

Customer Information Collection Guidance

We need to collect personal data by law and to enable us to deliver services to our mutual customers. We may not be able to perform all of our services as well as we should if we do not hold correct passenger contact details.

When we may need to contact a passenger

We may need to contact a passenger for any of the following circumstances, including but not limited to:

- ✈ Reuniting a customer with a lost personal item or piece of unclaimed baggage,
- ✈ Assisting to reunite a passenger who may have become separated from their travel companions,
- ✈ In the event of a flight schedule change or delay during a passenger's journey,
- ✈ In the event that another person may have been carrying a communicable disease, or
- ✈ For reasons required by law.

IATA Resolution 830d

IATA Resolution 830d "Reservations Procedures for Accredited Agents" S.4. states *"To be able to advise passengers of irregular flight operations and disruptions, Members and BSP Airlines need to have sufficient contact details available to proactively contact the passengers. Consequently, the Agent should provide contact details on behalf of the passenger by entering in the Passenger Name Record (PNR) the passenger's mobile phone number and email address, while maintaining compliance with all applicable data protection directives and regulations. Contact details should be entered in the PNR in compliance with the Resolutions governing reservations procedures."* Members and BSP Airlines shall use these contact details exclusively for the purpose of operational notifications, e.g. flight cancellation, schedule change, etc. and shall not use the contact details for sales and marketing purposes.

In the event the passenger exercises his or her right not to provide contact details it is incumbent on the Agent to indicate that the passenger has declined to provide such details and to enter the refusal in the PNR to limit any statutory liability. In such a case, the passenger shall not be provided information relating to flight cancellation or schedule changes (including delay in departure).

Passenger Details

Passenger Contact Details	REASON DESCRIPTION
Passenger Name	<p>Passenger name must be entered into the PNR as it appears within their passport.</p> <p>In accordance with our Name Change Policy passenger names may not be changed.</p> <p>In accordance with our Name Correction Policy passenger names may only be amended within limited circumstances and upon payment of the applicable fee.</p>
Email address	<p>Passenger email address should be entered into the PNR in the relevant Passenger Contact Details field.</p>
Mobile Phone Number	<p>It is preferable to hold the passenger mobile phone number as sometimes our preferred method of communication may be via SMS when we need to contact multiple passengers at the same time.</p>
Land Line Phone Number	<p>If a passenger does not have a mobile telephone, then this type of contact would be our secondary preferred method of telephone communication.</p>
Destination Phone Number	<p>It is helpful to hold the passengers local contact telephone number (number of hotel or place of residence overseas) in the event that a passenger may not have a mobile telephone or active roaming facility.</p>

Amadeus Passenger Contact Entries

Email address	APE- PWINDSOR//EMAILADDRESS.COM
Mobile Phone Number	APM-61412345678
Land Lane Phone Number	AP BNE-61712345678 (<i>BNE being the city of origin or residence</i>)
Destination Phone Number	AP INU-Hotel Island (<i>INU being destination phone number</i>).
OSI for Local Contact	OSI ON HCE +61412345678

Sabre Passenger Contact Entries

Email address	PE±JOHNSMITH//EMAILADDRESS.COM
Mobile Phone Number	61412345678-M
Land Lane Phone Number	61712345678-H (<i>H being the home phone number or W being the work phone number</i>)
Destination Phone Number	67412345678-INU (<i>INU being the destination phone number</i>)

Galileo Passenger Contact Entries

Email address	P.BNEE*JOHNSMITH//EMAILADDRESS.COM
Mobile Phone Number	P.BNEM*61400123123
Land Lane Phone Number	P.BNEH*61894420000
Destination Phone Number	P.INUH*674123123123 (<i>INU being destination phone number</i>).