

The following information has been taken from U.S. Department of Transportation website: <https://www.transportation.gov/>

Air Consumer Privacy

Airlines and ticket agents regularly collect personal information from passengers in the course of business that may not be otherwise publicly available such as name, date of birth, and frequent flyer number. It is important for this information to be collected and maintained responsibly.

Mishandling the private information of consumers may be considered an unfair or deceptive practice. The U.S. Department of Transportation (DOT) has the authority to investigate complaints and take action against airlines and ticket agents for unfair or deceptive practices. This authority includes imposing civil penalties where appropriate.

It is an unfair or deceptive practice for an airline or ticket agent to violate the privacy of airline passengers by:

- violating the terms of its privacy policy.
- violating a rule issued by the DOT identifying specific privacy practices to be unfair or deceptive
- violating the [Children's Online Privacy Protection Act \(COPPA\)](#) or Federal Trade Commission (FTC) rules implementing COPPA
- failing, as a participant in the [Data Privacy Framework \(DPF\) Program](#), to comply with DPF Principles
- engaging in an “unfair” practice. In general, a practice is unfair if it causes or is likely to cause substantial injury, which is not reasonably avoidable, and the harm is not outweighed by benefits to consumers or competition.
- engaging in a “deceptive” practice. A practice is deceptive if it is likely to mislead a consumer, acting reasonably under the circumstances, regarding a material matter. A matter is material if it is likely to have affected the consumer’s conduct or decision with respect to a product or service.

DOT's Office of Aviation Consumer Protection (OACP) is responsible for investigating potential violations of consumer privacy laws by airlines and ticket agents. To file a privacy-related complaint against an airline or ticket agent with OACP, click [here](#).

Please note both the Transportation Security Administration (TSA) and U.S. Customs and Border Patrol (CBP) have separate rules and authority for passenger personal information. This authority is independent of DOT's OACP. If your complaint concerns airline security, please [contact TSA](#). If you have questions about CBP's biometric privacy policy, please visit [CBP's Biometrics webpage](#).

COPPA

In general, the Children's Online Privacy Protection Act (COPPA) prohibits operators of web sites from obtaining personal information from children under the age of 13 without first obtaining parental consent. The FTC has issued regulations implementing COPPA.

DOT enforces COPPA with respect to airlines. DOT and FTC share jurisdiction over ticket agents with respect to COPPA.

For further information about COPPA, see the [FTC COPPA Page](#).

Data Privacy Framework

The EU-U.S. Data Privacy Framework (DPF) is a method by which companies may transfer consumers' personal data to the United States from the European Union (EU) without violating EU privacy laws. Analogous frameworks apply to the United Kingdom and Switzerland. DPF is administered by the Department of Commerce. Participants in the DPF agree to follow [DPF privacy principles](#). In addition, DPF participants must list the appropriate U.S. entity with jurisdiction to investigate any claims against the participant regarding possible unfair or deceptive practices and violations of laws or regulations covering privacy.

DOT is the enforcement authority for airlines participating in the DPF. DOT shares jurisdiction with the FTC regarding ticket agents participating in DPF. DOT has publicly committed to make enforcement of DPF a high priority.

For further information about DPF, see the [Department of Commerce DPF page](#) and the [FTC DPF page](#).

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