

**Practical Guide:**

How to use international instruments related to the right to food at the national and subnational levels - the case of Brazil

# THE HUMAN RIGHT TO ADEQUATE FOOD AND CONSUMER PROTECTION POLICIES

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PRACTICAL GUIDE: HOW TO USE INTERNATIONAL INSTRUMENTS RELATED TO THE RIGHT  
TO FOOD AT THE NATIONAL AND SUBNATIONAL LEVELS - THE CASE OF BRAZIL

# The Human Right to Adequate Food and Consumer Protection Policies



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### **CONSEA PRESIDENCY**

Elisabetta Recine  
President of CONSEA

### **SECRETARIA-EXECUTIVA DO CONSEA**

Marília Mendonça Leão  
Executive Secretary

Elaine Martins Pasquim  
General Coordinator

### **PREPARED BY**

Cilídia Barbosa de Souza  
Elaine Martins Pasquim

### **WITH CONTRIBUTIONS FROM (CONSEA MEMBERS AND COLLABORATORS)**

Alfredo da Costa Pereira Júnior  
Ana Maria Thomas Maya Martins  
Marília Gabrielly Peixoto Souza  
Glenn Massakazu Makuta  
Inês Rugani Ribeiro de Castro  
Lívio Sérgio Dias Claudino

### **COORDINATION OF THE CONCEPTION PROCESS AND TRANSLATION INTO ENGLISH**

Elisabetta Recine  
President of CONSEA

Martin Wolpold-Bosien  
Senior Policy Adviser, German Institute for Human  
Rights (2023–2025)

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 [contato@apd-brasil.de](mailto:contato@apd-brasil.de)  [www.apdbrasil.de](http://www.apdbrasil.de)  [APD Brasil Alemanha](#)  [APD Brasil Alemanha](#)

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**Coordination of Editorial Design**

Agricultural Policy Dialogue Brazil-Germany: Gleice Mere, Alexander Borges Rose and Carlos Alberto dos Santos

English translation: Katie Whiddon - ktwhiddon@gmail.com

Editorial Design: Scriptorium Design Editorial - Kenia de Aguiar Ribeiro and Beatriz Gomes

Cover Illustration: Beatriz Gomes

 [seconsea@presidencia.gov.br](mailto:seconsea@presidencia.gov.br)

 [www.gov.br/secretariageral/pt-br/consea](http://www.gov.br/secretariageral/pt-br/consea)



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## INTRODUCTION

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### **BRAZIL AND THE HUMAN RIGHT TO ADEQUATE FOOD**

At the heart of today's debates on equity, justice, sovereignty and democracy lies the human right to adequate food (right to food). It is not only about ensuring access to food and meals; it also means recognising that land and territory, water, health, food culture and food supply are inseparable parts of a fundamental right – one that underpins citizenship and must be guaranteed through public policies.

Brazil enshrined the right to food in the Constitution in 2010 and has since developed pioneering public policies for food and nutrition security. This is a collective achievement, resulting from decades of social mobilisation, academic work, institution-building and international commitments undertaken by the Brazilian State. This accumulated experience is expressed in a set of legal instruments, treaties, resolutions and pacts that have recognised the right to food as a legal, political and ethical guideline.

Today, this framework is not only a reference for Brazil: it has become a concrete example, able to inspire governments, institutions and civil society. In a global context of geopolitical instability, environmental crises and deep inequalities, the realisation of the right to food cannot be treated as a mere administrative choice. It is a constitutional duty and a moral imperative. Hunger, deforestation, water insecurity and an exclusionary, health-damaging agri-food model are all symptoms of the same system, which continues to violate rights and destroy lives.

Brazil has a responsibility to maintain and deepen its normative frameworks. This means advancing public policies, strengthening participatory democracy, protecting traditional peoples and communities, ensuring agroecology as a viable horizon, and confronting interests that seek to reduce food to a commodity and to superficial solutions.

