






Responsibilities and commitment to responsibility in the sharing economy

	 PLATFORM COMPANY	 PROVIDER	 USER
Process: What are the tasks of each party involved in the sharing economy?	Advertising and reservation system, contract system, payment system and payments traffic, marketing channel, customer service and complaint management, communication platform, feedback system, data communication	Service/product/work contribution, information on and communication about a service/product, quality, rating the user, adherence to contracts and agreements, communication with the user	Reserving, paying for, and using a service/product, rating the provider's performance, communication with the provider
Key statutes: What are the key statutes governing the operations?	Consumer Protection Act, provisions on marketing and distance sales, quality of digital services, Payment Services Act, Information Society Code, (Act on Taxation Procedure, disclosure obligation)	Land Use and Building Act, Act on Residential Leases, Act on Accommodation and Food Service Activities Consumer Protection Act/Sale of Goods Act, Decree on Fire Safety of Buildings, Housing Companies Act, Act on Income Tax, Consumer Safety Act, The Act on Travel Service Combinations	Sale of Goods Act, general principles of contract law, Act on Residential Leases, Payment Services Act, Information Society Code
Best practices: What are the elements constituting responsibility of the different parties involved?	Fair and open terms and conditions of use, mediation and dispute resolution strategies, taking the local operational environment into consideration in practices and instructions, cooperation with tax administration and other relevant administrations	Risk management and preparation for risks, taking care of insurances, communication with the housing company, adhering to the code of conduct and the freedom to roam (also referred to as "everyman's rights), taking other users of public infrastructures into consideration, taking the local operational environment into consideration	Becoming thoroughly familiar with the information provided on a product/service, evaluating the provider's commitment to the responsibility associated with the service/product, being prepared to local circumstances, taking care of insurances, digital skills

