

COUNTRY_NAME	OFFICIAL_NAME	INFORMAL_TITLE	LEGAL_RESPONSABILITY	CONTACT_DETAILS
Austria	Bundesarbeitskammer	Austrian Chamber of Labour		<p>Telephone: 01 501651202</p> <p>Email: gbr@akwien.at</p> <p>Website:</p> <p>Adress: Prinz-Eugen Straße 20-22</p> <p>1040 Wien</p>
Austria	Bundesamt für Sicherheit im Gesundheitswesen	Austrian Federal Office for Safety in Health Care (BASG)	Directive 2001/83/EC on medicinal products for human use, Legal responsibility for enforcing the following Union law(s):	<p>Telephone: +43 050555</p> <p>Email: basg@basg.gv.at</p> <p>Website: http://www.basg.gv.at</p> <p>Adress: Traisengasse 5</p> <p>1200 Wien</p>
Austria	Bundesamt für Eich- und Vermessungswesen	Federal Office of Metrology and Surveying	Directive (EU) 2015/2302 on package travel and linked travel arrangements, Directive 2005/29/EC on unfair commercial practices, Directive 2006/114/EC on misleading and comparative advertising, Directive 2006/123/EC on services in the internal market, Directive 2008/48/EC on credit agreements for consumers, Directive 98/6/EC on consumer protection in the indication of the prices of products, Legal responsibility for enforcing the following Union law(s); Regulation (EC) No 1008/2008 on common air services rules in the Community, Regulation (EU) 2018/302 addressing unjustified geo-blocking	<p>Telephone: +43 01 211 10 0</p> <p>Email: vbk@bev.gv.at</p> <p>Website: https://www.bev.gv.at/</p> <p>Adress: Schiffamtsgasse 1-3</p> <p>1020 Wien</p>
Austria	Bundeskartellanwalt	Federal Cartel Prosecutor	Directive (EU) 2015/2302 on package travel and linked travel arrangements, Directive 1999/44/EC on the sale of consumer goods and associated guarantees, Directive 2000/31/EC on electronic commerce, Directive 2002/65/EC on distance marketing of consumer financial services, Directive 2008/122/EC on timeshare, long-term holiday product, resale and exchange contracts, Directive 2008/48/EC on credit agreements for consumers, Directive 2011/83/EU on consumer rights, Directive 2013/11/EU on consumer ADR, Directive 2014/17/EU on credit agreements for consumers for residential property, Directive 93/13/EEC on unfair terms in consumer contracts, Legal responsibility for enforcing the following Union law(s); Regulation (EU) 2017/1128 on cross-border portability of online content services, Regulation (EU) No 524/2013 on consumer ODR	<p>Telephone: +43 01 52152 0</p> <p>Email: CPC-Bundeskartellanwalt@justiz.gv.at</p> <p>Website: http://www.justiz.gv.at/</p> <p>Adress: Schmerlingplatz 11</p> <p>1016 Wien</p>
Austria	Schienen-Control GmbH	Schienen-Control - independent regulator for the railways	Legal responsibility for enforcing the following Union law(s); Regulation (EC) No 1107/2006 on disabled persons' and persons with reduced mobility's rights when travelling by air, Regulation (EC) No 1371/2007 on rail passengers' rights and obligations, Regulation (EC) No 261/2004 on denied boarding and of cancellation or long delay of flights, Regulation (EU) No 1177/2010 on passengers' rights when travelling by sea and inland waterway, Regulation (EU) No 181/2011 on passengers' rights in bus and coach transport	<p>Telephone: +43 01 5050707</p> <p>Email: office@apf.gv.at</p> <p>Website: https://www.schienencontrol.gv.at</p> <p>Adress: Linke Wienzeile 4/1/6</p> <p>1060 Wien</p>
Austria	Schlichtungsstelle der Rundfunk und Telekom Regulierungs-GmbH (RTR-GmbH) für Telekommunikation	Telecommunications-Conciliation body (RTR)		<p>Telephone: 0043 1 58058 0</p> <p>Email: rtr@rtr.at</p> <p>Website: https://www.rtr.at/schlichtungsstelle</p>

				<p>Adress: Mariahilfer Straße 77-79</p> <p>1060 Wien</p>
Austria	Fernmeldebüro	Telecommunications Office	Directive 2002/58/EC on privacy and electronic communications, Legal responsibility for enforcing the following Union law(s):	<p>Telephone: +43 01 711 00 654500</p> <p>Email: office@fb.gv.at</p> <p>Website: https://fb.gv.at</p> <p>Adress: Radetzkystraße 2</p> <p>10030 Wien</p>
Austria	Energie-Control Austria für die Regulierung der Elektrizitäts- und Erdgaswirtschaft (E-Control)	e-Control - Regulatory authority responsible for establishing and complying with the rules on the Austrian energy market		<p>Telephone: 01 24724 0</p> <p>Email: office@e-control.at</p> <p>Website: http://www.e-control.at</p> <p>Adress: Rudolfsplatz 13a</p> <p>1010 Wien</p>
Austria	Europäisches Verbraucherzentrum Österreich	European Consumer Centre (ECC Austria)		<p>Telephone: 01/ 588 77 81</p> <p>Email: info@europakonsument.at</p> <p>Website: https://europakonsument.at</p> <p>Adress: Mariahilfer Straße 81</p> <p>1060 Wien</p>
Austria	Finanzmarktaufsicht (FMA)	Austrian Financial Market Authority (FMA)		<p>Telephone: 01 24959</p> <p>Email: cpc@fma.gv.at</p> <p>Website: http://www.fma.gv.at</p> <p>Adress: Otto-Wagner-Platz 5</p> <p>1090 Wien</p>
Austria	Internet Ombudsstelle c/o Österreichisches Institut für angewandte Telekommunikation	Internet Ombudsstelle c/o Austrian Institute for Applied Telecommunication		<p>Telephone: +43 1 595 211 20</p> <p>Email: kontakt@ombudsstelle.at</p> <p>Website: http://www.ombudsstelle.at</p> <p>Adress: Ungargasse 64-66/3/404</p> <p>1030 Wien</p>
Austria	Schutzverband gegen unlauteren Wettbewerb	Austrian Association against Unfair Competition		<p>Telephone: 01-5057893</p> <p>Email: office@schutzverband.at</p> <p>Website: http://www.schutzverband.at</p>

				<p>Adress: Ditscheinergasse 4</p> <p>1030 Wien</p>
Austria	Kommunikationsbehörde Austria (KommAustria)	Austrian Communications Authority (KommAustria)	Directive 2010/13/EU on audiovisual media services, Legal responsibility for enforcing the following Union law(s):	<p>Telephone: +43 01 58058 0</p> <p>Email: rtr@rtr.at</p> <p>Website: https://www.rtr.at</p> <p>Adress: Mariahilfer Straße 77-79</p> <p>1060 Wien</p>
Belgium	Centre Européen des Consommateurs (CEC Belgique), Europees Centrum voor de Consument (ECC België)	European Consumer Centre (ECC Belgium)		<p>Telephone: +32 2 542 33 46</p> <p>Email: info@eccbelgium.be</p> <p>Website: https://www.eccbelgium.be</p> <p>Adress: Hollandstraat 13</p> <p>1060 Brussel</p>
Belgium	Test Aankoop, Test Achats	"Test Achats" / "Test shopping" (consumer organisation)		<p>Telephone: +32 2 542 32 32</p> <p>Email: test-achats@test-achats.be</p> <p>Website: http://www.test-aankoop.be</p> <p>Adress: Hollandstraat 13</p> <p>1060 Brussel</p>
Bulgaria	Изпълнителна агенция по лекарствата	Bulgarian Drug Agency	Directive 2001/83/EC on medicinal products for human use, Legal responsibility for enforcing the following Union law(s):	<p>Telephone: +359 28903555</p> <p>Email: bda@bda.bg</p> <p>Website: https://www.bda.bg/bg/</p> <p>Adress: Дамян Груев 8</p> <p>1303 София</p>
Bulgaria	Българска народна банка	Bulgarian National Bank	Directive 2014/17/EU on credit agreements for consumers for residential property, Directive 2014/92/EU on the comparability of fees related to payment accounts, Legal responsibility for enforcing the following Union law(s):	<p>Telephone: +359 2 91459</p> <p>Email: press_office@bnbank.org</p> <p>Website: http://www.bnb.bg</p> <p>Adress: пл. "Княз Александър I" № 1</p> <p>1000 София</p>
Bulgaria	Изпълнителна агенция "Железопътна администрация" (НОБ)	Railway Administration Executive Agency (NSA)	Legal responsibility for enforcing the following Union law(s);, Regulation (EC) No 1371/2007 on rail passengers' rights and obligations	<p>Telephone: +359 2 9409 428</p> <p>Email: kabinet-IAJA@mtic.government.bg</p> <p>Website: http://www.iaja.government.bg</p>

				Address: ул. „Ген. Й. Гурко“ № 5 1000 София
Bulgaria	Министерство на икономиката	Ministry of Economy and Energy	Directive (EU) 2015/2302 on package travel and linked travel arrangements, Directive 1999/44/EC on the sale of consumer goods and associated guarantees, Directive 2000/31/EC on electronic commerce, Directive 2001/83/EC on medicinal products for human use, Directive 2002/65/EC on distance marketing of consumer financial services, Directive 2005/29/EC on unfair commercial practices, Directive 2008/122/EC on timeshare, long-term holiday product, resale and exchange contracts, Directive 2008/48/EC on credit agreements for consumers, Directive 2011/83/EU on consumer rights, Directive 2013/11/EU on consumer ADR, Directive 2014/17/EU on credit agreements for consumers for residential property, Directive 93/13/EEC on unfair terms in consumer contracts, Directive 98/6/EC on consumer protection in the indication of the prices of products, Legal responsibility for enforcing the following Union law(s);, Regulation (EU) 2018/302 addressing unjustified geo-blocking	Telephone: +359 9407417 Email: e-docs@mi.government.bg Website: https://www.mi.government.bg Address: Славянска 8 1000 София
Bulgaria	Комисия за защита на конкуренцията	Commission on Protection of Competition	Directive 2006/114/EC on misleading and comparative advertising, Legal responsibility for enforcing the following Union law(s):	Telephone: +359 2 9356113 Email: cpcadmin@cpc.bg Website: http://www.cpc.bg Address: бул. "Витоша" № 18 1000 София
Bulgaria	Изпълнителна агенция "Автомобилна администрация"	Executive Agency "Automobile Administration"	Legal responsibility for enforcing the following Union law(s);, Regulation (EU) No 181/2011 on passengers' rights in bus and coach transport	Telephone: +359 29308833 Email: avto_a@rta.government.bg Website: https://rta.government.bg/ Address: ул. "Гурко" №5 1000 София
Bulgaria	Министерство на туризма	Ministry of Economy and Energy, "Tourism Policy" Directorate	Directive (EU) 2015/2302 on package travel and linked travel arrangements, Legal responsibility for enforcing the following Union law(s):	Telephone: +359 29046871 Email: tourism@tourism.government.bg Website: http://www.tourism.government.bg/ Address: ул."Съборна" 1 1000 София
Bulgaria	Главна дирекция "Гражданска въздухоплавателна администрация"	Directorate General Civil Aviation Administration	Directive 2014/17/EU on credit agreements for consumers for residential property, Directive 2014/92/EU on the comparability of fees related to payment accounts, Legal responsibility for enforcing the following Union law(s):	Telephone: +359 2 948 80 27 Email: caa@caa.bg Website: http://www.caa.bg Address: ул. "Дякон Игнатий" № 9 1000 София
Croatia	Agencija za elektroničke medije	Agency for Electronic Media	Directive 2010/13/EU on audiovisual media services, Legal responsibility for enforcing the following Union law(s):	Telephone: +385 1 488 2613

				<p>Email: info@aem.hr</p> <p>Website: http://www.aem.hr</p> <p>Address: Jagićeva 31</p> <p>10 000 Zagreb</p>
Croatia	Hrvatska regulatorna agencija za mrežne djelatnosti	Croatian Regulatory Authority for Network Industries	Directive 2002/58/EC on privacy and electronic communications, Legal responsibility for enforcing the following Union law(s);, Regulation (EC) No 1371/2007 on rail passengers' rights and obligations, Regulation (EU) 2017/1128 on cross-border portability of online content services	<p>Telephone: + 385 1 700 7007</p> <p>Email: info@hakom.hr</p> <p>Website: http://www.hakom.hr</p> <p>Address: Roberta Frangeša Mihanovića 9</p> <p>10 000 Zagreb</p>
Croatia	Hrvatska agencija za civilno zrakoplovstvo	Croatian Civil Aviation Agency	Legal responsibility for enforcing the following Union law(s);, Regulation (EC) No 1107/2006 on disabled persons' and persons with reduced mobility's rights when travelling by air, Regulation (EC) No 261/2004 on denied boarding and of cancellation or long delay of flights	<p>Telephone: +38512369300</p> <p>Email: ccaa@ccaa.hr</p> <p>Website: http://www.ccaa.hr</p> <p>Address: Ulica grada Vukovara 284</p> <p>100000 Zagreb</p>
Croatia	Ministarstvo mora, prometa i infrastrukture	Ministry of the Sea, Transport and Infrastructure		<p>Telephone: +385 1 6169 111</p> <p>Email: europski.poslovi@mmpi.hr</p> <p>Website:</p> <p>Address: Prisavlje 14</p> <p>10 000 Zagreb</p>
Croatia	Ministarstvo gospodarstva i održivog razvoja (NIMIC - SOLVIT Centre)	Ministry of Economy (NIMIC - SOLVIT Centre)		<p>Telephone: +385 (0)1 6109 370</p> <p>Email: vjekoslav.gacar@mingor.hr</p> <p>Website: https://gospodarstvo.gov.hr/</p> <p>Address: Ulica grada Vukovara 78</p> <p>10000 Zagreb</p>
Cyprus	Υπηρεσία Βιομηχανίας και Τεχνολογίας (Υπουργείο Ενέργειας, Εμπορίου και Βιομηχανίας)	Industry and Technology Service (Ministry of Energy, Commerce and Industry)	Directive 2000/31/EC on electronic commerce, Directive 2006/123/EC on services in the internal market, Legal responsibility for enforcing the following Union law(s);, Regulation (EU) 2018/302 addressing unjustified geo-blocking	<p>Telephone: +357 22867193</p> <p>Email: itheodorou@meci.gov.cy</p> <p>Website: http://www.mcit.gov.cy</p> <p>Address: 6-8, Andreas Araouzos</p> <p>1421 Λευκωσία</p>
Cyprus	Υφυπουργείο Ναυτιλίας	Shipping Deputy Ministry	Legal responsibility for enforcing the following Union law(s);, Regulation (EU) No 1177/2010 on passengers' rights when travelling by sea and inland waterway	<p>Telephone: +357 25 848100</p>

				<p>Email: maritimeadmin@dms.gov.cy</p> <p>Website: http://www.shipping.gov.cy</p> <p>Address: Κυλλήνης - Μέσα γειτονιά 4007 Λεμεσός</p>
Cyprus	Τμήμα Πολιτικής Αεροπορίας - Υπουργείο Μεταφορών, Επικοινωνιών και Έργων	Civil Aviation Department - Ministry of Transport, Communications and Works	Legal responsibility for enforcing the following Union law(s);, Regulation (EC) No 1008/2008 on common air services rules in the Community, Regulation (EC) No 1107/2006 on disabled persons' and persons with reduced mobility's rights when travelling by air, Regulation (EC) No 261/2004 on denied boarding and of cancellation or long delay of flights	<p>Telephone: +357 22404102</p> <p>Email: director@dca.mcw.gov.cy</p> <p>Website: http://www.mcw.gov.cy/dca</p> <p>Address: Πινδάρου 27 1429 Λευκωσία</p>
Cyprus	Αρχή Ραδιοτηλεόρασης Κύπρου	Cyprus Radiotelevision Authority	Directive 2010/13/EU on audiovisual media services, Legal responsibility for enforcing the following Union law(s):	<p>Telephone: +357 22 512468</p> <p>Email: crtauthority@crt.a.org.cy</p> <p>Website: http://www.crt.a.org.cy</p> <p>Address: 42 Athalassas Avenue 2012 Nicosia</p>
Cyprus	Τμήμα Εφόρου Εταιρειών και Διανοητικής Ιδιοκτησίας (Υπουργείο Ενέργειας, Εμπορίου και Βιομηχανίας)	Registrar of Companies and Official Receiver (D.R.C.O.R.) (Ministry of Energy, Commerce and Industry)	Legal responsibility for enforcing the following Union law(s);, Regulation (EU) 2017/1128 on cross-border portability of online content services	<p>Telephone: +357 22404301</p> <p>Email: eterion@drcor.meci.gov.cy</p> <p>Website: http://www.meci.gov.cy/drcor</p> <p>Address: Γωνία Λεωφόρου Μακαρίου III και Καρπενησίου, Κτίριο "Ξένιος" 1427 Λευκωσία</p>
Cyprus	Γραφείο Επιτρόπου Προστασίας Δεδομένων Προσωπικού Χαρακτήρα	SA Cyprus (Office of the Commissioner for Personal Data Protection)	Directive 2002/58/EC on privacy and electronic communications, Legal responsibility for enforcing the following Union law(s):	<p>Telephone: +357 22 818456</p> <p>Email: imi@dataprotection.gov.cy</p> <p>Website: http://www.dataprotection.gov.cy</p> <p>Address: 15, Kypranoros str. 1061 Nicosia</p>
Cyprus	Συμβούλιο Φαρμακευτικής Κύπρου - (Υπουργείο Υγείας – Κυπριακή Δημοκρατία)	Pharmaceutical Council Cyprus (Ministry of Health – Republic of Cyprus)		<p>Telephone: +357 22 608637</p> <p>Email: phscentral@phs.moh.gov.cy</p> <p>Website: http://www.moh.gov.cy/phs</p> <p>Address: Πολυφύμμου 15 2033 Λευκωσία</p>
Cyprus	Φαρμακευτικές Υπηρεσίες	Medicine Administration -	Directive 2001/83/EC on medicinal products for human use, Legal responsibility for enforcing	<p>Telephone: +357 22608607</p>

	(Υπουργείο Υγείας – Κυπριακή Δημοκρατία)	Pharmaceutical Services (Ministry of Health – Republic of Cyprus)	the following Union law(s):	Email: phscentral@phs.moh.gov.cy Website: http://www.moh.gov.cy/phs Address: Polyphemou 13 2033 Nicosia
Cyprus	Ευρωπαϊκό Κέντρο Καταναλωτή Κύπρου (ΕΚΚ Κύπρου)	European Consumer Centre (ECC Cyprus)	Legal responsibility for enforcing the following Union law(s); Regulation (EU) No 524/2013 on consumer ODR	Telephone: +357 22867177 Email: ecccyprus@meci.gov.cy Website: http://www.ecccyprus.gov.cy Address: 2, Agapinoros, IRIS COURT 1421 Nicosia
Czechia	Ministerstvo zdravotnictví - odbor ošetrovatelství a nelékařských povolání; orgán sítě CPC	Ministry of Health - Service responsible for nursing professions and other healthcare professions including the recognition of professional qualifications	Directive 2000/31/EC on electronic commerce, Directive 2005/29/EC on unfair commercial practices, Directive 2006/114/EC on misleading and comparative advertising, Directive 2011/83/EU on consumer rights, Directive 98/6/EC on consumer protection in the indication of the prices of products, Legal responsibility for enforcing the following Union law(s); Regulation (EU) No 524/2013 on consumer ODR	Telephone: +420 224 971 111 Email: Katerina.Pribylova@mzcr.cz Website: http://www.mzcr.cz Address: Palackého náměstí 4 128 01 Praha 2
Czechia	Ministerstvo dopravy	Ministry of Transport	Legal responsibility for enforcing the following Union law(s); Regulation (EU) No 181/2011 on passengers' rights in bus and coach transport	Telephone: +420 225 131 111 Email: posta@mdcr.cz Website: https://www.mdcr.cz Address: náměstí Ludvíka Svobody 12 11015 Praha 1
Czechia	Česká národní banka	Czech National Bank	Directive 2002/65/EC on distance marketing of consumer financial services, Directive 2005/29/EC on unfair commercial practices, Directive 2008/48/EC on credit agreements for consumers, Directive 2013/11/EU on consumer ADR, Directive 2014/17/EU on credit agreements for consumers for residential property, Directive 2014/92/EU on the comparability of fees related to payment accounts, Directive 98/6/EC on consumer protection in the indication of the prices of products, Legal responsibility for enforcing the following Union law(s); Regulation (EU) No 524/2013 on consumer ODR	Telephone: +420 224 411 111 Email: podatelna@cnb.cz Website: http://www.cnb.cz Address: Na Příkopě 28 115 03 Praha 1
Czechia	Evropské spotřebitelské centrum	European Consumer Centre (ECC Czech Republic)		Telephone: +420 222 703 404 Email: ECCNET-CZ@ec.europa.eu Website: https://evropskyspotrebitel.cz Address: Štěpánská 44 110 00 Praha 1
Czechia	Český telekomunikační úřad	Czech Telecommunication Office	Directive 2002/58/EC on privacy and electronic communications, Directive 2005/29/EC on unfair commercial practices, Directive 2006/114/EC on misleading and comparative	Telephone: +420 224 004 641

			advertising, Directive 2011/83/EU on consumer rights, Directive 2013/11/EU on consumer ADR, Directive 93/13/EEC on unfair terms in consumer contracts, Legal responsibility for enforcing the following Union law(s);, Regulation (EU) No 524/2013 on consumer ODR	Email: sifaldovaz@ctu.cz Website: https://www.ctu.cz/ Adress: Sokolovská 219 190 00 Praha 9
Czechia	Ministerstvo financí ČR	Ministry of Finance	Directive 98/6/EC on consumer protection in the indication of the prices of products, Legal responsibility for enforcing the following Union law(s):	Telephone: +420 257 042 392 Email: podatelna@mfc.cz Website: http://www.mfcr.cz/en/ Adress: Letenská 15 118 10 Praha 1
Czechia	Generální ředitelství cel	The Customs Administration	Directive 2005/29/EC on unfair commercial practices, Directive 2006/114/EC on misleading and comparative advertising, Legal responsibility for enforcing the following Union law(s):	Telephone: +420 261 331 111 Email: podatelna@cs.mfcr.cz Website: https://www.celnisprava.cz/ Adress: Budějovická 7 14000 Praha 4
Czechia	Úřad pro ochranu osobních údajů	SA Czech Republic (Office for Personal Data Protection)	Directive 2002/58/EC on privacy and electronic communications, Legal responsibility for enforcing the following Union law(s):	Telephone: +420 234 665 235 Email: imi@uoou.cz Website: https://www.uoou.cz Adress: Pplk. Sochora 27 17000 Prague
Czechia	Český úřad pro zkoušení zbraní a střeliva	Czech Proof House for Firearms and Ammunition	Directive 2005/29/EC on unfair commercial practices, Directive 98/6/EC on consumer protection in the indication of the prices of products, Legal responsibility for enforcing the following Union law(s):	Telephone: +420 284 081 800 Email: info@cuzzs.cz Website: https://www.cuzzs.cz/cs/ Adress: Jilmová 759/12 130 00 Praha 3
Czechia	Úřad pro civilní letectví	Civil Aviation Authority (CAA) Czech Republic	Legal responsibility for enforcing the following Union law(s);, Regulation (EC) No 1107/2006 on disabled persons' and persons with reduced mobility's rights when travelling by air, Regulation (EC) No 261/2004 on denied boarding and of cancellation or long delay of flights	Telephone: +420 225 421 111 Email: podatelna@caa.cz Website: https://www.caa.cz/ Adress: K letišti 1149/23 160 08 Praha
Czechia	Státní plavební správa	State Navigation Authority	Legal responsibility for enforcing the following Union law(s);, Regulation (EU) No 1177/2010 on passengers' rights when travelling by sea and inland waterway	Telephone: +420 234 637 111

				<p>Email: reditelstvi@plavebniurad.cz</p> <p>Website: https://www.plavebniurad.cz/</p> <p>Adress: Jankovcova 4 170 04 Praha 7</p>
Czechia	Ústřední kontrolní a zkušební ústav zemědělský	Central Institute for Supervising and Testing in Agriculture	Directive 2005/29/EC on unfair commercial practices, Directive 2006/114/EC on misleading and comparative advertising, Legal responsibility for enforcing the following Union law(s):	<p>Telephone: +420 543 548 111</p> <p>Email: podatelna@ukzuz.cz</p> <p>Website: http://eagri.cz/public/</p> <p>Adress: Hroznová 2 656 06 Brno</p>
Czechia	Ústav pro státní kontrolu veterinárních biopreparátů a léčiv	Institute for State Control of Veterinary Biologicals and Medicines, Czech Republic	Directive 2005/29/EC on unfair commercial practices, Directive 2006/114/EC on misleading and comparative advertising, Legal responsibility for enforcing the following Union law(s):	<p>Telephone: +420 541 518 222</p> <p>Email: podatelna@uskvbl.cz</p> <p>Website: http://www.uskvbl.cz</p> <p>Adress: Hudcova 56A 621 00 Brno</p>
Czechia	Státní ústav pro kontrolu léčiv	State Institute for Drug Control - Czech Republic	Directive 2000/31/EC on electronic commerce, Directive 2001/83/EC on medicinal products for human use, Directive 2005/29/EC on unfair commercial practices, Directive 2006/114/EC on misleading and comparative advertising, Legal responsibility for enforcing the following Union law(s):	<p>Telephone: +420 272 185 111</p> <p>Email: posta@sukl.cz</p> <p>Website: http://www.sukl.cz/</p> <p>Adress: Šrobárova 48 100 41 Praha 10</p>
Czechia	Energetický regulační úřad	Energy Regulatory Office	Directive 2005/29/EC on unfair commercial practices, Directive 2011/83/EU on consumer rights, Directive 2013/11/EU on consumer ADR, Directive 93/13/EEC on unfair terms in consumer contracts, Legal responsibility for enforcing the following Union law(s);, Regulation (EU) No 524/2013 on consumer ODR	<p>Telephone: +420 564 578 666</p> <p>Email: eru@eru.cz</p> <p>Website: http://www.eru.cz</p> <p>Adress: Masarykovo náměstí 5 586 01 Jihlava</p>
Czechia	Státní veterinární správa České republiky	State Veterinary Administration of the Czech Republic	Directive 2005/29/EC on unfair commercial practices, Legal responsibility for enforcing the following Union law(s):	<p>Telephone: +420 227 010 111</p> <p>Email: svscr@svscr.cz</p> <p>Website: http://www.svscr.cz</p> <p>Adress: Slezská 7/100 120 56 Praha 2</p>
Czechia	Ministerstvo pro místní rozvoj	Ministry for Regional Development - Czech	Directive (EU) 2015/2302 on package travel and linked travel arrangements, Legal responsibility for enforcing the following Union law(s):	<p>Telephone: +420 224 861 312</p>