The existing set of international normative instruments related to the right to food has been fundamental in guiding Brazilian public policies on how to use human rights-based approaches at national and subnational levels. This guide provides an overview of how public policies of major relevance to the realisation of the right to food in Brazil connect with international instruments adopted by the United Nations and by regional bodies as part of an advanced normative framework on the right to food; how these instruments can be used for effective policies to combat hunger and malnutrition, to guarantee healthy food; and how they relate to key areas such as social participation, accountability, corporate power and finance.

Bringing together the core instruments that underpin the right to food internationally and nationally, linking them to public policies in practice, and identifying challenges is not a bureaucratic exercise. It is a political act. It is a way of insisting that rights cannot be suppressed, diluted or negotiated away. It affirms our place in a history that moves forward when the State plays its role and when civil society participates, holds authorities to account, proposes solutions and drives change.

The human right to adequate food is more than a constitutional provision: it expresses a social pact. A pact that allows no setbacks, and that demands vigilance, commitment and courage to meet the present while keeping our eyes on the future.

**CONSEA Brazil**

## THE HUMAN RIGHT TO ADEQUATE FOOD AND CONSUMER PROTECTION POLICIES

### INTERNATIONAL INSTRUMENTS

**Universal Declaration of Human Rights (1948)**<sup>1</sup> – Article 25 recognises that every person has the right to an adequate standard of living that ensures health and well-being, including sufficient food, clothing, housing, medical care and necessary social services. This provision establishes the legal and ethical basis for the protection of food and nutrition security, emphasising that access to essential resources is not a privilege but a fundamental human right, and that it is the responsibility of States to foster conditions that guarantee the well-being of all citizens.

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<sup>1</sup> Universal Declaration of Human Rights, 1948. See: <https://www.un.org/en/about-us/universal-declaration-of-human-rights>

**United Nations (UN) Food and Agriculture Organization (FAO) Voluntary Guidelines to Support the Progressive Realization of the Right to Adequate Food in the Context of National Food Security (2004)**<sup>2</sup> – These Guidelines reinforce the importance of food and nutrition security, highlighting that States must adopt public policies that ensure consumers have regular, permanent and dignified access to safe, nutritious and culturally appropriate food. Such policies include the regulation of supply chains, food and nutrition education programmes, and measures to prevent deceptive commercial practices.

**UN Guidelines for Consumer Protection (UNGCP) (1985, revised in 2015)**<sup>3</sup> – Adopted by the UN General Assembly, these Guidelines constitute a set of guiding principles for States in formulating and strengthening policies and legislation aimed at consumer protection. Their central objective is to ensure that consumer education and information programmes address essential aspects of health, nutrition and the prevention of foodborne diseases, recognising the importance of informed choices for safeguarding life and well-being.

With the evolution of trade and the increasing digitalisation of global transactions, the 1999 and 2015 revisions updated the Guidelines to respond to the new demands of digital commerce, including protection against unfair commercial practices, fraud and risks associated with acquiring products and services through electronic means. The UNGCP thus promote a comprehensive approach to consumer protection, integrating education, information, food safety and the regulation of both traditional and digital markets.

**International Covenant on Economic, Social and Cultural Rights (ICESCR) (1966)**<sup>4</sup> – Article 11 provides the basis for public policies that link the right to food with the consumer's right to access safe and healthy food within a market that respects the principles of ethics, dignity and social justice.

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2 Voluntary Guidelines to Support the Progressive Realization of the Right to Adequate Food in the Context of National Food Security, 2004. See: <https://openknowledge.fao.org/items/8316667b-59fa-40a1-98ea-1344daa68247>

3 UN Guidelines for Consumer Protection, 1985/2015. See: <https://unctad.org/topic/competition-and-consumer-protection/un-guidelines-for-consumer-protection>

4 International Covenant on Economic, Social and Cultural Rights, 1966. See: <https://www.ohchr.org/en/instruments-mechanisms/instruments/international-covenant-economic-social-and-cultural-rights>

**2030 Agenda - Sustainable Development Goals (SDGs)**<sup>5</sup> – The SDGs—particularly Goals 2 and 12, which address responsible consumption and production—guide international food-consumption policies to ensure sustainable food systems, with production and distribution that respect the environment and consumers' rights.

