

Mediation Week 2024

Consumer Mediation Seminar “Click, Cart, Click: Consumer Dispute Resolution in the Digital Age”

Date: 8 May 2024 (Wednesday)

Time: 9:30 am – 12:15 pm

Co-organisers: Department of Justice and the Consumer Council

**Venue: Function Hall, 1/F, Justice Place, 18 Lower Albert Road, Central,
Hong Kong
Mode: Hybrid**

(The Seminar will be conducted in Cantonese, with simultaneous interpretation in Putonghua and English)

2.5 CPD Points are awarded from the Law Society of Hong Kong, Hong Kong International Arbitration Centre, Hong Kong Mediation Accreditation Association Limited, Hong Kong Mediation Centre, Mainland-Hong Kong Joint Mediation Centre, Financial Dispute Resolution Centre and International Dispute Resolution & Risk Management Institute.

E-commerce has significantly transformed the global business landscape by bringing shopping experience to consumers’ fingertips via computers and mobile phones. Whilst e-commerce offers unparalleled convenience, resolving disputes arising from circumstances such as delayed or failed deliveries, damaged or faulty products, misrepresentation and even personal data leakage may be complex and time-consuming. In the circumstances, there is a growing need for a fair and effective mechanism for consumer dispute resolution.

This seminar will explore the unique challenges and opportunities arising in the digital economy, and their implications for consumer dispute resolution. Our panelists will examine current topics including data protection and online dispute resolution etc.

Time	Activity
9:30 – 9:40	Opening Remarks Ms Gilly Wong Chief Executive, Consumer Council

9:40 – 10:15	<p>Panel Discussion 1 : Use of Mediation in Data Protection and Privacy Disputes</p> <p>Digital technologies have revolutionised the global economy, with e-commerce becoming the mainstream across the globe. In parallel, there has been growing concern among consumers over the usage or leakage of their personal data by traders. This Panel moderated by Ms Hin Han Shum, discusses the importance of data protection in the era of digital economy and explores how mediation can play a constructive role in resolving consumer disputes involving data breaches.</p> <p>Moderator:</p> <p>Ms Hin Han Shum Solicitor Advocate, Senior Associate, Squire Patton Boggs; Council Member of the Law Society of Hong Kong and member of the Mediation Committee</p> <p>Speakers:</p> <p>Mr Eugene Low Partner, Hogan Lovells</p> <p>Prof Wong Kai-yi, Stephen Barrister-at-law, Gilt Chambers; Adjunct Law Professor, Beijing Normal University</p>
10:15 – 10:25	Q&A
10:25 – 11:55	<p>Panel Discussion 2 – Resolving Consumer Disputes – Unlocking the Power of Mediation</p> <p>In the new era of the digital economy, consumers can browse through a vast range of products, compare prices, and complete transactions from the comfort of their homes with just a few clicks. Whilst e-commerce offers great convenience, the difficulties in effectively resolving disputes relating to late or failed deliveries, damaged or faulty products, misrepresentation, and payment or refund issues pose new challenges to consumers and traders.</p> <p>This panel will explore the unique challenges and opportunities arising in the digital economy, and their implications for consumer</p>

	<p>dispute resolution. Our panelists will examine current topics including online dispute resolution. Join us to gain insights on how you can navigate disputes effectively in the digital marketplace through the power of mediation!</p> <p>Moderator: Ms Queenie Lau Barrister, Temple Chambers</p> <p>Speakers: Mr Samuel Chan Ka-yan, BBS, JP Barrister-at-law; Chairman of the Competition Commission</p> <p>Mr Francis Ho Deputy Chief Executive, Consumer Council</p> <p>Mr Vincent Kwok General Manager, Hewlett Packard Enterprise, Hong Kong and Macau; Chairman, Customer Complaint Settlement Scheme Governing Committee, Communications Association of Hong Kong</p> <p>Ms Evelyn Ngan Acting Senior Complaints & Advice Officer, Consumer Council</p>
11:55 – 12:15	Q&A

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