

# Course : Master the legal aspects of e-commerce

**Secure your site and your online sales**

**Practical course - 2d - 14h00 - Ref. EJU**

**Price : 1360 € E.T.**

This course will introduce you to the legal environment of Internet sales. It will show you how to bring your site and your terms and conditions of sale into line with the law, so as to avoid any legal risks.

## Teaching objectives

At the end of the training, the participant will be able to:

- ✓ Master the regulations governing online sales
- ✓ Execute an online sales contract and manage the after-sales service
- ✓ Apply regulations on the protection of personal data
- ✓ Secure online transactions and payments

## Intended audience

Lawyers, webmasters, e-business development managers, IT managers, online retailers.

## Prerequisites

No special knowledge required.

## Practical details

### Hands-on work

Knowledge transfer, group discussions, case studies.

## Course schedule

### 1 Master the rules of contract formation with Internet users

- General conditions of contract validity.
- The online seller's obligation to provide information.
- General terms and conditions of sale on the website.

### Hands-on work

Practical application of an online sales contract.

## PARTICIPANTS

Lawyers, webmasters, e-business development managers, IT managers, online retailers.

## PREREQUISITES

No special knowledge required.

## TRAINER QUALIFICATIONS

The experts leading the training are specialists in the covered subjects. They have been approved by our instructional teams for both their professional knowledge and their teaching ability, for each course they teach. They have at least five to ten years of experience in their field and hold (or have held) decision-making positions in companies.

## ASSESSMENT TERMS

The trainer evaluates each participant's academic progress throughout the training using multiple choice, scenarios, hands-on work and more.

Participants also complete a placement test before and after the course to measure the skills they've developed.

## 2 Enforcing an online sales contract

- Acceptance of the sales offer and conclusion of the sales contract on the Internet.
- Buyer's and seller's obligations.
- Liability in e-commerce.
- Foreign sales: the question of applicable law.
- Managing the right of withdrawal.

### Hands-on work

Case study of an e-seller's failure to meet its obligations.

## 3 Applying personal data protection rules

- The legal framework: the European RGPD regulation.
- Obligations of ficheurs.
- The rights of people on file.
- The role of the CNIL (Commission Nationale de l'Informatique et des Libertés) correspondent, the DPO.
- Retention of Internet connection data.
- The legal status of phishing, Internet spyware and cookies.

### Hands-on work

Reflection on the theme of personal data protection and the concrete problems that arise in this area.

## 4 Efficiently secure online transactions and payments

- The notion of providing payment services.
- Identity theft on the Internet.
- The revocability of credit card payment orders.
- Responsibility for transaction security.
- Payment protection (cryptology).

### Hands-on work

An example of effective online payment security.

## 5 Managing after-sales

- Legal warranty and commercial warranty.
- Fraud risk management.

### Hands-on work

Case study on after-sales management in the event of a defective product.

### TEACHING AIDS AND TECHNICAL RESOURCES

- The main teaching aids and instructional methods used in the training are audiovisual aids, documentation and course material, hands-on application exercises and corrected exercises for practical training courses, case studies and coverage of real cases for training seminars.
- At the end of each course or seminar, ORSYS provides participants with a course evaluation questionnaire that is analysed by our instructional teams.
- A check-in sheet for each half-day of attendance is provided at the end of the training, along with a course completion certificate if the trainee attended the entire session.

### TERMS AND DEADLINES

Registration must be completed 24 hours before the start of the training.

### ACCESSIBILITY FOR PEOPLE WITH DISABILITIES

Do you need special accessibility accommodations? Contact Mrs. Fosse, Disability Manager, at [psh-accueil@orsys.fr](mailto:psh-accueil@orsys.fr) to review your request and its feasibility.

## Dates and locations

### REMOTE CLASS

2026 : 2 Apr., 11 June, 24 Sep., 23 Nov.

### PARIS LA DÉFENSE

2026 : 2 Apr., 11 June, 24 Sep., 23 Nov.