Information and communication and the rights of the world's Consumers in the 21st Century: updating the United Nations Guidelines for Consumer Protection

by Robin Brown and Jeremy Malcolm
Physical safety
Economic interests
Standards
Essential goods and services
Redress
Education and information
Specific areas concerning health
Sustainable consumption
1 Right to basic needs  
2 Right to safety  
3 Right to choice  
4 Right to redress  
5 Right to information  
6 Right to consumer education  
7 Right to representation  
8 Right to healthy environment
The Guidelines have two kinds of provisions:

Assistance people everywhere should be given to advance and protect their interests as consumers of goods and services and the rules that should apply to protect them in circumstances where they cannot be expected to protect themselves.
How governments might best go about providing such assistance and making such rules including how they should cooperate with each other.
Consumer empowerment policy

Consumer protection policy

Competition
Criminal penalties / incapacitation (license cancellation)

Civil penalties

Warnings and out-of-court settlements

Non-formal industry based regulation

Education and information
Consumer/industry consultation
Industry/company compliance programmes

Consumer actors

Regulatory Agency

Industry actors
Support by Consumers

Support by Government

Support by Industry
Rights to knowledge so that consumers' decisions about goods and services can be as fully informed as possible
Rights to knowledge so that consumers have access to goods and services necessary to realise their general right “To enjoy the benefits of scientific progress and its applications” (Article 15 1 (b) of the International Covenant on Economic, Social and Cultural Rights). For example, intellectual property rights should operate so that essential pharmaceuticals are available to all people.
Rights to obtain freely, or if appropriate/necessary at a fair price, knowledge, available anywhere globally, of any kind (verbal, visual, aural), in any form (books, journals, films, music) and in any medium.
Rights to obtain, available anywhere globally, at a fair price, information processing and communication products and use them without unfair/unreasonable constraints by neither states nor producers
The UN
UNESCO
Universal Declaration of Human Rights
WIPO
CSTD
UNCTAD