

# U.S. Consumer Product Safety Commission



## **Publicly Available Consumer Product Safety Information Database**

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This presentation has not been reviewed  
or approved by the Commission and  
may not reflect its views.



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# Background



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- Since beginning operations in 1973, the CPSC has collected large amounts of consumer product safety data, including information about injuries, illnesses, and deaths related to the use of consumer products.
- The CPSC has compiled incident reports from three major sources:
  1. National Electronic Injury Surveillance System (NEISS);
  2. Death Certificates purchased from state governments; and
  3. Injury or Potential Injury Incident (IPII) database that includes:
    - Complaints filed through the CPSC's website, telephone hotline, or via email;
    - Reports from medical examiners and coroners;
    - News clips;
    - Reports submitted by public safety entities;
    - Reports submitted by other government agencies; and
    - Manufacturer/retailer reports.



## Background

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Until now, the product safety data collected by the CPSC have not been routinely available and searchable by the public in a timely manner.



# Background

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The Consumer Product Safety Improvement Act of 2008 required the CPSC to establish a new product safety database that:

- Allows consumers to directly submit “reports of harm;”
- Enables manufacturers, importers, and private labelers to respond to reports of harm involving their products, and have their comments posted in the database;
- Is publicly available and searchable; and
- Is accessible through the CPSC’s Web site.



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# **New Publicly Available Database**



## New Publicly Available Database

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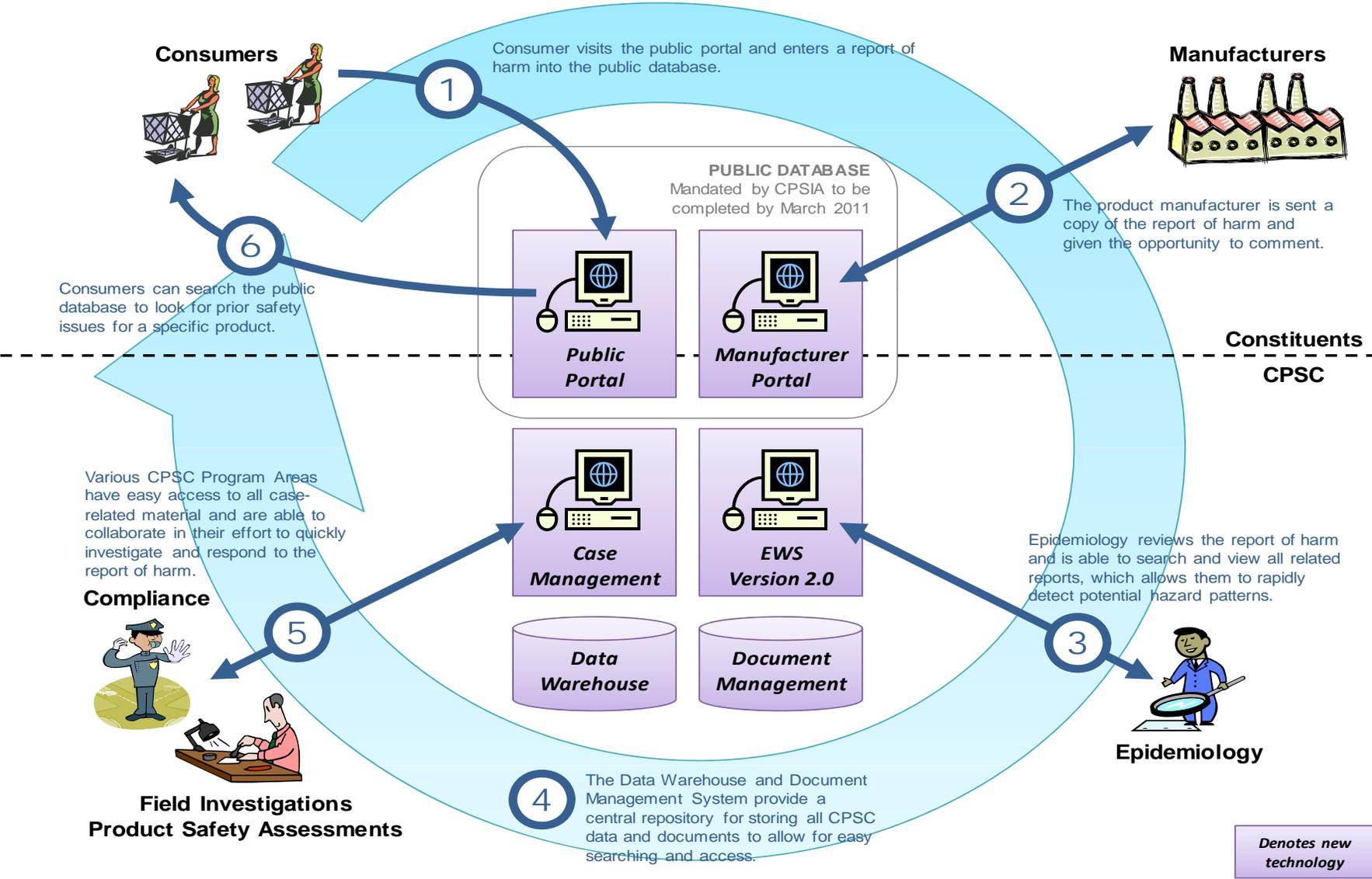
**[www.SaferProducts.gov](http://www.SaferProducts.gov)**

