

Advancing a Digital Consumer Dialogue in the Asia Pacific



Welcome by PIPC Commissioner Youngmi YOON



개인정보보호위원회

Personal Information
Protection Commission



Benefits, challenges and best practice of collaboration of civil society and digital regulators



Carly Kind, Australian Privacy Commissioner



Australian Government

Office of the Australian Information Commissioner



Privacy and Human Rights Award

Celebrating exemplary work to protect and promote privacy and other fundamental rights.



GPA
Global Privacy Assembly



accessnow



Javier Ruiz Diaz

#PrivacyCamp21

Digital rights for change

The EDPS Civil Society Summit

"Big tech: from private platforms to public infrastructures"

13:00 - 14:00 | Room B

Wojciech Wiewiórowski, EDPS

Gabrielle Guillemin, Article 19

Domen Savič, Citizen D

Dr Seda Gürses, TU Delft

Moderator:

Claire Fernandez, EDRi

April 6, 2021

11:00am EDT | 5:00pm CEST

@TACD_Consumers

www.tacd.org

CONSUMERS, COMPETITION LAW, AND PLATFORM POWER IN THE DIGITAL ECONOMY

WITH

Congressman David N. Cicilline

MEP Stéphanie Yon-Courtin

TACD Trans Atlantic
Consumer Dialogue



Mapping data protection and digital consumer rights issues in Asia-Pacific

Data breaches in the Asia-Pacific region: South Korea and Indonesia



The Issue of Personal Data Leakage from SK Telecom SIM Cards

PSPD(People's
Solidarity for
Participatory
Democracy)
JUHO KIM

Key Timeline

August 6, 2021 ~ April 18, 2025

April 22, 2025 Disclosure of data breach
25 items including IMSI, ICCID, and SIM
authentication keys

9.82GB, 2,696 million records

IMEI June 15, 2022 ~ December 2, 2024

Government Response

Two joint public-private investigations

134,8 Billion won in fines

Extension of penalty waiver period

Decision : "SKT to bear 50% of bundled service penalties"

Subsequent Response

Replacement upon SIM card

→ Automatic Replacement

Recruiting new subscribers using SIM card

Belated notification of information leakage

Investment of 700 billion won in information
security

Compensation for damages

10-day penalty waiver period

50% reduction in August fees

Additional 50GB of monthly data provided
until year-end

Customer appreciation package provided

Major data breach cases in Indonesia

Year	Breach Case	Sector	Estimated Data Subjects Impacted
2020	Tokopedia	Private (E-commerce)	15 million initially; full database 91 million later
2021	BPJS Kesehatan (Indonesian Health Program)	Public	Claimed data of up to 279 million (alive and deceased)
2021	BRI Life (Insurance)	Private (Finance)	2 million
2022	Indonesian Ministry of Health	Public	6 million
2022	PLN (State-owned Electricity Company)	Public/Utilities	17 million
2020-2025 (undated)	SIM Card Registration Database	Public/Telecom	1.3 billion profiles
2023	Voters List (KPU)	Public (Election)	204.8 million
2024	National Data Center (PDNS)	Public	Millions; 282 public services disrupted

- Ambiguity remains in **implementing regulations** detailing fines, administrative sanctions, and procedures
 - No public institutions negligent of the data breach have been penalized
 - Corporations generally settle out of court
- Absence of a fully operational **data protection authority**
- Weak **breach notification** and transparency enforcement
- **Fragmented responsibilities** across agencies lead to overlapping functions and unclear coordination protocols
- The regulatory framework lacks a robust **mechanism guaranteeing compensation or remedial rights** for victims of data breaches, particularly in the public sector
- **Limited use of class action or collective redress** mechanisms for data breach victims
- The implementation of the **digital public infrastructure**, enabled through centralized and integrated data, increases the risk of data breaches

Mapping data protection and digital consumer rights issues in Asia-Pacific

AI challenges in Asia-Pacific



Raman Jit Singh (Access Now)



**Deliberative
Democracy**



AI

AI R&D :
Report with
OpenAI in 2023



AI Law
AI Act Discussion
with TWNIC in
2024



AI Policy
Let's Talk Project
with MOE in 2025



**Deliberative
Democracy**



AI

**Opinion
Summary**

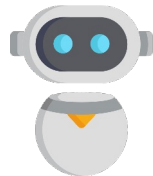


**Dynamic
Discussion**

你自己跟詐騙有什麼樣的直接經驗？



**Agentic
Deliberation**



AI Challenge in Taiwan

1. Data Governance
2. Copy Right Issue
3. Social Readiness
4. China LLM

Our Solution: Digital Bill of Rights (DBR)
A Systematic Bottom-Up Approach Towards
Freedom in the Digital Age

