

COUNTRY NAME	REGION	OFFICIAL NAME	INFORMAL TITLE	LEGAL RESPONSABILITY	CONTACT DETAILS
Austria	* National coverage / competence (AT)	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>Address: Traisengasse 5</p> <p>1200 Wien</p>
Austria	* National coverage / competence (AT)	Bundesamt für Eich- und Vermessungswesen	Federal Office of Metrology and Surveying	<p>Directive (EU) 2015/2302 on package travel and linked travel arrangements,</p> <p>Directive 2005/29/EC on unfair commercial practices,</p> <p>Directive 2006/114/EC on misleading and comparative advertising,</p> <p>Directive 2006/123/EC on services in the internal market,</p> <p>Directive 2008/48/EC on</p>	<p>Telephone: +43 01 211 10 0</p> <p>Email: vbk@bev.gv.at</p> <p>Website: https://www.bev.gv.at/</p> <p>Address: Schiffamtsgasse 1-3</p> <p>1020 Wien</p>

				<p>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>	
Austria	* National coverage / competence (AT)	Bundeskartellanwalt	Federal Cartel Prosecutor	<p>Directive (EU) 2015/2302 on package travel and linked travel arrangements, Directive 1999/44/EC on the sale of consumer goods and associated</p>	<p>Telephone: +43 01 52152 0</p> <p>Email: CPC-Bundeskartellanwalt@justiz.gv.at</p> <p>Website: http://www.justiz.gv.at/</p> <p>Address: Schmerlingplatz 11</p> <p>1016 Wien</p>

				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	
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				<p>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>	
Austria	* National coverage / competence (AT)	Schienen-Control GmbH	Schienen-Control - independent regulator for the railways	<p>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</p>	<p>Telephone: +43 01 5050707</p> <p>Email: office@apf.gv.at</p> <p>Website: https://www.schienencontrol.gv.at</p> <p>Address: Linke Wienzeile 4/1/6</p> <p>1060 Wien</p>

				<p>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, Regulation (EU) No 2021/782 on rail passengers' rights and obligations (repealing Regulation (EC) No 1371/2007)</p>	
Austria	* National coverage / competence (AT)	Kommunikationsbehörde Austria (KommAustria)	Austrian Communications Authority (KommAustria)	<p>Directive 2010/13/EU on audiovisual media services, Legal responsibility for</p>	<p>Telephone: +43 01 58058 0</p> <p>Email: rtr@rtr.at</p> <p>Website: https://www.rtr.at</p>

				enforcing the following Union law(s):	Address: Mariahilfer Straße 77-79 1060 Wien
Austria	* National coverage / competence (AT)	Fernmeldebüro	Telecommunications Office	Directive 2002/58/EC on privacy and electronic communications, Legal responsibility for enforcing the following Union law(s):	Telephone: +43 01 711 00 654500 Email: office@fb.gv.at Website: https://fb.gv.at Address: Radetzkystraße 2 10030 Wien
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	Telephone: +359 9407417 Email: e-docs@mi.government.bg Website: https://www.mi.government.bg Address: Славянска 8 1000 София

				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	
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				<p>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</p>	
Bulgaria		Изпълнителна агенция "Автомобилна администрация"	Executive Agency "Automobile Administration"	<p>Legal responsibility for enforcing the following Union law(s);, Regulation (EU) No 181/2011 on passengers' rights in bus and</p>	<p>Telephone: +359 29308833</p> <p>Email: avto_a@rta.government.bg</p> <p>Website: https://rta.government.bg/</p> <p>Address: ул. "Гурко" №5</p> <p>1000 София</p>

				coach transport	
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
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	Telephone: +359 2 91459 Email: press_office@bnbank.org Website: http://www.bnb.bg Address: пл. "Княз Александър I" № 1 1000 София

				law(s):	
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
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	Telephone: +38512369300 Email: ccaa@ccaa.hr Website: http://www.ccaa.hr Address: Ulica grada Vukovara 284 100000 Zagrab
Croatia		Hrvatska regulatorna agencija za mrežne djelatnosti	Croatian Regulatory Authority for Network Industries	Directive 2002/58/EC on privacy and	Telephone: + 385 1 700 7007 Email: info@hakom.hr

				<p>electronic communications, Legal responsibility for enforcing the following Union law(s);, Regulation (EU) 2017/1128 on cross-border portability of online content services, Regulation (EU) No 2021/782 on rail passengers' rights and obligations (repealing Regulation (EC) No 1371/2007)</p>	<p>Website: http://www.hakom.hr</p> <p>Address: Roberta Frangeša Mihanovića 9</p> <p>10 000 Zagreb</p>
Croatia		Agencija za elektroničke medije	Agency for Electronic Media	<p>Directive 2010/13/EU on audiovisual media services, Legal responsibility for enforcing the following Union law(s):</p>	<p>Telephone: +385 1 488 2613</p> <p>Email: info@aem.hr</p> <p>Website: http://www.aem.hr</p> <p>Address: Jagićeva 31</p> <p>10 000 Zagreb</p>
Croatia		Ministarstvo mora, prometa i infrastrukture	Ministry of the Sea, Transport and		<p>Telephone:</p>

			Infrastructure		<p>Email:</p> <p>Website: +385 1 6169 111</p> <p>Address: 10 000</p> <p>europski.poslovi@mmpi.hr</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"</p> <p>1427 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</p> <p>4007 Λεμεσός</p>
Cyprus		Υπηρεσία Βιομηχανίας και Τεχνολογίας (Υπουργείο	Industry and Technology Service	Directive 2000/31/EC on	<p>Telephone: +357 22867193</p>

		Ενέργειας, Εμπορίου και Βιομηχανίας)	(Ministry of Energy, Commerce and Industry)	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	Email: ltheodorou@meci.gov.cy Website: http://www.mcit.gov.cy Address: 6-8, Andreas Araouzos 1421 Λευκωσία
Cyprus		Αρχή Ραδιοτηλεόρασης Κύπρου	Cyprus Radiotelevision Authority	Directive 2010/13/EU on audiovisual media services, Legal responsibility for enforcing the following Union law(s):	Telephone: +357 22 512468 Email: crtauthority@crt.a.org.cy Website: http://www.crt.a.org.cy Address: 42 Athalassas Avenue 2012 Nicosia
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	Telephone: +357 22 818456 Email: imi@dataprotection.gov.cy Website: http://www.dataprotection.gov.cy Address: 15, Kypranoros str.

				enforcing the following Union law(s):	1061 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	<p>Telephone: +420 224 971 111</p> <p>Email:</p> <p>Website: http://www.mzcr.cz</p> <p>Address: Palackého náměstí 4</p> <p>128 01 Praha 2</p>

Czechia		Ministerstvo průmyslu a obchodu - odbor živností	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 (EU) No 1177/2010 on passengers' rights when travelling by sea and inland	Telephone: +420 224 852 403 Email: posta@mpo.cz Website: http://www.mpo.cz Address: Na Františku 32 110 15 Praha
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				<p>waterway, Regulation (EU) No 181/2011 on passengers' rights in bus and coach transport, Regulation (EU) No 2021/782 on rail passengers' rights and obligations (repealing Regulation (EC) No 1371/2007)</p>	
Czechia		Česká obchodní inspekce	The Czech Trade Inspection Authority	<p>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</p>	<p>Telephone: +420 296 366 360</p> <p>Email: podatelna@coi.cz</p> <p>Website: https://www.coi.cz/</p> <p>Address: Štěpánská 44</p> <p>110 00 Praha 1</p>

				<p>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</p>	
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				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	
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):	Telephone: +420 543 540 111 Email: epodatelna@szpi.gov.cz Website: http://www.szpi.gov.cz Address: Květná 15 603 00 Brno
Czechia		Ministerstvo pro místní rozvoj	Ministry for Regional Development - Czech Republic	Directive (EU) 2015/2302 on package travel	Telephone: +420 224 861 312 Email: info@mmr.cz

				and linked travel arrangements, Legal responsibility for enforcing the following Union law(s):	Website: http://www.mmr.cz Address: Staroměstské nám. 6 110 15 Praha 1
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):	Telephone: +420 227 010 111 Email: svscr@svscr.cz Website: http://www.svscr.cz Address: Slezská 7/100 120 56 Praha 2
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	Telephone: +420 564 578 666 Email: eru@eru.cz Website: http://www.eru.cz Address: Masarykovo náměstí 5 586 01 Jihlava

				responsibility for enforcing the following Union law(s);, Regulation (EU) No 524/2013 on consumer ODR	
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):	Telephone: +420 272 185 111 Email: posta@sukl.cz Website: http://www.sukl.cz/ Address: Šrobárova 48 100 41 Praha 10
Czechia		Ústav pro státní kontrolu veterinárních biopreparátů a	Institute for State Control of Veterinary	Directive 2005/29/EC on	Telephone: +420 541 518 222

		léčiv	Biologicals and Medicines, Czech Republic	unfair commercial practices, Directive 2006/114/EC on misleading and comparative advertising, Legal responsibility for enforcing the following Union law(s):	Email: podatelna@uskvbl.cz Website: http://www.uskvbl.cz Address: Hudcova 56A 621 00 Brno
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	Telephone: +420 224 411 111 Email: podatelna@cnb.cz Website: http://www.cnb.cz Address: Na Příkopě 28 115 03 Praha 1

				<p>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</p>	
Czechia		Ministerstvo dopravy	Ministry of Transport	<p>Legal responsibility for enforcing the following Union law(s);, Regulation (EU) No 181/2011 on passengers' rights in bus and coach transport</p>	<p>Telephone: +420 225 131 111</p> <p>Email: posta@mdcr.cz</p> <p>Website: https://www.mdcrcz</p> <p>Address: nábř. Ludvíka Svobody 12</p> <p>11015 Praha 1</p>

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 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	Telephone: +420 224 004 641 Email: sifaldovaz@ctu.cz Website: https://www.ctu.cz/ Address: Sokolovská 219 190 00 Praha 9
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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@mfcz.cz Website: http://www.mfcz.cz/en/ Address: 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.mfcz.cz Website: https://www.celnisprava.cz Address: 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	Telephone: +420 234 665 235 Email: imi@uouu.cz Website: https://www.uouu.cz Address: Pplk. Sochora 27 17000 Prague

				following Union law(s):	
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/ Address: 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	Telephone: +420 225 421 111 Email: podatelna@caa.cz Website: https://www.caa.cz/ Address: K letišti 1149/23 160 08 Praha

				boarding and of cancellation or long delay of flights	
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	<p>Telephone: +420 234 637 111</p> <p>Email: reditelstvi@plavebniurad.cz</p> <p>Website: https://www.plavebniurad.cz/</p> <p>Address: 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</p> <p>Address: Hroznová 2 656 06 Brno</p>
Denmark		Søfartsstyrelsen	Danish Maritime Authority	Legal responsibility for	Telephone: +45 72196000

