

COUNTRY NAME	REGION	OFFICIAL_NAME	INFORMAL_TITLE	LEGAL_RESPONSABILITY	CONTACT DETAILS
Austria	* National coverage / competence (AT)	Bundesarbeitskammer	Austrian Chamber of Labour		Address: Prinz-Eugen Straße 20-22 Wien 1040 Email: gbr@akwien.at Website: Telephone: 01 501651202
Austria	* National coverage / competence (AT)	Bundesministerium für Soziales, Gesundheit, Pflege und Konsumentenschutz - Bereich Konsumentenschutz (SLO)		Directive 2014/92/EU on the comparability of fees related to payment accounts, Legal responsibility for enforcing the following Union law(s):	Address: Stubenring 1 Wien 1010 Email: cpc@sozialministerium.at Website: http://www.sozialministerium.at Telephone: +43 1 711000
Austria	* National coverage / competence (AT)	Bundesamt für Sicherheit im Gesundheitswesen		Directive 2001/83/EC on medicinal products for human use, Legal responsibility for enforcing the following Union law(s):	Address: Traisengasse 5 Wien 1200 Email: basg@basg.gv.at Website: http://www.basg.gv.at Telephone: +43 050555
Austria	* National coverage / competence (AT)	Bundesamt für Eich- und Vermessungswesen		Directive (EU) 2015/2302 on package travel and linked travel arrangements, Directive 2005/29/EC on unfair commercial practices, Directive 2006/114/EC on misleading and comparative advertising, Directive 2006/123/EC on services in the internal market, Directive 2008/48/EC on credit agreements for consumers, Directive 98/6/EC on consumer protection in the indication of the prices of products, Legal responsibility for enforcing the following Union law(s);, Regulation (EC) No 1008/2008 on common air services rules in the Community, Regulation (EU) 2018/302 addressing unjustified geo-blocking	Address: Schiffamtsgasse 1-3 Wien 1020 Email: vbk@bev.gv.at Website: https://www.bev.gv.at/ Telephone: +43 01 211 10 0
Austria	* National coverage / competence (AT)	Bundeskartellanwalt		Directive (EU) 2015/2302 on package travel and linked travel arrangements, Directive 1999/44/EC on the sale of consumer goods and associated guarantees, Directive 2000/31/EC on electronic commerce, Directive 2002/65/EC on distance marketing of consumer financial services, Directive 2008/122/EC on timeshare, long-term holiday product, resale and exchange contracts, Directive 2008/48/EC on credit agreements for consumers, Directive 2011/83/EU on consumer rights, Directive 2013/11/EU on consumer ADR, Directive 2014/17/EU on credit agreements for consumers for residential property, Directive	Address: Schmerlingplatz 11 Wien 1016 Email: CPC- Bundeskartellanwalt@justiz.gv.at Website: http://www.justiz.gv.at/bundeskartellanwalt Telephone: +43 01 52152 0

				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	
Austria	* National coverage / competence (AT)	Schienen-Control GmbH		Legal responsibility for enforcing the following Union law(s); Regulation (EC) No 1107/2006 on disabled persons' and persons with reduced mobility's rights when travelling by air, Regulation (EC) No 1371/2007 on rail passengers' rights and obligations, Regulation (EC) No 261/2004 on denied boarding and of cancellation or long delay of flights, Regulation (EU) No 1177/2010 on passengers' rights when travelling by sea and inland waterway, Regulation (EU) No 181/2011 on passengers' rights in bus and coach transport	Address: Linke Wienzeile 4/1/6 Wien 1060 Email: office@apf.gv.at Website: https://www.schienecontrol.gv.at Telephone: +43 01 5050707
Austria	* National coverage / competence (AT)	Schlichtungsstelle der Rundfunk und Telekom Regulierungs-GmbH (RTR-GmbH) für Telekommunikation			Address: Mariahilfer Straße 77-79 Wien 1060 Email: rtr@rtr.at Website: https://www.rtr.at/schlichtungsstelle Telephone: 0043 1 58058 0
Austria	* National coverage / competence (AT)	Fernmeldebüro		Directive 2002/58/EC on privacy and electronic communications, Legal responsibility for enforcing the following Union law(s):	Address: Radetzkystraße 2 Wien 10030 Email: fb@fb.gv.at Website: https://fb.gv.at Telephone: +43 01 711 00 654500
Austria	* National coverage / competence (AT)	Energie-Control Austria für die Regulierung der Elektrizitäts- und Erdgaswirtschaft (E-Control)			Address: Rudolfsplatz 13a Wien 1010 Email: office@e-control.at Website: http://www.e-control.at Telephone: 01 24724 0
Austria	* National coverage / competence (AT)	Europäisches Verbraucherzentrum Österreich			Address: Mariahilfer Straße 81 Wien 1060 Email: info@europakonsument.at Website: https://europakonsument.at Telephone: 01/ 588 77 81
Austria	* National coverage / competence (AT)	Finanzmarktaufsicht (FMA)			Address: Otto-Wagner-Platz 5 Wien 1090 Email: cpc@fma.gv.at Website: http://www.fma.gv.at Telephone: 01 24959
Austria	* National coverage / competence (AT)	Internet Ombudsstelle c/o Österreichisches Institut für angewandte Telekommunikation			Address: Ungargasse 64-66/3/404 Wien 1030 Email: kontakt@ombudsstelle.at Website: http://www.ombudsstelle.at Telephone: 01 595 211 275

Austria	* National coverage / competence (AT)	Schutzverband gegen unlauteren Wettbewerb			Address: Ditscheinergasse 4 Wien 1030 Email: office@schutzverband.at Website: http://www.schutzverband.at Telephone: 01-5057893
Austria	* National coverage / competence (AT)	Kommunikationsbehörde Austria (KommAustria)		Directive 2010/13/EU on audiovisual media services, Legal responsibility for enforcing the following Union law(s):	Address: Mariahilfer Straße 77-79 Wien 1060 Email: rtr@rtr.at Website: https://www.rtr.at Telephone: +43 01 58058 0
Belgium	* National coverage / competence (BE)	Algemene directie Economische Inspectie - Dienst Internationale Samenwerking (Federale Overheidsdienst Economie, K.M.O., Middenstand en Energie), Directions générale de l'Inspection économique - Service de coopération internationale (Service Public Fédéral Economie, P.M.E., Classes moyennes et Energie), Generaldirektion Wirtschaftsinspektion – Dienst für internationale Zusammenarbeit (föderaler öffentlicher Dienst für Wirtschaft, KMU und Energie)	Directorate General for Enforcement and Mediation - International Cooperation Service (Federal Public Service of Economy, SME and Energy) (CPC - SLO)	Directive (EU) 2015/2302 on package travel and linked travel arrangements, Directive 1999/44/EC on the sale of consumer goods and associated guarantees, Directive 2000/31/EC on electronic commerce, Directive 2001/83/EC on medicinal products for human use, Directive 2002/58/EC on privacy and electronic communications, Directive 2002/65/EC on distance marketing of consumer financial services, Directive 2005/29/EC on unfair commercial practices, Directive 2006/114/EC on misleading and comparative advertising, Directive 2006/123/EC on services in the internal market, Directive 2008/122/EC on timeshare, long-term holiday product, resale and exchange contracts, Directive 2008/48/EC on credit agreements for consumers, Directive 2010/13/EU on audiovisual media services, Directive 2011/83/EU on consumer rights, Directive 2013/11/EU on consumer ADR, Directive 2014/17/EU on credit agreements for consumers for residential property, Directive 2014/92/EU on the comparability of fees related to payment accounts, Directive 93/13/EEC on unfair terms in consumer contracts, Directive 98/6/EC on consumer protection in the indication of the prices of products, Legal responsibility for enforcing the following Union law(s):, Regulation (EC) No 1008/2008 on common air services rules in the Community, Regulation (EC) No 1107/2006 on disabled persons' and persons with reduced mobility's rights when travelling by air, Regulation (EC) No 1371/2007 on rail passengers' rights and obligations, Regulation (EC) No 261/2004 on denied boarding and of cancellation or long delay of flights,	Address: Koning Albert II-laan 16 Brussel 1000 Email: Eco.inspec.int@economie.fgov.be Website: http://economie.fgov.be Telephone: +32 2 277 86 54

				Regulation (EU) 2017/1128 on cross-border portability of online content services, Regulation (EU) 2018/302 addressing unjustified geo-blocking, Regulation (EU) No 1177/2010 on passengers' rights when travelling by sea and inland waterway, Regulation (EU) No 181/2011 on passengers' rights in bus and coach transport, Regulation (EU) No 524/2013 on consumer ODR	
Belgium	Brussels-Capital Region	Centre Européen des Consommateurs (CEC Belgique), Europees Centrum voor de Consument (ECC België)	European Consumer Centre (ECC Belgium)		Address: Hollandstraat 13 Brussel 1060 Email: info@eccbelgium.be Website: https://www.eccbelgium.be Telephone: +32 2 542 33 46
Belgium	Brussels-Capital Region	Test Aankoop, Test Achats	"Test Achats" / "Test shopping" (consumer organisation)		Address: Hollandstraat 13 Brussel 1060 Email: test-achats@test-achats.be Website: http://www.test-aankoop.be Telephone: +32 2 542 32 32
Bulgaria		Комисия за защита на потребителите	Commission for Consumer Protection - (CPC - SLO)	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 2006/123/EC on services in the internal market, Directive 2008/122/EC on timeshare, long-term holiday product, resale and exchange contracts, Directive 2008/48/EC on credit agreements for consumers, Directive 2011/83/EU on consumer rights, Directive 2013/11/EU on consumer ADR, Directive 93/13/EEC on unfair terms in consumer contracts, Directive 98/6/EC on consumer protection in the indication of the prices of products, Legal responsibility for enforcing the following Union law(s); Regulation (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	Address: ул. Врабча 1 София 1000 Email: info@kzp.bg Website: https://kzp.bg/ Telephone: +359 2 9330 565
Bulgaria		Изпълнителна агенция по лекарствата	Bulgarian Drug Agency	Directive 2001/83/EC on medicinal products for human use, Legal responsibility for enforcing the	Address: Дамян Груев 8 София 1303 Email: bda@bda.bg Website: https://www.bda.bg/bg/ Telephone: +359

				following Union law(s):	28903555
Bulgaria		Българска народна банка		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):	Address: пл. "Княз Александър I" № 1 София 1000 Email: press_office@bnbank.org Website: http://www.bnb.bg Telephone: +359 2 91459
Bulgaria		Изпълнителна агенция "Железопътна администрация" (НОБ)	Railway Administration Executive Agency (NSA)	Legal responsibility for enforcing the following Union law(s); Regulation (EC) No 1371/2007 on rail passengers' rights and obligations	Address: ул. „Ген. Й. Гурко“ № 5 София 1000 Email: kabinet-IAJA@mtitc.government.bg Website: http://www.iaja.government.bg Telephone: +359 2 9409 428
Bulgaria		Министерство на икономиката	Ministry of Economy and Energy	Directive (EU) 2015/2302 on package travel and linked travel arrangements, Directive 1999/44/EC on the sale of consumer goods and associated guarantees, Directive 2000/31/EC on electronic commerce, Directive 2001/83/EC on medicinal products for human use, Directive 2002/65/EC on distance marketing of consumer financial services, Directive 2005/29/EC on unfair commercial practices, Directive 2008/122/EC on timeshare, long-term holiday product, resale and exchange contracts, Directive 2008/48/EC on credit agreements for consumers, Directive 2011/83/EU on consumer rights, Directive 2013/11/EU on consumer ADR, Directive 2014/17/EU on credit agreements for consumers for residential property, Directive 93/13/EEC on unfair terms in consumer contracts, Directive 98/6/EC on consumer protection in the indication of the prices of products, Legal responsibility for enforcing the following Union law(s); Regulation (EU) 2018/302 addressing unjustified geo-blocking	Address: Славянска 8 София 1000 Email: e-docs@mi.government.bg Website: https://www.mi.government.bg Telephone: +359 9407417
Bulgaria		Комисия за защита на конкуренцията		Directive 2006/114/EC on misleading and comparative advertising, Legal responsibility for enforcing the following Union law(s):	Address: бул. "Витоша" № 18 София 1000 Email: cpcadmin@cpc.bg Website: http://www.cpc.bg Telephone: +359 2 9356113
Bulgaria		Изпълнителна агенция "Автомобилна администрация"	Executive Agency "Automobile Administration"	Legal responsibility for enforcing the following Union law(s); Regulation (EU) No 181/2011 on passengers' rights in bus and coach transport	Address: ул. "Гурко" №5 София 1000 Email: avto_a@rta.government.bg Website: https://rta.government.bg/ Telephone: +359 29308833
Bulgaria		Министерство на туризма	Ministry of Economy and Energy, "Tourism Policy"	Directive (EU) 2015/2302 on package travel and linked travel arrangements,	Address: ул."Съборна" 1 София 1000 Email: tourism@tourism.government.bg

			Directorate	Legal responsibility for enforcing the following Union law(s):	Website: http://www.tourism.government.bg/ Telephone: +359 29046813
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):	Address: ул. "Дякон Игнатий" № 9 София 1000 Email: caa@caa.bg Website: http://www.caa.bg Telephone: +359 2 948 80 27
Croatia		Hrvatska regulatorna agencija za mrežne djelatnosti		Directive 2002/58/EC on privacy and electronic communications, Legal responsibility for enforcing the following Union law(s); Regulation (EC) No 1371/2007 on rail passengers' rights and obligations, Regulation (EU) 2017/1128 on cross-border portability of online content services	Address: Roberta Frangeša Mihanovića 9 Zagreb 10 000 Email: info@hakom.hr Website: http://www.hakom.hr Telephone: + 385 1 700 7007
Croatia		Hrvatska agencija za civilno zrakoplovstvo		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	Address: Ulica grada Vukovara 284 Zagreb 100000 Email: ccaa@ccaa.hr Website: http://www.ccaa.hr Telephone: +3851 2369300
Croatia		Agencija za elektroničke medije		Directive 2010/13/EU on audiovisual media services, Legal responsibility for enforcing the following Union law(s):	Address: Jagičeva 31 Zagreb 10 000 Email: info@aem.hr Website: http://www.aem.hr Telephone: +385 1 488 2613
Croatia		Ministarstvo gospodarstva i održivog razvoja (NIMIC - SOLVIT Centre)	Ministry of Economy (NIMIC - SOLVIT Centre)		Address: Ulica grada Vukovara 78 Zagreb 10000 Email: Website: https://gospodarstvo.gov.hr/o-ministarstvu/uprave-samostalne-sluzbe/uprava-za-trgovinu-i-unutarnje-trziste/slobodno-trziste-usluga-i-roba/351 Telephone: +385 (0)1 6109 370
Croatia		Državni inspektorat Republike Hrvatske	State inspectorate (CPC - SLO)	Directive 1999/44/EC on the sale of consumer goods and associated guarantees, Directive 2000/31/EC on electronic commerce, Directive 2002/65/EC on distance marketing of consumer financial services, Directive 2005/29/EC on unfair commercial practices, Directive 2006/114/EC on misleading and comparative advertising, Directive 2006/123/EC on services in the internal market, Directive 2008/122/EC on timeshare, long-term holiday product, resale and exchange contracts, Directive	Address: Šubičeva 29 Zagreb 10000 Email: pisarnica.dirh@dirh.hr Website: https://dirh.gov.hr/ Telephone: +385 1 2375 344

				2008/48/EC on credit agreements for consumers, Directive 2011/83/EU on consumer rights, Directive 2013/11/EU on consumer ADR, Directive 93/13/EEC on unfair terms in consumer contracts, Directive 98/6/EC on consumer protection in the indication of the prices of products, Legal responsibility for enforcing the following Union law(s); Regulation (EC) No 1008/2008 on common air services rules in the Community, Regulation (EU) 2018/302 addressing unjustified geo-blocking, Regulation (EU) No 524/2013 on consumer ODR	
Croatia		Ministarstvo mora, prometa i infrastrukture			Address: Prislavlje 14 Zagreb 10 000 Email: europski.poslovi@mmpi.hr Website: Telephone: +385 1 6169 111
Cyprus		Γραφείο Επιτρόπου Προστασίας Δεδομένων Προσωπικού Χαρακτήρα	SA Cyprus (Office of the Commissioner for Personal Data Protection)	Directive 2002/58/EC on privacy and electronic communications, Legal responsibility for enforcing the following Union law(s):	Address: 1, Iasonos Str Nicosia 1082 Email: imi@dataprotection.gov.cy Website: http://www.dataprotection.gov.cy Telephone: +357 22 818456
Cyprus		Συμβούλιο Φαρμακευτικής Κύπρου - (Υπουργείο Υγείας – Κυπριακή Δημοκρατία)	Pharmaceutical Council Cyprus (Ministry of Health – Republic of Cyprus)		Address: Πολυφύμου 15 Λευκωσία 2033 Email: phscentral@phs.moh.gov.cy Website: http://www.moh.gov.cy/phs Telephone: +357 22 608637
Cyprus		Φαρμακευτικές Υπηρεσίες (Υπουργείο Υγείας – Κυπριακή Δημοκρατία)	Medicine Administration - Pharmaceutical Services (Ministry of Health – Republic of Cyprus)	Directive 2001/83/EC on medicinal products for human use, Legal responsibility for enforcing the following Union law(s):	Address: Polyphemou 13 Nicosia 2033 Email: phscentral@phs.moh.gov.cy Website: http://www.moh.gov.cy/phs Telephone: +357 22608607
Cyprus		Αρχή Ραδιοτηλεόρασης Κύπρου	Cyprus Radiotelevision Authority	Directive 2010/13/EU on audiovisual media services, Legal responsibility for enforcing the following Union law(s):	Address: 42 Athalassas Avenue Nicosia 2012 Email: crtauthority@crt.org.cy Website: http://www.crt.org.cy Telephone: +357 22 512468
Cyprus		Τμήμα Εφόρου Εταιρειών και Επίσημου Παραλήπτη (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	Address: Γωνία Λεωφόρου Μακαρίου III και Καρπενησίου, Κτίριο "Ξένιος" Λευκωσία 1427 Email: eterion@drcor.meci.gov.cy Website: http://www.meci.gov.cy/drcor Telephone: +357 22404301
Cyprus		Υπηρεσία Προστασίας Καταναλωτή (Υπουργείο Ενέργειας, Εμπορίου και Βιομηχανίας)	Consumer Protection Service (Ministry of Energy, Commerce and Industry) (CPC - SLO)	Directive (EU) 2015/2302 on package travel and linked travel arrangements, Directive 1999/44/EC on the sale of consumer goods and associated guarantees, Directive 2002/65/EC on distance marketing of consumer financial services, Directive 2005/29/EC on unfair commercial practices, Directive 2008/122/EC on timeshare,	Address: 2 Agapinoros Street, IRIS Tower Nicosia 1421 Email: ccps@meci.gov.cy Website: http://www.meci.gov.cy Telephone: +357 22200915

				long-term holiday product, resale and exchange contracts, Directive 2008/48/EC on credit agreements for consumers, Directive 2011/83/EU on consumer rights, Directive 2013/11/EU on consumer ADR, Directive 2014/17/EU on credit agreements for consumers for residential property, Directive 93/13/EEC on unfair terms in consumer contracts, Directive 98/6/EC on consumer protection in the indication of the prices of products, Legal responsibility for enforcing the following Union law(s); Regulation (EU) No 524/2013 on consumer ODR	
Cyprus		Υπηρεσία Βιομηχανίας και Τεχνολογίας (Υπουργείο Ενέργειας, Εμπορίου και Βιομηχανίας)	Industry and Technology Service (Ministry of Energy, Commerce and Industry)	Directive 2000/31/EC on electronic commerce, Directive 2006/123/EC on services in the internal market, Legal responsibility for enforcing the following Union law(s); Regulation (EU) 2018/302 addressing unjustified geo-blocking	Address: 6-8, Andreas Araouzos Λευκωσία 1421 Email: ltheodorou@meci.gov.cy Website: http://www.mcit.gov.cy Telephone: +357 22867193
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	Address: Κυλλήνης - Μέσα γειτονιά Λεμεσός 4007 Email: maritimeadmin@dms.gov.cy Website: http://www.shipping.gov.cy Telephone: +357 25 848100
Cyprus		Τμήμα Πολιτικής Αεροπορίας - Υπουργείο Συγκοινωνιών και Έργων	Civil Aviation Department - Ministry of Transport, Communications and Works	Legal responsibility for enforcing the following Union law(s); Regulation (EC) No 1008/2008 on common air services rules in the Community, Regulation (EC) No 1107/2006 on disabled persons' and persons with reduced mobility's rights when travelling by air, Regulation (EC) No 261/2004 on denied boarding and of cancellation or long delay of flights	Address: Πινδάρου 27 Λευκωσία 1429 Email: director@dca.mcw.gov.cy Website: http://www.mcw.gov.cy/dca Telephone: +357 22404102
Cyprus		Ευρωπαϊκό Κέντρο Καταναλωτή Κύπρου (ΕΚΚ Κύπρου)	European Consumer Centre (ECC Cyprus)	Legal responsibility for enforcing the following Union law(s); Regulation (EU) No 524/2013 on consumer ODR	Address: 2, Agapinoros, IRIS COURT Nicosia 1421 Email: ecccyprus@meci.gov.cy Website: http://www.ecccyprus.gov.cy Telephone: +357 22867177
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	Address: Jankovcova 4 Praha 7 170 04 Email: reditelstvi@plavebniurad.cz Website: https://www.plavebniurad.cz/ Telephone: +420 234 637 111
Czechia		Ústav pro státní kontrolu veterinárních biopreparátů a léčiv	Institute for State Control of Veterinary Biologicals and Medicines, Czech Republic	Directive 2005/29/EC on unfair commercial practices, Directive 2006/114/EC on misleading and comparative advertising, Legal	Address: Hudcova 56A Brno 621 00 Email: podatelna@uskvbl.cz Website: http://www.uskvbl.cz Telephone: +420 541 518 222

				responsibility for enforcing the following Union law(s):	
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):	Address: Šrobárova 48 Praha 10 100 41 Email: posta@sukl.cz Website: http://www.sukl.cz/ Telephone: +420 272 185 111
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):	Address: Hroznová 2 Brno 656 06 Email: podatelna@ukzuz.cz Website: http://eagri.cz/public/web/ukzuz/portal Telephone: +420 543 548 111
Czechia		Ministerstvo dopravy	Ministry of Transport	Legal responsibility for enforcing the following Union law(s);, Regulation (EU) No 181/2011 on passengers' rights in bus and coach transport	Address: nábř. Ludvíka Svobody 12 Praha 1 11015 Email: posta@mdcr.cz Website: https://www.mdcr.cz Telephone: +420 225 131 111
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	Address: Sokolovská 219 Praha 9 225 02 Email: podatelna@ctu.cz Website: https://www.ctu.cz/ Telephone: +420 224 004 111
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):	Address: Letenská 15 Praha 1 118 10 Email: podatelna@mfcz.cz Website: http://www.mfcz.cz/en/ Telephone: +420 257 042 392
Czechia		Generální ředitelství cel		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):	Address: Budějovická 7 Praha 4 14000 Email: podatelna@cs.mfcz.cz Website: https://www.celnisprava.cz/cz/Stranky/default.aspx Telephone: +420 261 331 111
Czechia		Úřad pro ochranu osobních údajů	SA Czech Republic (Office for Personal Data Protection)	Directive 2002/58/EC on privacy and electronic communications, Legal responsibility for enforcing the following Union law(s):	Address: Pplk. Sochora 27 Prague 17000 Email: imi@uoou.cz Website: https://www.uoou.cz Telephone: +420 234 665 235