- 6. Government Development or Use of Automated Systems (Including Artificial Intelligence)
- 6-1. Prerequisites for the public sector's development or use of automated systems
- 6-2. Necessary procedures and obligations for government use of automated systems



Know more about JRF



Know more about DBR



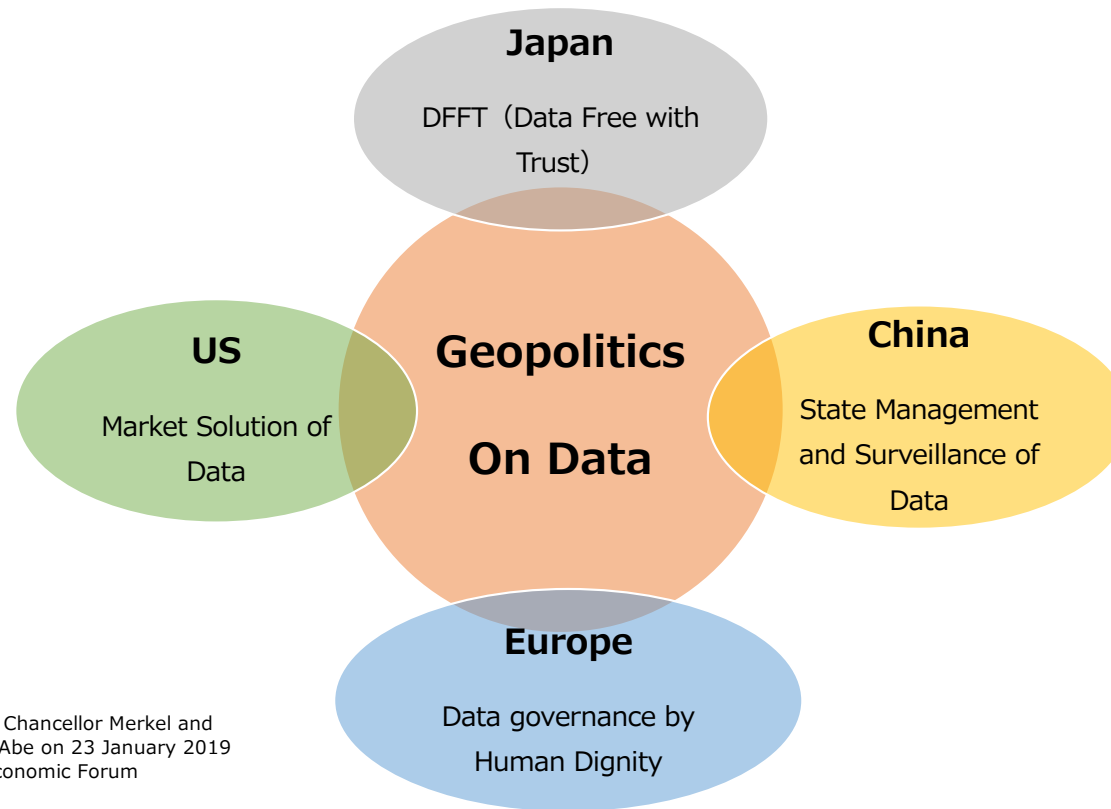
民間司改會

Mapping data protection and digital consumer rights issues in Asia-Pacific

Data flows and digital trade



Let's talk about how we can make non-politicizing the geopolitics on data



Speeches from Chancellor Merkel and Prime Minister Abe on 23 January 2019 at the World Economic Forum

**Privacy is local, but data flow is global.
Data diplomacy over trust, interoperability, and mutual benefit.**

Burcu Kilic



As the President of the United States, I will stand up to Countries that attack our incredible American Tech Companies. Digital Taxes, Digital Services Legislation, and Digital Markets Regulations are all designed to harm, or discriminate against, American Technology. They also, outrageously, give a complete pass to China's largest Tech Companies. This must end, and end NOW! With this TRUTH, I put all Countries with Digital Taxes, Legislation, Rules, or Regulations, on notice that unless these discriminatory actions are removed, I, as President of the United States, will impose substantial additional Tariffs on that Country's Exports to the U.S.A., and institute Export restrictions on our Highly Protected Technology and Chips. America, and American Technology Companies, are neither the "piggy bank" nor the "doormat" of the World any longer. Show respect to America and our amazing Tech Companies or, consider the consequences! Thank you for your attention to this matter.
DONALD J. TRUMP, PRESIDENT OF THE UNITED STATES OF AMERICA

