Question for written answer E-000706/2025
to the Commission
Rule 144
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Subject: Online consumer scams

European consumers are regularly exposed to online scams. Travel website Booking.com has reported an alarming rise in scams related to its platform, which have increased by up to 900 %. Recent cases have shown how sophisticated these scams have become, with fraudsters gaining access to hotel accounts and sending legitimate-looking emails to trick customers into handing over their bank details.

Can the Commission provide clarity on:

1. Whether current EU consumer protection laws are being properly implemented online in light of the dramatic rise in fraud?

2. Whether the Commission feels that the security measures of Booking.com are sufficient to prevent unauthorised access to customer data, particularly under the GDPR[1]?

3. What action the Commission can take to provide better protection of consumer rights online?

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[1] Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016 on the protection of natural persons with regard to the processing of personal data and on the free movement of such data, and repealing Directive 95/46/EC (General Data Protection Regulation), OJ L 119 04.05.2016, p. 1, ELI: http://data.europa.eu/eli/reg/2016/679/oj.