

EDWARD HASBROUCK

1130 Treat Avenue, San Francisco, CA 94110, USA

phone +1-415-824-0214

edward@hasbrouck.org

19 September 2012

Request for access to personal information

Air Canada Privacy Office
Air Canada Centre
Law Branch ZIP YUL 1276
7373 Cote Vertu West
St. Laurent, Quebec H4Y 1H4
CANADA

Pursuant to the Personal Information Protection and Electronic Documents Act (PIPEDA), I request that you provide me with all of the information to which I am entitled pursuant to that Act, including all personal information pertaining to me held by you or by others on your behalf (including subsidiaries, affiliates including Jazz and "code-share" partners, contractors, and agents including ground handling agents and travel agencies and agents) and a complete account of all third parties (including government agencies in Canada or any other country) to which any of this information has been disclosed, indicating what information was disclosed, when, to whom, and subject to what conditions concerning its subsequent use.

I also request that you inform me of your policies for use, access, retention, and destruction of this data, and those of any recipients of this data, particularly those outside Canada.

This request includes any data collected, maintained, accessed, processed, or disclosed to third parties by your company or by any of your agents (including but not limited to your agent Airtrade International Inc., trading as "Vayama.com", a subsidiary of BCD Holdings NV, a Netherlands corporation, which was appointed by AC and acted as agent for AC as principal in the execution of my most recent contract of carriage with AC), sub-agents, contractors, and subcontractors, including computerized reservation systems (CRS's), PNR hosting companies, codesharing, alliance, other "partner" airlines, or other parties. This request includes all information held by you (or on your behalf) concerning flights operated by other airlines but for which tickets were issued by AC as the "validating carrier".

My flights on Air Canada included flights to the European Union and subject to EU law. If you, your agent(s), and/or your contractor(s) subscribe to any computerized reservations system (CRS), I therefor request in accordance with Article 11, Section 6 of the EU Code of Conduct for CRS's (Regulation (EC) No 80/2009 of the European Parliament and of the Council of 14 January 2009), that you inform me of the name and address of the CRS system vendor(s), the purposes of the processing, the duration of the retention of individual data and the means available to the data subject of exercising her or his access rights.

With respect to any PNR data, I specifically request that you provide copies of all my PNR's (including "history" and ticket records) from all CRS's or hosting systems, including both the PNR's from your "host" system and PNR's created by your agent(s), other airlines (including codeshare airlines), or other codeshare operators in other CRS's or reservation systems.

This request includes all personal data processed by you of which I am the data subject, including but not limited to:

1. Airline hosting and travel agency Passenger Name Records (PNR's)
2. PNR histories
3. Cancelled PNR's and their histories
4. Archived or "purged" PNR's and their histories
5. System logs of access to these PNR's and PNR histories, including any records of retrieval or other access to my PNR or other data by airline or CRS offices or travel agencies, and including records of what data was accessed, by whom, when, and from where (including whether such access was made from outside Germany or the EU)
6. Departure control system records and access logs
7. Advance Passenger Information (API) records and logs
8. AIRIMP, EDIFACT, or other message records
9. Ticketing records including complete virtual coupon records or ticket images
10. Bank Settlement Plan (BSP), Airline Reporting Corporation (ARC), interline, or other settlement records
11. Credit card processing, financial, billing, or payment records
12. Frequent flyer account records
13. Customer, Web user, or traveller records or profiles
14. Web site visitor, usage, and query records and logs, including all records of which of my PNR, profile, or other personal data was accessed via airline, CRS, or travel agency Web sites (including via online reservation management, check-in, or PNR-viewing sites, and including but not limited to VirtuallyThere.com, ViewTrip.com, MyTripAndMore.com, and/or CheckMyTrip.com), including by whom, when, and from where (including whether such access was made from outside Canada)

This request includes, but is not limited to, personal data pertaining to my flights as follows:

AC7687	BOS-YUL	14 Oct. 2011
AC832	YUL-BRU	14 Oct .2011
LX4245	LJU-ZRH	29 Oct. 2011
LX38	ZRH-SFO	29 Oct. 2011

Air Canada record locator NZXEJA, Air Canada ticket numbers 0148709665035-36 (payment made to, and tickets issued and validated by Air Canada for, all these flights).

I have attached a copy of my passport as evidence of my identity. I certify under penalty of perjury that I am the person identified by this passport and to whom this data pertains.

Should you have any questions or require further information from me to expedite your response to this request, please contact me by telephone at +1-415-824-0214 in San Francisco or by e-mail at <edward@hasbrouck.org>.

Sincerely,

Edward Hasbrouck