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Name of the paper:

Australian Comments on the Draft WGIG Issues Paper on Consumer, User Protection and Privacy

This paper is more weighted towards the views of consumer advocates than business or governments, and should be rebalanced.

Some of the actors identified in this paper are relevant to the debate about whether there is adequate IG arrangements in place for this topic. The International Consumer Protection and Enforcement Network is mentioned (though it is noted most of the 30 members are OECD members). It would be useful for this paper to explore the role and success of ICPEN, and also to make mention of the work and actors involved in the Organisation for Economic Cooperation and Development's Working Party on Information Security and Privacy (WPISP), and the work of the APEC E-Commerce Steering Group on developing privacy guidelines in the APEC region.

In short, there are numerous actors who manage the issue of privacy and consumer issues across jurisdictions.

Comments:

The OECD Guidelines (1980) could be cited as a multilateral agreement on privacy, as could Council of Europe. We suggest deleting specific reference to the EU Directive as a "benchmark". Similarly, a discussion of particular countries that have not, it is asserted, met this benchmark is not appropriate and should be deleted. This reference in particular is subjective and inaccurate.

Australia agrees that developing countries could benefit from growing awareness about consumer protection and privacy issues. Some of this work has commenced in the Asia Pacific Region via the APEC E-Commerce Steering Group's adoption of the APEC Privacy Guidelines (2004).

Comments: