

Country	Region	Official name	Informal title (EN)	Legal responsibility	Contact details
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Competent Authorities					
Austria		Bundesamt für Sicherheit im Gesundheitswesen		Directive 2001/83/EC on medicinal products for human use, Legal responsibility for enforcing the following Union law(s):	Adress: Traisengasse 5 1200 Wien Email: basg@basg.gv.at Website: http://www.basg.gv.at Telephone: +43 050555
Austria		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	Adress: Schiffamtsgasse 1-3 1020 Wien Email: vbk@bev.gv.at Website: https://www.bev.gv.at/ Telephone: +43 01 211 10 0
Austria		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 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	Adress: Schmerlingplatz 11 1016 Wien Email: CPC-Bundeskartellanwalt@justiz.gv.at Website: http://www.justiz.gv.at/bundeskartellanwalt Telephone: +43 01 52152 0
Austria		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	Adress: Linke Wienzeile 4/1/6 1060 Wien Email: office@apf.gv.at Website: https://www.schienencontrol.gv.at Telephone: +43 01 5050707
Austria		Fernmeldebüro		Directive 2002/58/EC on privacy and electronic communications, Legal responsibility for enforcing the following Union law(s):	Adress: Radetzkystraße 2 10030 Wien Email: fb@fb.gv.at Website: https://fb.gv.at Telephone: +43 01 711 00 654500
Austria		Kommunikationsbehörde Austria (KommAustria)		Directive 2010/13/EU on audiovisual media services, Legal responsibility for enforcing the following Union law(s):	Adress: Mariahilfer Straße 77-79 1060 Wien Email: rtr@rtr.at Website: https://www.rtr.at Telephone: +43 01 58058 0
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):	Adress: ул. "Дякон Игнатий" № 9 1000 София Email: caa@caa.bg Website: http://www.caa.bg Telephone: +359 2 948 80 27
Bulgaria		Изпълнителна агенция по лекарствата	Bulgarian Drug Agency	Directive 2001/83/EC on medicinal products for human use, Legal responsibility for enforcing the following Union law(s):	Adress: Дамян Груев 8 1303 София Email: bda@bda.bg Website: https://www.bda.bg/bg/ Telephone: +359 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):	Adress: пл. "Княз Александър I" № 1 1000 София 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	Adress: ул. „Ген. Й. Гурко“ № 5 1000 София Email: kabinet-IAJA@mtic.government.bg Website: http://www.iaja.government.bg Telephone: +359 2 9409 428

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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 1000 София 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 1000 София 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 1000 София 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" Directorate	Directive (EU) 2015/2302 on package travel and linked travel arrangements, Legal responsibility for enforcing the following Union law(s):	Address: ул. "Съборна" 1 1000 София Email: tourism@tourism.government.bg Website: http://www.tourism.government.bg/ Telephone: +359 29046813
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 100000 Zagreb Email: ccaa@ccaa.hr Website: http://www.ccaa.hr Telephone: +38512369300
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 1082 Nicosia 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: Πολυφύμιου 15 2033 Λευκωσία Email: phscentral@phs.moh.gov.cy Website: http://www.moh.gov.cy/phs Telephone: +357 22 608637
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 2012 Nicosia Email: crtauthority@crt.a.org.cy Website: http://www.crt.a.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 ΙΙΙ και Καρπενησίου, Κτίριο "Ξένιος" 1427 Λευκωσία Email: eterion@drcor.meci.gov.cy Website: http://www.meci.gov.cy/drcor Telephone: +357 22404301
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 1421 Λευκωσία Email: sit@mcit.gov.cy Website: http://www.mcit.gov.cy Telephone: +357 22867193

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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 4007 Λεμεσός 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 1429 Λευκωσία Email: director@dca.mcw.gov.cy Website: http://www.mcw.gov.cy/dca Telephone: +357 22404102
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 1149/23 160 08 Praha 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 5 586 01 Jihlava 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 7/100 120 56 Praha 2 Email: svscr@svscr.cz Website: http://www.svscr.cz Telephone: +420 227 010 111
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 4 170 04 Praha 7 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 responsibility for enforcing the following Union law(s):	Address: Hudcova 56A 621 00 Brno Email: podatelna@uskvbl.cz Website: http://www.uskvbl.cz Telephone: +420 541 518 222
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 48 100 41 Praha 10 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 2 656 06 Brno 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: nábf. Ludvíka Svobody 12 11015 Praha 1 Email: posta@mocr.cz Website: https://www.mocr.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 219 225 02 Praha 9 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 15 118 10 Praha 1 Email: podatelna@mocr.cz Website: http://www.mocr.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 14000 Praha 4 Email: podatelna@cs.mocr.cz Website: https://www.celnisprava.cz/cz/Stranky/default.aspx Telephone: +420 261 331 111

