

**Question for written answer E-011250/2011
to the Commission**

Rule 117

Martin Ehrenhauser (NI)

Subject: Implications for the EU-US PNR agreement on computerised reservation systems, including new CRS providers such as Google

Google's recent confirmation that it is developing a new computerised reservation system (CRS) for passenger name records (PNRs)¹ gives new importance to Parliament's call for 'an analysis of ... PNR data which may be available from sources not covered by international agreements, such as computer reservation systems located outside the EU'².

1. Has the Commission conducted such an analysis yet? When will the Commission share the results with Parliament?
2. Has the Commission considered the technical or policy implications of potential new CRS providers such as Google, which may use different technology platforms from those of legacy CRS vendors?
3. Has the Commission discussed with the CRS industry, including Google, whether to adopt a best practice for government requests for hosted data³, or what policies should be adopted with respect to disclosure of government requests for data hosted by CRSs? If not, why not?
4. Has the Commission conducted any research into compliance or non-compliance by CRS vendors with a) the data protection provisions of the Code of Conduct for CRSs, or b) Directive 95/46/EC on the protection of individuals with regard to the processing of personal data and on the free movement of such data, in particular with respect to retrieval of data by CRS system users located outside the EU? If not, why not?
5. Has the Commission designated a point of contact or established procedures for handling complaints from individuals of violations of the Code of Conduct for CRSs? If so, how has the Commission made public this point of contact and the procedures for handling such complaints? If not, why not?

¹ Jeremy Wertheimer (Vice President, Travel, ITA Software by Google), answer to question during the PhoCusWright conference, 16 November 2011, http://conference.phocuswright.com/program_sessions/1257.

² European Parliament resolution of 5 May 2010 on the launch of negotiations for Passenger Name Record (PNR) agreements with the United States, Australia and Canada P7_TA(2010)0144.

³ See for example <http://www.google.com/transparencyreport>.