		Republic		<p>Email: info@mmr.cz</p> <p>Website: http://www.mmr.cz</p> <p>Address: Staroměstské nám. 6 110 15 Praha 1</p>
Czechia	Státní zemědělská a potravinářská inspekce	Food Inspection Authority - Czech Republic	Directive 2005/29/EC on unfair commercial practices, Directive 2011/83/EU on consumer rights, Legal responsibility for enforcing the following Union law(s):	<p>Telephone: +420 543 540 111</p> <p>Email: epodatelna@szpi.gov.cz</p> <p>Website: http://www.szpi.gov.cz</p> <p>Address: Květná 15 603 00 Brno</p>
Czechia	Česká obchodní inspekce	The Czech Trade Inspection Authority	Directive 1999/44/EC on the sale of consumer goods and associated guarantees, Directive 2000/31/EC on electronic commerce, Directive 2005/29/EC on unfair commercial practices, Directive 2006/123/EC on services in the internal market, Directive 2008/122/EC on timeshare, long-term holiday product, resale and exchange contracts, Directive 2011/83/EU on consumer rights, Directive 2013/11/EU on consumer ADR, Directive 2014/92/EU on the comparability of fees related to payment accounts, Directive 93/13/EEC on unfair terms in consumer contracts, Directive 98/6/EC on consumer protection in the indication of the prices of products, Legal responsibility for enforcing the following Union law(s):, Regulation (EU) 2017/1128 on cross-border portability of online content services, Regulation (EU) 2018/302 addressing unjustified geo-blocking, Regulation (EU) No 524/2013 on consumer ODR	<p>Telephone: +420 296 366 360</p> <p>Email: podatelna@coi.cz</p> <p>Website: https://www.coi.cz/</p> <p>Address: Štěpánská 44 110 00 Praha 1</p>
Czechia	Ministerstvo průmyslu a obchodu - odbor živnosti	Ministry of Industry and Trade - Trade department	Directive (EU) 2015/2302 on package travel and linked travel arrangements, Directive 2005/29/EC on unfair commercial practices, Directive 2006/114/EC on misleading and comparative advertising, Legal responsibility for enforcing the following Union law(s):, Regulation (EC) No 1107/2006 on disabled persons' and persons with reduced mobility's rights when travelling by air, Regulation (EC) No 1371/2007 on rail passengers' rights and obligations, Regulation (EU) No 1177/2010 on passengers' rights when travelling by sea and inland waterway, Regulation (EU) No 181/2011 on passengers' rights in bus and coach transport	<p>Telephone: +420 224 852 403</p> <p>Email: posta@mpo.cz</p> <p>Website: http://www.mpo.cz</p> <p>Address: Na Františku 32 110 15 Praha</p>
Denmark	Søfartsstyrelsen	Danish Maritime Authority	Legal responsibility for enforcing the following Union law(s):, Regulation (EU) No 1177/2010 on passengers' rights when travelling by sea and inland waterway	<p>Telephone: +45 72196000</p> <p>Email: imi@dma.dk</p> <p>Website: https://www.soefartsstyrelsen.dk/</p> <p>Address: Caspar Brands Plads 9 4220 Korsør</p>
Denmark	Trafikstyrelsen	Road Safety and Transport Agency	Legal responsibility for enforcing the following Union law(s):, Regulation (EC) No 1008/2008 on common air services rules in the Community, Regulation (EC) No 1107/2006 on disabled persons' and persons with reduced mobility's rights when travelling by air, Regulation (EC) No 261/2004 on denied boarding and of cancellation or long delay of flights, Regulation (EU) No 1177/2010 on passengers' rights when travelling by sea and inland waterway	<p>Telephone: +45 7221 8800</p> <p>Email: info@tbst.dk</p> <p>Website: http://www.tbst.dk</p> <p>Address: Carsten Niebuhrs Gade 43 1577 København V</p>

Denmark	Finanstilsynet	Danish Financial Supervision Authority	Directive 2002/65/EC on distance marketing of consumer financial services, Directive 2008/48/EC on credit agreements for consumers, Directive 2014/17/EU on credit agreements for consumers for residential property, Directive 2014/92/EU on the comparability of fees related to payment accounts, Legal responsibility for enforcing the following Union law(s):	Telephone: +45 33 55 82 82 Email: finansstilsynet@ftnet.dk Website: http://www.finanstilsynet.dk Adress: Århusgade 110 2100 København Ø
Denmark	Lægemiddelstyrelsen	Danish Medicines Agency	Directive 2001/83/EC on medicinal products for human use, Legal responsibility for enforcing the following Union law(s):	Telephone: +45 4488 9595 Email: dkma@dkma.dk Website: https://laegemiddelstyrelsen.dk/ Adress: Axel Heides Gade 1 2300 København S
Denmark	Færdselsstyrelsen	Danish Road Safety Agency	Legal responsibility for enforcing the following Union law(s):, Regulation (EU) No 181/2011 on passengers' rights in bus and coach transport	Telephone: +45 7221 8899 Email: info-tml@fstyr.dk Website: http://www.fstyr.dk Adress: Sorsigvej 35 6760 Ribe
Denmark	Forbrugerrådet Tænk	Danish Consumer Council		Telephone: +45 77417741 Email: reception@fbr.dk Website: https://taenk.dk/ Adress: Fiolstræde 17B 1017 København
Denmark	Jernbanenævnet	The Danish Rail Regulatory Body	Legal responsibility for enforcing the following Union law(s):, Regulation (EC) No 1371/2007 on rail passengers' rights and obligations	Telephone: +45 41780386 Email: info@jernbanenaevnet.dk Website: http://www.jernbanenaevnet.dk Adress: Carsten Niebuhrs Gade 43 1577 København
Denmark	Radio- og tv-nævnet	Radio and Television Board - The Board regulates tv and radio in Denmark pursuant to the Danish radio and television law and the AVMS Directive	Directive 2010/13/EU on audiovisual media services, Legal responsibility for enforcing the following Union law(s):	Telephone: +45 33 95 42 00 Email: rtv@slks.dk Website: https://slks.dk/omraader/ Adress: Hammerichsgade 14 1611 København V

Denmark	Forsikring & Pension	Insurance & Pension Denmark		<p>Telephone: +45 41 91 91 91</p> <p>Email: fogp@forsikringogpension.dk</p> <p>Website: http://www.forsikringogpension.dk</p> <p>Adress: Philip Heymans Allé 1 2900 Hellerup</p>
Denmark	Dansk Erhverv	Danish Chamber of Commerce		<p>Telephone: +45 33746400</p> <p>Email: info@danskerhverv.dk</p> <p>Website: http://www.danskerhverv.dk</p> <p>Adress: Boersen 1217 København</p>
Denmark	Forbruger Europa	European Consumer Centre (ECC Denmark)		<p>Telephone: +45 4171 5000</p> <p>Email: info@forbrugereuropa.dk</p> <p>Website: https://www.forbrugereuropa.dk/</p> <p>Adress: Carl Jacobsens Vej 35 2500 Valby</p>
Denmark	Ankenævnet for Bus, Tog og Metro	The Appeal Board for Bus, Train and Metro	Directive 2013/11/EU on consumer ADR, Legal responsibility for enforcing the following Union law(s); Regulation (EC) No 1371/2007 on rail passengers' rights and obligations, Regulation (EU) No 181/2011 on passengers' rights in bus and coach transport, Regulation (EU) No 524/2013 on consumer ODR	<p>Telephone: +45 22 62 65 00</p> <p>Email: mail@abtm.dk</p> <p>Website: http://www.abtm.dk</p> <p>Adress: Automatikvej 1 2860 Søborg</p>
Estonia	Finantsinspektsioon	Financial Supervision Authority	Directive 2002/65/EC on distance marketing of consumer financial services, Directive 2008/48/EC on credit agreements for consumers, Directive 2014/17/EU on credit agreements for consumers for residential property, Directive 2014/92/EU on the comparability of fees related to payment accounts, Legal responsibility for enforcing the following Union law(s):	<p>Telephone: +372 6680500</p> <p>Email: info@fi.ee</p> <p>Website: https://www.fi.ee/et</p> <p>Adress: Sakala 4 15030 Tallinn</p>
Estonia	EL tarbija nõustamiskeskus	European Consumer Centre (ECC Estonia)		<p>Telephone: +372 6201708</p> <p>Email: consumer@consumer.ee</p> <p>Website: https://consumer.ee/</p> <p>Adress: Endla 10a 10142 Tallinn</p>

Estonia	Andmekaitse Inspektsioon	SA Estonia (Data Protection Inspectorate)	Directive 2002/58/EC on privacy and electronic communications, Legal responsibility for enforcing the following Union law(s):	Telephone: +372 627 4135 Email: imi@aki.ee Website: http://www.aki.ee Address: Tatari 39 10134 Tallinn
Estonia	Ravimiamet	State Agency of Medicines	Directive 2001/83/EC on medicinal products for human use, Legal responsibility for enforcing the following Union law(s):	Telephone: +372 7374140 Email: info@ravimiamet.ee Website: https://www.ravimiamet.ee/ Address: Nooruse 1 50411 Tartu
Estonia	Transpordiamet	Estonian Road Administration	Legal responsibility for enforcing the following Union law(s):, Regulation (EC) No 1371/2007 on rail passengers' rights and obligations	Telephone: +372 620 1200 Email: info@transpordiamet.ee Website: https://transpordiamet.ee/ Address: Valge 4 11413 Tallinn
EU	Bureau Européen des Unions de Consommateurs (BEUC) , European Consumer Organisation (BEUC), Europäischer Verbraucherverband (BEUC)	European Consumer Organisation (BEUC)		Telephone: +32 2 743 15 90 Email: consumer-redress@beuc.eu Website: http://www.beuc.eu/ Address: Rue d'Arlon 80 (Bte 1) B-1040 Brussels
EU	Communauté Européenne des Coopératives de Consommateurs - Euro Coop, European Community of Consumer Co-operatives - Euro Coop	European Community of Consumer Co-operatives - Euro Coop		Telephone: +32 022850070 Email: info@eurocoop.coop Website: https://www.eurocoop.coop/ Address: Rue du Trône 4 1000 Brussels
Finland	Finansinspektionen, Finanssivalvonta	Financial Supervisory Authority (FIN-FSA)	Directive 2002/65/EC on distance marketing of consumer financial services, Directive 2005/29/EC on unfair commercial practices, Directive 2008/48/EC on credit agreements for consumers, Directive 2014/17/EU on credit agreements for consumers for residential property, Directive 2014/92/EU on the comparability of fees related to payment accounts, Directive 93/13/EEC on unfair terms in consumer contracts, Legal responsibility for enforcing the following Union law(s):	Telephone: +358 918351 Email: kirjaamo@finanssivalvonta.fi Website: https://www.finanssivalvonta.fi Address: Snellmaninkatu 6 00100 Helsinki

Finland	Liikenne- ja viestintävirasto (Traficom), Transport- och kommunikationsverket (Traficom)	Finnish Transport and Communications Agency (Traficom)	Legal responsibility for enforcing the following Union law(s):, Regulation (EC) No 1107/2006 on disabled persons' and persons with reduced mobility's rights when travelling by air, Regulation (EC) No 1371/2007 on rail passengers' rights and obligations, Regulation (EC) No 261/2004 on denied boarding and of cancellation or long delay of flights, Regulation (EU) No 1177/2010 on passengers' rights when travelling by sea and inland waterway, Regulation (EU) No 181/2011 on passengers' rights in bus and coach transport	Telephone: +358 29 534 5000 Email: kirjaamo@traficom.fi Website: https://www.traficom.fi Adress: PL 320 00059 Traficom
Finland	Konsumentförbundet, Kuluttajaliitto ry	Consumer's Union of Finland		Telephone: +358 09 454 2210 Email: info@kuluttajaliitto.fi Website: https://www.kuluttajaliitto.fi/ Adress: Ritarikatu 1 00170 Helsinki
Finland	Suomen asiakkuusmarkkinointiliitto ry (ASML)	Data & Marketing Association Finland (FIDMA)		Telephone: +358 409208777 Email: info@asml.fi Website: https://www.asml.fi/ Adress: Bulevardi 44 00120 Helsinki
Finland	Elinkeinoelämän keskusliitto EK Ry, Finlands Näringsliv EK	Confederation of Finnish Industries EK		Telephone: +358 09 42020 Email: ek@ek.fi Website: https://ek.fi/ Adress: Eteläranta 10 00131 Helsinki
Finland	Tietosuojavaltuutetun toimisto Dataombudsmannens byrå	SA Finland (Office of the Data Protection Ombudsman)	Directive 2000/31/EC on electronic commerce, Legal responsibility for enforcing the following Union law(s):, Regulation (EU) 2017/1128 on cross-border portability of online content services	Telephone: +358 29 56 66700 Email: tietosuoja@om.fi Website: https://tietosuoja.fi Adress: Lintulahdenkuja 4, 4th floor 00530 Helsinki
Finland	Länsi- ja Sisä-Suomen aluehallintovirasto	State Provincial Office of Western and Inland Finland		Telephone: +358 295018809 Email: kirjaamo.lansi@avi.fi Website: http://www.avi.fi/lansi Adress: Wolffintie 35, PL 200 65101 Vaasa

Finland	Itä-Suomen aluehallintovirasto	State Provincial Office of Eastern Finland		<p>Telephone: +358 295016902</p> <p>Email: elinkeinot.ita@avi.fi</p> <p>Website: http://www.avi.fi/ita</p> <p>Adress: Raatihuoneenkatu 5, PL 50 50101 Mikkeli</p>
Finland	Etelä-Suomen aluehallintovirasto, Regionförvaltningsverket i Södra Finland	State Provincial Office of Southern Finland		<p>Telephone: +358 29 501 6000</p> <p>Email: kirjaamo.etela@avi.fi</p> <p>Website: http://www.avi.fi/etela</p> <p>Adress: PL 110 00521 Helsinki</p>
Finland	Liikenne- ja viestintävirasto, Traficom, Transport- och kommunikationsverket, Traficom	Finnish Vehicle Administration ("AKE")	Legal responsibility for enforcing the following Union law(s): Regulation (EC) No 1107/2006 on disabled persons' and persons with reduced mobility's rights when travelling by air, Regulation (EC) No 1371/2007 on rail passengers' rights and obligations, Regulation (EC) No 261/2004 on denied boarding and of cancellation or long delay of flights, Regulation (EU) No 1177/2010 on passengers' rights when travelling by sea and inland waterway, Regulation (EU) No 181/2011 on passengers' rights in bus and coach transport	<p>Telephone: +358 0295345000</p> <p>Email: paivi.vyhnalek@traficom.fi</p> <p>Website: http://www.traficom.fi</p> <p>Adress: Opastinsilta 12 A, 00520 Helsinki</p>
Finland	Pohjois-Suomen aluehallintovirasto, Regionförvaltningsverket i Norra Finland	State Provincial Office of Northern Finland		<p>Telephone: +358 295017500</p> <p>Email: kirjaamo.pohjois@avi.fi</p> <p>Website: http://www.avi.fi/pohjois</p> <p>Adress: Linnankatu 3, Oulu, PL 6 13035 AVI</p>
Finland	Lapin aluehallintovirasto	State Provincial Office of Lapland		<p>Telephone: +358 40 846 2170</p> <p>Email: kirjaamo.lappi@avi.fi</p> <p>Website: http://www.avi.fi/lappi</p> <p>Adress: Valtakatu 2, PL 8002 96101 Rovaniemi</p>
Finland	Lounais-Suomen aluehallintovirasto	State Provincial Office of Southwest Finland		<p>Telephone: +358 504560352</p> <p>Email: kirjaamo.lounais@avi.fi</p> <p>Website: http://www.avi.fi/lounais</p> <p>Adress: Itsenäisyyden aukio 2 20801 Turku</p>

Finland	Sosiaali- ja terveysalan lupa- ja valvontavirasto Valvira, Tillstånds- och tillsynsverket för social- och hälsovården Valvira	National Supervisory Authority for Welfare and Health (Valvira)		<p>Telephone: +358 295209111</p> <p>Email: terhikki@valvira.fi</p> <p>Website: http://www.valvira.fi</p> <p>Adress: Ratapihantie 9</p> <p>00520 Helsinki</p>
Finland	Lääkealan turvallisuus- ja kehittämiskeskus, Säkerhets- och utvecklingscentret för läkemedelsområdet	Finnish Medicine Agency (Fimea)	Directive 2001/83/EC on medicinal products for human use, Legal responsibility for enforcing the following Union law(s):	<p>Telephone: +358 295223602</p> <p>Email: kirjaamo@fimea.fi</p> <p>Website: https://www.fimea.fi</p> <p>Adress: Mikrokatu 1</p> <p>70210 Kuopio</p>
Finland	Finsk handel, Kaupan liitto ry	Finnish Commerce Federation		<p>Telephone: +358 9 172 850</p> <p>Email: kauppa@kauppa.fi</p> <p>Website: https://kauppa.fi/</p> <p>Adress: Eteläranta 10</p> <p>00131 Helsinki</p>
Finland	Euroopan kuluttajakeskus Suomessa, Konsument Europa Finland	European Consumer Centre (ECC Finland)		<p>Telephone: +358 29 505 3090</p> <p>Email: ekk@kkv.fi</p> <p>Website: https://www.ecc.fi/</p> <p>Adress: Lintulahdenkuja 2</p> <p>00530 Helsinki</p>
Finland	Företagarna i Finland rf, Suomen Yrittäjät ry	Federation of Finnish Enterprises		<p>Telephone: +358 9229221</p> <p>Email: toimisto@yrittajat.fi</p> <p>Website: https://www.yrittajat.fi/</p> <p>Adress: Mannerheimintie 76 A</p> <p>00250 Helsinki</p>
France	Fédération Nationale des Associations d'Usagers des Transports (FNAUT)	National Federation of Transport Users Associations (FNAUT)		<p>Telephone: +33 1 43 35 02 83</p> <p>Email: secretariat@fnaut.fr</p> <p>Website: https://www.fnaut.fr/</p> <p>Adress: 32 rue Raymond Losserand</p> <p>75014 Paris</p>

France	CLCV (Consommation, Logement et Cadre de Vie)			<p>Telephone: +33 1 56 54 32 10</p> <p>Email: clcv@clcv.org</p> <p>Website: https://www.clcv.org/</p> <p>Adress: 59, boulevard Exelmans</p> <p>75016 Paris</p>
France	Association Force Ouvrière de défense des consommateurs (AFOC)	Consumer protection association "Force Ouvrière" (Labor Force) (AFOC)		<p>Telephone: +33 1 40 52 85 85</p> <p>Email: afoc@afoc.net</p> <p>Website: http://www.afoc.net/</p> <p>Adress: 141 avenue du Maine</p> <p>75014 Paris</p>
France	Fédération Française de l'Assurance (FFA)			<p>Telephone: +33 1 42 47 93 10</p> <p>Email: reglement2394-cpc@ffa-assurance.fr</p> <p>Website: https://www.ffa-assurance.fr/</p> <p>Adress: 26 Boulevard Haussmann</p> <p>75311 Paris</p>
France	Centre Européen des Consommateurs France - Zentrum für Europäischen Verbraucherschutz e.V./Centre Européen de la Consommation	European Consumer Centre (ECC France)		<p>Telephone: +49 7851991480</p> <p>Email: service-juridique@cec-zev.eu</p> <p>Website: https://www.cec-zev.eu/fr/accueil/</p> <p>Adress: Bahnhofspatz 3</p> <p>77694 Kehl</p>
France	Federation Nationale Familles de France	National Federation of Families - France		<p>Telephone: +33 6 15 54 90 37</p> <p>Email: famillesdefrance13@gmail.com</p> <p>Website: https://www.familles-de-france.org/</p> <p>Adress: 28 place Saint Goerge</p> <p>75009 Paris</p>
France	La Coopération Agricole (Coop de France) - Organisation professionnelle des coopératives agricoles et agroalimentaires françaises	"La Coopération Agricole" (Coop de France) - Professional organisation of French agricultural and agrifood cooperatives		<p>Telephone: +33 1 44 17 57 00</p> <p>Email: accueil@lacoopagri.coop</p> <p>Website: https://www.lacooperationagricole.coop/fr</p> <p>Adress: 43 rue Sedaine</p> <p>75011 Paris</p>

France	Fédération des industries électriques électroniques et de communication (FIEEC)			<p>Telephone: +33 1 45 05 72 04</p> <p>Email: contact@fieec.fr</p> <p>Website: https://www.fieec.fr/en/home/</p> <p>Adress: 17 rue de l'Amiral Hamelin</p> <p>75116 Paris</p>
France	Direction générale de l'aviation civile (DGAC)		Legal responsibility for enforcing the following Union law(s): Regulation (EC) No 1107/2006 on disabled persons' and persons with reduced mobility's rights when travelling by air, Regulation (EC) No 261/2004 on denied boarding and of cancellation or long delay of flights	<p>Telephone: +33 (0) 1 58 09 43 21</p> <p>Email: dta-droits-des-passagers-aeriens-bf@aviation-civile.gouv.fr</p> <p>Website:</p> <p>Adress: 50 rue Henry Farman</p> <p>75720 CEDEX 15 Paris</p>
France	ANIA (Association Nationale des Industries Alimentaires)	National Association of Food Industries (ANIA)		<p>Telephone: +33 1 53 83 86 00</p> <p>Email: infos@ania.net</p> <p>Website: https://www.ania.net/</p> <p>Adress: 9 boulevard Malesherbes</p> <p>75008 Paris</p>
France	Fédération des Syndicats Pharmaceutiques de France			<p>Telephone: +33 1 44 53 19 25</p> <p>Email: fspf@fspf.fr</p> <p>Website: http://www.fspf.fr/</p> <p>Adress: 13 rue Ballu</p> <p>75009 Paris</p>
France	Union Fédération des Consommateurs – Que Choisir (UFC - Que Choisir)	Union Federation of Consumers - "Que Choisir" ("What to Choose" UFC - Que Choisir)		<p>Telephone: +33 1 43 48 55 48</p> <p>Email: quechoisir@quechoisir.org</p> <p>Website:</p> <p>Adress: 233, boulevard Voltaire</p> <p>75011 Paris</p>
Germany	Niedersächsisches Ministerium für Ernährung, Landwirtschaft und Verbraucherschutz (ML)		Directive 98/6/EC on consumer protection in the indication of the prices of products, Legal responsibility for enforcing the following Union law(s):	<p>Telephone: +49 511 120 0</p> <p>Email: poststelle@ml.niedersachsen.de</p> <p>Website: https://www.ml.niedersachsen.de/</p> <p>Adress: Calenberger Str. 2</p>

				30169 Hannover
Germany	Sächsisches Staatsministerium für Soziales und Gesellschaftlichen Zusammenhalt		Directive 98/6/EC on consumer protection in the indication of the prices of products, Legal responsibility for enforcing the following Union law(s):	Telephone: +49 351 564 0 Email: poststelle@sms.sachsen.de Website: http://www.sms.sachsen.de Adress: Albertstraße 10 01097 Dresden
Germany	Ministerium für Wirtschaft, Wissenschaft und Digitalisierung Sachsen-Anhalt	Ministry of Economics, Science and Digitisation (Saxony-Anhalt)	Directive 98/6/EC on consumer protection in the indication of the prices of products, Legal responsibility for enforcing the following Union law(s):	Telephone: +49 391 567 01 Email: poststelle@mw.sachsen-anhalt.de Website: https://mw.sachsen-anhalt.de Adress: Hasselbachstraße 4 39104 Magdeburg
Germany	Niedersächsische Staatskanzlei		Directive 2010/13/EU on audiovisual media services, Legal responsibility for enforcing the following Union law(s):	Telephone: +49 511 120 0 Email: poststelle@stk.niedersachsen.de Website: https://www.stk.niedersachsen.de Adress: Planckstraße 2 30169 Hannover
Germany	Bayerische Landeszentrale für neue Medien		Directive 2010/13/EU on audiovisual media services, Legal responsibility for enforcing the following Union law(s):	Telephone: +49 89 63 808 0 Email: info@blm.de Website: https://www.blm.de/startseite.cfm Adress: Heinrich-Lübke-Straße 27 81737 München
Germany	Staatskanzlei und Ministerium für Kultur des Landes Sachsen-Anhalt	State Chancellery and Ministry of Culture (Saxony-Anhalt)	Directive 2010/13/EU on audiovisual media services, Legal responsibility for enforcing the following Union law(s):	Telephone: +49 391 567 6580 Email: staatskanzlei@stk.sachsen-anhalt.de Website: https://stk.sachsen-anhalt.de/ Adress: Hegelstraße 40 – 42 39104 Magdeburg
Germany	Der Regierende Bürgermeister von Berlin – Senatskanzlei		Directive 2010/13/EU on audiovisual media services, Legal responsibility for enforcing the following Union law(s):	Telephone: +49 30 9026 0 Email: Der-Regierende-Buergermeister@senatskanzlei.berlin.de Website: https://www.berlin.de/rbmskzl/en/ Adress: Jüdenstr. 1

				10178 Berlin
Germany	Medienanstalt Mecklenburg-Vorpommern		Directive 2006/114/EC on misleading and comparative advertising, Directive 2010/13/EU on audiovisual media services, Legal responsibility for enforcing the following Union law(s):	Telephone: 0049 385 558 81 12 Email: info@medienanstalt-mv.de Website: http://www.medienanstalt-mv.de Adress: Bleicherufer 1 19053 Schwerin
Germany	Staatskanzlei Rheinland-Pfalz		Directive 2010/13/EU on audiovisual media services, Legal responsibility for enforcing the following Union law(s):	Telephone: +49 6131 16 4711 Email: medienreferat@stk.rlp.de Website: https://www.rlp.de/de/landesregierung/ Adress: Peter-Altmeier-Allee 1 55116 Mainz
Germany	Thüringer Landesmedienanstalt		Directive 2010/13/EU on audiovisual media services, Legal responsibility for enforcing the following Union law(s):	Telephone: 0361-211770 Email: mail@tlm.de Website: https://www.tlm.de Adress: Steigerstraße 10 99096 Erfurt
Germany	Staatliches Gewerbeaufsichtsamt Hannover	Regional Trade Inspectorate, Hannover (Hanover) (Lower Saxony)	Directive 2001/83/EC on medicinal products for human use, Legal responsibility for enforcing the following Union law(s):	Telephone: +49 511 9096 0 Email: poststelle@gaa-h.niedersachsen.de Website: http://www.gewerbeaufsicht.niedersachsen.de Adress: Am Listholze 74 30177 Hannover
Germany	Staatliches Gewerbeaufsichtsamt Braunschweig	Regional Trade Inspectorate, Braunschweig (Brunswick) (Lower Saxony)	Directive 2001/83/EC on medicinal products for human use, Legal responsibility for enforcing the following Union law(s):	Telephone: +49 531 354760 Email: poststelle@gaa-bs.niedersachsen.de Website: http://www.gewerbeaufsicht.niedersachsen.de Adress: Ludwig-Winter-Strasse 2 38120 Braunschweig
Germany	Umweltbundesamt		Directive (EU) 2015/2302 on package travel and linked travel arrangements, Directive 1999/44/EC on the sale of consumer goods and associated guarantees, Directive 2000/31/EC on electronic commerce, Directive 2002/58/EC on privacy and electronic communications, Directive 2002/65/EC on distance marketing of consumer financial services, Directive	Telephone: +49 340 2103 2416 Email: eu-verbraucherschutz@uba.de Website: http://www.umweltbundesamt.de

