



## **FACILITATION PANEL (FALP)**

### **SIXTH MEETING**

**Montréal, 10-14 May 2010**

#### **Agenda Item 3: Report of the API/PNR Working Group**

#### **REPORT OF THE ADVANCE PASSENGER INFORMATION/ PASSENGER NAME RECORD WORKING GROUP**

(Presented by the Rapporteur of the API/PNR WG)

#### **SUMMARY**

The Advance Passenger Information/Passenger Name Record Working Group (API/PNR WG) was established following the recommendation of the 2008 FALP/5 meeting to, *inter alia*, update ICAO Circular 309. The Secretariat developed a first draft revision and circulated it among the Working Group's participants for comments. A second draft has subsequently been prepared for consideration by FALP/6.

#### **Action by the FAL Panel:**

The Panel is invited to:

- a) consider the Second Draft Revision of Circular 309, found in the Appendix to this paper, and provide comments, if any;
- b) agree on a final version of the revised Circular 309, if appropriate; and,
- c) decide the future direction and focus of the work of the API/PNR WG.

## **1. INTRODUCTION**

1.1 The Facilitation Panel agreed, at its fifth meeting (FALP/5, 31 March to 4 April 2008), that a Working Group should be set up to consider the applications of API and iAPI for international civil aviation and that the PNR Study Group that had developed the ICAO PNR Guidelines (Circular 309, April 2006) be reconvened, to consider proposals to amend the Guidelines. The Air Transport Committee, during its consideration of the FALP/5 report, decided that a single Working Group should be established to consider both matters. Subsequently, the terms of reference for a FAL Panel Working Group on API/PNR were developed.

1.2 These Terms of Reference call upon the API/PNR WG to: a) consider the applications of Advance Passenger Information (API) and interactive API (iAPI) systems for international civil aviation,

with a particular view on general aviation; b) revise, as appropriate, the ICAO Guidelines on Passenger Name Record (PNR) Data, published as Circular 309-AT/131, in light of recent global developments on this issue; c) take into consideration, in accomplishing the tasks set out in paragraphs (a) and (b) above, the proposals and comments presented during FALP/5, e.g. the relevant papers; and d) develop, as appropriate, recommendations for additional Standards and Recommended Practices for Annex 9, as well as guidance material, intended to foster global harmonization on such passenger data exchange programmes.

1.3 The following States and organizations have volunteered to participate in the work of the API/PNR WG: Australia, Brazil, Canada, Cuba, France, New Zealand, the Netherlands, Singapore, Switzerland, United Kingdom, the United States, WCO, IATA and IBAC. Mr. Frédéric Rocheray (Switzerland) is the Rapporteur of the Group.

1.4 In March 2009, in order to initiate the work of the Group, the Secretariat invited the members of the WG to comment on IATA's proposals set out in FALP/5-WP/26, "Recommendations relating to ICAO's best practices relating to Passenger Name Record (PNR)." In October 2009, the Secretariat circulated, for consideration by the WG, a "draft revision of Circular 309" (1st Draft) based on input received on the proposals in WP/26 and the Secretariat's own suggestions. The WG was requested to submit comments on the 1st Draft and any recommendations on additional SARPs for Annex 9 and guidance material on PNR.

## **2. 2ND DRAFT REVISION OF CIR. 309**

2.1 As a result of input received on the 1st Draft, the Secretariat has developed a 2nd Draft Revision (dated 15 April 2009) that is in the Appendix to this paper.

2.2 The Appendix reflects the proposals for amendments to Circular 309 resulting from comments received so far from members of the Working Group, as described in paragraph 1.4 above.

2.3 FALP/6-IP/5 contains two documents that should be read with the Attachment: a) "15Apr2010.2ndDraft revision.Circular 309" that reproduces comments received from the members of the WG on the 1st Draft and the Secretariat's views thereon; and, b) a table that traces the drafting history of the revisions to Circular 309. These are presented for reference and background purposes, as an aid to understanding the proposed amendments to Circular 309.

2.4 The API/PNR WG has agreed that the 2nd Draft should be placed before the FALP/6 meeting for consideration and approval, as appropriate.

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## APPENDIX

# PASSENGER NAME RECORD (PNR) DATA

### 1. WHAT IS A PASSENGER NAME RECORD (PNR)?

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 are used by operators for their own commercial and operational purposes in providing air transportation services. Industry standards related to PNR creation are detailed in IATA's *Passenger Services Conference Resolutions Manual* and in the *ATA/IATA Reservations Interline Message Procedures — Passenger (AIRIMP)*.

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 and additional services requested.

1.3 PNR data are captured in many ways. Reservations may be created by international sales organizations (global distribution systems (GDS) or computer reservation systems (CRS)) with pertinent details of the PNR then transmitted to the operating carrier(s). Reservations may be accepted directly by the aircraft operator and the complete PNR stored in the operator's automated reservations systems. Some operators may also store subsets of the PNR data in their own automated departure control systems (DCS), or provide similar data subsets to contracted ground handling service providers, to support airport check-in functions. In each case, operators (or their authorized agents) will have access to and be able to amend only that data that has been provided to their system(s). Some DCS systems are programmed such that details emerging from check-in (i.e. seat and/or baggage information) can be overlaid into the existing PNR for each passenger. However, that capability is limited — covering less than 50 per cent of operating systems today.

1.4 Aircraft operators specializing in charter air services often do not hold PNR data ~~in electronic form~~. In some cases, for example, where they use a DCS, they will have a limited PNR record but only once the flight has closed. ~~Regardless of the process by which they receive PNR data, these operators may still be required to provide any captured data to States requesting it.~~

1.5 Supplemental or “requested service” information may be included in the PNR. This type of information is also defined in the IATA documents mentioned in 1.1 and may concern special dietary and medical requirements, “unaccompanied minor” information, requests for assistance, and so on.

1.6 Some information, such as the internal dialogue or communication between airline staff and reservation agents, may be stored in the PNR, in particular in the “General remarks” field. The remarks may include miscellaneous comments and shorthand.

1.7 ~~While~~ PNRs may include many of the separate data elements described in the list of possible elements contained in Annex 1 to these guidelines. ~~However, in practice and as described in paragraph 1.3~~

above, aircraft operators capture only a limited number of data as key elements for the creation of a PNR, ~~relatively few of these elements are necessary (mandatory) to create a PNR.~~ As pointed out in paragraph 1.3, an airline operating system may have a limited capability of incorporating data elements registered in the DCS (e.g. all check-in information, all seat information, all baggage information and ‘go-show’ and ‘no-show’ information) into a PNR. Accordingly, the structure of individual PNRs and the amount of data they contain will vary widely.

1.8 The number and nature of the fields of information in a PNR will vary depending on the reservation system used during the initial booking, or other data collection mechanism employed (e.g. the DCS), the itinerary involved and also upon the special requirements of the passenger. The possible fields and subfields of PNR data may expand to more than sixty items, as listed in Annex 1 to these guidelines. PNR data fields are subject to change based on operational requirements and technological developments.

1.9 PNRs should not contain any information that an aircraft operator does not need to facilitate a passenger’s travel, e.g. racial or ethnic origin, political opinions, religious or political beliefs, trade-union membership, marital status or data relating to a person’s sexual orientation. Contracting States should not require aircraft operators to collect such data in their PNRs.

1.10 PNRs may contain data, e.g. meal preferences and health issues as well as free text and general remarks, legitimately entered to facilitate a passenger’s travel. ~~Some of these data may be considered sensitive and require appropriate protection.~~ It is particularly important that carriers and States protect this data. Although they can be relevant in determining the risk that a passenger might represent, such data should only be taken into consideration if concrete indications exist which require the use of such data for the purposes listed in section 2.2 a) – d) below. ~~not be used as the primary source for such assessment.~~

1.11 PNR data are captured into reservation systems many days or weeks in advance of a flight. This can be up to 345 days in advance of departure. Information in reservation systems is therefore dynamic and may change continually from the time when the flight is open for booking.