2.73k ReTruths 10.3k Likes

Aug 25, 2025, 8:31 PM

Google's adtech fine pulled at last minute over EU-US trade tensions | Insight



Google's adtech fine pulled at last minute over EU-US trade tensions

1 Sep 2025 | 20:43 GMT | Insight

By Lewis Crofts, Khushita Vasant and Nicholas Hirst

An EU antitrust sanction against Google that was scheduled for today was put on hold hours before the planned announcement, following opposition from EU trade commissioner Maroš Šefčovič and lobbying from Washington, MLex has learned. The plan of EU competition boss Teresa Ribera was overruled this morning with no clear sign of when the decision may come.

POLITICO

Trump Tariffs Wall Street has Trump's ear Democratic AGs lawsuit Warning

Trump's warning on digital rules was aimed at this country

The White House is increasingly concerned that other countries will mimic Europe's laws governing large tech companies.



The White House is watching South Korea's response to pressure over its digital proposals as a test of whether Washington can dissuade other trading partners from pursuing similar rules. | Al Drago/Bloomberg



Europe today "hit" another great American company, Google, with a \$3.5 Billion Dollar fine, effectively taking money that would otherwise go to American Investments and Jobs. This is on top of the many other Fines and Taxes that have been issued against Google and other American Tech Companies, in particular. Very unfair, and the American Taxpayer will not stand for it! As I have said before, my Administration will NOT allow these discriminatory actions to stand. Apple, as an example, was forced to pay \$17 Billion Dollars in a Fine that, in my opinion, should not have been charged — They should get their money back! We cannot let this happen to brilliant and unprecedented American Ingenuity and, if it does, I will be forced to start a Section 301 proceeding to nullify the unfair penalties being charged to these Taxpaying American Companies. Thank you for your attention to this matter!

DONALD J. TRUMP, PRESIDENT OF THE UNITED STATES OF AMERICA

Reorienting Cross-Border Data Flows: Data Free Flow with Trust → Data Flows with Data Rights

Most current initiatives on cross border data flows (CBDFs) prioritise the seamless flow of data, and serve to reinforce the market interests of dominant tech corporations from advanced digital economies.

- Unequal value capture and one-way data flow: Developing countries supply raw data; developed countries process this into high-value digital intelligence and capture profits
- Expansive IP regimes: Block access to large datasets and algorithmic source codes, reinforcing first-mover advantage.
- Restrictive trade agreements: Foreclose the policy space of developing countries to govern data or regulate the digital economy in the public interest
- Tax constraints: Global trade rules and corporate practices deprive states of potential tax revenue
- Privacy and security risks: Data transfers to jurisdictions with weak privacy laws can compromise citizens' privacy

Equitable cross-border data governance requires shifting from “data free flows with trust” to “data flow with data rights”.

- Recognise and enforce individual and collective data rights:
 - Privacy and data security
 - Economic rights over data, including the right of citizens, communities and states to generate value from data
 - Collective data rights, including protection against collective harms and benefit-sharing from community datasets
- Recognise the sovereign right of all countries to regulate CBDFs, for protecting human rights and harnessing data for the strategic development of domestic industries
- Bring data governance and regulation of CBDFs outside the purview of trade negotiations
- Formulate and support fiscal measures to redistribute data value, such as digital services taxes

Shobhit S., 15 September 2025 (based on IT for Change's [inputs](#) to the UN CSTD Working Group on Data Governance)



Paths to a safer and more inclusive digital economy in the Asia-Pacific

Building on the established
experience of consumer groups



« Building on the established experience of consumer groups »