			2005/29/EC on unfair commercial practices, Directive 2006/114/EC on misleading and comparative advertising, Directive 2008/122/EC on timeshare, long-term holiday product, resale and exchange contracts, Directive 2008/48/EC on credit agreements for consumers, Directive 2011/83/EU on consumer rights, Directive 2013/11/EU on consumer ADR, Directive 2014/17/EU on credit agreements for consumers for residential property, Directive 93/13/EEC on unfair terms in consumer contracts, Legal responsibility for enforcing the following Union law(s); Regulation (EC) No 1008/2008 on common air services rules in the Community, Regulation (EU) 2017/1128 on cross-border portability of online content services, Regulation (EU) No 524/2013 on consumer ODR	Address: Wörlitzer Platz 1 06844 Dessau-Roßlau
Germany	Staatliches Gewerbeaufsichtsamt Lüneburg	Regional Trade Inspectorate, Lueneburg (Lower Saxony)	Directive 2001/83/EC on medicinal products for human use, Legal responsibility for enforcing the following Union law(s):	Telephone: +49 4131 15 14 00 Email: imi@gaa-lg.niedersachsen.de Website: http://www.gewerbeaufsicht.niedersachsen.de Address: Auf der Hude 2 21339 Lüneburg
Germany	Staatliches Gewerbeaufsichtsamt Oldenburg	Regional Trade Inspectorate, Oldenburg (Lower Saxony)	Directive 2001/83/EC on medicinal products for human use, Legal responsibility for enforcing the following Union law(s):	Telephone: +49 441 799 0 Email: poststelle@gaa-ol.niedersachsen.de Website: http://www.gewerbeaufsicht.niedersachsen.de Address: Theodor-Tantzen-Platz 8 26122 Oldenburg
Germany	Senatorin für Wirtschaft, Häfen und Transformation (SDIMIC)	Senator for Economic Affairs (Bremen)	Directive 98/6/EC on consumer protection in the indication of the prices of products, Legal responsibility for enforcing the following Union law(s):	Telephone: +49 421 3618808 Email: office@wae.bremen.de Website: http://www.wirtschaft.bremen.de Address: Zweite Schlachtpforte 3 28195 Bremen
Germany	Regierung von Oberfranken	Upper Franconia (Oberfranken) regional authority (Bavaria)	Directive 2001/83/EC on medicinal products for human use, Legal responsibility for enforcing the following Union law(s):	Telephone: +49 (0)921 604-0 Email: poststelle@reg-ofr.bayern.de Website: http://www.regierung.oberfranken.bayern.de Address: Ludwigstrasse 20 95444 Bayreuth
Germany	Ministerium für Soziales, Gesundheit, Integration und Verbraucherschutz des Landes Brandenburg (zuständige Behörde)	Ministry of Labour, Social Affairs, Women and Family (competent authority) (Brandenburg)	Directive 98/6/EC on consumer protection in the indication of the prices of products, Legal responsibility for enforcing the following Union law(s):	Telephone: +49 331 866 5237 Email: poststelle@msgiv.brandenburg.de Website: http://www.msgiv.brandenburg.de

				Adress: Heinrich-Mann-Allee 103 14473 Potsdam
Germany	Hessische Staatskanzlei		Directive 2010/13/EU on audiovisual media services, Legal responsibility for enforcing the following Union law(s):	Telephone: +49 611 320 Email: info@stk.hessen.de Website: https://staatskanzlei.hessen.de/ Adress: Georg-August-Zinn-Str. 1 65183 Wiesbaden
Germany	Behörde für Wirtschaft und Innovation (SDIMIC)	Ministry for Economic and Labour Affairs (Hamburg)	Directive 98/6/EC on consumer protection in the indication of the prices of products, Legal responsibility for enforcing the following Union law(s):	Telephone: +49 40 42841 1383 Email: IMI-DIMIC-HAMBURG@bwi.hamburg.de Website: http://www.hamburg.de/bwi/ Adress: Alter Steinweg 4 20459 Hamburg
Germany	Ministerium für Wirtschaft, Verkehr, Landwirtschaft und Weinbau (Rheinland-Palz)	Ministry for Economic Affairs, Climate Protection, Energy and Regional Planning (Rhineland-Palatinate)	Directive (EU) 2015/2302 on package travel and linked travel arrangements, Directive 1999/44/EC on the sale of consumer goods and associated guarantees, Directive 2002/58/EC on privacy and electronic communications, Directive 2002/65/EC on distance marketing of consumer financial services, Directive 2005/29/EC on unfair commercial practices, Directive 2006/114/EC on misleading and comparative advertising, Directive 2006/123/EC on services in the internal market, Directive 2008/48/EC on credit agreements for consumers, Directive 2011/83/EU on consumer rights, Directive 2013/11/EU on consumer ADR, Directive 2014/17/EU on credit agreements for consumers for residential property, Directive 93/13/EEC on unfair terms in consumer contracts, Directive 98/6/EC on consumer protection in the indication of the prices of products, Legal responsibility for enforcing the following Union law(s);, Regulation (EU) No 524/2013 on consumer ODR	Telephone: +49 6131 16 2525 Email: imi@mwwlvw.rlp.de Website: https://mwwlvw.rlp.de/de/startseite/ Adress: Stiftsstraße 9 55116 Mainz
Germany	Staatskanzlei des Landes Nordrhein-Westfalen		Directive 2010/13/EU on audiovisual media services, Legal responsibility for enforcing the following Union law(s):	Telephone: +49 (0) 211 837-1001 Email: ministerpraesident@stk.nrw.de Website: https://www.land.nrw.de/ Adress: P.O. Box 40190 Düsseldorf
Germany	Ministerium für Wirtschaft, Infrastruktur, Tourismus und Arbeit Mecklenburg-Vorpommern (SDIMIC)	Ministry of Economics, Construction and Tourism (SDIMIC) (Mecklenburg-Vorpommern/Western Pomerania)	Directive 98/6/EC on consumer protection in the indication of the prices of products, Legal responsibility for enforcing the following Union law(s):	Telephone: +49 385 588 0 Email: sdimic@wm.mv-regierung.de Website: http://www.wm.mv-regierung.de Adress: Johannes-Stelling-Str. 14 19053 Schwerin
Germany	Thüringer Ministerium für Wirtschaft, Wissenschaft und Digitale Gesellschaft	Ministry of Economics, Science and Digital Society (Thuringia)	Directive 98/6/EC on consumer protection in the indication of the prices of products, Legal responsibility for enforcing the following Union law(s):	Telephone: +49 361 37 94811 Email: claudia.lindner@tmwwdg.thueringen.de

				<p>Website:</p> <p>Adress: Max-Reger-Str. 4-8</p> <p>99096 Erfurt</p>
Germany	Senatskanzlei Bremen		Directive 2010/13/EU on audiovisual media services, Legal responsibility for enforcing the following Union law(s):	<p>Telephone: +49 421 361 6132</p> <p>Email: office@sk.bremen.de</p> <p>Website: https://www.rathaus.bremen.de/senatskanzlei-736</p> <p>Adress: Am Markt 21</p> <p>28195 Bremen</p>
Germany	Ministerium für Arbeit, Soziales, Gesundheit und Gleichstellung des Landes Sachsen-Anhalt	Ministry of Health (Saxony-Anhalt)	Directive 2001/83/EC on medicinal products for human use, Legal responsibility for enforcing the following Union law(s):	<p>Telephone: +49 391 56701</p> <p>Email: imi@ms.sachsen-anhalt.de</p> <p>Website: http://www.ms.sachsen-anhalt.de</p> <p>Adress: Turmschanzenstr. 25</p> <p>39114 Magdeburg</p>
Germany	Niedersächsisches Ministerium für Wirtschaft, Arbeit, Verkehr und Digitalisierung (SDIMIC)	Ministry of Economy, Labour and Transport (SDIMIC) (Lower Saxony)	Directive (EU) 2015/2302 on package travel and linked travel arrangements, Directive 2002/65/EC on distance marketing of consumer financial services, Directive 2005/29/EC on unfair commercial practices, Directive 2008/48/EC on credit agreements for consumers, Directive 2014/17/EU on credit agreements for consumers for residential property, Legal responsibility for enforcing the following Union law(s):, Regulation (EC) No 1008/2008 on common air services rules in the Community, Regulation (EC) No 1107/2006 on disabled persons' and persons with reduced mobility's rights when travelling by air, Regulation (EC) No 1371/2007 on rail passengers' rights and obligations, Regulation (EU) No 1177/2010 on passengers' rights when travelling by sea and inland waterway, Regulation (EU) No 181/2011 on passengers' rights in bus and coach transport	<p>Telephone: +49 511 120 0</p> <p>Email: sdimic.imi@mw.niedersachsen.de</p> <p>Website:</p> <p>Adress: Friedrichswall 1</p> <p>30159 Hannover</p>
Germany	Bundesnetzagentur (BNetzA)		Directive 2006/123/EC on services in the internal market, Legal responsibility for enforcing the following Union law(s):, Regulation (EU) 2018/302 addressing unjustified geo-blocking	<p>Telephone: +49 228 14 0</p> <p>Email: geoblocking@BNetzA.de</p> <p>Website: https://www.bundesnetzagentur.de</p> <p>Adress: Tulpenfeld 4</p> <p>53113 Bonn</p>
Germany	Staatskanzlei Schleswig-Holstein		Directive 2010/13/EU on audiovisual media services, Legal responsibility for enforcing the following Union law(s):	<p>Telephone: +49 431 9880</p> <p>Email: Landesportal@stk.landsh.de</p> <p>Website: http://www.schleswig-holstein.de</p> <p>Adress: Duesternbrooker Weg 104</p> <p>24105 Kiel</p>

Germany	Landesanstalt für Kommunikation		Directive 2000/31/EC on electronic commerce, Directive 2010/13/EU on audiovisual media services, Legal responsibility for enforcing the following Union law(s):	Telephone: +49 711 66991 0 Email: info@lfk.de Website: https://www.lfk.de/ Adress: Reinsburgstraße 27 70178 Stuttgart
Germany	Die Senatorin für Gesundheit, Frauen und Verbraucherschutz	Regional Health Authority (Bremen)	Directive 2001/83/EC on medicinal products for human use, Legal responsibility for enforcing the following Union law(s):	Telephone: +49 421 3614093 Email: imi@gesundheit.bremen.de Website: http://www.gesundheit.bremen.de Adress: Contrescarpe 72 28195 Bremen
Germany	Behörde für Kultur und Medien	Cultural authority (Hamburg)	Directive 2002/58/EC on privacy and electronic communications, Directive 2010/13/EU on audiovisual media services, Legal responsibility for enforcing the following Union law(s);, Regulation (EU) 2017/1128 on cross-border portability of online content services, Regulation (EU) 2018/302 addressing unjustified geo-blocking	Telephone: +49 40 42831 3132 Email: kulturgutschutz@bkm.hamburg.de Website: Adress: Kattunbleiche 19 D - 22041 Hamburg
Germany	Landesamt für Soziale Dienste Schleswig-Holstein, Dezernat Gesundheitsberufe	Regional authority for health professions (Schleswig-Holstein)	Directive 2001/83/EC on medicinal products for human use, Legal responsibility for enforcing the following Union law(s):	Telephone: +49 431 988 5572 Email: info@lasd.landsh.de Website: https://www.schleswig-holstein.de/ Adress: Adolf-Westphal-Str. 4 24143 Kiel
Germany	Ministerium für Wirtschaft, Verkehr, Arbeit, Technologie und Tourismus des Landes Schleswig-Holstein		Directive 98/6/EC on consumer protection in the indication of the prices of products, Legal responsibility for enforcing the following Union law(s):	Telephone: +49 431 988 0 Email: poststelle@wimi.landsh.de Website: https://www.schleswig-holstein.de/ Adress: Düsternbrooker Weg 94 24105 Kiel
Germany	Bezirksregierung Düsseldorf	Duesseldorf District Authority (North Rhine-Westphalia)	Directive (EU) 2015/2302 on package travel and linked travel arrangements, Directive 1999/44/EC on the sale of consumer goods and associated guarantees, Directive 2000/31/EC on electronic commerce, Directive 2001/83/EC on medicinal products for human use, Directive 2002/58/EC on privacy and electronic communications, Directive 2002/65/EC on distance marketing of consumer financial services, Directive 2005/29/EC on unfair commercial practices, Directive 2006/114/EC on misleading and comparative advertising, Directive 2008/122/EC on timeshare, long-term holiday product, resale and exchange contracts, Directive 2008/48/EC on credit agreements for consumers, Directive 2011/83/EU on consumer rights, Directive 2013/11/EU on consumer ADR, Directive 2014/17/EU on credit	Telephone: +49 211 475 0 Email: Dezernat24@brd.nrw.de Website: http://www.brd.nrw.de Adress: Cecilienallee 2 40474 Düsseldorf

			agreements for consumers for residential property, Directive 93/13/EEC on unfair terms in consumer contracts, Directive 98/6/EC on consumer protection in the indication of the prices of products, Legal responsibility for enforcing the following Union law(s);, Regulation (EU) 2017/1128 on cross-border portability of online content services	
Germany	Landesamt für Gesundheit und Soziales Berlin	Regional office for health and social affairs (Berlin)	Directive 2001/83/EC on medicinal products for human use, Legal responsibility for enforcing the following Union law(s):	Telephone: +49 30 90229 2120 Email: bqfg@lageso.berlin.de Website: https://www.berlin.de/lageso/ Adress: Turmstraße 21 10559 Berlin
Germany	Ministerium für Soziales, Gesundheit und Integration Baden-Württemberg	Ministry of Social Affairs and Integration Baden-Württemberg – Coordinating Authority for the recognition of foreign professional qualifications (Baden-Wuerttemberg)	Directive 2001/83/EC on medicinal products for human use, Legal responsibility for enforcing the following Union law(s):	Telephone: +49 711 123 0 Email: poststelle@sm.bwl.de Website: http://www.sozialministerium-bw.de Adress: Else-Josenhans-Straße 6 70173 Stuttgart
Germany	Landesamt für Gesundheit und Soziales (Mecklenburg-Vorpommern)		Directive 2001/83/EC on medicinal products for human use, Legal responsibility for enforcing the following Union law(s):	Telephone: +49 385 588 59380 Email: poststelle.amuest@lagus.mv-regierung.de Website: https://www.lagus.mv-regierung.de/ Adress: Wismarsche Straße 298 19055 Schwerin
Germany	Hessisches Landesamt für Gesundheit und Pflege, Abteilung IV Gesundheitsberufe	Darmstadt regional Government Office (Hesse)	Directive 2001/83/EC on medicinal products for human use, Legal responsibility for enforcing the following Union law(s):	Telephone: +49 611 3259 1000 Email: Gesundheitsberufe.Ausland@hlfgp.hessen.de Website: Adress: Heinrich-Hertz-Straße 5 64295 Darmstadt
Germany	Landesamt für Soziales, Jugend und Versorgung (Rheinland-Pfalz)	Regional authority for social affairs, youth and care (health professions) (Rhineland-Palatinate)	Directive 2001/83/EC on medicinal products for human use, Legal responsibility for enforcing the following Union law(s):	Telephone: +49 61319670 Email: BA-FD@lsjv.rlp.de Website: Adress: Rheinallee 97-101 55118 Mainz
Germany	Bundesanstalt für Finanzdienstleistungsaufsicht		Directive 2008/48/EC on credit agreements for consumers, Legal responsibility for enforcing the following Union law(s):	Telephone: +49 228 4108 0 Email: VBS11@bafin.de

				<p>Website: https://www.bafin.de/</p> <p>Adress: Marie-Curie-Straße 24-28</p> <p>60439 Frankfurt</p>
Germany	Zentrale zur Bekämpfung unlauteren Wettbewerbs Frankfurt am Main e.V.			<p>Telephone: + 49 617212150</p> <p>Email: mail@wettbewerbszentrale.de</p> <p>Website: http://www.wettbewerbszentrale.de</p> <p>Adress: Landgrafenstraße 24 B</p> <p>61348 Bad Homburg vor der Höhe</p>
Germany	Europäisches Verbraucherzentrum Deutschland c/o Zentrum für Europäischen Verbraucherschutz e.V.	European Consumer Centre (ECC Germany)		<p>Telephone: +49 7851 99148 0</p> <p>Email: info@cec-zev.eu</p> <p>Website: http://www.evz.de</p> <p>Adress: Bahnhofplatz 3</p> <p>77694 Kehl</p>
Germany	Sächsische Staatskanzlei		Directive 2001/83/EC on medicinal products for human use, Legal responsibility for enforcing the following Union law(s):	<p>Telephone: +49 351 564 0</p> <p>Email: info@sk.sachsen.de</p> <p>Website: https://www.sk.sachsen.de/</p> <p>Adress: Archivstraße 1</p> <p>01097 Dresden</p>
Germany	Landesmedienanstalt Saarland		Directive 2001/83/EC on medicinal products for human use, Legal responsibility for enforcing the following Union law(s):	<p>Telephone: +49 681 389880</p> <p>Email: info@lmsaar.de</p> <p>Website: http://www.lmsaar.de</p> <p>Adress: Nell-Breuning-Allee 6</p> <p>66115 Saarbrücken</p>
Germany	Thüringer Landesamt für Verbraucherschutz	Competent authority in Thuringia for the administration of recognition and occupation permissions for veterinary surgeons (Thuringia)	Directive 2001/83/EC on medicinal products for human use, Legal responsibility for enforcing the following Union law(s):	<p>Telephone: +49 361 57381200</p> <p>Email: Abteilung2@tlv.thueringen.de</p> <p>Website: http://www.tlv-thueringen.de</p> <p>Adress: Tennstedter Straße 8/9</p> <p>99947 Bad Langensalza</p>
Germany	Behörde für Justiz und Verbraucherschutz Hamburg	Justice and Consumer Protection Authority (Hamburg)	Directive 2001/83/EC on medicinal products for human use, Legal responsibility for enforcing the following Union law(s):	<p>Telephone: +49 40 428 43 1618</p> <p>Email: imi@justiz.hamburg.de</p>

				<p>Website: https://www.hamburg.de/bjv/</p> <p>Adress: Drehbahn 36</p> <p>20354 Hamburg</p>
Germany	Landesanstalt für Medien Nordrhein-Westfalen		Directive 2000/31/EC on electronic commerce, Directive 2010/13/EU on audiovisual media services, Legal responsibility for enforcing the following Union law(s):	<p>Telephone: +49 (0) 211 77007 0</p> <p>Email: info@medienanstalt-nrw.de</p> <p>Website: https://www.medienanstalt-nrw.de/</p> <p>Adress: Zollhof 2</p> <p>40221 Düsseldorf</p>
Germany	Medienanstalt Hessen		Directive 2010/13/EU on audiovisual media services, Legal responsibility for enforcing the following Union law(s):	<p>Telephone: +49 561 935 86 0</p> <p>Email: info@medienanstalt-hessen.de</p> <p>Website: https://www.medienanstalt-hessen.de/</p> <p>Adress: Wilhelmshöher Allee 262</p> <p>34131 Kassel</p>
Germany	Hessisches Ministerium für Wirtschaft, Energie, Verkehr, Wohnen und ländlichen Raum (DIMIC)	Ministry of Economic Affairs (Hesse)	Directive 98/6/EC on consumer protection in the indication of the prices of products, Legal responsibility for enforcing the following Union law(s):	<p>Telephone: +49 (0)611/815-0</p> <p>Email: dimic-wi@wirtschaft.hessen.de</p> <p>Website: http://www.wirtschaft.hessen.de</p> <p>Adress: Kaiser-Friedrich-Ring 75</p> <p>65185 Wiesbaden</p>
Germany	Bayerisches Staatsministerium für Wissenschaft und Kunst		Directive 2010/13/EU on audiovisual media services, Legal responsibility for enforcing the following Union law(s):	<p>Telephone: 0049 89 2186 -0</p> <p>Email: Kulturgutschutz@stmwk.bayern.de</p> <p>Website: https://www.stmwk.bayern.de/</p> <p>Adress: Salvatorstraße 2</p> <p>80333 München</p>
Germany	Staatskanzlei des Saarlandes		Directive 2010/13/EU on audiovisual media services, Legal responsibility for enforcing the following Union law(s):	<p>Telephone: +49 681 501 00</p> <p>Email: kontakt@staatskanzlei.saarland.de</p> <p>Website:</p> <p>Adress: Am Ludwigsplatz 14</p> <p>66117 Saarbrücken</p>
Germany	Sächsische Landesanstalt für privaten Rundfunk und neue Medien (SLM)		Directive 2010/13/EU on audiovisual media services, Legal responsibility for enforcing the following Union law(s):	<p>Telephone: +49 341 22 59 0</p> <p>Email: info@slm-online.de</p>

				<p>Website: https://www.slm-online.de</p> <p>Adress: Ferdinand-Lasalle-Straße 21</p> <p>04109 Leipzig</p>
Germany	Ministerium für Wirtschaft, Innovation, Digitales und Energie des Saarlandes	Ministry of Economy, EU Services Directive Department (Saarland)	Directive (EU) 2015/2302 on package travel and linked travel arrangements, Directive 1999/44/EC on the sale of consumer goods and associated guarantees, Directive 2000/31/EC on electronic commerce, Directive 2002/58/EC on privacy and electronic communications, Directive 2002/65/EC on distance marketing of consumer financial services, Directive 2005/29/EC on unfair commercial practices, Directive 2006/114/EC on misleading and comparative advertising, Directive 2008/48/EC on credit agreements for consumers, Directive 2011/83/EU on consumer rights, Directive 93/13/EEC on unfair terms in consumer contracts, Directive 98/6/EC on consumer protection in the indication of the prices of products, Legal responsibility for enforcing the following Union law(s):	<p>Telephone: +49 681 501 2621</p> <p>Email: imi@wirtschaft.saarland.de</p> <p>Website:</p> <p>Adress: Franz-Josef-Röder-Straße 17</p> <p>66119 Saarbrücken</p>
Germany	Senatsverwaltung für Wirtschaft, Energie und Betriebe (SDIMIC)	Economic administration Berlin (European affairs) (Berlin) (SDIMIC)	Directive 98/6/EC on consumer protection in the indication of the prices of products, Legal responsibility for enforcing the following Union law(s):	<p>Telephone: +49 30 9013 0</p> <p>Email: imi@senweb.berlin.de</p> <p>Website: http://www.berlin.de/sen/wtf/index.html</p> <p>Adress: Martin-Luther-Straße 105</p> <p>10825 Berlin</p>
Germany	Bundesverband der Verbraucherzentralen und Verbraucherverbände - Verbraucherzentrale Bundesverband e.V. (vzbv)			<p>Telephone: +4930258000</p> <p>Email: rechtsdurchsetzung@vzbv.de</p> <p>Website: http://www.vzbv.de</p> <p>Adress: Rudi-Dutschke-Straße 17</p> <p>10969 Berlin</p>
Germany	Senator für Finanzen		Directive 2002/65/EC on distance marketing of consumer financial services, Directive 2008/48/EC on credit agreements for consumers, Legal responsibility for enforcing the following Union law(s):	<p>Telephone: +49 421 361 0</p> <p>Email: office@finanzen.bremen.de</p> <p>Website: https://www.finanzen.bremen.de/</p> <p>Adress: Rudolf-Hilferding-Platz 1</p> <p>28195 Bremen</p>
Germany	Ministerium für Soziales, Gesundheit, Frauen und Familie des Saarlandes		Directive 2001/83/EC on medicinal products for human use, Legal responsibility for enforcing the following Union law(s):	<p>Telephone: +49 681 501-3097</p> <p>Email: presse@soziales.saarland.de</p> <p>Website: https://www.saarland.de/</p> <p>Adress: Franz-Josef-Röder-Straße 23</p> <p>66119 Saarbrücken</p>
Germany	Landesamt für Arbeitsschutz, Verbraucherschutz und Gesundheit	Regional authority for health and safety at work,	Directive 2001/83/EC on medicinal products for human use, Legal responsibility for enforcing the following Union law(s):	<p>Telephone: +49 331 8683 807</p>

	Brandenburg, Abteilung Gesundheit (LAVG)	consumer protection and health (LAVG) - Zossen (Brandenburg)		Email: G1-Berufsrecht@LAVG.Brandenburg.de Website: http://www.lavg.brandenburg.de Adress: Horstweg 57 14478 Potsdam
Germany	Bayerisches Staatsministerium für Wirtschaft, Landesentwicklung und Energie	Ministry of Economic Affairs, Media, Energy and Technology (Bavaria)	Directive 2000/31/EC on electronic commerce, Directive 2008/48/EC on credit agreements for consumers, Directive 98/6/EC on consumer protection in the indication of the prices of products, Legal responsibility for enforcing the following Union law(s):	Telephone: +49 Email: poststelle@stmwi.bayern.de Website: http://www.stmwi.bayern.de/ Adress: Prinzregentenstraße 28 80538 München
Germany	Medienanstalt Rheinland-Pfalz		Directive 2010/13/EU on audiovisual media services, Legal responsibility for enforcing the following Union law(s):	Telephone: +49 621 5202-290 Email: cwolf@medienanstalt-rlp.de Website: https://www.medienanstalt-rlp.de/ Adress: Turmstraße 10 67059 Ludwigshafen
Germany	Medienanstalt Hamburg / Schleswig-Holstein		Directive 2010/13/EU on audiovisual media services, Legal responsibility for enforcing the following Union law(s):	Telephone: +49 40 369005 0 Email: info@ma-hsh.de Website: https://www.ma-hsh.de/ Adress: Rathausallee 72 - 76 22846 Norderstedt
Germany	Bundesamt für Justiz	Federal Office of Justice	Directive (EU) 2015/2302 on package travel and linked travel arrangements, Directive 1999/44/EC on the sale of consumer goods and associated guarantees, Directive 2000/31/EC on electronic commerce, Directive 2002/58/EC on privacy and electronic communications, Directive 2002/65/EC on distance marketing of consumer financial services, Directive 2005/29/EC on unfair commercial practices, Directive 2006/114/EC on misleading and comparative advertising, Directive 2008/122/EC on timeshare, long-term holiday product, resale and exchange contracts, Directive 2008/48/EC on credit agreements for consumers, Directive 2011/83/EU on consumer rights, Directive 2013/11/EU on consumer ADR, Directive 2014/17/EU on credit agreements for consumers for residential property, Directive 93/13/EEC on unfair terms in consumer contracts, Legal responsibility for enforcing the following Union law(s); Regulation (EC) No 1008/2008 on common air services rules in the Community, Regulation (EC) No 1107/2006 on disabled persons' and persons with reduced mobility's rights when travelling by air, Regulation (EU) 2017/1128 on cross-border portability of online content services, Regulation (EU) No 524/2013 on consumer ODR	Telephone: +49 22899 410 40 Email: poststelle@bfj.bund.de Website: http://www.bundesjustizamt.de Adress: Adenauerallee 99-103 53113 Bonn
Germany	Luftfahrt-Bundesamt		Legal responsibility for enforcing the following Union law(s); Regulation (EC) No 1008/2008 on common air services rules in the Community, Regulation (EC) No 1107/2006 on disabled persons' and persons with reduced mobility's rights when travelling by air, Regulation (EC) No 261/2004 on denied boarding and of cancellation or long delay of flights	Telephone: +49 531 2355 115 Email: durchsetzungsstelle@lba.de Website: https://www.lba.de/