**Codex Alimentarius (1963)**<sup>6</sup> – The Codex Alimentarius is a reference framework for national legislation and for resolving disputes in international food trade within the World Trade Organization (WTO). By establishing standards, norms, guidelines and codes of practice in various areas—such as food additives, pesticide residues and veterinary drug residues—the Codex promotes food and nutrition safety, ensuring that food is produced, processed and marketed in ways that protect consumer health. It also contributes to facilitating international trade by harmonising national regulations, eliminating technical barriers and promoting equivalence between countries' control systems. These standards likewise serve as a reference for the WTO in settling trade disputes related to food, and they guide the drafting and updating of national legislation in member countries.

**Codex Guidelines on Nutrition Labelling (CXG 2-1985)**<sup>7</sup> – These Guidelines establish international standards to ensure that food labels provide consumers with clear, accurate and understandable nutritional information. They aim to promote more informed food choices by encouraging the disclosure of energy value and key nutrients, as well as fostering the adoption of sound nutritional principles in product formulation. They also serve as the basis for developing nutrition and health claims, harmonising regulatory practices among countries and strengthening consumer protection and transparency in international food trade.

**Codex Guidelines for the Use of Nutrition and Health Claims (CXG 23-1997)**<sup>8</sup> – These Guidelines set out international principles for the use of nutrition and health information on food labels. Their objective is to ensure that such information is clear, truthful and not mis-

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5 2030 Agenda - Sustainable Development Goals (SDGs). See: <https://sdgs.un.org/goals>

6 Codex Alimentarius. See: <https://www.fao.org/fao-who-codexalimentarius/en/>

7 Codex Guidelines CXG 2-1985. See: [https://www.fao.org/fao-who-codexalimentarius/sh-proxy/en/?lnk=1&url=https%253A%252F%252Fworkspace.fao.org%252Fsites%252Fcodex%252Fstandards%252FCXG%2B2-1985%252FCXG\\_002e.pdf](https://www.fao.org/fao-who-codexalimentarius/sh-proxy/en/?lnk=1&url=https%253A%252F%252Fworkspace.fao.org%252Fsites%252Fcodex%252Fstandards%252FCXG%2B2-1985%252FCXG_002e.pdf)

8 Codex Guidelines for the Use of Nutrition and Health Claims (CXG 23-1997). See: <https://www.fao.org/fao-who-codexalimentarius/thematic-areas/nutrition-labelling/en/>

leading, thereby safeguarding consumer protection and fair competition among manufacturers. In Brazil, these Guidelines have been incorporated into national legislation, particularly in the regulations of the National Health Surveillance Agency (Anvisa), which govern nutrition labelling and the use of functional and health claims on foods.

**Codex Guidelines on Foods for Special Dietary Uses for Older Infants and Young Children (CXG 8-1991)**<sup>9</sup> – These Guidelines establish standards to ensure that complementary foods intended for older infants and young children are safe, nutritious and appropriate for their needs. The document emphasises that such products must complement—rather than replace—breastfeeding, which is considered essential for child health. It sets standards on nutritional composition, safety, labelling and advertising, requiring clear information and prohibiting practices that discourage breastfeeding. The Guidelines thus support countries in developing regulations that safeguard early childhood and ensure food and nutrition security.

**MERCOSUR Technical regulation on nutrition labelling of prepackaged foods (MERCOSUR/XCIII SGT No. 3/P. RES. No. 05/25)** – This Regulation concerns the harmonisation of requirements for the nutrition labelling of prepackaged foods marketed within MERCOSUR. It defines nutrition labelling as any declaration intended to inform consumers about the nutritional properties of a food, comprising: (a) nutrient declaration (nutrition information panel); (b) nutrition claims; and (c) front-of-pack nutrition labelling. In Brazil, this Regulation is being incorporated through RDC No. 429/2020 and IN No. 75/2020, which aim to simplify consumer understanding of nutrition information.

