

Do you sell goods, services or apps over online platforms like Amazon, Booking.com, Facebook, Google Play Store and others?

Have you ever faced issues you were not able to solve through the platform's support system?

Has your account been suspended without explanation?



If so, you can turn to national authorities in various EU Member States* for help:

(Click on the name of the authority to see its webpage)

- | | |
|---|--|
|  Austrian Federal Competition Authority |  Competition and Consumer Protection Commission of Ireland |
|  Ministry of Economy and Sustainable Development of Croatia |  Direzione servizi digitali within AGCOM of Italy |
|  Service of Industry and Technology of Cyprus |  Consumer Rights Protection Centre of Latvia |
|  Danish Competition and Consumer Authority |  Romanian Competition Council |
|  Consumer Protection and Technical Regulatory Authority of Estonia |  Secretary of State for Digitalisation & Artificial Intelligence of Spain |
|  Directorate General for Competition, Consumer Affairs and Fraud Prevention of France |  National Board of Trade of Sweden |
|  Inter-services Unit for Market Control of Greece | |

They are here to help!

These authorities have been appointed to enforce the platform-to-business Regulation ([P2B Regulation](#)). The P2B Regulation requires platforms to provide a clear explanation for suspending or terminating business accounts, informing about the possibilities to appeal this decision, at least 15 days before the suspension. Terms and conditions must be easily available and provided in plain and intelligible language. When changing these terms and conditions, at least 15 days prior notice needs to be given to allow companies to adapt their business to these changes.

Platforms must explain what determines the ranking of listings on the platform, what data platforms can access, and whether the goods sold by the platform receive more favourable treatment than similar goods sold by competing businesses, among other things. Large platforms are also required to establish effective complaint handling systems.

*Don't see your country on the list?

This means that the national authorities responsible for the enforcement of the P2B Regulation have not been appointed yet. In the meantime, you may seek resolution through mediation or submit a claim to local courts.

