

**Question for written answer E-004522/2017
to the Commission**

Rule 130

Eleftherios Synadinos (NI)

Subject: Code of conduct for e-commerce

A code of conduct for e-commerce has been established for the first time in Greece, with a view to safeguarding consumers' rights and best practices of commercial enterprises, as well as boosting confidence in electronic commerce.¹

The code of conduct for e-commerce is completely distinct from the consumer code of ethics and emerged from the cooperation between market operators, under the supervision of the General Secretariat for Commerce and Consumer Protection.²

It seems that it advances good practices and reduces legal uncertainty that entails high compliance costs and, at the same time, is an essential and useful tool for businesses, consumers and public administrations, as it provides all parties with all possible means for understanding e-commerce market rules.

Is there a similar code of conduct in other Member States?

How could the national codes of conduct be interconnected in a way that meets the specific requirements and other needs emanating from the development of cross-border e-commerce, within the digital single market?

Can the Commission offer expertise and advice to Member States in formulating a code of conduct for e-commerce?

¹ <http://www.kathimerini.gr/900549/article/oikonomia/ellhnikh-oikonomia/kwdikas-deontologias-sto-hlektroniko-emporio>

² <http://www.kathimerini.gr/900717/article/oikonomia/epixeirhseis/o-sev-yper-twn-kanonwn-sto-hlektroniko-emporio>