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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):	Adress: Pplk. Sochora 27 17000 Prague Email: imi@uouu.cz Website: https://www.uouu.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):	Adress: Jilmová 759/12 130 00 Praha 3 Email: info@cuzzs.cz Website: https://www.cuzzs.cz/cs/ Telephone: +420 284 081 800
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):	Adress: Staroměstské nám. 6 110 15 Praha 1 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):	Adress: Květná 15 603 00 Brno 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/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	Adress: Štěpánská 15 120 00 Praha 2 Email: coi@coi.cz Website: https://www.coi.cz/ Telephone: +420 296 366 360
Czechia		Ministerstvo průmyslu a obchodu - odbor živností	Ministry of Industry and Trade - Trade department	Directive (EU) 2015/2302 on package travel and linked travel arrangements, Directive 2005/29/EC on unfair commercial practices, Directive 2006/114/EC on misleading and comparative advertising, Legal responsibility for enforcing the following Union law(s);, Regulation (EC) No 1107/2006 on disabled persons' and persons with reduced mobility's rights when travelling by air, Regulation (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	Adress: Na Františku 32 110 15 Praha Email: posta@mpo.cz Website: http://www.mpo.cz Telephone: +420 224 852 403
Czechia		Ministerstvo zdravotnictví - odbor ošetrovatelství a nelékařských povolání; orgán sítě CPC	Ministry of Health - Service responsible for nursing professions and other healthcare professions including the recognition of professional qualifications	Directive 2000/31/EC on electronic commerce, Directive 2005/29/EC on unfair commercial practices, Directive 2006/114/EC on misleading and comparative advertising, Directive 2011/83/EU on consumer rights, Directive 98/6/EC on consumer protection in the indication of the prices of products, Legal responsibility for enforcing the following Union law(s);, Regulation (EU) No 524/2013 on consumer ODR	Adress: Palackého náměstí 4 128 01 Praha 2 Email: mzcr@mzcr.cz Website: http://www.mzcr.cz Telephone: +420 224 971 111
Czechia		Česká národní banka	Czech National Bank	Directive 2002/65/EC on distance marketing of consumer financial services, Directive 2005/29/EC on unfair commercial practices, Directive 2008/48/EC on credit agreements for consumers, Directive 2013/11/EU on consumer ADR, Directive 2014/17/EU on credit agreements for consumers for residential property, Directive 2014/92/EU on the comparability of fees related to payment accounts, Directive 98/6/EC on consumer protection in the indication of the prices of products, Legal responsibility for enforcing the following Union law(s);, Regulation (EU) No 524/2013 on consumer ODR	Adress: Na Příkopě 28 115 03 Praha 1 Email: podatelna@cnb.cz Website: http://www.cnb.cz Telephone: +420 224 411 111
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	Adress: Caspar Brands Plads 9 4220 Korsør Email: imi@dma.dk Website: https://www.soefartsstyrelsen.dk/ Telephone: +45 72196000

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Denmark		Trafik-, Bygge- og Boligstyrelsen	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 1577 København V 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 2100 København Ø Email: finansstilsynet@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 2300 København S 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 6760 Ribe Email: info@fstyr.dk Website: http://www.fstyr.dk Telephone: +45 7221 8899
Denmark		Jernbanenævnet		Legal responsibility for enforcing the following Union law(s);, Regulation (EC) No 1371/2007 on rail passengers' rights and obligations	Address: Carsten Niebuhrs Gade 43 1577 København Email: info@jernbanenaevnet.dk Website: http://www.jernbanenaevnet.dk Telephone: +45 41780386
Denmark		Radio- og tv-nævnet		Directive 2010/13/EU on audiovisual media services, Legal responsibility for enforcing the following Union law(s):	Address: Hammerichsgade 14 1611 København V Email: rtv@slks.dk Website: https://slks.dk/omraader/medier/naevn-og-udvalg/radio-og-tv-naevnet/ Telephone: +45 33 95 42 00
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 2860 Søborg Email: mail@abtm.dk Website: http://www.abtm.dk Telephone: +45 22 62 65 00
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 15030 Tallinn Email: info@fi.ee Website: https://www.fi.ee/et Telephone: +372 6680500
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 10134 Tallinn 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 50411 Tartu 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 10916 Tallinn Email: info@mnt.ee Website: https://www.mnt.ee/et Telephone: +372 620 1200
Finland		Sosiaali- ja terveystieteiden valvira ja valvontavirasto	National Supervisory Authority for Welfare and Health (Valvira)		Address: Mannerheimintie 103 B 00280 Helsinki Email: terhikki@valvira.fi Website: http://www.valvira.fi Telephone: +358 295209111