				<p>enforcing the following Union law(s);, Regulation (EU) No 1177/2010 on passengers' rights when travelling by sea and inland waterway</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	<p>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</p>	<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>

				flights, Regulation (EU) No 1177/2010 on passengers' rights when travelling by sea and inland waterway	
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	<p>Telephone: +45 33 55 82 82</p> <p>Email: finanstilsynet@ftnet.dk</p> <p>Website: http://www.finanstilsynet.dk</p> <p>Address: Århusgade 110 2100 København Ø</p>

				following Union law(s):	
Denmark		Lægemiddelstyrelsen	Danish Medicines Agency	Directive 2001/83/EC on medicinal products for human use, Legal responsibility for enforcing the following Union law(s):	<p>Telephone: +45 4488 9595</p> <p>Email: dkma@dkma.dk</p> <p>Website: https://laegemiddelstyrelsen.dk/</p> <p>Address: Axel Heides Gade 1 2300 København S</p>
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	<p>Telephone: +45 7221 8899</p> <p>Email: Info-tml@fstyr.dk</p> <p>Website: http://www.fstyr.dk</p> <p>Address: Sorsigvej 35 6760 Ribe</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 (EU) No 181/2011 on passengers'	<p>Telephone: +45 22 62 65 00</p> <p>Email: mail@abtm.dk</p> <p>Website: http://www.abtm.dk</p> <p>Address: Automatikvej 1 2860 Søborg</p>

				rights in bus and coach transport, Regulation (EU) No 2021/782 on rail passengers' rights and obligations (repealing Regulation (EC) No 1371/2007), Regulation (EU) No 524/2013 on consumer ODR	
Denmark		Jernbanenævnet	The Danish Rail Regulatory Body	Legal responsibility for enforcing the following Union law(s);, Regulation (EU) No 2021/782 on rail passengers' rights and obligations (repealing Regulation (EC) No 1371/2007)	<p>Telephone: +45 41780386</p> <p>Email: info@jernbanenaevnet.dk</p> <p>Website: http://www.jernbanenaevnet.dk</p> <p>Address: Carsten Niebuhrs Gade 43 1577 København</p>
Denmark		Radio- og tv-nævnet	Radio and Television Board - The Board regulates tv and radio in Denmark pursuant to the Danish radio and	Directive 2010/13/EU on audiovisual media services, Legal responsibility for	<p>Telephone: +45 33 95 42 00</p> <p>Email: rtv@slks.dk</p> <p>Website: https://slks.dk</p>

			television law and the AVMS Directive	enforcing the following Union law(s):	Address: Hammerichsgade 14 1611 Københavnn V
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):	Telephone: +372 6680500 Email: info@fi.ee Website: https://www.fi.ee/et Address: Sakala 4 15030 Tallinn
Estonia		Transpordiamet	Estonian Road Administration	Legal responsibility for	Telephone: +372 620 1200

				enforcing the following Union law(s);, Regulation (EU) No 2021/782 on rail passengers' rights and obligations (repealing Regulation (EC) No 1371/2007)	Email: info@transpordiamet.ee Website: https://transpordiamet.ee/ Address: Valge 4 11413 Tallinn
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
Finland		Liikenne- ja viestintävirasto, Traficom, Transport- och	Finnish Vehicle Administration	Legal responsibility for	Telephone: +358 0295345000

		kommunikationsverket, Traficom	("AKE")	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, 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 2021/782 on rail passengers' rights and	Email: paivi.vyhnalek@traficom.fi Website: http://www.traficom.fi Address: Opastinsilta 12 A, 00520 Helsinki
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				obligations (repealing Regulation (EC) No 1371/2007)	
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 Address: Lintulahdenkuja 4, 4th floor 00530 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 261/2004	Telephone: +358 29 534 5000 Email: kirjaamo@traficom.fi Website: https://www.traficom.fi Address: PL 320 00059 Traficom

				<p>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, Regulation (EU) No 2021/782 on rail passengers' rights and obligations (repealing Regulation (EC) No 1371/2007)</p>	
Finland		Finansinspektionen, Finanssivalvonta	Financial Supervisory Authority (FIN-FSA)	<p>Directive 2002/65/EC on distance marketing of consumer financial services, Directive 2005/29/EC on</p>	<p>Telephone: +358 918351</p> <p>Email: kirjaamo@finanssivalvonta.fi</p> <p>Website: https://www.finanssivalvonta.fi</p> <p>Address: Snellmaninkatu 6</p>

				<p>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):</p>	00100 Helsinki
Finland		Lääkealan turvallisuus- ja kehittämiskeskus, Säkerhets- och utvecklingscentret för läkemedelsområdet	Finnish Medicine Agency (Fimea)	Directive 2001/83/EC on medicinal products for	<p>Telephone: +358 295223602</p> <p>Email: kirjaamo@fimea.fi</p>

				human use, Legal responsibility for enforcing the following Union law(s):	Website: https://www.fimea.fi Address: Microkatu 1 70210 Kuopio
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 Address: Wolffintie 35, PL 200 65101 Vaasa
Finland		Itä-Suomen aluehallintovirasto	State Provincial Office of Eastern Finland		Telephone: +358 295016902 Email: elinkeinot.ita@avi.fi Website: http://www.avi.fi/ita Address: Raatihuoneenkatu 5, PL 50 50101 Mikkeli
Finland		Etelä-Suomen aluehallintovirasto, Regionförvaltningsverket i Södra Finland	State Provincial Office of Southern Finland		Telephone: +358 29 501 6000 Email: kirjaamo.etela@avi.fi Website: http://www.avi.fi/etela Address: PL 110 00521 Helsinki
Finland		Pohjois-Suomen	State Provincial		Telephone: +358 295017500

		aluehallintovirasto, Regionförvaltningsverket i Norra Finland	Office of Northern Finland		Email: kirjaamo.pohjois@avi.fi Website: http://www.avi.fi/pohjois Address: Linnankatu 3, Oulu, PL 6 13035 AVI
Finland		Lapin aluehallintovirasto	State Provincial Office of Lapland		Telephone: +358 40 846 2170 Email: kirjaamo.lappi@avi.fi Website: http://www.avi.fi/lappi Address: Valtakatu 2, PL 8002 96101 Rovaniemi
Finland		Lounais-Suomen aluehallintovirasto	State Provincial Office of Southwest Finland		Telephone: +358 504560352 Email: kirjaamo.lounais@avi.fi Website: http://www.avi.fi/lounais Address: Itsenäisyyden aukio 2 20801 Turku
Finland		Sosiaali- ja terveystieteiden lupa- ja valvontavirasto Valvira, Tillstånds- och tillsynsverket för social- och hälsovården Valvira	National Supervisory Authority for Welfare and Health (Valvira)		Telephone: +358 295209111 Email: terhikki@valvira.fi Website: http://www.valvira.fi Address: Ratapihantie 9

					00520 Helsinki
France		Direction générale de l'aviation civile (DGAC)	French civil aviation authority	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>Address: 50 rue Henry Farman 75720 CEDEX 15 Paris</p>
Germany	Bremen	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):	<p>Telephone: +49 421 3618808</p> <p>Email: office@wae.bremen.de</p> <p>Website: http://www.wirtschaft.bremen.de</p> <p>Address: Zweite Schlachtpforte 3 28195 Bremen</p>
Germany	Hamburg	Behörde für Wirtschaft und Innovation (SDIMIC)	Ministry for Economic and	Directive 98/6/EC on consumer	Telephone: +49 40 42841 1383

			Labour Affairs (Hamburg)	protection in the indication of the prices of products, Legal responsibility for enforcing the following Union law(s):	Email: IMI-DIMIC-HAMBURG@bwi.hamburg.de Website: http://www.hamburg.de/bwi/ Address: Alter Steinweg 4 20459 Hamburg
Germany	Mecklenburg-Western Pomerania	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 Address: Johannes-Stelling-Str. 14 19053 Schwerin
Germany	Saxony-Anhalt	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):	Telephone: +49 391 56701 Email: imi@ms.sachsen-anhalt.de Website: http://www.ms.sachsen-anhalt.de Address: Turmschanzenstr. 25 39114 Magdeburg
Germany	Lower Saxony	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,	Telephone: +49 511 120 0 Email: sdimic.imi@mw.niedersachsen.de Website:

				<p>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)</p>	<p>Address: Friedrichswall 1 30159 Hannover</p>
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				<p>No 1107/2006 on disabled persons' and persons with reduced mobility's rights when travelling by air, 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 2021/782 on rail passengers' rights and obligations (repealing Regulation (EC) No 1371/2007)</p>	
Germany	Bremen	Die Senatorin für Gesundheit, Frauen und Verbraucherschutz	Regional Health Authority (Bremen)	<p>Directive 2001/83/EC on medicinal products for human use, Legal</p>	<p>Telephone: +49 421 3619554</p> <p>Email: imi@gesundheit.bremen.de</p> <p>Website: http://www.gesundheit.bremen.de</p>

				responsibility for enforcing the following Union law(s):	Address: Faulenstraße 9/15 28195 Bremen
Germany	North Rhine-Westphalia	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	Telephone: +49 211 475 0 Email: Dezernat24@brd.nrw.de Website: http://www.brd.nrw.de Address: Cecilienallee 2 40474 Düsseldorf

				<p>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</p>	
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				<p>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</p>	
Germany	Berlin	Landesamt für Gesundheit und Soziales Berlin	Regional office for health and social affairs (Berlin)	<p>Directive 2001/83/EC on medicinal products for human use, Legal responsibility for enforcing the following Union</p>	<p>Telephone: +49 30 90229 2120</p> <p>Email: bqfg@lageso.berlin.de</p> <p>Website: https://www.berlin.de/lageso/</p> <p>Address: Turmstraße 21</p> <p>10559 Berlin</p>

				law(s):	
Germany	Hesse	Hessisches Landesamt für Gesundheit und Pflege	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: poststelle@hlfgp.hessen.de Website: http://www.hlfgp.hessen.de Address: Heinrich-Hertz-Straße 5 64295 Darmstadt
Germany	Rhineland-Palatinate	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: Address: Rheinallee 97-101 55118 Mainz
Germany	Thuringia	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):	Telephone: +49 361 57381200 Email: Abteilung2@tlv.thueringen.de Website: http://www.tlv-thueringen.de Address: Tennstedter Straße 8/9 99947 Bad Langensalza
Germany	Hesse	Hessisches Ministerium für Wirtschaft, Energie, Verkehr, Wohnen und ländlichen Raum	Ministry of Economic Affairs (Hesse)	Directive 98/6/EC on consumer protection in the	Telephone: +49 (0)611/815-0 Email: dimic-wi@wirtschaft.hessen.de

		(DIMIC)		indication of the prices of products, Legal responsibility for enforcing the following Union law(s):	<p>Website: http://www.wirtschaft.hessen.de</p> <p>Address: Kaiser-Friedrich-Ring 75</p> <p>65185 Wiesbaden</p>
Germany	Saarland	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,	<p>Telephone: +49 681 501 2621</p> <p>Email: imi@wirtschaft.saarland.de</p> <p>Website:</p> <p>Address: Franz-Josef-Röder-Straße 17</p> <p>66119 Saarbrücken</p>

				<p>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>	
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Germany	Berlin	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):	Telephone: +49 30 9013 0 Email: imi@senweb.berlin.de Website: http://www.berlin.de Address: Martin-Luther-Straße 105 10825 Berlin
Germany	Brandenburg	Landesamt für Arbeitsschutz, Verbraucherschutz und Gesundheit Brandenburg, Abteilung Gesundheit (LAVG)	Regional authority for health and safety at work, consumer protection and health (LAVG) - Zossen (Brandenburg)	Directive 2001/83/EC on medicinal products for human use, Legal responsibility for enforcing the following Union law(s):	Telephone: +49 331 8683 807 Email: G1-Berufsrecht@LAVG.Brandenburg.de Website: http://www.lavg.brandenburg.de Address: Horstweg 57 14478 Potsdam
Germany	Baden-Wuerttemberg	Landeshauptstadt Stuttgart - Amt für öffentliche Ordnung -	City of Stuttgart, capital of Baden-Wuerttemberg - Business inspectorate (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):	Telephone: +49 711-216-98904 Email: gewerbe.gaststaettenrecht@stuttgart.de Website: http://www.stuttgart.de Address: Eberhardstr. 37 70173 Stuttgart
Germany	* National coverage / competence	Bundesamt für Justiz	Federal Office of Justice	Directive (EU) 2015/2302 on package travel	Telephone: +49 22899 410 40 Email: poststelle@bfj.bund.de

	(DE)			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,	Website: http://www.bundesjustizamt.de Address: Adenauerallee 99-103 53113 Bonn
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				<p>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);</p>	
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				<p>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</p>	
Germany	Baden-Wuerttemberg	Ministerium für Wirtschaft, Arbeit und Wohnungsbau Baden-Württemberg	Ministry of Economy (Baden-Wuerttemberg)	<p>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>	<p>Telephone: +49 711 123 0</p> <p>Email: DIMIC@wm.bwl.de</p> <p>Website: http://wm.baden-wuerttemberg.de</p> <p>Address: Schlossplatz 4 - Neues Schloss</p> <p>70173 Stuttgart</p>
Germany	Baden-	Staatsministerium Baden-	State Ministry	Directive	Telephone: +49 711 2153 0

