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# **PASSENGER NAME RECORD (PNR) DATA REQUIREMENTS GUIDE FOR AIRLINES**

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## 1 INTRODUCTION

The European parliament and of the Council have set on 27 April 2016 a directive (EU) 2016/681 on the use of passenger name record (PNR) data for the prevention, detection, investigation and prosecution of terrorist offences and serious crime. The Directive has no effect to valid EU regulations concerning border control.

As today airline operators has to send data requested by Border Guards when operating across Schengen borders. Regulation is based on the Council directive 2004/82/EC on the obligation of carriers to communicate passenger data and implementation to national legislation.

The purpose of this document is to assist airlines operating international passenger air services to and from Finland to understand the requirements of supplying Passenger Name Record (PNR) data to national Passenger Information Unit (PIU) Finland to use it in the fight against terrorist offences and serious crime.

As Finland's Law Enforcement Agencies, Police, Customs and Border Guard, are responsible for undertaking risk assessment of all passengers arriving and departing Finland. Law Enforcement Agencies are all in present in PIU Finland.

To facilitate this, legislation (mentioned bellow) allows PIU Finland to request access to PNR data, in a particular manner and form, from all international passenger air service operators flying to and from Finland.

### Contacts

For further information and assistance please email or write to

National Bureau of Investigation  
Passenger Information Unit  
PO Box 285  
FI-01301 Vantaa  
FINLAND

Email: [piu.fi.krp@poliisi.fi](mailto:piu.fi.krp@poliisi.fi)

## 2 PASSENGER NAME RECORD (PNR) REQUIREMENTS

### 2.1 Legislative Requirements

Act on the use of air passenger records in the fight against terrorist offenses and serious crime (55/2018)

### 2.2 Legislative Compliance

Provisions on financial penalty on carriers for violating the obligation to report are described in the Act on the use of air passenger records in the fight against terrorist offenses and serious crime (55/2018) Section 13 article 1.

An air carrier infringing the provision of the prescribed passenger name record shall impose penalties. The fee shall amount to EUR 3000 per flight for which no passenger name record data has been submitted or have been provided inadequately.

### 2.3 Request Detail

In accordance with legislation, the operating airline is requested to provide PNR data for passengers it carries to and from Finland from the airline reservation and check-in system (together known here as the 'reservation system').

The operating airline is responsible for providing PNR data as specified for all passengers including Codeshare passengers whose itineraries include a flight to, from, or through Finland.

### 2.4 PNR Data Manner

The manner by which PNR data is to be provided to PIU Finland must be in accordance with that described in Section 3.

### 2.5 PNR Data Form

The form by which PNR data is to be provided to PIU Finland must be in accordance with that described in Section 4 Message Formats.

### 2.6 Assistance from Industry

Airlines are required to provide PIU Finland with all reasonable facilities and assistance necessary to obtain the requested PNR data and to understand the data provided.

In particular, this includes all technical information such as system codes, abbreviations, service indicators, address details, city codes and other information as required.

### 3 TRANSMISSION OF PNR DATA

#### 3.1 PNR Data Manner

Airlines must provide a 'push' electronic transfer of passenger information from their Reservations system to PIU Finland as defined in Finnish legislation. Legislations are in attachment.

PNR data, including all data elements listed on Attachment E, must be provided to PIU Finland for passengers whose itineraries include a flight to, from or through Finland by the operating airline.

PIU Finland requires airlines to provide PNR data in the International Air Transport Association (IATA) / International Civil Aviation Organization (ICAO) / World Customs Organization (WCO) PNRGOV format<sup>1</sup>.

##### 3.1.1 Code-Share Responsibilities

Code sharing exists when:

- (a) One carrier operates a flight on behalf of another, using that carrier's airline designator in the flight number;
- (b) Two or more carriers jointly operate a flight under one or more airline designators.

The operating airline is responsible for the provision of all PNR data including code share passengers carried to and from Finland. PIU Finland encourages operating airlines to ensure their code share airline is aware of the PNR data requirements included in this guide.

##### 3.1.2 Timing for the provision of PNR information

PIU Finland requires the specified PNR data elements to be transmitted a total of two times:

- (a) 24 hours before the scheduled time for flight departure;

And

- (b) Immediately after flight closure

##### 3.1.3 Internet solution

PIU Finland is planning to open a web application which small airline companies, who are not able to provide Padis Edifact PNRGOV message, may use. More information from PIU Finland.

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<sup>1</sup> *Guideline on PNR Data ICAO 2010, doc9944*

## 3.2 Registration and Testing

### 3.2.1 Definitions

Prior to transmitting PNR data to PIU Finland all airlines and service providers must register and undergo testing.

Certification - To test that an operating airline or service provider meets the message structure and format standards as well as the content required by Customs and Border Protection.

Operating Airline - an operator of an international passenger air service to and from Finland.

Service Provider - Any entity that transmits PNR data directly to PIU Finland on behalf of an operating airline that is mandated to provide PNR data.

Certification Testing - Prior to being allowed to send messages into the Customs and Border Protection production environment, all operating airlines and service providers will undertake certification testing to ensure that test messages meet the message structure and format standards as well as the content required. Certification testing will also ensure that all messages for a single flight are easily matched together and that the process to notify reject, successful with errors and successful without errors is in place.

### 3.2.2 Registration

Operating airlines are to register with PIU Finland and to provide details as requested. A registration form is located in Attachment B.

PIU Finland kindly asks you to fill a registration form as soon as possible. This only indicates your contact persons and PIU Finland are able to start the process.

## 3.3 Registration and Testing

### 3.3.1 Definitions

Prior to transmitting PNR data to PIU Finland all airlines and service providers must register and undergo testing.

Certification - To attest that an operating airline or service provider meets the message structure and format standards as well as the content required by Customs and Border Protection.