The proposal from Consumers Japan

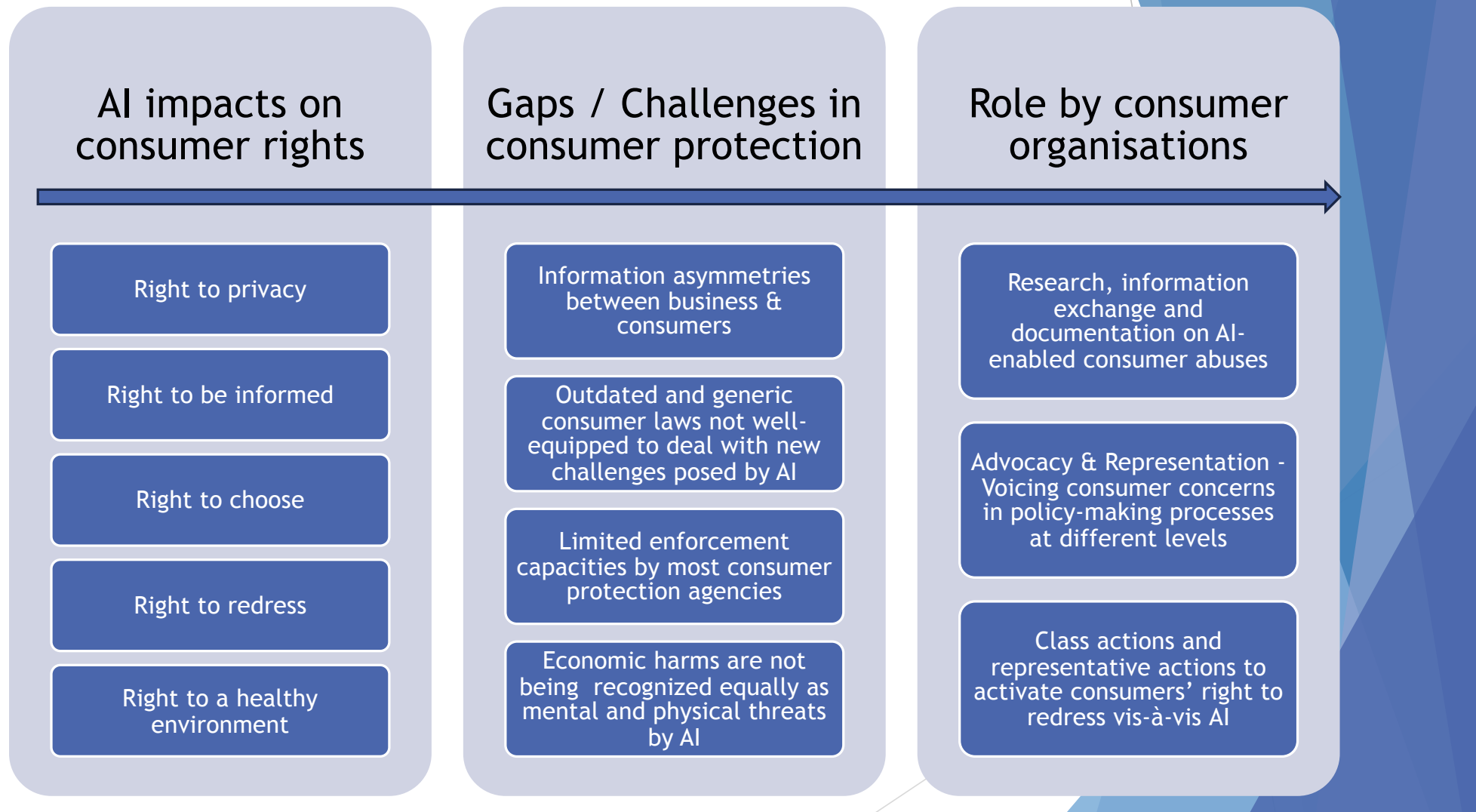
- Building a database to share information about the misuse of personal information occurring in each country.

For consumers, it is becoming increasingly difficult to know how their personal information is being used across borders. I believe that, going forward, this platform could not only guarantee consumers' "right to know," but also serve as a foundation for international cooperation toward establishing the **redress** mechanisms we seek. While careful consideration is needed regarding who should build this platform and how, I believe it would be valuable to discuss and put forward recommendations on this matter within the Asia Pacific Consumer Dialogue.

