



**Lufthansa**

Deutsche Lufthansa Aktiengesellschaft  
Lufthansa Aviation Center, Airportring, 60546 Frankfurt/Main

Ihre Zeichen  
Your Ref.

Unsere Zeichen/ Datum  
Our Ref./Date

Telefon/Telefax  
Telephone/Telefax

Mr.  
Edward Hasbrouck  
1130 Treat Avenue

BKL  
07.06.11

+49 69  
696-5620

San Francisco  
CA 94110 USA

**Request for access to the personal data processed by or on behalf of  
your company**

Dear Mr. Hasbrouck,

Concerning your data access request and your complaint against Lufthansa to the Data Protection Authority (Landesbeauftragter für Datenschutz und Informationsfreiheit Nordrhein-Westfalen) the authority now asked us (letter to Lufthansa, dated May 16, 2011), to provide access to your PNR-data regarding your following journey with Lufthansa:

LH 455, 05 April 2010,  
LH 4576, 06 April 2010,  
LH 6911, 23 April 2010,  
LH 418, 23 April 2010,  
LH 9368, 23 April 2010.

A printout of the archived PNR-data is attached. The data has been retrieved from the database of our GDS-provider Amadeus. The data transmitted by Amadeus on behalf of Lufthansa to the Department of Homeland Security in connection with the relevant flights is always automatically deleted appr. one week after the respective flight. The original PNR-data is kept by the GDS for commercial purposes according to the EU code of conduct for computer reservation systems.

A copy of this letter will be forwarded to the "Landesbeauftragter für Datenschutz und Informationsfreiheit Nordrhein-Westfalen".

Kind regards

**Lufthansa German Airlines**

**Dr. Barbara Kirchberg-Lennartz**  
**Corporate Data Protection Officer**

Gesellschaftsrechtliche Angaben, Anschrift  
und weitere Informationen auf der Rückseite.  
For corporate details, address and further  
information please turn over.

PNR

RP/DCA1S219L/DCA1S219L LH/SU 24APR10/0616Z Y551Z2  
1.HASBROUCK/EDWARD J MR(ADT)  
2 LH 455 L 05APR10 1 SFOFRA HK1 B FLWN  
3 LH4576 L 06APR10 2 FRABRU HK1 B FLWN  
4 ARNK  
5 LH6911 S 23APR10 5 XERFRA HK1 B FLWN  
6 LH 418 S 23APR10 5 FRAIAD HK1 B FLWN  
7 LH9368 S 23APR10 5 IADSFO HK1 B FLWN  
OPERATED BY UA 975 S  
8 MIS 1A HK1 FAR 16FEB11-RETENTION PAST  
9 AP DCA 703 998-7676 - TRANS AM TRAVEL - A  
10 AP X==AUDITED BY VINY==  
11 AP 14158248562-H  
12 AP 14158240214-M  
13 APE EDWARD@HASBROUCK.ORG  
14 TK OK24MAR10/WAS1S210N  
15 SSR RQST LH HK1 FRAIAD /46KN,P1/S6  
16 SSR NSSW LH UC1 FRABRU N,P1/S3  
17 SSR NSSW LH UC1 XERFRA N,P1/S5  
18 SSR RQST LH KK1 IADSFO /34GN,P1/S7  
19 SSR HNML LH HK1/S2  
20 SSR HNML LH HK1/S6  
21 SSR HNML LH UN1/S7  
22 AI AN6504280700  
23 RM AIRTRADE TRIP ID: KLL972  
24 RM AGENCY ID: 0  
25 RM APD- P:\$ 661.00 AM-\$ 0.00 CD-\$ -31.00 T-\$ 413.54 F-\$  
68.39 AF-\$ 0.00 S-\$ 0.00 I-\$ 0.00 AI-0 CHARGE:\$ 1,111.93 CH-ARC  
26 RM \*\*\*\*PLS ISSUE TKT(S) INCLUDING MARKUP ON CLIENTS CREDITCARD  
27 RM \*\*\*\*NET FARE 1074.54 MARKUP 37.39 TOTAL PER PAX USD 1111.93  
28 RM ACC ID 6504280700  
29 RM SUB AGENT MARKUP 37.39  
30 RM \*GPAMADEUS  
31 RM \*AN 4158248562  
32 RM \*TY33  
33 RM \*UD2 AUTOMATION  
34 RM \*UD3 KLL972  
35 RM \*UD4 220  
36 RM \*MS91S\*VCTRANSAM\*TT33\*BF729.39\*TX413.54\*TF1142.93\*CM\$68.3  
9\*CF7862793403\*INI\*SG\*CP3  
37 RM \*MS71S\*VCTRANSAM\*TT13\*TF0.00\*CM\$-8.00\*CFCONSOLIDATOR\*CP3  
38 RM \*BR2  
39 RM \*MS56S\*VCTRANSAM\*TT41\*TF-31.00\*CM100\*CP3  
40 RM PNR MODIFIED BY THE END USER (THURSDAY-MARCH-25-2010)  
41 RM \*TL-G0003/T0003  
42 RM \*MASSIVEGOOD-N  
43 RM \*UD-43EUR  
44 RM \*UD-301081.91  
45 RM \*UD-331111.91  
46 RM \*UD-3430.00  
47 RIF BOOKING AGENT----CC  
48 RIF TICKETING AGENT----SJ  
49 RIF CHANGE OR CANCELLATION FOR---NON REFD  
50 RIF PLEASE RETAIN INVOICE FOR YOUR RECORDS  
51 RIF FOR COPY OF TICKET \$20.00 SEARCH FEE  
52 RIF NOT RESPONSIBLE FOR ERRORS 3 DAYS AFTER DELIVERY  
53 RIF NO REFUNDS ON PARTIALLY USED TICKETS  
54 RIF FARE QUOTE -----1089.91 PER ADULT  
55 RIF TAXES-----0.00 PER ADULT  
56 RIF SHIPPING FEE-----0.00 ONCE

57 RIF TOTAL-----1089.91  
58 RIF CARD HOLDER----SELF  
59 RIF TOTAL AMOUNT CHARGED-----1111.91  
60 RIF REBATE CHECK AMOUNT-----30.00  
61 FA PAX 220-7862793403-04/ETLH/24MAR10/WAS1S210N/49518302/S2-3,5-7  
62 FB PAX 2400619813 TTP/ET/RT/INVJ/XE3 OK ETICKET/S2-3,5-7  
63 FE PAX REFTHRUAG/NONEND/NONRERTE/LH/UA/CO/AC/OS ONLY/S2-3,5-7  
64 FI PAX 2300517891 INV 0005162188/S2-3,5-7  
65 FI PAX 2300517891 INV 0005162188/S8  
66 FM \*M\*38.00A  
67 FP PAX CCCAXXXXXXXXXXXXX7172/0611/A05881Z/S2-3,5-7  
68 FT PAX 294UA/S2-3,5-7  
69 FV PAX LH/S2-3,5-7  
70 FY BULK/TBULK  
71 AM 1975 W EL CAMINO REAL SUITE 204, MT VIEW CA  
72 AM VAYAMA 1975 WEST EL CAMINO REALSUITE 204 MOUNTAIN VIEW, CA 94040