



Module 7

Questionnaire – consumer-protection and the new technologies

You buy in the internet shop. The merchandise does not fulfil your expectations. Can you change the merchandise for a different product?

- yes no

You would like to withdraw from a buying-contract you have made in the internet. How much time have you got to assert your right of cancellation?

- one day 2 days 7 days

You have bought from an Internet-shop which is established in the US. In your opinion, have you got a right of cancellation?

- yes no

On your birthday you have received many presents. You do not like some of them. The friends who gave you the present tell you that it would be much easier if you returned the articles yourself and exchanged them either for money or for other products.

Is it possible for somebody who got a present to return the product or to get the money back?

- yes no

Is it possible to exchange the article for a different product?

- yes no

Purchases in the internet can only be paid with credit cards.

- yes no

Purchases in the internet can cost much more than expected because of customs.

- yes no

E-cash-accounts – or CyberCash are systems of payment in the internet which are accepted world-wide.

- yes no

On which kind of information should you concentrate your attention when shopping in the internet?

- | | |
|--|---|
| <input type="checkbox"/> customer service | <input type="checkbox"/> right of cancellation |
| <input type="checkbox"/> address, phone number | <input type="checkbox"/> conditions of warranty |

One may receive an unlimited quantity of e-mails:

- right wrong

Is it possible to send e-mails to a person which others who look into the person's mail can not read?

- yes no



Answers – consumer-protection and the new technologies

You buy in the internet shop. The merchandise does not fulfil your expectations. Is it possible at all to cancel your order?

yes no

Can you return the merchandise or exchange it for a different product?

yes no

You would like to withdraw from a buying-contract you have made in the internet. How much time have you got to assert your right of cancellation?

one day 2 days 7 days

You have bought from an internet-shop which is established in the USA. In your opinion, have you got a right of cancellation?

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On which kind of information should you concentrate your attention when shopping in the internet?

customer service right of cancellation
 address, phone number conditions of warranty

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Is it possible to send e-mails so that others cannot read it when they look into that person's mailbox?

yes no



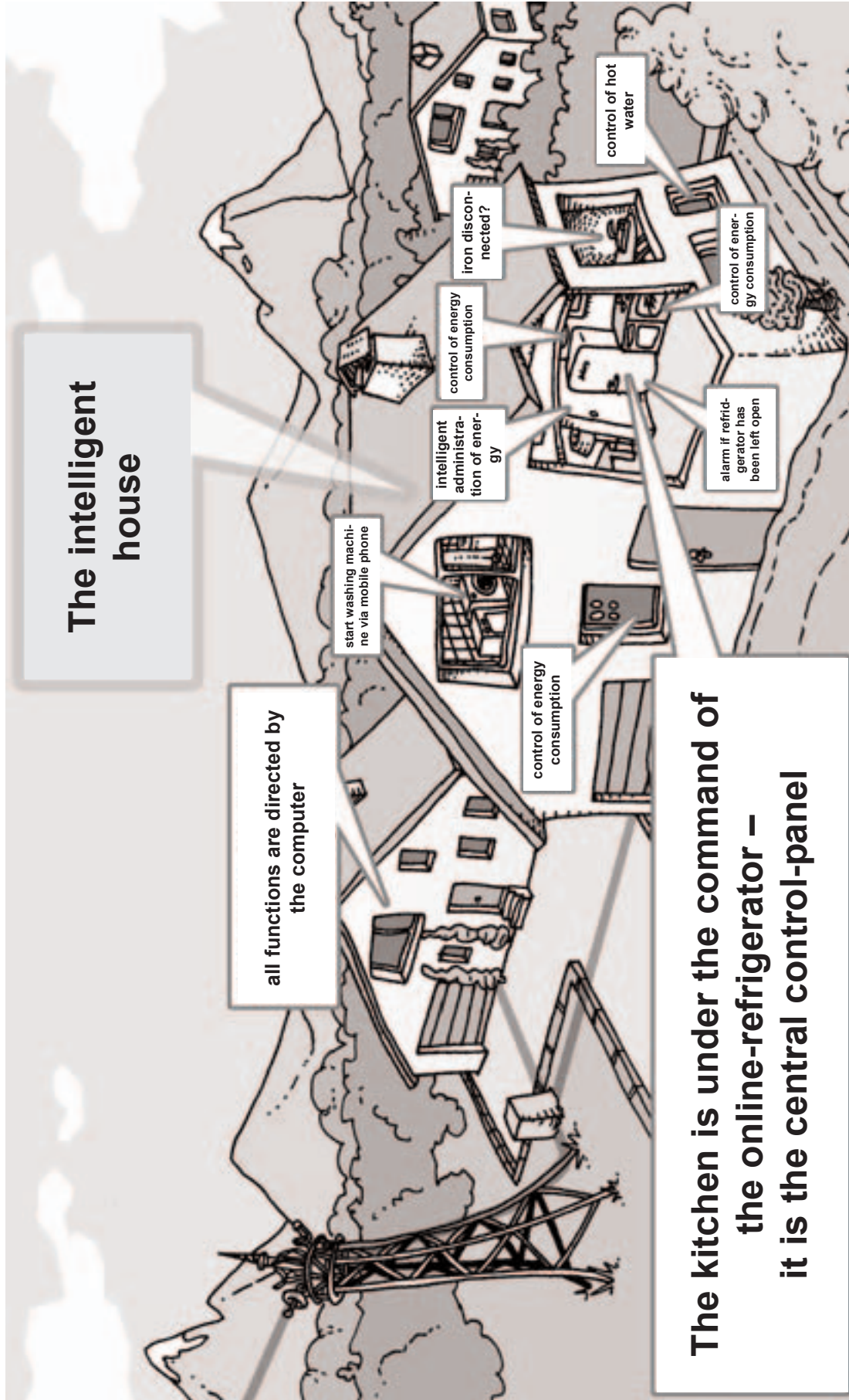


Which are the new communication technologies?

- PC/ internet: www, e-mail, chat, instant messaging
- mobile phone
- links: TV, TV with feedback-channel, e.g. telephone, e-mail, smart home, satellite positioning (GPS)
- interactive surveillance technology: e.g. CCTV- video system

How do new technologies alter our life

- **availability**
- **expansion of radius of action**
- **shortage of communication-contents**
- **displacement of gainful work into private life**



Requirements of web-sites

- information on whether contents are influenced by personal interests (e.g. information on or by business partners))
- processing of information - references to professional counselling (especially for health-sites)
- mention of sources used
- clear information on web-site holders
- statements are not vague
- contents are up-to-date
- contact address, telephone number
- sources of price-information



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pioneer of secure e-commerce in Europe