				<p>Adress: Hermann-Blenk-Str. 21 38108 Braunschweig</p>
Germany	Bremische Landesmedienanstalt		Directive 2010/13/EU on audiovisual media services, Legal responsibility for enforcing the following Union law(s):	<p>Telephone: 0049421334940</p> <p>Email: info@bremische-landesmedienanstalt.de</p> <p>Website: https://www.bremische-landesmedienanstalt.de</p> <p>Adress: Richtweg 14 28195 Bremen</p>
Germany	Medienanstalt Sachsen-Anhalt		Directive 2010/13/EU on audiovisual media services, Legal responsibility for enforcing the following Union law(s):	<p>Telephone: +49 345 5255</p> <p>Email: info@medienanstalt-sachsen-anhalt.de</p> <p>Website: https://medienanstalt-sachsen-anhalt.de/</p> <p>Adress: Reichardtstraße 9 06114 Halle (Saale)</p>
Germany	Ministerium für Wirtschaft, Arbeit und Wohnungsbau Baden-Württemberg	Ministry of Economy (Baden-Wuerttemberg)	Directive 98/6/EC on consumer protection in the indication of the prices of products, Legal responsibility for enforcing the following Union law(s):	<p>Telephone: +49 711 123 0</p> <p>Email: DIMIC@wm.bwl.de</p> <p>Website: http://wm.baden-wuerttemberg.de</p> <p>Adress: Schlossplatz 4 - Neues Schloss 70173 Stuttgart</p>
Germany	Eisenbahn-Bundesamt	Federal Railway Authority - German National Safety Authority (NSA)	Legal responsibility for enforcing the following Union law(s);, Regulation (EC) No 1371/2007 on rail passengers' rights and obligations, Regulation (EU) No 1177/2010 on passengers' rights when travelling by sea and inland waterway, Regulation (EU) No 181/2011 on passengers' rights in bus and coach transport	<p>Telephone: +49 228 9826 0</p> <p>Email: Ref54@eba.bund.de</p> <p>Website: http://www.eba.bund.de/DE/Home/home_node.html</p> <p>Adress: Heinemannstraße 6 53175 Bonn</p>
Germany	Thüringer Staatskanzlei	State Chancellery (Thuringia)	Directive 2010/13/EU on audiovisual media services, Legal responsibility for enforcing the following Union law(s):	<p>Telephone: +49 3613794761</p> <p>Email: IMI-Kulturgut@tsk.thueringen.de</p> <p>Website:</p> <p>Adress: Werner-Seelenbinder-Straße 7 99096 Erfurt</p>
Germany	Niedersächsische Landesmedienanstalt (NLM)		Directive 2010/13/EU on audiovisual media services, Legal responsibility for enforcing the following Union law(s):	<p>Telephone: +49511284770</p>

				<p>Email: info@nlm.de</p> <p>Website: https://www.nlm.de</p> <p>Address: Seelhorststraße 18 30175 Hannover</p>
Germany	Staatskanzlei Brandenburg		Directive 2010/13/EU on audiovisual media services, Legal responsibility for enforcing the following Union law(s):	<p>Telephone: 0049 (0) 331 886 0</p> <p>Email: poststelle@stk.brandenburg.de</p> <p>Website:</p> <p>Address: Heinrich-Mann-Allee 107 14473 Potsdam</p>
Germany	Staatsministerium Baden-Württemberg	State Ministry (Baden-Wuerttemberg)	Directive 2010/13/EU on audiovisual media services, Legal responsibility for enforcing the following Union law(s):	<p>Telephone: +49 711 2153 0</p> <p>Email: poststelle@stm.bwl.de</p> <p>Website: http://www.stm.baden-wuerttemberg.de</p> <p>Address: Richard-Wagner-Str. 15 70184 Stuttgart</p>
Germany	Medienanstalt Berlin-Brandenburg		Directive (EU) 2015/2302 on package travel and linked travel arrangements, Directive 1999/44/EC on the sale of consumer goods and associated guarantees, Directive 2000/31/EC on electronic commerce, Directive 2001/83/EC on medicinal products for human use, Directive 2002/58/EC on privacy and electronic communications, Directive 2002/65/EC on distance marketing of consumer financial services, Directive 2005/29/EC on unfair commercial practices, Directive 2006/114/EC on misleading and comparative advertising, Directive 2006/123/EC on services in the internal market, Directive 2008/122/EC on timeshare, long-term holiday product, resale and exchange contracts, Directive 2008/48/EC on credit agreements for consumers, Directive 2010/13/EU on audiovisual media services, Directive 2011/83/EU on consumer rights, Directive 2013/11/EU on consumer ADR, Directive 2014/17/EU on credit agreements for consumers for residential property, Directive 2014/92/EU on the comparability of fees related to payment accounts, Directive 93/13/EEC on unfair terms in consumer contracts, Directive 98/6/EC on consumer protection in the indication of the prices of products, Legal responsibility for enforcing the following Union law(s);, Regulation (EC) No 1008/2008 on common air services rules in the Community, Regulation (EC) No 1107/2006 on disabled persons' and persons with reduced mobility's rights when travelling by air, Regulation (EC) No 1371/2007 on rail passengers' rights and obligations, Regulation (EC) No 261/2004 on denied boarding and of cancellation or long delay of flights, Regulation (EU) 2017/1128 on cross-border portability of online content services, Regulation (EU) 2018/302 addressing unjustified geo-blocking, Regulation (EU) No 1177/2010 on passengers' rights when travelling by sea and inland waterway, Regulation (EU) No 181/2011 on passengers' rights in bus and coach transport, Regulation (EU) No 524/2013 on consumer ODR	<p>Telephone: +49 30 264 967 0</p> <p>Email: mail@mabb.de</p> <p>Website: https://www.mabb.de/home.html</p> <p>Address: Kleine Präsidentenstraße 1 10178 Berlin</p>
Germany	Staatskanzlei des Landes Mecklenburg-Vorpommern		Directive 2010/13/EU on audiovisual media services, Legal responsibility for enforcing the following Union law(s):	<p>Telephone: +49 385 588 0</p> <p>Email: poststelle@stk.mv-regierung.de</p> <p>Website: https://www.regierung-mv.de/Landesregierung/stk/</p>

				<p>Address: Schloßstraße 2-4 19053 Schwerin</p>
Greece	Υπουργείο Τουρισμού	Ministry of Tourism	Directive (EU) 2015/2302 on package travel and linked travel arrangements, Legal responsibility for enforcing the following Union law(s):	<p>Telephone: +30 210 3736340, 210 3736117, 210 3736346, 210 3736115, 210 3736089</p> <p>Email: mailbox@mintour.gr</p> <p>Website: http://www.mintour.gov.gr/</p> <p>Address: Λεωφόρος Αμαλίας 12 10557 Αθήνα</p>
Greece	ΓΕΝΙΚΗ ΓΡΑΜΜΑΤΕΙΑ ΟΙΚΟΝΟΜΙΚΗΣ ΠΟΛΙΤΙΚΗΣ ΓΕΝΙΚΗ ΔΙΕΥΘΥΝΣΗ ΟΙΚΟΝΟΜΙΚΗΣ ΠΟΛΙΤΙΚΗΣ ΔΙΕΥΘΥΝΣΗ ΧΡΗΜΑΤΟΟΙΚΟΝΟΜΙΚΗΣ ΠΟΛΙΤΙΚΗΣ		Directive 2014/92/EU on the comparability of fees related to payment accounts, Legal responsibility for enforcing the following Union law(s):	<p>Telephone: +30 2103332778</p> <p>Email: mcdf@mnec.gr</p> <p>Website:</p> <p>Address: ΝΙΚΗΣ 5-7 10563 ΑΘΗΝΑ</p>
Greece	ΥΠΗΡΕΣΙΑ ΠΟΛΙΤΙΚΗΣ ΑΕΡΟΠΟΡΙΑΣ		Legal responsibility for enforcing the following Union law(s);, Regulation (EC) No 261/2004 on denied boarding and of cancellation or long delay of flights	<p>Telephone: +30 2109973162, +30 2109973156, +30 2109973163</p> <p>Email: d1d@hcaa.gr</p> <p>Website:</p> <p>Address: ΛΕΟΝΤΟΣ 4 ΚΑΙ ΕΛΕΥΘΕΡΙΑΣ 16452 ΑΘΗΝΑ</p>
Greece	ΤΡΑΠΕΖΑ ΤΗΣ ΕΛΛΑΔΟΣ		Directive 2014/17/EU on credit agreements for consumers for residential property, Directive 2014/92/EU on the comparability of fees related to payment accounts, Legal responsibility for enforcing the following Union law(s):	<p>Telephone: +30 210 3201111</p> <p>Email: dep.bankingsupervision@bankofgreece.gr</p> <p>Website: https://www.bankofgreece.gr</p> <p>Address: EL. VENIZELOU 21 10250 ATHENS</p>
Greece	Εθνικός Οργανισμός Φαρμάκων		Directive 2001/83/EC on medicinal products for human use, Legal responsibility for enforcing the following Union law(s):	<p>Telephone: +30 213 20 40 281</p> <p>Email: relation@eof.gr</p> <p>Website: http://www.eof.gr</p> <p>Address: 284 Mesogeion Ave 155 62 Athens</p>

Greece	ΔΙΕΥΘΥΝΣΗ ΠΡΟΣΤΑΣΙΑΣ ΚΑΤΑΝΑΛΩΤΗ		Directive 1999/44/EC on the sale of consumer goods and associated guarantees, Directive 2000/31/EC on electronic commerce, Directive 2002/65/EC on distance marketing of consumer financial services, Directive 2005/29/EC on unfair commercial practices, Directive 2006/114/EC on misleading and comparative advertising, Directive 2006/123/EC on services in the internal market, Directive 2008/122/EC on timeshare, long-term holiday product, resale and exchange contracts, Directive 2008/48/EC on credit agreements for consumers, Directive 2011/83/EU on consumer rights, Directive 2013/11/EU on consumer ADR, Directive 2014/17/EU on credit agreements for consumers for residential property, Directive 2014/92/EU on the comparability of fees related to payment accounts, Directive 93/13/EEC on unfair terms in consumer contracts, Legal responsibility for enforcing the following Union law(s):, Regulation (EU) 2017/1128 on cross-border portability of online content services, Regulation (EU) 2018/302 addressing unjustified geo-blocking, Regulation (EU) No 524/2013 on consumer ODR	Telephone: +30 210 3893367, +30 210 3893546 Email: 1520@efpolis.gr Website: http://www.mindev.gov.gr Address: KANIGGOS SQ 101081 ATHENS
Greece	ΥΠΟΥΡΓΕΙΟ ΝΑΥΤΙΛΙΑΣ & ΝΗΣΙΩΤΙΚΗΣ ΠΟΛΙΤΙΚΗΣ/ΑΡΧΗΓΕΙΟ ΛΣ-ΕΛ.ΑΚΤ/ΔΘΣ		Legal responsibility for enforcing the following Union law(s):, Regulation (EU) No 1177/2010 on passengers' rights when travelling by sea and inland waterway	Telephone: +30 213 1371167 Email: dths@hcg.gr Website: https://www.hcg.gr Address: ΑΚΤΗ ΒΑΣΙΛΕΙΑΔΗ ΠΥΛΗ Ε1-Ε2 18510 ΠΕΙΡΑΙΑΣ
Greece	ΕΘΝΙΚΟ ΣΥΜΒΟΥΛΙΟ ΡΑΔΙΟΤΗΛΕΟΡΑΣΗΣ		Directive 2010/13/EU on audiovisual media services, Legal responsibility for enforcing the following Union law(s):	Telephone: +30 2131502390 Email: nrcrtv@otenet.gr Website: http://www.esr.gr Address: ΠΑΝΕΠΙΣΤΗΜΙΟΥ ΚΑΙ ΑΜΕΡΙΚΗΣ 5 10564 ΑΘΗΝΑ
Greece	ΕΥΡΩΠΑΪΚΟ ΚΕΝΤΡΟ ΚΑΤΑΝΑΛΩΤΗ ΕΛΛΑΔΑΣ	European Consumer Centre (ECC Greece)		Telephone: +30 2106460862, +30 2106460814 Email: info@eccgreece.gr Website: https://www.eccgreece.gr/ Address: Λεωφόρος Αλεξάνδρας 144 11471 Αθήνα (Αμπελόκηποι)
Greece	ΕΝΩΣΗ ΚΑΤΑΝΑΛΩΤΩΝ Η ΠΟΙΟΤΗΤΑ ΖΩΗΣ			Telephone: +30 2103304444 Email: info@ekpizo.gr Website: Address: ΣΤΟΥΡΝΑΡΗ 17 10683 ΑΘΗΝΑ
Greece	ΕΝΩΣΗ ΕΡΓΑΖΟΜΕΝΩΝ ΚΑΤΑΝΑΛΩΤΩΝ ΕΛΛΑΔΟΣ			Telephone: +30 2108817730 Email: info@eeke.gr Website:

				Address: ΙΟΥΛΙΑΝΟΥ 28 10433 ΑΘΗΝΑ
Greece	ΚΕΝΤΡΟ ΠΡΟΣΤΑΣΙΑΣ ΚΑΤΑΝΑΛΩΤΩΝ			Telephone: +30 2310233333, +30 2310269449 Email: consumers@kepka.org Website: Address: ΒΑΣ.ΗΡΑΚΛΕΙΟΥ 32 54624 ΘΕΣΣΑΛΟΝΙΚΗ
Hungary	Nemzeti Média- és Hírközlési Hatóság (NMHH)	National Media and Infocommunications Authority (NMHH)	Directive 2002/58/EC on privacy and electronic communications, Directive 2005/29/EC on unfair commercial practices, Directive 2010/13/EU on audiovisual media services, Legal responsibility for enforcing the following Union law(s):	Telephone: +36 1 457 7908 Email: info@nmhh.hu Website: http://nmhh.hu Address: Ostrom u. 23-25 / Visegrádi u. 106. 1015 / 1033 Budapest
Hungary	Építési és Közlekedési Minisztérium (ÉKM) - Vasúti Hatósági Főosztály	Ministry of Construction and Transport (ÉKM) – Railway Authority Department	Legal responsibility for enforcing the following Union law(s);, Regulation (EC) No 1371/2007 on rail passengers' rights and obligations	Telephone: +36 30 247 7183 Email: vasut.nsa@ekm.gov.hu Website: https:// www.kozlekedesihatosag.kormany.hu/ Address: Váci út 188. 1138 Budapest
Hungary	Magyar Nemzeti Bank	Central Bank of Hungary (MNB)	Directive 2002/65/EC on distance marketing of consumer financial services, Directive 2005/29/EC on unfair commercial practices, Directive 2008/48/EC on credit agreements for consumers, Directive 2014/17/EU on credit agreements for consumers for residential property, Directive 2014/92/EU on the comparability of fees related to payment accounts, Directive 93/13/EEC on unfair terms in consumer contracts, Legal responsibility for enforcing the following Union law(s):	Telephone: +36 1 428 2600 Email: ugyfelszolgalat@mbn.hu Website: http://www.mnb.hu/ Address: Szabadság tér 9. 1054 Budapest
Hungary	Szabályozott Tevékenységek Felügyeleti Hatósága (SZTFH)	Supervisory Authority for Regulatory Affairs (SARA)		Telephone: +36 1 550 2500 Email: egyezettetes@sztfh.hu Website: http://www.sztfh.hu Address: Alkotás utca 50. 1123 Budapest
Hungary	Pest Vármegyei Kormányhivatal	Government Office for Pest County (Budapest)	Legal responsibility for enforcing the following Union law(s);, Regulation (EU) 2017/1128 on cross-border portability of online content services	Telephone: +36 1 235 1700 Email: hivatal@pest.gov.hu

				<p>Website:</p> <p>Adress: Váci utca 62-64.</p> <p>1056 Budapest</p>
Hungary	Gazdasági Versenyhivatal (GVH)	Hungarian Competition Authority (GVH)	Directive 2005/29/EC on unfair commercial practices, Directive 2006/114/EC on misleading and comparative advertising, Legal responsibility for enforcing the following Union law(s):	<p>Telephone: +36 1 472 8900</p> <p>Email: ugyfelszolgalat@gvh.hu</p> <p>Website: http://www.gvh.hu</p> <p>Adress: Alkotmány utca 5.</p> <p>1054 Budapest</p>
Hungary	Építési és Közlekedési Minisztérium (ÉKM) – Közúti Gépjármű-közlekedési Hatósági Főosztály	Ministry of Construction and Transport (ÉKM) – Road Transport Authority Department	Legal responsibility for enforcing the following Union law(s);, Regulation (EU) No 181/2011 on passengers' rights in bus and coach transport	<p>Telephone: +36 1 477 1551</p> <p>Email: kgfh@ekm.gov.hu</p> <p>Website: https://www.kozlekedesihatosag.kormany.hu</p> <p>Adress: Váci út 188.</p> <p>1138 Budapest</p>
Hungary	Európai Fogyasztói Központ - Magyarország	European Consumer Centre (ECC Hungary)		<p>Telephone: +36 1 896 7747</p> <p>Email: info@magyarefk.hu</p> <p>Website: https://fogyasztovedelem.kormany.hu/</p> <p>Adress: Budapest Pf. 1.</p> <p>1440 Budapest</p>
Hungary	Budapest Főváros Kormányhivatala (BFKH) - Fogyasztóvédelmi Főosztály	Consumer Protection Department of the Government Office of the Capital City Budapest (BFKH)	Directive (EU) 2015/2302 on package travel and linked travel arrangements, Directive 1999/44/EC on the sale of consumer goods and associated guarantees, Directive 2000/31/EC on electronic commerce, Directive 2001/83/EC on medicinal products for human use, Directive 2005/29/EC on unfair commercial practices, Directive 2006/114/EC on misleading and comparative advertising, Directive 2008/122/EC on timeshare, long-term holiday product, resale and exchange contracts, Directive 98/6/EC on consumer protection in the indication of the prices of products, Legal responsibility for enforcing the following Union law(s);, Regulation (EU) No 524/2013 on consumer ODR	<p>Telephone: +36 1 450 2598</p> <p>Email: fogyasztovedelem@bfkh.gov.hu</p> <p>Website: http://www.kormanyhivatal.hu</p> <p>Adress: Sas utca 19.</p> <p>1051 Budapest</p>
Hungary	Szabolcs-Szatmár-Bereg Vármegyei Kormányhivatal	Government Office for Szabolcs-Szatmar-Bereg County (Nyiregyháza)	Directive 2005/29/EC on unfair commercial practices, Legal responsibility for enforcing the following Union law(s):	<p>Telephone: +36 42 599 301</p> <p>Email: hivatal@szabolcs.gov.hu</p> <p>Website:</p> <p>Adress: Hősök tere 5.</p> <p>4400 Nyiregyháza</p>
Iceland	Samgöngustofa		Legal responsibility for enforcing the following Union law(s);, Regulation (EC) No 1008/2008 on common air services rules in the Community, Regulation (EC) No 1107/2006 on disabled	<p>Telephone: +354 4806000</p> <p>Email: icetra@icetra.is</p>

			persons' and persons with reduced mobility's rights when travelling by air, Regulation (EC) No 261/2004 on denied boarding and of cancellation or long delay of flights, Regulation (EU) No 1177/2010 on passengers' rights when travelling by sea and inland waterway, Regulation (EU) No 181/2011 on passengers' rights in bus and coach transport	Website: https://www.icetra.is/ Address: Armuli 2 108 Reykjavik
Ireland	Broadcasting Authority of Ireland, Údarás Craolacháin na hÉireann	Broadcasting Authority of Ireland	Directive 2010/13/EU on audiovisual media services, Legal responsibility for enforcing the following Union law(s):	Telephone: +353 1 6441200 Email: info@bai.ie Website: http://www.bai.ie Address: 2-5 Warrington Place D02 XP29 Dublin
Ireland	Irish Aviation Authority, Údaras Eitlíochta na hÉireann	Aviation Regulator	Directive (EU) 2015/2302 on package travel and linked travel arrangements, Legal responsibility for enforcing the following Union law(s);, Regulation (EC) No 1008/2008 on common air services rules in the Community, Regulation (EC) No 1107/2006 on disabled persons' and persons with reduced mobility's rights when travelling by air, Regulation (EC) No 261/2004 on denied boarding and of cancellation or long delay of flights	Telephone: +353 1 603 1100 Email: consumeraffairs@iaa.ie Website: https://www.iaa.ie/ Address: The Times Building, 11-12 D'Olier Street D02 T449 Dublin 2
Ireland	An tÚdarás Rialála Táirgí Sláinte, Health Products Regulatory Authority	Health Products Regulatory Authority (HPRA)	Directive 2001/83/EC on medicinal products for human use, Legal responsibility for enforcing the following Union law(s):	Telephone: +353 1 676 4971 Email: info@hpra.ie Website: https://www.hpra.ie/ Address: Kevin O'Malley House, Earlsfort Centre, Earlsfort Terrace D02XP77 Dublin
Ireland	European Consumer Centre (Ireland)	European Consumer Centre (ECC Ireland)		Telephone: +353 1 879 7620 Email: info@eccireland.ie Website: https://www.eccireland.ie/ Address: MACRO Centre, 1 Green Street D07 X6NR Dublin
Ireland	National Transport Authority, Údarás Náisiúnta Iompair	National Transport Authority (NTA)	Legal responsibility for enforcing the following Union law(s);, Regulation (EC) No 1371/2007 on rail passengers' rights and obligations, Regulation (EU) No 1177/2010 on passengers' rights when travelling by sea and inland waterway, Regulation (EU) No 181/2011 on passengers' rights in bus and coach transport	Telephone: +353 1 879 8300 Email: info@nationaltransport.ie Website: https://www.nationaltransport.ie/ Address: Dún Scéine, Harcourt Lane D02WT20 Dublin
Ireland	Banc Ceannais na hÉireann, Central Bank of Ireland	Central Bank of Ireland	Directive 2002/65/EC on distance marketing of consumer financial services, Directive 2008/48/EC on credit agreements for consumers, Directive 2014/17/EU on credit agreements	Telephone: +353 1 224 6000

			for consumers for residential property, Directive 2014/92/EU on the comparability of fees related to payment accounts, Directive 93/13/EEC on unfair terms in consumer contracts, Legal responsibility for enforcing the following Union law(s):	Email: enquiries@centralbank.ie Website: https://www.centralbank.ie/ Address: PO BOX 559, New Wrapping Street, North Wall Quay D01 F7X3 Dublin 1
Ireland	An Comisiún um Chosaint Sonraí, Data Protection Commission (DPC)	SA Ireland (Data Protection Commission (DPC))	Directive 2002/58/EC on privacy and electronic communications, Legal responsibility for enforcing the following Union law(s):	Telephone: +353 761 104 800 Email: oss@dataprotection.ie Website: https://www.dataprotection.ie Address: 21 Fitzwilliam Square D02 RD28 Dublin
Ireland	Coimisiún um Rialail Cumarsaide, Commission for Communications Regulation	Commission for Communications Regulation	Directive 2002/58/EC on privacy and electronic communications, Directive 2011/83/EU on consumer rights, Directive 93/13/EEC on unfair terms in consumer contracts, Legal responsibility for enforcing the following Union law(s):	Telephone: +353 1 8049600 Email: IMI_notifications@comreg.ie Website: http://www.comreg.ie Address: Block DEF, Irish Life Centre Lower Abbey Street Dublin 1
Italy	Commissione Nazionale per le Società e la Borsa (CONSOB)	National Commission for Companies and the Stock Exchange - Italian market supervisory authority (CONSOB)	Directive 2000/31/EC on electronic commerce, Directive 2002/65/EC on distance marketing of consumer financial services, Directive 2013/11/EU on consumer ADR, Legal responsibility for enforcing the following Union law(s);, Regulation (EU) No 524/2013 on consumer ODR	Telephone: +39 06 84771 Email: relazioni.internazionali@consob.it Website: http://www.consob.it Address: Via G. B. Martini, 3 00198 Rome
Italy	Banca d'Italia	Bank of Italy (National central bank, national supervisory and resolution authority)	Directive 2000/31/EC on electronic commerce, Directive 2002/65/EC on distance marketing of consumer financial services, Directive 2008/48/EC on credit agreements for consumers, Directive 2013/11/EU on consumer ADR, Directive 2014/17/EU on credit agreements for consumers for residential property, Directive 2014/92/EU on the comparability of fees related to payment accounts, Legal responsibility for enforcing the following Union law(s):	Telephone: +39 0647921 Email: email@bancaditalia.it Website: https://www.bancaditalia.it Address: Via Nazionale 91 00184 Roma
Italy	Agenzia Italiana del Farmaco (AIFA)	Italian Medicines Agency (AIFA)	Directive 2001/83/EC on medicinal products for human use, Legal responsibility for enforcing the following Union law(s):	Telephone: +39 06 5978401 Email: protocollo@pec.aifa.gov.it Website: https://www.aifa.gov.it Address: Via del Tritone 181 00187 Roma
Italy	Autorità per le Garanzie nelle	Authority for	Directive 2000/31/EC on electronic commerce, Directive 2010/13/EU on audiovisual media	Telephone: +39 06 69644296

	Comunicazioni (AGCOM)	Communications (AGCOM)	services, Legal responsibility for enforcing the following Union law(s);, Regulation (EU) 2017/1128 on cross-border portability of online content services	Email: DCA@AGCOM.IT Website: https://www.agcom.it/ Address: Isonzo 21B 00186 Roma
Italy	Centro per i Diritti del Cittadino (CODICI)	Centre for the Citizen rights (CODICI)	Directive (EU) 2015/2302 on package travel and linked travel arrangements, Directive 1999/44/EC on the sale of consumer goods and associated guarantees, Directive 2000/31/EC on electronic commerce, Directive 2001/83/EC on medicinal products for human use, Directive 2002/58/EC on privacy and electronic communications, Directive 2002/65/EC on distance marketing of consumer financial services, Directive 2005/29/EC on unfair commercial practices, Directive 2006/114/EC on misleading and comparative advertising, Directive 2006/123/EC on services in the internal market, Directive 2008/122/EC on timeshare, long-term holiday product, resale and exchange contracts, Directive 2008/48/EC on credit agreements for consumers, Directive 2010/13/EU on audiovisual media services, Directive 2011/83/EU on consumer rights, Directive 2013/11/EU on consumer ADR, Directive 2014/17/EU on credit agreements for consumers for residential property, Directive 2014/92/EU on the comparability of fees related to payment accounts, Directive 93/13/EEC on unfair terms in consumer contracts, Directive 98/6/EC on consumer protection in the indication of the prices of products, Legal responsibility for enforcing the following Union law(s);, Regulation (EC) No 1008/2008 on common air services rules in the Community, Regulation (EC) No 1107/2006 on disabled persons' and persons with reduced mobility's rights when travelling by air, Regulation (EC) No 1371/2007 on rail passengers' rights and obligations, Regulation (EC) No 261/2004 on denied boarding and of cancellation or long delay of flights, Regulation (EU) 2017/1128 on cross-border portability of online content services, Regulation (EU) 2018/302 addressing unjustified geo-blocking, Regulation (EU) No 1177/2010 on passengers' rights when travelling by sea and inland waterway, Regulation (EU) No 181/2011 on passengers' rights in bus and coach transport, Regulation (EU) No 524/2013 on consumer ODR	Telephone: +39 06 55 30 18 08 Email: segreteria_nazionale@codici.org Website: https://codici.org/ Address: Via Giuseppe Belluzzo 1 00149 Roma
Italy	Garante per la protezione dei dati personali (GPDP)	SA Italy - Supervisor for the Protection of Personal Data (GPDP)	Directive 2002/58/EC on privacy and electronic communications, Legal responsibility for enforcing the following Union law(s):	Telephone: +39 06696771 Email: imi@gpdp.it Website: http://www.gpdp.it Address: Piazza Venezia 11 00187 Roma
Italy	Autorità Garante della Concorrenza e del Mercato	Italian Competition Authority	Directive 2000/31/EC on electronic commerce, Directive 2005/29/EC on unfair commercial practices, Directive 2006/114/EC on misleading and comparative advertising, Directive 2006/123/EC on services in the internal market, Directive 2011/83/EU on consumer rights, Directive 2013/11/EU on consumer ADR, Directive 93/13/EEC on unfair terms in consumer contracts, Legal responsibility for enforcing the following Union law(s);, Regulation (EU) 2018/302 addressing unjustified geo-blocking, Regulation (EU) No 524/2013 on consumer ODR	Telephone: +39 06 85821 411 Email: diptc2@agcm.it Website: http://www.agcm.it Address: Piazza G. Verdi 6a 00198 Roma
Italy	Autorità di Regolazione dei Trasporti - ART	Autorità di Regolazione dei Trasporti - ART	Legal responsibility for enforcing the following Union law(s);, Regulation (EC) No 1371/2007 on rail passengers' rights and obligations, Regulation (EU) No 1177/2010 on passengers' rights when travelling by sea and inland waterway, Regulation (EU) No 181/2011 on passengers' rights in bus and coach transport	Telephone: +39 011 19212503 Email: segreteria@autorita-trasporti.it Website: https://www.autorita-trasporti.it/