	Wurttemberg	Württemberg	(Baden-Wuerttemberg)	2010/13/EU on audiovisual media services, Legal responsibility for enforcing the following Union law(s):	Email: poststelle@stm.bwl.de Website: http://www.stm.baden.de Address: Richard-Wagner-Str. 15 70184 Stuttgart
Germany	Lower Saxony	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 Address: Am Listholze 74 30177 Hannover
Germany	Lower Saxony	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 Address: Ludwig-Winter-Strasse 2 38120 Braunschweig
Germany	Lower Saxony	Staatliches Gewerbeaufsichtsamt Lüneburg	Regional Trade Inspectorate, Lueneburg (Lower Saxony)	Directive 2001/83/EC on medicinal products for human use, Legal	Telephone: +49 4131 15 14 00 Email: imi@gaa-lg.niedersachsen.de Website: http://

				responsibility for enforcing the following Union law(s):	www.gewerbeaufsicht.niedersachsen.de Address: Auf der Hude 2 21339 Lüneburg
Germany	Lower Saxony	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	Bavaria	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	Brandenburg	Ministerium für Soziales, Gesundheit, Integration und Verbraucherschutz des Landes Brandenburg	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	Telephone: +49 331 866 5237 Email: poststelle@msgiv.brandenburg.de Website: http://www.msgiv.brandenburg.de Address: Heinrich-Mann-Allee 103

				following Union law(s):	14473 Potsdam
Germany	Rhineland-Palatinate	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	<p>Telephone: +49 6131 16 2525</p> <p>Email: imi@mwwlw.rlp.de</p> <p>Website: https://mwwlw.rlp.de/de/startseite/</p> <p>Address: Stiftsstraße 9</p> <p>55116 Mainz</p>

				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	
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				responsibility for enforcing the following Union law(s);, Regulation (EU) No 524/2013 on consumer ODR	
Germany	* National coverage / competence (DE)	Eisenbahn-Bundesamt	Federal Railway Authority - German National Safety Authority (NSA)	Legal responsibility for enforcing the following Union law(s);, 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 2021/782 on rail passengers' rights and obligations (repealing Regulation (EC) No 1371/2007)	<p>Telephone: +49 228 9826 0</p> <p>Email: Ref54@eba.bund.de</p> <p>Website: http://www.eba.bund.de</p> <p>Address: Heinemannstraße 6</p> <p>53175 Bonn</p>

Germany	Thuringia	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>Address: Werner-Seelenbinder-Straße 7 99096 Erfurt</p>
Germany	Hamburg	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-	<p>Telephone: +49 40 42831 3132</p> <p>Email: kulturgutschutz@bkm.hamburg.de</p> <p>Website:</p> <p>Address: Kattunbleiche 19 D - 22041 Hamburg</p>

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Germany	Schleswig-Holstein	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 Address: Adolf-Westphal-Str. 4 24143 Kiel
Germany	Hamburg	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):	Telephone: +49 40 428 43 1618 Email: imi@justiz.hamburg.de Website: https://www.hamburg.de/bjv/ Address: Drehbahn 36 20354 Hamburg
Germany	Bavaria	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	Telephone: +49 Email: poststelle@stmwi.bayern.de Website: http://www.stmwi.bayern.de/ Address: Prinzregentenstraße 28 80538 München

				prices of products, Legal responsibility for enforcing the following Union law(s):	
Germany	Thuringia	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: Website: Address: Max-Reger-Str. 4-8 99096 Erfurt
Germany	Baden-Württemberg	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 Address: Else-Josenhans-Straße 6 70173 Stuttgart
Germany	Bavaria	Bayerisches Staatsministerium für Wissenschaft und Kunst	Bavarian State Ministry for Science and Art	Directive 2010/13/EU on audiovisual media services, Legal	Telephone: 0049 89 2186 -0 Email: Kulturgutschutz@stmwk.bayern.de Website: https://www.stmwk.bayern.de/

				responsibility for enforcing the following Union law(s):	Address: Salvatorstraße 2 80333 München
Germany	* National coverage / competence (DE)	Luftfahrt-Bundesamt	Luftfahrt-Bundesamt (LBA)	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 Address: Hermann-Blenk-Str. 21 38108 Braunschweig
Germany	* National coverage / competence (DE)	Bundesnetzagentur (BNetzA)	Federal Network Agency	Directive 2006/123/EC on services in the internal market,	Telephone: +49 228 14 0 Email: 901-Postfach@bnetza.de

				Legal responsibility for enforcing the following Union law(s);, Regulation (EU) 2018/302 addressing unjustified geo-blocking	Website: https://www.bundesnetzagentur.de/ Address: Tulpenfeld 4 53113 Bonn
Germany	* National coverage / competence (DE)	Bundesanstalt für Finanzdienstleistungsaufsicht	Federal Financial Supervisory Authority	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 Website: https://www.bafin.de Address: Marie-Curie-Straße 24-28 60439 Frankfurt
Germany	Bremen	Senator für Finanzen	Senator for Finance (Bremen)	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	Telephone: +49 421 361 0 Email: office@finanzen.bremen.de Website: https://www.finanzen.bremen.de/ Address: Rudolf-Hilferding-Platz 1 28195 Bremen

				following Union law(s):	
Germany	Lower Saxony	Niedersächsisches Ministerium für Ernährung, Landwirtschaft und Verbraucherschutz (ML)	Lower Saxony Ministry of Food, Agriculture and Consumer Protection	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: +49 511 120 0 Email: poststelle@ml.niedersachsen.de Website: https://www.ml.niedersachsen.de Address: Calenberger Str. 2 30169 Hannover
Germany	Saxony	Sächsisches Staatsministerium für Soziales und Gesellschaftlichen Zusammenhalt	SAXON STATE MINISTRY FOR SOCIAL AFFAIRS AND COHESION	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 Address: Albertstraße 10 01097 Dresden
Germany	Saxony-Anhalt	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 Address: Hasselbachstraße 4 39104 Magdeburg

Germany	Lower Saxony	Niedersächsische Staatskanzlei	Lower Saxony State Chancellery	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 Address: Planckstraße 2 30169 Hannover
Germany	Bavaria	Bayerische Landeszentrale für neue Medien	Bavarian regulatory authority for new media	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 Address: Heinrich-Lübke-Straße 27 81737 München
Germany	Saxony-Anhalt	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 Address: Hegelstraße 40 – 42 39104 Magdeburg
Germany	Berlin	Der Regierende Bürgermeister von Berlin – Senatskanzlei	The Governing Mayor of Berlin – Senate Chancellery	Directive 2010/13/EU on audiovisual media services, Legal	Telephone: +49 30 9026 0 Email: Der-Regierende-Buergermeister@senatskanzlei.berlin.de

				responsibility for enforcing the following Union law(s):	Website: https://www.berlin.de/rbmskzl/en/ Address: Jüdenstr. 1 10178 Berlin
Germany	Mecklenburg-Western Pomerania	Medienanstalt Mecklenburg-Vorpommern	Broadcast corporation 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 Address: Bleicherufer 1 19053 Schwerin
Germany	Rhineland-Palatinate	Staatskanzlei Rheinland-Pfalz	State Chancellery of Rhineland-Palatinate	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 Address: Peter-Altmeier-Allee 1 55116 Mainz
Germany	Hesse	Hessische Staatskanzlei	State Chancellery of Hesse	Directive 2010/13/EU on audiovisual media services,	Telephone: +49 611 320 Email: info@stk.hessen.de

				Legal responsibility for enforcing the following Union law(s):	Website: https://staatskanzlei.hessen.de/ Address: Georg-August-Zinn-Str. 1 65183 Wiesbaden
Germany	North Rhine-Westphalia	Staatskanzlei des Landes Nordrhein-Westfalen	State Chancellery of North-Rhine Westphalia	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 Address: P.O. Box 40190 Düsseldorf
Germany	Bremen	Senatskanzlei Bremen	Senate Chancellery	Directive 2010/13/EU on audiovisual media services, Legal responsibility for enforcing the following Union law(s):	Telephone: +49 421 361 6132 Email: office@sk.bremen.de Website: https://www.rathaus.bremen.de Address: Am Markt 21 28195 Bremen
Germany	Schleswig-Holstein	Staatskanzlei Schleswig-Holstein	State Chancellery Schleswig-Holstein	Directive 2010/13/EU on audiovisual media services, Legal responsibility for enforcing the following Union law(s):	Telephone: +49 431 9880 Email: Landesportal@stk.landsh.de Website: http://www.schleswig-holstein.de Address: Duesternbrooker Weg 104 24105 Kiel

Germany	Baden-Wuerttemberg	Landesanstalt für Kommunikation	State Media Authority Baden-Wuerttemberg	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/ Address: Reinsburgstraße 27 70178 Stuttgart
Germany	Schleswig-Holstein	Ministerium für Wirtschaft, Verkehr, Arbeit, Technologie und Tourismus des Landes Schleswig-Holstein	Ministry of Economic Affairs	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.schleswigholstein.de Address: Düsternbrooker Weg 94 24105 Kiel
Germany	Mecklenburg-Western Pomerania	Landesamt für Gesundheit und Soziales (Mecklenburg-Vorpommern)	State Office for Health and Social Affairs (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/ Address: Wismarsche Straße 298 19055 Schwerin

Germany	Saxony	Sächsische Staatskanzlei	State Chancellery of Saxony	Directive 2001/83/EC on medicinal products for human use, Legal responsibility for enforcing the following Union law(s):	Telephone: +49 351 564 0 Email: info@sk.sachsen.de Website: https://www.sk.sachsen.de/ Address: Archivstraße 1 01097 Dresden
Germany	Saarland	Landesmedienanstalt Saarland	Media Authority of Saarland	Directive 2001/83/EC on medicinal products for human use, Legal responsibility for enforcing the following Union law(s):	Telephone: +49 681 389880 Email: info@lmsaar.de Website: http://www.lmsaar.de Address: Nell-Breuning-Allee 6 66115 Saarbrücken
Germany	North Rhine-Westphalia	Landesanstalt für Medien Nordrhein-Westfalen	Media Authority NRW	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 (0) 211 77007 0 Email: info@medienanstalt-nrw.de Website: https://www.medienanstalt-nrw.de/ Address: Zollhof 2 40221 Düsseldorf
Germany	Hesse	Medienanstalt Hessen	Media Authority of	Directive	Telephone: +49 561 935 86 0

			Hesse	2010/13/EU on audiovisual media services, Legal responsibility for enforcing the following Union law(s):	Email: info@medienanstalt-hessen.de Website: https://www.medienanstalt.de/ Address: Wilhelmshöher Allee 262 34131 Kassel
Germany	Saarland	Staatskanzlei des Saarlandes	State Chancellery Saarland	Directive 2010/13/EU on audiovisual media services, Legal responsibility for enforcing the following Union law(s):	Telephone: +49 681 501 00 Email: kontakt@staatskanzlei.saarland.de Website: Address: Am Ludwigsplatz 14 66117 Saarbrücken
Germany	Saxony	Sächsische Landesanstalt für privaten Rundfunk und neue Medien (SLM)	Saxon State Media Authority	Directive 2010/13/EU on audiovisual media services, Legal responsibility for enforcing the following Union law(s):	Telephone: +49 341 22 59 0 Email: info@slm-online.de Website: https://www.slm-online.de Address: Ferdinand-Lasalle-Straße 21 04109 Leipzig
Germany	Saarland	Ministerium für Soziales, Gesundheit, Frauen und Familie des Saarlandes	Ministry of Health, Social Affairs, Women and the Family	Directive 2001/83/EC on medicinal products for human use, Legal responsibility for	Telephone: +49 681 501-3097 Email: presse@soziales.saarland.de Website: https://www.saarland.de

				enforcing the following Union law(s):	Address: Franz-Josef-Röder-Straße 23 66119 Saarbrücken
Germany	Rhineland-Palatinate	Medienanstalt Rheinland-Pfalz	State Media Authority RLP	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/ Address: Turmstraße 10 67059 Ludwigshafen
Germany	Schleswig-Holstein	Medienanstalt Hamburg / Schleswig-Holstein	Media Authority 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/ Address: Rathausallee 72 - 76 22846 Norderstedt
Germany	Bremen	Bremische Landesmedienanstalt	Media Authority of Bremen	Directive 2010/13/EU on audiovisual media services, Legal responsibility for enforcing the following Union law(s):	Telephone: 0049421334940 Email: info@bremische-landesmedienanstalt.d Website: https://www.bremische.de Address: Richtweg 14 28195 Bremen
Germany	Saxony-	Medienanstalt Sachsen-	Media-Authority	Directive	Telephone: +49 345 5255