## **PRACTICAL EXAMPLES OF IMPLEMENTATION IN BRAZIL**

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**Decree-Law No. 986/1969** – This Decree-Law is a milestone in Brazilian food legislation, as it establishes basic rules on food. It defines food as any substance or mixture of substances, in any physical state, intended to provide the human body with the elements necessary for its formation, maintenance and development. According to the Decree, food labels may not use names, images or other indications that could mislead consumers about the origin, na-

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9 Codex Guidelines on Foods for Special Dietary Uses for Older Infants and Young Children (CXG 8-1991). See: <https://www.fao.org/fao-who-codexalimentarius/thematic-areas/nutrition-labelling/en/>

ture, composition or quality of the product. They also cannot suggest nutritional qualities or characteristics that the food does not in fact have. Partially incorporated into the 1988 Federal Constitution as an ordinary law, the Decree remains valid, and its provisions that are consistent with the Constitution continue in force.

**Federal Constitution (1988)** – The 1988 Constitution marked a decisive step forward in consumer protection in Brazil by establishing the defence of consumers as a fundamental right (Article 5, XXXII) and as a principle of the economic order (Article 170, V). This framework places on the State the duty to promote and protect consumers' rights.

**Law No. 8.078/1990, Consumer Defence Code (CDC)** – This Law defines a consumer as any natural or legal person who acquires or uses a product or service as the final recipient. It establishes that products placed on the market may not pose risks to health beyond those that are normal and foreseeable, and requires suppliers to inform consumers of potential hazards and to carry out recalls when necessary. The Code ensures that products, including food, do not present health risks beyond the normal and foreseeable, guarantees the right to clear information on hazards and recalls, and prohibits misleading advertising, tying sales and abusive practices. Although it does not address food specifically, provisions such as Article 76(V) apply to food, medicines and essential products, protecting consumer health, safety and physical integrity.

**Law No. 7.889/1989, Industrial and Sanitary Inspection Law** – This Law sets out the rules for the sanitary and industrial inspection of products of animal origin in Brazil, with the aim of ensuring product quality and consumer food safety. It establishes that no industrial establishment or warehouse handling products of animal origin may operate without registration with the competent authority, and it defines inspection responsibilities at three levels: federal, through the Federal Inspection Service (SIF) of the Ministry of Agriculture, for interstate and international trade; state, through the State Inspection Service (SIE), for intermunicipal trade; and municipal, through the Municipal Inspection Service (SIM), for local trade. The Law also sets out penalties for violations, ranging from warnings and fines to product seizure and even the closure of establishments. It is therefore considered a milestone in structuring the inspection system, helping ensure that products of animal origin reach consumers with proper hygienic and sanitary safeguards.

**Law No. 9.782/1999** – This Law established the National Health Surveillance Agency (Anvisa), assigning it responsibilities for regulating, controlling and overseeing the production, marketing and advertising of industrialised foods intended for human consumption. Its purpose is to guarantee food safety and protect public health by preventing risks associated with foods, medicines and other products of sanitary relevance. Its key guidelines include the standardisation and inspection of industrialised products, the monitoring of production processes and labelling, the regulation of food advertising and promotion, risk assessment, and coordination with state and municipal authorities to ensure compliance with health legislation. Anvisa also acts as a guarantor of food quality and safety, ensuring that industrialised foods reach consumers in a safe and appropriate manner.

**Decree No. 4.680/2003** – This Decree regulates the right to information regarding foods and food ingredients intended for human or animal consumption that are produced from genetically modified organisms or contain more than 1 percent of genetically modified ingredients in their composition.

**Law No. 10.674/2003** – This Law establishes the mandatory declaration of the presence or absence of gluten on all industrialised food products marketed in Brazil. It is a preventive public health measure aimed at people with coeliac disease, who have a permanent intolerance to gluten. The Law requires that labels, packaging, leaflets and promotional materials for food products clearly, legibly and prominently display the expressions “contém glúten” (contains gluten) or “não contém glúten” (does not contain gluten), according to the product’s composition. This requirement ensures that consumers have immediate and reliable access to information, enabling appropriate food choices and preventing health risks. This legal requirement makes the food industry responsible for ensuring transparent and safe labelling practices, strengthening consumers’ right to information and supporting the prevention of coeliac disease in the country.