Operating Airline - an operator of an international passenger air service to and from Finland.

Service Provider - Any entity that transmits PNR data directly to PIU Finland on behalf of an operating airline that is mandated to provide PNR data.

Certification Testing - Prior to being allowed to send messages into the Customs and Border Protection production environment, all operating airlines and service providers will undertake certification testing to ensure that test messages meet the message structure and format standards as well as the content required. Certification testing will also ensure that all messages for a single flight are easily matched together and that the process to notify reject, successful with errors and successful without errors is in place.

### 3.3.2 Registration

Operating airlines are to register with PIU Finland and to provide details as requested. A registration form is located in Attachment B.

### 3.3.3 Testing

Testing is a two-step process. Operating airlines and/or service providers are to undergo certification testing to ensure that:

- connectivity has been established; and
- PNR data conforms to the message format and supporting documentation as per Finland PNR Implementation Guide.

Stages in Certification Testing:

- the operating airline and/or a service provider and PIU Finland are to establish timelines for connectivity and for the successful completion of the certification testing process.
- On the agreed date, PIU Finland will establish and test the connectivity link with the operating airline.

## 4 PRIVACY CONSIDERATIONS

Both the airline and PIU Finland commit themselves to safeguarding PNR data that is stored, transferred, processed, used or disclosed within this document and or agreement.

At all times, following receipt of transferred PNR data from the airline PIU Finland will handle that PNR data in a manner that complies with Commonwealth legal and policy requirements for storage, security, privacy, use and official disclosure.

PIU Finland will ensure that:

1. Access to PNR data is restricted to a limited number of officers within PIU Finland who are specifically authorized for the purposes of processing PNR data; and,
2. A comprehensive physical and electronic security system for PNR data is in place in accordance with the various requirements and the instruments.

### Attachments

Attachment A; PNR data elements  
Attachment B; Airline registration form

**ATTACHMENT A**

**PNR DATA ELEMENTS**

The PNR data elements required are as follows and contain both reservations and check-in data:

ITEM	DATA ELEMENT	DESCRIPTION
1	PNR locator code	- PNR number - Any GDS booking codes
2	Date(s) of reservation	- booking date - ticketing date
3	Date(s) of travel	- intent to travel date - dates of cancelled itinerary
4	Name(s)	- full name of all passengers travelling on PNR
5	Frequent flyer information	- Frequent Flyer number - Frequent Flyer type
6	Other names on PNR	- number of travellers - travel group name
7	All contact information	- contact telephone numbers - contact address - email address
8	All payment/billing information	- payment mode (cash, credit card, MPD, electronic transfers) - breakdown of payment ( taxes, fees, charges)
9	Travel itinerary	- all flight, ferry, train, bus segments - all hotel segments - open segments - arrival not known segments - class code - travel date(s) - arrival and departure time(s) - all car segments - no show segments - go show segments - on-carriage information - inbound connection information - cancelled PNR - cancelled segments within PNR
10	Travel agent information	- travel agency name - booking agent name - booking city - tour group information - IATA code(s) - contact details
11	Code share information	- marketing airline(s) - operating airline(s) - flight number(s)
12	Split/divided information	- primary PNR - split PNR details - date of change(s)
13	Travel status information	- accepted indicator - boarded indicator



		<ul style="list-style-type: none"> <li>- boarding sequence</li> <li>- check-in sequence</li> <li>- standby/staff indicator</li> </ul>
14	Ticketing information	<ul style="list-style-type: none"> <li>- all ticket number(s)</li> <li>- all coupon number(s)</li> <li>- ticketing date(s)</li> <li>- exchange/reissue/upgrade information</li> <li>- ticketing city</li> <li>- ticketing agent</li> <li>- e ticket/paper ticket indicators</li> <li>- remarks, reservations or check-in comments</li> </ul>
15	Baggage information	<ul style="list-style-type: none"> <li>- bag tag number(s)</li> <li>- number of bags</li> <li>- weight(s) total and individual</li> <li>- head of pool</li> <li>- member of pool</li> <li>- baggage destination</li> <li>- baggage boarding point</li> </ul>
16	Seat information	<ul style="list-style-type: none"> <li>- seat number</li> <li>- seat changes</li> <li>- SSR comments on seat requests</li> </ul>
17	General remarks	<ul style="list-style-type: none"> <li>- all SSR elements</li> <li>- all OSI elements</li> <li>- all SSI elements</li> </ul>
18	Any collected APP information	<ul style="list-style-type: none"> <li>- full name</li> <li>- date of birth</li> <li>- gender</li> <li>- travel document country of issue</li> <li>- travel document number</li> <li>- destination address</li> </ul>
19	All historical changes	<ul style="list-style-type: none"> <li>- full history of PNR for items 1 to 18</li> </ul>

**ATTACHMENT B**
**AIRLINE REGISTRATION FORM**

<b>PASSENGER NAME RECORD (PNR) DATA AIRLINE REGISTRATION FORM</b>	
<b>Company Name + IATA / ICAO code:</b>	
<b>Mailing Address:</b>	
<b>Business Contact</b>	
Name:	
Title:	
Email Address:	
Telephone Number:	
Mobile Number:	
<b>Technical Contact</b>	
Name:	
Title:	
Email Address:	
Telephone Number:	
Mobile Number:	
<b>Technical Support 24 hour / 7 day Technical Support Desk</b>	
Name:	
Title:	
Email Address:	
Telephone Number:	
Mobile Number:	
<b>Service Provider If applicable</b>	
Name:	
Title:	
Email Address:	
Telephone Number:	
Mobile Number:	

Email completed form to

**[piu.fi.krp@poliisi.fi](mailto:piu.fi.krp@poliisi.fi)**