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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 70210 Kuopio Email: kirjaamo@fimea.fi Website: https://www.fimea.fi Telephone: +358 295223602
Finland		Etelä-Suomen aluehallintovirasto	State Provincial Office of Southern Finland		Address: PL 110 00521 Helsinki Email: kirjaamo.etela@avi.fi Website: http://www.avi.fi/etela Telephone: +358 29 501 6000
Finland		Pohjois-Suomen aluehallintovirasto	State Provincial Office of Northern Finland		Address: Linnankatu 1-3, PL 293 90101 Oulu Email: kirjaamo.pohjois@avi.fi Website: http://www.avi.fi/pohjois Telephone: +358 295017591
Finland		Lapin aluehallintovirasto	State Provincial Office of Lapland		Address: Valtakatu 2, PL 8002 96101 Rovaniemi 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 20801 Turku 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 50101 Mikkeli 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 65101 Vaasa Email: kirjaamo.lansi@avi.fi Website: http://www.avi.fi/lansi Telephone: +358 295018809
Finland		Finsk handel, Kaupan liitto ry			Address: Eteläranta 10 00131 Helsinki Email: kauppa@kauppa.fi Website: https://kauppa.fi/ Telephone: +358 9 172 850
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 00100 Helsinki 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 00059 Traficom Email: kirjaamo@traficom.fi Website: https://www.traficom.fi Telephone: +358 29 534 5000
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 00530 Helsinki Email: tietosuojaja@om.fi Website: https://tietosuojaja.fi Telephone: +358 29 56 66700

Country	Region	Official name	Informal title (EN)	Legal responsibility	Contact details
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):	Adress: Drehbahn 36 20354 Hamburg 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 - Referat 33	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):	Adress: Prinzregentenstraße 28 80538 München Email: poststelle@stmwi.bayern.de Website: http://www.stmwi.bayern.de/ Telephone: +49
Germany	Bavaria	Bayerische Landeszentrale für neue Medien		Directive 2010/13/EU on audiovisual media services, Legal responsibility for enforcing the following Union law(s):	Adress: Heinrich-Lübke-Straße 27 81737 München 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):	Adress: Hegelstraße 40 – 42 39104 Magdeburg 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):	Adress: Jüdenstr. 1 10178 Berlin Email: Der-Regierende-Buergermeister@senatskanzlei.berlin.de Website: https://www.berlin.de/rbmskzl/en/ Telephone: +49 30 9026 0
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):	Adress: Max-Reger-Str. 4-8 99096 Erfurt Email: claudia.lindner@tmwwdg.thuringen.de Website: Telephone: +49 361 37 94811
Germany	Baden-Württemberg	Ministerium für Soziales 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):	Adress: Else-Josephs-Straße 6 70173 Stuttgart Email: poststelle@sm.bwl.de Website: http://www.sozialministerium-bw.de Telephone: +49 711 123 0
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	Adress: Kurt-Schumacher-Str. 21 38102 Braunschweig Email: fluggastrechte@lba.de Website: https://www.lba.de/DE/Home/home_node.html Telephone: +49 531 2355 115
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 (EU) 2018/302 addressing unjustified geo-blocking	Adress: Tulpenfeld 4 53113 Bonn Email: geoblocking@BNetzA.de Website: https://www.bundesnetzagentur.de/cln_122/DE/Home/home_node.html 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):	Adress: Marie-Curie-Straße 24-28 60439 Frankfurt Email: VBS1@bafin.de Website: https://www.bafin.de/DE/Startseite/startseite_node.html Telephone: +49 228 4108 0

Country	Region	Official name	Informal title (EN)	Legal responsibility	Contact details
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):	Adress: Rudolf-Hilferding-Platz 1 28195 Bremen 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):	Adress: Calenberger Str. 2 30169 Hannover 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):	Adress: Albertstraße 10 01097 Dresden 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):	Adress: Hasselbachstraße 4 39104 Magdeburg 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):	Adress: Planckstraße 2 30169 Hannover Email: poststelle@stk.niedersachsen.de Website: https://www.stk.niedersachsen.de Telephone: +49 511 120 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):	Adress: Am Listholze 74 30177 Hannover 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):	Adress: Ludwig-Winter-Strasse 2 38120 Braunschweig Email: poststelle@gaa-bs.niedersachsen.de Website: http://www.gewerbeaufsicht.niedersachsen.de Telephone: +49 531 354760
Germany		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	Adress: Heinemannstraße 6 53175 Bonn 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):	Adress: Werner-Seelenbinder-Straße 7 99096 Erfurt Email: annika.michalski@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	Adress: Kattunbleiche 19 D - 22041 Hamburg Email: christine.axer@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):	Adress: Adolf-Westphal-Str. 4 24143 Kiel Email: info@lasd.landsh.de Website: http://www.schleswig-holstein.de/DE/Landesregierung/LASD/Aufgaben/Gesundheitsberufe/GesundheitsberufeSubmenue_kachelnTable.html Telephone: +49 431 988 5572