2025.9.15 GPA 2025 SEOUL, OPEN NET SESSION

Youkyung HUH, Consumers Korea / St Thomas University College of Law





Paths to a safer and more inclusive digital economy in the Asia-Pacific

How academics and experts can best improve the quality of digital public policy



Hiroshi Miyashita, Chuo University



Reclaiming Canada's Digital Sovereignty: Open Letter to Prime Minister Carney

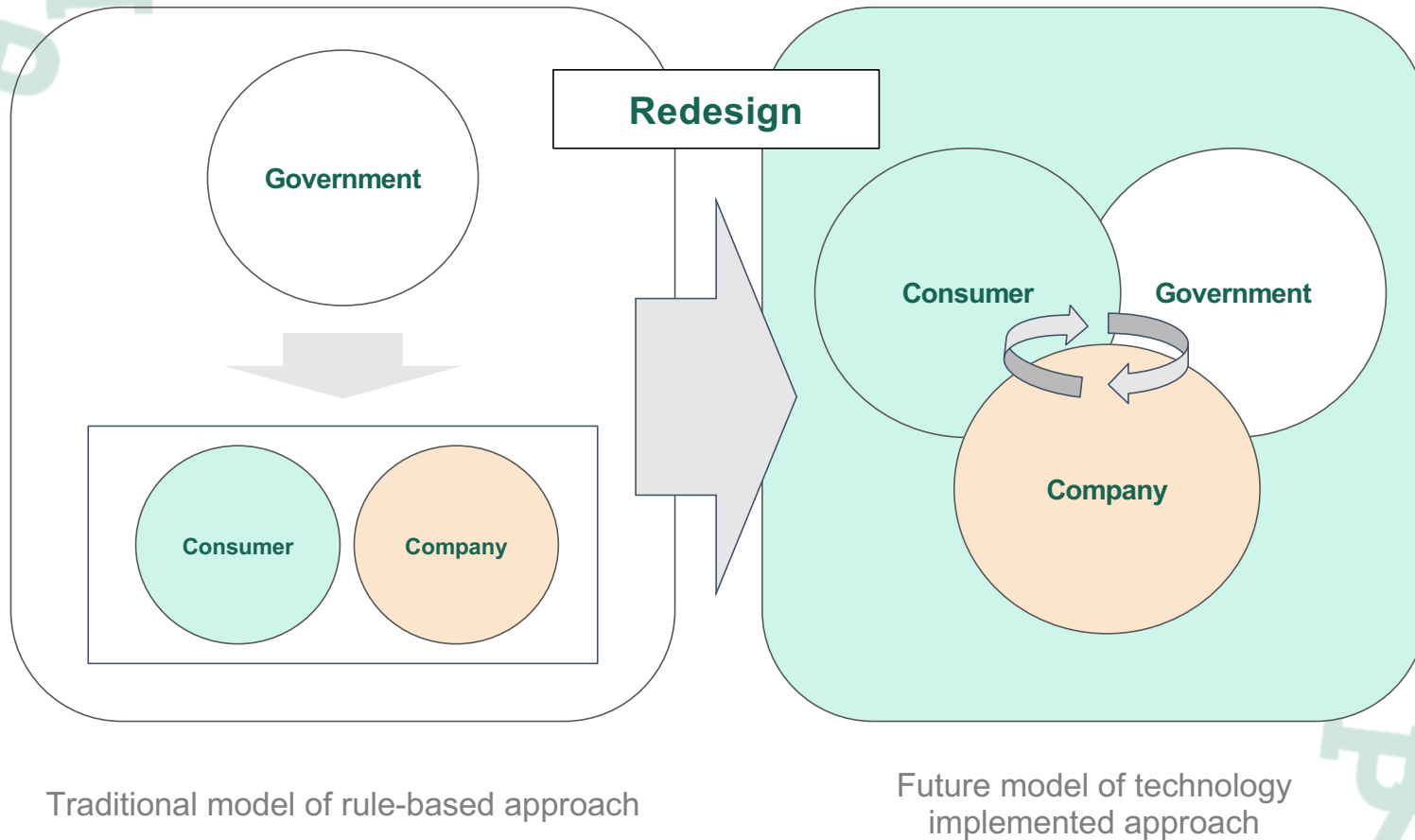
- Coordinated by Center for Digital Rights
- Signed by around 30 civil society organizations, and around 40 academics and opinion leaders (September 2, 2025)
- 14 action items to ensure integrated approach to sovereignty over Canadian digital infrastructure and data, through legal, institutional and localization measures
- Call for full threat/risk assessment of Canada's digital infrastructure
- Strengthen AI development: full public consultation (especially with Indigenous Canadians), transparency for government investment in AI, and proactive regulation
- Independent national observatory for digital governance
- Legislative priorities:
 - Modernized Canadian Privacy Protection Act grounded within human rights framework
 - New Online Harms Act
 - Withdrawal of Strong Borders Act
 - Strengthened Cybersecurity legislation

