



EUROPEAN COMMISSION
DIRECTORATE-GENERAL FOR MOBILITY AND TRANSPORT

Directorate E - Aviation
E.1 – Aviation Policy

Brussels, 27 AVR. 2017
MOVE.DDG2.E1/SC/ers

Mr Edward Hasbrouck

e-mail: edward@hasbrouck.com

Subject: Your e-mails dated 28 February 2017 and 24 April 2017 to Mr Nemitz and Mr Dussart on the Code of Conduct for CRSs

Dear Mr Hasbrouck,

I refer to your e-mail dated 28 February 2017 to Mr Nemitz, Directorate-General for Justice and Consumers, European Commission, and your e-mail dated 24 April 2017 to Mr Dussart, Directorate-General for Mobility and Transport, European Commission, in which you allege a breach of Regulation (EC) No 80/2009 on a Code of Conduct for computerised reservation systems ("the Code of Conduct") by Sabre, Travelport, and Amadeus by insufficiently protecting personal data.

I would like to confirm that my unit is in charge at the European Commission of the implementation of the Code of Conduct and deals with any alleged infringements of the Code of Conduct.

There is no specific form or procedures to be used for lodging a complaint for an alleged violation of the Code of Conduct. Nevertheless, in order to allow the Commission's services to follow-up on the alleged infringement, I would like to kindly ask you to confirm if the allegations in your e-mail of 28 February 2017 are still valid and if you would like to add anything to these allegations.

Please indicate as well if you consider any information that you submit or have submitted to be confidential and if you wish that your identity remains undisclosed. Should you consider that some information is confidential, please submit a non-confidential version.

My colleagues Ms Sabine Crome (Sabine.Crome@ec.europa.eu) and Ms Astrid Nordhal (Astrid.Nordhal@ec.europa.eu) are available for any questions that you may have.

Yours sincerely

Filip CORNELIS
Head of unit

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