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|  | **PRESS RELEASE** |

**CTIA: 10 cases of discrimination detected in 2020**

*(Final report for 2020)*

***(Prague, March 12, 2021)* During the last year, the Czech Trade Inspection Authority inspected whether there were any forms of discrimination against consumers on the part of traders. A total of 658 inspections were carried out and there were suspicions of consumer discrimination in 10 cases.**

The Czech Trade Inspection Authority carried out a consumer protection inspection from 2 January to 31 December 2020. In particular, these inspections aimed at compliance with Section 6 of the Consumer Protection Act No. 634/1992 Coll., which prohibits the seller from discriminating consumers when selling products or providing services, i.e. it prohibits such conduct where one person is treated less favourably than another person is treated or was treated or would be treated by another person in a comparable situation, in particular because of race, ethnic origin, nationality, gender, sexual orientation, age, disability, faith, religion and world opinion.

The CTIA carried out a total of 658 inspections and identified suspicions of any form of discrimination in 10 cases. In 7 cases, suspected discriminatory behaviour has already been proven.

In addition to the inspections aimed at consumer discrimination, the CTIA also inspected the compliance with other legislation. It saw violations in a total of 254 cases.

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| **Inspectorate** | **Number of inspections** | **Inspections** | | **Zjištění v %** | |
| **Total** | **Section 6** | **Total** | **Section 6** |
| Středočeský and Prague | 16 | 11 | 5 | 68.8% | 31.3% |
| Jihočeský and Vysočina | 37 | 7 | 1 | 18.9% | 2.7% |
| Plzeňský and Karlovarský | 38 | 12 | 0 | 31.6% | 0.0% |
| Ústecký and Liberecký | 14 | 3 | 1 | 21.4% | 7.1% |
| Královéhradecký and Pardubický | 46 | 8 | 1 | 17.4% | 2.2% |
| Jihomoravský and Zlínský | 27 | 9 | 1 | 33.3% | 3.7% |
| Olomoucký and Moravskoslezský | 480 | 204 | 1 | 42.1% | 0.2% |
| **Total** | **658** | **254** | **10** | **38.6%** | **1.5%** |

**Detected flaws**

The suspected violation of Section 6 of Act No. 634/1992 Coll., which prohibits the seller from discriminating consumers when selling products or providing services, arose in the total of 10 cases. In 7 cases, this suspicion of discriminatory behaviour has already been proven.

There were for example the following cases of discrimination:

* In one case, different water rate pricing was found for residents with a permanent residence (CZK 25/m3) and for other residents with non-permanent residence ( CZK 50/m3), without objective and reasonable reasons pursuing a legitimate goal. Doing so, the accused municipality committed discriminatory conduct against residents without permanent residence in the territory of the municipality;
* In one case, the inspected person discriminated a consumer by placing persons of Russian nationality (Russian speaking) at a disadvantage compared to Czech speakers. Before an order was made, the trader provided Czech-speaking persons (CTIA inspectors, as consumers) a daily lunch menu, a drinks menu and a multilingual menu, while the Russian-speaking persons (CTIA inspectors, as consumers) weren’t offered the daily lunch menu, citing the fact that this daily menu is only available in Czech, and did not familiarize these consumers with the daily menu in any other appropriate way, thus not allowing Russian-speaking consumers to use the services provided on an equal scale to Czech-speaking consumers;
* In one case, a consumer was refused entry to a shop because of having a baby stroller (pictogram, depicting this prohibition, was also placed on the entrance door to the store), without any legitimate reason for the seller to do so.

The following breaches of other provisions of the Act No. 634/1992 Coll. on Consumer Protection were detected:

* in 81 cases, traders didn‘t inform consumers about the prices of the products or services offered in accordance with pricing regulations (§ 12);
* in 67 cases, the principles of fairness of sale were not fulfilled (§ 3);
* in 50 cases, proof of purchase of \*products wasn‘t issued, even though the consumer requested it or the document was without the required data (§ 16);
* in 27 cases, sellers failed to properly inform consumers about the characteristics of the products sold or the nature of the services provided (§ 9 par. 1);
* in 23 cases, sellers didn‘t inform consumers in a clear, comprehensible and easily accessible way about the entity of out-of-court settlement of consumer disputes (Section 14 par. 1.).

Violations of other provisions of the Consumer Protection Act and other legislation were identified to a lesser extent.

**Imposed measures**

In connection with discriminatory conduct, the Czech Trade Inspection Authority finally imposed 15 fines in the total amount of CZK 702,000 in 2020. Of these, 13 related to inspections carried out in 2019, already, and 2 to inspections carried out in 2020.

A total of 198 fines in the amount of CZK 1,330,000 were imposed in total (including fines for discriminatory conduct) based on the infringements detected. Furthermore, for breaches of the obligations laid down by law, the CTIA imposed a ban on the sale of 637 pieces of products with a total value of CZK 68,650.40 and a ban on the use of 31 items of uncertified measuring instruments that did not comply with generally binding legal regulations, technical standards, other technical regulations, or the approved type.