

30 APRIL  
2019



# CONSUMERS INTERNATIONAL SUMMIT 2019

## DRAFT PROGRAMME

### 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:

#### FREEING OUR INFORMATION

Open banking promises to organise financial data around the individual and not the institution. Banks, regulators and a FinTech startup share what can be learnt from models like this for giving consumers greater choice and control?

#### 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.

#### SHARED RESPONSIBILITIES

From tuktuks to tutors - if it can be shared it will be shared. But what do these different delivery models mean for consumers and providers? Where does responsibility lie for protection, trust and quality service?

### PLENARY - AI: ACCESSIBILITY AND FAIRNESS

This plenary will hear from an industry leader about how artificial intelligence and machine learning has increased the potential and possibilities for accessible technology and promoting fairer opportunities and outcomes in the on and offline world. The discussion that follows will ask what fairness and accessibility look like for everyone in an increasingly AI-driven world.

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### LUNCHTIME: DATA DREAMLAND OR DATA DYSTOPIA?

Take the time to explore our interactive installation 'data dreamland or data dystopia'. Can we create a dreamland where all people can access good quality internet where they feel safe and respected? Where privacy and protection are built into systems and services from the beginning? Or will the future be a data dystopia where consumers' needs take a backseat to unchecked growth?

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### 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?

#### THIS TIME IT'S PERSONAL

Personal Information Managers and other intermediary services aim to put consumers back at the heart of their data decisions. A chance to vote for your favourite data empowerment tool.

OUTLINE SUBJECT  
TO CHANGE

1 MAY  
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**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. Find out what consumers think about privacy and security in the Consumer IoT and hear a discussion with industry, regulators and consumer groups on how to build protection into connection for a world that is truly smart?

**MORNING BREAKOUTS:**

**SMART FROM SCRATCH**

More mainstream products like TVs, energy meters or public transport are becoming connected by default. How can we build services around people's real lives that are 'smart from scratch' and address not just privacy and security but ownership, redress and care for vulnerable consumers?

**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.

**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: DATA JOURNEYS**

Join us on a journey to find out what happens when consumer data is put at the centre of innovation. We look at how data mobility and empowerment has been used in practice to help consumers get the outcomes and value they really want.

**AFTERNOON PLENARY: ACCESS AT ANY COST?**

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

**AFTERNOON BREAKOUTS:**

**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?

**HALF OF ALL CONSUMERS**

The voices of women and other marginalised groups are getting louder in tech development. What do we gain when everyone's needs are central to design and delivery of digital innovation?

**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?

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