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SECURITY & FACILITATION

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What is Passenger Name Record data?

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Passenger Name Record (PNR) data – What is it?

01

Information about the passenger collected by an aircraft operator for the purposes of managing a passenger reservation:

- Names of passengers in booking
- Contact information; phone, e-mail etc...
- Itinerary
- Baggage details
- Address details
- Seat details
- Payment details

02

Collected by the aircraft operator for their own business purposes

03

Transferred to Control Authorities for use in the fight against terrorism and serious crime

04

PNR data content varies from airline to airline and even from passenger to passenger. PNR contains only as much as the airline or booking agency collects in the process of its travel bookings.



Passenger Name Record (PNR) data – How is it used?

- 01 Traditionally developed for Customs to identify contraband and smuggling routes
- 02 To prevent terrorism and organized crime as well as a wide range of law enforcement measures
- 03 Used for risk assessment and analysis – helps States to identify the intended travel of previously unknown individuals who may be involved in terrorism or serious crime, through the analysis of trends or patterns between individuals and entities
- 04 Used for historic analysis – helps States unravel criminal networks and identify connections between individuals as part of criminal investigations



Passenger Name Record (PNR) data – United Nations Security Council Resolution 2396

01 **Obligation on UN Member States to develop a PNR capability**

Decides that Member States shall develop the capability to collect, process and analyse, in furtherance of ICAO standards and recommended practices, passenger name record (PNR) data and to ensure PNR data is used by and shared with all their competent national authorities, with full respect for human rights and fundamental freedoms for the purpose of preventing, detecting and investigating terrorist offenses and related travel;

02 **New ICAO PNR Standards**

... and also urges ICAO to work with its Member States to establish a standard for the collection, use, processing and protection of PNR data



Passenger Name Record (PNR) data – International Standards and Guidance Materials

01 New PNR Standards and Recommended Practices in ICAO Convention on International Civil Aviation: Annex 9 – *Facilitation*

- In line with United Nations Security Council Resolution 2396 (2017), which urged ICAO to establish such standards, and set a more consistent international approach and strong baseline to govern the use of PNR
- Reflect global best practices for use of this data for law enforcement, aviation security, border control, and counterterrorism purposes
- Include requirements for the retention of PNR data, appropriate privacy protections, and the principle that States shall not inhibit or prevent the transfer of PNR data to another State that is compliant with the SARPs, while also acknowledging a State's ability to require or negotiate higher levels of protection of PNR data, provided that those measures do not conflict with the SARPs.



Passenger Name Record (PNR) data – International Standards and Guidance Materials

02

ICAO Doc 9944 PNR Guidelines

- Specifies the data elements that can required in PNR
- Outlines that PNR is commercial data supplied by or on behalf of the passenger concerning all the flight segments of a journey.
- Confirms that the airline industry cannot guarantee the accuracy of PNR data, as reservation data is filled with self-asserted and unverified data collected for commercial purposes during time of booking.
- Outlines that PNR data are captured in many ways. Reservations may be created by various marketing organizations with pertinent details of the PNR then transmitted to the operating carrier(s).
- Accordingly, the structure of individual PNRs and the amount of data they contain will vary widely.



Passenger Name Record (PNR) data – How is it processed to tackle terrorism and serious crime?

01

Comparison against databases

- Specific PNR data elements can be compared against watchlists and databases used for terrorism and serious crime purposes
- For instance phone numbers, credit cards and addresses that have been used in previous criminal activity

02

Rules Based Targeting

- Processed against sets of rules, determined on the basis of intelligence, to identify individuals likely to be involved in terrorism or serious crime
- Enables more effective and efficient deployment of resources at the border to only further examine individuals likely to be of interest to law enforcement

03

Analysis of historic data

- Retrospective analysis of PNR data using new intelligence to identify links between known and previously unknown individuals who should be subject to future examination



Implementing API and PNR systems – Engagement with the airline industry

- 01 Early and regular engagement with aircraft operators is key to ensuring a successful implementation of new passenger data processing systems
- 02 Implementing a passenger data processing system is something we do with aircraft operators, and not to them
- 03 Be prepared to adjust and amend your implementation plans as necessary
- 04 There is no one size fits all approach, different airlines business models, routes, passenger profiles, system capabilities and resources all differ so your approach needs to be tailored
- 05 The threat of penalties is a good tool to drive up compliance. But penalties should only be a last resort once all other attempts to resolve non-compliance issues are exhausted.



THANK YOU!