

The Office of Aviation Enforcement and Proceedings and its Aviation Consumer Protection Division monitor compliance with, investigate violations of, and enforce aviation economic and civil rights laws of the United States, including those pertaining to the privacy of consumers with respect to information provided by them to airlines or ticket agents.

The Department's authority in this area is found in 49 U.S.C. § 41712, which prohibits airlines and ticket agents from engaging in unfair or deceptive practices or unfair methods of competition in air transportation or the sale of air transportation. The Office has the broad authority to enforce this law by investigating complaints, monitoring compliance, and 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: (1) violating the terms of its privacy policy; (2) gathering or disclosing private information in a way that violates public policy, is immoral, or causes substantial consumer injury not offset by any countervailing benefits; (3) violating a rule issued by the Department identifying specific privacy practices to be unfair or deceptive; or (4) violating the Children's Online Privacy Protection Act (COPPA) or Federal Trade Commission rules implementing COPPA.

Individuals may file privacy-related complaints by filling out our [web form](#), or by calling the ACPD 24 hours a day at 202-366-2220 (TTY 202-366-0511) to record your complaint. Calls are returned Monday through Friday, generally between 7:30 am and 5:00 pm Eastern time.

You may also send us a letter at:

*Aviation Consumer Protection Division, C-75
U.S. Department of Transportation
1200 New Jersey Ave, S.E.
Washington, D.C. 20590*