	Anhalt	Anhalt	Saxony-Anhalt	2010/13/EU on audiovisual media services, Legal responsibility for enforcing the following Union law(s):	Email: info@medienanstalt-sachsen-anhalt.de Website: https://medienanstalt-sachsen-anhalt.de/ Address: Reichardtstraße 9 06114 Halle (Saale)
Germany	Lower Saxony	Niedersächsische Landesmedienanstalt (NLM)	Lower Saxony Media Authority	Directive 2010/13/EU on audiovisual media services, Legal responsibility for enforcing the following Union law(s):	Telephone: +49511284770 Email: info@nlm.de Website: https://www.nlm.de Address: Seelhorststraße 18 30175 Hannover
Germany	Brandenburg	Staatskanzlei Brandenburg	State Chancellery Brandenburg	Directive 2010/13/EU on audiovisual media services, Legal responsibility for enforcing the following Union law(s):	Telephone: 0049 (0) 331 886 0 Email: poststelle@stk.brandenburg.de Website: Address: Heinrich-Mann-Allee 107 14473 Potsdam
Germany	Berlin	Medienanstalt Berlin-Brandenburg	Media Authority Berlin-Brandenburg	Directive (EU) 2015/2302 on package travel and linked travel arrangements,	Telephone: +49 30 264 967 0 Email: mail@mabb.de Website: https://www.mabb.de/home.html

				<p>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</p>	<p>Address: Kleine Präsidentenstraße 1 10178 Berlin</p>
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				<p>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</p>	
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				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	
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				<p>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) 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)</p>	
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				No 2021/782 on rail passengers' rights and obligations (repealing Regulation (EC) No 1371/2007), Regulation (EU) No 524/2013 on consumer ODR	
Germany	Mecklenburg-Western Pomerania	Staatskanzlei des Landes Mecklenburg-Vorpommern	State Chancellery of Mecklenburg-Western Pomerania	Directive 2010/13/EU on audiovisual media services, Legal responsibility for enforcing the following Union law(s):	Telephone: +49 385 588 0 Email: poststelle@stk.mv-regierung.de Website: https://www.regierung-mv.de Address: Schloßstraße 2-4 19053 Schwerin
Germany	Thuringia	Thüringer Landesmedienanstalt	Thuringian State Media Authority	Directive 2010/13/EU on audiovisual media services, Legal responsibility for enforcing the following Union law(s):	Telephone: 0361-211770 Email: mail@t1m.de Website: https://www.t1m.de Address: Steigerstraße 10 99096 Erfurt
Germany	* National coverage / competence	Umweltbundesamt	German Environment Agency	Directive (EU) 2015/2302 on package travel	Telephone: +49 340 2103 2416 Email: eu-verbraucherschutz@uba.de

	(DE)			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,	Website: http://www.umweltbundesamt.de Address: Wörlitzer Platz 1 06844 Dessau-Roßlau
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				<p>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);</p>	
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				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	
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):	Telephone: +30 210 3736340, 210 3736117, 210 3736346, 210 3736115, 210 3736089 Email: mailbox@mintour.gr Website: http://www.mintour.gov.gr/ Address: Λεωφόρος Αμαλίας 12 10557 Αθήνα
Greece		Εθνικός Οργανισμός Φαρμάκων	EOF	Directive 2001/83/EC on medicinal products for human use, Legal responsibility for enforcing the following Union	Telephone: +30 213 20 40 281 Email: relation@eof.gr Website: http://www.eof.gr Address: 284 Mesogeion Av.e

				law(s):	155 62 Athens
Greece		ΔΙΕΥΘΥΝΣΗ ΠΡΟΣΤΑΣΙΑΣ ΚΑΤΑΝΑΛΩΤΗ	DIRECTORATE FOR CONSUMER PROTECTION	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	Telephone: +30 210 3893367, +30 210 3893546 Email: 1520@efpolis.gr Website: http://www.mindev.gov.gr Address: KANIGGOS SQ 101081 ATHENS

				<p>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</p>	
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				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	
Greece		ΥΠΟΥΡΓΕΙΟ ΝΑΥΤΙΛΙΑΣ & ΝΗΣΙΩΤΙΚΗΣ ΠΟΛΙΤΙΚΗΣ/ ΑΡΧΗΓΕΙΟ ΛΣ-ΕΛ.ΑΚΤ/ΔΘΣ	Ministry of Maritime Affairs and Insular Policy/Hellenic Coast Guard Headquarters/ Directorate of Maritime Transportation/Dpt C	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	NATIONAL BROADCASTING	Directive 2010/13/EU on	Telephone: +30 2131502390

			COUNCIL	audiovisual media services, Legal responsibility for enforcing the following Union law(s):	Email: ncrtv@otenet.gr Website: http://www.esr.gr Address: ΠΑΝΕΠΙΣΤΗΜΙΟΥ ΚΑΙ ΑΜΕΡΙΚΗΣ 5 10564 ΑΘΗΝΑ
Greece		ΤΡΑΠΕΖΑ ΤΗΣ ΕΛΛΑΔΟΣ	BANK OF GREECE	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: +30 210 3201111 Email: dep.bankingsupervision@bankofgreece.gr Website: https://www.bankofgreece.gr Address: EL. VENIZELOU 21 10250 ATHENS
Greece		ΓΕΝΙΚΗ ΓΡΑΜΜΑΤΕΙΑ ΟΙΚΟΝΟΜΙΚΗΣ ΠΟΛΙΤΙΚΗΣ ΓΕΝΙΚΗ ΔΙΕΥΘΥΝΣΗ ΟΙΚΟΝΟΜΙΚΗΣ ΠΟΛΙΤΙΚΗΣ ΔΙΕΥΘΥΝΣΗ ΧΡΗΜΑΤΟΟΙΚΟΝΟΜΙΚΗΣ ΠΟΛΙΤΙΚΗΣ	DIRECTORATE GENERAL OF ECONOMIC POLICY DIRECTORATE OF FINANCIAL POLICY	Directive 2014/92/EU on the comparability of fees related to payment accounts, Legal responsibility for enforcing the following Union	Telephone: +30 2103332778 Email: mcdf@m nec.gr Website: Address: ΝΙΚΗΣ 5-7 10563 ΑΘΗΝΑ

				law(s):	
Greece		ΥΠΗΡΕΣΙΑ ΠΟΛΙΤΙΚΗΣ ΑΕΡΟΠΟΡΙΑΣ	Civil Aviation Service	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	Telephone: +30 2109973162, +30 2109973156, +30 2109973163 Email: d1d@hcaa.gr Website: Address: ΛΕΟΝΤΟΣ 4 ΚΑΙ ΕΛΕΥΘΕΡΙΑΣ 16452 ΑΘΗΝΑ
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 1 485 6900 Email: hivatal@pest.gov.hu Website: Address: Városház utca 7. 1052 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	Telephone: +36 1 428 2600 Email: ugyfelszolgalat@mnbb.hu Website: http://www.mnbb.hu/ Address: Szabadság tér 9.

				<p>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):</p>	1054 Budapest
Hungary		Építési és Közlekedési Minisztérium (ÉKM) - Vasúti Hatósági Főosztály	Ministry of Construction and Transport (ÉKM) – Railway Authority	Legal responsibility for enforcing the following Union	<p>Telephone: +36 30 247 7183</p> <p>Email: vasut.nsa@ekm.gov.hu</p>

			Department	law(s); Regulation (EU) No 2021/782 on rail passengers' rights and obligations (repealing Regulation (EC) No 1371/2007)	Website: https://www.kormany.hu/ Address: Váci út 188. 1138 Budapest
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		Szabolcs-Szatmár-Bereg Vármegyei Kormányhivatal	Government Office for Szabolcs- Szatmar-Bereg County	Directive 2005/29/EC on unfair commercial	Telephone: +36 42 599 301 Email: hivatal@szabolcs.gov.hu

			(Nyiregyhaza)	practices, Legal responsibility for enforcing the following Union law(s):	Website: Address: Hősök tere 5. 4400 Nyíregyháza
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):	Telephone: +36 1 472 8900 Email: ugyfelszolgalat@gvh.hu Website: http://www.gvh.hu Address: Alkotmány utca 5. 1054 Budapest
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	Telephone: +36 1 477 1551 Email: kghf@ekm.gov.hu Website: https://www.kozlekedesihatosag.hu Address: Váci út 188. 1138 Budapest
Hungary		Budapest Főváros Kormányhivatala (Bfkh) - Fogyasztóvédelmi Főosztály	Consumer Protection Department of the	Directive (EU) 2015/2302 on package travel	Telephone: +36 1 450 2598 Email: fogyasztovedelem@bfkh.gov.hu

Government Office
of the Capital City
Budapest (BFKH)

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

Website: <http://www.kormanyhivatal.hu/>

Address: Sas utca 19.

1051 Budapest

				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	
Hungary		Szabályozott Tevékenységek Felügyeleti Hatósága (SZTFH)	Supervisory Authority for Regulatory Affairs (SARA)		<p>Telephone: +36 1 550 2500</p> <p>Email: egyezettetes@sztfh.hu</p> <p>Website: http://www.sztfh.hu</p> <p>Address: Alkotás utca 50. 1123 Budapest</p>
Iceland		Samgöngustofa	Icelandic Transport Authority	Legal responsibility for enforcing the following Union law(s);, Regulation (EC) No 1008/2008 on common air services rules in	<p>Telephone: +354 4806000</p> <p>Email: icetra@icetra.is</p> <p>Website: https://www.icetra.is/</p> <p>Address: Armuli 2 108 Reykjavik</p>

				<p>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, Regulation (EU) No 181/2011 on passengers' rights in bus and coach transport</p>	
Ireland		Irish Aviation Authority, Údaras Eitlíochta na hÉireann	Aviation Regulator	<p>Directive (EU) 2015/2302 on package travel and linked travel arrangements, Legal</p>	<p>Telephone: +353 1 603 1100</p> <p>Email: consumeraffairs@iaa.ie</p> <p>Website: https://www.iaa.ie/</p>

				<p>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>	<p>Address: The Times Building, 11-12 D'Olier Street D02 T449 Dublin 2</p>
Ireland		Coimisiun um Rialail Cumarsaide, Commission for Communications Regulation	Commission for Communications Regulation	<p>Directive 2002/58/EC on privacy and electronic communications, Directive 2011/83/EU on consumer rights, Directive 93/13/EEC on unfair</p>	<p>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</p>

				terms in consumer contracts, Legal responsibility for enforcing the following Union law(s):	
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):	<p>Telephone: +353 761 104 800</p> <p>Email: oss@dataprotection.ie</p> <p>Website: https://www.dataprotection.ie</p> <p>Address: 21 Fitzwilliam Square D02 RD28 Dublin</p>
Ireland		National Transport Authority, Údarás Náisiúnta Iompair	National Transport Authority (NTA)	Legal responsibility for enforcing the following Union law(s);, Regulation (EU) No 1177/2010 on passengers' rights when travelling by sea and inland waterway, Regulation (EU) No 181/2011 on passengers'	<p>Telephone: +353 1 879 8300</p> <p>Email: info@nationaltransport.ie</p> <p>Website: https://www.nationaltransport.ie/</p> <p>Address: Dún Scéine, Harcourt Lane D02WT20 Dublin</p>

				rights in bus and coach transport, Regulation (EU) No 2021/782 on rail passengers' rights and obligations (repealing Regulation (EC) No 1371/2007)	
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 for consumers for residential property, Directive 2014/92/EU on the comparability of fees related to payment accounts,	Telephone: +353 1 224 6000 Email: enquiries@centralbank.ie Website: https://www.centralbank.ie/ Address: PO BOX 559, New Wrapping Street, North Wall Quay D01 F7X3 Dublin 1

				Directive 93/13/EEC on unfair terms in consumer contracts, Legal responsibility for enforcing the following Union law(s):	
Ireland		Coimisiún na Meán	Broadcasting Authority of Ireland	Directive 2010/13/EU on audiovisual media services, Legal responsibility for enforcing the following Union law(s):	<p>Telephone: +353 1 6441200</p> <p>Email: info@cnam.ie</p> <p>Website: http://www.bai.ie</p> <p>Address: 1 Shelbourne Buildings, Shelbourne Road</p> <p>D04 NP20 Dublin</p>
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):	<p>Telephone: +353 1 676 4971</p> <p>Email: info@hpra.ie</p> <p>Website: https://www.hpra.ie/</p> <p>Address: Kevin O'Malley House, Earlsfort Centre, Earlsfort Terrace</p> <p>D02XP77 Dublin</p>
Italy		Autorità Garante della Concorrenza e del Mercato	Italian Competition Authority	Directive 2000/31/EC on electronic commerce,	<p>Telephone: +39 06 85821 411</p> <p>Email: diptc2@agcm.it</p>