				<p>Adress: Via Nizza 230 10126 Torino</p>
Italy	Altroconsumo	Consumer Association Altroconsumo		<p>Telephone: +39 02 668901</p> <p>Email: pr@altroconsumo.it</p> <p>Website: http://www.altroconsumo.it</p> <p>Adress: Via Valassina 22 20159 Milano</p>
Italy	Movimento Consumatori (MC)	Consumer Movement (MC)		<p>Telephone: +39 06 4880053</p> <p>Email: info@movimentoconsumatori.it</p> <p>Website: https://www.movimentoconsumatori.it/</p> <p>Adress: Piemonte 39/A 00187 Roma</p>
Italy	Istituto per la Vigilanza sulle Assicurazioni (IVASS)	Institute for the Supervision of Insurance (IVASS)	Directive (EU) 2015/2302 on package travel and linked travel arrangements, Directive 1999/44/EC on the sale of consumer goods and associated guarantees, Directive 2000/31/EC on electronic commerce, Directive 2002/65/EC on distance marketing of consumer financial services, Directive 2006/123/EC on services in the internal market, Directive 2013/11/EU on consumer ADR, Directive 93/13/EEC on unfair terms in consumer contracts, Legal responsibility for enforcing the following Union law(s); Regulation (EU) No 524/2013 on consumer ODR	<p>Telephone: +39 06 421331</p> <p>Email: scrivi@ivass.it</p> <p>Website: https://www.ivass.it/</p> <p>Adress: Via del Quirinale, 21 00187 Rome</p>
Italy	Ente Nazionale per l'Aviazione Civile (ENAC)	Italian Civil Aviation Authority (ENAC)	Legal responsibility for enforcing the following Union law(s); Regulation (EC) No 261/2004 on denied boarding and of cancellation or long delay of flights, Regulation (EU) 2017/1128 on cross-border portability of online content services	<p>Telephone: +39 06445966348</p> <p>Email: cartadiritti@enac.gov.it</p> <p>Website: https://www.enac.gov.it/</p> <p>Adress: Via Castro Pretorio 118 00185 Rome</p>
Italy	Centro Europeo Consumatori Italia (CEC Italia)	European Consumer Centre (ECC Italy)		<p>Telephone: +39 0644238090</p> <p>Email: info@ecc-netitalia.it</p> <p>Website: https://www.ecc-netitalia.it/</p> <p>Adress: Via Giovanni Maria Lancisi, 25 00161 Roma</p>
Latvia	Nacionālā elektronisko plašsaziņas līdzekļu padome (NEPLP)	National Electronic Mass Media Council of Latvia (NEPLP)	Directive 2010/13/EU on audiovisual media services, Legal responsibility for enforcing the following Union law(s):	<p>Telephone: +371 67 221 848</p> <p>Email: neplpadome@neplpadome.lv</p> <p>Website: http://www.neplpadome.lv</p>

				<p>Adress: Doma laukums 8A LV-1939 Riga</p>
Latvia	Veselības inspekcija	Health Inspectorate	Directive 2001/83/EC on medicinal products for human use, Directive 2005/29/EC on unfair commercial practices, Legal responsibility for enforcing the following Union law(s):	<p>Telephone: +371 27802823</p> <p>Email: vi@vi.gov.lv</p> <p>Website: http://www.vi.gov.lv</p> <p>Adress: Klijānu iela 7 LV-1012 Rīga</p>
Latvia	Eiropas Patērētāju informēšanas centrs	European Consumer Centre (ECC Latvia)		<p>Telephone: +371 67388625</p> <p>Email: info@ecclatvia.lv</p> <p>Website: https://www.ecclatvia.lv/en/</p> <p>Adress: Brīvības Street 55 - 207 LV- 1010 Riga</p>
Lithuania	Lietuvos bankas	Bank of Lithuania	Directive 2002/65/EC on distance marketing of consumer financial services, Directive 2008/48/EC on credit agreements for consumers, Directive 2014/17/EU on credit agreements for consumers for residential property, Directive 2014/92/EU on the comparability of fees related to payment accounts, Legal responsibility for enforcing the following Union law(s):	<p>Telephone: +370 5 268 0029</p> <p>Email: info@lb.lt</p> <p>Website: https://www.lb.lt/</p> <p>Adress: Gedimino pr. 6 01103 Vilnius</p>
Lithuania	Lietuvos kosmetikos ir buitinės chemijos gamintojų asociacija „LIKOHEMA“	Lithuanian cosmetics and household chemicals producers association „LIKOHEMA“		<p>Telephone: +370 687 58098</p> <p>Email: info@likochema.lt</p> <p>Website: https://likochema.lt/lt/</p> <p>Adress: J. Jasinskio 10, BC12 LT-01112 Vilnius</p>
Lithuania	Lietuvos vartotojų organizacijų aljansas	The Alliance of Lithuanian Consumer Organizations		<p>Telephone: +370 611 35509</p> <p>Email: info@lvoa.lt</p> <p>Website: http://www.lvoa.lt/</p> <p>Adress: Parko g. 3-7 11203 Vilnius</p>
Lithuania	Lietuvos nacionalinė vartotojų federacija	Lithuanian national consumer federation		<p>Telephone: +370 686 25661</p> <p>Email: federacija@vartotojai.eu</p> <p>Website: http://www.vartotojuskundai.lt/</p>

				<p>Adress: Kalvarijų 20-2</p> <p>LT-01131 Vilnius</p>
Lithuania	Europos vartotojų centras Lietuvoje	European Consumer Centre (ECC Lithuania)		<p>Telephone: +370 5 265 0368</p> <p>Email: info@ecc.lt</p> <p>Website: https://www.ecc.lt</p> <p>Adress: Algirdo g. 21</p> <p>LT-03219 Vilnius</p>
Lithuania	Valstybinė mokesčių inspekcija	State Tax Inspectorate	Directive 2005/29/EC on unfair commercial practices, Directive 2008/48/EC on credit agreements for consumers, Directive 2011/83/EU on consumer rights, Directive 2013/11/EU on consumer ADR, Directive 2014/92/EU on the comparability of fees related to payment accounts, Directive 98/6/EC on consumer protection in the indication of the prices of products, Legal responsibility for enforcing the following Union law(s):	<p>Telephone: +370 5 266 8200</p> <p>Email: vmi@vmi.lt</p> <p>Website: https://www.vmi.lt</p> <p>Adress: Šermukšnių g. 4</p> <p>01106 Vilnius</p>
Lithuania	Valstybinė vaistų kontrolės tarnyba prie Lietuvos Respublikos sveikatos apsaugos ministerijos	State Medicines Control Agency	Directive 2001/83/EC on medicinal products for human use, Legal responsibility for enforcing the following Union law(s):	<p>Telephone: +370 5 263 92 64</p> <p>Email: vvkt@vvkt.lt</p> <p>Website: https://www.vvkt.lt/</p> <p>Adress: Studentų g.45A</p> <p>LT-08107 Vilnius</p>
Lithuania	Valstybinė darbo inspekcija	State Labour Inspectorate	Directive 2005/29/EC on unfair commercial practices, Directive 2006/123/EC on services in the internal market, Directive 2013/11/EU on consumer ADR, Directive 93/13/EEC on unfair terms in consumer contracts, Legal responsibility for enforcing the following Union law(s);, Regulation (EU) No 524/2013 on consumer ODR	<p>Telephone: +370 5 265 0193</p> <p>Email: info@vdi.lt</p> <p>Website: http://www.vdi.lt</p> <p>Adress: Algirdo g. 19 Vilnius Lietuva tel. 8-5-2139768 mob. 8-620-77447 fax. 8-5-2139768</p> <p>LT-03607 Vilnius</p>
Lithuania	Aplinkos apsaugos agentūra	Environmental Protection Agency	Directive (EU) 2019/771 on contracts for the sale of goods, Directive 2005/29/EC on unfair commercial practices, Directive 2006/123/EC on services in the internal market, Legal responsibility for enforcing the following Union law(s):	<p>Telephone: +370 5 266 2808</p> <p>Email: aaa@aaa.am.lt</p> <p>Website: www.aplinka.lt</p> <p>Adress: A. Juozapavičiaus g. 9</p> <p>LT-09311 Vilnius</p>
Lithuania	Lietuvos transporto saugos administracija	State Road Transport Inspectorate (under the Ministry of Transport and	Legal responsibility for enforcing the following Union law(s);, Regulation (EC) No 1008/2008 on common air services rules in the Community, Regulation (EC) No 1107/2006 on disabled persons' and persons with reduced mobility's rights when travelling by air, Regulation (EC) No	<p>Telephone: +370 5 278 5601</p> <p>Email: itsa@itsa.lt</p>

		Communications)	261/2004 on denied boarding and of cancellation or long delay of flights, Regulation (EU) No 1177/2010 on passengers' rights when travelling by sea and inland waterway, Regulation (EU) No 181/2011 on passengers' rights in bus and coach transport	Website: https://ltsa.lrv.lt/ Adress: Švitrigailos g. 42 LT-03209 Vilnius
Lithuania	Valstybinė akreditavimo sveikatos priežiūros veiklai tarnyba (DIMIC)	State Health Care Accreditation Agency - Delegated IMI Coordinator	Directive 2001/83/EC on medicinal products for human use, Directive 2006/123/EC on services in the internal market, Directive 93/13/EEC on unfair terms in consumer contracts, Legal responsibility for enforcing the following Union law(s):	Telephone: +370 52615177 Email: vaspvt@vaspvt.gov.lt Website: http://www.vaspvt.gov.lt Adress: A. Juozapavičiaus g. 9 LT-09311 Vilnius
Lithuania	Informacinės visuomenės plėtros komitetas	Information Society Development Committee under the Ministry of Transport and Communications	Directive 2000/31/EC on electronic commerce, Legal responsibility for enforcing the following Union law(s):	Telephone: +370 5 266 51 61 Email: info@ivpk.lt Website: https://ivpk.lrv.lt/ Adress: Gediminas av. 7 LT-01103 Vilnius
Lithuania	Narkotikų, tabako ir alkoholio kontrolės departamentas	Drug, Tobacco and Alcohol Control Department	Directive 2005/29/EC on unfair commercial practices, Directive 2006/114/EC on misleading and comparative advertising, Directive 2006/123/EC on services in the internal market, Directive 2011/83/EU on consumer rights, Directive 98/6/EC on consumer protection in the indication of the prices of products, Legal responsibility for enforcing the following Union law(s):	Telephone: +370 5 2668091 Email: jolita.ignataviciene@ntakd.lt Website: http://www.ntakd.lt Adress: Šv. Stepono g. 27A LT-01312 VILNIUS
Lithuania	Lietuvos radijo ir televizijos komisija	The Radio and Television Commission of Lithuania	Directive 2010/13/EU on audiovisual media services, Legal responsibility for enforcing the following Union law(s):	Telephone: +370 5 233 0660 Email: lrtk@rtk.lt Website: https://www.rtk.lt/ Adress: Šeimyniškių g. 3A LT-09312 Vilnius
Lithuania	Valstybinė energetikos reguliavimo tarnyba	State Energy Inspectorate	Directive 2005/29/EC on unfair commercial practices, Directive 2006/123/EC on services in the internal market, Directive 2011/83/EU on consumer rights, Directive 2014/92/EU on the comparability of fees related to payment accounts, Directive 93/13/EEC on unfair terms in consumer contracts, Directive 98/6/EC on consumer protection in the indication of the prices of products, Legal responsibility for enforcing the following Union law(s):	Telephone: +370 5 263 6006 Email: info@vert.lt Website: https://www.regula.lt Adress: Verkių g. 25C-1 LT-08223 Vilnius
Lithuania	Lietuvos Respublikos ryšių reguliavimo tarnyba	Communications Regulatory Authority (RRT)	Directive (EU) 2019/770 on contracts for the supply of digital content and digital services, Directive (EU) 2019/771 on contracts for the sale of goods, Directive 2000/31/EC on electronic commerce, Directive 2002/58/EC on privacy and electronic communications,	Telephone: +370 52105633 Email: rrt@rrt.lt

			Directive 2005/29/EC on unfair commercial practices, Directive 2010/13/EU on audiovisual media services, Directive 2011/83/EU on consumer rights, Directive 2013/11/EU on consumer ADR, Directive 93/13/EEC on unfair terms in consumer contracts, Legal responsibility for enforcing the following Union law(s);, Regulation (EU) 2017/1128 on cross-border portability of online content services, Regulation (EU) 2018/302 addressing unjustified geo-blocking	Website: http://rrt.lt/en/about_rrt.html Adress: Mortos g. 14 LT-03219 Vilnius
Lithuania	Policijos departamentas prie Vidaus reikalų ministerijos	Police department under the Ministry of the Interior	Directive (EU) 2019/771 on contracts for the sale of goods, Directive 2005/29/EC on unfair commercial practices, Directive 2008/48/EC on credit agreements for consumers, Directive 93/13/EEC on unfair terms in consumer contracts, Legal responsibility for enforcing the following Union law(s):	Telephone: +370 700 60000 Email: leidimai.pd@policija.lt Website: https://policija.lrv.lt/ Adress: Saltoniškių g. 19 LT-08105 Vilnius
Lithuania	Lietuvos Metrologijos inspekcija (LMI)	Lithuanian Metrology Inspectorate (LMI)	Directive (EU) 2019/771 on contracts for the sale of goods, Directive 2005/29/EC on unfair commercial practices, Directive 2006/123/EC on services in the internal market, Directive 2011/83/EU on consumer rights, Directive 2013/11/EU on consumer ADR, Directive 98/6/EC on consumer protection in the indication of the prices of products, Legal responsibility for enforcing the following Union law(s):	Telephone: +370 52312957 Email: metrinsp@metrinsp.lt Website: http://www.metrinsp.lt/2/ Adress: Tilto g. 17 / Radvilų g. 4 01101 Vilnius
Luxembourg	Commission nationale pour la protection des données Grand-Duché de Luxembourg (CNPD), Nationale Kommission für Datenschutz Großherzogtum Luxemburg (CNPD)	SA Luxembourg (National Commission for Data Protection (CNPD))	Directive 2002/58/EC on privacy and electronic communications, Legal responsibility for enforcing the following Union law(s):	Telephone: +352 26 10 60 1 Email: cooperation@cnpd.lu Website: http://www.cnpd.lu Adress: 15, Boulevard du Jazz L-4370 Belvaux
Luxembourg	Commission de surveillance du secteur financier	Supervisory authority of the Luxembourg financial sector	Directive 2000/31/EC on electronic commerce, Directive 2002/65/EC on distance marketing of consumer financial services, Directive 2005/29/EC on unfair commercial practices, Directive 2006/114/EC on misleading and comparative advertising, Directive 2008/48/EC on credit agreements for consumers, Directive 2011/83/EU on consumer rights, Directive 2013/11/EU on consumer ADR, Directive 2014/17/EU on credit agreements for consumers for residential property, Directive 2014/92/EU on the comparability of fees related to payment accounts, Directive 93/13/EEC on unfair terms in consumer contracts, Legal responsibility for enforcing the following Union law(s);, Regulation (EU) No 524/2013 on consumer ODR	Telephone: +352 26 25 1 1 Email: direction@cssf.lu Website: https://www.cssf.lu Adress: 283, route d'Arlon L-1150 Luxembourg
Luxembourg	Centre européen des consommateurs GIE Luxembourg	European Consumer Centre (ECC Luxembourg)		Telephone: +352 26 84 64 1 Email: info@cecluxembourg.lu Website: https://cecluxembourg.lu/ Adress: 271, route d'Arlon L-1150 Luxembourg
Luxembourg	Union luxembourgeoise des consommateurs nouvelle A.S.B.L.	Consumers Association Luxembourg		Telephone: +352 49 60 22 1

				<p>Email: info@ulc.lu</p> <p>Website: https://www.ulc.lu/fr/</p> <p>Adress: 55, rue des Bruyères L-1274 Howald</p>
Malta	L-Awtorità tax-Xandir , Malta Broadcasting Authority	Malta Broadcasting Authority	Directive 2010/13/EU on audiovisual media services, Legal responsibility for enforcing the following Union law(s):	<p>Telephone: +356 22016000</p> <p>Email: info.ba@ba.org.mt</p> <p>Website: http://www.ba-malta.org/</p> <p>Adress: 7, Mile End Road HMR 1719 Hamrun</p>
Malta	Association for Consumer Rights (Malta), Assocjazzjoni ghad-drittijiet tal-Konsumatur Malta	Association for Consumer Rights (Malta)		<p>Telephone: +356 21389387</p> <p>Email: associationforconsumerrights@gmail.com</p> <p>Website: http://www.acrmlta.com</p> <p>Adress: Flat 4, c/o Pope Pius XII Flats, Mountbatten Street, Blata l-Bajda HMR 1579 Hamrun</p>
Malta	European Consumer Centre Malta , Centru Ewropew għall-Konsumatur ta' Malta	European Consumer Centre (ECC Malta)		<p>Telephone: +356 21 221 901</p> <p>Email: ecc.malta@mccaa.org.mt</p> <p>Website: http://eccnetmalta.gov.mt/</p> <p>Adress: South Street VLT 1101 Valletta</p>
Malta	Consumer Affairs Council, Kunsill għall-Affarijiet tal-Konsumatur	CAC (abbreviation for Consumer Affairs Council)	Directive 2013/11/EU on consumer ADR, Legal responsibility for enforcing the following Union law(s):	<p>Telephone: +356 23952751</p> <p>Email: cacouncil@gov.mt</p> <p>Website: http://www.consumeraffairsCouncil.gov.mt</p> <p>Adress: Mizzi House, National Road, Blata l-Bajda HMR 9010 Blata l-Bajda</p>
Malta	Malta Financial Services Authority, Malta Financial Services Authority	Malta Financial Services Authority	Directive 2002/65/EC on distance marketing of consumer financial services, Directive 2014/17/EU on credit agreements for consumers for residential property, Directive 2014/92/EU on the comparability of fees related to payment accounts, Legal responsibility for enforcing the following Union law(s):	<p>Telephone: +356 214441155</p> <p>Email: communications@mfsa.mt</p> <p>Website: http://www.mfsa.mt</p> <p>Adress: Triq l-Imdina Zone 1 Central Business CBD 1010 Birkirkara</p>

Malta	Awtorità dwar il-Mediċini, Malta Medicines Authority	Malta Medicines Authority	Directive 2001/83/EC on medicinal products for human use, Legal responsibility for enforcing the following Union law(s):	<p>Telephone: +356 2343 9000</p> <p>Email: info.medicinesauthority@gov.mt</p> <p>Website: http://www.medicinesauthority.gov.mt</p> <p>Address: Sir Temi Żammit Buildings, Malta Life Sciences Park</p> <p>Postcode* SĠN 3000 Town* San Ġwann</p>
Malta	L-Awtorità Maltija tat-Turiżmu, Malta Tourism Authority	MTA - Malta Tourism Authority	Directive (EU) 2015/2302 on package travel and linked travel arrangements, Directive 2008/122/EC on timeshare, long-term holiday product, resale and exchange contracts, Legal responsibility for enforcing the following Union law(s):	<p>Telephone: +356 21224444</p> <p>Email: info@visitmalta.com</p> <p>Website: http://www.visitmalta.com</p> <p>Address: Auberge D'Italie, Merchants Street</p> <p>VLT 1170 Valletta</p>
Malta	Awtorita' ta' Malta dwar il-Komunikazzjoni, Malta Communications Authority	Malta Communications Authority	Directive 2000/31/EC on electronic commerce, Legal responsibility for enforcing the following Union law(s); Regulation (EU) 2017/1128 on cross-border portability of online content services, Regulation (EU) 2018/302 addressing unjustified geo-blocking	<p>Telephone: +356 21336840</p> <p>Email: mimic@mca.org.mt</p> <p>Website: http://www.mca.org.mt</p> <p>Address: Valletta Waterfront, Xatt ta' Pinto</p> <p>FRN 1913 Floriana</p>
Malta	Office of the Information and Data Protection Commissioner	SA Malta (Office of the Information and Data Protection Commissioner)	Directive 2002/58/EC on privacy and electronic communications, Legal responsibility for enforcing the following Union law(s):	<p>Telephone: +356 2328 7100</p> <p>Email: idpc.edpb-imi@idpc.org.mt</p> <p>Website: https://idpc.org.mt</p> <p>Address: Airways House, High Street</p> <p>SLM 1549 Sliema</p>
Netherlands	Inspectie Gezondheidszorg en Jeugd (IGJ) - (voorheen Inspectie voor de Gezondheidszorg (IGZ))	Health Care Inspectorate	Directive 2001/83/EC on medicinal products for human use, Legal responsibility for enforcing the following Union law(s):	<p>Telephone: +31 88 1205000</p> <p>Email: meldpunt@igj.nl</p> <p>Website: http://www.igj.nl</p> <p>Address: Postbus 2518</p> <p>6401 DA Heerlen</p>
Netherlands	Inspectie Leefomgeving en Transport (ILT)	Inspectorate for Environment and Transport (ILT/Rail and Road Transport)	Legal responsibility for enforcing the following Union law(s); Regulation (EC) No 1008/2008 on common air services rules in the Community, Regulation (EC) No 1107/2006 on disabled persons' and persons with reduced mobility's rights when travelling by air, Regulation (EC) No 1371/2007 on rail passengers' rights and obligations, Regulation (EC) No 261/2004 on denied boarding and of cancellation or long delay of flights, Regulation (EU) No 1177/2010 on passengers' rights when travelling by sea and inland waterway, Regulation (EU) No 181/2011 on passengers' rights in bus and coach transport	<p>Telephone: +31 88 489 00 00</p> <p>Email: passenger-rights@ilent.nl</p> <p>Website: http://www.ilent.nl</p> <p>Address: Postbus 16191</p> <p>2500 BD Den Haag</p>

Netherlands	Nederlandse Voedsel- en Warenautoriteit (NVWA)	Netherlands Food and Consumer Product Safety Authority (NVWA)	Directive 2010/13/EU on audiovisual media services, Legal responsibility for enforcing the following Union law(s):	Telephone: 0031882232233 Email: dtaalert@nvwa.nl Website: https://nvwa.nl Adress: Catharijnesingel 59 3511GG Utrecht
Netherlands	Stichting Autoriteit Financiële Markten	Netherlands Authority for the Financial Markets	Directive (EU) 2015/2302 on package travel and linked travel arrangements, Directive 1999/44/EC on the sale of consumer goods and associated guarantees, Directive 2000/31/EC on electronic commerce, Directive 2002/58/EC on privacy and electronic communications, Directive 2002/65/EC on distance marketing of consumer financial services, Directive 2005/29/EC on unfair commercial practices, Directive 2006/114/EC on misleading and comparative advertising, Directive 2006/123/EC on services in the internal market, Directive 2008/122/EC on timeshare, long-term holiday product, resale and exchange contracts, Directive 2008/48/EC on credit agreements for consumers, Directive 2011/83/EU on consumer rights, Directive 2013/11/EU on consumer ADR, Directive 2014/17/EU on credit agreements for consumers for residential property, Directive 2014/92/EU on the comparability of fees related to payment accounts, Directive 93/13/EEC on unfair terms in consumer contracts, Directive 98/6/EC on consumer protection in the indication of the prices of products, Legal responsibility for enforcing the following Union law(s); Regulation (EC) No 1008/2008 on common air services rules in the Community, Regulation (EU) 2017/1128 on cross-border portability of online content services, Regulation (EU) 2018/302 addressing unjustified geo-blocking, Regulation (EU) No 524/2013 on consumer ODR	Telephone: +31 20 797 2000 Email: signalen@afm.nl Website: https://www.afm.nl Adress: Postbus 11723 1001GS Amsterdam
Netherlands	Europees Consumenten Centrum (Nederland)	European Consumer Centre (ECC Netherlands)		Telephone: +31 30 232 6440 Email: info@eccnederland.nl Website: https://www.eccnederland.nl Adress: Moreelsepark 1 3511EP Utrecht
Portugal	Autoridade de Segurança Alimentar e Económica	Food and Economic Safety Authority	Directive (EU) 2015/2302 on package travel and linked travel arrangements, Directive 1999/44/EC on the sale of consumer goods and associated guarantees, Directive 2000/31/EC on electronic commerce, Directive 2005/29/EC on unfair commercial practices, Directive 2008/122/EC on timeshare, long-term holiday product, resale and exchange contracts, Directive 2011/83/EU on consumer rights, Directive 2013/11/EU on consumer ADR, Directive 98/6/EC on consumer protection in the indication of the prices of products, Legal responsibility for enforcing the following Union law(s); Regulation (EU) 2018/302 addressing unjustified geo-blocking, Regulation (EU) No 524/2013 on consumer ODR	Telephone: +351 21 798 36 00 Email: correio.asae@asae.pt Website: http://www.asae.pt Adress: Rua Rodrigo da Fonseca, nº 73 1269 - 274 Lisboa
Portugal	ERSAR - Entidade Reguladora dos Serviços de Águas e Resíduos	ERSAR - The Water and Waste Services Regulation Authority	Directive 2011/83/EU on consumer rights, Directive 2013/11/EU on consumer ADR, Legal responsibility for enforcing the following Union law(s); Regulation (EU) No 524/2013 on consumer ODR	Telephone: +351 210 052 200 Email: geral@ersar.pt Website: http://www.ersar.pt Adress: Centro Empresarial Torres de Lisboa - Rua Tomás da Fonseca, Torre G – 8º 1600-209 Lisboa
Portugal	ACOP – Associação de	Portuguese Consumers		Telephone: +351 239 404 733