1.12 Passenger and flight information in the DCS is, on the other hand, available only from when the flight is “open” for check-in (up to 48 hours prior to departure). Departure control information for a flight will be finalized only upon flight closure and may remain available for 12 to 24 hours after the arrival of a flight at its final destination.

## **2. WHY ARE STATES REQUIRING PNR DATA TRANSFER?**

2.1 A number of States consider that PNR data are critically important for the threat assessment value that can be derived from the analysis of such data, particularly in relation to the fight against terrorism and serious crime. They have thus legislated or are planning to legislate for aircraft operators to provide their public authorities with PNR data. In addition, a number of States consider PNR data important for the prevention, investigation or prosecution of a terrorist offence or serious crime.

2.2 Identification of potentially high-risk passengers through PNR data analysis provides States and aircraft operators with a capacity to:

- a) improve aviation security;
- b) enhance national and border security;
- c) prevent and combat terrorist acts and related crimes and other serious crimes that are transnational in nature, including organized crime, and to enforce warrants and prevent flight from custody for such crimes;

- d) protect the vital interests of passengers and the general public, including health;
- e) ~~expedite~~ improve customs and immigration processing at airports; and
- f) facilitate and safeguard legitimate passenger traffic.

### 3. WHAT IS THE PURPOSE OF THESE GUIDELINES?

3.1 Aircraft operators could face legal, technical and financial issues if they have to respond to multiple, unilaterally imposed or bilaterally agreed PNR data transfer requirements that differ substantially from one another.

3.2 The purpose of these guidelines is to establish uniform measures for PNR data transfer and the subsequent handling of that data by the States concerned, based on the principles of:

- a) minimization of the cost to industry;
- b) accuracy of information;
- c) completeness of data;
- d) protection of personal data;
- e) timeliness; and
- f) efficiency and efficacy of data management/risk management.

3.3 These guidelines also seek to assist States in designing data requirements and procedures in order to minimize technical burdens that may impair the implementation of these uniform measures. These guidelines address the issue of PNR data transfer from an operator's system to a State, and the management of this data including arrangements for storage and protection.

3.4 A harmonized set of guidelines for PNR data transfer should benefit requesting States and aircraft operators by assisting States to design systems and establish arrangements that are compatible with these guidelines but do not impair States' ability to enforce their laws and preserve national security and public safety.

3.5 If implemented uniformly, these guidelines would provide a global framework allowing:

- a) all States to benefit from the value-added analysis of PNR data for shared security/safety purposes;
- b) aircraft operators to benefit from one set of common requirements for PNR data transfer; and
- c) all passengers to benefit from basic protection of their PNR data.

#### 4. LAWS OR REGULATIONS

4.1 The requirement for PNR data transfer should be governed by explicit legal provisions. The reasons for requiring PNR data should be clearly expressed in the appropriate laws or regulations of the State or in explanatory material accompanying such laws or regulations, as appropriate.

4.2 States should ensure that their public authorities have the appropriate legal authority to process the PNR data requested from aircraft operators, in a manner that observes these guidelines. States are invited to forward the full text of such legislation to ICAO for online dissemination to other States for information. All queries arising from such legislation should be addressed to the State and not to ICAO.

4.3 An aircraft operator is obliged to observe the laws of both the State from which it transports passengers (State of departure) and the State to which these passengers are transported (destination State). ~~Therefore, when a destination State legislates with regard to its PNR data transfer requirements, it should do so cognizant of the fact that existing laws of other States may affect an operator's ability to comply with these requirements. Where a conflict arises between any two States, or where an operator advises of a conflict, the States involved should consult each other to determine what can be done to enable affected operators to continue to operate within the bounds of the laws in both States.~~

4.4 If the existing laws of the State of departure prevent an aircraft operator from complying with the requirements of the destination State, both States should enter into consultation, as soon as possible, to resolve this conflict of laws.

4.5 Pending resolution of the conflict, States are encouraged to suspend fines and other sanctions against an aircraft operator unable to comply with their PNR requirements.