				<p>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-</p>	<p>Website: http://www.agcm.it</p> <p>Address: Piazza G. Verdi 6a</p> <p>00198 Roma</p>
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				blocking, Regulation (EU) No 524/2013 on consumer ODR	
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		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	Telephone: +39 06 55 30 18 08 Email: segreteria_nazionale@codici.org Website: https://codici.org/ Address: Via Giuseppe Belluzzo 1 00149 Roma

				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	
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				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,	
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				<p>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 261/2004 on denied boarding and of cancellation or long delay of flights, Regulation (EU) 2017/1128 on cross-border portability of</p>	
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				<p>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 2021/782 on rail passengers' rights and obligations (repealing Regulation (EC) No 1371/2007), Regulation (EU) No 524/2013 on consumer ODR</p>	
Italy		Autorità per le Garanzie nelle Comunicazioni (AGCOM)	Authority for Communications	Directive 2000/31/EC on	Telephone: +39 06 69644296

			(AGCOM)	electronic commerce, 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	Email: DCA@AGCOM.IT Website: https://www.agcom.it/ Address: Isonzo 21B 00186 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		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	Telephone: +39 0647921 Email: email@bancaditalia.it Website: https://www.bancaditalia.it

				<p>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):</p>	<p>Address: Via Nazionale 91 00184 Roma</p>
Italy		Commissione Nazionale per le Società e la Borsa (CONSOB)	National Commission for Companies and the Stock Exchange - Italian market	<p>Directive 2000/31/EC on electronic commerce, Directive</p>	<p>Telephone: +39 06 84771 Email: relazioni.internazionali@consob.it Website: http://www.consob.it</p>

			supervisory authority (CONSOB)	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	Address: Via G. B. Martini, 3 00198 Rome
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	Telephone: +39 06445966348 Email: cartadiritti@enac.gov.it Website: https://www.enac.gov.it/ Address: Via Castro Pretorio 118 00185 Rome

				services	
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	<p>Telephone: +39 06 421331</p> <p>Email: servizio.vigilanzacondottamercato@ivass.it</p> <p>Website: https://www.ivass.it/</p> <p>Address: Via del Quirinale, 21 00187 Rome</p>

				contracts, Legal responsibility for enforcing the following Union law(s);, Regulation (EU) No 524/2013 on consumer ODR	
Italy		Autorità di Regolazione dei Trasporti - ART	Autorità di Regolazione dei Trasporti - ART	Legal responsibility for enforcing the following Union law(s);, 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 2021/782 on rail passengers' rights and obligations (repealing Regulation (EC) No 1371/2007)	<p>Telephone: +39 011 19212503</p> <p>Email: segreteria@autorita-trasporti.it</p> <p>Website: https://www.autorita-trasporti.it/</p> <p>Address: Via Nizza 230</p> <p>10126 Torino</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):	Telephone: +371 27802823 Email: vi@vi.gov.lv Website: http://www.vi.gov.lv Address: Klijānu iela 7 LV-1012 Rīga
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):	Telephone: +371 67 221 848 Email: neplpadome@neplpadome.lv Website: http://www.neplpadome.lv Address: Doma laukums 8A LV-1939 Rīga
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	Telephone: +370 5 2668091 Email: Website: http://www.ntakd.lt Address: Šv. Stepono g. 27A LT-01312 VILNIUS

				<p>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):</p>	
Lithuania		Valstybinė darbo inspekcija	State Labour Inspectorate	<p>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</p>	<p>Telephone: +370 5 265 0193</p> <p>Email: info@vdi.lt</p> <p>Website: http://www.vdi.lt</p> <p>Address: Algirdo g. 19 Vilnius Lietuva tel. 8-5-2139768 mob. 8-620-77447 fax. 8-5-2139768</p> <p>LT-03607 Vilnius</p>

				consumer contracts, Legal responsibility for enforcing the following Union law(s);, Regulation (EU) No 524/2013 on consumer ODR	
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):	Telephone: +370 5 266 2808 Email: aaa@aaa.am.lt Website: www.aplinka.lt Address: A. Juozapavičiaus g. 9 LT-09311 Vilnius
Lithuania		Lietuvos transporto saugos administracija	State Road Transport Inspectorate (under the Ministry of Transport and	Legal responsibility for enforcing the following Union law(s);,	Telephone: +370 5 278 5601 Email: ltsa@ltsa.lt Website: https://ltsa.lrv.lt/

			Communications)	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, Regulation (EU) No 181/2011 on passengers' rights in bus and coach transport	Address: Švitrigailos g. 42 LT-03209 Vilnius
Lithuania		Valstybinė akreditavimo sveikatos priežiūros veiklai	State Health Care Accreditation	Directive 2001/83/EC on	Telephone: +370 52615177

		tarnyba (DIMIC)	Agency - Delegated IMI Coordinator	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):	Email: vaspvt@vaspvt.gov.lt Website: http://www.vaspvt.gov.lt Address: 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/ Address: Gediminas av. 7 LT-01103 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	Telephone: +370 5 263 6006 Email: info@vert.lt Website: https://www.regula.lt Address: Verkių g. 25C-1

				<p>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):</p>	LT-08223 Vilnius
Lithuania		Lietuvos Respublikos ryšių reguliavimo tarnyba	Communications Regulatory Authority (RRT)	<p>Directive (EU) 2019/770 on contracts for the supply of digital content and digital services, Directive (EU) 2019/771 on</p>	<p>Telephone: +370 52105633</p> <p>Email: rrt@rrt.lt</p> <p>Website: http://rrt.lt/en/about_rrt.html</p> <p>Address: Mortos g. 14</p>

				contracts for the sale of goods, 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 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	LT-03219 Vilnius
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				<p>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>	
Lithuania		<p>Policijos departamentas prie Vidaus reikalų ministerijos</p>	<p>Police department under the Ministry of the Interior</p>	<p>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</p>	<p>Telephone: +370 700 60000</p> <p>Email: leidimai.pd@policija.lt</p> <p>Website: https://policija.lrv.lt/</p> <p>Address: Saltoniškių g. 19</p> <p>LT-08105 Vilnius</p>

				responsibility for enforcing the following Union law(s):	
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):	<p>Telephone: +370 52312957</p> <p>Email: metrinsp@metrinsp.lt</p> <p>Website: http://www.metrinsp.lt/2/</p> <p>Address: Tiltu g. 17 / Radvilų g. 4 01101 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>Address: Studentų g.45A</p> <p>LT-08107 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	<p>Telephone: +370 5 266 8200</p> <p>Email: vmi@vmi.lt</p> <p>Website: https://www.vmi.lt</p> <p>Address: Šermukšnių g. 4</p> <p>01106 Vilnius</p>

				protection in the indication of the prices of products, Legal responsibility for enforcing the following Union law(s):	
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	<p>Telephone: +370 5 268 0029</p> <p>Email: info@lb.lt</p> <p>Website: https://www.lb.lt/</p> <p>Address: Gedimino pr. 6</p> <p>01103 Vilnius</p>

				following Union law(s):	
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/ Address: Šeimyniškių g. 3A LT-09312 Vilnius
Lithuania		Lietuvos nacionalinė vartotojų federacija	Lithuanian national consumer federation		Telephone: +370 686 25661 Email: federacija@vartotojai.eu Website: http://www.vartotojuskundai.lt/ Address: Kalvarijų 20-2 LT-01131 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 Address: 15, Boulevard du Jazz L-4370 Belvaux
Luxembourg		Commission de surveillance du secteur financier	Supervisory authority of the	Directive 2000/31/EC on	Telephone: +352 26 25 1 1

Luxembourg
financial sector

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

Email: direction@cssf.lu

Website: <https://www.cssf.lu>

Address: 283, route d'Arlon

L-1150 Luxembourg

				<p>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</p>	
Malta		L-Awtorità Maltija tat-Turiżmu, Malta Tourism Authority	MTA - Malta Tourism Authority	<p>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</p>	<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>

				responsibility for enforcing the following Union law(s):	
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 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	<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 SLM 1549 Sliema</p>

				law(s):	
Malta		Awtorità dwar il-Medicini, 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):	Telephone: +356 2343 9000 Email: info.medicinesauthority@gov.mt Website: http://www.medicinesauthority.gov.mt Address: Sir Temi Żammit Buildings, Malta Life Sciences Park Postcode* SĠN 3000 Town* San Ġwann
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):	Telephone: +356 23952751 Email: cacouncil@gov.mt Website: http://www.consumeraffairsCouncil.mt Address: Mizzi House, National Road, Blata l-Bajda HMR 9010 Blata l-Bajda
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	Telephone: +356 214441155 Email: communications@mfsa.mt Website: http://www.mfsa.mt Address: Triq l-Imdina Zone 1 Central Business CBD 1010 Birkirkara

				property, Directive 2014/92/EU on the comparability of fees related to payment accounts, Legal responsibility for enforcing the following Union law(s):	
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>Address: 7, Mile End Road</p> <p>HMR 1719 Hamrun</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'	<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>

				<p>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, Regulation (EU) No 2021/782 on rail passengers' rights and obligations (repealing Regulation (EC) No 1371/2007)</p>	
Netherlands		Inspectie Gezondheidszorg en Jeugd (IGJ) - (voorheen	Health Care Inspectorate	Directive 2001/83/EC on	Telephone: +31 88 1205000

		Inspectie voor de Gezondheidszorg (IGZ))		medicinal products for human use, Legal responsibility for enforcing the following Union law(s):	Email: meldpunt@igj.nl Website: http://www.igj.nl Address: Postbus 2518 6401 DA Heerlen
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,	Telephone: +31 20 797 2000 Email: signalen@afm.nl Website: https://www.afm.nl Address: Postbus 11723 1001GS Amsterdam

				<p>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</p>	
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				<p>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</p>	
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				cross-border portability of online content services, Regulation (EU) 2018/302 addressing unjustified geo-blocking, Regulation (EU) No 524/2013 on consumer ODR	
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):	<p>Telephone: 0031882232233</p> <p>Email: dtalert@nvwa.nl</p> <p>Website: https://NVWA.nl</p> <p>Address: Catharijnesingel 59 3511GG Utrecht</p>
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,	<p>Telephone: +351 21 798 36 00</p> <p>Email: correio.asae@asae.pt</p> <p>Website: http://www.asae.pt</p> <p>Address: Rua Rodrigo da Fonseca, nº 73 1269 - 274 Lisboa</p>

				<p>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)</p>	
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				2018/302 addressing unjustified geo-blocking, Regulation (EU) No 524/2013 on consumer ODR	
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	<p>Telephone: +351 210 052 200</p> <p>Email: geral@ersar.pt</p> <p>Website: http://www.ersar.pt</p> <p>Address: Centro Empresarial Torres de Lisboa - Rua Tomás da Fonseca, Torre G – 8º</p> <p>1600-209 Lisboa</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	<p>Telephone: +351 217211000</p> <p>Email: info@anacom.pt</p> <p>Website: http://www.anacom.pt</p> <p>Address: Av. José Malhoa, 12</p> <p>1099 - 017 Lisboa</p>

				unfair commercial practices, Directive 2013/11/EU on consumer ADR, Legal responsibility for enforcing the following Union law(s):	
Portugal		Inspeção-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 213212500</p> <p>Email: igacgeral@igac.pt</p> <p>Website: http://www.igac.pt</p> <p>Address: Praça dos Restauradores, Palácio Foz, Apartado 2616</p> <p>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 217987100</p> <p>Email: infarmed@infarmed.pt</p> <p>Website: http://www.infarmed.pt</p> <p>Address: Avenida do Brasil, n.º 53</p> <p>1749-004 Lisboa</p>
Portugal		Banco de Portugal	Bank of Portugal	Directive 2000/31/EC on	Telephone: +351 21 313 00 00

				<p>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</p>	<p>Email: info@bportugal.pt</p> <p>Website: http://www.bportugal.pt/</p> <p>Address: Rua do Comércio, 148</p> <p>1100-150 Lisboa</p>
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				law(s):	
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):	Telephone: +351 217 903 100 Email: asf@asf.com.pt Website: http://www.asf.com.pt Address: Av. da República, n.º 76 1600-205 Lisboa Lisboa
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):	Telephone: +351 21 392 84 00 Email: imi@cnpd.pt Website: https://www.cnpd.pt Address: Av. D. Carlos I, 134 - 1.º 1200-651 LISBOA
Portugal		Procuradoria-Geral da	Prosecutor General	Directive	Telephone: +351 213 975 255