	Consumidores de Portugal	Association		<p>Email: acopgeral@sapo.pt</p> <p>Website: https://www.acop.com.pt</p> <p>Adress: Rua do Brasil, 4 3030-775 Coimbra</p>
Portugal	ICP - Autoridade Nacional de Comunicações (ICP-ANACOM)	ANACOM - National Communications Authority	Directive 2000/31/EC on electronic commerce, Directive 2002/58/EC on privacy and electronic communications, Directive 2005/29/EC on unfair commercial practices, Directive 2013/11/EU on consumer ADR, Legal responsibility for enforcing the following Union law(s):	<p>Telephone: +351 21 721 1000</p> <p>Email: info@anacom.pt</p> <p>Website: http://www.anacom.pt</p> <p>Adress: Av. José Malhoa, 12 1099 - 017 Lisboa</p>
Portugal	Inspecção-Geral das Actividades Culturais (IGAC)	IGAC - General Inspectorate of Cultural Activities	Directive 2000/31/EC on electronic commerce, Legal responsibility for enforcing the following Union law(s):	<p>Telephone: +351 21 321 2500</p> <p>Email: igacgeral@igac.pt</p> <p>Website: http://www.igac.pt</p> <p>Adress: Praça dos Restauradores, Palácio Foz, Apartado 2616 1116-802 Lisboa</p>
Portugal	INFARMED - Autoridade Nacional do Medicamento e Produtos de Saúde	NFRAMED - National Authority of Medicines and Health Products	Directive 2001/83/EC on medicinal products for human use, Legal responsibility for enforcing the following Union law(s):	<p>Telephone: +351 21 798 7100</p> <p>Email: infarmed@infarmed.pt</p> <p>Website: http://www.infarmed.pt</p> <p>Adress: Avenida do Brasil, n.º 53 1749-004 Lisboa</p>
Portugal	Banco de Portugal	Bank of Portugal	Directive 2000/31/EC on electronic commerce, Directive 2002/58/EC on privacy and electronic communications, Directive 2002/65/EC on distance marketing of consumer financial services, Directive 2008/48/EC on credit agreements for consumers, Directive 2014/17/EU on credit agreements for consumers for residential property, Directive 2014/92/EU on the comparability of fees related to payment accounts, Legal responsibility for enforcing the following Union law(s):	<p>Telephone: +351 21 313 00 00</p> <p>Email: info@bportugal.pt</p> <p>Website: http://www.bportugal.pt/</p> <p>Adress: Rua do Comércio, 148 1100-150 Lisboa</p>
Portugal	Autoridade de Supervisão de Seguros e Fundos de Pensões (ASF)	Supervisory Authority for Insurance and Pension Funds (ASF)	Directive 2000/31/EC on electronic commerce, Directive 2002/65/EC on distance marketing of consumer financial services, Directive 2005/29/EC on unfair commercial practices, Legal responsibility for enforcing the following Union law(s):	<p>Telephone: +351 21 7 903 100</p> <p>Email: asf@asf.com.pt</p> <p>Website: http://www.asf.com.pt</p> <p>Adress: Av. da República, n.º 76 1600-205 Lisboa Lisboa</p>

Portugal	Comissão Nacional de Protecção de Dados (CNPd)	SA Portugal (National Commission for Data Protection (CNPd))	Directive 2002/58/EC on privacy and electronic communications, Legal responsibility for enforcing the following Union law(s):	<p>Telephone: +351 21 392 84 00</p> <p>Email: imi@cnpd.pt</p> <p>Website: https://www.cnpd.pt</p> <p>Address: Av. D. Carlos I, 134 - 1.º</p> <p>1200-651 LISBOA</p>
Portugal	Procuradoria-Geral da República	Prosecutor General's Office	Directive 1999/44/EC on the sale of consumer goods and associated guarantees, Directive 93/13/EEC on unfair terms in consumer contracts, Legal responsibility for enforcing the following Union law(s):	<p>Telephone: +351 213 975 255</p> <p>Email: correio@pgr.pt</p> <p>Website: http://www.ministeriopublico.pt</p> <p>Address: Rua da Escola Politécnica, n.º 140</p> <p>1269-269 Lisboa</p>
Portugal	Entidade Reguladora dos Serviços Energéticos	Energy Services Regulatory Authority	Directive 2005/29/EC on unfair commercial practices, Legal responsibility for enforcing the following Union law(s):	<p>Telephone: +351 213 033 200</p> <p>Email: erse@erse.pt</p> <p>Website: http://www.erse.pt</p> <p>Address: Rua Dom Cristóvão da Gama, n.º 1 – 3.º</p> <p>1400-113 Lisboa</p>
Portugal	ERC – Entidade Reguladora para a Comunicação Social	Regulatory Authority for the Media	Directive 2010/13/EU on audiovisual media services, Legal responsibility for enforcing the following Union law(s):	<p>Telephone: +351 210 107 000</p> <p>Email: info@erc.pt</p> <p>Website: http://www.erc.pt</p> <p>Address: Avenida 24 de julho, nº58</p> <p>1200-869 Lisboa</p>
Portugal	Comissão do Mercado de Valores Mobiliários - CMVM	Portuguese Securities Market Commission	Directive 2002/65/EC on distance marketing of consumer financial services, Directive 2005/29/EC on unfair commercial practices, Directive 2006/114/EC on misleading and comparative advertising, Directive 2013/11/EU on consumer ADR, Directive 93/13/EEC on unfair terms in consumer contracts, Legal responsibility for enforcing the following Union law(s):	<p>Telephone: +351 21 317 70 00</p> <p>Email: cmvm@cmvm.pt</p> <p>Website: https://www.cmvm.pt/pt/Pages/home.aspx</p> <p>Address: Rua Laura Alves, 4</p> <p>1050-138 Lisboa</p>
Portugal	Autoridade da Mobilidade e dos Transportes	Mobility and Transport Authority	Directive 2005/29/EC on unfair commercial practices, Directive 2006/123/EC on services in the internal market, Directive 2011/83/EU on consumer rights, Directive 2013/11/EU on consumer ADR, Directive 93/13/EEC on unfair terms in consumer contracts, Legal responsibility for enforcing the following Union law(s);, Regulation (EC) No 1371/2007 on rail passengers' rights and obligations, Regulation (EU) 2018/302 addressing unjustified geo-blocking, Regulation (EU) No 1177/2010 on passengers' rights when travelling by sea and inland waterway, Regulation (EU) No 181/2011 on passengers' rights in bus and coach transport	<p>Telephone: +351 211 025 800</p> <p>Email: geral@amt-autoridade.pt</p> <p>Website: http://www.amt-autoridade.pt/</p> <p>Address: Rua de Santa Apolónia,</p> <p>1100-468 Lisboa</p>

Portugal	DECO – Associação Portuguesa para a Defesa do Consumidor	DECO – Portuguese Association for Consumer Protection		<p>Telephone: +351 213710213</p> <p>Email: decolx@deco.pt</p> <p>Website: http://www.deco.pt</p> <p>Address: Rua Artilharia Um, nº 79 4º</p> <p>1269-160 Lisboa</p>
Portugal	Autoridade Nacional da Aviação Civil	Portuguese Civil Aviation Authority (CAA)	Directive 2005/29/EC on unfair commercial practices, Legal responsibility for enforcing the following Union law(s);, Regulation (EC) No 1008/2008 on common air services rules in the Community, Regulation (EC) No 1107/2006 on disabled persons' and persons with reduced mobility's rights when travelling by air, Regulation (EC) No 261/2004 on denied boarding and of cancellation or long delay of flights	<p>Telephone: +351 21 284 22 26</p> <p>Email: secretariadopca@anac.pt</p> <p>Website: https://www.anac.pt</p> <p>Address: Rua B, Edifício 4 - Aeroporto Humberto Delgado</p> <p>1749-034 Lisboa</p>
Portugal	Centro Europeu do Consumidor Portugal	European Consumer Centre (ECC Portugal)		<p>Telephone: +351 21 3564750</p> <p>Email: euroconsumo@dg.consumidor.pt</p> <p>Website: https://cec.consumidor.pt/</p> <p>Address: Praça Duque de Saldanha, 31-1º</p> <p>1069-013 Lisboa</p>
Portugal	ACSET – Associação de Consumidores de Setúbal	Setúbal Consumer Association		<p>Telephone: (+ 351) 265 509 100</p> <p>Email: associacao.consumidores.setubal@gmail.com</p> <p>Website: https://www.facebook.com/acsetsetubal/</p> <p>Address: Deputado Joaquim Brandão 13 – 1º</p> <p>2900-422 Setúbal</p>
Portugal	Ius Omnibus	Ius Omnibus consumer association		<p>Telephone: +351 91 977 799</p> <p>Email: associacao.ius.omnibus@gmail.com</p> <p>Website: https://iusomnibus.eu/pt/</p> <p>Address: Avenida 24 de Julho – Second Home - Mercado da Ribeira</p> <p>1200-479 Lisboa</p>
Portugal	ACP - Automóvel Club de Portugal	Automobile Club of Portugal (ACP)		<p>Telephone: 808 22 22 22</p> <p>Email: apoio.socio@acp.pt</p> <p>Website: https://www.acp.pt</p>

				<p>Address: Rua Rosa Araújo, n.º 24-26 1250-195 Lisboa</p>
Romania	Inspectoratul General al Poliției Române - Direcția de Investigare a Criminalității Economice	General Inspectorate of the Romanian Police - Directorate for Investigating Economic Crime (DICE)	Directive 2000/31/EC on electronic commerce, Legal responsibility for enforcing the following Union law(s):	<p>Telephone: +40212082525</p> <p>Email: economic@politiaromana.ro</p> <p>Website: https://www.politiaromana.ro/en</p> <p>Address: Mihai Voda 6 050041 Bucuresti</p>
Romania	Autoritatea de Siguranța Feroviară Română (ASFR) - Regulament (UE) 2021/782 (drepturile și obligațiile călătorilor din transportul feroviar)	Romanian Railway Authority (AFER) – Passenger Rights Supervision Service	Legal responsibility for enforcing the following Union law(s);, Regulation (EC) No 1371/2007 on rail passengers' rights and obligations	<p>Telephone: +4021.307.68.52</p> <p>Email: passengersrights@af.ro</p> <p>Website: http://www.af.ro/asfr/documents/asfr.html</p> <p>Address: Calea Grivitei nr. 393 010719 Bucuresti</p>
Romania	Autoritatea Națională pentru Administrare și Reglementare în Comunicatii (ANCOM)	National Authority for Management and Regulation in Communications in Romania (ANCOM)	Directive 2011/83/EU on consumer rights, Legal responsibility for enforcing the following Union law(s):	<p>Telephone: +40 372845400</p> <p>Email: ancom@ancom.ro</p> <p>Website: https://www.ancom.ro/en/</p> <p>Address: Strada Delea Nouă nr.2 030925 Bucuresti</p>
Romania	Consiliul Național Audiovizualului (CNA)	National Audiovisual Council of Romania (CNA)	Directive 2010/13/EU on audiovisual media services, Legal responsibility for enforcing the following Union law(s):	<p>Telephone: +40 213055356</p> <p>Email: cna@cna.ro</p> <p>Website: http://www.cna.ro/-English-.html</p> <p>Address: Bd. Libertății nr. 14 050706 Bucuresti</p>
Romania	Agenția Națională a Medicamentului și a Dispozitivelor Medicale din România (ANM DMR)	National Agency for Medicines and Medical Devices of Romania (ANM DMR)	Directive 2001/83/EC on medicinal products for human use, Legal responsibility for enforcing the following Union law(s):	<p>Telephone: +4021.317.11.00</p> <p>Email: petitii@anm.ro</p> <p>Website: https://www.anm.ro/en/</p> <p>Address: Aviator Major Ștefan Sănătescu 48 011478 Bucuresti</p>
Romania	Inspectoratul de Stat pentru Controlul în Transportul Rutier (I.S.C.T.R.)	State Inspectorate for Road Transport Control (I.S.C.T.R.)	Legal responsibility for enforcing the following Union law(s);, Regulation (EU) No 181/2011 on passengers' rights in bus and coach transport	<p>Telephone: +4021.313.63.20</p> <p>Email: relatii-publice@isctr-mt.ro</p>

				<p>Website: http://www.isctr-mt.ro/</p> <p>Adress: B-dul Dinicu Golescu 38</p> <p>010873 Bucuresti</p>
Romania	Ministerul Economiei, Antreprenariatului si Turismului	Ministry of Economy	Directive (EU) 2015/2302 on package travel and linked travel arrangements, Legal responsibility for enforcing the following Union law(s):, Regulation (EU) No 181/2011 on passengers' rights in bus and coach transport	<p>Telephone: +40 212025123</p> <p>Email: petitii@economie.gov.ro</p> <p>Website: http://www.economie.gov.ro/</p> <p>Adress: Calea Victoriei nr. 152</p> <p>010096 Bucuresti</p>
Romania	Ministerul Transporturilor si Infrastructurii	Ministry of Transport and Infrastructure	Legal responsibility for enforcing the following Union law(s):, Regulation (EC) No 1008/2008 on common air services rules in the Community, Regulation (EC) No 261/2004 on denied boarding and of cancellation or long delay of flights	<p>Telephone: +40 21 313 99 54</p> <p>Email: IMI@mt.ro</p> <p>Website: http://www.mt.gov.ro/web14/</p> <p>Adress: Bd Dinicu Golescu nr. 38</p> <p>010873 Bucuresti</p>
Romania	Agenția Națională pentru Plăți și Inspecție Socială (ANPIS)	National Agency for Payment and Social Inspection - Competent authority giving accreditation to organisers of professional adult training	Directive (EU) 2015/2302 on package travel and linked travel arrangements, Legal responsibility for enforcing the following Union law(s):, Regulation (EU) No 1177/2010 on passengers' rights when travelling by sea and inland waterway	<p>Telephone: +40213.136.047</p> <p>Email: secretariat@mmanpis.ro</p> <p>Website: http://www.mmanpis.ro</p> <p>Adress: Bld. General Gheorghe Magheru 7</p> <p>010322 Bucuresti</p>
Romania	Autoritatea Națională de Supraveghere a Prelucrării Datelor cu Caracter Personal	SA Romania (National Supervisory Authority For Personal Data Processing)	Directive 2002/58/EC on privacy and electronic communications, Legal responsibility for enforcing the following Union law(s):	<p>Telephone: +40 31 805 9211</p> <p>Email: anspdcpc@dataprotection.ro</p> <p>Website: http://www.dataprotection.ro</p> <p>Adress: 28-30 BD. GHEORGHE MAGHERU</p> <p>010336 BUCHAREST</p>
Slovakia	Štátny ústav pre kontrolu liečiv	State Institute for Drug Control (SUKL)	Directive 2001/83/EC on medicinal products for human use, Directive 2005/29/EC on unfair commercial practices, Directive 2006/114/EC on misleading and comparative advertising, Legal responsibility for enforcing the following Union law(s):	<p>Telephone: +421 2 50 70 11 11</p> <p>Email: sukl@sukl.sk</p> <p>Website: https://www.sukl.sk</p> <p>Adress: Kvetná 11</p> <p>825 08 Bratislava</p>
Slovakia	Európske spotrebiteľské centrum v Slovenskej republike	European Consumer Centre (ECC Slovakia)		<p>Telephone: +421 905 528 477</p> <p>Email: ECCNET-SK@ec.europa.eu</p>

				<p>Website: https://esc-sr.sk/</p> <p>Adress: Mlynské Nivy 44/a</p> <p>82715 Bratislava</p>
Slovakia	Slovenská obchodná inšpekcia	Slovak Trade Inspection	<p>Directive (EU) 2015/2302 on package travel and linked travel arrangements, Directive 1999/44/EC on the sale of consumer goods and associated guarantees, Directive 2000/31/EC on electronic commerce, Directive 2005/29/EC on unfair commercial practices, Directive 2006/114/EC on misleading and comparative advertising, Directive 2006/123/EC on services in the internal market, Directive 2008/122/EC on timeshare, long-term holiday product, resale and exchange contracts, Directive 2011/83/EU on consumer rights, Directive 2013/11/EU on consumer ADR, Directive 93/13/EEC on unfair terms in consumer contracts, Directive 98/6/EC on consumer protection in the indication of the prices of products, Legal responsibility for enforcing the following Union law(s); Regulation (EC) No 1008/2008 on common air services rules in the Community, Regulation (EC) No 1107/2006 on disabled persons' and persons with reduced mobility's rights when travelling by air, Regulation (EC) No 1371/2007 on rail passengers' rights and obligations, Regulation (EC) No 261/2004 on denied boarding and of cancellation or long delay of flights, Regulation (EU) 2017/1128 on cross-border portability of online content services, Regulation (EU) 2018/302 addressing unjustified geo-blocking, Regulation (EU) No 1177/2010 on passengers' rights when travelling by sea and inland waterway, Regulation (EU) No 181/2011 on passengers' rights in bus and coach transport, Regulation (EU) No 524/2013 on consumer ODR</p>	<p>Telephone: +421 2 58272 -123, -159</p> <p>Email: imi@soi.sk</p> <p>Website: http://www.soi.sk</p> <p>Adress: Bajkalská 21/A</p> <p>827 99 Bratislava 27</p>
Slovakia	Úrad pre reguláciu sieťových odvetví	Regulatory Office for Network Industries	<p>Directive 2005/29/EC on unfair commercial practices, Directive 2011/83/EU on consumer rights, Directive 2013/11/EU on consumer ADR, Legal responsibility for enforcing the following Union law(s); Regulation (EU) No 524/2013 on consumer ODR</p>	<p>Telephone: +421 2 581 004 11</p> <p>Email: info@urso.gov.sk</p> <p>Website: https://www.urso.gov.sk</p> <p>Adress: Bajkalská 27</p> <p>820 07 Bratislava 27</p>
Slovakia	Úrad verejného zdravotníctva SR	Public Health Authority of the Slovak Republic	<p>Directive 2005/29/EC on unfair commercial practices, Directive 2006/114/EC on misleading and comparative advertising, Directive 2011/83/EU on consumer rights, Legal responsibility for enforcing the following Union law(s):</p>	<p>Telephone: +421 2 49284111</p> <p>Email: uvzsr@uvzsr.sk</p> <p>Website: http://www.uvzsr.sk</p> <p>Adress: Trnavská cesta 52</p> <p>826 45 Bratislava</p>
Slovakia	Štátna veterinárna a potravinová správa SR	State Veterinary and Food Administration of the Slovak Republic	<p>Directive 2005/29/EC on unfair commercial practices, Directive 2011/83/EU on consumer rights, Legal responsibility for enforcing the following Union law(s):</p>	<p>Telephone: +421 2 602 57 212</p> <p>Email: sekretariatUR@svps.sk</p> <p>Website: http://www.svps.sk</p> <p>Adress: Botanická č. 17</p> <p>842 13 Bratislava</p>
Slovakia	Rada pre vysielanie a retransmisiu	Council for Broadcasting and Retransmission	<p>Directive 2010/13/EU on audiovisual media services, Legal responsibility for enforcing the following Union law(s):</p>	<p>Telephone: +421 2 20 90 65 00</p> <p>Email: office@rvr.sk</p> <p>Website: http://rvr.sk</p>

				<p>Adress: Palisády 36</p> <p>81106 Bratislava</p>
Slovakia	Národná banka Slovenska	National Bank of Slovakia	<p>Directive 2000/31/EC on electronic commerce, Directive 2002/65/EC on distance marketing of consumer financial services, Directive 2005/29/EC on unfair commercial practices, Directive 2006/114/EC on misleading and comparative advertising, Directive 2008/48/EC on credit agreements for consumers, Directive 2014/17/EU on credit agreements for consumers for residential property, Directive 2014/92/EU on the comparability of fees related to payment accounts, Directive 93/13/EEC on unfair terms in consumer contracts, Legal responsibility for enforcing the following Union law(s):</p>	<p>Telephone: +421 2 5787 1111</p> <p>Email: cpc@nbs.sk</p> <p>Website: https://www.nbs.sk/en/home</p> <p>Adress: Imricha Karvaša 1</p> <p>81325 Bratislava</p>
Slovakia	Úrad pre reguláciu elektronických komunikácií a poštových služieb	Regulatory Authority for Electronic Communications and Postal Services	<p>Directive 2002/58/EC on privacy and electronic communications, Directive 2005/29/EC on unfair commercial practices, Directive 2013/11/EU on consumer ADR, Legal responsibility for enforcing the following Union law(s):, Regulation (EU) No 524/2013 on consumer ODR</p>	<p>Telephone: +421 2 57 881 111</p> <p>Email: podnety@teleoff.gov.sk</p> <p>Website: https://www.teleoff.gov.sk/</p> <p>Adress: Továrenská 7</p> <p>828 55 Bratislava</p>
Slovakia	Ústav štátnej kontroly veterinárnych biopreparátov a liečiv	Institute for State Control of Veterinary Biologicals and Medicines, Slovakia	<p>Directive 2006/114/EC on misleading and comparative advertising, Legal responsibility for enforcing the following Union law(s):</p>	<p>Telephone: +421 37 65 15 5067</p> <p>Email: uskvbl@uskvbl.sk</p> <p>Website: http://www.uskvbl.sk/</p> <p>Adress: Biovetská 34</p> <p>949 01 Nitra</p>
Slovenia	Banka Slovenije	Bank of Slovenia	<p>Directive 2008/48/EC on credit agreements for consumers, Directive 2014/17/EU on credit agreements for consumers for residential property, Directive 2014/92/EU on the comparability of fees related to payment accounts, Legal responsibility for enforcing the following Union law(s):</p>	<p>Telephone: +386 1 471 9000</p> <p>Email: OK-Vlozisce@bses.bsi.si</p> <p>Website: http://www.bsi.si</p> <p>Adress: Slovenska 35</p> <p>1505 Ljubljana</p>
Slovenia	Tržni inšpektorat Republike Slovenije	Market Inspectorate	<p>Directive (EU) 2015/2302 on package travel and linked travel arrangements, Directive 1999/44/EC on the sale of consumer goods and associated guarantees, Directive 2000/31/EC on electronic commerce, Directive 2002/65/EC on distance marketing of consumer financial services, Directive 2005/29/EC on unfair commercial practices, Directive 2006/114/EC on misleading and comparative advertising, Directive 2006/123/EC on services in the internal market, Directive 2008/122/EC on timeshare, long-term holiday product, resale and exchange contracts, Directive 2008/48/EC on credit agreements for consumers, Directive 2011/83/EU on consumer rights, Directive 2013/11/EU on consumer ADR, Directive 2014/17/EU on credit agreements for consumers for residential property, Directive 93/13/EEC on unfair terms in consumer contracts, Directive 98/6/EC on consumer protection in the indication of the prices of products, Legal responsibility for enforcing the following Union law(s):, Regulation (EU) 2018/302 addressing unjustified geo-blocking, Regulation (EU) No 1177/2010 on passengers' rights when travelling by sea and inland waterway, Regulation (EU) No 524/2013 on consumer ODR</p>	<p>Telephone: +386 1 280 8700</p> <p>Email: gp.tirs@gov.si</p> <p>Website: http://www.ti.gov.si</p> <p>Adress: Dunajska cesta 160</p> <p>1000 Ljubljana</p>

Slovenia	Javna agencija Republike Slovenije za zdravila in medicinske pripomočke (JAZMP)	Agency for Medicinal Products and Medical Devices of the Republic of Slovenia (JAZMP)	Directive 2001/83/EC on medicinal products for human use, Directive 2005/29/EC on unfair commercial practices, Directive 2006/114/EC on misleading and comparative advertising, Legal responsibility for enforcing the following Union law(s):	Telephone: +386 8 2000 500 Email: info@jazmp.si Website: https://www.jazmp.si/o-nas/ Address: Slovenčeva ulica 22 1000 Ljubljana
Slovenia	Uprava Republike Slovenije za pomorstvo (URSP)	Slovenian Maritime Administration (URSP)	Legal responsibility for enforcing the following Union law(s);, Regulation (EU) No 1177/2010 on passengers' rights when travelling by sea and inland waterway	Telephone: +386 5 663 21 00 Email: ursp.box@gov.si Website: https://www.gov.si/ Address: Ukmarjev trg 2 6000 Koper
Slovenia	Javna agencija za civilno letalstvo	Civil Aviation Agency (CAA) Slovenia	Legal responsibility for enforcing the following Union law(s);, Regulation (EC) No 1008/2008 on common air services rules in the Community, Regulation (EC) No 1107/2006 on disabled persons' and persons with reduced mobility's rights when travelling by air, Regulation (EC) No 261/2004 on denied boarding and of cancellation or long delay of flights	Telephone: +386 1 244 66 01 Email: info@caa.si Website: https://www.caa.si/ Address: Kotnikova 19A 1000 Ljubljana
Slovenia	Agencija za komunikacijska omrežja in storitve Republike Slovenije (AKOS)	Agency for communication networks and services of the Republic Slovenia (AKOS)	Directive 2002/58/EC on privacy and electronic communications, Directive 2010/13/EU on audiovisual media services, Legal responsibility for enforcing the following Union law(s);, Regulation (EU) 2017/1128 on cross-border portability of online content services	Telephone: +386 1 583 63 00 Email: info.box@akos-rs.si Website: https://www.akos-rs.si/akos Address: Stegne 7 1000 Ljubljana
Slovenia	Inšpektorat Republike Slovenije za infrastrukturo	Infrastructure Inspectorate of the Republic of Slovenia	Legal responsibility for enforcing the following Union law(s);, Regulation (EC) No 1371/2007 on rail passengers' rights and obligations, Regulation (EU) No 181/2011 on passengers' rights in bus and coach transport	Telephone: +386 1 420 44 88 Email: gp.irsigov.si Website: https://www.gov.si/drzavni-organi/ Address: Vožarski pot 12 1000 Ljubljana
Slovenia	Zavod PIP - Pravni in informacijski center Maribor	Zavod PIP - Legal advice and information center Maribor		Telephone: +386 2 234 21 46 Email: pip@zavodpip.si Website: https://www.zavodpip.si/ Address: Gosposvetska cesta 86 2000 Maribor

