OPENING SESSION: HOW DO WE PUT CONSUMERS AT THE HEART OF DIGITAL INNOVATION?

Consumers International's new Director General will welcome the audience to the Summit with the key question to be explored over the two days - what could our world look like if consumers' needs and wants were at the heart of digital innovation?

PLENARY: WHAT WILL CONSUMER CHOICE LOOK LIKE IN THE FUTURE DIGITAL ECONOMY?

The opening panel will take a big picture view on the future of the digital economy for consumers, asking how new and emerging trends might impact on consumers. Speakers from industry and consumer groups across the globe will expand on the key question and ask how we put consumers at the heart of the digital economy?

MORNING BREAKOUTS:

CTRL-SHIFT: DATA MOBILITY SANDBOX

A practical session to demonstrate the positive consumer outcomes that can be achieved through data portability, and how to achieve them through a real life case study.

DISRUPTING CHOICES

What opportunities are created for consumers when disruptive intermediaries break through? Hear from digital startups and established businesses on creating change with consumers at the centre.

CLICKS AND MORTAR

What can platforms, enforcement agencies and companies do to improve consumers' confidence and build a safer marketplace for both connected consumers and those yet to get online?

PLENARY - AI: ACCESSIBILITY AND FAIRNESS

Over billion people worldwide live with a condition that reduces their mobility or access to services. We will talk about how AI is improving consumers' lives and creating opportunities and fairer outcomes by offering greater access to on and offline services. Followed by a discussion that asks what fairness and accessibility look like for everyone in an increasingly AI-driven world?

LUNCHTIME: CONNECTED VOICES

Take the time to explore 'Connected Voices'. Where we hear directly from consumers about what they really think of the digital world they live in. What they like, what creeps them out, and what they fear. Only by truly listening to consumers can we understand how we can build the digital world with them in mind

AFTERNOON PLENARY: DATA REIMAGINED

Digital change is driven by innovators who refuse to accept business as usual. In this inspirational and interactive session, we will inspire you with the different ways data could be managed differently in our globally connected, digital world.

AFTERNOON BREAKOUTS

COMING OF AGE IN THE DIGITAL PLAYGROUND

With connections all around them, how can we support and empower children in the age of ubiquitous technology?

PRIVACY WARRIORS VS THE PRIVACY POLICE

Can we rely on regulations, codes of conduct and enforcers to protect our data, or is it time for consumers to arm themselves for an era of digital self-defence?

BANKING ON THE FUTURE

The collision of financial services and technology has brought about a revolution in banking. How can providers, regulators and consumer groups work together to ensure FinTech supports inclusive access, choice and innovation, whilst raising standards and maintaining high levels of consumer protection?

OUTLINE SUBJECT TO CHANGE

CONSUMERS INTERNATIONAL SUMMIT 2019
DRAFT PROGRAMME

OPENING SESSION - CONNECTION AND PROTECTION IN THE CONSUMER IOT

Smart-by-default devices are becoming mainstream but most still lack the most basic data security provisions. What does smart look like from a consumers point of view? How can we build protection into connection for a world that is truly smart?

MORNING BREAKOUTS:

SMART FROM THE START

Consumer IoT products promise to transform the way we work, live and play but raise significant challenges for consumer privacy and security. Several countries and organizations have taken the lead in IoT security. At this session, we will bring together leaders in IoT security to gain a shared understanding of the various guidelines available, common areas of overlap, and best practices for implementation.

HOW CAN CONSUMERS TELL IF ARTIFICIAL INTELLIGENCE IS ON THEIR SIDE?

Artificial Intelligence is already revolutionising everyday services and products, but is it being built into systems with consumer safety, fairness and ethical expectations in mind. This session picks up on themes from our new research into consumer experiences of AI.

CLEANING UP ONLINE SCAMS

Explore innovative solutions with industry and enforcement agencies to the problem of online scams. Learn what more can be done to increase trust in online marketplaces to prevent consumers losing money and personal information.

LUNCHTIME: CONNECTED VOICES

Take the time to explore 'Connected Voices'. Where we hear directly from consumers about what they really think of the digital world they live in. What they like, what creeps them out, and what they fear. Only by truly listening to consumers can we understand how we can build the digital world with them in mind

AFTERNOON PLENARY: ACCESS AT ANY COST?

How can we build confidence and boost participation for those not yet online? There is an assumption that people in poorer countries will compromise their rights to get internet access, but is this really the case? We need to ask consumers how we can make the internet work for them.

AFTERNOON BREAKOUTS:

TECH, TRADE AND TRUST

Early this year a group of 72 countries started new trade discussions on cross border e-commerce. What issues should be on the agenda to help build consumer trust in this growing sector?

HALF OF ALL CONSUMERS

What do we gain when everyone's needs are central to design and delivery of digital innovation? The voices of women are getting louder in tech development and innovation. Hear from those leading the change and find out what it could mean for other groups who have been marginalised by tech?

THE WORLD IN THEIR HANDS: THE RISE OF MOBILE-ONLY INTERNET CONSUMERS

How can consumers with mobile-only internet access enjoy the benefits of connection without the compromise?

OUTLINE SUBJECT TO CHANGE