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):	Address: Jilmová 759/12 Praha 3 130 00 Email: info@cuzzs.cz Website: https://www.cuzzs.cz/cs/ Telephone: +420 284 081 800
Czechia		Úřad pro civilní letectví	Civil Aviation Authority (CAA) Czech Republic	Legal responsibility for enforcing the following Union law(s); Regulation (EC) No 1107/2006 on disabled persons' and persons with reduced mobility's rights when travelling by air, Regulation (EC) No 261/2004 on denied boarding and of cancellation or long delay of flights	Address: K letišti 1149/23 Praha 160 08 Email: podatelna@caa.cz Website: https://www.caa.cz/ Telephone: +420 225 421 111
Czechia		Energetický regulační úřad	Energy Regulatory Office	Directive 2005/29/EC on unfair commercial practices, Directive 2011/83/EU on consumer rights, Directive 2013/11/EU on consumer ADR, Directive 93/13/EEC on unfair terms in consumer contracts, Legal responsibility for enforcing the following Union law(s); Regulation (EU) No 524/2013 on consumer ODR	Address: Masarykovo náměstí 5 Jihlava 586 01 Email: eru@eru.cz Website: http://www.eru.cz Telephone: +420 564 578 666
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):	Address: Slezská 7/100 Praha 2 120 56 Email: svscr@svscr.cz Website: http://www.svscr.cz Telephone: +420 227 010 111
Czechia		Ministerstvo pro místní rozvoj	Ministry for Regional Development - Czech Republic	Directive (EU) 2015/2302 on package travel and linked travel arrangements, Legal responsibility for enforcing the following Union law(s):	Address: Staroměstské nám. 6 Praha 1 110 15 Email: info@mmr.cz Website: http://www.mmr.cz Telephone: +420 224 861 312
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):	Address: Květná 15 Brno 603 00 Email: epodatelna@szpi.gov.cz Website: http://www.szpi.gov.cz Telephone: +420 543 540 111
Czechia		Česká obchodní inspekce	The Czech Trade Inspection Authority	Directive 1999/44/EC on the sale of consumer goods and associated guarantees, Directive 2000/31/EC on electronic commerce, Directive 2005/29/EC on unfair commercial practices, Directive 2006/123/EC on services in the internal market, Directive 2008/122/EC on timeshare, long-term holiday product, resale and exchange contracts, Directive 2011/83/EU on consumer rights, Directive 2013/11/EU on consumer ADR, Directive 2014/92/EU on the comparability of fees related to payment accounts, Directive 93/13/	Address: Štěpánská 44 Praha 1 110 00 Email: podatelna@coi.cz Website: https://www.coi.cz/ Telephone: +420 296 366 360

				EEC on unfair terms in consumer contracts, Directive 98/6/EC on consumer protection in the indication of the prices of products, Legal responsibility for enforcing the following Union law(s); Regulation (EU) 2017/1128 on cross-border portability of online content services, Regulation (EU) 2018/302 addressing unjustified geo-blocking, Regulation (EU) No 524/2013 on consumer ODR	
Czechia		Ministerstvo průmyslu a obchodu - odbor živnosti	Ministry of Industry and Trade - Trade department	Directive (EU) 2015/2302 on package travel and linked travel arrangements, Directive 2005/29/EC on unfair commercial practices, Directive 2006/114/EC on misleading and comparative advertising, Legal responsibility for enforcing the following Union law(s); Regulation (EC) No 1107/2006 on disabled persons' and persons with reduced mobility's rights when travelling by air, Regulation (EC) No 1371/2007 on rail passengers' rights and obligations, Regulation (EU) No 1177/2010 on passengers' rights when travelling by sea and inland waterway, Regulation (EU) No 181/2011 on passengers' rights in bus and coach transport	Address: Na Františku 32 Praha 110 15 Email: posta@mpo.cz Website: http://www.mpo.cz Telephone: +420 224 852 403
Czechia		Ministerstvo zdravotnictví - odbor ošetřovatelství 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	Address: Palackého náměstí 4 Praha 2 128 01 Email: mzcr@mzcr.cz Website: http://www.mzcr.cz Telephone: +420 224 971 111
Czechia		Ministerstvo průmyslu a obchodu (NIMIC - SOLVIT Centre)	Ministry of Industry and Trade - Legislation Department (NIMIC - SOLVIT Centre) (CPC - SLO)		Address: Na Františku 32 Praha 11015 Email: imi@mpo.cz Website: http://www.mpo.cz Telephone: +420 224 852 977
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	Address: Na Příkopě 28 Praha 1 115 03 Email: podatelna@cnb.cz Website: http://www.cnb.cz Telephone: +420 224 411 111

				on credit agreements for consumers for residential property, Directive 2014/92/EU on the comparability of fees related to payment accounts, Directive 98/6/EC on consumer protection in the indication of the prices of products, Legal responsibility for enforcing the following Union law(s);, Regulation (EU) No 524/2013 on consumer ODR	
Denmark		Søfartsstyrelsen	Danish Maritime Authority	Legal responsibility for enforcing the following Union law(s);, Regulation (EU) No 1177/2010 on passengers' rights when travelling by sea and inland waterway	Address: Caspar Brands Plads 9 Korsør 4220 Email: imi@dma.dk Website: https://www.soefartsstyrelsen.dk/ Telephone: +45 72196000
Denmark		Trafikstyrelsen	Road Safety and Transport Agency	Legal responsibility for enforcing the following Union law(s);, Regulation (EC) No 1008/2008 on common air services rules in the Community, Regulation (EC) No 1107/2006 on disabled persons' and persons with reduced mobility's rights when travelling by air, Regulation (EC) No 261/2004 on denied boarding and of cancellation or long delay of flights, Regulation (EU) No 1177/2010 on passengers' rights when travelling by sea and inland waterway	Address: Carsten Niebuhrs Gade 43 København V 1577 Email: info@tbst.dk Website: http://www.tbst.dk Telephone: +45 7221 8800
Denmark		Finanstilsynet	Danish Financial Supervision Authority	Directive 2002/65/EC on distance marketing of consumer financial services, Directive 2008/48/EC on credit agreements for consumers, Directive 2014/17/EU on credit agreements for consumers for residential property, Directive 2014/92/EU on the comparability of fees related to payment accounts, Legal responsibility for enforcing the following Union law(s):	Address: Århusgade 110 København Ø 2100 Email: finanstilsynet@ftnet.dk Website: http://www.finanstilsynet.dk Telephone: +45 33 55 82 82
Denmark		Lægemiddelstyrelsen	Danish Medicines Agency	Directive 2001/83/EC on medicinal products for human use, Legal responsibility for enforcing the following Union law(s):	Address: Axel Heides Gade 1 København S 2300 Email: dkma@dkma.dk Website: https://laegemiddelstyrelsen.dk/ Telephone: +45 4488 9595
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	Address: Sorsigvej 35 Ribe 6760 Email: info@fstyr.dk Website: http://www.fstyr.dk Telephone: +45 7221 8899
Denmark		Forbrugerombudsmanden	Danish Consumer Ombudsman (CPC - SLO)	Directive (EU) 2015/2302 on package travel and linked travel arrangements, Directive 1999/44/EC on the sale of consumer goods and associated	Address: Carl Jacobsens Vej 35 Valby 2500 Email: imi@forbrugerombudsmanden.dk Website: https://

				<p>guarantees, Directive 2000/31/EC on electronic commerce, Directive 2002/58/EC on privacy and electronic communications, Directive 2002/65/EC on distance marketing of consumer financial services, Directive 2005/29/EC on unfair commercial practices, Directive 2006/114/EC on misleading and comparative advertising, Directive 2006/123/EC on services in the internal market, Directive 2008/122/EC on timeshare, long-term holiday product, resale and exchange contracts, Directive 2008/48/EC on credit agreements for consumers, Directive 2011/83/EU on consumer rights, Directive 2013/11/EU on consumer ADR, Directive 93/13/EEC on unfair terms in consumer contracts, Directive 98/6/EC on consumer protection in the indication of the prices of products, Legal responsibility for enforcing the following Union law(s); Regulation (EC) No 1008/2008 on common air services rules in the Community, Regulation (EU) 2017/1128 on cross-border portability of online content services, Regulation (EU) 2018/302 addressing unjustified geo-blocking, Regulation (EU) No 524/2013 on consumer ODR</p>	<p>www.forbrugerombudsmanden.dk Telephone: +45 41 71 51 51</p>
Denmark		Forbrugerrådet Tænk			<p>Address: Fiolstræde 17B København 1017 Email: reception@fbr.dk Website: https://taenk.dk/ Telephone: +45 77417741</p>
Denmark		Jernbanenævnet		<p>Legal responsibility for enforcing the following Union law(s); Regulation (EC) No 1371/2007 on rail passengers' rights and obligations</p>	<p>Address: Carsten Niebuhrs Gade 43 København 1577 Email: info@jernbanenaevnet.dk Website: http://www.jernbanenaevnet.dk Telephone: +45 41780386</p>
Denmark		Radio- og tv-nævnet		<p>Directive 2010/13/EU on audiovisual media services, Legal responsibility for enforcing the following Union law(s):</p>	<p>Address: Hammerichsgade 14 København V 1611 Email: rtv@slks.dk Website: https://slks.dk/omraader/medier/naevn-og-udvalg/radio-og-tv-naevnet/ Telephone: +45 33 95 42 00</p>
Denmark		Forsikring & Pension			<p>Address: Philip Heymans Allé 1 Hellerup 2900 Email: fogp@forsikringogpension.dk Website: http://www.forsikringogpension.dk Telephone: +45 41 91 91 91</p>
Denmark		Dansk Erhverv			<p>Address: Boersen København 1217 Email: info@danskerhverv.dk Website:</p>

					http://www.danskerhverv.dk Telephone: +45 33746400
Denmark		Forbruger Europa	European Consumer Centre (ECC Denmark)		Address: Carl Jacobsens Vej 35 Valby 2500 Email: info@forbrugereuropa.dk Website: https://www.forbrugereuropa.dk/ Telephone: +45 4171 5000
Denmark		Ankenævnet for Bus, Tog og Metro		Directive 2013/11/EU on consumer ADR, Legal responsibility for enforcing the following Union law(s); Regulation (EC) No 1371/2007 on rail passengers' rights and obligations, Regulation (EU) No 181/2011 on passengers' rights in bus and coach transport, Regulation (EU) No 524/2013 on consumer ODR	Address: Automatikvej 1 Søborg 2860 Email: mail@abtm.dk Website: http://www.abtm.dk Telephone: +45 22 62 65 00
Estonia		Tarbijakaitse ja Tehnilise Järelevalve Amet (NIMIC - SOLVIT Centre)	Consumer Protection and Technical Regulatory Authority (CPC - SLO)	Directive (EU) 2015/2302 on package travel and linked travel arrangements, Directive 1999/44/EC on the sale of consumer goods and associated guarantees, Directive 2000/31/EC on electronic commerce, Directive 2002/58/EC on privacy and electronic communications, Directive 2002/65/EC on distance marketing of consumer financial services, Directive 2005/29/EC on unfair commercial practices, Directive 2006/114/EC on misleading and comparative advertising, Directive 2006/123/EC on services in the internal market, Directive 2008/122/EC on timeshare, long-term holiday product, resale and exchange contracts, Directive 2008/48/EC on credit agreements for consumers, Directive 2010/13/EU on audiovisual media services, Directive 2011/83/EU on consumer rights, Directive 2013/11/EU on consumer ADR, Directive 2014/17/EU on credit agreements for consumers for residential property, Directive 2014/92/EU on the comparability of fees related to payment accounts, Directive 93/13/EEC on unfair terms in consumer contracts, Directive 98/6/EC on consumer protection in the indication of the prices of products, Legal responsibility for enforcing the following Union law(s); Regulation (EC) No 1008/2008 on common air services rules in the Community, Regulation (EC) No 1107/2006 on disabled persons' and persons with	Address: Endla 10a Tallinn 10122 Email: info@ttja.ee Website: https://www.ttja.ee Telephone: +372 6672000

				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 waterway, Regulation (EU) No 181/2011 on passengers' rights in bus and coach transport, Regulation (EU) No 524/2013 on consumer ODR	
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):	Address: Sakala 4 Tallinn 15030 Email: info@fi.ee Website: https://www.fi.ee/et Telephone: +372 6680500
Estonia		EL tarbija nõustamiskeskus	European Consumer Centre (ECC Estonia)		Address: Endla 10a Tallinn 10142 Email: consumer@consumer.ee Website: https://consumer.ee/ Telephone: +372 6201708
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):	Address: Tatari 39 Tallinn 10134 Email: info@aki.ee Website: http://www.aki.ee Telephone: +372 627 4135
Estonia		Ravimiamet		Directive 2001/83/EC on medicinal products for human use, Legal responsibility for enforcing the following Union law(s):	Address: Nooruse 1 Tartu 50411 Email: info@ravimiamet.ee Website: https://www.ravimiamet.ee/ Telephone: +372 7374140
Estonia		Maanteeamet	Estonian Road Administration	Legal responsibility for enforcing the following Union law(s); Regulation (EC) No 1371/2007 on rail passengers' rights and obligations	Address: Teelise tn 4 Tallinn 10916 Email: info@mnt.ee Website: https://www.mnt.ee/et Telephone: +372 620 1200
EU		European Commission - IMI System	European Commission - IMI System		Address: Rue de Spa, 2 Bruxelles 1000 Email: IMI-Helpdesk@ec.europa.eu Website: http://ec.europa.eu/internal_market/imi-net/ Telephone: +32 229 55470
EU		Communauté Européenne des Coopératives de Consommateurs - Euro	European Community of Consumer Co-operatives - Euro Coop		Address: Rue du Trône 4 Brussels 1000 Email: info@eurocoop.coop Website: https://www.eurocoop.coop/ Telephone:

		Coop, European Community of Consumer Co-operatives - Euro Coop			+32 022850070
EU		Bureau Européen des Unions de Consommateurs (BEUC) , European Consumer Organisation (BEUC), Europäischer Verbraucherverband (BEUC)	European Consumer Organisation (BEUC)		Address: Rue d'Arlon 80 (Bte 1) Brussels B-1040 Email: consumer-redress@beuc.eu Website: http://www.beuc.eu/ Telephone: +32 2 743 15 90
Finland		Sosiaali- ja terveysalan lupa- ja valvontavirasto Valvira, Tillstånds- och tillsynsverket för social- och hälsovården Valvira	National Supervisory Authority for Welfare and Health (Valvira)		Address: Ratapihantie 9 Helsinki 00520 Email: terhikki@valvira.fi Website: http://www.valvira.fi Telephone: +358 295209111
Finland		Lääkealan turvallisuus- ja kehittämiskeskus, Säkerhets- och utvecklingscentret för läkemedelsområdet		Directive 2001/83/EC on medicinal products for human use, Legal responsibility for enforcing the following Union law(s):	Address: Mikrokatu 1 Kuopio 70210 Email: kirjaamo@fimea.fi Website: https://www.fimea.fi Telephone: +358 295223602
Finland		Etelä-Suomen aluehallintovirasto, Regionförvaltningsverket i Södra Finland	State Provincial Office of Southern Finland		Address: PL 110 Helsinki 00521 Email: kirjaamo.etela@avi.fi Website: http://www.avi.fi/etela Telephone: +358 29 501 6000
Finland		Pohjois-Suomen aluehallintovirasto, Regionförvaltningsverket i Norra Finland	State Provincial Office of Northern Finland		Address: Linnankatu 3, Oulu, PL 6 AVI 13035 Email: kirjaamo.pohjois@avi.fi Website: http://www.avi.fi/pohjois Telephone: +358 295017500
Finland		Lapin aluehallintovirasto	State Provincial Office of Lapland		Address: Valtakatu 2, PL 8002 Rovaniemi 96101 Email: kirjaamo.lappi@avi.fi Website: http://www.avi.fi/lappi Telephone: +358 40 846 2170
Finland		Lounais-Suomen aluehallintovirasto	State Provincial Office of Southwest Finland		Address: Itsenäisyyden aukio 2 Turku 20801 Email: kirjaamo.lounais@avi.fi Website: http://www.avi.fi/lounais Telephone: +358 504560352
Finland		Itä-Suomen aluehallintovirasto	State Provincial Office of Eastern Finland		Address: Raatihuoneenkatu 5, PL 50 Mikkeli 50101 Email: elinkeinot.ita@avi.fi Website: http://www.avi.fi/ita Telephone: +358 295016902
Finland		Länsi- ja Sisä-Suomen aluehallintovirasto	State Provincial Office of Western and Inland Finland		Address: Wolffintie 35, PL 200 Vaasa 65101 Email: kirjaamo.lansi@avi.fi Website: http://www.avi.fi/lansi Telephone: +358 295018809
Finland		Kilpailu- ja	Finnish Competition and	Directive (EU) 2015/2302 on package	Address: Lintulahdenkuja 2, PL 5

		kuluttajavirasto (NIMIC), Konkurrens- och konsumentverket (NIMIC)	Consumer Agency (NIMIC) (CPC - SLO)	travel and linked travel arrangements, Directive 1999/44/EC on the sale of consumer goods and associated guarantees, Directive 2000/31/EC on electronic commerce, Directive 2001/83/EC on medicinal products for human use, Directive 2002/58/EC on privacy and electronic communications, Directive 2002/65/ EC on distance marketing of consumer financial services, Directive 2005/29/ EC on unfair commercial practices, Directive 2006/114/EC on misleading and comparative advertising, Directive 2006/123/EC on services in the internal market, Directive 2008/122/EC on timeshare, long-term holiday product, resale and exchange contracts, Directive 2008/48/EC on credit agreements for consumers, Directive 2010/13/EU on audiovisual media services, Directive 2011/83/EU on consumer rights, Directive 2013/11/EU on consumer ADR, Directive 2014/17/EU on credit agreements for consumers for residential property, Directive 2014/92/ EU on the comparability of fees related to payment accounts, Directive 93/13/ EEC on unfair terms in consumer contracts, Directive 98/6/EC on consumer protection in the indication of the prices of products, Legal responsibility for enforcing the following Union law(s); Regulation (EC) No 1008/2008 on common air services rules in the Community, Regulation (EC) No 261/2004 on denied boarding and of cancellation or long delay of flights, Regulation (EU) 2018/302 addressing unjustified geo- blocking, Regulation (EU) No 524/2013 on consumer ODR	Helsinki 00531 Email: nimic@kkv.fi Website: http://www.kkv.fi Telephone: +358 295053198
Finland		Finsk handel, Kaupan liitto ry			Address: Eteläranta 10 Helsinki 00131 Email: kauppa@kauppa.fi Website: https://kauppa.fi/ Telephone: +358 9 172 850
Finland		Euroopan kuluttajakeskus, Konsument Europa Finland	European Consumer Centre (ECC Finland)		Address: Lintulahdenkuja 2 Helsinki 00530 Email: ekk@kkv.fi Website: https://www.ecc.fi/ Telephone: +358 29 505 3090
Finland		Företagarna i Finland rf, Suomen Yrittäjät ry			Address: Mannerheimintie 76 A Helsinki 00250 Email: toimisto@yrittajat.fi

					Website: https://www.yrittajat.fi/ Telephone: +358 9229221
Finland		Finansinspektionen, Finanssivalvonta		Directive 2002/65/EC on distance marketing of consumer financial services, Directive 2005/29/EC on unfair commercial practices, Directive 2008/48/EC on credit agreements for consumers, Directive 2014/17/EU on credit agreements for consumers for residential property, Directive 2014/92/EU on the comparability of fees related to payment accounts, Directive 93/13/EEC on unfair terms in consumer contracts, Legal responsibility for enforcing the following Union law(s):	Address: Snellmaninkatu 6 Helsinki 00100 Email: kirjaamo@finanssivalvonta.fi Website: https://www.finanssivalvonta.fi Telephone: +358 918351
Finland		Liikenne- ja viestintävirasto (Traficom), Transport- och kommunikationsverket (Traficom)		Legal responsibility for enforcing the following Union law(s); Regulation (EC) No 1107/2006 on disabled persons' and persons with reduced mobility's rights when travelling by air, Regulation (EC) No 1371/2007 on rail passengers' rights and obligations, Regulation (EC) No 261/2004 on denied boarding and of cancellation or long delay of flights, Regulation (EU) No 1177/2010 on passengers' rights when travelling by sea and inland waterway, Regulation (EU) No 181/2011 on passengers' rights in bus and coach transport	Address: PL 320 Traficom 00059 Email: kirjaamo@traficom.fi Website: https://www.traficom.fi Telephone: +358 29 534 5000
Finland		Konsumentförbundet, Kuluttajaliitto ry			Address: Ritarikatu 1 Helsinki 00170 Email: info@kuluttajaliitto.fi Website: https://www.kuluttajaliitto.fi/ Telephone: +358 09 454 2210
Finland		Suomen asiakkuusmarkkinointiliitto ry (ASML)			Address: Bulevardi 44 Helsinki 00120 Email: info@asml.fi Website: https://www.asml.fi/ Telephone: +358 409208777
Finland		Elinkeinoelämän keskusliitto EK Ry, Finlands Näringsliv EK			Address: Eteläranta 10 Helsinki 00131 Email: ek@ek.fi Website: https://ek.fi/ Telephone: +358 09 42020
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	Address: Lintulahdenkuja 4, 4th floor Helsinki 00530 Email: tietosuoja@om.fi Website: https://tietosuoja.fi Telephone: +358 29 56 66700
France		Federation Nationale Familles de France	National Federation of Families - France		Address: 28 place Saint Goerge Paris 75009 Email: famillesdefrance13@gmail.com

					Website: https://www.familles-de-france.org/ Telephone: +33 6 15 54 90 37
France		Fédération Nationale des Associations d'Usagers des Transports (FNAUT)	National Federation of Transport Users Associations (FNAUT)		Address: 32 rue Raymond Losserand Paris 75014 Email: secretariat@fnaut.fr Website: https://www.fnaut.fr/ Telephone: +33 1 43 35 02 83
France		CLCV (Consommation, Logement et Cadre de Vie)			Address: 59, boulevard Exelmans Paris 75016 Email: clcv@clcv.org Website: https://www.clcv.org/ Telephone: +33 1 56 54 32 10
France		Association Force Ouvrière de défense des consommateurs (AFOC)	Consumer protection association "Force Ouvrière" (Labor Force) (AFOC)		Address: 141 avenue du Maine Paris 75014 Email: afoc@afoc.net Website: http://www.afoc.net/ Telephone: +33 1 40 52 85 85
France		Fédération Française de l'Assurance (FFA)			Address: 26 Boulevard Haussmann Paris 75311 Email: reglement2394-cpc@ffa-assurance.fr Website: https://www.ffa-assurance.fr/ Telephone: +33 1 42 47 93 10
France		Centre Européen des Consommateurs France - Zentrum für Europäischen Verbraucherschutz e.V./ Centre Européen de la Consommation	European Consumer Centre (ECC France)		Address: Bahnhofspatz 3 Kehl 77694 Email: service-juridique@cec-zev.eu Website: https://www.cec-zev.eu/fr/accueil/ Telephone: +49 7851991480
France		La Coopération Agricole (Coop de France) - Organisation professionnelle des coopératives agricoles et agroalimentaires françaises	"La Coopération Agricole" (Coop de France) - Professional organisation of French agricultural and agrifood cooperatives		Address: 43 rue Sedaine Paris 75011 Email: accueil@lacoopagri.coop Website: https://www.lacooperationagricole.coop/fr Telephone: +33 1 44 17 57 00
France		Fédération des industries électriques électroniques et de communication (FIEEC)			Address: 17 rue de l'Amiral Hamelin Paris 75116 Email: contact@fieec.fr Website: https://www.fieec.fr/en/home/ Telephone: +33 1 45 05 72 04
France		ANIA (Association Nationale des Industries Alimentaires)	National Association of Food Industries (ANIA)		Address: 9 boulevard Malesherbes Paris 75008 Email: infos@ania.net Website: https://www.ania.net/ Telephone: +33 1 53 83 86 00
France		Fédération des Syndicats Pharmaceutiques de France			Address: 13 rue Ballu Paris 75009 Email: fspf@fspf.fr Website: http://www.fspf.fr/ Telephone: +33 1 44 53 19 25
France		Union Fédération des Consommateurs – Que Choisir (UFC - Que Choisir)	Union Federation of Consumers - "Que Choisir" ("What to Choose")		Address: 233, boulevard Voltaire Paris 75011 Email: quechoisir@quechoisir.org Website: Telephone: +33 1 43 48 55 48