Country	Region	Official name	Informal title (EN)	Legal responsibility	Contact details
Germany	Lower Saxony	Staatliches Gewerbeaufsichtsamt Lüneburg	Regional Trade Inspectorate, Lueneburg (Lower Saxony)	Directive 2001/83/EC on medicinal products for human use, Legal responsibility for enforcing the following Union law(s):	Adress: Auf der Hude 2 21339 Lüneburg 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):	Adress: Theodor-Tantzen-Platz 8 26122 Oldenburg 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):	Adress: Ludwigstrasse 20 95444 Bayreuth Email: poststelle@reg-ofr.bayern.de Website: http://www.regierung.oberfranken.bayern.de Telephone: +49 921 604 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):	Adress: Heinrich-Mann-Allee 103 14473 Potsdam 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/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	Adress: Stiftsstraße 9 55116 Mainz Email: imi@mwwlv.rlp.de Website: https://mwwlv.rlp.de/de/startseite/ Telephone: +49 6131 16 2525
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):	Adress: Contrescarpe 72 28195 Bremen Email: imi@gesundheit.bremen.de Website: http://www.gesundheit.bremen.de Telephone: +49 421 3614093
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 following Union law(s);, Regulation (EU) 2017/1128 on cross-border portability of online content services	Adress: Cecilienallee 2 40474 Düsseldorf Email: Dez24.Heilberufe@brd.nrw.de Website: http://www.brd.nrw.de Telephone: +49 211 475 0
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):	Adress: Turmstraße 21 10559 Berlin Email: regine.behnke@lageso.berlin.de Website: http://www.berlin.de/SenGesSozV/lageso/index Telephone: +49 30 90229 2120

Country	Region	Official name	Informal title (EN)	Legal responsibility	Contact details
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):	Adress: Luisenplatz 2 64283 Darmstadt Email: poststelle@rpd.hessen.de Website: http://www.rp-darmstadt.hessen.de Telephone: +49 6151120
Germany	Rhineland-Palatinate	Landesamt für Soziales, Jugend und Versorgung (Rhineland-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):	Adress: Rheinallee 97-101 55118 Mainz 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):	Adress: Tennstedter Straße 8/9 99947 Bad Langensalza Email: Abteilung2@tlv.thueringen.de Website: http://www.tlv-thueringen.de Telephone: +49 361 57381200
Germany	Saarland	Ministerium fuer Wirtschaft und Wissenschaft 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):	Adress: Am Tummelplatz 7 66117 Saarbrücken 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):	Adress: Martin-Luther-Straße 105 10825 Berlin 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):	Adress: Wünsdorfer Platz 3 15806 Zossen Email: sebastian.paul@lavg.brandenburg.de Website: http://www.lavg.brandenburg.de Telephone: +49 331 8683 810
Germany		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	Adress: Adenauerallee 99-103 53113 Bonn Email: poststelle@bfj.bund.de Website: http://www.bundesjustizamt.de Telephone: +49 22899 410 40
Germany	Baden-Württemberg	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):	Adress: Schlossplatz 4 - Neues Schloss 70173 Stuttgart Email: DIMIC@wm.bwl.de Website: http://wm.baden-wuerttemberg.de Telephone: +49 711 123 0

