

8th Conference on aspects of European consumer law – a virtual week

18-22 October 2021

Programme

Monday, 18.10.2021: E-commerce

- 14.00-14.05 **Welcome address (FR)**
Karin Basenach, Director of European Consumer Centre (ECC) Luxembourg
- 14.05-14.15 **Opening speech (FR)**
Paulette Lenert, Minister of Consumer Protection in Luxembourg
- 14.15-14.25 **Video message (FR)**
Didier Reynders, European Commissioner for Justice
- 14.25-14.55 **L'e-commerce n'est qu'un canal de vente (FR)**
Claude Bizjak, Deputy Director CLC - en charge du secteur commerce et du Pakt Pro Commerce, Confédération Luxembourgeoise du Commerce, Luxembourg
- 14.55-15.25 **Best practices in e-commerce during the COVID-19 crisis (EN)**
James Waterworth, Director EU Public Policy Amazon, Brussels
- 15.25-15.55 **Consumer protection and online platforms - Measures at European level (EN)**
Dr Nils Behrndt, Acting Deputy Director-General, European Commission, DG Justice and Consumers, Brussels
- 15.55-16.00 **Closing words and end of Day 1**
- Moderation:** Karin Basenach, Director European Consumer Centre (ECC) Luxembourg

Tuesday, 19.10.2021: Digital life - Part 1

- 11.00-11.30 **Vos données nous intéressent ! ou les risques d'être un consommateur dans un environnement numérique (FR)**
Prof. Dr. Elise Poillot, Université de Luxembourg, Directrice de la Clinique du Droit, Luxembourg
- 11.30-12.00 **Internet of Things (FR)**
Pascal Steichen, CEO, SECURITYMADEIN.LU, Luxembourg
- 12.00-12.30 **What is Dropshipping and why is it booming? (EN)**
Daniel Heller, Content Marketing Manager at Trusted Shops, responsible for the DACH-Region, Germany
- 12.30-12.35 **Closing words and end of Day 2**
- Moderation:** Marie-Josée Ries, Conseillère, Ministère de la Protection des consommateurs, Luxembourg

Wednesday, 20.10.2021: Digital Life - Part 2

- 11.30-12.00 **Of Desperate Princesses and Fearless Heroes: Gender Roles and Sexualization in the Video Game Medium (EN)**
Dr. André Melzer, Assistant Professor in Psychology, University of Luxembourg
- 12.00-12.30 **Consumers and IP Infringements: challenges and good practices (EN)**
Claire Castel, Head of the Intellectual Property in the Digital World and Awareness Service European Observatory on Infringements of IP Rights, EUIPO, Alicante
- 12.30-13.00 **Online Dating (EN)**
Rechtsanwalt Thomas Meier-Bading, Berlin
- 13.00-13.05 **Closing words and end of Day 3**
- Moderation:** Petra Kirstein, Co-director European Consumer Centre (ECC) Germany

Thursday, 21.10.2021: Travelling in times of Corona

- 10.00-10.30 **Pandemiebedingter Rücktritt vom Pauschalreisevertrag (DE)**
Rechtsanwalt Holger Hopperdietzel, Wiesbaden
- 10.30-11.00 **Insolvency protection in the travel industry: lessons from successive crises and the way forward to regain consumer trust (EN)**
Steven Berger, BEUC legal officer - The European Consumer Organisation, Brussels
- 11.00-11.30 **A l'ère post-Covid : les voyageurs se réinventent pour s'adapter aux nouvelles façons de voyager (FR)**
Fernand Heinisch, President of the ULAV – Union Luxembourgeoise des Agences de Voyages, Luxembourg
- 11.30-11.35 **Closing words and end of Day 4**
- Moderation:** Karin Basenach and Julie Jasson, Senior Lawyer, European Consumer Centre (ECC) Luxembourg

Friday, 22.10.2021: Sustainable consumption, Collective redress and Mediation

- 10.00-10.30 **Sustainable lifestyles - How to engage people and build sustainable good life? (EN)**
Markus Terho, Project Director, The Finnish Innovation Fund Sitra, Finland
- 10.30-11.00 **Die neue Verbandsklagen-Richtlinie der EU - Kollektiver Rechtsschutz 2.0 (DE)**
Prof. em. Dr. Michael Hakenberg, Hochschule Trier, Germany
- 11.00-11.45 **Des propositions pour construire un échange constructif entre un consommateur et un professionnel (FR)**
Claude Fellens, Médiateur de la Consommation, Luxembourg
- 11.45-11.55 **Conclusions of the week (FR)**
Anne Calteux, Head of the Representation of the European Commission in Luxembourg
- 11.55-12.00 **Closing words and end of the conference**
- Moderation:** Karin Basenach