			UFC - Que Choisir)		
France		Direction générale de la concurrence, de la consommation et de la répression des fraudes (DGCCRF)	Directorate General for Competition, Consumption and Fraud Prevention (DGCCRF) (CPC - SLO)	Directive (EU) 2015/2302 on package travel and linked travel arrangements, Directive 1999/44/EC on the sale of consumer goods and associated guarantees, Directive 2000/31/EC on electronic commerce, Directive 2002/65/EC on distance marketing of consumer financial services, Directive 2005/29/EC on unfair commercial practices, Directive 2006/114/EC on misleading and comparative advertising, Directive 2006/123/EC on services in the internal market, Directive 2008/122/EC on timeshare, long-term holiday product, resale and exchange contracts, Directive 2008/48/EC on credit agreements for consumers, Directive 2011/83/EU on consumer rights, Directive 2013/11/EU on consumer ADR, Directive 2014/17/EU on credit agreements for consumers for residential property, Directive 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 1371/2007 on rail passengers' rights and obligations, Regulation (EU) 2018/302 addressing unjustified geo-blocking, Regulation (EU) No 1177/2010 on passengers' rights when travelling by sea and inland waterway, Regulation (EU) No 181/2011 on passengers' rights in bus and coach transport, Regulation (EU) No 524/2013 on consumer ODR	Address: 59 boulevard Vincent-Auriol Paris 75703 Email: communication@dgccrf.finances.gouv.fr Website: https://www.economie.gouv.fr/dgccrf Telephone: +33 1 44 97 23 89
Germany	Rhineland-Palatinate	Staatskanzlei Rheinland-Pfalz		Directive 2010/13/EU on audiovisual media services, Legal responsibility for enforcing the following Union law(s):	Address: Peter-Altmeier-Allee 1 Mainz 55116 Email: medienreferat@stk.rlp.de Website: https://www.rlp.de/de/landesregierung/staatskanzlei/ Telephone: +49 6131 16 4711
Germany	North Rhine-Westphalia	Bundesnetzagentur (BNetzA)		Directive 2006/123/EC on services in the internal market, Legal responsibility for enforcing the following Union law(s); Regulation	Address: Tulpenfeld 4 Bonn 53113 Email: geoblocking@BNetzA.de Website: https://www.bundesnetzagentur.de/cln_122/DE/Home/home_node.html

				(EU) 2018/302 addressing unjustified geo-blocking	Telephone: +49 228 14 0
Germany	Hesse	Bundesanstalt für Finanzdienstleistungsaufsicht (BaFin)		Directive 2008/48/EC on credit agreements for consumers, Legal responsibility for enforcing the following Union law(s):	Address: Marie-Curie-Straße 24-28 Frankfurt 60439 Email: VBS1@bafin.de Website: https://www.bafin.de/DE/Startseite/startseite_node.html Telephone: +49 228 4108 0
Germany	* National coverage / competence (DE)	Zentrale zur Bekämpfung unlauteren Wettbewerbs Frankfurt am Main e.V.			Address: Landgrafenstraße 24 B Bad Homburg vor der Höhe 61348 Email: mail@wettbewerbszentrale.de Website: http://www.wettbewerbszentrale.de Telephone: + 49 617212150
Germany	* National coverage / competence (DE)	Europäisches Verbraucherzentrum Deutschland c/o Zentrum für Europäischen Verbraucherschutz e.V.	European Consumer Centre (ECC Germany)		Address: Bahnhofplatz 3 Kehl 77694 Email: info@cec-zev.eu Website: http://www.evz.de Telephone: +49 7851 99148 0
Germany	* National coverage / competence (DE)	Bundesverband der Verbraucherzentralen und Verbraucherverbände - Verbraucherzentrale Bundesverband e.V. (vzbv)			Address: Rudi-Dutschke-Straße 17 Berlin 10969 Email: rechtsdurchsetzung@vzbv.de Website: http://www.vzbv.de Telephone: +4930258000
Germany	Bremen	Senator für Finanzen		Directive 2002/65/EC on distance marketing of consumer financial services, Directive 2008/48/EC on credit agreements for consumers, Legal responsibility for enforcing the following Union law(s):	Address: Rudolf-Hilferding-Platz 1 Bremen 28195 Email: office@finanzen.bremen.de Website: https://www.finanzen.bremen.de/ Telephone: +49 421 361 0
Germany	Lower Saxony	Niedersächsisches Ministerium für Ernährung, Landwirtschaft und Verbraucherschutz (ML)		Directive 98/6/EC on consumer protection in the indication of the prices of products, Legal responsibility for enforcing the following Union law(s):	Address: Calenberger Str. 2 Hannover 30169 Email: poststelle@ml.niedersachsen.de Website: https://www.ml.niedersachsen.de/startseite/ Telephone: +49 511 120 0
Germany	Saxony	Sächsisches Staatsministerium für Soziales und Gesellschaftlichen Zusammenhalt		Directive 98/6/EC on consumer protection in the indication of the prices of products, Legal responsibility for enforcing the following Union law(s):	Address: Albertstraße 10 Dresden 01097 Email: poststelle@sms.sachsen.de Website: http://www.sms.sachsen.de Telephone: +49 351 564 0
Germany	Saxony-Anhalt	Ministerium für Wirtschaft, Wissenschaft und Digitalisierung Sachsen-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):	Address: Hasselbachstraße 4 Magdeburg 39104 Email: poststelle@mw.sachsen-anhalt.de Website: https://mw.sachsen-anhalt.de Telephone: +49 391 567 01
Germany	Lower Saxony	Niedersächsische Staatskanzlei		Directive 2010/13/EU on audiovisual media services, Legal responsibility for enforcing the following Union law(s):	Address: Planckstraße 2 Hannover 30169 Email: poststelle@stk.niedersachsen.de Website: https://

					www.stk.niedersachsen.de Telephone: +49 511 120 0
Germany	Bavaria	Bayerische Landeszentrale für neue Medien		Directive 2010/13/EU on audiovisual media services, Legal responsibility for enforcing the following Union law(s):	Address: Heinrich-Lübke-Straße 27 München 81737 Email: info@blm.de Website: https://www.blm.de/startseite.cfm Telephone: +49 89 63 808 0
Germany	Saxony-Anhalt	Staatskanzlei und Ministerium für Kultur des Landes Sachsen-Anhalt		Directive 2010/13/EU on audiovisual media services, Legal responsibility for enforcing the following Union law(s):	Address: Hegelstraße 40 – 42 Magdeburg 39104 Email: staatskanzlei@stk.sachsen-anhalt.de Website: https://stk.sachsen-anhalt.de/staatskanzlei-und-ministerium-fuer-kultur/ Telephone: +49 391 567 6580
Germany	Berlin	Der Regierende Bürgermeister von Berlin – Senatskanzlei		Directive 2010/13/EU on audiovisual media services, Legal responsibility for enforcing the following Union law(s):	Address: Jüdenstr. 1 Berlin 10178 Email: Der-Regierende-Buergermeister@senatskanzlei.berlin.de Website: https://www.berlin.de/rbmskzl/en/ Telephone: +49 30 9026 0
Germany	Mecklenburg-Western Pomerania	Medienanstalt Mecklenburg-Vorpommern		Directive 2006/114/EC on misleading and comparative advertising, Directive 2010/13/EU on audiovisual media services, Legal responsibility for enforcing the following Union law(s):	Address: Bleicherufer 1 Schwerin 19053 Email: info@medienanstalt-mv.de Website: http://www.medienanstalt-mv.de Telephone: 0049 385 558 81 12
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 consumer financial services, Directive 2005/29/EC on unfair commercial practices, Directive 2006/114/EC on misleading and comparative advertising, Directive 2008/122/EC on timeshare, long-term holiday product, resale and exchange contracts, Directive 2008/48/EC on credit agreements for consumers, Directive 2011/83/EU on consumer rights, Directive 2013/11/EU on consumer ADR, Directive 2014/17/EU on credit agreements for consumers for residential property, Directive 93/13/EEC on unfair terms in consumer contracts, Directive 98/6/EC on consumer protection in the indication of the prices of products, Legal responsibility for enforcing the	Address: Cecilienallee 2 Düsseldorf 40474 Email: Dez24.Heilberufe@brd.nrw.de Website: http://www.brd.nrw.de Telephone: +49 211 475 0

				following Union law(s); Regulation (EU) 2017/1128 on cross-border portability of online content services	
Germany	Berlin	Landesamt für Gesundheit und Soziales Berlin	Regional office for health and social affairs (Berlin)	Directive 2001/83/EC on medicinal products for human use, Legal responsibility for enforcing the following Union law(s):	Address: Turmstraße 21 Berlin 10559 Email: bqfg@lageso.berlin.de Website: https://www.berlin.de/lageso/ Telephone: +49 30 90229 2120
Germany	Hesse	Regierungspräsidium Darmstadt, Abteilung II Gesundheit, Integration und Ausländerrecht	Darmstadt regional Government Office (Hesse)	Directive 2001/83/EC on medicinal products for human use, Legal responsibility for enforcing the following Union law(s):	Address: Luisenplatz 2 Darmstadt 64283 Email: poststelle@rpda.hessen.de Website: http://www.rp-darmstadt.hessen.de Telephone: +49 6151120
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):	Address: Rheinallee 97-101 Mainz 55118 Email: BA-FD@lsjv.rlp.de Website: Telephone: +49 61319670
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):	Address: Tennstedter Straße 8/9 Bad Langensalza 99947 Email: Abteilung2@tlv.thueringen.de Website: http://www.tlv-thueringen.de Telephone: +49 361 57381200
Germany	Hesse	Hessisches Ministerium für Wirtschaft, Verkehr und Landesentwicklung	Ministry of Economic Affairs (Hesse)	Directive 98/6/EC on consumer protection in the indication of the prices of products, Legal responsibility for enforcing the following Union law(s):	Address: Kaiser-Friedrich-Ring 75 Wiesbaden 65185 Email: dimic-wirtschaft@hmvwl.hessen.de Website: http://www.wirtschaft.hessen.de Telephone: +49 (0)611/815-0
Germany	Saarland	Ministerium für Wirtschaft, Arbeit, Energie und Verkehr Saarland	Ministry of Economy, EU Services Directive Department (Saarland)	Directive (EU) 2015/2302 on package travel and linked travel arrangements, Directive 1999/44/EC on the sale of consumer goods and associated guarantees, Directive 2000/31/EC on electronic commerce, Directive 2002/58/EC on privacy and electronic communications, Directive 2002/65/EC on distance marketing of consumer financial services, Directive 2005/29/EC on unfair commercial practices, Directive 2006/114/EC on misleading and comparative advertising, Directive 2008/48/EC on credit agreements for consumers, Directive 2011/83/EU on consumer rights, Directive 93/13/EEC on unfair terms in consumer contracts, Directive 98/6/EC on consumer protection in the indication of the prices of products, Legal responsibility for enforcing the following Union law(s):	Address: Am Tummelplatz 7 Saarbrücken 66117 Email: imi@wirtschaft.saarland.de Website: Telephone: +49 681 501 2621

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):	Address: Martin-Luther-Straße 105 Berlin 10825 Email: imi@senweb.berlin.de Website: http://www.berlin.de/sen/wtf/index.html Telephone: +49 30 9013 0
Germany	Brandenburg	Landesamt für Arbeitsschutz, Verbraucherschutz und Gesundheit, 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):	Address: Wünsdorfer Platz 3 Zossen 15806 Email: Dezernat-G1@lavg.brandenburg.de Website: http://www.lavg.brandenburg.de Telephone: +49 331 8683 821
Germany	Rhineland-Palatinate	Medienanstalt Rheinland-Pfalz		Directive 2010/13/EU on audiovisual media services, Legal responsibility for enforcing the following Union law(s):	Address: Turmstraße 10 Ludwigshafen 67059 Email: cwolf@medienanstalt-rlp.de Website: https://www.medienanstalt-rlp.de/ Telephone: +49 621 5202-290
Germany	Schleswig-Holstein	Medienanstalt Hamburg / Schleswig-Holstein		Directive 2010/13/EU on audiovisual media services, Legal responsibility for enforcing the following Union law(s):	Address: Rathausallee 72-76 Norderstedt 22846 Email: info@ma-hsh.de Website: https://www.ma-hsh.de/ Telephone: +49 40 / 36 90 05-0
Germany	Bremen	Bremische Landesmedienanstalt		Directive 2010/13/EU on audiovisual media services, Legal responsibility for enforcing the following Union law(s):	Address: Richtweg 14 Bremen 28195 Email: info@bremische-landesmedienanstalt.de Website: https://www.bremische-landesmedienanstalt.de Telephone: 0049421334940
Germany	Saxony-Anhalt	Medienanstalt Sachsen-Anhalt		Directive 2010/13/EU on audiovisual media services, Legal responsibility for enforcing the following Union law(s):	Address: Reichardtstraße 9 Halle (Saale) 06114 Email: info@medienanstalt-sachsen-anhalt.de Website: https://medienanstalt-sachsen-anhalt.de/ Telephone: +49 345 5255
Germany	Lower Saxony	Niedersächsische Landesmedienanstalt (NLM)		Directive 2010/13/EU on audiovisual media services, Legal responsibility for enforcing the following Union law(s):	Address: Seelhorststraße 18 Hannover 30175 Email: info@nlm.de Website: https://www.nlm.de Telephone: +49511284770
Germany	Brandenburg	Staatskanzlei Brandenburg		Directive 2010/13/EU on audiovisual media services, Legal responsibility for enforcing the following Union law(s):	Address: Heinrich-Mann-Allee 107 Potsdam 14473 Email: poststelle@stk.brandenburg.de Website: Telephone: 0049 (0) 331 886 0
Germany	Berlin	Medienanstalt Berlin-Brandenburg		Directive (EU) 2015/2302 on package travel and linked travel arrangements, Directive 1999/44/EC on the sale of consumer goods and associated guarantees, Directive 2000/31/EC on electronic commerce, Directive 2001/83/EC on medicinal products for human use, Directive 2002/58/EC on privacy and electronic communications, Directive 2002/65/EC on distance marketing of consumer	Address: Kleine Präsidentenstraße 1 Berlin 10178 Email: mail@mabb.de Website: https://www.mabb.de/home.html Telephone: +49 30 264 967 0

				<p>financial services, Directive 2005/29/EC on unfair commercial practices, Directive 2006/114/EC on misleading and comparative advertising, Directive 2006/123/EC on services in the internal market, Directive 2008/122/EC on timeshare, long-term holiday product, resale and exchange contracts, Directive 2008/48/EC on credit agreements for consumers, Directive 2010/13/EU on audiovisual media services, Directive 2011/83/EU on consumer rights, Directive 2013/11/EU on consumer ADR, Directive 2014/17/EU on credit agreements for consumers for residential property, Directive 2014/92/EU on the comparability of fees related to payment accounts, Directive 93/13/EEC on unfair terms in consumer contracts, Directive 98/6/EC on consumer protection in the indication of the prices of products, Legal responsibility for enforcing the following Union law(s):, Regulation (EC) No 1008/2008 on common air services rules in the Community, Regulation (EC) No 1107/2006 on disabled persons' and persons with reduced mobility's rights when travelling by air, Regulation (EC) No 1371/2007 on rail passengers' rights and obligations, Regulation (EC) No 261/2004 on denied boarding and of cancellation or long delay of flights, Regulation (EU) 2017/1128 on cross-border portability of online content services, Regulation (EU) 2018/302 addressing unjustified geo-blocking, Regulation (EU) No 1177/2010 on passengers' rights when travelling by sea and inland waterway, Regulation (EU) No 181/2011 on passengers' rights in bus and coach transport, Regulation (EU) No 524/2013 on consumer ODR</p>	
Germany	Mecklenburg-Western Pomerania	Staatskanzlei des Landes Mecklenburg-Vorpommern		<p>Directive 2010/13/EU on audiovisual media services, Legal responsibility for enforcing the following Union law(s):</p>	<p>Address: Schloßstraße 2-4 Schwerin 19053 Email: poststelle@stk.mv-regierung.de Website: https://www.regierung-mv.de/Landesregierung/stk/ Telephone: +49 385 588 0</p>
Germany	Thuringia	Thüringer Landesmedienanstalt		<p>Directive 2010/13/EU on audiovisual media services, Legal responsibility for enforcing the following Union law(s):</p>	<p>Address: Steigerstraße 10 Erfurt 99096 Email: mail@tln.de Website: https://www.tln.de Telephone: 0361-211770</p>

Germany	Bremen	Senatorin für Wirtschaft Arbeit und Europa (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):	Address: Zweite Schlachtpforte 3 Bremen 28195 Email: office@wah.bremen.de Website: http://www.wirtschaft.bremen.de Telephone: +49 421 3618808
Germany	Hamburg	Behörde für Wirtschaft und Innovation (SDIMIC)	Ministry for Economic and Labour Affairs (Hamburg)	Directive 98/6/EC on consumer protection in the indication of the prices of products, Legal responsibility for enforcing the following Union law(s):	Address: Alter Steinweg 4 Hamburg 20459 Email: IMI-DIMIC-HAMBURG@bwi.hamburg.de Website: http://www.hamburg.de/bwi/ Telephone: +49 40 42841 1383
Germany	Mecklenburg-Western Pomerania	Ministerium für Wirtschaft, Arbeit und Gesundheit 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):	Address: Johannes-Stelling-Str. 14 Schwerin 19053 Email: sdimic@wm.mv-regierung.de Website: http://www.wm.mv-regierung.de Telephone: +49 385 588 0
Germany	Saxony-Anhalt	Ministerium für Arbeit, Soziales und Integration 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):	Address: Turmschanzenstr. 25 Magdeburg 39114 Email: imi@ms.sachsen-anhalt.de Website: http://www.ms.sachsen-anhalt.de Telephone: +49 391 56701
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, Directive 2002/65/EC on distance marketing of consumer financial services, Directive 2005/29/EC on unfair commercial practices, Directive 2008/48/EC on credit agreements for consumers, Directive 2014/17/EU on credit agreements for consumers for residential property, Legal responsibility for enforcing the following Union law(s); Regulation (EC) No 1008/2008 on common air services rules in the Community, Regulation (EC) No 1107/2006 on disabled persons' and persons with reduced mobility's rights when travelling by air, Regulation (EC) No 1371/2007 on rail passengers' rights and obligations, Regulation (EU) No 1177/2010 on passengers' rights when travelling by sea and inland waterway, Regulation (EU) No 181/2011 on passengers' rights in bus and coach transport	Address: Friedrichswall 1 Hannover 30159 Email: sdimic.imi@mw.niedersachsen.de Website: Telephone: +49 511 120 0
Germany	Bremen	Die Senatorin für Gesundheit, Frauen und Verbraucherschutz	Regional Health Authority (Bremen)	Directive 2001/83/EC on medicinal products for human use, Legal responsibility for enforcing the following Union law(s):	Address: Contrescarpe 72 Bremen 28195 Email: imi@gesundheit.bremen.de Website: http://www.gesundheit.bremen.de Telephone: +49 421 3614093
Germany	Schleswig-	Ministerium für		Directive 98/6/EC on consumer	Address: Düsternbrooker Weg 94 Kiel

	Holstein	Wirtschaft, Verkehr, Arbeit, Technologie und Tourismus des Landes Schleswig-Holstein		protection in the indication of the prices of products, Legal responsibility for enforcing the following Union law(s):	24105 Email: poststelle@wimi.landsh.de Website: https://www.schleswig-holstein.de/DE/Landesregierung/VII/Kontakt/kontakt_node.html Telephone: +49 431 988 0
Germany	Mecklenburg-Western Pomerania	Landesamt für Gesundheit und Soziales (Mecklenburg-Vorpommern)		Directive 2001/83/EC on medicinal products for human use, Legal responsibility for enforcing the following Union law(s):	Address: Wismarsche Straße 298 Schwerin 19055 Email: poststelle.amuest@lagus.mv-regierung.de Website: https://www.lagus.mv-regierung.de/ Telephone: +49 385 588 59380
Germany	Saxony	Sächsische Staatskanzlei		Directive 2001/83/EC on medicinal products for human use, Legal responsibility for enforcing the following Union law(s):	Address: Archivstraße 1 Dresden 01097 Email: info@sk.sachsen.de Website: https://www.sk.sachsen.de/ Telephone: +49 351 564 0
Germany	Saarland	Landesmedienanstalt Saarland		Directive 2001/83/EC on medicinal products for human use, Legal responsibility for enforcing the following Union law(s):	Address: Nell-Breuning-Allee 6 Saarbrücken 66115 Email: info@lmsaar.de Website: http://www.lmsaar.de Telephone: +49 681 389880
Germany	North Rhine-Westphalia	Landesanstalt für Medien Nordrhein-Westfalen		Directive 2000/31/EC on electronic commerce, Directive 2010/13/EU on audiovisual media services, Legal responsibility for enforcing the following Union law(s):	Address: Postfach 103443 Düsseldorf 40025 Email: info@medienanstalt-nrw.de Website: https://www.medienanstalt-nrw.de/ Telephone: +49 211 77 00 70
Germany	Hesse	Landesanstalt für privaten Rundfunk und neue Medien (LPR Hessen)		Directive 2010/13/EU on audiovisual media services, Legal responsibility for enforcing the following Union law(s):	Address: Wilhelmshöher Allee 262 Kassel 34131 Email: lpr@lpr-hessen.de Website: https://www.lpr-hessen.de/ Telephone: +49 561 935 86 0
Germany	Saarland	Staatskanzlei des Saarlandes		Directive 2010/13/EU on audiovisual media services, Legal responsibility for enforcing the following Union law(s):	Address: Am Ludwigsplatz 14 Saarbrücken 66117 Email: kontakt@staatskanzlei.saarland.de Website: Telephone: +49 681 501 00
Germany	Saxony	Sächsische Landesanstalt für privaten Rundfunk und neue Medien (SLM)		Directive 2010/13/EU on audiovisual media services, Legal responsibility for enforcing the following Union law(s):	Address: Ferdinand-Lasalle-Straße 21 Leipzig 04109 Email: info@slm-online.de Website: https://www.slm-online.de Telephone: +49 341 22 59 0
Germany	Saarland	Ministerium für Soziales, Gesundheit, Frauen und Familie des Saarlandes		Directive 2001/83/EC on medicinal products for human use, Legal responsibility for enforcing the following Union law(s):	Address: Franz-Josef-Röder-Straße 23 Saarbrücken 66119 Email: presse@soziales.saarland.de Website: https://www.saarland.de/msgff/DE/home/home_node.html Telephone: +49 681 501-3097
Germany	Hesse	Hessische Staatskanzlei		Directive 2010/13/EU on audiovisual media services, Legal responsibility for enforcing the following Union law(s):	Address: Georg-August-Zinn-Str. 1 Wiesbaden 65183 Email: info@stk.hessen.de Website: https://staatskanzlei.hessen.de/ Telephone:

					+49 611 320
Germany	North Rhine-Westphalia	Staatskanzlei des Landes Nordrhein-Westfalen		Directive 2010/13/EU on audiovisual media services, Legal responsibility for enforcing the following Union law(s):	Address: P.O. Box Düsseldorf 40190 Email: ministerpraesident@stk.nrw.de Website: https://www.land.nrw.de/landesregierung/ministerpraesident/staatskanzlei Telephone: +49 (0) 211 837-1001
Germany	Bremen	Senatskanzlei Bremen		Directive 2010/13/EU on audiovisual media services, Legal responsibility for enforcing the following Union law(s):	Address: Am Markt 21 Bremen 28195 Email: office@sk.bremen.de Website: https://www.rathaus.bremen.de/senatskanzlei-736 Telephone: +49 421 361 6132
Germany	Schleswig-Holstein	Staatskanzlei Schleswig-Holstein		Directive 2010/13/EU on audiovisual media services, Legal responsibility for enforcing the following Union law(s):	Address: Duesternbrooker Weg 104 Kiel 24105 Email: Landesportal@stk.landsh.de Website: http://www.schleswig-holstein.de Telephone: +49 431 9880
Germany	Baden-Wuerttemberg	Landesanstalt für Kommunikation		Directive 2000/31/EC on electronic commerce, Directive 2010/13/EU on audiovisual media services, Legal responsibility for enforcing the following Union law(s):	Address: Reinsburgstraße 27 Stuttgart 70178 Email: info@lfk.de Website: https://www.lfk.de/ Telephone: +49 711 66991 0
Germany	Hamburg	Behörde für Justiz und Verbraucherschutz	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):	Address: Drehbahn 36 Hamburg 20354 Email: imi@justiz.hamburg.de Website: https://www.hamburg.de/bjv/ Telephone: +49 40 428 43 1618
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 prices of products, Legal responsibility for enforcing the following Union law(s):	Address: Prinzregentenstraße 28 München 80538 Email: poststelle@stmwi.bayern.de Website: http://www.stmwi.bayern.de/ Telephone: +49
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):	Address: Max-Reger-Str. 4-8 Erfurt 99096 Email: mailbox@tmwwdg.thueringen.de Website: Telephone: +49 361 37 94811
Germany	Baden-Wuerttemberg	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):	Address: Else-Josenhans-Straße 6 Stuttgart 70173 Email: poststelle@sm.bwl.de Website: http://www.sozialministerium-bw.de Telephone: +49 711 123 0
Germany	Bavaria	Bayerisches Staatsministerium für		Directive 2010/13/EU on audiovisual media services, Legal responsibility for	Address: Salvatorstraße 2 München 80333 Email:

