

# DOCUMENTS OF SPECIALIZED BODIES OF THE CENTRAL PUBLIC ADMINISTRATION

THE NATIONAL AUTHORITY FOR CONSUMER PROTECTION

## ORDER

### regarding the information provided to consumers by economic operators operating online

In accordance with the provisions of:

- art. 9, 18, and 26 from Government Ordinance No. 21/1992 on consumer protection, republished, with subsequent amendments and additions;
- art. 5, par. (5) from the Government Decision No. 700/2012 on the organization and functioning of the National Authority for Consumer Protection, with subsequent amendments and additions;
- Report No. 4.433 of 25.04.2023, drafted by the Directorate-General for Market Control and Surveillance and European Harmonization,

**the President of the National Consumer Protection Authority** issues the following order:

Art. 1. — Economic operators involved in online sales or the delivery of online services are required to inform consumers about the legal basis of their operations by displaying all the information on which their operations are based: the name of the legal entity; tax identification number; the corresponding number in the register of legal entities, indicating the scope of business; the address of the registered office and/or place of business where the activity is actually carried out; the series and number of all authorizations, permits, attestations, certificates, and licenses required to conduct the business, as well as their issuing authority.

Art. 2. — Economic operators that manage or are active on sales pages, online order processing platforms, and/or advertising for products and/or services, tourism services, the sale of travel packages or airline tickets, including e-commerce, are required to display the following information: the name of the legal entity; tax identification number; the corresponding number in the register of legal entities, indicating the scope of business; the address of the registered office and/or place of business where the activity is actually carried out; the series and number of all authorizations, approvals, attestations, certificates, and licenses required to conduct the business, as well as their issuing authority.

Art. 3. — (1) The documents referred to in Articles 1 and 2 shall be displayed in the consumer's visual field when first coming into contact with the economic operator's presentation, before placing an order, so that the information is easily identifiable.

(2) The documents must not be covered by other written or photographic materials or by materials that appear as a result of a search.

Art. 4. — Economic operators who refuse to display information regarding the lawful nature of their activities will be removed from the sales page at the request of the authority.

Art. 5. — This order shall enter into force 45 days after the date of its publication in the Official Gazette of Romania, Part I.



This order was adopted according to the notification procedure under Directive (EU) 2015/1535 of the European Parliament and of the Council of September 9, 2015, on the information procedure in the field of technical regulations and rules on information society services, transposed into Romanian law through Government Decision No. 1.016/2004 on measures for the organization and implementation of the exchange of information in the field of standards and technical regulations, as well as rules regarding information society services between Romania and the Member States of the European Union, as well as the European Commission, with subsequent amendments and additions.

The President of the National Consumer Protection Authority,  
**Horia-Miron Constantinescu**

No. 225.