Country	Region	Official name	Informal title (EN)	Legal responsibility	Contact details
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):	Adress: Richard-Wagner-Str. 15 70184 Stuttgart Email: poststelle@stm.bwl.de Website: http://www.stm.baden-wuerttemberg.de Telephone: +49 711 2153 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):	Adress: Bleicherufer 1 19053 Schwerin Email: info@medienanstalt-mv.de Website: http://www.medienanstalt-mv.de Telephone: 0049 385 558 81 12
Germany	Rhineland-Palatinate	Staatskanzlei Rheinland-Pfalz		Directive 2010/13/EU on audiovisual media services, Legal responsibility for enforcing the following Union law(s):	Adress: Peter-Altmeier-Allee 1 55116 Mainz Email: medienreferat@stk.rlp.de Website: https://www.rlp.de/de/landesregierung/staatskanzlei/ Telephone: +49 6131 16 4711
Germany	Hesse	Hessische Staatskanzlei		Directive 2010/13/EU on audiovisual media services, Legal responsibility for enforcing the following Union law(s):	Adress: Georg-August-Zinn-Str. 1 65183 Wiesbaden Email: info@stk.hessen.de Website: https://staatskanzlei.hessen.de/ Telephone: +49 611 320
Germany	North Rhine-Westphalia	Staatskanzlei des Landes Nordrhein-Westphalen		Directive 2010/13/EU on audiovisual media services, Legal responsibility for enforcing the following Union law(s):	Adress: P.O. Box 40190 Düsseldorf Email: ministerpraesident@stk.nrw.de Website: https://www.land.nrw.de/landesregierung/ministerpraesident/staatskanzlei Telephone: +49 (0) 211 837-1001
Germany	Saarland	Staatskanzlei des Saarlandes		Directive 2010/13/EU on audiovisual media services, Legal responsibility for enforcing the following Union law(s):	Adress: Am Ludwigsplatz 14 66117 Saarbrücken 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):	Adress: Ferdinand-Lasalle-Straße 21 04109 Leipzig Email: info@slm-online.de Website: https://www.slm-online.de Telephone: +49 341 22 59 0
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):	Adress: Johannes-Stelling-Str. 14 19053 Schwerin 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):	Adress: Turmschanzenstr. 25 39114 Magdeburg 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 und Verkehr (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	Adress: Friedrichswall 1 30159 Hannover Email: sdimic.imi@mw.niedersachsen.de Website: Telephone: +49 511 120 0

Country	Region	Official name	Informal title (EN)	Legal responsibility	Contact details
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 66119 Saarbrücken Email: presse@soziales.saarland.de Website: https://www.saarland.de/msgff/DE/home/home_node.html Telephone: +49 681 501 3097
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 28195 Bremen 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 20459 Hamburg Email: IMI-DIMIC-HAMBURG@bwi.hamburg.de Website: http://www.hamburg.de/bwi/ Telephone: +49 40 42841 1383
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 28195 Bremen 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 24105 Kiel Email: Landesportal@stk.landsh.de Website: http://www.schleswig-holstein.de Telephone: +49 431 9880
Germany	Baden-Württemberg	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 70178 Stuttgart Email: info@lfk.de Website: https://www.lfk.de/ Telephone: +49 711 66991 0
Germany	Schleswig-Holstein	Ministerium für Wirtschaft, Verkehr, Arbeit, Technologie und Tourismus des Landes Schleswig-Holstein		Directive 98/6/EC on consumer protection in the indication of the prices of products, Legal responsibility for enforcing the following Union law(s):	Address: Düsternbrooker Weg 94 24105 Kiel 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 19055 Schwerin 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 01097 Dresden 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 66115 Saarbrücken Email: info@lmsaar.de Website: http://www.lmsaar.de Telephone: +49 681 389880
Germany	North Rhine-Westphalia	Landesanstalt für Medien Nordrhein-Westphalen		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 40025 Düsseldorf 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 34131 Kassel Email: lpr@lpr-hessen.de Website: Telephone: +49 561 935 86 0

Country	Region	Official name	Informal title (EN)	Legal responsibility	Contact details
Greece		Υπουργείο Τουρισμού	Ministry of Tourism	Directive (EU) 2015/2302 on package travel and linked travel arrangements, Legal responsibility for enforcing the following Union law(s):	Address: Λεωφόρος Αμαλίας 12 10557 Αθήνα Email: mailbox@mintour.gr Website: http://www.mintour.gov.gr/ Telephone: +30 210 3736340, 210 3736117, 210 3736346, 210 3736115, 210 3736089
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 155 62 Athens 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: ΚΑΝΙΓΓΟΣ SQ 101081 ATHENS 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 inland waterway	Address: ΑΚΤΗ ΒΑΣΙΛΕΙΑΔΗ ΠΥΛΗ Ε1-Ε2 18510 ΠΕΙΡΑΙΑΣ Email: dtsh@hcg.gr Website: https://www.hcg.gr Telephone: +30 213 1371167
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 10564 ΑΘΗΝΑ Email: ncrtv@otenet.gr Website: http://www.esr.gr Telephone: +30 2131502390
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 10563 ΑΘΗΝΑ Email: mcd@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 16452 ΑΘΗΝΑ 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 10250 ATHENS Email: dep.bankingsupervision@bankofgreece.gr Website: https://www.bankofgreece.gr Telephone: +30 210 3201111