		Wissenschaft und Kunst		enforcing the following Union law(s):	Kulturgutschutz@stmwk.bayern.de Website: https://www.stmwk.bayern.de/ Telephone: 0049 89 2186 -0
Germany	* National coverage / competence (DE)	Bundesministerium der Justiz und für Verbraucherschutz (BMJV)	Federal Ministry of Justice and Consumer Protection (CPC - SLO)		Address: Mohrenstraße 37 Berlin 10117 Email: CPC-SLO-Germany@bmjv.bund.de Website: https://www.bmjv.de/EN/Home/home_node.html Telephone: +49 30 18 5800
Germany	Lower Saxony	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	Address: Kurt-Schumacher-Str. 21 Braunschweig 38102 Email: fluggastrechte@lba.de Website: https://www.lba.de/DE/Home/home_node.html Telephone: +49 531 2355 115
Germany	* National coverage / competence (DE)	Bundesamt für Justiz (BfJ)	Federal Office of Justice	Directive (EU) 2015/2302 on package travel and linked travel arrangements, Directive 1999/44/EC on the sale of consumer goods and associated guarantees, Directive 2000/31/EC on electronic commerce, Directive 2002/58/EC on privacy and electronic communications, Directive 2002/65/EC on distance marketing of consumer financial services, Directive 2005/29/EC on unfair commercial practices, Directive 2006/114/EC on misleading and comparative advertising, Directive 2008/122/EC on timeshare, long-term holiday product, resale and exchange contracts, Directive 2008/48/EC on credit agreements for consumers, Directive 2011/83/EU on consumer rights, Directive 2013/11/EU on consumer ADR, Directive 2014/17/EU on credit agreements for consumers for residential property, Directive 93/13/EEC on unfair terms in consumer contracts, Legal responsibility for enforcing the following Union law(s); Regulation (EC) No 1008/2008 on common air services rules in the Community, Regulation (EC) No 1107/2006 on disabled persons' and persons with reduced mobility's rights when travelling by air, Regulation (EU) 2017/1128 on cross-border portability of online content services, Regulation (EU) No 524/2013 on consumer ODR	Address: Adenauerallee 99-103 Bonn 53113 Email: poststelle@bfj.bund.de Website: http://www.bundesjustizamt.de Telephone: +49 22899 410 40

Germany	Baden-Wuerttemberg	Ministerium für Wirtschaft, Arbeit und Wohnungsbau Baden-Württemberg	Ministry of Economy (Baden-Wuerttemberg)	Directive 98/6/EC on consumer protection in the indication of the prices of products, Legal responsibility for enforcing the following Union law(s):	Address: Schlossplatz 4 - Neues Schloss Stuttgart 70173 Email: DIMIC@wm.bwl.de Website: http://wm.baden-wuerttemberg.de Telephone: +49 711 123 0
Germany	Baden-Wuerttemberg	Staatsministerium Baden-Württemberg	State Ministry (Baden-Wuerttemberg)	Directive 2010/13/EU on audiovisual media services, Legal responsibility for enforcing the following Union law(s):	Address: Richard-Wagner-Str. 15 Stuttgart 70184 Email: poststelle@stm.bwl.de Website: http://www.stm.baden-wuerttemberg.de Telephone: +49 711 2153 0
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):	Address: Am Listholze 74 Hannover 30177 Email: imi@gaa-h.niedersachsen.de Website: http://www.gewerbeaufsicht.niedersachsen.de Telephone: +49 511 9096 0
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):	Address: Ludwig-Winter-Strasse 2 Braunschweig 38120 Email: poststelle@gaa-bs.niedersachsen.de Website: http://www.gewerbeaufsicht.niedersachsen.de Telephone: +49 531 354760
Germany	Lower Saxony	Staatliches Gewerbeaufsichtsamt Lüneburg	Regional Trade Inspectorate, Lüneburg (Lower Saxony)	Directive 2001/83/EC on medicinal products for human use, Legal responsibility for enforcing the following Union law(s):	Address: Auf der Hude 2 Lüneburg 21339 Email: imi@gaa-lg.niedersachsen.de Website: http://www.gewerbeaufsicht.niedersachsen.de Telephone: +49 4131 15 14 00
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):	Address: Theodor-Tantzen-Platz 8 Oldenburg 26122 Email: poststelle@gaa-ol.niedersachsen.de Website: http://www.gewerbeaufsicht.niedersachsen.de Telephone: +49 441 799 0
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):	Address: Ludwigstrasse 20 Bayreuth 95444 Email: poststelle@reg-ofr.bayern.de Website: http://www.regierung.oberfranken.bayern.de Telephone: +49 (0)921 604-0
Germany	Brandenburg	Ministerium für Soziales, Gesundheit, Integration und Verbraucherschutz des Landes Brandenburg (zuständige Behörde)	Ministry of Labour, Social Affairs, Women and Family (competent authority) (Brandenburg)	Directive 98/6/EC on consumer protection in the indication of the prices of products, Legal responsibility for enforcing the following Union law(s):	Address: Heinrich-Mann-Allee 103 Potsdam 14473 Email: poststelle@msgiv.brandenburg.de Website: http://www.msgiv.brandenburg.de Telephone: +49 331 866 5237
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/	Address: Stiftsstraße 9 Mainz 55116 Email: imi@mwwlvw.rlp.de Website: https://mwwlvw.rlp.de/de/startseite/ Telephone: +49 6131 16 2525

				EC on distance marketing of consumer financial services, Directive 2005/29/EC on unfair commercial practices, Directive 2006/114/EC on misleading and comparative advertising, Directive 2006/123/EC on services in the internal market, Directive 2008/48/EC on credit agreements for consumers, Directive 2011/83/EU on consumer rights, Directive 2013/11/EU on consumer ADR, Directive 2014/17/EU on credit agreements for consumers for residential property, Directive 93/13/EEC on unfair terms in consumer contracts, Directive 98/6/EC on consumer protection in the indication of the prices of products, Legal responsibility for enforcing the following Union law(s); Regulation (EU) No 524/2013 on consumer ODR	
Germany	* National coverage / competence (DE)	Eisenbahn-Bundesamt (EBA)	Federal Railway Authority - German National Safety Authority (NSA)	Legal responsibility for enforcing the following Union law(s); Regulation (EC) No 1371/2007 on rail passengers' rights and obligations, Regulation (EU) No 1177/2010 on passengers' rights when travelling by sea and inland waterway, Regulation (EU) No 181/2011 on passengers' rights in bus and coach transport	Address: Heinemannstraße 6 Bonn 53175 Email: Ref54@eba.bund.de Website: http://www.eba.bund.de/DE/Home/home_node.html Telephone: +49 228 9826 0
Germany	Thuringia	Thüringer Staatskanzlei	State Chancellery (Thuringia)	Directive 2010/13/EU on audiovisual media services, Legal responsibility for enforcing the following Union law(s):	Address: Werner-Seelenbinder-Straße 7 Erfurt 99096 Email: poststelle@tsk.thueringen.de Website: Telephone: +49 3613794761
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-blocking	Address: Kattunbleiche 19 Hamburg D - 22041 Email: kulturgutschutz@bkm.hamburg.de Website: Telephone: +49 40 428 31 3132
Germany	Schleswig-Holstein	Landesamt für Soziale Dienste, 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):	Address: Adolf-Westphal-Str. 4 Kiel 24143 Email: info@lasd.landsh.de Website: https://www.schleswig-holstein.de/DE/Landesregierung/LASD/Aufgaben/Gesundheitsberufe/gesundheitsberufe_node.html Telephone: +49 431 988 5572
Greece		Υπουργείο Τουρισμού	Ministry of Tourism	Directive (EU) 2015/2302 on package travel and linked travel arrangements, Legal responsibility for enforcing the	Address: Λεωφόρος Αμαλίας 12 Αθήνα 10557 Email: mailbox@mintour.gr Website: http://www.mintour.gov.gr/

				following Union law(s):	Telephone: +30 210 3736340, 210 3736117, 210 3736346, 210 3736115, 210 3736089
Greece		Υπουργείο Ανάπτυξης και Επενδύσεων Γενική Γραμματεία Εμπορίου & Προστασίας Καταναλωτή Γενική Διεύθυνση Προστασίας Καταναλωτή Διεύθυνση Πολιτικής και Ενημέρωσης Καταναλωτή	Directorate for Consumer Policy and Information (Ministry of Development and Investments / General Secretariat for Commerce and Consumer Protection / General Directorate for Consumer Protection) (CPC - SLO)		Address: Κάνιγγος 20 Athens 10181 Email: 1520@efpolis.gr Website: http://www.mindev.gov.gr Telephone: +30 2103893667, +30 2103893424, +30 2103893546
Greece		Εθνικός Οργανισμός Φαρμάκων		Directive 2001/83/EC on medicinal products for human use, Legal responsibility for enforcing the following Union law(s):	Address: 284 Mesogeion Av.e Athens 155 62 Email: relation@eof.gr Website: http://www.eof.gr Telephone: +30 213 20 40 281
Greece		ΔΙΕΥΘΥΝΣΗ ΠΡΟΣΤΑΣΙΑΣ ΚΑΤΑΝΑΛΩΤΗ		Directive 1999/44/EC on the sale of consumer goods and associated guarantees, Directive 2000/31/EC on electronic commerce, Directive 2002/65/EC on distance marketing of consumer financial services, Directive 2005/29/EC on unfair commercial practices, Directive 2006/114/EC on misleading and comparative advertising, Directive 2006/123/EC on services in the internal market, Directive 2008/122/EC on timeshare, long-term holiday product, resale and exchange contracts, Directive 2008/48/EC on credit agreements for consumers, Directive 2011/83/EU on consumer rights, Directive 2013/11/EU on consumer ADR, Directive 2014/17/EU on credit agreements for consumers for residential property, Directive 2014/92/EU on the comparability of fees related to payment accounts, Directive 93/13/EEC on unfair terms in consumer contracts, Legal responsibility for enforcing the following Union law(s);, Regulation (EU) 2017/1128 on cross-border portability of online content services, Regulation (EU) 2018/302 addressing unjustified geo-blocking, Regulation (EU) No 524/2013 on consumer ODR	Address: KANIGGOS SQ ATHENS 101081 Email: 1520@efpolis.gr Website: http://www.mindev.gov.gr Telephone: +30 210 3893367, +30 210 3893546
Greece		ΥΠΟΥΡΓΕΙΟ ΝΑΥΤΙΛΙΑΣ & ΝΗΣΙΩΤΙΚΗΣ ΠΟΛΙΤΙΚΗΣ/ ΑΡΧΗΓΕΙΟ ΛΣ-ΕΛ.ΑΚΤ/ ΔΘΣ		Legal responsibility for enforcing the following Union law(s);, Regulation (EU) No 1177/2010 on passengers' rights when travelling by sea and	Address: ΑΚΤΗ ΒΑΣΙΛΕΙΑΔΗ ΠΥΛΗ Ε1-Ε2 ΠΕΙΡΑΙΑΣ 18510 Email: dths@hcg.gr Website: https://www.hcg.gr Telephone: +30 213 1371167

				inland waterway	
Greece		ΕΘΝΙΚΟ ΣΥΜΒΟΥΛΙΟ ΡΑΔΙΟΤΗΛΕΟΡΑΣΗΣ		Directive 2010/13/EU on audiovisual media services, Legal responsibility for enforcing the following Union law(s):	Address: ΠΑΝΕΠΙΣΤΗΜΙΟΥ ΚΑΙ ΑΜΕΡΙΚΗΣ 5 ΑΘΗΝΑ 10564 Email: ncrtv@otenet.gr Website: http://www.esr.gr Telephone: +30 2131502390
Greece		ΕΥΡΩΠΑΪΚΟ ΚΕΝΤΡΟ ΚΑΤΑΝΑΛΩΤΗ ΕΛΛΑΔΑΣ	European Consumer Centre (ECC Greece)		Address: Λεωφόρος Αλεξάνδρας 144 Αθήνα (Αμπελόκηποι) 11471 Email: info@eccgreece.gr Website: https://www.eccgreece.gr/ Telephone: +30 2106460862, +30 2106460814
Greece		ΕΝΩΣΗ ΚΑΤΑΝΑΛΩΤΩΝ Η ΠΟΙΟΤΗΤΑ ΖΩΗΣ			Address: ΣΤΟΥΡΝΑΡΗ 17 ΑΘΗΝΑ 10683 Email: info@ekpizo.gr Website: Telephone: +30 2103304444
Greece		ΕΝΩΣΗ ΕΡΓΑΖΟΜΕΝΩΝ ΚΑΤΑΝΑΛΩΤΩΝ ΕΛΛΑΔΟΣ			Address: ΙΟΥΛΙΑΝΟΥ 28 ΑΘΗΝΑ 10433 Email: info@eeke.gr Website: Telephone: +30 2108817730
Greece		ΚΕΝΤΡΟ ΠΡΟΣΤΑΣΙΑΣ ΚΑΤΑΝΑΛΩΤΩΝ			Address: ΒΑΣ.ΗΡΑΚΛΕΙΟΥ 32 ΘΕΣΣΑΛΟΝΙΚΗ 54624 Email: consumers@kepka.org Website: Telephone: +30 2310233333, +30 2310269449
Greece		ΓΕΝΙΚΗ ΓΡΑΜΜΑΤΕΙΑ ΟΙΚΟΝΟΜΙΚΗΣ ΠΟΛΙΤΙΚΗΣ ΓΕΝΙΚΗ ΔΙΕΥΘΥΝΣΗ ΟΙΚΟΝΟΜΙΚΗΣ ΠΟΛΙΤΙΚΗΣ ΔΙΕΥΘΥΝΣΗ ΧΡΗΜΑΤΟΟΙΚΟΝΟΜΙΚΗΣ ΠΟΛΙΤΙΚΗΣ		Directive 2014/92/EU on the comparability of fees related to payment accounts, Legal responsibility for enforcing the following Union law(s):	Address: ΝΙΚΗΣ 5-7 ΑΘΗΝΑ 10563 Email: mcdf@mnec.gr Website: Telephone: +30 2103332778
Greece		ΥΠΗΡΕΣΙΑ ΠΟΛΙΤΙΚΗΣ ΑΕΡΟΠΟΡΙΑΣ		Legal responsibility for enforcing the following Union law(s); Regulation (EC) No 261/2004 on denied boarding and of cancellation or long delay of flights	Address: ΛΕΟΝΤΟΣ 4 ΚΑΙ ΕΛΕΥΘΕΡΙΑΣ ΑΘΗΝΑ 16452 Email: d1d@hcaa.gr Website: Telephone: +30 2109973162, +30 2109973156, +30 2109973163
Greece		ΤΡΑΠΕΖΑ ΤΗΣ ΕΛΛΑΔΟΣ		Directive 2014/17/EU on credit agreements for consumers for residential property, Directive 2014/92/EU on the comparability of fees related to payment accounts, Legal responsibility for enforcing the following Union law(s):	Address: EL. VENIZELOU 21 ATHENS 10250 Email: dep.bankingsupervision@bankofgreece.gr Website: https://www.bankofgreece.gr Telephone: +30 210 3201111
Hungary		Budapest Főváros Kormányhivatala Fogyasztóvédelmi Főosztály		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	Address: Sas utca 19. Budapest 1051 Email: fogyved_kmf_budapest@bfkh.gov.hu Website: http://www.kormanyhivatal.hu/hu/budapest/szervezeti-egyseg/fogyasztovedelmi-foosztaly-2017 Telephone: +36 1 450 2598

				human use, Directive 2005/29/EC on unfair commercial practices, Directive 2006/114/EC on misleading and comparative advertising, Directive 2008/122/EC on timeshare, long-term holiday product, resale and exchange contracts, Directive 98/6/EC on consumer protection in the indication of the prices of products, Legal responsibility for enforcing the following Union law(s); Regulation (EU) No 524/2013 on consumer ODR	
Hungary		Magyar Nemzeti Bank	Financial Supervisory Authority	Directive 2002/65/EC on distance marketing of consumer financial services, Directive 2005/29/EC on unfair commercial practices, Directive 2008/48/EC on credit agreements for consumers, Directive 2014/17/EU on credit agreements for consumers for residential property, Directive 2014/92/EU on the comparability of fees related to payment accounts, Directive 93/13/EEC on unfair terms in consumer contracts, Legal responsibility for enforcing the following Union law(s):	Address: Szabadság tér 9. Budapest 1054 Email: ugyfelszolgalat@mnbb.hu Website: http://www.mnbb.hu/ Telephone: +36 1 428 2600
Hungary		Innovációs és Technológiai Minisztérium - Fogyasztóvédelemért felelős Helyettes Államtitkárság (ITM-FOHÁT)	Ministry for Innovation and Technology - Deputy State Secretariat for Consumer Protection (CPC - SLO)	Directive 93/13/EEC on unfair terms in consumer contracts, Legal responsibility for enforcing the following Union law(s):	Address: Fő utca 44-50 Budapest 1011 Email: fogyasztovedelem@itm.gov.hu Website: http://www.fogyasztovedelem.kormany.hu/ Telephone: +36 1 795 1700
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):	Address: Alkotmány utca 5. Budapest 1054 Email: ugyfelszolgalat@gvh.hu Website: http://www.gvh.hu Telephone: +36 1 472 8933
Hungary		Szabolcs-Szatmár-Bereg Megyei Kormányhivatal	Government Office for Szabolcs-Szatmar-Bereg County (Nyiregyháza)	Directive 2005/29/EC on unfair commercial practices, Legal responsibility for enforcing the following Union law(s):	Address: Hősök tere 5. Nyiregyháza 4400 Email: hivatal@szabolcs.gov.hu Website: Telephone: +36 42 599 301
Hungary		Pest Megyei 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	Address: Váci utca 62-64. Budapest 1056 Email: hivatal@kmrkh.hu Website: http://www.kmrkh.hu Telephone: +36 1 235 1700
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	Address: Ostrom u. 23-25 / Visegrádi u. 106. Budapest 1015 / 1033 Email: info@nmhh.hu Website: http://nmhh.hu Telephone: +36 1 457 7908

				following Union law(s):	
Hungary		Európai Fogyasztói Központ			Address: Budapest Pf. 1. Budapest 1440 Email: info@magyarefk.hu Website: https://fogyasztovedelem.kormany.hu/#/europai_fogyasztoi_kozpont Telephone: +36 1 896 7747
Hungary		Innovációs és Technológiai Minisztérium (közlekedés)	National Transport Authority	Legal responsibility for enforcing the following Union law(s); Regulation (EC) No 1371/2007 on rail passengers' rights and obligations, Regulation (EU) No 181/2011 on passengers' rights in bus and coach transport	Address: Teréz körút 38 Budapest H-1066 Email: vasut.nsa@itm.gov.hu Website: http://www.kormany.hu/hu/nemzeti-fejlesztési-miniszterium Telephone: +36 13731442
Iceland		Neytendastofa	Consumer enforcement agency (CPC - SLO)	Directive (EU) 2015/2302 on package travel and linked travel arrangements, Directive 1999/44/EC on the sale of consumer goods and associated guarantees, Directive 2000/31/EC on electronic commerce, Directive 2005/29/EC on unfair commercial practices, Directive 2006/114/EC on misleading and comparative advertising, Directive 2006/123/EC on services in the internal market, Directive 2008/122/EC on timeshare, long-term holiday product, resale and exchange contracts, Directive 2008/48/EC on credit agreements for consumers, Directive 2011/83/EU on consumer rights, Directive 2013/11/EU on consumer ADR, Directive 2014/17/EU on credit agreements for consumers for residential property, Directive 2014/92/EU on the comparability of fees related to payment accounts, Directive 93/13/EEC on unfair terms in consumer contracts, Directive 98/6/EC on consumer protection in the indication of the prices of products, Legal responsibility for enforcing the following Union law(s); Regulation (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	Address: Borgartun 21 Reykjavík 105 Email: postur@neytendastofa.is Website: https://www.neytendastofa.is/ Telephone: +345 510 1100
Iceland		Samgöngustofa		Legal responsibility for enforcing the following Union law(s); Regulation (EC) No 1008/2008 on common air services rules in the Community, Regulation (EC) No 1107/2006 on disabled persons' and persons with	Address: Armuli 2 Reykjavík 108 Email: icetra@icetra.is Website: https://www.icetra.is/ Telephone: +354 4806000

				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	
Ireland		Comisiún Consanta 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):	Address: 21 Fitzwilliam Square Dublin D02 RD28 Email: info@dataprotection.ie Website: https://www.dataprotection.ie Telephone: +353 761 104 800
Ireland		Coimisiun um Rialail Cumarsaide, Commission for Communications Regulation	Commission for Communications Regulation	Directive 2002/58/EC on privacy and electronic communications, Directive 2011/83/EU on consumer rights, Directive 93/13/EEC on unfair terms in consumer contracts, Legal responsibility for enforcing the following Union law(s):	Address: Block DEF, Irish Life Centre Dublin 1 Lower Abbey Street Email: IMI_notifications@comreg.ie Website: http://www.comreg.ie Telephone: +353 1 8049600
Ireland		Coimisiún um Iomaíocht agus Cosaint Tomhaltóirí, Competition and Consumer Protection Commission	Competition and Consumer Protection Commission (CPC - SLO)	Directive (EU) 2015/2302 on package travel and linked travel arrangements, Directive 1999/44/EC on the sale of consumer goods and associated guarantees, Directive 2000/31/EC on electronic commerce, Directive 2002/65/EC on distance marketing of consumer financial services, Directive 2005/29/EC on unfair commercial practices, Directive 2006/114/EC on misleading and comparative advertising, Directive 2008/122/EC on timeshare, long-term holiday product, resale and exchange contracts, 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, Directive 98/6/EC on consumer protection in the indication of the prices of products, Legal responsibility for enforcing the following Union law(s); Regulation (EU) 2018/302 addressing unjustified geo-blocking, Regulation (EU) No 524/2013 on consumer ODR	Address: Bloom House, Railway Street, Dublin 1 D01C576 Email: CPCUnit@ccpc.ie Website: https://www.ccpc.ie/ Telephone: +353 1 402 5500
Ireland		European Consumer Centre (Ireland)	European Consumer Centre (ECC Ireland)		Address: MACRO Centre, 1 Green Street Dublin D07 X6NR Email: info@eccireland.ie Website: https://www.eccireland.ie/ Telephone: +353 1 879 7620