**Law No. 11.265/2006** – Known as the “Brazilian Code for the Marketing of Food for Infants and Young Children, Teats, Pacifiers and Feeding Bottles” (NBCAL), this Law establishes rules aimed at protecting and promoting breastfeeding. It prohibits the advertising of milk, infant formulas and breastmilk substitutes, as well as the free distribution of samples of feeding bottles, teats and pacifiers for high-risk newborns, in order to prevent practices that interfere with breastfeeding. It also regulates the marketing of related childcare products

to ensure that their use does not compromise infant nutrition. Oversight is carried out by public authorities under the guidance of the Ministry of Health.

**Ministry of Health National Food and Nutrition Policy (PNAN) 2013** – The guideline on “Promotion of Adequate and Healthy Eating” includes strategies for food regulation involving labelling and information, advertising and improvements in the nutritional profile of foods. Likewise, the guideline on “Control and Regulation of Food” recognises nutrition labelling as a central instrument for strengthening the right to information, as it enhances consumers’ capacity to analyse products and make informed decisions.

**Decree No. 11.821 of 12 December 2023** – This Decree guides actions to promote adequate and healthy eating in school settings. It addresses marketing communications in schools related to ultra-processed foods, including advertising and the sponsorship of cultural and sports activities, both within the physical school environment and in extracurricular activities.

**Normative Instruction (IN) No. 75/2020 (Anvisa)** – This Normative Instruction sets the technical requirements for nutrition labelling on pre-packaged foods. It defines the threshold levels for added sugars, saturated fats and sodium for the purpose of front-of-pack nutrition labelling.

Resolutions of the Collegiate Board of the National Health Surveillance Agency (Anvisa):

- **RDC No. 259/2002** – General technical regulation on labelling of pre-packaged foods, serving as the basis for all mandatory labelling information.
- **RDC No. 429/2020** – This resolution sets the rules for the nutrition labelling of pre-packaged foods. It establishes front-of-pack nutrition labelling, a simplified and standardised declaration of high levels of specific nutrients displayed on the main panel of the food label. Front-of-pack nutrition labelling is mandatory on pre-packaged foods sold without the presence of the consumer when the quantities of added sugars, saturated fats or sodium are equal to or greater than the limits defined in Annex XV of Normative Instruction No. 75/2020.
- **RDC No. 727/2022** – This resolution concerns the labelling of pre-packaged foods and details the formatting requirements for the nutrition facts table and nutritional information.

- **RDC No. 24/2010** – This resolution regulates the offering, advertising, publicity, information and related practices used to promote foods high in sugar, saturated fat, trans fat or sodium, as well as beverages with low nutritional value.
- **RDC No. 54/2012** – This resolution establishes the technical regulation on complementary nutrition labelling. It defines rules for the use of terms such as “light”, “diet”, “reduced in” and “no added”, among others, and sets minimum criteria for the reduction or absence of nutrients (sugars, fats, sodium) to justify such claims.
- **RDC No. 18/1999** – This resolution approves the technical regulation establishing the basic guidelines for analysing and substantiating functional and/or health claims made on food labelling.
- **RDC No. 19/1999** – This resolution lists the functional and health claims approved for foods and their components.
- **RDC No. 243/2018** – This resolution establishes requirements for the use of dietary supplements, including rules on claims.
- **RDC No. 216/2004** – This resolution establishes hygiene criteria and good practices for food services, aiming to ensure hygienic and sanitary conditions of food.
- **RDC No. 119/2003** – This Resolution establishes the Pesticide Residue Analysis Programme (PARA), which monitors and publishes information on fresh plant foods that contain pesticide residues above legally established limits.