Paths to a safer and more inclusive digital economy in the Asia-Pacific

Public interest technology and the role of SMEs in setting best practices



Sharing the value of new technology with different stakeholders



Three Roles SMEs Can Play in Advancing Public Interest Technologies

OCF_

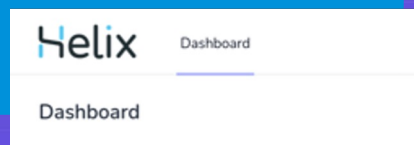
OCF's Experience & Trajectory

- Promote both **open-source software** and **digital rights**
- Trajectory: *fiscal sponsor* → *civic tech partner* → *in-house digital rights projects*
- Collaboration experience: **OSS-linked SMEs** demonstrate *flexibility, innovation, and public-interest commitment*

SME Role 1: Directly Contribute Expertise & Product

(CSO Data Security)

- CSOs: **sensitive data**, limited IT **capacity**
- Example: Civil Society Cyber Shield (CSCS) → **volunteering emergency response + training**
- SME contribution: **supply products** like **Helix** for monitoring data traffic



SME Role 2: Enhancing Internet Users' Right to Information

(Submarine Communications Cable Disruptions)

- Taiwan faces rising risks of submarine-cable cuts
- Big telecoms: opaque on **cable-specific connectivity outages**
- SMEs: **Share data** from IP transit / BGP service providers for **public insight**



SME Role 3: Advising Digital Public Infrastructure

(Digital Identity Wallet)

- Govt plan: decentralized design to address surveillance concerns
- Framework: *Self-Sovereign Identity (SSI)* → **user-controlled credentials**
- SMEs: ensure **privacy by design and openness** (minimal linkability, offline auth, selective disclosure)



Challenges: (1) Progressive SMEs = minority. (2) Depend on **trust networks** to facilitate collaboration
(3) Need international resources & agenda alignment

Paths to a safer and more inclusive digital economy in the Asia-Pacific

Relevant regional policy fora and initiatives for engagement, such as ASEAN DEFA, CBPR



Asia Pacific Economic Cooperation

APEC Privacy Framework

Guiding Principles



APEC CBPR
System

APEC PRP
System



ELEMENTS

Self-Assessment
Compliance Review

Recognition/Acceptance

Dispute Resolution
& Enforcement

Global CBPR Forum

Global CBPR Framework

Global CBPR
Privacy Principles



Global CBPR
System

Global PRP
System



Current regional digital policy fora

- Digital Economy Framework Agreement (DEFA)
 - ASEAN Digital Master Plan 2030
-

Strengthening our bargaining power:

1. The ASEAN Consumer Associations Network (ACAN)
2. Digital Rights Asia-Pacific (DRAPAC) & Rightscon
3. Engaging directly with tech companies & policy makers

Paths to a safer and more inclusive digital economy in the Asia-Pacific

Engaging with standards bodies



Engaging with Standards Bodies

ISO's committee on consumer policy (COPOLCO)

Stakeholder representation is a pillar of ISO strategy, and COPOLCO has been the means to achieve this vision for consumer stakeholders since 1979.

Vulnerable populations



Road safety



Sharing economy



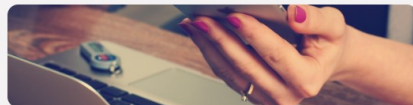
Ethical claims



Societal issues



Digital economy



ISO is working on ensuring consumers' trust in **online customer reviews**, and consumer protection in the digital economy including essential '**data privacy by design**'.

Product safety



ISO produces international guidelines that cover all aspects of product safety, including **product recall procedures**, **food safety**, **child-related products**, **cross-border trade** and consumer **product safety** guidance for suppliers.

Customer satisfaction



The right to informed choice and to redress where expectations are not met is fundamental to effective customer relations, and is a basic right, as outlined in the **UN Guidelines for Consumer Protection**.

ISO has a range of standards that address every aspect of **customer satisfaction**, from codes of conduct to handling complaints and disputes.

Global Leader in Consumer-Centered Standardization

ISO Consumer Policy Committee

- **Global voice of consumers** in ISO (133 members)
- Advises ISO Council & **initiates consumer protection standards**
- Shapes standards on **safety, fairness, inclusion, sustainability**
- Tackles issues from **product recalls** to **digital consumer rights**
- Sets the **global agenda** for consumer protection in standards

The Power of ISO Standards

- **Save lives:** safe cooking, food safety, emergency signs
- **Stop double standards:** harmonized warranties & guarantees
- **Enable global recalls:** accountability across jurisdictions
- **Align rules:** only global tool for regulators
- **WTO-backed:** trusted for safety & fair trade
- **Why it matters:** consumers cross borders, laws don't



Roadmap towards a digital consumer dialogue in the Asia-Pacific