Ireland		Broadcasting Authority of Ireland, Údarás Craolacháin na hÉireann		Directive 2010/13/EU on audiovisual media services, Legal responsibility for enforcing the following Union law(s):	Address: 2-5 Warrington Place Dublin D02 XP29 Email: info@bai.ie Website: http://www.bai.ie Telephone: +353 1 6441200
Ireland		National Transport Authority, Údarás Náisiúnta Iompair	National Transport Authority (NTA)	Legal responsibility for enforcing the following Union law(s); Regulation (EC) No 1371/2007 on rail passengers' rights and obligations, Regulation (EU) No 1177/2010 on passengers' rights when travelling by sea and inland waterway, Regulation (EU) No 181/2011 on passengers' rights in bus and coach transport	Address: Dún Scéine, Harcourt Lane Dublin D02WT20 Email: info@nationaltransport.ie Website: https://www.nationaltransport.ie/ Telephone: +353 1 879 8300
Ireland		Banc Ceannais na hÉireann, 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, Directive 93/13/EEC on unfair terms in consumer contracts, Legal responsibility for enforcing the following Union law(s):	Address: PO BOX 559, New Wrapping Street, North Wall Quay Dublin 1 D01 F7X3 Email: enquiries@centralbank.ie Website: https://www.centralbank.ie/ Telephone: +353 1 224 6000
Ireland		An Coimisiún um Rialáil Eitilíochta, Commission for Aviation Regulation	Aviation Regulator	Directive (EU) 2015/2302 on package travel and linked travel arrangements, Legal responsibility for enforcing the following Union law(s); Regulation (EC) No 1008/2008 on common air services rules in the Community, Regulation (EC) No 1107/2006 on disabled persons' and persons with reduced mobility's rights when travelling by air, Regulation (EC) No 261/2004 on denied boarding and of cancellation or long delay of flights	Address: 3rd Floor Alexandra House, 6 Earlsfort Terrace Dublin D02W773 Email: info@aviationreg.ie Website: https://www.aviationreg.ie Telephone: +353 1 661 1700
Ireland		An tÚdarás Rialála Táirgí Sláinte, Health Products Regulatory Authority		Directive 2001/83/EC on medicinal products for human use, Legal responsibility for enforcing the following Union law(s):	Address: Kevin O'Malley House, Earlsfort Centre, Earlsfort Terrace Dublin D02XP77 Email: info@hpra.ie Website: https://www.hpra.ie/ Telephone: +353 1 676 4971
Italy		Autorità di Regolazione dei Trasporti - ART	Autorità di Regolazione dei Trasporti - ART	Legal responsibility for enforcing the following Union law(s); Regulation (EC) No 1371/2007 on rail passengers' rights and obligations, Regulation (EU) No 1177/2010 on passengers' rights when travelling by sea and inland waterway, Regulation (EU) No 181/2011 on passengers' rights in bus and coach transport	Address: Via Nizza 230 Torino 10126 Email: segreteria@autorita-trasporti.it Website: https://www.autorita-trasporti.it/ Telephone: +39 011 19212503

Italy		Altroconsumo			Address: Via Valassina 22 Milano 20159 Email: pr@altroconsumo.it Website: http://www.altroconsumo.it Telephone: +39 02 668901
Italy		Movimento Consumatori (MC)	Consumer Movement (MC)		Address: Piemonte 39/A Roma 00187 Email: info@movimentoconsumatori.it Website: https://www.movimentoconsumatori.it/ Telephone: +39 06 4880053
Italy		Istituto per la Vigilanza sulle Assicurazioni (IVASS)	Institute for the Supervision of Insurance (IVASS)	Directive (EU) 2015/2302 on package travel and linked travel arrangements, Directive 1999/44/EC on the sale of consumer goods and associated guarantees, Directive 2000/31/EC on electronic commerce, Directive 2002/65/EC on distance marketing of consumer financial services, Directive 2006/123/EC on services in the internal market, Directive 2013/11/EU on consumer ADR, Directive 93/13/EEC on unfair terms in consumer contracts, Legal responsibility for enforcing the following Union law(s); Regulation (EU) No 524/2013 on consumer ODR	Address: Via del Quirinale, 21 Rome 00187 Email: scrivi@ivass.it Website: https://www.ivass.it/ Telephone: +39 06 421331
Italy		Ente Nazionale per l'Aviazione Civile (ENAC)	Italian Civil Aviation Authority (ENAC)	Legal responsibility for enforcing the following Union law(s); Regulation (EC) No 261/2004 on denied boarding and of cancellation or long delay of flights, Regulation (EU) 2017/1128 on cross-border portability of online content services	Address: Via Castro Pretorio 118 Rome 00185 Email: cartadiritti@enac.gov.it Website: https://www.enac.gov.it/ Telephone: +39 06445966348
Italy		Centro Europeo Consumatori Italia (CEC Italia)	European Consumer Centre (ECC Italy)		Address: Largo Alessandro Vessella n.31 Rome 00199 Email: info@ecc-netitalia.it Website: https://www.ecc-netitalia.it/it/ Telephone: +39 0644238090
Italy		Commissione Nazionale per le Società e la Borsa (CONSOB)	National Commission for Companies and the Stock Exchange - Italian market supervisory authority (CONSOB)	Directive 2000/31/EC on electronic commerce, Directive 2002/65/EC on distance marketing of consumer financial services, Directive 2013/11/EU on consumer ADR, Legal responsibility for enforcing the following Union law(s); Regulation (EU) No 524/2013 on consumer ODR	Address: Via G. B. Martini, 3 Rome 00198 Email: consob@pec.consob.it Website: http://www.consob.it Telephone: +39 06 84771
Italy		Banca d'Italia	Bank of Italy (National central bank, national supervisory and resolution authority)	Directive 2000/31/EC on electronic commerce, Directive 2002/65/EC on distance marketing of consumer financial services, Directive 2008/48/EC on credit agreements for consumers, Directive 2013/11/EU on	Address: Via Nazionale 91 Roma 00184 Email: email@bancaditalia.it Website: https://www.bancaditalia.it Telephone: +39 0647921

				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):	
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):	Address: Via del Tritone 181 Roma 00187 Email: protocollo@pec.aifa.gov.it Website: https://www.aifa.gov.it Telephone: +39 06 5978401
Italy		Autorità per le Garanzie nelle Comunicazioni (AGCOM)	Authority for Communications (AGCOM)	Directive 2000/31/EC on 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	Address: Isonzo 21B Roma 00186 Email: DCA@AGCOM.IT Website: https://www.agcom.it/ Telephone: +39 06 69644296
Italy		Centro per i Diritti del Cittadino (CODICI)	Centre for the Citizen rights (CODICI)	Directive (EU) 2015/2302 on package travel and linked travel arrangements, Directive 1999/44/EC on the sale of consumer goods and associated guarantees, Directive 2000/31/EC on electronic commerce, Directive 2001/83/EC on medicinal products for human use, Directive 2002/58/EC on privacy and electronic communications, Directive 2002/65/EC on distance marketing of consumer financial services, Directive 2005/29/EC on unfair commercial practices, Directive 2006/114/EC on misleading and comparative advertising, Directive 2006/123/EC on services in the internal market, Directive 2008/122/EC on timeshare, long-term holiday product, resale and exchange contracts, Directive 2008/48/EC on credit agreements for consumers, Directive 2010/13/EU on audiovisual media services, Directive 2011/83/EU on consumer rights, Directive 2013/11/EU on consumer ADR, Directive 2014/17/EU on credit agreements for consumers for residential property, Directive 2014/92/EU on the comparability of fees related to payment accounts, Directive 93/13/EEC on unfair terms in consumer contracts, Directive 98/6/EC on consumer protection in the indication of the prices of products, Legal responsibility for enforcing the	Address: Via Giuseppe Belluzzo 1 Roma 00149 Email: segreteria_nazionale@codici.org Website: https://codici.org/ Telephone: +39 06 55 30 18 08

				following Union law(s); Regulation (EC) No 1008/2008 on common air services rules in the Community, Regulation (EC) No 1107/2006 on disabled persons' and persons with reduced mobility's rights when travelling by air, Regulation (EC) No 1371/2007 on rail passengers' rights and obligations, Regulation (EC) No 261/2004 on denied boarding and of cancellation or long delay of flights, Regulation (EU) 2017/1128 on cross-border portability of online content services, Regulation (EU) 2018/302 addressing unjustified geo-blocking, Regulation (EU) No 1177/2010 on passengers' rights when travelling by sea and inland waterway, Regulation (EU) No 181/2011 on passengers' rights in bus and coach transport, Regulation (EU) No 524/2013 on consumer ODR	
Italy		Garante per la protezione dei dati personali (GPDP)	SA Italy (Supervisor for the Protection of Personal Data)	Directive 2002/58/EC on privacy and electronic communications, Legal responsibility for enforcing the following Union law(s):	Address: Piazza Venezia 11 Roma 00187 Email: imi@gpdp.it Website: http://www.gpdp.it Telephone: +39 06696771
Italy		Autorità Garante della Concorrenza e del Mercato	Italian Competition Authority	Directive 2000/31/EC on electronic commerce, Directive 2005/29/EC on unfair commercial practices, Directive 2006/114/EC on misleading and comparative advertising, Directive 2006/123/EC on services in the internal market, Directive 2011/83/EU on consumer rights, Directive 2013/11/EU on consumer ADR, Directive 93/13/EEC on unfair terms in consumer contracts, Legal responsibility for enforcing the following Union law(s); Regulation (EU) 2018/302 addressing unjustified geo-blocking, Regulation (EU) No 524/2013 on consumer ODR	Address: Piazza G. Verdi 6a Roma 00198 Email: dgtc@agcm.it Website: http://www.agcm.it Telephone: +39 06 85821 860
Italy		Ministero dello Sviluppo Economico - Direzione Generale per il Mercato, La concorrenza, il Consumatore, la Vigilanza e la Normativa Tecnica (CPC - SLO)	Ministry of Economic Development - General Directorate for the Market, Competition, Consumer, Supervision and Technical Regulations (CPC - SLO)	Directive 1999/44/EC on the sale of consumer goods and associated guarantees, Directive 2000/31/EC on electronic commerce, Directive 2008/122/EC on timeshare, long-term holiday product, resale and exchange contracts, Directive 98/6/EC on consumer protection in the indication of the prices of products, Legal responsibility for enforcing the following Union law(s):	Address: Via Sallustiana 53 Roma 00187 Email: dgmctcnt.div9@mise.gov.it Website: http://www.sviluppoeconomico.gov.it Telephone: +39 06 4705 5448

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):	Address: Doma laukums 8A Rīga LV-1939 Email: neplpadome@neplpadome.lv Website: http://www.neplpadome.lv Telephone: +371 67 221 848
Latvia		Patērētāju tiesību aizsardzības centrs	Consumer Rights Protection Centre (CPC - SLO)	Directive (EU) 2015/2302 on package travel and linked travel arrangements, Directive 1999/44/EC on the sale of consumer goods and associated guarantees, Directive 2000/31/EC on electronic commerce, Directive 2002/65/EC on distance marketing of consumer financial services, Directive 2005/29/EC on unfair commercial practices, Directive 2006/123/EC on services in the internal market, Directive 2008/122/EC on timeshare, long-term holiday product, resale and exchange contracts, Directive 2008/48/EC on credit agreements for consumers, Directive 2011/83/EU on consumer rights, Directive 2013/11/EU on consumer ADR, Directive 2014/17/EU on credit agreements for consumers for residential property, Directive 2014/92/EU on the comparability of fees related to payment accounts, Directive 93/13/EEC on unfair terms in consumer contracts, Directive 98/6/EC on consumer protection in the indication of the prices of products, Legal responsibility for enforcing the following Union law(s); Regulation (EC) No 1008/2008 on common air services rules in the Community, Regulation (EC) No 1371/2007 on rail passengers' rights and obligations, Regulation (EC) No 261/2004 on denied boarding and of cancellation or long delay of flights, Regulation (EU) 2017/1128 on cross-border portability of online content services, Regulation (EU) 2018/302 addressing unjustified geo-blocking, Regulation (EU) No 181/2011 on passengers' rights in bus and coach transport, Regulation (EU) No 524/2013 on consumer ODR	Address: Brīvības iela 55 Rīga LV-1013 Email: ptac@ptac.gov.lv Website: http://www.ptac.gov.lv Telephone: +371 67388624
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):	Address: Klijānu iela 7 Rīga LV-1012 Email: vi@vi.gov.lv Website: http://www.vi.gov.lv Telephone: +371 27802823

Latvia		Eiropas Patērētāju informēšanas centrs	European Consumer Centre (ECC Latvia)		Address: Brivibas Street 55 - 207 Riga LV- 1010 Email: info@ecclatvia.lv Website: https://www.ecclatvia.lv/en/ Telephone: +371 67388625
Lithuania		Lietuvos transporto saugos administracija	State Road Transport Inspectorate (under the Ministry of Transport and Communications)	Legal responsibility for enforcing the following Union law(s); Regulation (EC) No 1008/2008 on common air services rules in the Community, Regulation (EC) No 1107/2006 on disabled persons' and persons with reduced mobility's rights when travelling by air, Regulation (EC) No 261/2004 on denied boarding and of cancellation or long delay of flights, Regulation (EU) No 1177/2010 on passengers' rights when travelling by sea and inland waterway, Regulation (EU) No 181/2011 on passengers' rights in bus and coach transport	Address: Švitrigailos g. 42 Vilnius LT-03209 Email: itsa@itsa.lrv.lt Website: https://itsa.lrv.lt/ Telephone: +370 5 278 5601
Lithuania		Lietuvos vartotojų organizacijų aljansas			Address: Parko g. 3-7 Vilnius 11203 Email: info@lvoa.lt Website: http://www.lvoa.lt/ Telephone: +370 611 35509
Lithuania		Lietuvos bankas		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):	Address: Gedimino pr. 6 Vilnius 01103 Email: info@lb.lt Website: https://www.lb.lt/ Telephone: +370 5 268 0029
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):	Address: Žirmūnų g. 139A Vilnius LT-09120 Email: vvkt@vvkt.lt Website: https://www.vvkt.lt/ Telephone: +370 5 263 92 64
Lithuania		Valstybinė vartotojų teisių apsaugos tarnyba	State Consumer Rights Protection Authority (CPC-SLO)	Directive (EU) 2015/2302 on package travel and linked travel arrangements, Directive 1999/44/EC on the sale of consumer goods and associated guarantees, Directive 2002/65/EC on distance marketing of consumer financial services, Directive 2005/29/EC on unfair commercial practices, Directive 2006/114/EC on misleading and comparative advertising, Directive 2006/123/EC on services in the internal market, Directive 2008/122/EC on timeshare, long-term holiday	Address: Vilniaus g. 25 Vilnius LT-01402 Email: tarnyba@vvtat.lt Website: http://www.vvtat.lt/ Telephone: +370 5 262 67 51

				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 1371/2007 on rail passengers' rights and obligations, Regulation (EU) 2017/1128 on cross-border portability of online content services, Regulation (EU) 2018/302 addressing unjustified geo-blocking, Regulation (EU) No 1177/2010 on passengers' rights when travelling by sea and inland waterway, Regulation (EU) No 524/2013 on consumer ODR	
Lithuania		Lietuvos radijo ir televizijos komisija		Directive 2010/13/EU on audiovisual media services, Legal responsibility for enforcing the following Union law(s):	Address: Šeimyniškių g. 3A Vilnius LT-09312 Email: lrk@rtk.lt Website: https://www.rtk.lt/ Telephone: +370 5 233 0660
Lithuania		Lietuvos kosmetikos ir buitinės chemijos gamintojų asociacija „LIKOHEMA“			Address: J. Jasinskio 10, BC12 Vilnius LT-01112 Email: info@likochema.lt Website: https://likochema.lt/lt/ Telephone: +370 687 58098
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):	Address: Gediminas av. 7 Vilnius LT-01103 Email: info@ivpk.lt Website: https://ivpk.lrv.lt/ Telephone: +370 5 266 51 61
Lithuania		Lietuvos nacionalinė vartotojų federacija			Address: Kalvarijų 20-2 Vilnius LT-01131 Email: federacija@vartotojai.eu Website: http://www.vartotojuskundai.lt/ Telephone: +370 686 25661
Lithuania		Europos vartotojų centras Lietuvoje	European Consumer Centre (ECC Lithuania)		Address: Algirdo g. 21 Vilnius LT-03219 Email: info@ecc.lt Website: https://www.ecc.lt Telephone: +370 5 265 0368
Luxembourg		Commission de surveillance du secteur financier		Directive 2000/31/EC on electronic commerce, Directive 2002/65/EC on distance marketing of consumer financial services, Directive 2005/29/EC on unfair commercial practices, Directive 2006/114/EC on misleading and comparative advertising, Directive 2008/48/EC on credit agreements for consumers, Directive 2011/83/EU on consumer rights, Directive 2013/11/EU on consumer ADR, Directive 2014/17/	Address: 283, route d'Arlon Luxembourg L-1150 Email: direction@cssf.lu Website: https://www.cssf.lu Telephone: +352 26 25 1 1

				EU on credit agreements for consumers for residential property, Directive 2014/92/EU on the comparability of fees related to payment accounts, Directive 93/13/EEC on unfair terms in consumer contracts, Legal responsibility for enforcing the following Union law(s); Regulation (EU) No 524/2013 on consumer ODR	
Luxembourg		Union luxembourgeoise des consommateurs nouvelle A.S.B.L.			Address: 55, rue des Bruyères Howald L-1274 Email: info@ulc.lu Website: https://www.ulc.lu/fr/ Telephone: +352 49 60 22 1
Luxembourg		Ministère de la Protection des consommateurs	Ministry of Consumer Protection (CPC - SLO)	Directive (EU) 2015/2302 on package travel and linked travel arrangements, Directive 1999/44/EC on the sale of consumer goods and associated guarantees, Directive 2000/31/EC on electronic commerce, Directive 2005/29/EC on unfair commercial practices, Directive 2006/114/EC on misleading and comparative advertising, Directive 2006/123/EC on services in the internal market, Directive 2008/122/EC on timeshare, long-term holiday product, resale and exchange contracts, Directive 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 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 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 524/2013 on consumer ODR	Address: 271, route d'Arlon Luxembourg L-2011 Email: cpc@mpc.etat.lu Website: https://mpc.gouvernement.lu/fr.html Telephone: +352 247-73700
Luxembourg		Commission nationale pour la protection des données Grand-Duché de Luxembourg (CNPD), Nationale Kommission für Datenschutz	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):	Address: 15, Boulevard du Jazz Belvaux L-4370 Email: cooperation@cnpd.lu Website: http://www.cnpd.lu Telephone: +352 26 10 60 1

		Großherzogtum Luxemburg (CNPD)			
Luxembourg		Centre européen des consommateurs GIE Luxembourg	European Consumer Centre (ECC Luxembourg)		Address: 2A, rue Kalchesbrück Luxembourg L-1852 Email: info@cecluxembourg.lu Website: https://cecluxembourg.lu/ Telephone: +352 26 84 64 1
Malta		L-Awtorità Maltija tat- Turizmu, Malta Tourism Authority	MTA - Malta Tourism Authority	Directive (EU) 2015/2302 on package travel and linked travel arrangements, Directive 2008/122/EC on timeshare, long-term holiday product, resale and exchange contracts, Legal responsibility for enforcing the following Union law(s):	Address: Auberge D'Italie, Merchants Street Valletta VLT 1170 Email: info@visitmalta.com Website: http://www.visitmalta.com Telephone: +356 21224444
Malta		Awtorita' ta' Malta dwar il- Kommunikazzjoni, 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	Address: Valletta Waterfront, Xatt ta' Pinto Floriana FRN 1913 Email: authorisations@mca.org.mt Website: http://www.mca.org.mt Telephone: +356 21336840
Malta		L-Awtorità Maltija tal- Kompetizzjoni u tal- Affarijiet tal-Konsumatur, Malta Competition and Consumer Affairs Authority	Malta Competition and Consumer Affairs Authority (CPC - SLO)	Directive 1999/44/EC on the sale of consumer goods and associated guarantees, 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 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 (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 524/2013 on consumer ODR	Address: National Road Blata l-Bajda, Hamrun HMR 9010 Email: notification.mccaa@mccaa.org.mt Website: http://www.mccaa.org.mt/ Telephone: +356 23952000
Malta		Office of the Information	SA Malta (Office of the	Directive 2002/58/EC on privacy and	Address: Airways House, High Street

		and Data Protection Commissioner	Information and Data Protection Commissioner)	electronic communications, Legal responsibility for enforcing the following Union law(s):	Sliema SLM 1549 Email: idpc.edpb-imi@idpc.org.mt Website: https://idpc.org.mt Telephone: +356 2328 7100
Malta		L-Awtorità tax-Xandir , Malta Broadcasting Authority		Directive 2010/13/EU on audiovisual media services, Legal responsibility for enforcing the following Union law(s):	Address: 7, Mile End Road Hamrun HMR 1719 Email: info.ba@ba.org.mt Website: http://www.ba-malta.org/ Telephone: +356 22016000
Malta		Association for Consumer Rights (Malta), Assocjazzjoni ghad-drittijiet tal-Konsumatur Malta			Address: Flat 4, c/o Pope Pius XII Flats, Mountbatten Street, Blata l-Bajda Hamrun HMR 1579 Email: associationforconsumerrights@gmail.com Website: http://www.acrmalta.com Telephone: +356 21389387
Malta		European Consumer Centre Malta , Ċentru Ewropew għall-Konsumatur ta' Malta	European Consumer Centre (ECC Malta)		Address: South Street Valletta VLT 1101 Email: ecc.malta@mccaa.org.mt Website: http://eccnetmalta.gov.mt/ Telephone: +356 21 221 901
Malta		Consumer Affairs Council, Kunsill għall-Affarijiet tal-Konsumatur		Directive 2013/11/EU on consumer ADR, Legal responsibility for enforcing the following Union law(s):	Address: Mizzi House, National Road, Blata l-Bajda Blata l-Bajda HMR 9010 Email: cacouncil@gov.mt Website: http://www.consumeraffairsCouncil.gov.mt Telephone: +356 23952751
Malta		Awtorità dwar il-Mediċini, Malta Medicines Authority		Directive 2001/83/EC on medicinal products for human use, Legal responsibility for enforcing the following Union law(s):	Address: Sir Temi Żammit Buildings, Malta Life Sciences Park Town* San Ġwann Postcode* SĠN 3000 Email: info.medicinesauthority@gov.mt Website: http://www.medicinesauthority.gov.mt Telephone: +356 2343 9000
Netherlands		Inspectie Leefomgeving en Transport (ILT)	Inspectorate for Environment and Transport (ILT/Rail and Road Transport)	Legal responsibility for enforcing the following Union law(s); Regulation (EC) No 1008/2008 on common air services rules in the Community, Regulation (EC) No 1107/2006 on disabled persons' and persons with reduced mobility's rights when travelling by air, Regulation (EC) No 1371/2007 on rail passengers' rights and obligations, Regulation (EC) No 261/2004 on denied boarding and of cancellation or long delay of flights, Regulation (EU) No 1177/2010 on passengers' rights when travelling by sea and inland waterway, Regulation (EU) No 181/2011 on passengers' rights in bus and coach transport	Address: Postbus 16191 Den Haag 2500 BD Email: passenger-rights@ilent.nl Website: http://www.ilent.nl Telephone: +31 88 489 00 00
Netherlands		Autoriteit Consument en Markt	Authority for Consumers and Markets (ACM) (CPC - SLO)	Directive (EU) 2015/2302 on package travel and linked travel arrangements, Directive 1999/44/EC on the sale of	Address: Postbus 16326 Den Haag 2500 BH Email: CPC@acm.nl Website: http://www.acm.nl Telephone: +31 707222000

				<p>consumer goods and associated guarantees, Directive 2000/31/EC on electronic commerce, Directive 2002/58/EC on privacy and electronic communications, Directive 2002/65/EC on distance marketing of consumer financial services, Directive 2005/29/EC on unfair commercial practices, Directive 2006/114/EC on misleading and comparative advertising, Directive 2006/123/EC on services in the internal market, Directive 2008/122/EC on timeshare, long-term holiday product, resale and exchange contracts, Directive 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) 2017/1128 on cross-border portability of online content services, Regulation (EU) 2018/302 addressing unjustified geo-blocking, Regulation (EU) No 524/2013 on consumer ODR</p>	
Netherlands		Europees Consumenten Centrum (Nederland)	European Consumer Centre (ECC Netherlands)		<p>Address: Moreelsepark 1 Utrecht 3511EP Email: info@eccnederland.nl Website: https://www.eccnederland.nl Telephone: +31 30 232 6440</p>
Netherlands		Inspectie Gezondheidszorg en Jeugd (IGJ) - (voorheen Inspectie voor de Gezondheidszorg (IGZ))	Health Care Inspectorate	<p>Directive 2001/83/EC on medicinal products for human use, Legal responsibility for enforcing the following Union law(s):</p>	<p>Address: Postbus 2518 Heerlen 6401 DA Email: meldpunt@igj.nl Website: http://www.igj.nl Telephone: +31 88 1205000</p>
Netherlands		Stichting Autoriteit Financiële Markten		<p>Directive (EU) 2015/2302 on package travel and linked travel arrangements, Directive 1999/44/EC on the sale of consumer goods and associated guarantees, Directive 2000/31/EC on electronic commerce, Directive 2002/58/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</p>	<p>Address: Postbus 11723 Amsterdam 1001GS Email: signalen@afm.nl Website: https://www.afm.nl Telephone: +31 20 797 2000</p>