**March 11, 2011**  
(went "live")



# New Publicly Available Database

## New Technology and Public Database Protect Consumers





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# Reports of Harm



# Reports of Harm

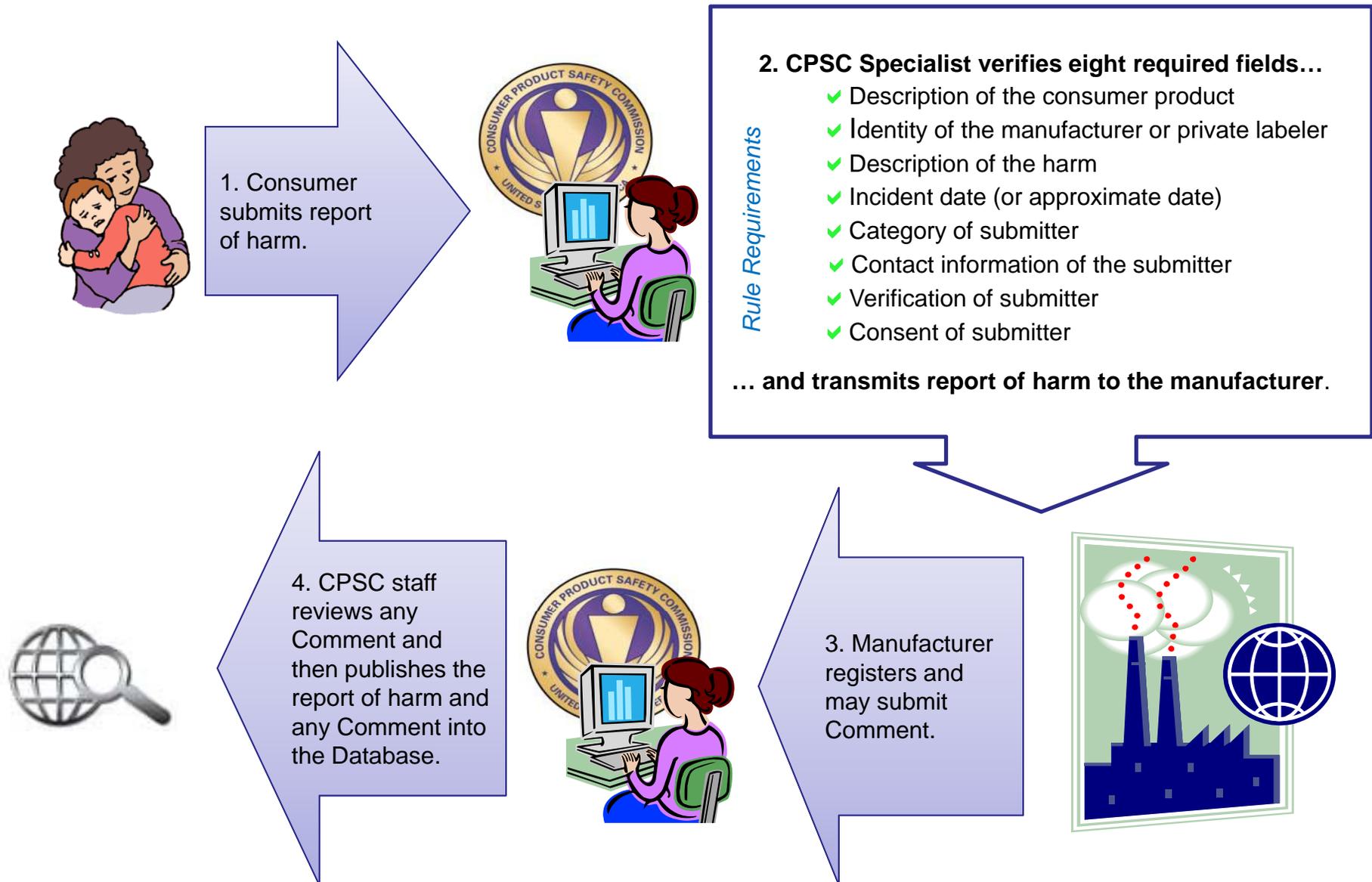
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- Consumer goes to [www.SaferProducts.gov](http://www.SaferProducts.gov) and files a “Report of Harm.”
- Where practicable, within 5 business days after receiving a report of harm (that provides all required information), the CPSC must transmit it to the identified manufacturer or private labeler.
- CPSC must publish a report of harm on SaferProducts.gov within 10 business days of transmitting it to the identified manufacturer or private labeler.
- A manufacturer or private labeler may submit one or more comments about a report of harm to publish on SaferProducts.gov at any time before or after a report of harm is published.
- A manufacturer or private labeler may also submit a claim that a report of harm contains confidential and/or materially inaccurate information. (More info about this in subsequent slides.)