Country	Region	Official name	Informal title (EN)	Legal responsibility	Contact details
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):	Adress: Szabadság tér 9. 1054 Budapest Email: ugyfelszolgalat@mnbb.hu Website: http://www.mnbb.hu/ Telephone: +36 1 428 2600
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	Adress: Teréz körút 38 H-1066 Budapest Email: vasut.nsa@itm.gov.hu Website: http://www.kormany.hu/hu/nemzeti-fejlesztési-miniszterium Telephone: +36 13731442
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):	Adress: Alkotmány utca 5. 1054 Budapest Email: ugyfelszolgalat@gvh.hu Website: http://www.gvh.hu Telephone: +36 1 472 8933
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 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	Adress: Sas utca 19. 1051 Budapest Email: fogyved_kmf_budapest@bmfk.gov.hu Website: http://www.kormanyhivatal.hu/hu/budapest/szervezeti-egység/fogyasztovedelmi-foosztaly-2017 Telephone: +36 1 450 2598
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	Adress: Váci utca 62-64. 1056 Budapest 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 following Union law(s):	Adress: Ostrom u. 23-25 / Visegrádi u. 106. 1015 / 1033 Budapest Email: info@nmhh.hu Website: http://nmhh.hu Telephone: +36 1 457 7908
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 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	Adress: Armuli 2 108 Reykjavik Email: icetra@icetra.is Website: https://www.icetra.is/ Telephone: +354 4806000
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):	Adress: 2-5 Warrington Place D02 XP29 Dublin Email: info@bai.ie Website: http://www.bai.ie Telephone: +353 1 6441200
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	Adress: 3rd Floor Alexandra House, 6 Earlsfort Terrace D02W773 Dublin 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):	Adress: Kevin O'Malley House, Earlsfort Centre, Earlsfort Terrace D02XP77 Dublin Email: info@hpra.ie Website: https://www.hpra.ie/ Telephone: +353 1 676 4971

Country	Region	Official name	Informal title (EN)	Legal responsibility	Contact details
Ireland		National Transport Authority, Údarás Náisiúnta Iompair		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 D02WT20 Dublin 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 D01 F7X3 Dublin 1 Email: enquiries@centralbank.ie Website: https://www.centralbank.ie/ Telephone: +353 1 224 6000
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 D02 RD28 Dublin Email: info@dataprotection.ie Website: https://www.dataprotection.ie Telephone: +353 761 104 800
Ireland		Coimisiún um Rialail Cumarsaide, Commission for Communications Regulation	Commission for Communications Regulation	Directive 2002/58/EC on privacy and electronic communications, Directive 2011/83/EU on consumer rights, Directive 93/13/EEC on unfair terms in consumer contracts, Legal responsibility for enforcing the following Union law(s):	Address: Block DEF, Irish Life Centre Lower Abbey Street Dublin 1 Email: IMI_notifications@comreg.ie Website: http://www.comreg.ie Telephone: +353 1 8049600
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 10126 Torino Email: segreteria@autorita-trasporti.it Website: https://www.autorita-trasporti.it/ Telephone: +39 011 19212503
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 00187 Rome 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 00185 Rome Email: cartadiritti@enac.gov.it Website: https://www.enac.gov.it/ Telephone: +39 06445966348
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 00198 Rome 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 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):	Address: Via Nazionale 91 00184 Roma Email: email@bancaditalia.it Website: https://www.bancaditalia.it Telephone: +39 0647921
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 00187 Roma Email: protocollo@pec.aifa.gov.it Website: https://www.aifa.gov.it Telephone: +39 06 5978401