Slovenia	Trgovinska zbornica Slovenije	Slovenian chamber of commerce		<p>Telephone: +386 1 5898 213</p> <p>Email: tajnistvo@tzslo.si</p> <p>Website: http://www.tzslo.si</p> <p>Address: Dimičeva ulica 13</p> <p>1000 Ljubljana</p>
Slovenia	Evropski potrošniški center Slovenija	European Consumer Centre (ECC Slovenia)		<p>Telephone: 00386 1 400 3757</p> <p>Email: epc.mgts@gov.si</p> <p>Website: https://www.epc.si/pages/si/domov.php</p> <p>Address: Kotnikova ulica 5</p> <p>1000 Ljubljana</p>
Slovenia	Zveza potrošnikov Slovenije	Slovene Consumers' Association		<p>Telephone: +386 1 474 06 00</p> <p>Email: Zps@zps.si</p> <p>Website: http://www.zps.si</p> <p>Address: Tržaška cesta 2</p> <p>1000 Ljubljana</p>
Slovenia	Inšpektorat Republike Slovenije za kmetijstvo, gozdarstvo, lovstvo in ribištvo (IRSKGLR)	Inspectorate of Republic Slovenia for agriculture, forestry, hunting and fisheries (IRSKGLR)	Directive 2005/29/EC on unfair commercial practices, Directive 2006/114/EC on misleading and comparative advertising, Legal responsibility for enforcing the following Union law(s):	<p>Telephone: +386 1 434 5700</p> <p>Email: irskglr.mkgp@gov.si</p> <p>Website: https://www.gov.si/drzavni-organi/</p> <p>Address: Dunajska 58</p> <p>1000 Ljubljana</p>
Spain	Gobierno de Aragón. Dirección General de Protección de Consumidores y Usuarios.		Directive 1999/44/EC on the sale of consumer goods and associated guarantees, Directive 2002/65/EC on distance marketing of consumer financial services, Directive 2005/29/EC on unfair commercial practices, Directive 2006/114/EC on misleading and comparative advertising, Directive 2006/123/EC on services in the internal market, Directive 2008/122/EC on timeshare, long-term holiday product, resale and exchange contracts, Directive 2008/48/EC on credit agreements for consumers, Directive 2011/83/EU on consumer rights, Directive 2013/11/EU on consumer ADR, Directive 2014/17/EU on credit agreements for consumers for residential property, Directive 93/13/EEC on unfair terms in consumer contracts, Directive 98/6/EC on consumer protection in the indication of the prices of products, Legal responsibility for enforcing the following Union law(s):, Regulation (EC) No 1008/2008 on common air services rules in the Community, Regulation (EU) 2018/302 addressing unjustified geo-blocking, Regulation (EU) No 1177/2010 on passengers' rights when travelling by sea and inland waterway, Regulation (EU) No 524/2013 on consumer ODR	<p>Telephone: +34 976712244</p> <p>Email: consumo@aragon.es</p> <p>Website: https://www.aragon.es/-/consumo-1</p> <p>Address: Edificio de Plaza del Pilar, 3 Edificios B/C, Plaza del Pilar 3, Planta 1</p> <p>50003 Zaragoza</p>
Spain	Gobierno de Navarra. Dirección del Servicio de Ordenación y Fomento del Turismo y del Comercio		Directive (EU) 2015/2302 on package travel and linked travel arrangements, Directive 2008/122/EC on timeshare, long-term holiday product, resale and exchange contracts, Legal responsibility for enforcing the following Union law(s):, Regulation (EU) 2018/302 addressing unjustified geo-blocking	<p>Telephone: +34 848 42 77 55</p> <p>Email: manuel.bermejo.garde@navarra.es</p> <p>Website: https://www.turismo.navarra.es</p>

				<p>Address: C/Navarrería 39</p> <p>31001 Pamplona-Iruña</p>
Spain	Ministerio de Transportes, movilidad y Agenda Urbana. Dirección General de Transporte Terrestre. (Subdirección General de Inspección)	Ministry of Transport, Mobility and Urban Agenda - Directorate General for Ground Transport (General Directorate of Inspection)	Legal responsibility for enforcing the following Union law(s); Regulation (EC) No 1371/2007 on rail passengers' rights and obligations, Regulation (EU) No 181/2011 on passengers' rights in bus and coach transport	<p>Telephone: +34 915978043</p> <p>Email: dirgtt@fomento.es</p> <p>Website: https://www.fomento.gob.es/transporte_terrestre</p> <p>Address: C/ Paseo de la Castellana, 67</p> <p>28071 Madrid</p>
Spain	Ciudad Autónoma de Ceuta. Consejería de Sanidad, Servicios Sociales e Igualdad. Servicio de Consumo		Directive 1999/44/EC on the sale of consumer goods and associated guarantees, Directive 2002/65/EC on distance marketing of consumer financial services, Directive 2005/29/EC on unfair commercial practices, Directive 2006/114/EC on misleading and comparative advertising, Directive 2006/123/EC on services in the internal market, Directive 2008/122/EC on timeshare, long-term holiday product, resale and exchange contracts, Directive 2008/48/EC on credit agreements for consumers, Directive 2011/83/EU on consumer rights, Directive 2013/11/EU on consumer ADR, Directive 2014/17/EU on credit agreements for consumers for residential property, Directive 93/13/EEC on unfair terms in consumer contracts, Directive 98/6/EC on consumer protection in the indication of the prices of products, Legal responsibility for enforcing the following Union law(s); Regulation (EC) No 1008/2008 on common air services rules in the Community, Regulation (EU) 2018/302 addressing unjustified geo-blocking, Regulation (EU) No 1177/2010 on passengers' rights when travelling by sea and inland waterway, Regulation (EU) No 181/2011 on passengers' rights in bus and coach transport, Regulation (EU) No 524/2013 on consumer ODR	<p>Telephone: +34 956515604</p> <p>Email: serviciosociales@ceuta.es</p> <p>Website:</p> <p>Address: Pza de la Constitución Acceso 1 A</p> <p>51001 Ceuta</p>
Spain	Xunta de Galicia. Dirección General de Movilidad.		Legal responsibility for enforcing the following Union law(s); Regulation (EU) No 181/2011 on passengers' rights in bus and coach transport	<p>Telephone: +34 981 544581</p> <p>Email: mobilidade.cim@xunta.gal</p> <p>Website: https://infraestructurasemobilidade.xunta.gal</p> <p>Address: Edificio Administrativo San Caetano, s/n</p> <p>15707 Santiago de Compostela</p>
Spain	Instituto de Consumo de Extremadura (INCOEX)		Directive 1999/44/EC on the sale of consumer goods and associated guarantees, Directive 2002/65/EC on distance marketing of consumer financial services, Directive 2005/29/EC on unfair commercial practices, Directive 2006/114/EC on misleading and comparative advertising, Directive 2006/123/EC on services in the internal market, Directive 2008/122/EC on timeshare, long-term holiday product, resale and exchange contracts, Directive 2008/48/EC on credit agreements for consumers, Directive 2011/83/EU on consumer rights, Directive 2013/11/EU on consumer ADR, Directive 2014/17/EU on credit agreements for consumers for residential property, Directive 93/13/EEC on unfair terms in consumer contracts, Directive 98/6/EC on consumer protection in the indication of the prices of products, Legal responsibility for enforcing the following Union law(s); Regulation (EC) No 1008/2008 on common air services rules in the Community, Regulation (EU) 2018/302 addressing unjustified geo-blocking, Regulation (EU) No 1177/2010 on passengers' rights when travelling by sea and inland waterway, Regulation (EU) No 524/2013 on consumer ODR	<p>Telephone: +34 924004700</p> <p>Email: controlmercadoincoex@salud-juntaex.es</p> <p>Website: https://saludextremadura.ses.es/incoex/</p> <p>Address: Calle Adriano, 4, 1ª planta</p> <p>06800 Mérida</p>
Spain	Comisión Nacional del Mercado de Valores (CNMV)	National Securities / Stock Market Commission		<p>Telephone: +34 91 585 15 10</p>

		(CNMV) - Competent body for the supervision and inspection of the securities markets.		<p>Email: ServicioJuridico@cnmv.es</p> <p>Website: https://www.cnmv.es</p> <p>Address: Calle Edison nº 4</p> <p>28006 Madrid</p>
Spain	Gobierno de Navarra. Dirección de Servicio de Consumo y Arbitraje (Kontsumo eta Arbitraje Zerbitzuko Zuzendari)		<p>Directive 1999/44/EC on the sale of consumer goods and associated guarantees, Directive 2002/65/EC on distance marketing of consumer financial services, Directive 2005/29/EC on unfair commercial practices, Directive 2006/114/EC on misleading and comparative advertising, Directive 2006/123/EC on services in the internal market, Directive 2008/48/EC on credit agreements for consumers, Directive 2011/83/EU on consumer rights, Directive 2013/11/EU on consumer ADR, Directive 2014/17/EU on credit agreements for consumers for residential property, Directive 2014/92/EU on the comparability of fees related to payment accounts, Directive 93/13/EEC on unfair terms in consumer contracts, Directive 98/6/EC on consumer protection in the indication of the prices of products, Legal responsibility for enforcing the following Union law(s):, Regulation (EC) No 1008/2008 on common air services rules in the Community, Regulation (EU) 2018/302 addressing unjustified geo-blocking, Regulation (EU) No 1177/2010 on passengers' rights when travelling by sea and inland waterway, Regulation (EU) No 524/2013 on consumer ODR</p>	<p>Telephone: +34 848427739</p> <p>Email: infoconsumo@navarra.es</p> <p>Website: http://www.navarra.es/</p> <p>Address: Amaya, 2A</p> <p>31002 Pamplona</p>
Spain	Xunta de Galicia. Instituto Gallego del Consumo y de la Competencia (IGCC)		<p>Directive 1999/44/EC on the sale of consumer goods and associated guarantees, Directive 2002/65/EC on distance marketing of consumer financial services, Directive 2005/29/EC on unfair commercial practices, Directive 2006/114/EC on misleading and comparative advertising, Directive 2006/123/EC on services in the internal market, Directive 2008/48/EC on credit agreements for consumers, Directive 2011/83/EU on consumer rights, Directive 2013/11/EU on consumer ADR, Directive 2014/17/EU on credit agreements for consumers for residential property, Directive 93/13/EEC on unfair terms in consumer contracts, Directive 98/6/EC on consumer protection in the indication of the prices of products, Legal responsibility for enforcing the following Union law(s):, Regulation (EC) No 1008/2008 on common air services rules in the Community, Regulation (EU) 2018/302 addressing unjustified geo-blocking, Regulation (EU) No 1177/2010 on passengers' rights when travelling by sea and inland waterway, Regulation (EU) No 524/2013 on consumer ODR</p>	<p>Telephone: +34 981 545 389</p> <p>Email: igc.produtos@xunta.gal</p> <p>Website: https://consumo.xunta.gal/es</p> <p>Address: Avda. Gonzalo Torrente Ballester 1-5 bajo</p> <p>15707 Santiago de Compostela</p>
Spain	Centro Europeo del Consumidor en España	European Consumer Centre (ECC Spain)		<p>Telephone: +34 9108224420</p> <p>Email: cec@consumo.gob.es</p> <p>Website: https://cec.consumo.gob.es</p> <p>Address: Príncipe de Vergara 54</p> <p>28006 Madrid</p>
Spain	Asociación de Consumidores y Usuarios en Acción - FACUA	Association of Consumers and Users in Action - FACUA		<p>Telephone: +34 661279323</p> <p>Email: facua@facua.org</p> <p>Website: https://facua.org</p> <p>Address: C/Bécquer 25B</p> <p>41002 Sevilla</p>
Spain	Asociación de Usuarios de la Comunicación - AUC (ACU)	Association of Communications Users - AUC (ACU)		<p>Telephone: +34 915016773</p> <p>Email: auc@auc.es</p>

				<p>Website: https://www.auc.es</p> <p>Adress: Ibiza,72-6° B</p> <p>28009 Madrid</p>
Spain	Confederación, de ámbito estatal, de Consumidores y Usuarios (CECU)	State Confederation of Consumers and Users (CECU)		<p>Telephone: +34 913641384</p> <p>Email: cecu@cecu.es</p> <p>Website: http://www.cecu.es</p> <p>Adress: C/ Mayor, nº 45, piso 2º</p> <p>28013 Madrid</p>
Spain	Organización de Consumidores y Usuarios - OCU	Consumers and Users Organisation (OCU)		<p>Telephone: +34 917226061</p> <p>Email: ocu_market@ocu.org</p> <p>Website: https://www.ocu.org</p> <p>Adress: Albarracín, 21</p> <p>28037 Madrid</p>
Spain	Comunidad Autónoma de la Región de Murcia. Dirección General de Comercio, Consumo y Artesanía	General Directorate of Commerce, Consumers and Crafts (autonomous community of the Region of Murcia)	Directive 1999/44/EC on the sale of consumer goods and associated guarantees, Directive 2002/65/EC on distance marketing of consumer financial services, Directive 2005/29/EC on unfair commercial practices, Directive 2006/114/EC on misleading and comparative advertising, Directive 2006/123/EC on services in the internal market, Directive 2008/122/EC on timeshare, long-term holiday product, resale and exchange contracts, Directive 2008/48/EC on credit agreements for consumers, Directive 2011/83/EU on consumer rights, Directive 2013/11/EU on consumer ADR, Directive 2014/17/EU on credit agreements for consumers for residential property, Directive 93/13/EEC on unfair terms in consumer contracts, Directive 98/6/EC on consumer protection in the indication of the prices of products, Legal responsibility for enforcing the following Union law(s):, Regulation (EC) No 1008/2008 on common air services rules in the Community, Regulation (EU) 2018/302 addressing unjustified geo-blocking, Regulation (EU) No 1177/2010 on passengers' rights when travelling by sea and inland waterway, Regulation (EU) No 524/2013 on consumer ODR	<p>Telephone: +34 981753869</p> <p>Email: inspeccionconsumo@carm.es</p> <p>Website: https://www.carm.es/</p> <p>Adress: Ronda de Levante 11, 3 Planta.</p> <p>30071 Murcia</p>
Spain	Principado de Asturias. Vice consejería de Turismo	Regional competent authority for tourism and the regulation of tourism companies and tourist activities (autonomous community of the Principality of Asturias)	Directive (EU) 2015/2302 on package travel and linked travel arrangements, Directive 2008/122/EC on timeshare, long-term holiday product, resale and exchange contracts, Legal responsibility for enforcing the following Union law(s):, Regulation (EU) 2018/302 addressing unjustified geo-blocking	<p>Telephone: +34 98510771</p> <p>Email: turismo@asturias.org</p> <p>Website:</p> <p>Adress: C/ Eduardo Herrera "Herrerita" s/n. 1ª Planta</p> <p>33006 Oviedo</p>
Spain	Generalitat de Catalunya. Inspecció de Consum de l'Agència Catalana de Consum (autoritat per CPC)	Regional competent authority for Consumer Protection Cooperation (CPC) - Consumer Inspection of the Catalan Consumer Agency	Directive (EU) 2015/2302 on package travel and linked travel arrangements, Directive 1999/44/EC on the sale of consumer goods and associated guarantees, Directive 2002/65/EC on distance marketing of consumer financial services, Directive 2005/29/EC on unfair commercial practices, Directive 2006/114/EC on misleading and comparative advertising, Directive 2006/123/EC on services in the internal market, Directive 2008/122/EC on timeshare, long-term holiday product, resale and exchange contracts, Directive 2008/48/EC	<p>Telephone: +34 935516666</p> <p>Email: inspeccioimi.consum@gencat.cat</p> <p>Website: http://www.consum.cat</p> <p>Adress: Calle Foc, 57</p>

		(autonomous community of Catalonia)	on credit agreements for consumers, Directive 2011/83/EU on consumer rights, Directive 2013/11/EU on consumer ADR, Directive 2014/17/EU on credit agreements for consumers for residential property, Directive 93/13/EEC on unfair terms in consumer contracts, Directive 98/6/EC on consumer protection in the indication of the prices of products, Legal responsibility for enforcing the following Union law(s);, Regulation (EC) No 1008/2008 on common air services rules in the Community, Regulation (EU) 2018/302 addressing unjustified geo-blocking, Regulation (EU) No 1177/2010 on passengers' rights when travelling by sea and inland waterway, Regulation (EU) No 524/2013 on consumer ODR	08038 Barcelona
Spain	Dirección General de Consumo		Directive (EU) 2015/2302 on package travel and linked travel arrangements, Directive (EU) 2019/770 on contracts for the supply of digital content and digital services, Directive (EU) 2019/771 on contracts for the sale of goods, Directive 2000/31/EC on electronic commerce, Directive 2002/65/EC on distance marketing of consumer financial services, Directive 2005/29/EC on unfair commercial practices, Directive 2006/114/EC on misleading and comparative advertising, Directive 2006/123/EC on services in the internal market, Directive 2008/122/EC on timeshare, long-term holiday product, resale and exchange contracts, Directive 2008/48/EC on credit agreements for consumers, Directive 2010/13/EU on audiovisual media services, Directive 2011/83/EU on consumer rights, Directive 2014/17/EU on credit agreements for consumers for residential property, Directive 2014/92/EU on the comparability of fees related to payment accounts, Directive 93/13/EEC on unfair terms in consumer contracts, Directive 98/6/EC on consumer protection in the indication of the prices of products, Legal responsibility for enforcing the following Union law(s);, Regulation (EC) No 1008/2008 on common air services rules in the Community, Regulation (EC) No 1107/2006 on disabled persons' and persons with reduced mobility's rights when travelling by air, Regulation (EC) No 1371/2007 on rail passengers' rights and obligations, Regulation (EU) 2018/302 addressing unjustified geo-blocking, Regulation (EU) No 1177/2010 on passengers' rights when travelling by sea and inland waterway, Regulation (EU) No 181/2011 on passengers' rights in bus and coach transport	Telephone: +34 663 14 28 99 Email: subdireccion.inspeccion@consumo.gob.es Website: Address: Calle Príncipe de Vergara 54 28006 Madrid
Spain	Autoridad Competente Regional. Junta de Andalucía. Protección de consumidores en el ámbito de consumo.	Regional Competent Authority for consumer protection in the area of consumption - Andalusian Government (Autonomous Community of Andalusia)	Directive 1999/44/EC on the sale of consumer goods and associated guarantees, Directive 2002/65/EC on distance marketing of consumer financial services, Directive 2005/29/EC on unfair commercial practices, Directive 2006/114/EC on misleading and comparative advertising, Directive 2006/123/EC on services in the internal market, Directive 2008/122/EC on timeshare, long-term holiday product, resale and exchange contracts, Directive 2008/48/EC on credit agreements for consumers, Directive 2011/83/EU on consumer rights, Directive 2013/11/EU on consumer ADR, Directive 2014/17/EU on credit agreements for consumers for residential property, Directive 93/13/EEC on unfair terms in consumer contracts, Directive 98/6/EC on consumer protection in the indication of the prices of products, Legal responsibility for enforcing the following Union law(s);, Regulation (EC) No 1008/2008 on common air services rules in the Community, Regulation (EU) 2018/302 addressing unjustified geo-blocking, Regulation (EU) No 1177/2010 on passengers' rights when travelling by sea and inland waterway, Regulation (EU) No 524/2013 on consumer ODR	Telephone: +34 955041089 Email: dg.consumo.csalud@juntadeandalucia.es Website: https://www.juntadeandalucia.es Address: Avenida de la Innovación s/n. Edificio Arena 1 41020 Sevilla
Spain	Principado de Asturias. Dirección General de Movilidad y Conectividad.	Regional competent authority responsible for mobility and connectivity (autonomous community of the Principality of Asturias)	Legal responsibility for enforcing the following Union law(s);, Regulation (EU) No 181/2011 on passengers' rights in bus and coach transport	Telephone: +34 985105541 Email: movilidad@asturias.org Website: http://www.asturias.es/ Address: C/ Trece Rosas, 2 - Planta 3ª Sector derecho 33005 Oviedo
Spain	Comunidad Autónoma de las Illes Balears. Dirección General de Movilidad y Transporte Terrestre		Legal responsibility for enforcing the following Union law(s);, Regulation (EU) No 181/2011 on passengers' rights in bus and coach transport	Telephone: +34 971 17 71 81 Email: directorgeneral@dgmobil.caib.es

				<p>Website:</p> <p>Adress: C/ Eusebi Estada, 28, 1º piso</p> <p>07004 Palma de Mallorca</p>
Spain	Principado de Asturias. Agencia de Seguridad Alimentaria, Sanidad Ambiental y Consumo.	Regional competent authority responsible for food safety, environmental health and consumers (autonomous community of the Principality of Asturias)	Directive 1999/44/EC on the sale of consumer goods and associated guarantees, Directive 2002/65/EC on distance marketing of consumer financial services, Directive 2005/29/EC on unfair commercial practices, Directive 2006/114/EC on misleading and comparative advertising, Directive 2006/123/EC on services in the internal market, Directive 2008/48/EC on credit agreements for consumers, Directive 2011/83/EU on consumer rights, Directive 2013/11/EU on consumer ADR, Directive 2014/17/EU on credit agreements for consumers for residential property, Directive 93/13/EEC on unfair terms in consumer contracts, Directive 98/6/EC on consumer protection in the indication of the prices of products, Legal responsibility for enforcing the following Union law(s):, Regulation (EC) No 1008/2008 on common air services rules in the Community, Regulation (EU) 2018/302 addressing unjustified geo-blocking, Regulation (EU) No 1177/2010 on passengers' rights when travelling by sea and inland waterway, Regulation (EU) No 524/2013 on consumer ODR	<p>Telephone: +34 985106870</p> <p>Email: asac@asturias.org</p> <p>Website: http://www.consumoastur.es</p> <p>Adress: Ciriaco Miguel Vigil nº 9-1ª planta</p> <p>33005 Oviedo</p>
Spain	Banco de España	Bank of Spain	Directive 2002/65/EC on distance marketing of consumer financial services, Directive 2008/48/EC on credit agreements for consumers, Directive 2014/17/EU on credit agreements for consumers for residential property, Directive 2014/92/EU on the comparability of fees related to payment accounts, Legal responsibility for enforcing the following Union law(s):	<p>Telephone: +34 91 338 80 18</p> <p>Email: conducta.entidades@bde.es</p> <p>Website: https://www.bde.es/bde/es/</p> <p>Adress: Alcalá 48</p> <p>28014 Madrid</p>
Spain	Departamento de Medio Ambiente y Turismo. Dirección General de Turismo y Hostelería.	Competent authority for tourism agencies and professionals (autonomous community of Aragon)	Directive (EU) 2015/2302 on package travel and linked travel arrangements, Legal responsibility for enforcing the following Union law(s):, Regulation (EU) 2018/302 addressing unjustified geo-blocking	<p>Telephone: +34 976 715838</p> <p>Email: dgturismo@aragon.es</p> <p>Website: http://www.aragon.es/</p> <p>Adress: Dirección General de Turismo y Hostelería. Gobierno de Aragón.- Paseo de María Agustín, 36. Edificio Pignatelli.</p> <p>50004 Zaragoza</p>
Spain	Generalitat. Comunitat Valenciana. Conselleria de Innovación, Industria, Comercio y Turismo. Dirección General de Turismo	Regional competent authority for travel agencies, tour operators and guides and other tourism enterprises (Alicante, Castellon, Valencia) (autonomous community of the Valencian Community)	Directive (EU) 2015/2302 on package travel and linked travel arrangements, Legal responsibility for enforcing the following Union law(s):, Regulation (EU) 2018/302 addressing unjustified geo-blocking	<p>Telephone: +34 961209804</p> <p>Email: labaig_ros@gva.es</p> <p>Website: http://www.comunitatvalenciana.com</p> <p>Adress: C/ Castán Tobeñas,77. Ciudad Administrativa 9 De Octubre-Torre 2</p> <p>46018 Valencia</p>
Spain	Gobierno de Canarias. Dirección General de Comercio y Consumo.	Directorate General for Commerce and Consumers (Autonomous Community of the Canary Islands)	Directive 1999/44/EC on the sale of consumer goods and associated guarantees, Directive 2002/65/EC on distance marketing of consumer financial services, Directive 2005/29/EC on unfair commercial practices, Directive 2006/114/EC on misleading and comparative advertising, Directive 2006/123/EC on services in the internal market, Directive 2008/122/EC	<p>Telephone: +34 922924741 / +34 922924748</p> <p>Email: inspeccioncc.consumo@gobiernodecanarias.org</p>

			on timeshare, long-term holiday product, resale and exchange contracts, Directive 2008/48/EC on credit agreements for consumers, Directive 2011/83/EU on consumer rights, Directive 2013/11/EU on consumer ADR, Directive 2014/17/EU on credit agreements for consumers for residential property, Directive 93/13/EEC on unfair terms in consumer contracts, Directive 98/6/EC on consumer protection in the indication of the prices of products, Legal responsibility for enforcing the following Union law(s); Regulation (EU) 2017/1128 on cross-border portability of online content services, Regulation (EU) 2018/302 addressing unjustified geo-blocking, Regulation (EU) No 1177/2010 on passengers' rights when travelling by sea and inland waterway, Regulation (EU) No 524/2013 on consumer ODR	Website: https://www.gobiernodecanarias.org/consumo Address: Avenida Francisco La Roche, nº 35, Edificio de Usos Múltiples I, planta 8ª 38071 Santa Cruz de Tenerife
Spain	Autoridad regional en el Gobierno de Canarias a efectos de Cooperación en Protección de Consumidores en el ámbito del transporte. Dirección General de Transportes	Regional authority in the Government of the Canary Islands for the purpose of cooperation in the field of consumer protection in the field of transport. Directorate-General for Transport	Legal responsibility for enforcing the following Union law(s); Regulation (EU) No 181/2011 on passengers' rights in bus and coach transport	Telephone: +34 928 11 52 50 Email: dgtranstf.copt@gobiernodecanarias.org Website: https://www.gobiernodecanarias.org Address: C/ Prof. Agustín Millares Carló, 22 Edf. Servicios Múltiples I Planta 11ª 35071 Las Palmas de Gran Canaria
Spain	Servicio de Empresas y Actividades Turísticas - Dirección General de Turismo - Consejería de Cultura, Turismo y Deporte - Junta de Castilla y León	Authority responsible for Tourism companies and activities (autonomous community of Castile and Leon)	Directive (EU) 2015/2302 on package travel and linked travel arrangements, Legal responsibility for enforcing the following Union law(s); Regulation (EU) 2018/302 addressing unjustified geo-blocking	Telephone: +34 983411910 Email: antsante@jcyll.es Website: http://www.jcyl.es Address: Paseo de Filipinos,1- Planta 3 47007 Valladolid
Spain	Dirección General de Turismo, Comercio y Artesanía (Castilla-La Mancha)	Competent authority for travel agencies, tour operators, tourist guides (autonomous community of Castile-La Mancha)	Directive (EU) 2015/2302 on package travel and linked travel arrangements, Legal responsibility for enforcing the following Union law(s); Regulation (EU) 2018/302 addressing unjustified geo-blocking	Telephone: +34 925267996 Email: dgturismo-artesania@jccm.es Website: http://www.castillalamancha.es Address: Avenida Irlanda, número 14 45071 Toledo
Spain	Dirección General de Comercio y Consumo. Comunidad de Madrid.	General Directorate of Commerce and Consumption (autonomous community of Madrid)	Directive 1999/44/EC on the sale of consumer goods and associated guarantees, Directive 2002/65/EC on distance marketing of consumer financial services, Directive 2005/29/EC on unfair commercial practices, Directive 2006/114/EC on misleading and comparative advertising, Directive 2006/123/EC on services in the internal market, Directive 2008/122/EC on timeshare, long-term holiday product, resale and exchange contracts, Directive 2008/48/EC on credit agreements for consumers, Directive 2011/83/EU on consumer rights, Directive 2013/11/EU on consumer ADR, Directive 2014/17/EU on credit agreements for consumers for residential property, Directive 93/13/EEC on unfair terms in consumer contracts, Directive 98/6/EC on consumer protection in the indication of the prices of products, Legal responsibility for enforcing the following Union law(s); Regulation (EC) No 1008/2008 on common air services rules in the Community, Regulation (EU) 2018/302 addressing unjustified geo-blocking, Regulation (EU) No 1177/2010 on passengers' rights when travelling by sea and inland waterway, Regulation (EU) No 524/2013 on consumer ODR	Telephone: +34 91 3105 771 Email: consumo.inspeccion@madrid.org Website: http://www.madrid.org/ Address: Ramírez de Prado 5bis. 1 planta 28045 Madrid
Spain	Autoridad regional en la Comunidad Autónoma de Cantabria a efectos de Cooperación en Protección de	Regional authority in the Autonomous Community of Cantabria for the purpose of	Legal responsibility for enforcing the following Union law(s); Regulation (EU) No 181/2011 on passengers' rights in bus and coach transport	Telephone: +34 942367412 Email: ttesycom@cantabria.es

