



Coimisiún um
Iomaíocht agus
Cosaint Tomhaltóirí

**Competition and
Consumer Protection
Commission**

Fergal O'Leary

Member of the Commission

Competition and
Consumer
Protection Act
2014

Consumer
Protection Act
2007

Competition Act
2002

Consumer Rights
Directive

General Product
Safety Directive

Unfair Terms in
Consumer
Contracts
Regulations 1995

Treaty on the
Functioning of the
European Union

Toy Safety
Directive

Sale of Goods and
Supply of Services
Act

Low Voltage
Directive

Consumer Credit
Act 1995

Grocery Goods
Regulations

4 Guiding Principles



Make business decisions independently

Never provide false or misleading information to customers

Good customer service will prevent many issues from happening

If in doubt find out – ccpc.ie

How might you be hearing about us in the future?

Our Ticketing or Motor insurance investigations

One of our price display or product safety inspections in your shop/area

On radio or online as we encourage consumers to use our mortgage tools or understand their rights when they buy online

We may stop and seize goods at Dublin Port/Airport

Hearing about the findings of our report into the waste sector or our guidelines for contracts in nursing homes

We may examine mergers or acquisitions in your sector/local area

An inspection of / enforcement action against a motor dealer in your area

Reading about what the Consumer Rights Directive means for your business when selling online



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