		República	's Office	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):	Email: correio@pgr.pt Website: http://www.ministeriopublico.pt Address: Rua da Escola Politécnica, nº 140 1269-269 Lisboa
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):	Telephone: +351 213 033 200 Email: erse@erse.pt Website: http://www.erse.pt Address: Rua Dom Cristóvão da Gama, n.º 1 – 3.º 1400-113 Lisboa
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):	Telephone: +351 210 107 000 Email: info@erc.pt Website: http://www.erc.pt Address: Avenida 24 de julho, nº58 1200-869 Lisboa

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/</p> <p>Address: Rua Laura Alves, 4 1050-138 Lisboa</p>
Portugal		Autoridade da Mobilidade e dos Transportes	Mobility and Transport Authority	Directive 2005/29/EC on unfair commercial practices,	<p>Telephone: +351 211 025 800</p> <p>Email: geral@amt-autoridade.pt</p> <p>Website: http://www.amt-autoridade.pt/</p>

				<p>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 1177/2010 on passengers' rights when travelling by sea and inland waterway, Regulation (EU) No 181/2011 on</p>	<p>Address: Rua de Santa Apolónia, 1100-468 Lisboa</p>
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				<p>passengers' rights in bus and coach transport, Regulation (EU) No 2021/782 on rail passengers' rights and obligations (repealing Regulation (EC) No 1371/2007)</p>	
Portugal		<p>Autoridade Nacional da Aviação Civil</p>	<p>Portuguese Civil Aviation Authority (CAA)</p>	<p>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</p>	<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>

				air, Regulation (EC) No 261/2004 on denied boarding and of cancellation or long delay of flights	
Romania		Ministerul Economiei, Antreprenoriatului 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>Address: 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,	<p>Telephone: +40 21 313 99 54</p> <p>Email: IMI@mt.ro</p> <p>Website: http://www.mt.gov.ro/web14/</p> <p>Address: Bd Dinicu Golescu nr. 38</p> <p>010873 Bucuresti</p>

				Regulation (EC) No 261/2004 on denied boarding and of cancellation or long delay of flights	
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	Telephone: +40213.136.047 Email: secretariat@mmanpis.ro Website: http://www.mmanpis.ro Address: Bld. General Gheorghe Magheru 7 010322 Bucuresti
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	Telephone: +40 31 805 9211 Email: anspdcp@dataprotection.ro Website: http://www.dataprotection.ro Address: 28-30 BD. GHEORGHE MAGHERU 010336 BUCHAREST

				following Union law(s):	
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	Telephone: +4021.313.63.20 Email: relatii-publice@isctr-mt.ro Website: http://www.isctr-mt.ro/ Address: B-dul Dinicu Golescu 38 010873 Bucuresti
Romania		Autoritatea de Siguranta Feroviara Romana (ASFR) - Regulament (UE) 2021/782 (drepturile si obligatiile calatorilor din transportul feroviar)	Romanian Railway Authority (AFER) – Passenger Rights Supervision Service	Legal responsibility for enforcing the following Union law(s);, Regulation (EU) No 2021/782 on rail passengers' rights and obligations (repealing Regulation (EC) No 1371/2007)	Telephone: +4021.307.68.52 Email: passengersrights@afer.ro Website: http://www.afer.ro Address: Calea Grivitei nr. 393 010719 Bucuresti
Romania		Autoritatea Nationala pentru Administrare si Reglementare in 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	Telephone: +40 372845400 Email: ancom@ancom.ro Website: https://www.ancom.ro/en/ Address: Strada Delea Nouă nr.2

				law(s):	030925 Bucuresti
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):	Telephone: +40 213055356 Email: cna@cna.ro Website: http://www.cna.ro/-English-.html Address: Bd. Libertății nr. 14 050706 Bucuresti
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):	Telephone: +4021.317.11.00 Email: petitii@anm.ro Website: https://www.anm.ro/en/ Address: Aviator Major Ștefan Sănătescu 48 011478 Bucuresti
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):	Telephone: +40212082525 Email: economic@politiaromana.ro Website: https://www.politiaromana.ro/en Address: Mihai Voda 6 050041 Bucuresti
Slovakia		Ministerstvo dopravy a výstavby SR	Ministry of Transport, Posts and Telecommunications	Regulation (EU) No 181/2011 on passengers'	Telephone: +421 2 52731439 Email: Marek.Hudec@mindop.sk

				rights in bus and coach transport	<p>Website: https://www.mindop.sk/en</p> <p>Address: Námestie slobody 6</p> <p>810 05 Bratislava</p>
Slovakia		Slovenská obchodná inšpekcia	Slovak Trade Inspection	<p>Directive (EU) 2015/2302 on package travel and linked travel arrangements,</p> <p>Directive 1999/44/EC on the sale of consumer goods and associated guarantees,</p> <p>Directive 2000/31/EC on electronic commerce,</p> <p>Directive 2005/29/EC on unfair commercial practices,</p> <p>Directive 2006/114/EC on misleading and comparative advertising,</p> <p>Directive 2006/123/EC on</p>	<p>Telephone: +421 2 58272 -123, -159</p> <p>Email: imi@soi.sk</p> <p>Website: http://www.soi.sk</p> <p>Address: Bajkalská 21/A</p> <p>827 99 Bratislava 27</p>

				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	
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				<p>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) 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</p>	
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				<p>waterway, Regulation (EU) No 181/2011 on passengers' rights in bus and coach transport, Regulation (EU) No 2021/782 on rail passengers' rights and obligations (repealing Regulation (EC) No 1371/2007), Regulation (EU) No 524/2013 on consumer ODR</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, Directive 93/13/ EEC on unfair terms in consumer</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>Address: Tomášikova 28 C 821 01 Bratislava</p>

				contracts, Legal responsibility for enforcing the following Union law(s);, Regulation (EU) No 524/2013 on consumer ODR	
Slovakia		Štátna veterinárna a potravinová správa SR	State Veterinary and Food Administration of the Slovak Republic	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>Telephone: +421 2 602 57 212</p> <p>Email: sekretariatUR@svps.sk</p> <p>Website: http://www.svps.sk</p> <p>Address: Botanická č. 17 842 13 Bratislava</p>
Slovakia		Dopravný úrad	Transport Authority - National Rail Safety Authority	Regulation (EU) No 1177/2010 on passengers' rights when travelling by sea	<p>Telephone: +421 2 48 777 402</p> <p>Email: nsat@nsat.sk</p> <p>Website: http://www.nsat.sk</p>

				and inland waterway, Regulation (EU) No 2021/782 on rail passengers' rights and obligations (repealing Regulation (EC) No 1371/2007)	Address: Letisko M. R. Štefánika 823 05 Bratislava
Slovakia		Úrad verejného zdravotníctva SR	Public Health Authority of the Slovak Republic	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 2013/11/EU on consumer ADR, Legal responsibility for enforcing the following Union law(s);, Regulation (EU) No 524/2013 on	Telephone: +421 2 49284111 Email: uvzsr@uvzsr.sk Website: http://www.uvzsr.sk Address: Trnavská cesta 52 826 45 Bratislava

				consumer ODR	
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):	Telephone: +421 2 50 70 11 11 Email: sukl@sukl.sk Website: https://www.sukl.sk Address: Kvetná 11 825 08 Bratislava
Slovakia		Úrad pre reguláciu elektronických komunikácií a poštových služieb	Regulatory Authority for Electronic Communications and Postal Services	Directive 2002/58/EC on privacy and electronic communications, Directive 2011/83/EU on consumer rights, Directive 2013/11/EU on consumer ADR, Legal	Telephone: +421 908 880 099 Email: podnety@teleoff.gov.sk Website: https://www.teleoff.gov.sk/ Address: Továrenská 7 828 55 Bratislava

				responsibility for enforcing the following Union law(s);, Regulation (EU) No 524/2013 on consumer ODR	
Slovakia		Národná banka Slovenska	National Bank of Slovakia	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	Telephone: +421 2 5787 1111 Email: cpc@nbs.sk Website: https://www.nbs.sk/en/home Address: Imricha Karvaša 1 81325 Bratislava

				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):	
Slovakia		Rada pre mediálne služby	Council for Broadcasting and Retransmission	Directive 2010/13/EU on audiovisual media services, Legal responsibility for enforcing the following Union law(s):	<p>Telephone: +421 2 20 90 65 00</p> <p>Email: office@rpms.sk</p> <p>Website: https://rpms.sk/</p> <p>Address: Palisády 36</p> <p>81106 Bratislava</p>
Slovakia		Ústav štátnej kontroly veterinárnych biopreparátov a liečiv	Institute for State Control of Veterinary Biologicals and	Directive 2006/114/EC on misleading and	<p>Telephone: +421 37 65 15 5067</p> <p>Email: uskvbl@uskvbl.sk</p>

			Medicines, Slovakia	comparative advertising, Legal responsibility for enforcing the following Union law(s):	Website: http://www.uskvbl.sk/ Address: Biovetská 34 949 01 Nitra
Slovenia		Tržni inšpektorat Republike Slovenije	Market Inspectorate	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	Telephone: +386 1 280 8700 Email: gp.tirs@gov.si Website: http://www.ti.gov.si Address: Dunajska cesta 160 1000 Ljubljana

				<p>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</p>	
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				<p>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>	
Slovenia		Banka Slovenije	Bank of Slovenia	<p>Directive 2008/48/EC on credit</p>	<p>Telephone: +386 1 471 9000</p> <p>Email: OK-Vlozisce@bses.bsi.si</p>

				<p>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>Website: http://www.bsi.si</p> <p>Address: Slovenska 35</p> <p>1505 Ljubljana</p>
Slovenia		Agencija za komunikacijska omrežja in storitve Republike Slovenije (AKOS)	Agency for communication networks and services of the Republic Slovenia (AKOS)	<p>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)</p>	<p>Telephone: +386 1 583 63 00</p> <p>Email: info.box@akos-rs.si</p> <p>Website: https://www.akos-rs.si/akos</p> <p>Address: Stegne 7</p> <p>1000 Ljubljana</p>

				2017/1128 on cross-border portability of online content services	
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	<p>Telephone: +386 1 244 66 01</p> <p>Email: info@caa.si</p> <p>Website: https://www.caa.si/</p> <p>Address: Kotnikova 19A</p> <p>1000 Ljubljana</p>
Slovenia		Uprava Republike Slovenije za pomorstvo (URSP)	Slovenian Maritime Administration (URSP)	Legal responsibility for enforcing the	<p>Telephone: +386 5 663 21 00</p> <p>Email: ursp.box@gov.si</p>

				following Union law(s);, Regulation (EU) No 1177/2010 on passengers' rights when travelling by sea and inland waterway	<p>Website: https://www.gov.si</p> <p>Address: Ukmarjev trg 2</p> <p>6000 Koper</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):	<p>Telephone: +386 8 2000 500</p> <p>Email: info@jazmp.si</p> <p>Website: https://www.jazmp.si/o-nas/</p> <p>Address: Slovenčeva ulica 22</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	Directive 2005/29/EC on unfair commercial	<p>Telephone: +386 1 434 5700</p> <p>Email: irskglr.mkgp@gov.si</p>

			fisheries (IRSKGLR)	practices, Directive 2006/114/EC on misleading and comparative advertising, Legal responsibility for enforcing the following Union law(s):	Website: https://www.gov.si Address: Dunajska 58 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 (EU) No 181/2011 on passengers' rights in bus and coach transport, Regulation (EU) No 2021/782 on rail passengers' rights and obligations (repealing Regulation (EC) No 1371/2007)	Telephone: +386 1 420 44 88 Email: gp.irsi@gov.si Website: https://www.gov.si/ Address: Vožarski pot 12 1000 Ljubljana
Spain	Aragon	Departamento de Medio Ambiente y Turismo. Dirección General de Turismo y Hostelería.	Competent authority for tourism agencies and professionals (autonomous	Directive (EU) 2015/2302 on package travel and linked travel	Telephone: +34 976 715966 Email: dgturismo@aragon.es

			community of Aragon)	arrangements, Legal responsibility for enforcing the following Union law(s);, Regulation (EU) 2018/302 addressing unjustified geo-blocking	Website: http://www.aragon.es/ Address: Dirección General de Turismo y Hostelería. Gobierno de Aragón.- Paseo de María Agustín, 36. Edificio Pignatelli. 50004 Zaragoza
Spain	Valencian Community	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	Telephone: +34 961209804 Email: ordenacion_turisme@gva.es Website: http://www.comunitatvalenciana.com Address: C/ Democracia,77. Ciudad Administrativa 9 De Octubre-Torre 2 46018 Valencia
Spain	Castile and Leon	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	Directive (EU) 2015/2302 on package travel and linked travel arrangements, Legal	Telephone: +34 983411910 Email: antsante@jcyL.es Website: http://www.jcyL.es

