



FAQ – Passenger Name Records (PNR)

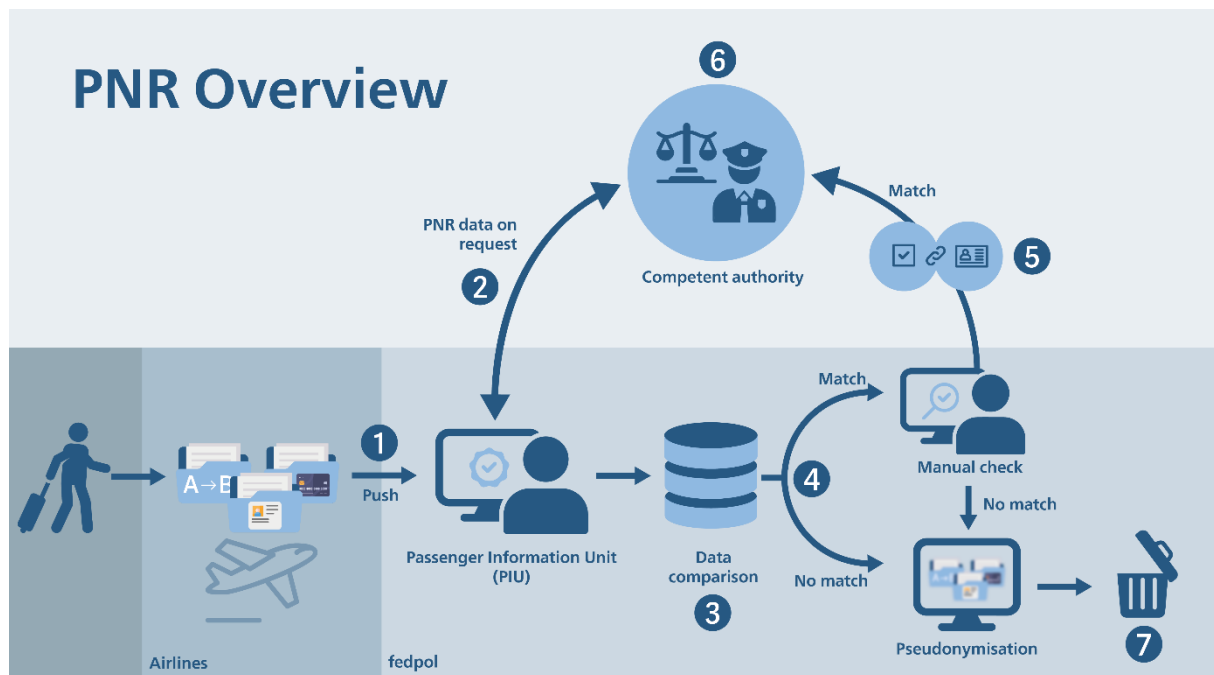
- **What are passenger name records (PNR)?**

PNR contain personal information provided by passengers when booking a flight, for example:

1. Passenger booking code
2. Date of ticket booking/issue
3. Date of travel
4. Passenger's first names and surnames
5. Passenger's address and contact details, including telephone number and email address
6. Payment/billing details
7. Full itinerary
8. Frequent flyer programme information: name of air carrier/aviation company; programme status and number
9. Name of the travel agency and agent who made the booking
10. Passenger's travel status: details of travel confirmation; check-in status; booked flights not taken; passengers with a ticket but no reservation
11. Information on split/shared passenger data (i.e. when one PNR contains data on persons who book a flight but do not travel together; where this occurs, the PNR data is only collected once and split)
12. For unaccompanied minors (under 18 years): name; gender; age; language(s); name and contact details of person accompanying the minor to departure and relationship to the passenger; name and contact details of person collecting the passenger on arrival and relationship to the passenger; name of airport staff accompanying the passenger on departure and arrival
13. Ticket information: ticket number; date of issue; single or return ticket; Automated Ticket Fare Quote (ATFQ)
14. Seat number and other seating information
15. Code share information (i.e. when one air carrier sells seats on another air carrier's flight)
16. Baggage information
17. Number and full names of fellow travellers
18. API data¹ if available
19. Any changes to the PNR data listed in numbers 1 to 18

¹ See Art. 104a Foreign Nationals and Integration Act FNIA

- **For what flights must PNR data be collected?**
Airlines must collect PNR data for all scheduled and chartered flights to and from Switzerland.
- **Is any further information required?**
No further information is required other than that provided when booking the flight.
- **Will processing PNR data change current airport procedures?**
No, the processing of PNR data will not change airport procedures.



