

Consultation for the GSR-24 Best Practice Guidelines

- What are the challenges and opportunities faced by policy makers and regulators in embracing transformative technologies for greater impact?
- What are the key regulatory measures and guiding principles to follow to foster positive and inclusive impact of transformative technologies?
- How to drive positive behaviours of market players? How to minimize risks while maximizing benefits?

Contribution of BTK/Türkiye

From artificial intelligence tackling climate change to blockchain improving government transparency, the opportunities of transformative technologies for positive impact are vast for policymakers and regulators. These technologies have immense potential to improve public services, drive economic growth, and address global problems. However, this potential comes with significant challenges.

The rapid pace of technological change can outpace existing regulations, making it difficult for policymakers to create effective frameworks. Striking a balance between encouraging innovation and mitigating risks, such as data breaches or unintended consequences of new technologies, requires careful consideration. In addition, the specialized skills required by these advances may necessitate investment in education and training programs to ensure a workforce equipped to handle them.

Despite these challenges, policymakers and regulators play a critical role in shaping the future of transformative technologies. By proactively addressing security concerns, fostering international cooperation, and investing in workforce development, they can ensure that these technologies are used for the greater good. Ultimately, the success of transformative technologies depends on the ability of policymakers and regulators to navigate this complex landscape and unlock their potential for positive societal change.

Technological transformation should be led by transparency principle based on consumers' informed consent and opt-in mechanism. Consumers who do not consent should be provided with options including preserving the status quo and convenience for switching without

barriers. In Türkiye, while adopting transformative technologies, it is aimed that no consumer is harmed in the process. In this regard, “transparency” and “provision of information regarding all aspects that influence consumers’ decisions” are obligatory principles applicable for all cases in electronic communications sector. Within the framework of “Article 49: Ensuring transparency and informing” of the Electronic Communications Law No. 5809 and “Article 6: Transparency and informing” of the By-Law on the Consumer Rights in the Electronic Communication Sector, it is stipulated that consumers shall be informed on all relevant aspects of the transactions and services irrespective of request and such kind of information should be readily available.