				<p>2006/123/EC on services in the internal market, Directive 2008/122/EC on timeshare, long-term holiday product, resale and exchange contracts, Directive 2008/48/EC on credit agreements for consumers, Directive 2011/83/EU on consumer rights, Directive 2013/11/EU on consumer ADR, Directive 2014/17/EU on credit agreements for consumers for residential property, Directive 2014/92/EU on the comparability of fees related to payment accounts, Directive 93/13/EEC on unfair terms in consumer contracts, Directive 98/6/EC on consumer protection in the indication of the prices of products, Legal responsibility for enforcing the following Union law(s); Regulation (EC) No 1008/2008 on common air services rules in the Community, Regulation (EU) 2017/1128 on cross-border portability of online content services, Regulation (EU) 2018/302 addressing unjustified geo-blocking, Regulation (EU) No 524/2013 on consumer ODR</p>	
Norway		Forbrukertilsynet	The Consumer Authority (CPC - SLO)	<p>Directive (EU) 2015/2302 on package travel and linked travel arrangements, Directive 1999/44/EC on the sale of consumer goods and associated guarantees, Directive 2000/31/EC on electronic commerce, Directive 2002/58/EC on privacy and electronic communications, Directive 2002/65/EC on distance marketing of consumer financial services, Directive 2005/29/EC on unfair commercial practices, Directive 2006/114/EC on misleading and comparative advertising, Directive 2008/122/EC on timeshare, long-term holiday product, resale and exchange contracts, Directive 2008/48/EC on credit agreements for consumers, Directive 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, 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>	<p>Address: Porselensvegen 32 Porsgrunn 3920 Email: post@forbrukertilsynet.no Website: https://www.forbrukertilsynet.no/english Telephone: +47 23400600</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) No 524/2013 on consumer ODR	
Poland	* National coverage / competence (PL)	Urząd Ochrony Konkurencji i Konsumentów (UOKiK)	Office for Competition and Consumer Protection (UOKiK) (CPC - SLO)	Directive (EU) 2015/2302 on package travel and linked travel arrangements, Directive 1999/44/EC on the sale of consumer goods and associated guarantees, Directive 2000/31/EC on electronic commerce, Directive 2002/58/EC on privacy and electronic communications, Directive 2002/65/EC on distance marketing of consumer financial services, Directive 2005/29/EC on unfair commercial practices, Directive 2008/122/EC on timeshare, long-term holiday product, resale and exchange contracts, Directive 2008/48/EC on credit agreements for consumers, Directive 2011/83/EU on consumer rights, Directive 2013/11/EU on consumer ADR, Directive 2014/17/EU on credit agreements for consumers for residential property, Directive 2014/92/EU on the comparability of fees related to payment accounts, Directive 93/13/EEC on unfair terms in consumer contracts, Directive 98/6/EC on consumer protection in the indication of the prices of products, Legal responsibility for enforcing the following Union law(s); Regulation (EC) No 261/2004 on denied boarding and of cancellation or long delay of flights, Regulation (EU) 2017/1128 on cross-border portability of online content services, Regulation (EU) 2018/302 addressing unjustified geo-blocking, Regulation (EU) No 1177/2010 on passengers' rights when travelling by sea and inland waterway, Regulation (EU) No 181/2011 on passengers' rights in bus and coach transport, Regulation (EU) No 524/2013 on consumer ODR	Address: plac Powstańców Warszawy 1 Warszawa PL-00-950 Email: dozik@uokik.gov.pl Website: https://www.uokik.gov.pl Telephone: +48 22 55 60 176
Portugal		Autoridade de Supervisão	Supervisory Authority for	Directive 2000/31/EC on electronic	Address: Av. da República, n.º 76 Lisboa

		de Seguros e Fundos de Pensões (ASF)	Insurance and Pension Funds (ASF)	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):	1600-205 Lisboa Email: asf@asf.com.pt Website: http://www.asf.com.pt Telephone: +351 217 903 100
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):	Address: Av. D. Carlos I, 134 - 1.º LISBOA 1200-651 Email: imi@cnpd.pt Website: https://www.cnpd.pt Telephone: +351 21 392 84 00
Portugal		Direção-Geral do Consumidor	Consumer Directorate - General (CPC - SLO)	Directive (EU) 2015/2302 on package travel and linked travel arrangements, Directive 2000/31/EC on electronic commerce, Directive 2002/65/EC on distance marketing of consumer financial services, Directive 2006/114/EC on misleading and comparative advertising, 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 2014/17/EU on credit agreements for consumers for residential property, Legal responsibility for enforcing the following Union law(s):	Address: Praça Duque de Saldanha, 31, 1.º, 2.º, 3.º e 5.º pisos Lisboa 1069-013 Lisboa Email: CPC.IMI@dg.consumidor.pt Website: https://www.consumidor.gov.pt/ Telephone: +351 21 356 46 00
Portugal		Procuradoria-Geral da República		Directive 1999/44/EC on the sale of consumer goods and associated guarantees, Directive 93/13/EEC on unfair terms in consumer contracts, Legal responsibility for enforcing the following Union law(s):	Address: Rua da Escola Politécnica, nº 140 Lisboa 1269-269 Email: correio@pgr.pt Website: http://www.ministeriopublico.pt Telephone: +351 213 975 255
Portugal		Entidade Reguladora dos Serviços Energéticos		Directive 2005/29/EC on unfair commercial practices, Legal responsibility for enforcing the following Union law(s):	Address: Rua Dom Cristóvão da Gama, n.º 1 – 3.º Lisboa 1400-113 Email: erse@erse.pt Website: http://www.erse.pt Telephone: +351 213 033 200
Portugal		ERC – Entidade Reguladora para a Comunicação Social		Directive 2010/13/EU on audiovisual media services, Legal responsibility for enforcing the following Union law(s):	Address: Avenida 24 de julho, nº58 Lisboa 1200-869 Email: info@erc.pt Website: http://www.erc.pt Telephone: +351 210 107 000
Portugal		Comissão do Mercado de Valores Mobiliários - CMVM		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	Address: Rua Laura Alves, 4 Lisboa 1050-138 Email: cmvm@cmvm.pt Website: https://www.cmvm.pt/Pages/home.aspx Telephone: +351 21 317 70 00

				responsibility for enforcing the following Union law(s):	
Portugal		Autoridade da Mobilidade e dos Transportes		Directive 2005/29/EC on unfair commercial practices, Directive 2006/123/EC on services in the internal market, Directive 2011/83/EU on consumer rights, Directive 2013/11/EU on consumer ADR, Directive 93/13/EEC on unfair terms in consumer contracts, Legal responsibility for enforcing the following Union law(s); Regulation (EC) No 1371/2007 on rail passengers' rights and obligations, Regulation (EU) 2018/302 addressing unjustified geo-blocking, Regulation (EU) No 1177/2010 on passengers' rights when travelling by sea and inland waterway, Regulation (EU) No 181/2011 on passengers' rights in bus and coach transport	Address: Rua de Santa Apolónia, Lisboa 1100-468 Email: geral@amt-autoridade.pt Website: http://www.amt-autoridade.pt/ Telephone: +351 211 025 800
Portugal		DECO – Associação Portuguesa para a Defesa do Consumidor			Address: Rua Artilharia Um, nº 79 4º Lisboa 1269-160 Email: decolx@deco.pt Website: http://www.deco.pt Telephone: +351 213710213
Portugal		Autoridade Nacional da Aviação Civil		Directive 2005/29/EC on unfair commercial practices, Legal responsibility for enforcing the following Union law(s); Regulation (EC) No 1008/2008 on common air services rules in the Community, Regulation (EC) No 1107/2006 on disabled persons' and persons with reduced mobility's rights when travelling by air, Regulation (EC) No 261/2004 on denied boarding and of cancellation or long delay of flights	Address: Rua B, Edifício 4 - Aeroporto Humberto Delgado Lisboa 1749-034 Email: secretariadopca@anac.pt Website: https://www.anac.pt Telephone: +351 21 284 22 26
Portugal		Centro Europeu do Consumidor Portugal	European Consumer Centre (ECC Portugal)		Address: Praça Duque de Saldanha, 31-1º Lisboa 1069-013 Email: euroconsumo@dg.consumidor.pt Website: https://cec.consumidor.pt/ Telephone: +351 21 3564750
Portugal		ACSET – Associação de Consumidores de Setúbal			Address: Deputado Joaquim Brandão 13 – 1º Setúbal 2900-422 Email: associacao.consumidores.setubal@gmail.com Website: https://www.facebook.com/acsetsetubal/ Telephone: (+ 351) 265 509 100
Portugal		Ius Omnibus			Address: Avenida 24 de Julho – Second Home - Mercado da Ribeira Lisboa 1200-479 Email:

					associacao.ius.omnibus@gmail.com Website: https://iusomnibus.eu/pt/ Telephone: +351 91 977 799
Portugal		ACP - Automóvel Club de Portugal			Address: Rua Rosa Araújo, n.º 24-26 Lisboa 1250-195 Email: apoio.socio@acp.pt Website: https://www.acp.pt Telephone: 808 22 22 22
Portugal		Autoridade de Segurança Alimentar e Económica	Food and Economic Safety Authority	Directive (EU) 2015/2302 on package travel and linked travel arrangements, Directive 1999/44/EC on the sale of consumer goods and associated guarantees, Directive 2000/31/EC on electronic commerce, Directive 2005/29/EC on unfair commercial practices, Directive 2008/122/EC on timeshare, long-term holiday product, resale and exchange contracts, Directive 2011/83/EU on consumer rights, Directive 2013/11/EU on consumer ADR, Directive 98/6/EC on consumer protection in the indication of the prices of products, Legal responsibility for enforcing the following Union law(s):, Regulation (EU) 2018/302 addressing unjustified geo-blocking, Regulation (EU) No 524/2013 on consumer ODR	Address: Rua Rodrigo da Fonseca, n.º 73 Lisboa 1269 - 274 Email: correio.asae@asae.pt Website: http://www.asae.pt Telephone: +351 21 798 36 00
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	Address: Centro Empresarial Torres de Lisboa - Rua Tomás da Fonseca, Torre G – 8º Lisboa 1600-209 Email: geral@ersar.pt Website: http://www.ersar.pt Telephone: +351 210 052 200
Portugal		ACOP – Associação de Consumidores de Portugal			Address: Rua do Brasil, 4 Coimbra 3030-775 Email: acopgeral@sapo.pt Website: https://www.acop.com.pt Telephone: +351 239 404 733
Portugal		ICP - Autoridade Nacional de Comunicações (ICP-ANACOM)	ANACOM - National Communications Authority	Directive 2000/31/EC on electronic commerce, Directive 2002/58/EC on privacy and electronic communications, Directive 2005/29/EC on unfair commercial practices, Directive 2013/11/EU on consumer ADR, Legal responsibility for enforcing the following Union law(s):	Address: Av. José Malhoa, 12 Lisboa 1099 - 017 Email: info@anacom.pt Website: http://www.anacom.pt Telephone: +351 217211000
Portugal		Inspecção-Geral das Actividades Culturais (IGAC)	IGAC - General Inspectorate of Cultural Activities	Directive 2000/31/EC on electronic commerce, Legal responsibility for enforcing the following Union law(s):	Address: Praça dos Restauradores, Palácio Foz, Apartado 2616 Lisboa 1116-802 Email: igacgeral@igac.pt Website: http://www.igac.pt Telephone: +351 213212500

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):	Address: Avenida do Brasil, n.º 53 Lisboa 1749-004 Email: infarmed@infarmed.pt Website: http://www.infarmed.pt Telephone: +351 217987100
Portugal		Banco de Portugal	Bank of Portugal	Directive 2000/31/EC on electronic commerce, Directive 2002/58/EC on privacy and electronic communications, Directive 2002/65/EC on distance marketing of consumer financial services, Directive 2008/48/EC on credit agreements for consumers, Directive 2014/17/EU on credit agreements for consumers for residential property, Directive 2014/92/EU on the comparability of fees related to payment accounts, Legal responsibility for enforcing the following Union law(s):	Address: Rua do Comércio, 148 Lisboa 1100-150 Email: info@bportugal.pt Website: http://www.bportugal.pt/ Telephone: +351 21 313 00 00
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	Address: Calea Victoriei nr. 152 Bucuresti 010096 Email: petitii@economie.gov.ro Website: http://www.economie.gov.ro/ Telephone: +40 212025123
Romania		Autoritatea Nationala pentru Protectia Consumatorilor	Authority for consumer protection (ANPC) (CPC - SLO)	Directive (EU) 2015/2302 on package travel and linked travel arrangements, Directive 1999/44/EC on the sale of consumer goods and associated guarantees, Directive 2000/31/EC on electronic commerce, Directive 2002/65/EC on distance marketing of consumer financial services, Directive 2005/29/EC on unfair commercial practices, Directive 2006/114/EC on misleading and comparative advertising, Directive 2006/123/EC on services in the internal market, Directive 2008/122/EC on timeshare, long-term holiday product, resale and exchange contracts, Directive 2008/48/EC on credit agreements for consumers, Directive 2011/83/EU on consumer rights, Directive 2013/11/EU on consumer ADR, Directive 2014/17/EU on credit agreements for consumers for residential property, Directive 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	Address: Bd Aviatorilor nr. 72 Bucuresti 011865 Email: cabinet@anpc.ro Website: http://www.anpc.ro Telephone: +40 21 312 12 75

				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 261/2004 on denied boarding and of cancellation or long delay of flights, 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	
Romania		Ministerul Transporturilor si Infrastructurii	Ministry of Transport and Infrastructure	Legal responsibility for enforcing the following Union law(s); Regulation (EC) No 1008/2008 on common air services rules in the Community, Regulation (EC) No 261/2004 on denied boarding and of cancellation or long delay of flights	Address: Bd Dinicu Golescu nr. 38 Bucuresti 010873 Email: IMI@mt.ro Website: http://www.mt.gov.ro/web14/ Telephone: +40 21 313 99 54
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	Address: Bld. General Gheorghe Magheru 7 Bucuresti 010322 Email: secretariat@mmanpis.ro Website: http://www.mmanpis.ro Telephone: +40 213136047
Romania		Autoritatea Națională de Supraveghere a Prelucrării Datelor cu Caracter Personal	SA Romania (National Supervisory Authority For Personal Data Processing)	Directive 2002/58/EC on privacy and electronic communications, Legal responsibility for enforcing the following Union law(s):	Address: 28-30 BD. GHEORGHE MAGHERU BUCHAREST 010336 Email: anspdcpc@dataprotection.ro Website: http://www.dataprotection.ro Telephone: +40 31 805 9211
Romania		Inspectoratul General al Politiei Romane - Direcția de Investigare a Criminalității Economice (DICE)		Directive 2000/31/EC on electronic commerce, Legal responsibility for enforcing the following Union law(s):	Address: Mihai Voda 6 Bucuresti 050041 Email: economic@politiaromana.ro Website: https://www.politiaromana.ro/en Telephone: +40212082525
Romania		Autoritatea Feroviară Română (AFER) - Serviciul Supraveghere Drepturi Calatori		Legal responsibility for enforcing the following Union law(s); Regulation (EC) No 1371/2007 on rail passengers' rights and obligations	Address: Calea Grivitei nr. 393 Bucuresti 010719 Email: passengersrights@af.ro Website: http://www.af.ro/documents/rra.html Telephone: +40 213076852
Romania		Autoritatea Nationala pentru Administrare si Reglementare in Comunicatii (ANCOM)		Directive 2011/83/EU on consumer rights, Legal responsibility for enforcing the following Union law(s):	Address: Strada Delea Nouă nr.2 Bucuresti 030925 Email: ancom@ancom.ro Website: https://www.ancom.ro/en/ Telephone: +40 372845400
Romania		Consiliul Național Audiovizualului (CNA)		Directive 2010/13/EU on audiovisual media services, Legal responsibility for enforcing the following Union law(s):	Address: Bd. Libertății nr. 14 Bucuresti 050706 Email: cna@cna.ro Website: http://www.cna.ro/-English-.html

					Telephone: +40 213055356
Romania		Agencia Națională a Medicamentului și a Dispozitivelor Medicale din România (ANMMDMR)		Directive 2001/83/EC on medicinal products for human use, Legal responsibility for enforcing the following Union law(s):	Address: Aviator Maior Ștefan Sănătescu 48 Bucuresti 011478 Email: secretariat@anm.ro Website: https://www.anm.ro/en/ Telephone: +40213171100
Romania		Inspectoratul de Stat pentru Controlul în Transportul Rutier (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	Address: B-dul Dinicu Golescu nr.38, Bucuresti 010873 Email: relatii-publice@isctr-mt.ro Website: http://www.isctr-mt.ro/ Telephone: +40 213136320
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):	Address: Kvetná 11 Bratislava 825 08 Email: sukl@sukl.sk Website: https://www.sukl.sk Telephone: +421 2 50 70 11 11
Slovakia		Európske spotrebiteľské centrum v Slovenskej republike	European Consumer Centre (ECC Slovakia)		Address: Mlynské Nivy 44/a Bratislava 82715 Email: ECCNET-SK@ec.europa.eu Website: https://esc-sr.sk/ Telephone: +421 905 528 477
Slovakia		Ministerstvo hospodárstva SR - odbor ochrany spotrebiteľa	Ministry of Economy - consumer protection (CPC - SLO)		Address: Mlynské Nivy 44/a Bratislava 827 15 Email: cpc@mhsr.sk Website: https://www.mhsr.sk Telephone: +421 2 4854 2433
Slovakia		Slovenská obchodná inšpekcia	Slovak Trade Inspection	Directive (EU) 2015/2302 on package travel and linked travel arrangements, Directive 1999/44/EC on the sale of consumer goods and associated guarantees, Directive 2000/31/EC on electronic commerce, Directive 2005/29/EC on unfair commercial practices, Directive 2006/114/EC on misleading and comparative advertising, Directive 2006/123/EC on services in the internal market, Directive 2008/122/EC on timeshare, long-term holiday product, resale and exchange contracts, Directive 2011/83/EU on consumer rights, Directive 2013/11/EU on consumer ADR, Directive 93/13/EEC on unfair terms in consumer contracts, Directive 98/6/EC on consumer protection in the indication of the prices of products, Legal responsibility for enforcing the following Union law(s);, Regulation (EC) No 1008/2008 on common air services rules in the Community, Regulation (EC) No 1107/2006 on	Address: Bajkalská 21/A Bratislava 27 827 99 Email: imi@soi.sk Website: http://www.soi.sk Telephone: +421 2 58272 -123, -159

				disabled persons' and persons with reduced mobility's rights when travelling by air, Regulation (EC) No 1371/2007 on rail passengers' rights and obligations, Regulation (EC) No 261/2004 on denied boarding and of cancellation or long delay of flights, Regulation (EU) 2017/1128 on cross-border portability of online content services, Regulation (EU) 2018/302 addressing unjustified geo-blocking, Regulation (EU) No 1177/2010 on passengers' rights when travelling by sea and inland waterway, Regulation (EU) No 181/2011 on passengers' rights in bus and coach transport, Regulation (EU) No 524/2013 on consumer ODR	
Slovakia		Úrad pre reguláciu sieťových odvetví	Regulatory Office for Network Industries	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	Address: Bajkalská 27 Bratislava 27 820 07 Email: info@urso.gov.sk Website: https://www.urso.gov.sk Telephone: +421 2 581 004 11
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, Legal responsibility for enforcing the following Union law(s):	Address: Trnavská cesta 52 Bratislava 826 45 Email: uvzs@uvzs.gov.sk Website: http://www.uvzs.gov.sk Telephone: +421 2 49284111
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, Legal responsibility for enforcing the following Union law(s):	Address: Botanická č. 17 Bratislava 842 13 Email: sekretariatUR@svps.gov.sk Website: http://www.svps.gov.sk Telephone: +421 2 602 57 212
Slovakia		Rada pre vysielanie a retransmisiu	Council for Broadcasting and Retransmission	Directive 2010/13/EU on audiovisual media services, Legal responsibility for enforcing the following Union law(s):	Address: Palisády 36 Bratislava 81106 Email: office@rvr.gov.sk Website: http://rvr.gov.sk Telephone: +421 2 20 90 65 00
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 2014/17/EU on credit agreements for consumers for residential property, Directive 2014/92/EU on the comparability of fees related	Address: Imricha Karvaša 1 Bratislava 81325 Email: cpc@nbs.gov.sk Website: https://www.nbs.gov.sk/en/home Telephone: +421 2 5787 1111

				to payment accounts, Directive 93/13/EEC on unfair terms in consumer contracts, Legal responsibility for enforcing the following Union law(s):	
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 2005/29/EC on unfair commercial practices, Directive 2013/11/EU on consumer ADR, Legal responsibility for enforcing the following Union law(s); Regulation (EU) No 524/2013 on consumer ODR	Address: Továrenská 7 Bratislava 828 55 Email: inspection@teleoff.gov.sk Website: https://www.teleoff.gov.sk/urad-pre-regulaciu-elektronickych-komunikacii-a-postovych-sluzieb/ Telephone: +421 2 57 881 111
Slovakia		Ústav štátnej kontroly veterinárnych biopreparátov a liečiv	Institute for State Control of Veterinary Biologicals and Medicines, Slovakia	Directive 2006/114/EC on misleading and comparative advertising, Legal responsibility for enforcing the following Union law(s):	Address: Biovetská 34 Nitra 949 01 Email: uskvbl@uskvbl.sk Website: http://www.uskvbl.sk/ Telephone: +421 37 65 15 5067
Slovenia		Banka Slovenije	Bank of Slovenia	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):	Address: Slovenska 35 Ljubljana 1505 Email: OK-Vlozisce@bses.bsi.si Website: http://www.bsi.si Telephone: +386 1 471 9000
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 2006/114/EC on misleading and comparative advertising, Directive 2006/123/EC on services in the internal market, Directive 2008/122/EC on timeshare, long-term holiday product, resale and exchange contracts, Directive 2008/48/EC on credit agreements for consumers, Directive 2011/83/EU on consumer rights, Directive 2013/11/EU on consumer ADR, Directive 2014/17/EU on credit agreements for consumers for residential property, Directive 93/13/EEC on unfair terms in consumer contracts, Directive 98/6/EC on consumer protection in the indication of the prices of products, Legal responsibility for enforcing the	Address: Dunajska cesta 160 Ljubljana 1000 Email: gp.tirs@gov.si Website: http://www.ti.gov.si Telephone: +386 1 280 8700