#### 5. PNR DATA ELEMENTS

5.1 As seen in section 1, PNRs can contain an extensive amount of data. States should limit their requirements to the transfer of those PNR elements which are necessary and relevant and not excessive for the purposes listed in section 2. Specific data elements that may be available from an operator's system(s) are set out in Annex 1 to these guidelines. The principles of section 9 (Filtering of PNR data) should be applied, as appropriate, in this regard.

5.2 States should not require or hold an operator responsible for provision of to provide PNR data that are not already collected or held in the operator's reservation or departure control systems. An operator should only be held responsible for data that is available in its reservation system. The specific data elements that might be available from an aircraft operator's system will also depend on the type of air transport services provided by the operator.

#### 6. PNR DATA PROCESSING

6.1 States should only require PNR data from aircraft operators who directly operate only of those passengers on flights that are scheduled to enter, depart or transit through airports situated in their territories.

6.2 It is particularly important that this data be protected, and therefore a State obtaining PNR information should, as a minimum:

- a) limit the use of the data to the purpose for which it collects them;

- b) restrict access to such data;
- ~~e) ensure that the data are adequately protected;~~
- ~~d~~ c) limit the period of data storage, consistent with the purposes for which data are transferred;
- e d) ensure that individuals are able to request disclosure of the data that are held concerning them, consistent with 14.3 of these guidelines, in order to request corrections or notations, if necessary; and
- f e) ensure that individuals have an opportunity for redress (14.4 refers).

**[PENDING: Insertion of a new sub-paragraph 6.2 g)]**

**[PENDING: Insertion of a new paragraph 6.3]**

## 7. METHODS OF PNR DATA TRANSFER

7.1 There are two possible methods of PNR data transfer currently available:

- a) *The “pull” method.* The public authorities from the State requiring the data can reach into (“access”) the aircraft operator’s system and extract (“pull”) a copy of the required data from its database.
- b) *The “push” method.* Aircraft operators transmit (“push”) the required PNR data elements into the database of the authority requesting them.

7.2 A State should consider the relative merits of the “push” and “pull” methods in terms of data protection and risk assessment options, as well as the economic impact of each method upon the State and upon operators for both the establishment of the systems and ongoing data transfer.

7.3 However, it is recommended that a State consider the adoption of the “push” method because of the operator’s position as the guardian and controller of the PNR data. ~~From a data protection point of view, the “push” method may enable the operator to better fulfil its legal responsibility for the lawfulness of PNR data transfer.~~

7.4 PNR data required by a State should be transferred through a single representative agency of the requesting State (the “single window” concept).

## 8. FREQUENCY AND TIMING OF PNR DATA TRANSFER

8.1 When developing the technical capability to enable PNR data to be pushed ~~or pulled~~, States should determine the frequency and timing of the data transfer, taking into consideration the limitations and capabilities of aircraft operators’ systems.

8.2 The timing and frequency of data transfer should be limited to that necessary for the purposes listed in section 2. States should routinely be provided with data on a scheduled basis, and should seek to minimize the number of times PNR data is transmitted for a particular flight.

8.3 Where States identify a specific threat, they may request data for a given passenger, flight or PNR on an ad-hoc basis.

## 9. FILTERING OF PNR DATA

9.1 The State requiring PNR data should consult with operators providing these data regarding the most efficient method(s) for the filtering of data taking into full consideration available technological solutions and applicable laws or regulations (4.3 also refers).

9.2 Appropriate mechanisms should be installed to ensure that only required PNR data elements are pushed by the aircraft operator to, or pulled by, the relevant State authorities.

9.3 States may decide whether the filtering will take place within the individual systems of aircraft operators or of their authorized agents or within the system of the receiving State. States may also consider whether a regional filtering system under the control of interested operators should be developed.

## 10. STORAGE OF PNR DATA

PNR data should be stored by the receiving State for no longer than is reasonably necessary for the stated purposes related to their collection by the State and for auditing or redress purposes, in accordance with its laws.

