



ANEC FACTSHEET CYBER RESILIENCE ACT (CRA)

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WHAT IS THE CRA?

The CRA aims to establish the European Union as a leader in cybersecurity, by providing common rules for digital products and associated services that are placed on the Single Market.

WHY DO CONSUMERS NEED CYBERPROTECTION?

- Consumer organisations' tests show that the majority of digital products and services are still insecure, at risk of hacking, remote controlling and tracking by malicious actors.
- Voluntary cybersecurity approaches have not worked, the situation has not self-corrected over the last decade, yet the prevalence of connected products and services continues to rapidly increase, along with the risks.
- The CRA needs to complement and close gaps in existing EU legislation (RED, DSA, NIS, GPSR, Machinery Directive, Medical Devices Regulation).

- The CRA can be a key part of the European strategic, policy and legislative framework in cybersecurity.

WHAT DOES ANEC WANT TO SEE?

- Mandatory horizontal cybersecurity requirements for hardware, software, services and ancillary services, wired and wireless, embedded and non-embedded digital products with security by default and by design, to protect all European consumers.
- Cyber security must be accessible for all, it must not depend on the consumer's age, financial or technical (dis)ability to understand, (mis)use or consent. Take into account reasonably foreseeable conditions, and that consumers are not trained.
- A generic technology-neutral security objectives approach to risk assessment, considering the functionality, the societal importance, the real use and the safety risk associated with a product.

- A reduction and elimination of harms to consumers with effective standards in support of the Cyber Resilience Act, with distinction made between technical and organisational requirements.
- An increase in EU consumer consultation by EU policy makers, greater support for consumer representation and input in the standardization process, to tilt the balance of power and influence in favour of the welfare of European citizens.
- Sweeps and strong market surveillance to be carried out to remove insecure/weak digital products and services from the Single Market.

WHAT IS KEY BENEFIT TO EUROPEAN CONSUMERS?

- **Safety and Security:** Consumers expect digital products and services to be fit for purpose, created safe and secure products by design and by default. The manufacturer and developer must be responsible, the financial and intellectual burden of cybersecurity should not fall on the consumer.
- **Updates:** Security updates must cover the whole life cycle of the product. Vendors/manufacturers should have a duty of care and be required to take corrective actions (such as patching, recalling or withdrawing a product) when a product is found to be unsecure.

- **Flexibility:** Consumers should have flexibility to upgrade or downgrade their operating system at any time and a minimum provision of software support.
- **Wide scope:** The greater number of cybersecure hardware, software, services and ancillary services, wired and wireless, embedded and non-embedded digital products covered by the legislation, the more comprehensive the protection will be for consumers, companies and governments.

ANEC welcomes the CRA proposal to increase consumer cyber protection and calls for robust wide-ranging legislation, Harmonised Standards, market surveillance and strict enforcement.



ANEC is the European consumer voice in standardisation, defending consumer interests in the processes of technical standardisation and conformity assessment, as well as related legislation and public policies.

ANEC was established in 1995 as an international non-profit association under Belgian law and is open to the representation of national consumer organisations in 34 countries.

ANEC is funded by the European Union and EFTA, with national consumer organisations contributing in kind. Its Secretariat is based in Brussels.

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