				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	
Slovenia		Ministrstvo za gospodarski razvoj in tehnologijo (NIMIC - SOLVIT Centre)	Ministry of Economic Development and Technology (NIMIC - SOLVIT Centre) (CPC - SLO)		Address: Kotnikova 5 Ljubljana 1000 Email: gp.mgrt@gov.si Website: https://www.gov.si Telephone: +386 1 400 36 00
Slovenia		Inšpektorat Republike Slovenije za infrastrukturo		Legal responsibility for enforcing the following Union law(s); Regulation (EC) No 1371/2007 on rail passengers' rights and obligations, Regulation (EU) No 181/2011 on passengers' rights in bus and coach transport	Address: Vožarski pot 12 Ljubljana 1000 Email: gp.irsi@gov.si Website: https://www.gov.si/drzavni-organi/organi-v-sestavi/inspektorat-za-infrastrukturo/o-inspektoratu-za-infrastrukturo/ Telephone: +386 1 420 44 88
Slovenia		Zavod PIP - Pravni in informacijski center Maribor			Address: Gosposvetska cesta 86 Maribor 2000 Email: pip@zavodpip.si Website: https://www.zavodpip.si/ Telephone: +386 2 234 21 46
Slovenia		Trgovinska zbornica Slovenije			Address: Dimičeva ulica 13 Ljubljana 1000 Email: tajnistvo@tzslo.si Website: http://www.tzslo.si Telephone: +386 1 5898 213
Slovenia		Evropski potrošniški center Slovenija	European Consumer Centre (ECC Slovenia)		Address: Kotnikova ulica 5 Ljubljana 1000 Email: epc.mgrt@gov.si Website: https://www.epc.si/pages/si/domov.php Telephone: 00386 1 400 3757
Slovenia		Zveza potrošnikov slovenije			Address: Tržaška cesta 2 Ljubljana 1000 Email: Zps@zps.si Website: http://www.zps.si Telephone: +386 1 474 06 00
Slovenia		Inšpektorat Republike Slovenije za kmetijstvo, gozdarstvo, lovstvo in ribištvo (IRSKGLR)	Inspectorate of Republic Slovenia for agriculture, forestry, hunting and fisheries (IRSKGLR)	Directive 2005/29/EC on unfair commercial practices, Directive 2006/114/EC on misleading and comparative advertising, Legal responsibility for enforcing the following Union law(s):	Address: Dunajska 58 Ljubljana 1000 Email: irskglr.mkgp@gov.si Website: https://www.gov.si/drzavni-organi/organi-v-sestavi/inspektorat-za-kmetijstvo-gozdarstvo-lovstvo-in-ribistvo/ Telephone: +386 1 434 5700
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):	Address: Slovenčeva ulica 22 Ljubljana 1000 Email: info@jazmp.si Website: https://www.jazmp.si/o-nas/ Telephone: +386 8 2000 500

Slovenia		Uprava Republike Slovenije za pomorstvo (URSP)	Slovenian Maritime Administration (URSP)	Legal responsibility for enforcing the following Union law(s); Regulation (EU) No 1177/2010 on passengers' rights when travelling by sea and inland waterway	Address: Ukmarjev trg 2 Koper 6000 Email: ursp.box@gov.si Website: https://www.gov.si/drzavni-organi/organi-v-sestavu/uprava-za-pomorstvo/o-upravi/ Telephone: +386 5 663 21 00
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	Address: Kotnikova 19A Ljubljana 1000 Email: info@caa.si Website: https://www.caa.si/ Telephone: +386 1 244 66 01
Slovenia		Agencija za komunikacijska omrežja in storitve Republike Slovenije (AKOS)	Agency for communication networks and services of the Republic Slovenia (AKOS)	Directive 2002/58/EC on privacy and electronic communications, Directive 2010/13/EU on audiovisual media services, Legal responsibility for enforcing the following Union law(s); Regulation (EU) 2017/1128 on cross-border portability of online content services	Address: Stegne 7 Ljubljana 1000 Email: info.box@akos-rs.si Website: https://www.akos-rs.si/akos Telephone: +386 1 583 63 00
Spain	* National coverage / competence (ES)	Subdirección General de Coordinación, Calidad y Cooperación en Consumo. Dirección General de Consumo (Ministerio de Sanidad, Consumo y Bienestar Social)	Delegated coordinator for consumer services (CPC - SLO) - General Directorate of Consumers (Ministry of Health, Consumers and Social Welfare)		Address: C/ Príncipe de Vergara 54 Madrid 28006 Email: dgconsumo@mscbs.es Website: https://www.mscbs.gob.es/en/organizacion/ministerio/organizacion/sgralsanidad/dgcF.htm Telephone: +34 91 822 45 05
Spain	Valencian Community	Generalitat. Comunitat Valenciana. Conselleria de Economía Sostenible, Sectores Productivos, Comercio y Trabajo. Dirección General de Comercio y Consumo. Subdirección General de Comercio y Consumo	Regional competent authority for consumer services (Alicante, Castellon, Valencia) (autonomous community of the Valencian Community)	Directive 1999/44/EC on the sale of consumer goods and associated guarantees, Directive 2002/65/EC on distance marketing of consumer financial services, Directive 2005/29/EC on unfair commercial practices, Directive 2006/114/EC on misleading and comparative advertising, Directive 2006/123/EC on services in the internal market, Directive 2008/122/EC on timeshare, long-term holiday product, resale and exchange contracts, Directive 2008/48/EC on credit agreements for consumers, Directive 2011/83/EU on consumer rights, Directive 2013/11/EU on consumer ADR, Directive 93/13/EEC on unfair terms in consumer contracts, Directive 98/6/EC on consumer protection in the indication of the prices of products, Legal responsibility for enforcing the following Union	Address: C/ Castán Tobeñas,77. Ciudad Administrativa 9 De Octubre. Torre 2, Planta 6 Valencia 46018 Email: rosell_ber@gva.es Website: http://www.indi.gva.es/web/consumo Telephone: +34 961209467

				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	
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):	Address: Donosti 1 Vitoria-Gasteiz 01010 Email: secretaria.turismo@euskadi.eus Website: https://www.euskadi.eus/gobierno-vasco/departamento-turismo-comercio-consumo/ Telephone: +34 945019927
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)	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	Address: Carretera Santiago - Noia km 3. A Barcia Santiago de Compostela- A Coruña 15897 Email: secretaria.turismo@xunta.es Website: http://turismo.xunta.es/ Telephone: +34 981 546 351
Spain	Cantabria	Autoridad de Cantabria para el reconocimiento de cualificación profesional de guías de turismo	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	Address: C/ Albert Einstein, 2 Santander 39011 Email: Website: https://www.cantabria.es/web/consejeria-de-innovacion-industria-turismo-y-comercio Telephone: +34 942 20 82 65
Spain	* National coverage / competence (ES)	Subdirección General para la Sociedad Digital (Secretaría de Estado de Digitalización e Inteligencia Artificial. Ministerio de Asuntos Económicos y Transformación Digital)	General Subdirectorate of Information Society Services (State Secretariat for Telecommunications and the Information Society - Ministry of Industry, Energy and Tourism)	Directive 2000/31/EC on electronic commerce, Legal responsibility for enforcing the following Union law(s):	Address: c/ Poeta Joan Maragall, 41 Madrid 28020 Email: sgsd@economia.gob.es Website: http://www.lssi.es Telephone: +34 913463368
Spain	Foral Community of Navarre	Gobierno de Navarra. Dirección de Servicio de Consumo y Arbitraje (Kontsumo eta Arbitraje Zerbitzuko Zuzendaria)		Directive 1999/44/EC on the sale of consumer goods and associated guarantees, Directive 2002/65/EC on distance marketing of consumer financial services, Directive 2005/29/EC on unfair commercial practices, Directive 2006/114/EC on misleading and comparative advertising, Directive 2006/123/EC on services in the internal market, Directive 2008/48/EC on credit agreements for consumers,	Address: Amaya, 2A Pamplona 31002 Email: infoconsumo@navarra.es Website: http://www.navarra.es/home_es/Temas/Consumo/ Telephone: +34 848427739

				<p>Directive 2011/83/EU on consumer rights, Directive 2013/11/EU on consumer ADR, Directive 2014/17/EU on credit agreements for consumers for residential property, Directive 2014/92/EU on the comparability of fees related to payment accounts, Directive 93/13/EEC on unfair terms in consumer contracts, Directive 98/6/EC on consumer protection in the indication of the prices of products, Legal responsibility for enforcing the following Union law(s); Regulation (EC) No 1008/2008 on common air services rules in the Community, Regulation (EU) 2018/302 addressing unjustified geo-blocking, Regulation (EU) No 1177/2010 on passengers' rights when travelling by sea and inland waterway, Regulation (EU) No 524/2013 on consumer ODR</p>	
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)	<p>Directive 1999/44/EC on the sale of consumer goods and associated guarantees, Directive 2002/65/EC on distance marketing of consumer financial services, Directive 2005/29/EC on unfair commercial practices, Directive 2006/114/EC on misleading and comparative advertising, Directive 2006/123/EC on services in the internal market, Directive 2008/122/EC on timeshare, long-term holiday product, resale and exchange contracts, Directive 2008/48/EC on credit agreements for consumers, Directive 2011/83/EU on consumer rights, Directive 2013/11/EU on consumer ADR, Directive 2014/17/EU on credit agreements for consumers for residential property, Directive 93/13/EEC on unfair terms in consumer contracts, Directive 98/6/EC on consumer protection in the indication of the prices of products, Legal responsibility for enforcing the following Union law(s); Regulation (EC) No 1008/2008 on common air services rules in the Community, Regulation (EU) 2018/302 addressing unjustified geo-blocking, Regulation (EU) No 1177/2010 on passengers' rights when travelling by sea and inland waterway, Regulation (EU) No 524/2013 on consumer ODR</p>	<p>Address: Ronda de Levante 11, 3 Planta. Murcia 30071 Email: inspeccionconsumo@carm.es Website: https://www.carm.es/ Telephone: +34 981753869</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)	Directive 1999/44/EC on the sale of consumer goods and associated guarantees, Directive 2002/65/EC on distance marketing of consumer financial services, Directive 2005/29/EC on unfair commercial practices, Directive 2006/114/EC on misleading and comparative advertising, Directive 2006/123/EC on services in the internal market, Directive 2008/122/EC on timeshare, long-term holiday product, resale and exchange contracts, Directive 2008/48/EC on credit agreements for consumers, Directive 2011/83/EU on consumer rights, Directive 2013/11/EU on consumer ADR, Directive 2014/17/EU on credit agreements for consumers for residential property, Directive 93/13/EEC on unfair terms in consumer contracts, Directive 98/6/EC on consumer protection in the indication of the prices of products, Legal responsibility for enforcing the following Union law(s); Regulation (EC) No 1008/2008 on common air services rules in the Community, Regulation (EU) 2018/302 addressing unjustified geo-blocking, Regulation (EU) No 1177/2010 on passengers' rights when travelling by sea and inland waterway, Regulation (EU) No 524/2013 on consumer ODR	Address: Avenida de la Innovación s/n. Edificio Arena 1 Sevilla 41020 Email: dg.consumo.csalud@juntadeandalucia.es Website: https://www.juntadeandalucia.es Telephone: +34 955041089
Spain	Principality of Asturias	Principado de Asturias. Agencia de Seguridad Alimentaria, Sanidad Ambiental y Consumo.		Directive 1999/44/EC on the sale of consumer goods and associated guarantees, Directive 2002/65/EC on distance marketing of consumer financial services, Directive 2005/29/EC on unfair commercial practices, Directive 2006/114/EC on misleading and comparative advertising, Directive 2006/123/EC on services in the internal market, Directive 2008/48/EC on credit agreements for consumers, Directive 2011/83/EU on consumer rights, Directive 2013/11/EU on consumer ADR, Directive 2014/17/EU on credit agreements for consumers for residential property, Directive 93/13/EEC on unfair terms in consumer contracts, Directive 98/6/EC on consumer protection in the indication of the prices of products, Legal responsibility for enforcing the following Union law(s); Regulation	Address: Ciriaco Miguel Vigil nº 9-1ª planta Oviedo 33005 Email: asac@asturias.org Website: http://www.consumoastur.es Telephone: +34 985106870

				(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	
Spain	Canary Islands	Gobierno de Canarias. Dirección General de Comercio y Consumo.	Directorate General for Commerce and Consumers (Autonomous Community of the Canary Islands)	Directive 1999/44/EC on the sale of consumer goods and associated guarantees, Directive 2002/65/EC on distance marketing of consumer financial services, Directive 2005/29/EC on unfair commercial practices, Directive 2006/114/EC on misleading and comparative advertising, Directive 2006/123/EC on services in the internal market, Directive 2008/122/EC on timeshare, long-term holiday product, resale and exchange contracts, Directive 2008/48/EC on credit agreements for consumers, Directive 2011/83/EU on consumer rights, Directive 2013/11/EU on consumer ADR, Directive 2014/17/EU on credit agreements for consumers for residential property, Directive 93/13/EEC on unfair terms in consumer contracts, Directive 98/6/EC on consumer protection in the indication of the prices of products, Legal responsibility for enforcing the following Union law(s); Regulation (EU) 2017/1128 on cross-border portability of online content services, Regulation (EU) 2018/302 addressing unjustified geo-blocking, Regulation (EU) No 1177/2010 on passengers' rights when travelling by sea and inland waterway, Regulation (EU) No 524/2013 on consumer ODR	Address: Avenida Francisco La Roche, nº 35, Edificio de Usos Múltiples I, planta 8ª Santa Cruz de Tenerife 38071 Email: dgconstf.ceic@gobiernodecanarias.org Website: https://www.gobiernodecanarias.org/consumo Telephone: +34 922924741 / +34 922924748
Spain	Madrid	Comunidad de Madrid. Dirección General de Comercio y Consumo.	General Directorate of Commerce and Consumption (autonomous community of Madrid)	Directive 1999/44/EC on the sale of consumer goods and associated guarantees, Directive 2002/65/EC on distance marketing of consumer financial services, Directive 2005/29/EC on unfair commercial practices, Directive 2006/114/EC on misleading and comparative advertising, Directive 2006/123/EC on services in the internal market, Directive 2008/122/EC on timeshare, long-term holiday product, resale and exchange contracts, Directive 2008/48/EC on	Address: Ramírez de Prado 5bis. 1 planta Madrid 28045 Email: consumo.inspeccion@madrid.org Website: http://www.madrid.org/ Telephone: +34 91 3105 771

				credit agreements for consumers, Directive 2011/83/EU on consumer rights, Directive 2013/11/EU on consumer ADR, Directive 2014/17/EU on credit agreements for consumers for residential property, Directive 93/13/EEC on unfair terms in consumer contracts, Directive 98/6/EC on consumer protection in the indication of the prices of products, Legal responsibility for enforcing the following Union law(s); Regulation (EC) No 1008/2008 on common air services rules in the Community, Regulation (EU) 2018/302 addressing unjustified geo-blocking, Regulation (EU) No 1177/2010 on passengers' rights when travelling by sea and inland waterway, Regulation (EU) No 524/2013 on consumer ODR	
Spain	La Rioja	Gobierno de la Rioja. Dirección General de Salud Pública, Consumo y Cuidados		Directive 1999/44/EC on the sale of consumer goods and associated guarantees, Directive 2002/65/EC on distance marketing of consumer financial services, Directive 2005/29/EC on unfair commercial practices, Directive 2006/114/EC on misleading and comparative advertising, Directive 2006/123/EC on services in the internal market, Directive 2008/122/EC on timeshare, long-term holiday product, resale and exchange contracts, Directive 2008/48/EC on credit agreements for consumers, Directive 2011/83/EU on consumer rights, Directive 2013/11/EU on consumer ADR, Directive 2014/17/EU on credit agreements for consumers for residential property, Directive 93/13/EEC on unfair terms in consumer contracts, Directive 98/6/EC on consumer protection in the indication of the prices of products, Legal responsibility for enforcing the following Union law(s); Regulation (EC) No 1008/2008 on common air services rules in the Community, Regulation (EU) 2018/302 addressing unjustified geo-blocking, Regulation (EU) No 1177/2010 on passengers' rights when travelling by sea and inland waterway, Regulation (EU) No 524/2013 on consumer ODR	Address: C/ Vara de Rey, 8 Logroño 26001 Email: consumo.control@larioja.org Website: https://www.larioja.org/direcciones-utiles/es?id_str=1&id_ele=510&id_opt=0 Telephone: +34 941291200
Spain	Basque country	Gobierno Vasco - Instituto		Directive 1999/44/EC on the sale of	Address: Avda. de Santiago, 11 Vitoria-

		Vasco de Consumo - Kontsumobide		consumer goods and associated guarantees, Directive 2002/65/EC on distance marketing of consumer financial services, Directive 2005/29/EC on unfair commercial practices, Directive 2006/114/EC on misleading and comparative advertising, Directive 2006/123/EC on services in the internal market, Directive 2008/122/EC on timeshare, long-term holiday product, resale and exchange contracts, Directive 2008/48/EC on credit agreements for consumers, Directive 2011/83/EU on consumer rights, Directive 2013/11/EU on consumer ADR, Directive 2014/17/EU on credit agreements for consumers for residential property, Directive 93/13/EEC on unfair terms in consumer contracts, Directive 98/6/EC on consumer protection in the indication of the prices of products, Legal responsibility for enforcing the following Union law(s); Regulation (EC) No 1008/2008 on common air services rules in the Community, Regulation (EU) 2018/302 addressing unjustified geo-blocking, Regulation (EU) No 1177/2010 on passengers' rights when travelling by sea and inland waterway, Regulation (EU) No 524/2013 on consumer ODR	Gasteiz 01002 Email: kontsumobide@kontsumobide.eus Website: http://www.kontsumobide.euskadi.eus Telephone: +34 945062140
Spain	* National coverage / competence (ES)	Agencia Española de Medicamentos y Productos Sanitarios (AEMPS)	Spanish Agency of Medicines and Health Care Products (AEMPS)	Directive 2001/83/EC on medicinal products for human use, Legal responsibility for enforcing the following Union law(s):	Address: Calle Campezo 1, Edificio 8. Madrid 28022 Email: sgicm@aemps.es Website: https://www.aemps.gob.es/ Telephone: +34 918225201 / +34 918225202
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	Address: Av. General Perón 40, portal B, 1ª planta, Madrid Madrid 28020 Email: gabinete.aesa@seguridadaerea.es Website: https://www.seguridadaerea.gob.es/ Telephone: +34 91 396 84 96 / +34 91 3968078-81 / +34 91 396 85 93
Spain	Balearic Islands	Govern de les Illes Balears. Direcció General de Turismo		Directive (EU) 2015/2302 on package travel and linked travel arrangements, Legal responsibility for enforcing the following Union law(s); Regulation (EU) 2018/302 addressing unjustified geo-blocking	Address: C/ de Montenegro, 5 Palma de Mallorca 07012 Email: ordenacioturistica@dgoturis.caib.es Website: http://www.caib.es/govern/organigrama/area.do?coduo=165&lang=es Telephone: +34 971 17 66 00

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	Address: C/ Alcalá 26 1ª (entrada por Cedaceros 1) Madrid 28014 Email: destinos.turisticos@madrid.org Website: https://www.esmadrid.com/mcb/sede-servicio/direccion-general-de-turismo/ Telephone: +34 91 7206700
Spain	Castile and Leon	Junta de Castilla y León. Dirección General de Comercio y Consumo.		Directive 1999/44/EC on the sale of consumer goods and associated guarantees, Directive 2002/58/EC on privacy and electronic communications, Directive 2002/65/EC on distance marketing of consumer financial services, Directive 2005/29/EC on unfair commercial practices, Directive 2006/114/EC on misleading and comparative advertising, Directive 2006/123/EC on services in the internal market, Directive 2008/122/EC on timeshare, long-term holiday product, resale and exchange contracts, Directive 2008/48/EC on credit agreements for consumers, Directive 2011/83/EU on consumer rights, Directive 2013/11/EU on consumer ADR, Directive 2014/17/EU on credit agreements for consumers for residential property, Directive 93/13/EEC on unfair terms in consumer contracts, Directive 98/6/EC on consumer protection in the indication of the prices of products, Legal responsibility for enforcing the following Union law(s); Regulation (EC) No 1008/2008 on common air services rules in the Community, Regulation (EU) 2018/302 addressing unjustified geo-blocking, Regulation (EU) No 1177/2010 on passengers' rights when travelling by sea and inland waterway, Regulation (EU) No 524/2013 on consumer ODR	Address: C/ Jacinto Benavente, 2. Arroyo de la Encomienda (Valladolid) 47195 Email: comercioyconsumo@jcyl.es Website: https://consumo.jcyl.es Telephone: +34 983 324 392
Spain	Canary Islands	Gobierno de Canarias. Dirección General de Ordenación y Promoción Turística	Directorate General for Tourism Development and Promotion (Autonomous Community of Canary Islands)	Directive (EU) 2015/2302 on package travel and linked travel arrangements, Directive 2008/122/EC on timeshare, long-term holiday product, resale and exchange contracts, Legal responsibility for enforcing the following Union law(s); Regulation (EU) 2018/302 addressing unjustified geo-blocking	Address: C/ León y Castillo 200. Edificio Servicios Múltiples III. 5ª Planta. Las Palmas de Gran Canaria 35071 Email: dgopt.ctcd@gobiernodecanarias.org Website: https://www.gobiernodecanarias.org/turic/ Telephone: +34 928 45 58 19
Spain	Melilla (autonomous city)	Ciudad Autónoma de Melilla. Dirección General de Salud Pública y		Directive 1999/44/EC on the sale of consumer goods and associated guarantees, Directive 2002/65/EC on	Address: Ctra. Alfonso XIII, 52-54 Melilla 52005 Email: consumo@melilla.es Website: http://

		Consumo		distance marketing of consumer financial services, Directive 2005/29/EC on unfair commercial practices, Directive 2006/114/EC on misleading and comparative advertising, Directive 2006/123/EC on services in the internal market, Directive 2008/122/EC on timeshare, long-term holiday product, resale and exchange contracts, Directive 2008/48/EC on credit agreements for consumers, Directive 2011/83/EU on consumer rights, Directive 2013/11/EU on consumer ADR, Directive 2014/17/EU on credit agreements for consumers for residential property, Directive 93/13/EEC on unfair terms in consumer contracts, Directive 98/6/EC on consumer protection in the indication of the prices of products, Legal responsibility for enforcing the following Union law(s); Regulation (EC) No 1008/2008 on common air services rules in the Community, Regulation (EU) 2018/302 addressing unjustified geo-blocking, Regulation (EU) No 1177/2010 on passengers' rights when travelling by sea and inland waterway, Regulation (EU) No 524/2013 on consumer ODR	www.melilla.es/melillaPortal/ Telephone: +34 952 97 62 51
Spain	Region of Murcia	Comunidad Autónoma de la Región de Murcia. Dirección General del Instituto de Turismo de la Región de Murcia (ITREM)	Tourism Institute - Directorate general (ITREM)	Directive (EU) 2015/2302 on package travel and linked travel arrangements, Legal responsibility for enforcing the following Union law(s); Regulation (EU) 2018/302 addressing unjustified geo-blocking	Address: Avda. Juana Jugan 2. Murcia 30006 Email: comunicacion@murciaturistica.es Website: https://www.itrem.es/itrem/inicio Telephone: +34 968 357761 / +34 968 277716
Spain	La Rioja	Gobierno de la Rioja. Dirección General de Turismo.		Directive (EU) 2015/2302 on package travel and linked travel arrangements, Legal responsibility for enforcing the following Union law(s); Regulation (EU) 2018/302 addressing unjustified geo-blocking	Address: Avda Zaragoza 21. Logroño 26071 Email: dg.turismo@larioja.org Website: http://www.larioja.org/ Telephone: +34 941291100
Spain	Foral Community of Navarre	Gobierno de Navarra. Dirección del Servicio de Ordenación y Fomento del Turismo y del Comercio		Directive (EU) 2015/2302 on package travel and linked travel arrangements, Directive 2008/122/EC on timeshare, long-term holiday product, resale and exchange contracts, Legal responsibility for enforcing the following Union law(s); Regulation (EU) 2018/302 addressing unjustified geo-blocking	Address: C/Navarrería 39 Pamplona-Iruña 31001 Email: Website: https://www.turismo.navarra.es/esp/profesionales/directorio-sector-turistico/directorio-administracion/DireccionGeneralTurismo.htm Telephone: +34 848 42 77 55
Spain	* National	Ministerio de Transportes,	Ministry of Transport,	Legal responsibility for enforcing the	Address: C/ Paseo de la Castellana, 67

	coverage / competence (ES)	movilidad y Agenda Urbana. Dirección General de Transporte Terrestre. (Subdirección General de Inspección)	Mobility and Urban Agenda - Directorate General for Ground Transport (General Directorate of Inspection)	following Union law(s);, Regulation (EC) No 1371/2007 on rail passengers' rights and obligations, Regulation (EU) No 181/2011 on passengers' rights in bus and coach transport	Madrid 28071 Email: dirgtt@fomento.es Website: https://www.fomento.gob.es/transporte_terrestre Telephone: +34 915978043
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		Legal responsibility for enforcing the following Union law(s);, Regulation (EU) No 181/2011 on passengers' rights in bus and coach transport	Address: C/ Alhóndiga,1, 2ª planta. Pamplona 31002 Email: obras.publicas@navarra.es Website: http://www.cfnavarra.es/obraspublicas/ Telephone: +34 848 42 74 16
Spain	La Rioja	Autoridad Competente en la Comunidad Autónoma de la Rioja a efectos de Cooperación en Protección de Consumidores en el ámbito del transporte. Dirección General de Obras Públicas y Transportes		Legal responsibility for enforcing the following Union law(s);, Regulation (EU) No 181/2011 on passengers' rights in bus and coach transport	Address: C/ Marqués de Murrieta,76 Logroño 26071 Email: servicio.transportes@larioja.org Website: https://web.larioja.org/ Telephone: +34 941 29 12 89
Spain	Galicia	Xunta de Galicia. Dirección General de Movilidad.		Legal responsibility for enforcing the following Union law(s);, Regulation (EU) No 181/2011 on passengers' rights in bus and coach transport	Address: Edificio Administrativo San Caetano, s/n Santiago de Compostela 15707 Email: mobilidade.cim@xunta.gal Website: https://infraestructurasemobilidade.xunta.gal/mobilidade Telephone: +34 981 544581
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		Legal responsibility for enforcing the following Union law(s);, Regulation (EU) No 181/2011 on passengers' rights in bus and coach transport	Address: Avda. Diego Martínez Barrio, nº 10 Sevilla 41071 Email: informacion@juntadeandalucia.es Website: Telephone: +34 955 92 68 00
Spain	Castile and Leon	Autoridad competente regional de la Junta de Castilla y León a efectos de Cooperación en Protección de Consumidores en el ámbito del transporte. Dirección General de Transportes		Legal responsibility for enforcing the following Union law(s);, Regulation (EU) No 181/2011 on passengers' rights in bus and coach transport	Address: C/ Rigoberto Cortejoso, 14. Planta 1ª Despacho 166. Edificio de Medio Ambiente Valladolid 47014 Email: area.dg.transportes@jcy.es Website: https://www.jcyl.es/web/jcyl/Portada/es/Plantilla100Directorio/1248366924958/1279887997704/1284182451806/DirectorioPadre Telephone: +34 983419479
Spain	Galicia	Xunta de Galicia. Instituto		Directive 1999/44/EC on the sale of	Address: Avda. Gonzalo Torrente

