

Conference: Online fraud affecting the global tourism industry

9th November, Escola do Turismo de Portugal // Faro

Participating Organisations

AHETA – Algarve Hoteliers Association

CNCS - Portuguese National Cybersecurity Center

UNC3T - National Unit to Combat Cybercrime and Technology Crime of Judicial Police

GNR - National Republican Guard, Faro

PSP - Public Security Police, Faro

SEF – Immigration and Borders Service

ASAE - Economic and Food Safety Authority

Portuguese Local Lodging Association

DGC - General-Direction of Consumer – European Consumer Centre of Portugal

PROFIT - Prevention of Fraud in Travel

SCP – Association Safe Communities Portugal

Presenters

Elidérico Viegas, President

Gonçalo Sousa, Navy Commander

Inspector Alvaro Tome, UNC3T

Tenente Coronel Luís Sequeira, Head of the Information and Criminal Investigation Section

João Manuel Braz da Palma, Commissioner

Inspector Sonia de Jesus, Risk Analysis Unit, Algarve

Hugo Tavares, Chief Inspector of Intelligence and Criminal Investigation National Unit

Eduardo Miranda, President

Lurdes Cunha, Lawyer

Barry Gooch, Chairman of Prevention of Fraud in Travel

Jim Litchko, Board Member, Cyber Security analyst

Subjects

- The cybersecurity environment – overview of the threats posed globally and in Portugal
- Online fraud - The hotels and tourist entrepreneurs point of view
- Different types of fraud affecting the tourist industry and travellers; how it is undertaken and prevented
- The protection of the consumer in the accommodation for tourism through the Internet
- How to report and how the police investigates online fraud
- Local competition in local accommodation
- Improving standards in the construction, design and management of websites and social media in the advertising of holiday accommodation and related services, to make them more resilient to fraud
- Gaining a greater oversight into the problems resulting from such fraud including the experiences of the local operators
- International perspective of different types of fraud affecting travellers including letting and gastric illness fraud