

# BUILDING A DIGITAL WORLD CONSUMERS CAN TRUST

Ten proposals for the G20 to empower and protect consumers in the digital age

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1. Equal rights offline and online
  2. Digital providers held to account
  3. Everyone has access to affordable and good quality internet
  4. Key information about products and services is quickly understood
  5. Clear and fair terms of use
  6. Digital education and awareness
  7. Protection against fraud and abuse
  8. Control over personal data and privacy
  9. Effective redress
  10. Competitive markets and meaningful choices