		Gallego del Consumo y de la Competencia (IGCC)		consumer goods and associated guarantees, Directive 2002/65/EC on distance marketing of consumer financial services, Directive 2005/29/EC on unfair commercial practices, Directive 2006/114/EC on misleading and comparative advertising, Directive 2006/123/EC on services in the internal market, Directive 2008/48/EC on credit agreements for consumers, Directive 2011/83/EU on consumer rights, Directive 2013/11/EU on consumer ADR, Directive 2014/17/EU on credit agreements for consumers for residential property, Directive 93/13/EEC on unfair terms in consumer contracts, Directive 98/6/EC on consumer protection in the indication of the prices of products, Legal responsibility for enforcing the following Union law(s); Regulation (EC) No 1008/2008 on common air services rules in the Community, Regulation (EU) 2018/302 addressing unjustified geo-blocking, Regulation (EU) No 1177/2010 on passengers' rights when travelling by sea and inland waterway, Regulation (EU) No 524/2013 on consumer ODR	Ballester 1-5 bajo Santiago de Compostela 15707 Email: igc.produtos@xunta.gal Website: https://consumo.xunta.gal/es Telephone: +34 981 545 389
Spain	Extremadura	Autoridad competente regional del Gobierno de Extremadura a efectos de Cooperación en Protección de Consumidores en el ámbito del transporte. Dirección General de Transportes		Legal responsibility for enforcing the following Union law(s); Regulation (EU) No 181/2011 on passengers' rights in bus and coach transport	Address: Avda. de las Comunidades s/n. Mérida (Badajoz) 06800 Email: transporte@juntaex.es Website: Telephone: +34 924 33 23 15
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	Address: C/ Orense, 60 Madrid 28020 Email: transportes.dgt@madrid.org Website: Telephone: +34 91 580 29 05
Spain	Principality of Asturias	Principado de Asturias. Vice consejería de Turismo		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	Address: C/ Eduardo Herrera "Herrerita" s/n. 1ª Planta Oviedo 33006 Email: turismo@asturias.org Website: Telephone: +34 98510771

				following Union law(s); Regulation (EU) 2018/302 addressing unjustified geo-blocking	
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 unfair commercial practices, Directive 2006/114/EC on misleading and comparative advertising, Directive 2006/123/EC on services in the internal market, Directive 2008/122/EC on timeshare, long-term holiday product, resale and exchange contracts, Directive 2008/48/EC on credit agreements for consumers, Directive 2011/83/EU on consumer rights, Directive 2013/11/EU on consumer ADR, Directive 2014/17/EU on credit agreements for consumers for residential property, Directive 93/13/EEC on unfair terms in consumer contracts, Directive 98/6/EC on consumer protection in the indication of the prices of products, Legal responsibility for enforcing the following Union law(s); Regulation (EC) No 1008/2008 on common air services rules in the Community, Regulation (EU) 2018/302 addressing unjustified geo-blocking, Regulation (EU) No 1177/2010 on passengers' rights when travelling by sea and inland waterway, Regulation (EU) No 524/2013 on consumer ODR	Address: Calle Foc, 57 Barcelona 08038 Email: inspeccioimi.consum@gencat.cat Website: http://www.consum.cat Telephone: +34 935516666
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):	Address: Poeta Joan Maragall, 41 Madrid 28071 Email: contact@economia.gob.es Website: https://www.mineco.gob.es/portal/site/mineco/consulta_general Telephone: +34 91 258 28 52
Spain	* National coverage / competence (ES)	Comisión Nacional del Mercado de Valores (CNMV)	National Securities / Stock Market Commission (CNMV) - Competent body for the supervision and inspection of the securities markets.		Address: Calle Edison nº 4 Madrid 28006 Email: ServicioJuridico@cnmv.es Website: https://www.cnmv.es Telephone: +34 91 585 15 10
Spain	* National coverage /	Centro Europeo del Consumidor en España	European Consumer Centre (ECC Spain)		Address: Príncipe de Vergara 54 Madrid 28006 Email: cec@mscbs.es Website:

	competence (ES)				https://cec.consumo.gob.es Telephone: +34 9108224420
Spain	* National coverage / competence (ES)	Asociación de Consumidores y Usuarios en Acción - FACUA	Association of Consumers and Users in Action - FACUA		Address: C/Bécquer 25B Sevilla 41002 Email: facua@facua.org Website: https://facua.org Telephone: +34 661279323
Spain	* National coverage / competence (ES)	Asociación de Usuarios de la Comunicación - AUC (ACU)	Association of Communications Users - AUC (ACU)		Address: Ibiza,72-6º B Madrid 28009 Email: auc@auc.es Website: https://www.auc.es Telephone: +34 915016773
Spain	Principality of Asturias	Principado de Asturias. Dirección General de Movilidad y Conectividad.		Legal responsibility for enforcing the following Union law(s); Regulation (EU) No 181/2011 on passengers' rights in bus and coach transport	Address: C/ Trece Rosas, 2 - Planta 3ª Sector derecho Oviedo 33005 Email: movilidad@asturias.org Website: http://www.asturias.es/ Telephone: +34 985105541
Spain	Balearic Islands	Comunidad Autónoma de las Illes Balears. Dirección General de Movilidad y Transporte Terrestre		Legal responsibility for enforcing the following Union law(s); Regulation (EU) No 181/2011 on passengers' rights in bus and coach transport	Address: C/ Eusebi Estada, 28, 1º piso Palma de Mallorca 07004 Email: directorgeneral@dgmobil.caib.es Website: Telephone: +34 971 17 71 81
Spain	* National coverage / competence (ES)	Confederación, de ámbito estatal, de Consumidores y Usuarios (CECU)	State Confederation of Consumers and Users (CECU)		Address: C/ Mayor, nº 45, piso 2º Madrid 28013 Email: cecu@cecu.es Website: http://www.cecu.es Telephone: +34 913641384
Spain	* National coverage / competence (ES)	Organización de Consumidores y Usuarios - OCU	Consumers and Users Organisation (OCU)		Address: Albarracín, 21 Madrid 28037 Email: ocu_market@ocu.org Website: https://www.ocu.org Telephone: +34 917226061
Spain	* National coverage / competence (ES)	Banco de España	Bank of Spain	Directive 2002/65/EC on distance marketing of consumer financial services, Directive 2008/48/EC on credit agreements for consumers, Directive 2014/17/EU on credit agreements for consumers for residential property, Directive 2014/92/EU on the comparability of fees related to payment accounts, Legal responsibility for enforcing the following Union law(s):	Address: Alcalá 48 Madrid 28014 Email: conducta.mercado@bde.es Website: https://www.bde.es/bde/es/ Telephone: +34 91 338 80 18
Spain	Canary Islands	Autoridad regional en el Gobierno de Canarias a efectos de Cooperación en Protección de Consumidores en el ámbito del transporte. Dirección General de Transportes		Legal responsibility for enforcing the following Union law(s); Regulation (EU) No 181/2011 on passengers' rights in bus and coach transport	Address: C/ Prof. Agustín Millares Carló, 22 Edf. Servicios Múltiples I Planta 11ª Las Palmas de Gran Canaria 35071 Email: dgtranstf.copt@gobiernodecanarias.org Website: https://www.gobiernodecanarias.org/transportes/index.html Telephone: +34 928 11 52 50
Spain	Cantabria	Autoridad regional en la		Legal responsibility for enforcing the	Address: C/ Cádiz, nº 2, 1º Santander

		Comunidad Autónoma de Cantabria a efectos de Cooperación en Protección de Consumidores en el ámbito del transporte. Dirección General de Transportes y Comunicaciones		following Union law(s);, Regulation (EU) No 181/2011 on passengers' rights in bus and coach transport	39002 Email: ttesycom@cantabria.es Website: http://www.cantabria.es/web/direccion-general-transportes-y-comunicaciones/inicio Telephone: +34 942367412
Spain	Catalonia	Autoridad regional en la Generalitat de Cataluña a efectos de Cooperación en Protección de Consumidores en el ámbito del transporte. Dirección General de Transportes y Movilidad	Regional competent authority for Consumer Protection Cooperation (CPC) in the area of transport - Directorate General of Transport and Mobility (autonomous community of Catalonia)	Legal responsibility for enforcing the following Union law(s);, Regulation (EU) No 181/2011 on passengers' rights in bus and coach transport	Address: Avda./ Josep Tarradellas, 2-6, 5ª planta Barcelona 08029 Email: transporte@gencat.cat Website: http://www.territori.gencat.cat Telephone: +34 93 495 80 76
Spain	Extremadura	Autoridad regional de la Junta de Extremadura para Cooperación en Protección de Consumidores en el ámbito del turismo. Dirección General de Turismo		Directive (EU) 2015/2302 on package travel and linked travel arrangements, Legal responsibility for enforcing the following Union law(s);, Regulation (EU) 2018/302 addressing unjustified geo-blocking	Address: Avda de las Comunidades s/n Mérida 06800 Email: consumo@juntaex.es Website: http://www.juntaex.es/web/ Telephone: +34 91 585 15 10
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	Address: Pza. de Santoña, 6. 1ª planta Murcia 30006 Email: sis.ttes@carm.es Website: http://www.carm.es Telephone: +34 968362378
Spain	Aragon	Departamento de Industria, Competitividad y Desarrollo Empresarial. Servicio de Ordenación y Regulación de las Actividades Turísticas. Gobierno de Aragón	Competent authority for tourism agencies and professionals (autonomous community of Aragon)	Directive (EU) 2015/2302 on package travel and linked travel arrangements, Legal responsibility for enforcing the following Union law(s);, Regulation (EU) 2018/302 addressing unjustified geo-blocking	Address: Dirección General de Turismo. Gobierno de Aragón.-Paseo de María Agustín nº 36. Zaragoza 50071 Email: sot@aragon.es Website: http://www.aragon.es/ Telephone: +34 976 714737
Spain	Valencian Community	Generalitat. Comunitat Valenciana. Presidència de la Generalitat. Direcció General de Turisme.	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	Address: C/ Castán Tobeñas,77. Ciudad Administrativa 9 De Octubre-Torre 2 Valencia 46018 Email: labaig_ros@gva.es Website: http://www.comunitatvalenciana.com Telephone: +34 961209804

Spain	Andalusia	Autoridad Competente Regional. Junta de Andalucía. Protección de consumidores en el ámbito de turismo.	Regional Competent Authority for consumer protection in the area of tourism - Andalusian Government (Autonomous Community of Andalusia)	Directive (EU) 2015/2302 on package travel and linked travel arrangements, Legal responsibility for enforcing the following Union law(s);, Regulation (EU) 2018/302 addressing unjustified geo-blocking	Address: Plaza Nueva, 4 2ª planta Sevilla 41071 Email: dgcift.ctrjal@juntadeandalucia.es Website: Telephone: +34 955065080
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):	Address: Jorge Juan, 6 Madrid 28001 Email: IMI@aedp.es Website: http://www.aepd.es Telephone: +34 901 100 099 / +34 91 2663517
Spain	Castile and Leon	Servicio de Empresas y Actividades Turísticas - Dcción. Gral. de Turismo- Consejería de Cultura y Turismo-Junta de Castilla y León	Authority responsible for Tourism companies and activities (autonomous community of Castile and Leon)	Directive (EU) 2015/2302 on package travel and linked travel arrangements, Legal responsibility for enforcing the following Union law(s);, Regulation (EU) 2018/302 addressing unjustified geo-blocking	Address: Paseo de Filipinos,1- Planta 3 Valladolid 47007 Email: antsante@jcyl.es Website: http://www.jcyl.es Telephone: +34 983411910
Spain	Castile-La Mancha	Direccion 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	Address: Avenida Irlanda, número 14 Toledo 45071 Email: dgtca.economiaempresasempleo@jccm.es Website: http://www.castillalamancha.es Telephone: +34 925267996
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 timeshare, long-term holiday product, resale and exchange contracts, Directive 2008/48/EC on credit agreements for consumers, Directive 2011/83/EU on consumer rights, Directive 2013/11/EU on consumer ADR, Directive 93/13/EEC on unfair terms in consumer contracts, Directive 98/6/EC on consumer protection in the indication of the prices of products, Legal responsibility for enforcing the following Union law(s);, Regulation (EC) No 1008/2008 on common air services rules in the Community, Regulation (EU) 2018/302 addressing unjustified geo-blocking, Regulation (EU) No 1177/2010 on passengers' rights when travelling by sea and inland waterway, Regulation (EU) No 524/2013 on consumer ODR	Address: Carrer de Jesús, 38 A Palma 07010 Email: inspeccio@dgconsum.caib.es Website: http://www.caib.es/govern/organigrama/area.do?coduo=2390671&lang=ca Telephone: +34 971784996

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)	Legal responsibility for enforcing the following Union law(s); Regulation (EU) No 181/2011 on passengers' rights in bus and coach transport	Address: Paseo Cristo de la Vega s/n Toledo 45071 Email: dgtransportes.fomento@jccm.es Website: http://www.castillalamancha.es Telephone: +34 925265904
Spain	Aragon	Gobierno de Aragón. Dirección General de Protección de Consumidores y Usuarios.		Directive 1999/44/EC on the sale of consumer goods and associated guarantees, Directive 2002/65/EC on distance marketing of consumer financial services, Directive 2005/29/EC on unfair commercial practices, Directive 2006/114/EC on misleading and comparative advertising, Directive 2006/123/EC on services in the internal market, Directive 2008/122/EC on timeshare, long-term holiday product, resale and exchange contracts, Directive 2008/48/EC on credit agreements for consumers, Directive 2011/83/EU on consumer rights, Directive 2013/11/EU on consumer ADR, Directive 2014/17/EU on credit agreements for consumers for residential property, Directive 93/13/EEC on unfair terms in consumer contracts, Directive 98/6/EC on consumer protection in the indication of the prices of products, Legal responsibility for enforcing the following Union law(s); Regulation (EC) No 1008/2008 on common air services rules in the Community, Regulation (EU) 2018/302 addressing unjustified geo-blocking, Regulation (EU) No 1177/2010 on passengers' rights when travelling by sea and inland waterway, Regulation (EU) No 524/2013 on consumer ODR	Address: Vía Universitat 36, Planta 6ª Zaragoza 50017 Email: consumo@aragon.es Website: https://www.aragon.es/-/consumo-1 Telephone: +34 976712244
Spain	Ceuta (autonomous city)	Ciudad Autónoma de Ceuta. Consejería de Sanidad, Servicios Sociales e Igualdad. Servicio de Consumo		Directive 1999/44/EC on the sale of consumer goods and associated guarantees, Directive 2002/65/EC on distance marketing of consumer financial services, Directive 2005/29/EC on unfair commercial practices, Directive 2006/114/EC on misleading and comparative advertising, Directive 2006/123/EC on services in the internal market, Directive 2008/122/EC on timeshare, long-term holiday product, resale and exchange contracts, Directive 2008/48/EC on credit agreements for consumers, Directive 2011/83/EU on consumer	Address: Pza de la Constitución Acceso 1 A Ceuta 51001 Email: serviciosociales@ceuta.es Website: Telephone: +34 956515604

				rights, Directive 2013/11/EU on consumer ADR, Directive 2014/17/EU on credit agreements for consumers for residential property, Directive 93/13/EEC on unfair terms in consumer contracts, Directive 98/6/EC on consumer protection in the indication of the prices of products, Legal responsibility for enforcing the following Union law(s); Regulation (EC) No 1008/2008 on common air services rules in the Community, Regulation (EU) 2018/302 addressing unjustified geo-blocking, Regulation (EU) No 1177/2010 on passengers' rights when travelling by sea and inland waterway, Regulation (EU) No 181/2011 on passengers' rights in bus and coach transport, Regulation (EU) No 524/2013 on consumer ODR	
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 distance marketing of consumer financial services, Directive 2005/29/EC on unfair commercial practices, Directive 2006/114/EC on misleading and comparative advertising, Directive 2006/123/EC on services in the internal market, Directive 2008/48/EC on credit agreements for consumers, Directive 2011/83/EU on consumer rights, Directive 2013/11/EU on consumer ADR, Directive 93/13/EEC on unfair terms in consumer contracts, Directive 98/6/EC on consumer protection in the indication of the prices of products, Legal responsibility for enforcing the following Union law(s); Regulation (EC) No 1008/2008 on common air services rules in the Community, Regulation (EU) 2018/302 addressing unjustified geo-blocking, Regulation (EU) No 1177/2010 on passengers' rights when travelling by sea and inland waterway, Regulation (EU) No 524/2013 on consumer ODR	Address: Albert Einstein, 2 (PCTCAN) Santander 39011 S Email: dgcomercioconsumo@cantabria.es Website: http://www.dgicc.cantabria.es/web/direccion-general-industria/inicio_consumo Telephone: +34 942 20 00 33
Spain	Valencian Community	Generalitat. Comunitat Valenciana. Conselleria de Política Territorial, Obres Públiques i Mobilitat. Direcció General d'Obres Públiques, Transport i Mobilitat Urbana	Regional competent authority for land transport (Alicante, Castellon, Valencia) (autonomous community of the Valencian Community)	Legal responsibility for enforcing the following Union law(s); Regulation (EU) No 181/2011 on passengers' rights in bus and coach transport	Address: C/ Castán Tobeñas,77. Ciudad Administrativa 9 De Octubre - Torre 1 Valencia 46018 Email: lacruz_vic@gva.es Website: http://politicaterritorial.gva.es/es/conselleria Telephone: +34 961208158

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 2008/122/EC on timeshare, long-term holiday product, resale and exchange contracts, Directive 2008/48/EC on credit agreements for consumers, Directive 2011/83/EU on consumer rights, Directive 2013/11/EU on consumer ADR, Directive 93/13/EEC on unfair terms in consumer contracts, Directive 98/6/EC on consumer protection in the indication of the prices of products, Legal responsibility for enforcing the following Union law(s); Regulation (EC) No 1008/2008 on common air services rules in the Community, Regulation (EU) 2018/302 addressing unjustified geo-blocking, Regulation (EU) No 1177/2010 on passengers' rights when travelling by sea and inland waterway, Regulation (EU) No 524/2013 on consumer ODR	Address: Avenida de Francia, 4 Toledo 45071 Email: dg2030yconsumo@jccm.es Website: http://www.jccm.es Telephone: +34 925248743
Spain	Extremadura	Instituto de Consumo de Extremadura (INCOEX)		Directive 1999/44/EC on the sale of consumer goods and associated guarantees, Directive 2002/65/EC on distance marketing of consumer financial services, Directive 2005/29/EC on unfair commercial practices, Directive 2006/114/EC on misleading and comparative advertising, Directive 2006/123/EC on services in the internal market, Directive 2008/122/EC on timeshare, long-term holiday product, resale and exchange contracts, Directive 2008/48/EC on credit agreements for consumers, Directive 2011/83/EU on consumer rights, Directive 2013/11/EU on consumer ADR, Directive 2014/17/EU on credit agreements for consumers for residential property, Directive 93/13/EEC on unfair terms in consumer contracts, Directive 98/6/EC on consumer protection in the indication of the prices of products, Legal responsibility for enforcing the following Union law(s); Regulation	Address: Calle Adriano, 4, 1ª planta Mérida 06800 Email: controlmercadoincoex@salud-juntaex.es Website: https://saludextremadura.ses.es/incoex/ Telephone: +34 924004700

				(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	
Sweden		Konsumentverket	Swedish Consumer Agency (CPC - SLO)	Directive (EU) 2015/2302 on package travel and linked travel arrangements, Directive 1999/44/EC on the sale of consumer goods and associated guarantees, Directive 2000/31/EC on electronic commerce, Directive 2002/58/EC on privacy and electronic communications, Directive 2002/65/EC on distance marketing of consumer financial services, Directive 2005/29/EC on unfair commercial practices, Directive 2006/114/EC on misleading and comparative advertising, Directive 2006/123/EC on services in the internal market, Directive 2008/122/EC on timeshare, long-term holiday product, resale and exchange contracts, Directive 2008/48/EC on credit agreements for consumers, Directive 2010/13/EU on audiovisual media services, Directive 2011/83/EU on consumer rights, Directive 2013/11/EU on consumer ADR, Directive 2014/17/EU on credit agreements for consumers for residential property, Directive 2014/92/EU on the comparability of fees related to payment accounts, Directive 93/13/EEC on unfair terms in consumer contracts, Directive 98/6/EC on consumer protection in the indication of the prices of products, Legal responsibility for enforcing the following Union law(s):, Regulation (EC) No 1008/2008 on common air services rules in the Community, Regulation (EC) No 1107/2006 on disabled persons' and persons with reduced mobility's rights when travelling by air, Regulation (EC) No 1371/2007 on rail passengers' rights and obligations, Regulation (EC) No 261/2004 on denied boarding and of cancellation or long delay of flights, Regulation (EU) 2017/1128 on cross-border portability of online content services, Regulation (EU) 2018/302	Address: Tage Erlanderogatan 8A Karlstad SE - 651 02 Email: konsumentverket@konsumentverket.se Website: http://www.konsumentverket.se Telephone: +46 771423300

				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	
Sweden		Svensk Handel	Swedish Trade Federation		Address: Regeringsgatan 60 Stockholm 103 29 Email: info@svenskhandel.se Website: http://www.svenskhandel.se Telephone: +46 010 47 18 500
Sweden		Läkemedelsverket	Medical Products Agency	Directive 2001/83/EC on medicinal products for human use, Legal responsibility for enforcing the following Union law(s):	Address: Dag Hammarskjölds väg 42 Uppsala 751 03 Email: registrator@mpa.se Website: http://www.lakemedelsverket.se Telephone: +46 18 17 46 00
Sweden		Sveriges Konsumenter			Address: Hornsgatan 172 Stockholm 10064 Email: info@sverigeskonsumenter.se Website: https://www.sverigeskonsumenter.se/ Telephone: +46 86744300
Sweden		Finansinspektionen		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):	Address: Brunnsgatan 3 Stockholm 103 97 Email: finansinspektionen@fi.se Website: http://www.fi.se Telephone: +46 08-40898000