Brussels, 09 February 2018

Ms. Monique de Smet,
IATA Director MER,
Brussels

Mr. Michel de Blust,
ECTAA Secretary General,

Subject: New Distribution Capability and One Order Resolution

Dear Ms de Smet,

Dear Mr de Blust,

On 9 October 2017, the Working Party 29 (WP29) received a letter from the European Travel Agents' and Tour Operators' Association (ECTAA) informing us, from their perspective, on new developments on the New Distribution Capability (NDC). The WP29 views this letter as a follow up to the hearing organized by the WP29 on 15 May 2014 and the most recent correspondence of 23 October 2015 in which we invited all involved parties to keep us informed on further developments of the NDC.

Accordingly, the October 2017 letter informs us of two developments with regards to the NDC that ECTAA consider of relevance:

The first development relates to the publication by the International Air Transport Association (IATA) of Guidelines on Data Protection for the implementation of NDC based on Directive 95/46/EC.

The second development relates to the adoption by IATA of the so-called "One Order Resolution" which is expected to complete the NDC with respect to the processing of data by airlines.

Based on the information provided by ECTAA, the WP29 understands that the One Order Resolution aims to serve as a single Customer order record, holding all data elements obtained and required for order fulfilment across the air travel cycle. Customer data would thus be classified under a single identifier replacing the current PNR system and would be accessible to other service providers, including travel agents, interline partners, airports' ground handling agents, catering companies, and third-party resellers.

The WP29 notes ECTAA's concerns about the impact that these projects might have on the processing of personal data of individuals and on their right to privacy especially with regard to the General Data Protection Regulation (GDPR) which will take effect in May 2018.

In this context and in order to get a full picture of the practical implementations of the NDC and of the One Order Resolution at EU level, we invite you to let us have any relevant information on how airlines apply NDC standards, how they comply with the IATA adopted guidelines in practice, as well as how airlines intend to ensure compliance between NDC data policies and the General Data Protection Regulation (GDPR).

The WP29 will then consider whether any full examination of the data retention policy established under the One Order Resolution and its general compliance with the GDPR is warranted.

Yours sincerely,

On behalf of the Article 29 Working Party

Isabelle FALQUE-PIERROTIN
Chairwoman