			Castile and Leon)	responsibility for enforcing the following Union law(s);, Regulation (EU) 2018/302 addressing unjustified geo-blocking	Address: Paseo de Filipinos,1- Planta 3 47007 Valladolid
Spain	Castile-La Mancha	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	Cantabria	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	Telephone: +34 942 20 76 75 Email: dgcomercioconsumo@cantabria.es Website: http://www.dgicc.cantabria.es Address: Albert Einstein, 2 (PCTCAN) 39011 S Santander

				<p>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</p>	
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				<p>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>	
Spain	Valencian	Generalitat. Comunitat	Regional competent	Directive	Telephone: +34 961209467

	Community	Valenciana. Conselleria de Innovación, Industria, Comercio y Turismo. Dirección General de Comercio, Artesanía y Consumo.	authority for consumer services (Alicante, Castellon, Valencia) (autonomous community of the Valencian Community)	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	<p>Email: rosell_ber@gva.es</p> <p>Website: http://www.indi.gva.es/web/consumo</p> <p>Address: C/ Castán Tobeñas,77. Ciudad Administrativa 9 De Octubre. Torre 2, Planta 6</p> <p>46018 Valencia</p>
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				<p>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</p>	
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				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	
Spain	Basque country	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 Address: Donosti 1 01010 Vitoria-Gasteiz
Spain	Andalusia	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):,	Telephone: +34 681206078 Email: guiasturismo.ctcd@juntadeandalucia.es Website: Address: Plaza Nueva, 4 2ª planta 41071 Sevilla

				Regulation (EU) 2018/302 addressing unjustified geo-blocking	
Spain	Balearic Islands	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	<p>Telephone: +34 971784996</p> <p>Email: inspeccio@dgconsum.caib.es</p> <p>Website: http://www.caib.es</p> <p>Address: Carrer de Jesús, 38 A</p> <p>07010 Palma</p>

				<p>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</p>	
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				<p>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>	
Spain	Castile-La Mancha	Dirección General de Transportes y Movilidad. Junta de Comunidades de Castilla La Mancha	Regional competent authority for transport (autonomous community of Castile-La Mancha)	<p>Legal responsibility for enforcing the following Union law(s);, Regulation (EU) No 181/2011 on passengers' rights in bus and coach transport</p>	<p>Telephone: +34 925267866</p> <p>Email: dgtransportes.fomento@jccm.es</p> <p>Website: http://www.castillalamancha.es</p> <p>Address: Paseo Cristo de la Vega s/n</p> <p>45071 Toledo</p>
Spain	Valencian Community	Generalitat. Comunitat Valenciana. Conselleria de Medio Ambiente, Infraestructuras y Territorio.	Regional competent authority for land transport (Alicante, Castellon, Valencia)	<p>Legal responsibility for enforcing the following Union</p>	<p>Telephone: +34 961208475</p> <p>Email: serres_sus@gva.es</p>

		Dirección General de Transportes y Logística	(autonomous community of the Valencian Community)	law(s);, Regulation (EU) No 181/2011 on passengers' rights in bus and coach transport	Website: http://politicaterritorial.gva.es Address: C/ Democracia,77. Ciudad Administrativa 9 De Octubre - Torre 1 46018 Valencia
Spain	Castile-La Mancha	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	Telephone: +34 925267800 Email: dg2030yconsumo@jccm.es Website: http://www.jccm.es Address: C/ Río Estenilla, s/n 45071 Toledo

				<p>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)</p>	
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				<p>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>	
Spain	Galicia	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)	<p>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</p>	<p>Telephone: +34 981 546 351</p> <p>Email: secretaria.turismo@xunta.es</p> <p>Website: http://turismo.xunta.es/</p> <p>Address: Carretera Santiago - Noia km 3. A Barcia</p> <p>15897 Santiago de Compostela- A Coruña</p>

				enforcing the following Union law(s);, Regulation (EU) 2018/302 addressing unjustified geo-blocking	
Spain	Cantabria	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: Website: https://www.cantabria.es/ Address: C/ Albert Einstein, 4 39011 Santander
Spain	* National coverage / competence	Subdirección General para la Sociedad Digital (Secretaría de Estado de Digitalización e	General Subdirectorate of Information Society	Directive 2000/31/EC on electronic	Telephone: +34 913463368 Email: sgsd@economia.gob.es

	(ES)	Inteligencia Artificial. Ministerio de Asuntos Económicos y Transformación Digital)	Services (State Secretariat for Telecommunications and the Information Society - Ministry of Industry, Energy and Tourism)	commerce, Legal responsibility for enforcing the following Union law(s):	Website: http://www.lssi.es Address: c/ Poeta Joan Maragall, 41 28020 Madrid
Spain	* National coverage / competence (ES)	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 Address: Jorge Juan, 6 28001 Madrid
Spain	Aragon	Gobierno de Aragón. Dirección General de Protección de Consumidores y Usuarios.	Government of Aragon - Directorate-General for Consumer and User Protection	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	Telephone: +34 976712244 Email: consumo@aragon.es Website: https://www.aragon.es/-/consumo-1 Address: Edificio de Plaza del Pilar, 3 Edificios B/C, Plaza del Pilar 3, Planta 1 50003 Zaragoza

				<p>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</p>	
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				<p>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</p>	
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				waterway, Regulation (EU) No 524/2013 on consumer ODR	
Spain	Ceuta (autonomous city)	Ciudad Autónoma de Ceuta. Consejería de Sanidad, Servicios Sociales e Igualdad. Servicio de Consumo	Autonomous City of Ceuta. Ministry of Health, Social Services and Equality. Consumer Service	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	Telephone: +34 956515604 Email: serviciosociales@ceuta.es Website: Address: Pza de la Constitución Acceso 1 A 51001 Ceuta

				<p>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</p>	
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				<p>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>	
Spain	Extremadura	Instituto de Consumo de Extremadura (INCOEX)	Competent authority for consumer protection	Directive 1999/44/EC on the sale of	<p>Telephone: +34 924004700</p> <p>Email: controlmercadoincoex@salud-juntaex.es</p>

(Extremadura)

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

Website: <https://saludextremadura.ses.es/incoex/>

Address: Calle Adriano, 4, 1ª planta
06800 Mérida

				<p>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</p>	
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				<p>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>	
Spain	Foral Community of Navarre	Gobierno de Navarra. Dirección de Servicio de Consumo y Arbitraje (Kontsumo eta Arbitraje Zerbitzuko Zuzendari)	Government of Navarre. Consumer and Arbitration Service Directorate	<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</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>

				<p>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,</p>	
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				<p>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)</p>	
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				No 524/2013 on consumer ODR	
Spain	Region of Murcia	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	<p>Telephone: +34 981753869</p> <p>Email: inspeccionconsumo@carm.es</p> <p>Website: https://www.carm.es/</p> <p>Address: Ronda de Levante 11, 3 Planta. 30071 Murcia</p>

				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	
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				<p>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>	
Spain	Andalusia	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)	<p>Directive 1999/44/EC on the sale of consumer goods and associated guarantees, Directive 2002/65/EC on distance marketing of</p>	<p>Telephone: +34 955041089</p> <p>Email: dg.consumo.csalud@juntadeandalucia.es</p> <p>Website: https://www.juntadeandalucia.es</p> <p>Address: Avenida de la Innovación s/n. Edificio Arena 1</p> <p>41020 Sevilla</p>

				<p>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</p>	
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				<p>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)</p>	
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				No 1177/2010 on passengers' rights when travelling by sea and inland waterway, Regulation (EU) No 524/2013 on consumer ODR	
Spain	Principality of Asturias	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	Telephone: +34 985106870 Email: asac@asturias.org Website: http://www.consumoastur.es Address: Ciriaco Miguel Vigil nº 9-1ª planta 33005 Oviedo

				<p>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</p>	
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				<p>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>	
Spain	Canary Islands	Gobierno de Canarias. Dirección General de Comercio y Consumo.	Directorate General for Commerce and Consumers (Autonomous Community of the Canary Islands)	<p>Directive 1999/44/EC on the sale of consumer goods and associated guarantees, Directive 2002/65/EC on distance marketing of</p>	<p>Telephone: +34 922924741 / +34 922924748</p> <p>Email: inspeccioncc.consumo@gobiernodecanarias.org</p> <p>Website: https://www.gobiernodecanarias.org</p> <p>Address: Avenida Francisco La Roche, nº 35, Edificio de Usos Múltiples I, planta 8ª</p> <p>38071 Santa Cruz de Tenerife</p>

				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	
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				<p>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,</p>	
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				<p>Regulation (EU) No 1177/2010 on passengers' rights when travelling by sea and inland waterway,</p> <p>Regulation (EU) No 524/2013 on consumer ODR</p>	
Spain	Madrid	Dirección General de Comercio y Consumo. Comunidad de Madrid.	General Directorate of Commerce and Consumption (autonomous community of Madrid)	<p>Directive 1999/44/EC on the sale of consumer goods and associated guarantees,</p> <p>Directive 2002/65/EC on distance marketing of consumer financial services,</p> <p>Directive 2005/29/EC on unfair commercial practices,</p> <p>Directive 2006/114/EC on misleading and comparative advertising,</p>	<p>Telephone: +34 91 3105 771</p> <p>Email: consumo.inspeccion@madrid.org</p> <p>Website: http://www.madrid.org/</p> <p>Address: Ramírez de Prado 5bis. 1 planta 28045 Madrid</p>

				<p>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,</p>	
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				<p>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> <p>Regulation (EC) No 1008/2008 on common air services rules in the Community,</p> <p>Regulation (EU) 2018/302 addressing unjustified geo-blocking,</p> <p>Regulation (EU) No 1177/2010 on passengers' rights when travelling by sea and inland waterway,</p> <p>Regulation (EU) No 524/2013 on consumer ODR</p>	
Spain	La Rioja	Gobierno de la Rioja. Dirección General de Salud	Government of La Rioja - Directorate-	Directive 1999/44/EC on	<p>Telephone: +34 941291200</p> <p>Email: consumo.control@larioja.org</p>

		Pública, Consumo y Cuidados	General for Public Health, Consumer Affairs and Care	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	Website: https://www.larioja.org/ Address: C/ Vara de Rey, 8 26001 Logroño
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				<p>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</p>	
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				<p>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>	
Spain	Basque country	Gobierno Vasco - Instituto Vasco de Consumo - Kontsumobide	Basque Government - Basque Institute of Consumer Affairs	<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</p>	<p>Telephone: +34 945062140</p> <p>Email: kontsumobide@kontsumobide.eus</p> <p>Website: http://www.kontsumobide.euskadi.eus</p> <p>Address: Avda. de Santiago, 11</p> <p>01002 Vitoria-Gasteiz</p>

				<p>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</p>	
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				<p>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</p>	
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				waterway, Regulation (EU) No 524/2013 on consumer ODR	
Spain	* National coverage / competence (ES)	Agencia Española de Medicamentos y Productos Sanitarios (AEMPS)	Spanish Agency of Medecines 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/ Address: Calle Campezo 1, Edificio 8. 28022 Madrid
Spain	* National coverage / competence (ES)	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/ Address: Av. General Perón 40, portal B, 1ª planta, Madrid 28020 Madrid

Spain	Balearic Islands	Govern de les Illes Balears. Direcció General de Turismo	Government of Balearic Islands. 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: +34 971 17 66 00 Email: ordenacioturistica@dgoturis.caib.es Website: http://www.caib.es Address: C/ de Montenegro, 5 07012 Palma de Mallorca
Spain	Madrid	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	Telephone: +34 917206700 Email: destinos.turisticos@madrid.org Website: https://www.esmadrid.com Address: C/ Alcalá 26 1ª (entrada por Cedaceros 1) 28014 Madrid
Spain	Castile and Leon	Junta de Castilla y León. Dirección General de	Council of Castilla y León. Directorate	Directive 1999/44/EC on	Telephone: +34 983 324 392

