

Forging Closer Collaboration for Consumer Protection

與其他機構合作 保障消費者權益

Local Collaboration

The Council maintains close liaison with the Commerce and Economic Development Bureau, which oversees policy on consumer protection. The Council also works with other Government agencies and statutory bodies to provide advice on matters of consumer interest, such as fair competition and trade practices, financial and insurance services, public health and food safety, telecommunications, and residential property issues. Members and staff of the Council sit on nearly 50 public advisory committees, offering views from consumers and perspectives.

Mainland and Cross-strait Collaboration

Greater integration with the Mainland implies more frequent cross-border business dealings and consumer activities. During the year under review, the Council signed 20 Memorandum of Understanding (MoU) with its counterparts in the Mainland to exchange information on consumer issues and strengthen mutual support for consumer dispute resolution, demonstrating the Council's heavy involvement in Mainland collaboration.

本地合作

本會一直與監察消費保障政策的商務及經濟發展局緊密聯繫，亦與其他政府機構及法定團體合作，為不同消費議題，包括公平競爭、營商手法、金融及保險服務、公眾健康及食品安全、電訊，以及住宅物業等各方面提供意見。此外，本會委員和職員合共參與接近50個公共事務諮詢委員會，建議有利於消費者保障的政策和措施。

兩岸四地緊密交流

隨著與內地的緊密融合，跨境業務的往來和消費活動將會更頻繁。在本回顧年度，本會與中國不同消費者保障組織簽訂20份合作協議，積極參與促進兩岸四地消費議題交流及加強有關消費糾紛協作。

Against the backdrop of globalisation and rapidly advancing technology, the world is increasingly interconnected. Consumer organisations around the globe have been forging collaboration to enhance cross-border consumer protection. The Council is in frequent contact with consumer protection agencies, trade and professional bodies, regulators and government agencies, both at home and overseas, to build lasting partnerships. Leveraging their expertise and experience, the Council stands to benefit richly in various spheres of their work.

在全球化和科技急速發展的背景下，世界愈趨緊密互聯，驅使國際消費者組織積極協作，以保障消費者權益為依歸。消委會亦一直與本地及國際間的消保組織、商業機構及專業團體、執業機關及政府部門保持聯繫，構建密切的工作關係，並從中汲取不同機構的專業知識和經驗，獲益良多。

The 3rd Cross-strait Consumer Protection Symposium

On 28-29 May 2018, the Council's Chairman and the Chief Executive, together with other senior staff, attended the 3rd Cross-strait Consumer Protection Symposium, hosted by the Consumers Foundation in Taipei. At the symposium, participants discussed key issues, including FinTech development, drug safety, mobile payments and sustainable consumption. The exchange was fruitful and constructive in sharing best practices and valuable experience.

第3屆「海峽兩岸暨港澳消保論壇」

本會主席、總幹事及高層職員於2018年5月28-29日到訪台北，參加由消費者文教基金會主辦的第3屆「海峽兩岸暨港澳消保論壇」。各參與單位於會上論及三地共同面對的重大消費議題，包括金融科技發展、藥品安全、流動支付及可持續消費。是次會議還分享了最佳消費實踐及寶貴經驗，成果豐碩且具建設性。



Regional and International Collaboration

The Council is an Executive and Council Member of the Consumers International (CI), a global federation of over 200 organisations from almost 100 countries and regions that champions the rights of consumers. Sharing a kindred vision, CI's mission is to work closely with its constituent member organisations and to strengthen networks to protect, inform, give voice to, and secure rights for, consumers at the regional and international levels.

Since 2015, the Council has been honoured to have its Chief Executive appointed as the Vice President of CI's Board of Trustees to map out CI's strategic priorities, review its budget and financial plans, and identify new partnerships to strengthen global consumer protection.

Consumers International Council Meeting and Board of Trustees Meetings

The Council's Chief Executive attended CI's Board of Trustees and Council Meetings in England and the Netherlands, held in July and October 2018, respectively. The meetings deliberated key consumer protection issues around the world, reviewed implementation progress on the new digital strategy and approved the business plan and budget for CI.

On 15 March, in support of the World Consumer Rights Day, with the theme "Trusted Smart Products", the Council published an editorial in CHOICE Magazine calling on consumers to strengthen the security of internet connected products at home and to be mindful of how service providers might collect and store users' personal data. There was also a report in the magazine about data security of smart home products to highlight the risk of personal data leakage.

地區及國際性合作

本會為國際消費者協會（國際消協）的執行委員及理事會成員。國際消協作為全球性聯合組織，連結接近100個國家及地區超過200多個消費者組織，對推動世界各地的消費權益不遺餘力。國際消協與本會理念一致，致力推動成員組織緊密合作，並加強彼此聯繫，從地區延展國際，推行保護消費者、發放消費資訊、為消費者發聲，以及捍衛消費者權益的工作。

自2015年，本會總幹事獲任為國際消協的董事會副主席，一直肩負訂定組織發展策略、審查預算和財務計劃等工作，又通過拓展新合作夥伴，鞏固國際間對消費者的保障。對此，本會與有榮焉。

國際消協理事會及董事會會議

本會總幹事於2018年7月及10月，分別出席於英國及荷蘭舉行的國際消協董事會及理事會會議。會議討論了全球關注的消保議題，檢討國際消協推動最新數碼策略的進展，以及通過審批國際消協商業計劃書和財政預算。

為響應2019年3月15日「全球消費者權益日」的主題「可以信賴的智能產品」，本會在當期《選擇》月刊「編者的話」欄目中，提醒消費者做好智能家居設備的保安措施，以防不法企業透過智能裝置收集並儲存用戶個人資料。該期月刊亦刊登一份有關智能家居的報告，呼籲消費者留意智能產品或存有洩露私隱的風險。

The 3rd Intergovernmental Group of Experts on Consumer Protection Law and Policy of the United Nations Conference on Trade and Development (UNCTAD)

The Council's Chief Executive was invited to attend the 3rd session of the Intergovernmental Group of Experts Meetings on Consumer Protection Law and Policy, organised by UNCTAD in Geneva on 9-10 July. Topical discussion and idea-exchange sessions covered dispute resolution and redress, consumer product safety, consumer protection in financial services, and technical assistance on consumer protection law and policy.

Collaboration with the National Consumer Affairs Centre of Japan on Dispute Resolution

After over a year of liaison and preparation, the Council signed a MoU with the National Consumer Affairs Centre of Japan to tighten mutual support on consumer dispute resolution. This is the second MoU the Council has signed with international counterparts, following an agreement signed with the Korea Consumer Agency in 2017. The collaboration is practical and necessary, as Japan is a popular destination for both leisure and business travellers from Hong Kong.

聯合國貿易和發展會議 (UNCTAD) — 消費者保護法律和政策政府間專家組 第3屆會議

於7月9-10日，本會總幹事應邀出席由UNCTAD於日內瓦舉辦的「消費者保護法律和政策政府間專家組」第3屆會議。會議及意見交流項目包括：調停及索償糾紛、消費產品安全、金融服務的消費者保障，以及消費者保護法律和政策的技術支援。

與日本國民生活中心合作處理糾紛

超過一年的磋商和討論，本會今年與日本國民生活中心簽訂合作協議，加強雙方在處理跨境消費糾紛的協作。是次為本會繼2017年與韓國消費者院的合作協議後，第二度與國際消保組織夥伴簽訂協議。由於日本是香港休閒和商務旅客的熱門目的地，雙方視加強合作切實可行，且具必要性。

