

Demande de droit d'accès aux informations

Attn: Data Controller
Air France
45, rue de Paris
95747 Roissy CDG CEDEX
FRANCE

San Francisco, CA, USA
21 January 2009

Subject: Request for access to personal data
("Demande de droit d'accès aux informations")

Dear Sir or Madam:

The undersigned, Edward Hasbrouck, a citizen of the United States of America, residing at 1130 Treat Ave., San Francisco, CA 94110, USA, files this request with Air France pursuant to Article 39 of the French Act n°78-17 of 6 January 1978 on Data Processing, Data Files and Individual Liberties, as amended by the Act of 6 August 2004 relating to the protection of individuals with regard to the processing of personal data .

I request that you provide me with all of the information to which I am entitled pursuant to that Act, including:

1. confirmation as to whether the personal data relating to me form part of the processing;
2. information relating to the purposes of the processing, the categories of processed personal data and the recipients or categories of recipients to whom the data are disclosed;
3. if applicable, information relating to the transfers of personal data intended towards a State that is not a member State of the European Union;
4. communication, in an accessible form, of the personal data relating to me as well as any available information on the origin of the data;
5. information allowing me to know and to object to the logic involved in the automatic processing, in the case of a decision taken based on automatic processing and producing legal effects in relation to me.

I note in particular that clause 5 of Article 39 of the Act (as quoted above from the English translation published by the "Commission nationale de l'informatique et des libertés" (CNIL) on their Web site) applies to information used as the basis for such decisions as whether to conduct more intrusive or intensive questioning or search of my person or luggage, whether to identify me as a "selectee" or for "secondary screening", whether to permit me to check in for or board any flight, and whether to permit me to depart from any country or enter any other. This includes, but is not limited to, processing in relation to the "Automated Targeting System" (ATS) and/or "Advance Passenger Information System" (APIS) of the government of the USA. Accordingly, I specifically request that you inform me of the logic to be involved in taking those decisions, by you and by each other recipient of my personal data.

In relation to clause 3 of Article 39 of the Act, I particularly request that you inform me whether any of my personal data have been transferred to any entity outside the European

Union, whether to governmental or to commercial or other entities, and if so exactly which data, when, to whom, for what purposes, and subject to what enforceable contractual commitments from the recipient, including but not limited to which agency or agencies of the government of the United States of America and which commercial entity or entities in the USA or other countries, including PNR hosting services (such as Computerized Reservation Systems or Global Distribution Systems), PNR processing services (such as the Amadeus Revenue Integrity division, formerly Airline Automation, Inc.), travel transaction and customer data aggregation and analysis services (such as the Vistrio joint venture of Sabre and Equitec), other airlines including codesharing, alliance, or other "partner" airlines, and in relation to the operation of trains with Air France flight numbers.

I also request that you inform me of your policies for use, access, retention, and destruction of this data, and those of any recipients of this data, particularly those outside France.

This request includes any data collected, maintained, accessed, processed, or disclosed to third parties by your company as well as by your agents, sub-agents, contractors, and subcontractors, including codesharing, alliance, operational, or other "partner" airlines or rail operators. I request that you inform me not merely who might have received or accessed my data, but who actually did so, and exactly what information was actually received or accessed, including by secondary, tertiary, etc. recipients by way of these agents, contractors, government agencies, and any other recipients of my data.

If you subscribe to one or more Computerized Reservations Systems (CRS's), I also request in accordance with Article 9a(1)(d) of the EU Code of Conduct for CRS's (Council Regulation No 2299/89 of 24 July 1989, as amended), that you inform me of the name and address of the CRS system vendor(s), the purposes of the processing by the CRS(s), the duration of the retention of individual data by them, and the means available to the data subject of exercising my access rights with respect to the CRS(s).

This request includes all personal data processed by you of which I am the data subject, including but not limited to:

1. Airline and rail hosting and/or travel agency Passenger Name Records (PNR's)
2. PNR histories
3. Cancelled PNR's and their histories
4. Archived or "purged" PNR's and their histories
5. System logs of access to these PNR's and PNR histories
6. Departure control system records and access logs
7. Advance Passenger Information (API) records and logs
8. AIRIMP, EDIFACT, or other inbound and outbound message records
9. Ticketing records
10. Bank Settlement Plan (BSP), interline, or other settlement records
11. Credit card processing, financial, billing, or payment records
12. Frequent flyer account records
13. Customer, Web user, or traveller records or profiles
14. Web site visitor, usage, and server records and logs

I note that some of these records, particularly CRS or hosting system logs showing the terminal addresses, user sines, and exact queries which were used to access my data from those systems, may not routinely be retained for more than a few days, at most. Accordingly,

I specifically request that you take immediate steps to ensure the retention of this data while this request is pending, including immediate notification of this request to the relevant departments within your organization and to each of your agents, sub-agents, contractors, or subcontractors, including but not limited to hosting and CRS/GDS companies and codeshare partners or other airlines and rail companies, who might have had access to my data. Time is of the essence to ensure the retention of this data, particularly including access logs.

This request includes, but is not limited to, personal data pertaining to my journey as follows:

AF 83	13JAN2009	SFOCDG
AF 7183	14JAN2009	XDTZYR (train from CDG to Brussels Midi)
AF7186	20JAN2009	ZYRXDT (train from Brussels Midi to CDG)
AF84	21JAN2009	CDGSFO

AF record locator ZDWTIN
ticket number 05721775136313

I have attached a copy of a reservation confirmation printout for these flights and trains.

I have attached a copy of my passport as confirmation of my identity.

I understand that you may require payment of a sum of money for the delivery of the copy of my data, and that this may not exceed the cost of the copy. I agree to pay up to EUR20 in actual copy cost. If you believe that the actual cost of the copy will be more than EUR20, please advise me of the anticipated volume and type of records and estimated cost of the copy. (If the records are voluminous, the cost of the copy can probably be greatly reduced by supplying the copy in electronic form, as long as it meets the requirement of intelligibility.)

Please reply at your earliest convenience to confirm your receipt of this request, and to advise when you expect to be able to provide a full reply.

Should you have any questions or require further information from me to expedite your response, please contact me by telephone or e-mail at your earliest convenience.

I apologize for making this request in the English language rather than in French. However, my French is very limited, you marketed your services to me in English, and my contract with Air France was entered into in English.

Sincerely,

Edward Hasbrouck
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San Francisco, CA 94110
USA

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