

The Consumer Voice in Europe

BEUC project on collective redress for digital rights

BEUC, The European Consumer Organisation was established in 1962 to represent national consumer associations to the EU institutions and defend the interests of European consumers. Currently we have 46 members, all independent consumer associations, in 32 countries.

One of our main priorities is enforcement of consumer law. In that context, for more than 3 decades we have been advocating for the EU to legislate on collective redress, as we have identified the absence of such procedures as a gap of access to justice for consumers.

Finally, in 2020, the EU Directive on Representative Actions for consumers¹ was adopted. The Directive obliges all EU member states to have collective redress procedures (representative actions for redress measures, as they are called in the Directive). It will have to be transposed by end of 2022 and will be applicable as of 25 June 2023.

The Directive covers a wide scope of consumer law, and other areas, among which a list of digital rights legislation (including the GDPR, the Digital Markets Act, the Digital Services Act and others).

From October 2021 to the end of September 2023, BEUC runs a project on collective redress, to support consumer associations and digital rights groups to contribute to the national implementation of the Directive and to prepare in the best way possible for bringing representative actions. In particular, the focus of the project is on collective redress in the digital environment.

This will be done through the roll-out of **5 blocks of activities**:

- A legal study on private international law issues in representative cases, especially in cross-border situations.
- A feasibility study on the financing possibilities of representative actions. The results will be available end of 2022.
- Capacity building activities in the form of trainings and material on useful infrastructure. The trainings will take place as of the autumn 2022.
- Workshops on the European action (to take place in November 2022 and September 2023).
- Support for the advocacy activities on the national transposition of the Directive. The materials that could be used by project beneficiaries will be the factsheets and a video on the useful legislative options to be taken on the national level. As the transposition is ongoing, these will be already available as of May - June 2022. In addition, advice and checklists for national events on collective redress could be provided on request.

For some of the activities we are cooperating with NOYB - European Center for Digital Rights.

To be put on the mailing list of the organisations that will receive the materials of the project and the invitations to the trainings and other events, please contact Ms. Augusta Maciulevičiūtė at augusta.maciuleviciute@ext.beuc.eu

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¹ Directive (EU) 2020/1828 of the European Parliament and of the Council of 25 November 2020 on representative actions for the protection of the collective interests of consumers and repealing Directive 2009/22/EC, available [here](#)