

**Question for written answer E-004542/2016
to the Commission**
Rule 130
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Subject: Protection of consumers on online platforms and in the sharing economy

While online platforms and the sharing economy bring clear advantages (potentially cheaper products that are better suited to users' needs), they undoubtedly also cause problems and pose certain risks.

1. How can consumers know who they are concluding a contract with and what laws apply to that contract (consumer protection laws or general law only) and what laws govern the contractual relationship if it is with a European or international entity?
2. What can be done to resolve the issue whereby part of the population is excluded from using online platforms as a result of having no internet access?
3. How can the protection of the personal data of consumers who use online platforms and the sharing economy be guaranteed?