## 11. ONWARD TRANSFER

11.1 Appropriate safeguards for limiting the onward transfer of PNR data only to authorized public authorities should be put in place. Such safeguards should take account of agreements or undertakings entered into with the State from which the data are transferred.

11.2 When PNR data acquired by one State are to be transferred to another, the purposes for such onward intergovernmental transfer or sharing should be consistent with those set out in 2.2, and the conditions under which such a transfer will take place should be resolved during the process contemplated in 4.3 and 4.4. States should bear in mind that the onward transfer of data could expose the aircraft operator to civil liabilities.

## 12. PNR DATA PROTECTION: GENERAL PRINCIPLES

12.1 A State should ensure that each public authority with access to PNR data provide an appropriate level of data management and protection.

12.2 Where no national data protection legislation is in place, these guidelines should be used as the basis for the development of laws or regulations concerning PNR data transfer and data processing.

**[PENDING: PROPOSAL TO AMEND PARAGRAPH 12.2]**

12.3 A reasonable balance should be achieved between the need to protect a passenger's PNR data and a State's prerogative to require disclosure of passenger information ~~relevant to determining the risk that a passenger might present~~. Accordingly, States should not unduly restrict PNR data transfer by aircraft operators to relevant authorities of another State, ~~except where that State does not have adequate data protection measures in place~~ and States should ensure that a passenger's PNR data are protected.

### 13. SECURITY AND INTEGRITY OF PNR DATA

13.1 States should put in place regulatory, procedural and technical measures to ensure that the processing of PNR data for the purposes identified in section 2 is carried out in accordance with appropriate safeguards, notably with respect to the security, authenticity, integrity and confidentiality of the PNR data. Precautions should also be taken against the misuse or abuse of the data by State authorities.

13.2 States should ensure that their PNR data computer systems and networks are designed to prevent aircraft operators from having access through these systems to the data or information systems of another operator.

13.3 To prevent the unauthorized disclosure, copying, use or modification of data provided to a State, a receiving State should restrict access to such information on a "need-to-know" basis and use recognized security mechanisms, such as passwords, encryption or other reasonable safeguards, to prevent unauthorized access to PNR data contained in its computer systems and networks.

13.4 A State should, pursuant to its national laws or regulations, maintain a system of database control that provides for the orderly disposal of PNR data received.

13.5 Under the "pull" method, PNR access systems operated by State authorities should be so designed that they do not adversely affect the normal operation or security of aircraft operators' systems. The access systems should also be designed such that operators' data cannot be modified or other actions undertaken that would threaten the integrity of operators' data or their systems (i.e. they are "read-only" systems).

13.6 States should ensure that an appropriate audit programme is in place to monitor the transfer, removal and destruction of PNR data from their databases. Audit system access should be limited to authorized users.

### 14. TRANSPARENCY AND PASSENGER REDRESS

14.1 An aircraft operator or its agent should provide adequate notice to passengers (for example at the time of booking of a flight or purchase of the ticket) that the operator might be required, by law, to provide the public authorities of a State with any or all of the passenger PNR data held by the operator in relation to a flight to, from, or in transit through an airport within the territory of the State and that the information might be passed to other authorities when necessary to satisfy the State's purpose for acquiring the information. This notice should also include the specified purpose for obtaining the information as well as appropriate guidance to passengers on how they might access their data and seek redress.

14.2 Model passenger information/notice forms that operators might wish to use are found in Annex 2 to these guidelines.

14.3 States should provide for appropriate mechanisms, established by legislation where feasible, for passengers to request access to and consult personal information about them and request corrections or notations, if necessary.

14.4 Redress mechanisms should be set up to enable passengers to obtain adequate remedy for the unlawful processing of their PNR data by public authorities.

## 15. COSTS

15.1 States should carefully consider the cost to operators arising from the various options for obtaining PNR data. There are different cost regimes associated with “push” and “pull” approaches, and a State should therefore consult with operators to identify the most appropriate method to use in order to minimize the cost for both the State and the operators.

15.2 States, when requiring PNR data transfer, should take into account the issues affecting other States and the aircraft operators in their territories, especially with respect to the cost and the potential impact on existing infrastructure.