Country	Region	Official name	Informal title (EN)	Legal responsibility	Contact details
Italy		Centro per i Diritti del Cittadino (CODICI)	Centre for the Citizen rights (CODICI)	Directive (EU) 2015/2302 on package travel and linked travel arrangements, Directive 1999/44/EC on the sale of consumer goods and associated guarantees, Directive 2000/31/EC on electronic commerce, Directive 2001/83/EC on medicinal products for human use, Directive 2002/58/EC on privacy and electronic communications, Directive 2002/65/EC on distance marketing of consumer financial services, Directive 2005/29/EC on unfair commercial practices, Directive 2006/114/EC on misleading and comparative advertising, Directive 2006/123/EC on services in the internal market, Directive 2008/122/EC on timeshare, long-term holiday product, resale and exchange contracts, Directive 2008/48/EC on credit agreements for consumers, Directive 2010/13/EU on audiovisual media services, Directive 2011/83/EU on consumer rights, Directive 2013/11/EU on consumer ADR, Directive 2014/17/EU on credit agreements for consumers for residential property, Directive 2014/92/EU on the comparability of fees related to payment accounts, Directive 93/13/EEC on unfair terms in consumer contracts, Directive 98/6/EC on consumer protection in the indication of the prices of products, Legal responsibility for enforcing the following Union law(s); Regulation (EC) No 1008/2008 on common air services rules in the Community, Regulation (EC) No 1107/2006 on disabled persons' and persons with reduced mobility's rights when travelling by air, Regulation (EC) No 1371/2007 on rail passengers' rights and obligations, Regulation (EC) No 261/2004 on denied boarding and of cancellation or long delay of flights, Regulation (EU) 2017/1128 on cross-border portability of online content services, Regulation (EU) 2018/302 addressing unjustified geo-blocking, Regulation (EU) No 1177/2010 on passengers' rights when travelling by sea and inland waterway, Regulation (EU) No 181/2011 on passengers' rights in bus and coach transport, Regulation (EU) No 524/2013 on consumer ODR	Address: Via Giuseppe Belluzzo 1 00149 Roma Email: segreteria_nazionale@codici.org Website: https://codici.org/ Telephone: +39 06 55 30 18 08
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 00186 Roma Email: DCA@AGCOM.IT Website: https://www.agcom.it/ Telephone: +39 06 69644296
Italy		Garante per la protezione dei dati personali	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 00187 Rome 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 00198 Roma Email: dgta@agcm.it Website: http://www.agcm.it Telephone: +39 06 85821 860
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 LV-1939 Riga Email: neplpadome@neplpadome.lv Website: http://www.neplpadome.lv Telephone: +371 67 221 848
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 LV-1012 Riga Email: vi@vi.gov.lv Website: http://www.vi.gov.lv Telephone: +371 27802823
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 LT-03209 Vilnius Email: ltsa@ltsa.lrv.lt Website: https://ltsa.lrv.lt/ Telephone: +370 5 278 5601

Country	Region	Official name	Informal title (EN)	Legal responsibility	Contact details
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):	Adress: Gedimino pr. 6 01103 Vilnius 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):	Adress: Žirmūnų g. 139A LT-09120 Vilnius Email: vvk@vkt.lt Website: https://www.vvk.lt/ Telephone: +370 5 263 92 64
Lithuania		Lietuvos radijo ir televizijos komisija		Directive 2010/13/EU on audiovisual media services, Legal responsibility for enforcing the following Union law(s):	Adress: Šeimyniškių g. 3A LT-09312 Vilnius Email: lrtk@rtk.lt Website: https://www.rtk.lt/ Telephone: +370 5 233 0660
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):	Adress: Gediminas av. 7 LT-01103 Vilnius Email: info@ivpk.lt Website: https://ivpk.lrv.lt/ Telephone: +370 5 266 51 61
Luxembourg		Commission nationale pour la protection des données Grand-Duché de Luxembourg (CNPD), Nationale Kommission für Datenschutz Großherzogtum Luxemburg (CNPD)	SA Luxembourg (National Commission for Data Protection (CNPD))	Directive 2002/58/EC on privacy and electronic communications, Legal responsibility for enforcing the following Union law(s):	Adress: 1, avenue du Rock'n'Roll L-4361 Esch-sur-Alzette Email: cooperation@cnpd.lu Website: http://www.cnpd.lu Telephone: +352 26 10 60 1
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/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	Adress: 283, route d'Arlon L-1150 Luxembourg Email: direction@cssf.lu Website: https://www.cssf.lu Telephone: +352 26 25 1 1
Malta		L-Awtorità Maltija tat-Turiżmu, Malta Tourism Authority	MTA - Malta Tourism Authority	Directive (EU) 2015/2302 on package travel and linked travel arrangements, Directive 2008/122/EC on timeshare, long-term holiday product, resale and exchange contracts, Legal responsibility for enforcing the following Union law(s):	Adress: Auberge D'Italie, Merchants Street VLT 1170 Valletta Email: info@visitmalta.com Website: http://www.visitmalta.com Telephone: +356 21224444
Malta		Awtorita' ta' Malta dwar il-Komunikazzjoni, Malta Communications Authority	Malta Communications Authority	Directive 2000/31/EC on electronic commerce, Legal responsibility for enforcing the following Union law(s);, Regulation (EU) 2017/1128 on cross-border portability of online content services, Regulation (EU) 2018/302 addressing unjustified geo-blocking	Adress: Valletta Waterfront, Xatt ta' Pinto FRN 1913 Floriana Email: authorisations@mca.org.mt Website: http://www.mca.org.mt Telephone: +356 21336840
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):	Adress: Mizzi House, National Road, Blata I-Bajda HMR 9010 Blata I-Bajda 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):	Adress: Sir Temi Żammit Buildings, Malta Life Sciences Park Postcode*SGN 3000 Town*San Gwann Email: info.medicinesauthority@gov.mt Website: http://www.medicinesauthority.gov.mt Telephone: +356 2343 9000

