合辦機構：
Co-organisers：

律政司 香港特別行政區政府 Department of Justice The Government of the Hong Kong Special Administrative Region

消費者委員會 CONSUMER COUNCIL

MEDIATE FIRST 調解為先

消費者爭議調解研討會
Click, Cart, Click：數碼經濟時代的消費者爭議解決
Consumer Mediation Seminar
Click, Cart, Click: Consumer Dispute Resolution in the Digital Age

日期 ： 2024年5月8日（星期三）｜ **Date:** 8 May 2024 (Wednesday)

時間 ： 上午 9:30 - 下午 12:15 ｜ **Time:** 9:30 am – 12:15 pm

語言 ： 研討會將以粵語進行，並提供普通話及英語即時傳譯
Language: The Seminar will be conducted in Cantonese, with simultaneous interpretation in Putonghua and English

地點 ： 香港中環下亞厘畢道18號律政中心中座1樓多功能活動廳
Venue: Function Hall, 1/F, Main Wing, Justice Place, 18 Lower Albert Road, Central, Hong Kong

立即掃描二維碼登記
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活動內容 Event Contents:

電子商貿透過電腦和手提電話將購物體驗帶到消費者的指尖，大大改變了全球的商業格局。雖然電子商貿提供了前所未有的便利，但解決因送貨延誤或送貨失敗、貨品損毀或有瑕疵、虛假陳述甚至個人資料外洩等情況而引起的爭議可能複雜且需時。有見及此，公平和有效的消費者爭議解決機制日益重要。

本研討會將探討數碼經濟帶來的獨特挑戰與機遇，及對消費者爭議解決的影響。我們的講者將探討現時的熱門議題，包括資料保護和線上爭議解決等。

E-commerce has significantly transformed the global business landscape by bringing shopping experience to consumers' fingertips via computers and mobile phones. Whilst e-commerce offers unparalleled convenience, resolving disputes arising from circumstances such as delayed or failed deliveries, damaged or faulty products, misrepresentation and even personal data leakage may be complex and time-consuming. In the circumstances, there is a growing need for a fair and effective mechanism for consumer dispute resolution.

This seminar will explore the unique challenges and opportunities arising in the digital economy, and their implications for consumer dispute resolution. Our panelists will examine current topics including data protection and online dispute resolution etc.

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如欲了解研討會的詳細內容，請瀏覽 https://mediationweek2024.com
For more information about this Seminar, please visit : https://mediationweek2024.com

研討會於下述機構的持續專業發展(CPD)學分現正申請中：
The Continuing Professional Development (CPD) points of the Seminar of the following organisations are being applied for:

1. 香港律師會 The Law Society of Hong Kong
2. 香港國際仲裁中心 Hong Kong International Arbitration Centre
3. 香港調解資歷評審協會有限公司 Hong Kong Mediation Accreditation Association Limited
4. 香港和解中心 Hong Kong Mediation Centre
5. 內地－香港聯合調解中心 Mainland - Hong Kong Joint Mediation Center
6. 金融糾紛調解中心 Financial Dispute Resolution Centre
7. 國際爭議解決及風險管理協會 International Dispute Resolution & Risk Management Institute

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