		Comercio y Consumo.	General for Trade and Consumer Affairs	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	Email: comercioyconsumo@jcyl.es Website: https://consumo.jcyl.es Address: C/ Jacinto Benavente, 2. 47195 Arroyo de la Encomienda (Valladolid)
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				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	
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				<p>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>	
Spain	Canary Islands	Dirección General de Ordenación y Promoción Turística - Gobierno de Canarias	Directorate General for Tourism Development and Promotion (Autonomous Community of Canary Islands)	<p>Directive (EU) 2015/2302 on package travel and linked travel arrangements, Directive 2008/122/EC on timeshare, long-term holiday product, resale</p>	<p>Telephone: +34 928 45 58 19</p> <p>Email: amedpen@gobiernodecanarias.org</p> <p>Website: https://www.gobiernodecanarias.org/turic/</p> <p>Address: C/ León y Castillo 200. Edificio Servicios Múltiples III. 5ª Planta. 35071 Las Palmas de Gran Canaria</p>

				and exchange contracts, Legal responsibility for enforcing the following Union law(s);, Regulation (EU) 2018/302 addressing unjustified geo-blocking	
Spain	Melilla (autonomous city)	Ciudad Autónoma de Melilla. Dirección General de Salud Pública y Consumo	Autonomous City of Melilla. Directorate General for Public Health and Consumer Affairs	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,	<p>Telephone: +34 952 97 62 51</p> <p>Email: consumo@melilla.es</p> <p>Website: http://www.melilla.es/melillaPortal/</p> <p>Address: Ctra. Alfonso XIII, 52-54</p> <p>52005 Melilla</p>

				<p>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,</p>	
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				<p>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> <p>Regulation (EC) No 1008/2008 on common air services rules in the Community,</p> <p>Regulation (EU) 2018/302 addressing unjustified geo-blocking,</p> <p>Regulation (EU) No 1177/2010 on passengers' rights when travelling by sea and inland waterway,</p> <p>Regulation (EU) No 524/2013 on consumer ODR</p>	
Spain	Region of Murcia	Comunidad Autónoma de la Región de Murcia. Dirección	Tourism Institute - Directorate general	<p>Directive (EU) 2015/2302 on</p>	<p>Telephone: +34 968 357761 / +34 968 277716</p> <p>Email: comunicacion@murciaturistica.es</p>

		General del Instituto de Turismo de la Región de Murcia (ITREM)	(ITREM)	package travel and linked travel arrangements, Legal responsibility for enforcing the following Union law(s);, Regulation (EU) 2018/302 addressing unjustified geo-blocking	Website: https://www.itrem.es/itrem/inicio Address: Avda. Juana Jugan 2. 30006 Murcia
Spain	La Rioja	Gobierno de la Rioja. Dirección General de Turismo.	Government of La Rioja. 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 941291100 Email: dg.turismo@larioja.org Website: http://www.larioja.org/ Address: Avda Zaragoza 21. 26071 Logroño
Spain	Foral Community of Navarre	Gobierno de Navarra. Dirección del Servicio de Ordenación y Fomento del Turismo y del Comercio	Government of Navarre - Directorate of the Tourism and Trade Planning and	Directive (EU) 2015/2302 on package travel and linked travel	Telephone: +34 848 42 77 55 Email:

			Development Service	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	Website: https://www.turismo.navarra.es Address: C/Navarrería 39 31001 Pamplona-Iruña
Spain	* National coverage / competence (ES)	Ministerio de Transportes, movilidad y Agenda Urbana. Dirección General de Transporte Terrestre. (Subdirección General de Inspección)	Ministry of Transports, Mobility and Urban Agenda - Directorate General for Ground Transport (General Directorate of Inspection)	Legal responsibility for enforcing the following Union law(s);, Regulation (EU) No 181/2011 on passengers' rights in bus and coach transport, Regulation (EU) No 2021/782 on rail passengers' rights and obligations (repealing	Telephone: +34 915978043 Email: dirgtt@fomento.es Website: https://www.fomento.gob.es Address: C/ Paseo de la Castellana, 67 28071 Madrid

				Regulation (EC) No 1371/2007)	
Spain	Galicia	Xunta de Galicia. Dirección General de Movilidad.	Autonomous Community of Galicia. Directorate General for Mobility.	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</p> <p>Address: Edificio Administrativo San Caetano, s/n</p> <p>15707 Santiago de Compostela</p>
Spain	Galicia	Xunta de Galicia. Instituto Gallego del Consumo y de la Competencia (IGCC)	Government of Galicia. IGCC (Galician Institute for Consumer Affairs and Competition)	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	<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>

				<p>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</p>	
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				<p>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>	
Spain	Principality of Asturias	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	<p>Directive (EU) 2015/2302 on package travel and linked travel arrangements, Directive 2008/122/EC on</p>	<p>Telephone: +34 98510771</p> <p>Email: turismo@asturias.org</p> <p>Website:</p> <p>Address: C/ Eduardo Herrera "Herrerita" s/n. 1ª Planta</p>

			Principality of Asturias)	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	33006 Oviedo
Spain	Catalonia	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 (autonomous community of Catalonia)	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	Telephone: +34 935516666 Email: inspeccioimi.consum@gencat.cat Website: http://www.consum.cat Address: Calle Foc, 57 08038 Barcelona

				<p>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</p>	
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				<p>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</p>	
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				and inland waterway, Regulation (EU) No 524/2013 on consumer ODR	
Spain	Principality of Asturias	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	<p>Telephone: +34 985105541</p> <p>Email: movilidad@asturias.org</p> <p>Website: http://www.asturias.es/</p> <p>Address: C/ Trece Rosas, 2 - Planta 3ª Sector derecho</p> <p>33005 Oviedo</p>
Spain	Balearic Islands	Comunidad Autónoma de las Illes Balears. Dirección General de Movilidad y Transporte Terrestre	Regional Authority - Directorate-General for Mobility and Land Transport (Balearic Islands)	Legal responsibility for enforcing the following Union law(s);, Regulation (EU) No 181/2011 on passengers' rights in bus and coach transport	<p>Telephone: +34 971 17 71 81</p> <p>Email: directorgeneral@dgmobil.caib.es</p> <p>Website:</p> <p>Address: C/ Eusebi Estada, 28, 1º piso</p> <p>07004 Palma de Mallorca</p>
Spain	* National coverage / competence (ES)	Banco de España	Bank of Spain	Directive 2002/65/EC on distance marketing of consumer financial services,	<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>Address: Alcalá 48</p>

				<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>	28014 Madrid
Spain	Canary Islands	<p>Autoridad regional en el Gobierno de Canarias a efectos de Cooperación en Protección de Consumidores en el ámbito del transporte. Dirección General de Transportes</p>	<p>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</p>	<p>Legal responsibility for enforcing the following Union law(s);, Regulation (EU) No 181/2011 on passengers' rights in bus and coach transport</p>	<p>Telephone: +34 928 11 52 50</p> <p>Email: dgtranstf.copt@gobiernodecanarias.org</p> <p>Website: https://www.gobiernodecanarias.org</p> <p>Address: C/ Prof. Agustín Millares Carló, 22 Edf. Servicios Múltiples I Planta 11^a</p> <p>35071 Las Palmas de Gran Canaria</p>
Spain	Cantabria	Autoridad regional en la	Regional authority in	Legal	Telephone: +34 942367412

		Comunidad Autónoma de Cantabria a efectos de Cooperación en Protección de Consumidores en el ámbito del transporte. Dirección General de Transportes y Comunicaciones	the Autonomous Community of Cantabria for the purpose of cooperation in the field of consumer protection and in the field of transport. Directorate-General for Transport and Communications	responsibility for enforcing the following Union law(s);, Regulation (EU) No 181/2011 on passengers' rights in bus and coach transport	Email: ttesycom@cantabria.es Website: http://www.cantabria.es Address: C/ Cádiz, nº 2, 1º 39002 Santander
Spain	Catalonia	Autoridad regional en la Generalitat de Catalunya 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	Extremadura	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.	Directive (EU) 2015/2302 on package travel and linked travel arrangements, Legal responsibility for enforcing the following Union	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

			Directorate-General for Tourism	law(s);, Regulation (EU) 2018/302 addressing unjustified geo-blocking	
Spain	Region of Murcia	Autoridad regional competente en la Comunidad Autónoma Región de Murcia a efectos de Cooperación en Protección de Consumidores en el ámbito del transporte. Dirección General de Transportes Costas y Puertos.	Regional competent authority for Consumer Protection Cooperation (CPC) in the field of transport - General Directorate of Coastal and Port Transport (autonomous community of the Region of Murcia)	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 Address: Pza. de Santoña, 6. 1ª planta 30006 Murcia
Spain	Foral Community of Navarre	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 Navarre for the purpose of cooperation in the field of consumer protection in the field of transport. Directorate-General for Public Works and Infrastructure	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/ Address: C/ Alhóndiga,1, 2ª planta. 31002 Pamplona
Spain	La Rioja	Autoridad Competente en la Comunidad Autónoma de la Rioja a efectos de	Competent Authority for the purposes of Cooperation in	Legal responsibility for enforcing the	Telephone: +34 941 29 12 89 Email: servicio.transportes@larioja.org

		Cooperación en Protección de Consumidores en el ámbito del transporte. Dirección General de Obras Públicas y Transportes	Consumer Protection in the field of transport. Directorate-General for Public Works and Transport (Autonomous Community of La Rioja)	following Union law(s);, Regulation (EU) No 181/2011 on passengers' rights in bus and coach transport	Website: https://web.larioja.org/ Address: C/ Marqués de Murrieta,76 26071 Logroño
Spain	Andalusia	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	Regional competent authority for the purposes of Consumer Protection Cooperation in the field of transport. Directorate-General (Junta de Andalucía)	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: Address: Avda. Diego Martínez Barrio, nº 10 41071 Sevilla
Spain	Castile and Leon	Autoridad regional competente a efectos de Cooperación en Protección de Consumidores en el ámbito del transporte de la Junta de Castilla y León. Dirección General de Transportes	Regional competent authority for Consumer Protection Cooperation in the field of transport (Junta de Castilla y León)	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 Email: area.dg.transportes@jcy.es Website: https://www.jcyl.es Address: C/ Rigoberto Cortejoso, 14. Planta 1ª Despacho 166. Edificio de Medio Ambiente 47014 Valladolid
Spain	Extremadura	Autoridad competente regional del Gobierno de	Regional competent authority for	Legal responsibility for	Telephone: +34 924 33 23 15

		Extremadura a efectos de Cooperación en Protección de Consumidores en el ámbito del transporte. Dirección General de Transportes	Consumer Protection Cooperation in the field of transport. Directorate-General for Transport (Extremadura)	enforcing the following Union law(s); Regulation (EU) No 181/2011 on passengers' rights in bus and coach transport	Email: transporte@juntaex.es Website: Address: Avda. de las Comunidades s/n. 06800 Mérida (Badajoz)
Spain	Madrid	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	* National coverage / competence (ES)	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	* National coverage / competence (ES)	Dirección General de Consumo	Spanish Deputy General Directorate for Inspection and Sanction Procedure	Directive (EU) 2015/2302 on package travel and linked travel	Telephone: +34 663 14 28 99 Email: subdireccion.inspeccion@consumo.gob.es

				<p>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</p>	<p>Website: Address: Calle Príncipe de Vergara 54 28006 Madrid</p>
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				<p>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,</p>	
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				<p>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 (EU) 2018/302 addressing unjustified geo-blocking, Regulation (EU)</p>	
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				<p>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 2021/782 on rail passengers' rights and obligations (repealing Regulation (EC) No 1371/2007)</p>	
Sweden		Läkemedelsverket	Medical Products Agency	<p>Directive 2001/83/EC on medicinal products for human use, Legal responsibility for enforcing the following Union law(s):</p>	<p>Telephone: +46 18 17 46 00</p> <p>Email: registrator@mpa.se</p> <p>Website: http://www.lakemedelsverket.se</p> <p>Address: Dag Hammaskjöld's väg 42</p> <p>751 03 Uppsala</p>
Sweden		Finansinspektionen	The Swedish Financial Supervisory Authority	<p>Directive 2008/48/EC on credit agreements for</p>	<p>Telephone: +46 08-40898000</p> <p>Email: finansinspektionen@fi.se</p>

				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):	Website: http://www.fi.se Address: Brunnsgatan 3 103 97 Stockholm
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