- **What happens to my data?**

1. Your PNR data is **transmitted** to the Passenger Information Unit (PIU) by the airline.
2. It may also be disclosed to a competent authority on request.
3. Upon receipt, the PIU checks the PNR data against police databases, risk profiles and watch lists.
4.
 - a. If the check **does not return a match** (see graphic above) the PNR data is automatically pseudonymised after a month and deleted after six months.
 - b. If the check **returns a match**, (see graphic above) the PNR data is checked manually by PIU specialists. If the **check is negative**, the data undergoes the same process as for a non-match.
5. If the **check is positive**, the match and the PNR data are forwarded to the competent authority.
6. All data disclosed to a competent authority is flagged by the PIU and retained for a period of five years. After that, it is automatically and permanently deleted.
7. Data that is not disclosed to an authority remains unflagged. It is revocably pseudonymised a month after it has been sent to the PIU and permanently deleted after a further five months.

- **Where is my PNR data stored?**

- The data transmitted to the Swiss PIU is stored on a federal government server.
- This is in line with the security requirements for data that requires a very high level of protection according to the federal directives on basic ICT security.

- **What is a risk profile?**
 - A risk profile identifies combinations of data, for example travel route and payment method, or travel route and travel agency, which occur frequently in certain criminal offences, particularly organised crime.
 - It does not contain any personal data. The profile is used in the automated comparison of air passenger data.
 - If the comparison returns a match, the result is checked manually by PIU specialists. If confirmed, the data is retained for five years.
- **What is a watch list?**
 - A watch list contains the PNR data (e.g. mobile phone number, credit card number or name of a travel agency where a booking was made) of a person suspected of having committed or intending to commit a terrorist or other serious criminal offence.
 - It is used to identify potential threats prior to the departure of an aircraft.
 - If the comparison of PNR data with a watch list returns a match, the match is checked manually by PIU specialists. A watch list may only be created by a PIU at the request of the competent authorities.
- **To which authorities can the PIU disclose PNR data?**
 - Under the Intelligence Service Act, the PIU may disclose PNR data to fedpol, the cantonal police forces, the Office of the Attorney General of Switzerland, the cantonal public prosecution services, the Federal Intelligence Service and the cantonal law enforcement authorities.
 - These authorities do not have direct access to the PNR database, but may obtain PNR data from the PIU on request or in cases that are required by law and lie in their jurisdiction.
- **How can I find out whether my PNR data has been passed on to a law enforcement authority?**

You can submit a request for information to fedpol to find out whether the PIU has forwarded your PNR data to a law enforcement authority.
- **Is the PIU permitted to process PNR data for example on my origin, skin colour or political or other affiliations?**

No, the PIU is not permitted to process such particularly sensitive data.
- **Will PNR data be used for creating a 'No Fly List'?**

No, the Passenger Name Records Act does not contain any such provisions.
- **Under what conditions will Switzerland exchange PNR data with other countries?**

Airlines are permitted to transfer their data not only to countries that have concluded an international agreement with Switzerland, but also to countries that guarantee compliance with international PNR standards.

- **What rules apply to processing children's PNR data?**
 - A child under the age of two may only travel on an aircraft if accompanied by an adult and does not, in general, occupy its own seat.
 - The child's data is part of the accompanying adult's PNR data and is therefore subject to the same retention period.
 - This rule applies to children up to the age of 12.
 - If a separate flight is booked for a child aged five or over, the child has its own PNR data.

- **Why is PNR data pseudonymised after a month and not deleted immediately?**
 - In Switzerland, as in the EU, PNR data that does not contain any indication of terrorist or criminal activity is retained for six months.
 - This enables law enforcement services to clarify in a criminal investigation, for example, whether and how or with whom a person has travelled in that period.
 - Pseudonymising the data after one month restricts its availability, but increases data protection.

- **What is 'pseudonymisation'?**
 - Pseudonymising PNR data ensures that it can no longer be attributed to a specific person.
 - Pseudonymisation can only be lifted by the Federal Administrative Court at the request of a competent authority.