ITU DIGITAL CONSUMER FORUM 2019

POWERING DIGITAL AFRICA THROUGH DATA PROTECTION, CONSUMER PRIVACY, TRUST AND SECURITY

29-30 JULY 2019

THE ROYAL VILLAS EZULWINI, ESWATINI

Forum hosted by the International Telecommunications Union and the Kingdom of Eswatini

The need for continuing dialogue and experience sharing amongst telecommunications/Information and Communications Technology (ICT) regulators and policy-makers has been consistently expressed in various ITU fora particularly as we are in the midst of increasingly converged smart digital economies. More so the need to focus on consumer concerns in the increasingly globolised enviroment.

The ITU Digital Consumer Forum for Africa 2019 themed "Powering digital Africa through data protection, consumer privacy, trust and security" and workshop on "Collaborative approaches for consumer protection in Digital Financial Services (DFS)" will provide a platform to address emerging challenges and opportunities in the region. Telecommunication/ICT policy makers, regulators, industry, and consumer associations will have the opportunity to share information, knowledge, and experiences.

MONDAY, 29 JULY

OPENING CEREMONY

09:00	**Conference Chair Opens Conference**
09:15	**Welcome, Mr. Themba Khumalo, Chairman of the Board ESCCOM**
09:30	**Opening Remarks, Mr. Andrew Rugege, Regional Director, ITU**
09:45	**KEYNOTE ADDRESS, GUEST OF HONOR, ESWATINI**

10:00—10:30	**TEA/COFFEE (GROUP PHOTO)**

10:30-10:45	**INTRODUCTION- Anne Rita Ssemboga- ITU**
11:00	**Powering the digital economy: Regulatory Approaches to Securing Consumer Privacy, Trust and Security** *Expert Presentation and Q&A* **Speaker:** Ms. Pria Chetty, EndCode
11.30 -12.15	**Consumer Trust and Privacy in Emerging Technologies** *Panel Discussion and Q&A* *This session examines developments in AI, IoT and Industry 4.0 and implications on privacy, consumer protection and information security in Africa* **Speakers**: Mr. Mvilawemphi Dlamini, Chief Executive ESCCOM, *The role of ICT Regulators in Consumer Protection in Emerging Technologies in Africa* Ms. Xaverine Ndikumagenge, Consumers International Africa Hub: *Balancing Consumer and Trade Interests in Opportunities Generated by Emerging Technologies* Mr. Samresh Ramjith*, EY Digital Africa: *The Threat and Power of Emerging Technologies in Africa* Ms. Noma-Efese Mnqeta*, National CSIRT, South Africa: *Building information security resilience at the national level* **Moderator**: **Dr Andile Methula, UNESWA**
12:15 – 13:00	**Models of Ensuring Privacy and Trust** *Expert Presentation and Q&A* **Speaker:** Mr. Verengai Mabika, ISOC

13:00 – 14:00	**LUNCH AT THE ROYAL VILLAS RESTAURANT (SPONSORED BY HUWAEI)**

14:00 – 14:45	**Access and Safety** *Panel Discussion and Q&A*

This session examines models, guidance and approaches to advancing citizen and consumer interests online in Africa
Speakers:
Ms. Thandi Smith, Media Monitoring Africa, *Opportunities and challenges for new entrants in the digital economy including access and safety online*
Mr Fortune Sibanda, Google, *Digital Identities and Safety in Africa*
Ms. Emilar Gandhi, Facebook, *Initiatives to promote online safety in Africa*

Moderator: **Thulani Fakudze**, Director Technical Services, ESCCOM

14:45 – 15:15	**Models of ICT Self-Regulation in Africa** *Expert Presentation and Q&A* **Speaker:** Dr. Charley Lewis, WITS

15:15	**TEA/COFFEE**

15:30 – 16:00	**Group Discussion:**

Defining key institutions and role players in the intersection of consumer protection cybersecurity and privacy in Africa

Collaboration between various sectors and actors in the interest of growing trust and privacy in digital economy in Africa

Moderator: Ms. Pria Chetty, EndCode

16:00	**Closing Remarks: Conference Chair**

19.00	**CLOSED DINNER (MTN ESWATINI)**

TUESDAY, 30 JULY

08:30	**Registration**
09:30	**Opening Remarks, Conference Chair and ITU**

09:45 – 10:15 **The Digital Economy Opportunity in Africa**
Expert Presentation and Q&A
Speaker: Panelist
TBD

10:15 – 11:00 **Understanding Priorities in Cybersecurity in Africa**
Expert Presentation and Q&A
Speaker:
Mr. Craig Rosewarne, Executive Director, WolfPack

11:00	**TEA/COFFEE**

11:30 – 12:30 **Group Discussions**

Critical areas for harmonisation of security, privacy and consumer protection at national, regional and international levels

Critical areas for research and knowledge development in areas of consumer privacy, trust and security to empower digital Africa

Moderator: Ms. Pria Chetty, EndCode

12:30 – 13:30	**LUNCH AT THE ROYAL VILLAS RESTAURANT**

13:30 – 14:30 **Recommendations for Digital Africa (ITU, Invited Experts)**

15:00 **Closing Remarks: Conference Chair**