<ORGANISATION TO BE CONTACTED>

<ADDRESS>

<EMAIL>

<DATE>

Dear XXXXXXXXXXXXXX:

Consumers International is the membership organisation for more than 200 consumer groups around the world. Together with our members, we are calling on industry and governments to improve the security, data, consumer protection and accessibility of smart products.

The potential benefits of smart products will be achieved only if the services and products consumers buy (or contract) are designed with trust, privacy, and security built in. Working together on the following areas will be essential to building a thriving and trusted internet of things environment for consumers.

Below we have highlighted specific areas where change is needed to build a thriving and trusted digital environment for consumers. To play your part in securing consumer trust for the future growth of the digital economy, we ask that you consider the following: [DELETE AS APPROPRIATE FOR YOUR COUNTRY CONTEXT]

* Ensure that consumers have access to an affordable, high-quality, high-speed internet connection to enable them to take up the opportunities brought about by Internet of Things technology. [FOR LETTERS TO GOVERNMENT ONLY]
* Ensure that consumer’s connected products should be sold with basic security as standard and updates should be provided for a reasonable period after sale so that hackers can’t access consumers’ data or alter the functionality of the product.
* Consumers’ privacy and data protection rights must be properly protected and upheld to address potential harms such as discriminatory practices, invasive marketing, loss of privacy and security breaches.
* Connected products should abide by interoperable and compatible device and software standards to avoid lock-in effects and enhance consumers’ ability to easily compare and switch providers.

Thank you very much for your attention and if you need more information do not hesitate to contact us.

Yours Sincerely

<SIGNATURE>

<NAME>

<TITLE>