# Reports of Harm

## Report of Harm Publication Process in the Database.





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# **Business Input at SaferProducts.gov**



## Business Input at SaferProducts.gov

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- Manufacturers, importers, and private labelers should use the Business Portal to register an account at SaferProducts.gov and identify their Primary Contact within the company who will administer their account.
- Registered business users can respond to reports of harm.
- A manufacturer, importer, or private labeler may designate additional user(s) to receive and comment on reports of harm.



# Business Input at SaferProducts.gov

Manufacturers and Private Labelers	
<p><b>Commenting on reports of harm and correcting inaccurate and/or confidential information submitted by consumers to the CPSC database</b></p>	<p>Once a manufacturer or private labeler receives a report of harm from the CPSC, the company may take a number of actions:</p> <ol style="list-style-type: none"><li>1. Register with the database and make a comment for publication; or</li><li>2. Claim the report of harm contains <u>confidential business information</u>, triggering CPSC review of the claim; or</li><li>3. Claim the report of harm contains <u>materially inaccurate information</u> (e.g., that it is not the manufacturer or private labeler of the product), triggering CPSC review of the claim.</li></ol>



# Business Input at SaferProducts.gov

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## Claims of Confidential Information

If manufacturer's claim is made to CPSC within 10 business days following CPSC transmission of report of harm to the manufacturer, the CPSC will either:

- Make a determination on the claim before posting the report of harm on the 10<sup>th</sup> business day; or
- Redact the information claimed to be confidential and post the redacted report in the database, until a determination is made.



## Business Input at SaferProducts.gov

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### Claims of Materially Inaccurate Information

If manufacturer's claim is made to CPSC within 10 business days following CPSC transmission of report of harm to the manufacturer, the CPSC will:

- Determine the information is materially inaccurate and resolve the inaccuracy, prior to posting the report in the database; or
- Determine the information is not materially inaccurate, and post the report in the database; or
- If a determination cannot be made before the 10<sup>th</sup> business day, post the report in the database and continue investigation of the manufacturer's claim.



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# Database Benefits



## For Consumers

- Faster and more transparent access to the CPSC's product safety information
- More informed decisions about product purchases
- User-friendly, immediate means to submit an Internet-based report of harm, and subsequently view the manufacturer's response, if any.

## For Manufacturers, Importers, and Private Labelers

- Rapid, systematized feedback from consumers about potential safety problems.



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# Questions?

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