## 16. OTHER ISSUES

**[PENDING: PROPOSAL TO AMEND TITLE]**

16.1 States should acknowledge that PNR data collected by aircraft operators cannot be verified for accuracy or completeness. Therefore, neither should action be taken against an operator nor should an operator be held legally, financially or otherwise responsible for transferring PNR data that have been collected in good faith, but which are later found to be false, misleading or otherwise incorrect.

Additionally, when a carrier has not transferred PNR data for a diverted flight, States should take the circumstances surrounding the diversion into account.

**[PENDING: PROPOSAL TO INSERT NEW 16.2]**

16.2 States collecting PNR data shall strictly conform with the dispositions of Annex 13 to the Chicago Convention — *Aircraft Accident and Incident Investigation* on non-disclosure of records in the case of an accident or incident investigation (Chapter 5, 5.12).

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## Annex 1

### PNR DATA ELEMENTS

(Paragraph 5.1 refers)

An operator's system(s) may include the following data elements:

<i>Data groups or categories</i>	<i>Component data elements</i>
PNR name details	Passenger name, family name, given name/initial, title, other names on PNR
Address details	Contact address, billing address, emergency contact, email address, mailing address, home address, intended address [in State requiring PNR data transfer]
Contact telephone number(s)	[Telephone details]
Any collected API data	Any collected API data, e.g. name on passport, date of birth, sex, nationality, passport number
Frequent flyer information	Frequent flyer account number and elite level status
PNR locator code	File locator number, booking reference and reservation tracking number
Number of passengers on PNR	[Number]
Passenger travel status	Standby information
All date information	PNR creation date, booking date, reservation date, departure date, arrival date, PNR first travel date, PNR last modification date, ticket issue date, "first intended" travel date, date of first arrival [in State requiring PNR data transfer], late booking date for flight
Split/divided information	PNR Multiple passengers on PNR, other passengers on PNR, other PNR reference, single passenger on booking
All ticketing information	field Date of ticket issue/purchase, selling class of travel, issue city, ticket number, one-way ticket, ticket issue city, automatic fare quote (ATFQ)

<i>Data groups or categories</i>	<i>Component data elements</i>
	fields
All travel itinerary for PNR	PNR flight itinerary segments/ports, itinerary history, origin city/board point, destination city, active itinerary segments, cancelled segments, layover days, flown segments, flight information, flight departure date, board point, arrival port, open segments, alternate routing unknown (ARNK) segments, non-air segments, inbound flight connection details, on-carriage information, confirmation status
Form of payment (FOP) information	All FOP (cash, electronic, credit card number and expiry date, prepaid ticket advice (PTA), exchange), details of person/agency paying for ticket, staff rebate codes
All check-in information*	Generally available only after flight close-out: check-in security number, check-in agent I.D., check-in time, check-in status, confirmation status, boarding number, boarding indicator, check-in order
All seat information	Seats requested in advance; actual seats only after flight close-out*
All baggage information*	Generally available from DCS only after flight close-out: number of bags, bag tag number(s), weight of bag(s), all pooled baggage information, head of pool, number of bags in pool, bag carrier code, bag status, bag destination/ offload point
Travel agent information	Travel agency details, name, address, contact details, IATA code
Received-from information	Name of person making the booking
Go-show information*	Generally available only after check-in and flight close-out: go-show identifier
No-show information*	Only available after flight close-out: no-show history
	All information in general remarks section

\* These elements are contained in the DCS and are not available prior to departure. A recommendation has been made to the World Customs Organization (WCO) to consider incorporating these elements in future API messaging. Depending on an airline system these elements might or might not be part of a PNR.

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*Data groups or categories*

*Component data elements*

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General remarks

Free text/code fields in OSI, All IATA codes  
SSR, SSI, remarks/history

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## Annex 2

### MODEL PASSENGER INFORMATION/NOTICE FORMS

#### FORM A

*(Paragraph 14.2 refers)*

#### **NOTICE FOR TRAVEL TO [ NAME OF DESTINATION STATE ]**

Under [ name of State of departure ] law, the [ name of destination State's public authority ] will either access or receive certain travel and reservation information, known as Passenger Name Record or PNR data, about passengers flying to [ name of destination State ] from aircraft operators and travel agents.

