



Technological Realignment

## Human-centric Digital Governance

German Federal Ministry for Justice and Consumer Protection

### Speakers:

#### Keynote:

- **Audrey Tang**, Digital Minister, Taiwan

#### Panelists:

- **Francesca Bria**, President, Italian National Innovation Fund
- **Christian Kastrop**, State Secretary, German Federal Ministry of Justice and Consumer Protection
- **Paul Twomey**, Distinguished Fellow, Centre for International Governance Innovation (Global Solutions Fellow)
- **Shoshana Zuboff**, Professor Emerita, Harvard Business School

#### Moderator:

- **Carolyn Roth**, journalist and moderator

### Session description:

Many transactions in the digital economy involve barter: consumers of digital services get many digital services for free (or under-priced) and in return have personal information about themselves collected - for free. However, it is often completely non-transparent to the user, which data is collected and what it is used for. In fact, personal data provided under such opaque conditions is often aggregated and "exploited" by algorithms to (re)direct attention and manipulate users' choices. Furthermore, the power arising from the network effects of so-called gatekeeper platforms raises several further problems with regard to competition and inclusivity. At the same time, the innovations by platforms bring many benefits to the economy in terms of efficiency or productivity, especially in times of pandemic. Thus, it is paramount to find ways to protect privacy and consumer rights without suffocating the innovative potential of the digital industry. This issue is a global one as data exchange regularly happens across borders. Regulatory inconsistencies should be avoided so as to ensure a level playing field globally and to fully tap the potential of the digital world. This session will provide ideas an economically efficient agenda to ensure consumer protection in the digital realm.



## THE WORLD POLICY FORUM

### Objectives:

- Present (economic) arguments why current governance is insufficient:
  - information asymmetries - platforms collect and use data without full consent - disinformation, manipulation
  - network effects - harm competition - increasing inequalities
  - erosion of tax base - taxable economic activity is veiled by non-transparency
- Present the potential trade-off between consumer protection and business innovation
- Address global comparative advantages (or disadvantages) due to consumer protection regulation
- Answer why disaggregating data types leads to a solution

### Literature:

#### Policy briefs:

- Dennis J. Snower, GSI; Paul Twomey, GSI Fellow: Proposals for Humanistic Digital Governance
- Sherry Stephenson, PECC, et al.: Making the “Data Free Flows with Trust” approach operational in practice.
- Roberto Villa, IBM Foundation, Francesca Rossi, IBM Research, Luciano Floridi, University of Oxford: A Governance Framework For A Trustworthy AI Ecosystem: From Principles To Policies
- Fay & Medhora. A Global Governance Framework for Digital Technologies
- Graham et al. A Framework of Principles for the Legal Regulation of Platform Work

#### Further readings:

- Snower, D., & Twomey, P. (2020). Humanistic Digital Governance.  
<https://www.bsg.ox.ac.uk/research/publications/humanistic-digital-governance>
- Snower, D., Twomey, P., & Farrell, M. (2020). Revisiting Digital Governance.  
<https://www.bsg.ox.ac.uk/research/publications/revisiting-digital-governance>