Regulation on the Industrial and Sanitary Inspection of Products of Animal Origin (RIIS-POA) – Established through Decree No. 9.013/2017, this regulation operationalises Law No. 1.283/1950 and Law No. 7.889/1989 by detailing the industrial and sanitary inspection of products of animal origin in Brazil. It sets out rules on registration, production, storage, labelling and oversight, ensuring food safety and the protection of public health. The Decree functions as a legal instrument for administrative regulation, providing legal certainty for producers and consumers, enabling sanctions against non-compliant establishments and aligning national production with international standards.

**Unified System for Agricultural Health Care (SUASA)** – Established by Decree No. 5.741/2006, this system aims to organise animal and plant health protection actions, ensuring public health, food safety and the harmonisation of legislation across states and municipalities. It integrates sanitary oversight among the federal government, states and municipalities, promoting uniformity and coordination in the inspection of agricultural products throughout the country.

**Brazilian Inspection System for Products of Animal Origin (SISBI-POA)** – This system is part of SUASA and allows products inspected by the Municipal Inspection Service (SIM) and state authorities to be marketed throughout the national territory, expanding market access and strengthening legal certainty.

**Arte Seal** – Created by Decree No. 9.918/2019, this certification identifies and guarantees the quality of artisanal animal-origin food products such as cheeses, cured meats, sweets and honey. It certifies that the product was made using manual techniques, its own recipe and regional or cultural characteristics, in accordance with good agricultural and manufacturing practices. The seal also enhances the product's value and credibility and allows it to be marketed nationwide, overcoming state-level barriers. It is granted after a request is submitted to the inspection service, followed by a documentary review and approval by the competent authority.

**Civil Code** – This Code contributes to consumer relations by providing general private-law principles and rules that apply on a supplementary basis, strengthening contractual protection, civil liability and the safeguarding of consumer rights, always guided by good faith, fairness and balance in legal relations.

**Penal Code** – Article 271 directly protects public health and the population's food and nutrition safety, penalising anyone who engages in acts that render food unfit, dangerous or fraudulent prior to consumption.

**Law No. 14.690/2023** – This Law amends provisions of the Consumer Defence Code (CDC) with a focus on improving oversight and the administrative sanctions process applied to suppliers who violate consumer rights.

## **MAIN CHALLENGES**

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The effectiveness of the rights set out in the Consumer Defence Code (CDC) and in other legislation regulating consumer relations in Brazil faces several challenges, including issues of information and transparency, access to adequate and healthy food, regulation, oversight and conflicts of interest between the public and private sectors that can undermine justice and its proper balance. Although Brazil's legal framework is considered advanced in the field of consumer protection, structural, social and economic barriers still hinder its practical implementation.

Among the main challenges are consumers' limited knowledge of their rights, restricted access to protection bodies—such as the Consumer Protection and Defence Programme (PROCON)—in more remote regions, and insufficient capacity for oversight and enforcement in the face of the high volume of demands.

## SOCIAL PARTICIPATION

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Social participation in bodies such as the National Consumer Defence Council, and in their counterparts at state and municipal levels, enables representatives of civil society (consumer associations, trade unions and community organisations) to take part in the formulation of consumer-protection policies, guidelines and actions.

CONSEA also engages in advocacy before relevant authorities to promote consumer protection. It has issued recommendations, for example to the National Health Surveillance Agency (Anvisa), calling for the adoption of a front-of-pack warning-label model for products high in critical nutrients, following the approach proposed by the Pan American Health Organization (PAHO).

### **Civil-society consumer-protection organisations**

**The Brazilian Institute for Consumer Defence (IDEC), PROTESTE** and other organised groups represent consumers, propose policies, conduct research, monitor market

practices, expose situations involving conflicts of interest and file collective actions.

### **Collective actions and public civil actions**

Society, through legally authorised organisations, may bring legal actions to defend diffuse and collective consumer interests.

### **Ombuds services**

These are reporting channels through which consumers can file complaints, submit reports and offer suggestions directly to the relevant body.

