

Position Paper

22 August 2006

BACKGROUND INFORMATION ON PASSENGER DATA TRANSFER

1 PASSENGER DATA COLLECTED FOR AIR TRANSPORT PURPOSES

In principle airlines (or travel agents) only collect passenger data for the purpose of commercial air transport. In most cases this process includes flight reservation from origin to destination (and back). The passenger might also have some special service requests which are registered to best serve the passenger according to his/her needs. All this information is registered as Passenger Name Record (PNR) in the Airline Reservation System. A frequent traveler can also become a member of the airline's loyalty program. This requires some additional personal information to be able to supply the passenger with all benefits (e.g. check-in for a flight based on the membership card / send membership information). This commercial information is temporarily stored in the Customer Relationship Management (CRM) database of the Airline.

2 REQUIRED DATA FOR GOVERNMENTS

PNR-data

Currently there are two countries requiring captured PNR data (the average of available data per passenger are 6-10 data elements). For the USA, access to the data is provided to the US Customs and Border Protection – US-CBP since early 2003, whereas for Canada, data are pushed to the Canadian Border Services Agency – CBSA since 11 April 2006. The data is sent to Canada at a fixed moment before a flight departs:

API-data

For immigration purposes Airlines have been obliged to collect passenger data and send Advanced Passenger Information (API) to a number of countries. Current API data is the passenger's full name, date of birth, gender, nationality and passport number. The collection and transmission of API passenger data is obligatory for USA, Canada, Mexico, South Korea. The number of countries requiring API data is increasing. The EU has also enforced EU Member States to enable API data requirements by a national authority for passengers travelling to, from and via the EU (based on EU directive 2004/82/EC). All countries that require API data, apart from the USA, restrict API data demands to data that can be stored in the Machine Readable Zone (MRZ) of a passport. However, a number of countries do not have passports that are machine readable. This requires manual input, which is costly and slowing down passenger handling at check-in.

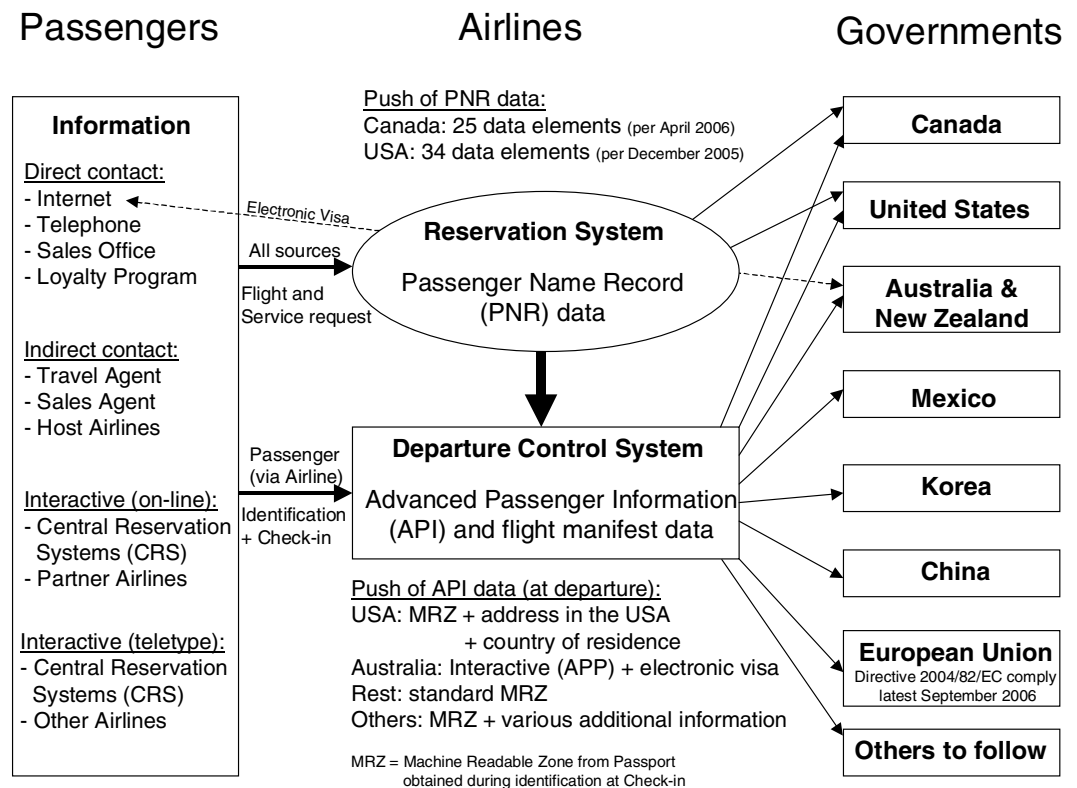
The USA requires for non- US citizens passengers the address while staying in the USA and country of citizenship (both items are not on the MRZ). According to proposed rulemaking, data will have to be sent to the US-CBP either 60 minutes before departure of the flight or at the moment of check-in (APIS Quick Query – AQQ). Only after clearance of all passengers (based on AQQ or on batch process for all passengers between 60 minutes and departure) the flight is allowed to depart.

Alternative: Advanced Passenger Processing - APP

Australia requires passenger data before the flight departs. The Australian system is based on direct communication between the Australian Government and the passenger who is required to obtain an electronic visa (see example). The passenger receives a 'Transaction Reference Number' (TRN). This number is used by the airline for on-line verification during the check-in process with the Australian Government. If the verification is positive, the passenger is allowed to travel to Australia.

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- Cargolux
- Croatia Airlines
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- Cyprus Airways
- Finnair
- Iberia
- Icelandair
- Jat Airways
- KLM
- LOT
- Lufthansa
- Luxair
- Malev
- Olympic Airlines
- SAS
- SN Brussels Airlines
- Spanair
- SWISS
- TAP Portugal
- TAROM
- Turkish Airlines
- Virgin Atlantic Airways

3 OVERVIEW OF PASSENGER DATA PROCESS



(overview kindly provided by Klaas Bruin, KLM)

4 DEFINITIONS

4.1 Passenger Name Record (PNR)

According to the ICAO guideline, dated 9 June 2005:

1.1 A Passenger Name Record (PNR), in the air transport industry, is the generic name given to records created by aircraft operators or their authorized agents for each journey booked by or on behalf of any passenger. The data is used by operators for their own commercial and operational purposes in providing air transportation services. The Industry Standards related to PNR creation are detailed in IATA's Passenger Services Conference Resolutions and in the ATA/IATA Reservations Interline Message Procedures (AIRIMP) Manual.

1.2 A PNR is built up from data that has been supplied by or on behalf of the passenger concerning all the flight segments of a journey. This data may be added to by the operator or his authorized agent, for example, changes to requested seating, special meals, additional services requested, etc.

4.2 Advance Passenger Information (API) data

According to the WCO/IATA/ICAO guidelines, dated March 2003:

3.8. Advance Passenger Information (API) involves the capture of a passenger's biographic data and other flight details by the carrier prior to departure and the transmission of the details by electronic means to the Border Control Agencies in the destination country. API can also act as a decision making tool that Border Control Agencies can employ before a passenger is permitted to board an aircraft.

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