The [ name of destination State's public authority ] has undertaken to use this PNR data for such purposes as improving aviation security, enhancing national and border security and preventing and combating terrorism, transnational and organized crimes. The PNR may include information provided during the booking process or held by airlines or travel agents, including credit card details and other similar private financial information.

The information will be retained for no longer than is reasonably necessary for the stated purposes related to its collection and for auditing and redress purposes, in accordance with the law of [ name of destination State ].

Further information about these arrangements, including measures to safeguard your personal data, can be obtained from your airline or travel agent or [ name of destination State's public authority ].

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**FORM B**  
*(Paragraph 14.2 refers)*

**NOTICE REGARDING PASSENGER NAME RECORD DATA**

A growing number of States require airlines to provide access to their records containing certain travel and reservation information, known as Passenger Name Record (PNR) data. The International Civil Aviation Organization (ICAO) has developed guidelines to help States design their requirements and procedures for handling PNR data.

PNR data should only be used by States for such purposes as improving aviation security, enhancing national and border security and preventing and combating terrorism, transnational and organized crimes. PNR data may include information about passengers provided during the booking process or held by airlines or travel agents, including credit card details and other similar private financial information.

PNR data should be retained by State authorities for no longer than is reasonably necessary for the stated purposes related to their collection and for auditing and redress purposes, in accordance with national laws.

Further information about these arrangements, including measures to safeguard your personal data, can be obtained from the relevant national authority or your airline or travel agent.

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## Annex 3

### GLOSSARY OF TERMS

***Advance passenger information (API).*** The provision, to a State, of core biographical information on a person prior to the person's arrival in a country. Key API data consists of full name of traveller; date of birth; gender; citizenship or nationality; and travel document type, country of issue and number. As such, PNR differs from API, which is principally collected by operators on behalf of States.

*Note.— For more information on API, please see the WCO/IATA/ICAO Guidelines on Advance Passenger Information (March 2003).*

***Aircraft operator.*** A person, organization or enterprise engaged in or offering to engage in an aircraft operation.

***Authorized agent.*** A person who represents an operator and who is authorized by or on behalf of such operator to act on formalities connected with the entry and clearance of the operator's aircraft, crew, passengers, cargo, mail, baggage or stores and includes, where national law permits, a third party authorized to handle cargo on the aircraft.

***Booking aircraft operator.*** An aircraft operator or his authorized agent with whom the passenger makes his original reservation(s) or with whom additional reservations are made after commencement of the journey.

***Computer reservation system (CRS).*** Electronic (computer) repository of information about a passenger's travel itinerary, for example, passenger details, itinerary, ticket information, and address.

***Data processing.*** For the purpose of these guidelines, includes any operation or set of operations performed on PNR data, such as collection, recording, organization, storage, adaptation or alteration, calling-up, retrieval, consultation, use, transfer, dissemination or otherwise making available, alignment or combination, blocking, erasure or destruction.

***Departure control system (DCS).*** The system used to check passengers onto flights. The DCS contains check-in information such as seat number and baggage information.

***Participating aircraft operator.*** Any aircraft operator on whose aircraft the booking aircraft operator has requested space, on one or more of its flights, to be held for a passenger.

***PNR data transfer.*** The transfer of PNR data, from an aircraft operator's system(s), to a State requiring such data or access by the State to PNR data from such system(s).

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## Annex 4

### LIST OF ACRONYMS

API(S)	Advance passenger information (system)
ARNK	Alternate routing unknown
ATFQ	Automatic fare quote
CRS	Computer reservation system
DCS	Departure control system
FOP	Form of payment
IATA	International Air Transport Association
OSI	Other service information
PNR	Passenger Name Record
PTA	Prepaid ticket advice
SSI	Special service information
SSR	Special service request
WCO	World Customs Organization

— END —