	Consumidores en el ámbito del transporte. Dirección General de Transportes y Comunicaciones	cooperation in the field of consumer protection and in the field of transport. Directorate-General for Transport and Communications		Website: http://www.cantabria.es Address: C/ Cádiz, nº 2, 1º 39002 Santander
Spain	Autoridad regional en la Generalitat de Cataluña a efectos de Cooperación en Protección de Consumidores en el ámbito del transporte. Dirección General de Transportes y Movilidad	Regional competent authority for Consumer Protection Cooperation (CPC) in the area of transport - Directorate General of Transport and Mobility (autonomous community of Catalonia)	Legal responsibility for enforcing the following Union law(s);, Regulation (EU) No 181/2011 on passengers' rights in bus and coach transport	Telephone: +34 93 495 80 76 Email: transporte@gencat.cat Website: http://www.territori.gencat.cat Address: Avda./ Josep Tarradellas, 2-6, 5ª planta 08029 Barcelona
Spain	Gobierno de Cantabria. Dirección General de Comercio y Consumo	Regional competent authority for consumer services (autonomous community of Cantabria)	Directive 1999/44/EC on the sale of consumer goods and associated guarantees, Directive 2002/65/EC on distance marketing of consumer financial services, Directive 2005/29/EC on unfair commercial practices, Directive 2006/114/EC on misleading and comparative advertising, Directive 2006/123/EC on services in the internal market, Directive 2008/48/EC on credit agreements for consumers, Directive 2011/83/EU on consumer rights, Directive 2013/11/EU on consumer ADR, Directive 93/13/EEC on unfair terms in consumer contracts, Directive 98/6/EC on consumer protection in the indication of the prices of products, Legal responsibility for enforcing the following Union law(s);, Regulation (EC) No 1008/2008 on common air services rules in the Community, Regulation (EU) 2018/302 addressing unjustified geo-blocking, Regulation (EU) No 1177/2010 on passengers' rights when travelling by sea and inland waterway, Regulation (EU) No 524/2013 on consumer ODR	Telephone: +34 942 20 76 75 Email: dgcomercioconsumo@cantabria.es Website: http://www.dgicc.cantabria.es/ Address: Albert Einstein, 2 (PCTCAN) 39011 S Santander
Spain	Gobierno de la Rioja. Dirección General de Salud Pública, Consumo y Cuidados		Directive 1999/44/EC on the sale of consumer goods and associated guarantees, Directive 2002/65/EC on distance marketing of consumer financial services, Directive 2005/29/EC on unfair commercial practices, Directive 2006/114/EC on misleading and comparative advertising, Directive 2006/123/EC on services in the internal market, Directive 2008/122/EC on timeshare, long-term holiday product, resale and exchange contracts, Directive 2008/48/EC on credit agreements for consumers, Directive 2011/83/EU on consumer rights, Directive 2013/11/EU on consumer ADR, Directive 2014/17/EU on credit agreements for consumers for residential property, Directive 93/13/EEC on unfair terms in consumer contracts, Directive 98/6/EC on consumer protection in the indication of the prices of products, Legal responsibility for enforcing the following Union law(s);, Regulation (EC) No 1008/2008 on common air services rules in the Community, Regulation (EU) 2018/302 addressing unjustified geo-blocking, Regulation (EU) No 1177/2010 on passengers' rights when travelling by sea and inland waterway, Regulation (EU) No 524/2013 on consumer ODR	Telephone: +34 941291200 Email: consumo.control@larioja.org Website: https://www.larioja.org/ Address: C/ Vara de Rey, 8 26001 Logroño
Spain	Autoridad regional de la Junta de Extremadura para Cooperación en Protección de Consumidores en el ámbito del turismo. Dirección General de Turismo	Regional authority in the Regional Government of Extremadura for the purpose of cooperation in the field of consumer protection in the field of tourism. Directorate-General for Tourism	Directive (EU) 2015/2302 on package travel and linked travel arrangements, Legal responsibility for enforcing the following Union law(s);, Regulation (EU) 2018/302 addressing unjustified geo-blocking	Telephone: +34 91 585 15 10 Email: consumo@juntaex.es Website: http://www.juntaex.es/web/ Address: Avda de las Comunidades s/n 06800 Mérida
Spain	Autoridad regional competente en la Comunidad Autónoma Región de Murcia a efectos de Cooperación en Protección de Consumidores en el ámbito del transporte. Dirección	Regional competent authority for Consumer Protection Cooperation (CPC) in the field of transport - General	Legal responsibility for enforcing the following Union law(s);, Regulation (EU) No 181/2011 on passengers' rights in bus and coach transport	Telephone: +34 968362378 Email: sis.ttes@carm.es Website: http://www.carm.es

	General de Transportes Costas y Puertos.	Directorate of Coastal and Port Transport (autonomous community of the Region of Murcia)		Adress: Pza. de Santoña, 6. 1ª planta 30006 Murcia
Spain	Generalitat. Comunitat Valenciana. Conselleria de Innovación, Industria, Comercio y Turismo. Dirección General de Comercio, Artesanía y Consumo.	Regional competent authority for consumer services (Alicante, Castellon, Valencia) (autonomous community of the Valencian Community)	Directive 1999/44/EC on the sale of consumer goods and associated guarantees, Directive 2002/65/EC on distance marketing of consumer financial services, Directive 2005/29/EC on unfair commercial practices, Directive 2006/114/EC on misleading and comparative advertising, Directive 2006/123/EC on services in the internal market, Directive 2008/122/EC on timeshare, long-term holiday product, resale and exchange contracts, Directive 2008/48/EC on credit agreements for consumers, Directive 2011/83/EU on consumer rights, Directive 2013/11/EU on consumer ADR, Directive 93/13/EEC on unfair terms in consumer contracts, Directive 98/6/EC on consumer protection in the indication of the prices of products, Legal responsibility for enforcing the following Union law(s):, Regulation (EC) No 1008/2008 on common air services rules in the Community, Regulation (EU) 2018/302 addressing unjustified geo-blocking, Regulation (EU) No 1177/2010 on passengers' rights when travelling by sea and inland waterway, Regulation (EU) No 524/2013 on consumer ODR	Telephone: +34 961209467 Email: rosell_ber@gva.es Website: http://www.indi.gva.es/web/consumo Adress: C/ Castán Tobeñas,77. Ciudad Administrativa 9 De Octubre. Torre 2, Planta 6 46018 Valencia
Spain	Turismo, autoridad competente en el País Vasco	Regional competent authority for tourism (Basque Country)	Directive (EU) 2015/2302 on package travel and linked travel arrangements, Legal responsibility for enforcing the following Union law(s):	Telephone: +34 945019927 Email: secretaria.turismo@euskadi.eus Website: https://www.euskadi.eus/ Adress: Donosti 1 01010 Vitoria-Gasteiz
Spain	Gobierno Vasco - Instituto Vasco de Consumo - Kontsumobide		Directive 1999/44/EC on the sale of consumer goods and associated guarantees, Directive 2002/65/EC on distance marketing of consumer financial services, Directive 2005/29/EC on unfair commercial practices, Directive 2006/114/EC on misleading and comparative advertising, Directive 2006/123/EC on services in the internal market, Directive 2008/122/EC on timeshare, long-term holiday product, resale and exchange contracts, Directive 2008/48/EC on credit agreements for consumers, Directive 2011/83/EU on consumer rights, Directive 2013/11/EU on consumer ADR, Directive 2014/17/EU on credit agreements for consumers for residential property, Directive 93/13/EEC on unfair terms in consumer contracts, Directive 98/6/EC on consumer protection in the indication of the prices of products, Legal responsibility for enforcing the following Union law(s):, Regulation (EC) No 1008/2008 on common air services rules in the Community, Regulation (EU) 2018/302 addressing unjustified geo-blocking, Regulation (EU) No 1177/2010 on passengers' rights when travelling by sea and inland waterway, Regulation (EU) No 524/2013 on consumer ODR	Telephone: +34 945062140 Email: kontsumobide@kontsumobide.eus Website: http://www.kontsumobide.euskadi.eus Adress: Avda. de Santiago, 11 01002 Vitoria-Gasteiz
Spain	Agencia Española de Medicamentos y Productos Sanitarios (AEMPS)	Spanish Agency of Medicines and Health Care Products (AEMPS)	Directive 2001/83/EC on medicinal products for human use, Legal responsibility for enforcing the following Union law(s):	Telephone: +34 918225201 / +34 918225202 Email: sgicm@aemps.es Website: https://www.aemps.gob.es/ Adress: Calle Campezo 1, Edificio 8. 28022 Madrid
Spain	Autoridad competente regional en el Gobierno de Navarra a efectos de Cooperación en Protección de Consumidores en el ámbito del transporte. Dirección General de Obras Públicas e Infraestructuras	Regional authority in the Government of Navarra for the purpose of cooperation in the field of consumer protection in the field of transport. Directorate-	Legal responsibility for enforcing the following Union law(s):, Regulation (EU) No 181/2011 on passengers' rights in bus and coach transport	Telephone: +34 848 42 74 16 Email: obras.publicas@navarra.es Website: http://www.cfnavarra.es/obraspublicas/

		General for Public Works and Infrastructure		Adress: C/ Alhóndiga,1, 2ª planta. 31002 Pamplona
Spain	Autoridad Competente en la Comunidad Autónoma de la Rioja a efectos de Cooperación en Protección de Consumidores en el ámbito del transporte. Dirección General de Obras Públicas y Transportes		Legal responsibility for enforcing the following Union law(s);, Regulation (EU) No 181/2011 on passengers' rights in bus and coach transport	Telephone: +34 941 29 12 89 Email: servicio.transportes@larioja.org Website: https://web.larioja.org/ Adress: C/ Marqués de Murrieta,76 26071 Logroño
Spain	Junta de Andalucía. Dirección General de Calidad, Innovación y Fomento del Turismo.	Regional Competent Authority for consumer protection in the area of tourism - Andalusian Government (Autonomous Community of Andalusia)	Directive (EU) 2015/2302 on package travel and linked travel arrangements, Legal responsibility for enforcing the following Union law(s);, Regulation (EU) 2018/302 addressing unjustified geo-blocking	Telephone: +34 681206078 Email: guiasturismo.ctcd@juntadeandalucia.es Website: Adress: Plaza Nueva, 4 2ª planta 41071 Sevilla
Spain	Agencia Estatal de Seguridad Aérea (AESA)	State Air Safety Agency (AESA)	Legal responsibility for enforcing the following Union law(s);, Regulation (EC) No 1107/2006 on disabled persons' and persons with reduced mobility's rights when travelling by air, Regulation (EC) No 261/2004 on denied boarding and of cancellation or long delay of flights	Telephone: +34 91 396 84 96 / +34 91 3968078-81 / +34 91 396 85 93 Email: gabinete.aesa@seguridadaerea.es Website: https://www.seguridadaerea.gob.es/ Adress: Av. General Perón 40, portal B, 1ª planta, Madrid 28020 Madrid
Spain	Govern de les Illes Balears. Dirección General de Turismo		Directive (EU) 2015/2302 on package travel and linked travel arrangements, Legal responsibility for enforcing the following Union law(s);, Regulation (EU) 2018/302 addressing unjustified geo-blocking	Telephone: +34 971 17 66 00 Email: ordenacioturistica@dgoturis.caib.es Website: http://www.caib.es/ Adress: C/ de Montenegro, 5 07012 Palma de Mallorca
Spain	Autoridad competente regional de la Junta de Andalucía a efectos de Cooperación en Protección de Consumidores en el ámbito del transporte. Dirección General de Movilidad		Legal responsibility for enforcing the following Union law(s);, Regulation (EU) No 181/2011 on passengers' rights in bus and coach transport	Telephone: +34 955 92 68 00 Email: informacion@juntadeandalucia.es Website: Adress: Avda. Diego Martínez Barrio, nº 10 41071 Sevilla
Spain	Autoridad regional competente a efectos de Cooperación en		Legal responsibility for enforcing the following Union law(s);, Regulation (EU) No 181/2011 on passengers' rights in bus and coach transport	Telephone: +34 983419479

	Protección de Consumidores en el ámbito del transporte de la Junta de Castilla y León. Dirección General de Transportes			<p>Email: area.dg.transportes@jcy.es</p> <p>Website: https://www.jcy.es</p> <p>Adress: C/ Rigoberto Cortejojo, 14. Planta 1ª Despacho 166. Edificio de Medio Ambiente</p> <p>47014 Valladolid</p>
Spain	Govern de les Illes Balears. Conselleria de Salut i Consum. Direcció General de Consum.	Regional competent authority for consumer services (autonomous community of the Balearic Islands)	Directive 1999/44/EC on the sale of consumer goods and associated guarantees, Directive 2002/65/EC on distance marketing of consumer financial services, Directive 2005/29/EC on unfair commercial practices, Directive 2006/114/EC on misleading and comparative advertising, Directive 2006/123/EC on services in the internal market, Directive 2008/122/EC on timeshare, long-term holiday product, resale and exchange contracts, Directive 2008/48/EC on credit agreements for consumers, Directive 2011/83/EU on consumer rights, Directive 2013/11/EU on consumer ADR, Directive 93/13/EEC on unfair terms in consumer contracts, Directive 98/6/EC on consumer protection in the indication of the prices of products, Legal responsibility for enforcing the following Union law(s):, Regulation (EC) No 1008/2008 on common air services rules in the Community, Regulation (EU) 2018/302 addressing unjustified geo-blocking, Regulation (EU) No 1177/2010 on passengers' rights when travelling by sea and inland waterway, Regulation (EU) No 524/2013 on consumer ODR	<p>Telephone: +34 971 784996</p> <p>Email: inspeccio@dgconsum.caib.es</p> <p>Website: http://www.caib.es/govern/</p> <p>Adress: Carrer de Jesús, 38 A</p> <p>07010 Palma</p>
Spain	Dirección General de Transportes y Movilidad. Junta de Comunidades de Castilla La Mancha	Regional competent authority for transport (autonomous community of Castile-La Mancha)	Legal responsibility for enforcing the following Union law(s):, Regulation (EU) No 181/2011 on passengers' rights in bus and coach transport	<p>Telephone: +34 925267866</p> <p>Email: dgtransportes.fomento@jccm.es</p> <p>Website: http://www.castillalamancha.es</p> <p>Adress: Paseo Cristo de la Vega s/n</p> <p>45071 Toledo</p>
Spain	Comunidad Autónoma de Madrid. Dirección General de Turismo	General Directorate of Commerce and Consumption (autonomous community of Madrid)	Directive (EU) 2015/2302 on package travel and linked travel arrangements, Legal responsibility for enforcing the following Union law(s):, Regulation (EU) 2018/302 addressing unjustified geo-blocking	<p>Telephone: +34 917206700</p> <p>Email: destinos.turisticos@madrid.org</p> <p>Website: https://www.esmadrid.com/</p> <p>Adress: C/ Alcalá 26 1ª (entrada por Cedaceros 1)</p> <p>28014 Madrid</p>
Spain	Junta de Castilla y León. Dirección General de Comercio y Consumo.		Directive 1999/44/EC on the sale of consumer goods and associated guarantees, Directive 2002/58/EC on privacy and electronic communications, Directive 2002/65/EC on distance marketing of consumer financial services, Directive 2005/29/EC on unfair commercial practices, Directive 2006/114/EC on misleading and comparative advertising, Directive 2006/123/EC on services in the internal market, Directive 2008/122/EC on timeshare, long-term holiday product, resale and exchange contracts, Directive 2008/48/EC on credit agreements for consumers, Directive 2011/83/EU on consumer rights, Directive 2013/11/EU on consumer ADR, Directive 2014/17/EU on credit agreements for consumers for residential property, Directive 93/13/EEC on unfair terms in consumer contracts, Directive 98/6/EC on consumer protection in the indication of the prices of products, Legal responsibility for enforcing the following Union law(s):, Regulation (EC) No 1008/2008 on common air services rules in the Community, Regulation (EU) 2018/302 addressing unjustified geo-blocking, Regulation (EU) No 1177/2010 on passengers' rights when travelling by sea and inland waterway, Regulation (EU) No 524/2013 on consumer ODR	<p>Telephone: +34 983 324 392</p> <p>Email: comercioyconsumo@jcy.es</p> <p>Website: https://consumo.jcy.es</p> <p>Adress: C/ Jacinto Benavente, 2.</p> <p>47195 Arroyo de la Encomienda (Valladolid)</p>

Spain	Autoridad competente regional del Gobierno de Extremadura a efectos de Cooperación en Protección de Consumidores en el ámbito del transporte. Dirección General de Transportes		Legal responsibility for enforcing the following Union law(s);, Regulation (EU) No 181/2011 on passengers' rights in bus and coach transport	Telephone: +34 924 33 23 15 Email: transporte@juntaex.es Website: Address: Avda. de las Comunidades s/n. 06800 Mérida (Badajoz)
Spain	Autoridad regional en la Comunidad Autónoma de Madrid a efectos de Cooperación en Protección de Consumidores en el ámbito del transporte. Dirección General de Transportes y Movilidad	Regional competent authority for consumer protection cooperation in area of transport - General Directorate of Transport and Mobility (autonomous community of Madrid)	Legal responsibility for enforcing the following Union law(s);, Regulation (EU) No 181/2011 on passengers' rights in bus and coach transport	Telephone: +34 91 580 29 05 Email: transportes.dgt@madrid.org Website: Address: C/ Orense, 60 28020 Madrid
Spain	Generalitat. Comunitat Valenciana. Conselleria de Medio Ambiente, Agua, Infraestructuras y Territorio. Dirección General de Transportes y Logística	Regional competent authority for land transport (Alicante, Castellon, Valencia) (autonomous community of the Valencian Community)	Legal responsibility for enforcing the following Union law(s);, Regulation (EU) No 181/2011 on passengers' rights in bus and coach transport	Telephone: +34 961208475 Email: serres_sus@gva.es Website: http://politicaterritorial.gva.es/es/conselleria Address: C/ Castán Tobeñas,77. Ciudad Administrativa 9 De Octubre - Torre 1 46018 Valencia
Spain	Dirección General de Agenda 2030 y Consumo (Comunidad Autónoma de Castilla-La Mancha)	Regional competent authority for consumer services (autonomous community of Castile-La Mancha)	Directive 1999/44/EC on the sale of consumer goods and associated guarantees, Directive 2002/65/EC on distance marketing of consumer financial services, Directive 2005/29/EC on unfair commercial practices, Directive 2006/114/EC on misleading and comparative advertising, Directive 2006/123/EC on services in the internal market, Directive 2008/122/EC on timeshare, long-term holiday product, resale and exchange contracts, Directive 2008/48/EC on credit agreements for consumers, Directive 2011/83/EU on consumer rights, Directive 2013/11/EU on consumer ADR, Directive 93/13/EEC on unfair terms in consumer contracts, Directive 98/6/EC on consumer protection in the indication of the prices of products, Legal responsibility for enforcing the following Union law(s);, Regulation (EC) No 1008/2008 on common air services rules in the Community, Regulation (EU) 2018/302 addressing unjustified geo-blocking, Regulation (EU) No 1177/2010 on passengers' rights when travelling by sea and inland waterway, Regulation (EU) No 524/2013 on consumer ODR	Telephone: +34 925267800 Email: dg2030yconsumo@jccm.es Website: http://www.jccm.es Address: C/ Río Estenilla, s/n 45071 Toledo
Spain	Dirección General de Ordenación y Promoción Turística - Gobierno de Canarias	Directorate General for Tourism Development and Promotion (Autonomous Community of Canary Islands)	Directive (EU) 2015/2302 on package travel and linked travel arrangements, Directive 2008/122/EC on timeshare, long-term holiday product, resale and exchange contracts, Legal responsibility for enforcing the following Union law(s);, Regulation (EU) 2018/302 addressing unjustified geo-blocking	Telephone: +34 928 45 58 19 Email: amedpen@gobiernodecanarias.org Website: https://www.gobiernodecanarias.org/turic/ Address: C/ León y Castillo 200. Edificio Servicios Múltiples III. 5ª Planta. 35071 Las Palmas de Gran Canaria
Spain	Ciudad Autónoma de Melilla. Dirección General de Salud Pública y		Directive 1999/44/EC on the sale of consumer goods and associated guarantees, Directive 2002/65/EC on distance marketing of consumer financial services, Directive 2005/29/EC on	Telephone: +34 952 97 62 51 Email: consumo@melilla.es

	Consumo		unfair commercial practices, Directive 2006/114/EC on misleading and comparative advertising, Directive 2006/123/EC on services in the internal market, Directive 2008/122/EC on timeshare, long-term holiday product, resale and exchange contracts, Directive 2008/48/EC on credit agreements for consumers, Directive 2011/83/EU on consumer rights, Directive 2013/11/EU on consumer ADR, Directive 2014/17/EU on credit agreements for consumers for residential property, Directive 93/13/EEC on unfair terms in consumer contracts, Directive 98/6/EC on consumer protection in the indication of the prices of products, Legal responsibility for enforcing the following Union law(s):, Regulation (EC) No 1008/2008 on common air services rules in the Community, Regulation (EU) 2018/302 addressing unjustified geo-blocking, Regulation (EU) No 1177/2010 on passengers' rights when travelling by sea and inland waterway, Regulation (EU) No 524/2013 on consumer ODR	Website: http://www.melilla.es/melillaPortal/ Address: Ctra. Alfonso XIII, 52-54 52005 Melilla
Spain	Secretaría de Estado de Telecomunicaciones e Infraestructuras Digitales. Ministerio de Asuntos Económicos y Transformación Digital	State Secretariat of Telecommunications and Digital Infrastructures - Ministry of Economic Affairs and Digital Transformation	Directive 2010/13/EU on audiovisual media services, Legal responsibility for enforcing the following Union law(s):	Telephone: +34 91 258 28 52 Email: contact@economia.gob.es Website: https://www.mineco.gob.es/ Address: Poeta Joan Maragall, 41 28071 Madrid
Spain	Xunta de Galicia. Agencia de Turismo de Galicia	Regional competent authority for the promotion, management and services in the area of tourism (Autonomous Community of Galicia)	Directive (EU) 2015/2302 on package travel and linked travel arrangements, Directive 2008/122/EC on timeshare, long-term holiday product, resale and exchange contracts, Legal responsibility for enforcing the following Union law(s):, Regulation (EU) 2018/302 addressing unjustified geo-blocking	Telephone: +34 981 546 351 Email: secretaria.turismo@xunta.es Website: http://turismo.xunta.es/ Address: Carretera Santiago - Noia km 3. A Barcia 15897 Santiago de Compostela- A Coruña
Spain	Dirección General de Turismo. Consejería de Cultura, Turismo y Deporte	Competent authority for the recognition of professional qualifications of tourist guides (Autonomous Community of Cantabria)	Directive (EU) 2015/2302 on package travel and linked travel arrangements, Directive 2008/122/EC on timeshare, long-term holiday product, resale and exchange contracts, Legal responsibility for enforcing the following Union law(s):, Regulation (EU) 2018/302 addressing unjustified geo-blocking	Telephone: +34 942 20 82 94 Email: garcia_cm@cantabria.es Website: https://www.cantabria.es/ Address: C/ Albert Einstein, 4 39011 Santander
Spain	Subdirección General para la Sociedad Digital (Secretaría de Estado de Digitalización e Inteligencia Artificial. Ministerio de Asuntos Económicos y Transformación Digital)	General Subdirectorate of Information Society Services (State Secretariat for Telecommunications and the Information Society - Ministry of Industry, Energy and Tourism)	Directive 2000/31/EC on electronic commerce, Legal responsibility for enforcing the following Union law(s):	Telephone: +34 913463368 Email: sgsd@economia.gob.es Website: http://www.lssi.es Address: c/ Poeta Joan Maragall, 41 28020 Madrid
Spain	Comunidad Autónoma de la Región de Murcia. Dirección General del Instituto de Turismo de la Región de Murcia (ITREM)	Tourism Institute - Directorate general (ITREM)	Directive (EU) 2015/2302 on package travel and linked travel arrangements, Legal responsibility for enforcing the following Union law(s):, Regulation (EU) 2018/302 addressing unjustified geo-blocking	Telephone: +34 968 357761 / +34 968 277716 Email: comunicacion@murciaturistica.es Website: https://www.itrem.es/itrem/inicio Address: Avda. Juana Jugan 2.

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Spain	Gobierno de la Rioja. Dirección General de Turismo.		Directive (EU) 2015/2302 on package travel and linked travel arrangements, Legal responsibility for enforcing the following Union law(s);, Regulation (EU) 2018/302 addressing unjustified geo-blocking	Telephone: +34 941291100 Email: dg.turismo@larioja.org Website: http://www.larioja.org/ Adress: Avda Zaragoza 21. 26071 Logroño
Spain	Agencia Española de Protección de Datos	SA Spain (Spanish Agency for Data Protection)	Directive 2002/58/EC on privacy and electronic communications, Legal responsibility for enforcing the following Union law(s):	Telephone: +34 901 100 099 / +34 91 2663517 Email: IMI@aepd.es Website: http://www.aepd.es Adress: Jorge Juan, 6 28001 Madrid
Sweden	Svensk Handel	Swedish Trade Federation		Telephone: +46 010 47 18 500 Email: info@svenskhandel.se Website: http://www.svenskhandel.se Adress: Regeringsgatan 60 103 29 Stockholm
Sweden	Läkemedelsverket	Medical Products Agency	Directive 2001/83/EC on medicinal products for human use, Legal responsibility for enforcing the following Union law(s):	Telephone: +46 18 17 46 00 Email: registrator@mpa.se Website: http://www.lakemedelsverket.se Adress: Dag Hammaskjöld's väg 42 751 03 Uppsala
Sweden	Sveriges Konsumenter	The Swedish Consumers' Association		Telephone: +46 86744300 Email: info@sverigeskonsumenter.se Website: https://www.sverigeskonsumenter.se/ Adress: Hornsgatan 172 10064 Stockholm
Sweden	Finansinspektionen	The Swedish Financial Supervisory Authority	Directive 2008/48/EC on credit agreements for consumers, Directive 2014/17/EU on credit agreements for consumers for residential property, Directive 2014/92/EU on the comparability of fees related to payment accounts, Legal responsibility for enforcing the following Union law(s):	Telephone: +46 08-40898000 Email: finansinspektionen@fi.se Website: http://www.fi.se Adress: Brunnsgatan 3

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