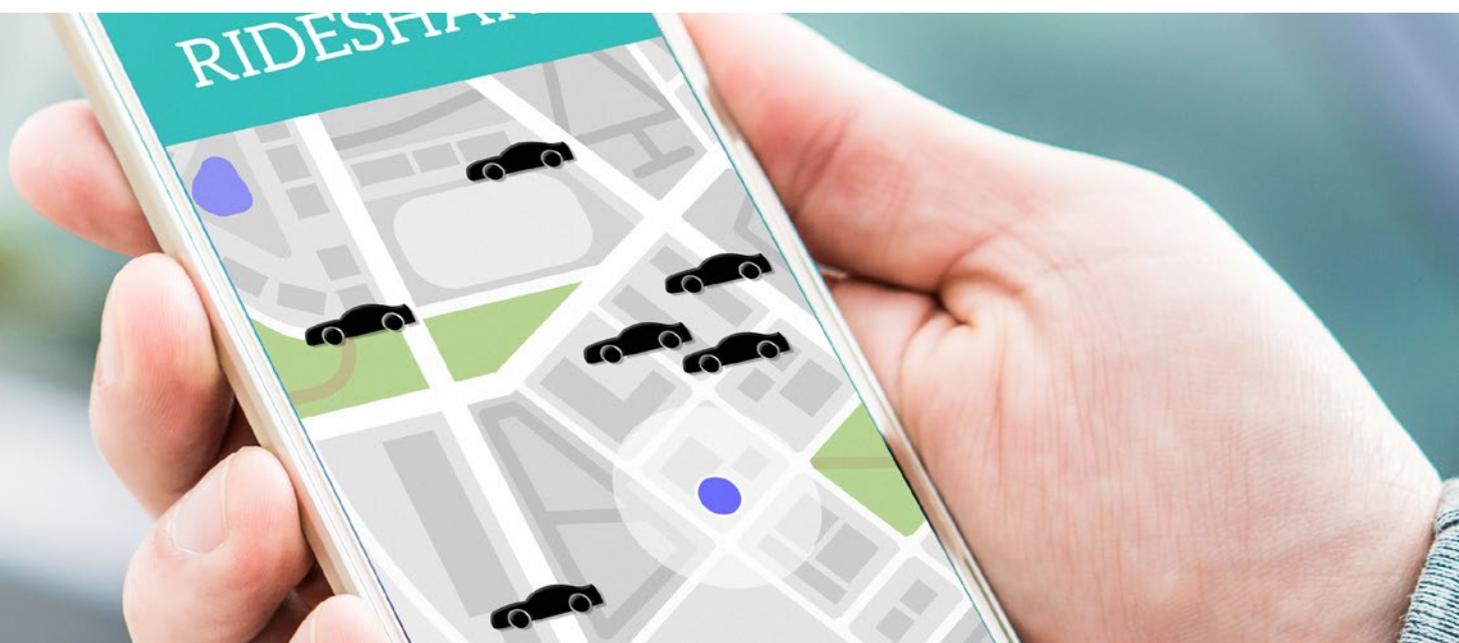
**Reporting back, General discussion, Questions & answers**

**Concluding remarks**

- ▶ Guillermo Zucal, *Chair of ISO/COPOLCO*

17:30

**Closure of the workshop**



## About ISO

ISO (International Organization for Standardization) is an independent, non-governmental international organization with a membership of 161\* national standards bodies. Through its members, it brings together experts to share knowledge and develop voluntary, consensus-based, market-relevant International Standards that support innovation and provide solutions to global challenges.

ISO has published more than 22 500\* International Standards and related documents covering almost every industry, from technology to food safety, to agriculture and healthcare.

For more information, please visit [www.iso.org](http://www.iso.org)

\*April 2018

## Venue

### Bali Nusa Dua Convention Center

Kawasan Terpadu ITDC NW/1 Nusa Dua,  
Bali 80363, Indonesia

### International Organization for Standardization

ISO Central Secretariat  
Chemin de Blandonnet 8  
Case Postale 401  
CH – 1214 Vernier, Geneva  
Switzerland

**iso.org**

© ISO, 2018  
All rights reserved