## ACCOUNTABILITY AND ENFORCEABILITY

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Supplier liability under the Consumer Defence Code (CDC) is generally strict: suppliers must compensate consumers for harm caused by defective products or services, regardless of fault, as long as the defect and the damage are proven. This covers both material and moral damages, includes a duty to prevent risks and may require measures such as recalls. Enforceability, in turn, means that consumers can effectively exercise their rights through a range of legal and institutional mechanisms, including consumer-protection bodies, judicial actions and the work of civil organisations and the Public Prosecutor's Office. These mechanisms are strengthened by tools such as the reversal of the burden of proof and the prohibition of abusive contract clauses.

Some of the mechanisms most commonly used are:

- PROCON / Consumidor.gov.br
- Small Claims Courts, for individual and collective actions in the judiciary
- Complaints to regulatory agencies
- Actions by civil associations and the Public Prosecutor's Office for collective protection.

## CORPORATE POWER

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In Brazil, corporate power can pose a significant obstacle to fair and balanced consumer relations, including situations involving conflicts of interest. This power is expressed through economic concentration and the political and institutional influence of large companies and economically powerful groups, which in some cases may adopt practices that hinder or distort consumer relations. Key issues include:

**Influence over public policy, market concentration and market disputes** – In sectors dominated by a few groups, consumers often struggle to access clear information that can guide their choices and assessments. CONSEA, for example, has closely followed the debate on plant-based products analogous to those of animal origin. It issued Recommendation No. 20/2024/CONSEA/SG/PR to the Ministry of Agriculture and Livestock (MAPA) and the National Health Surveillance Agency (Anvisa), emphasising the need for a coordinated and transparent regulatory process between the two bodies. This process should include a review of scientific evidence and

meaningful social participation in regulation. It should also set minimum standards that define the composition and essential characteristics of these products, taking into account the Dietary Guidelines for the Brazilian Population and the principles and guidelines of the National Food and Nutrition Policy (PNAN) and the National Food and Nutrition Security Policy (PNSAN).

**Abusive practices and resistance to regulation** – Large corporations sometimes resist the development and enforcement of consumer-protection rules, creating barriers to the exercise of consumer rights, such as:

- Imposing contracts with abusive clauses;
- Making it difficult for consumers to cancel services or obtain redress;
- Disregarding decisions issued by consumer-protection bodies;
- Providing product manuals written in inaccessible or overly technical language.

**Excessive litigation and the use of economic power** – Some large companies resort to litigation strategies to delay decisions favourable to consumers or to intimidate collective initiatives, taking advantage of their greater financial capacity and legal resources. There are also private-sector initiatives aimed at challenging regulatory efforts designed to increase transparency and provide consumers with clearer information to support healthier food choices. One example is the litigation surrounding the National Health Surveillance Agency's (Anvisa) technical regulation governing the advertising and commercial promotion of foods high in sugar, saturated fat, trans fat or sodium, and beverages with low nutritional value (RDC No. 24/2010). Food-industry and advertising associations filed a lawsuit claiming that the agency exceeded its regulatory authority. The case is currently under review by the Brazilian Supreme Federal Court.

## FINANCING

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Consumer-protection bodies—especially state and municipal PROCONs—are linked to public-sector structures (state or municipal executive branches) and receive funding from the federal budget. Their financing comes from budget allocations set out in state and municipal budget laws, as well as from the federal budget in the case of bodies within the Ministry of Justice.

### **Specific funds**

Many states and municipalities maintain Diffuse Rights Defence Funds or Consumer Defence Funds. These funds are financed by:

- Fines applied in administrative proceedings for consumer-related violations;
- Compensation arising from public civil actions;
- Agreements and transfers of public resources;
- Donations and other revenues provided for by law.

### **Federal agreements and transfers**

The federal government, through the National Consumer Secretariat (Senacon) of the Ministry of Justice, provides financial transfers and enters into cooperation agreements with states and municipalities to strengthen PROCON activities, support consumer-education projects and improve customer-service structures.

**PUBLICATION DIVIDED INTO 12 VOLUMES OF THE SERIES:**

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