Country	Region	Official name	Informal title (EN)	Legal responsibility	Contact details
Malta		Office of the Information and Data Protection Commissioner	SA Malta (Office of the Information and Data Protection Commissioner)	Directive 2002/58/EC on privacy and electronic communications, Legal responsibility for enforcing the following Union law(s):	Address: Airways House, High Street SLM 1549 Sliema Email: idpc.edpb-imi@idpc.org.mt Website: https://idpc.org.mt Telephone: +356 2328 7100
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 2500 BD Den Haag Email: passenger-rights@ilent.nl Website: http://www.ilent.nl Telephone: +31 88 489 00 00
Netherlands		Inspectie Gezondheidszorg en Jeugd (IGJ) - (voorheen Inspectie voor de Gezondheidszorg (IGZ))	Health Care Inspectorate	Directive 2001/83/EC on medicinal products for human use, Legal responsibility for enforcing the following Union law(s):	Address: Postbus 2518 6401 DA Heerlen Email: meldpunt@igj.nl Website: http://www.igj.nl Telephone: +31 88 1205000
Netherlands		Stichting Autoriteit Financiële Markten		Directive (EU) 2015/2302 on package travel and linked travel arrangements, Directive 1999/44/EC on the sale of consumer goods and associated guarantees, Directive 2000/31/EC on electronic commerce, Directive 2002/58/EC on privacy and electronic communications, Directive 2002/65/EC on distance marketing of consumer financial services, Directive 2005/29/EC on unfair commercial practices, Directive 2006/114/EC on misleading and comparative advertising, Directive 2006/123/EC on services in the internal market, Directive 2008/122/EC on timeshare, long-term holiday product, resale and exchange contracts, Directive 2008/48/EC on credit agreements for consumers, Directive 2011/83/EU on consumer rights, Directive 2013/11/EU on consumer ADR, Directive 2014/17/EU on credit agreements for consumers for residential property, Directive 2014/92/EU on the comparability of fees related to payment accounts, Directive 93/13/EEC on unfair terms in consumer contracts, Directive 98/6/EC on consumer protection in the indication of the prices of products, Legal responsibility for enforcing the following Union law(s); Regulation (EC) No 1008/2008 on common air services rules in the Community, Regulation (EU) 2017/1128 on cross-border portability of online content services, Regulation (EU) 2018/302 addressing unjustified geo-blocking, Regulation (EU) No 524/2013 on consumer ODR	Address: Postbus 11723 1001GS Amsterdam Email: signalen@afm.nl Website: https://www.afm.nl Telephone: +31 20 797 2000
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, 1100-468 Lisboa Email: geral@amt-autoridade.pt Website: http://www.amt-autoridade.pt/ Telephone: +351 211 025 800
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, nº 73 1269 - 274 Lisboa Email: correio.asae@asae.pt Website: http://www.asae.pt Telephone: +351 21 798 36 00

Country	Region	Official name	Informal title (EN)	Legal responsibility	Contact details
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 1749-034 Lisboa Email: secretariadopca@anac.pt Website: https://www.anac.pt Telephone: +351 21 284 22 26
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 1600-209 Lisboa Email: geral@ersar.pt Website: http://www.ersar.pt Telephone: +351 210 052 200
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 1099 - 017 Lisboa 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 1116-802 Lisboa 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 1749-004 Lisboa 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 1100-150 Lisboa Email: info@bportugal.pt Website: http://www.bportugal.pt/ Telephone: +351 21 313 00 00
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 1200-651 LISBOA Email: imi@cnpd.pt Website: https://www.cnpd.pt Telephone: +351 21 392 84 00
Portugal		Autoridade de Supervisão de Seguros e Fundos de Pensões (ASF)	Supervisory Authority for Insurance and Pension Funds (ASF)	Directive 2000/31/EC on electronic commerce, Directive 2002/65/EC on distance marketing of consumer financial services, Directive 2005/29/EC on unfair commercial practices, Legal responsibility for enforcing the following Union law(s):	Address: Av. da República, n.º 76 1600-205 Lisboa Lisboa Email: asf@asf.com.pt Website: http://www.asf.com.pt Telephone: +351 217 903 100
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 1200-869 Lisboa Email: info@erc.pt Website: http://www.erc.pt Telephone: +351 210 107 000
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 1269-269 Lisboa 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 1400-113 Lisboa Email: erse@erse.pt Website: http://www.erse.pt Telephone: +351 213 033 200

Country	Region	Official name	Informal title (EN)	Legal responsibility	Contact details
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 responsibility for enforcing the following Union law(s):	Adress: Rua Laura Alves, 4 1050-138 Lisboa Email: cmvm@cmvm.pt Website: https://www.cmvm.pt/pt/Pages/home.aspx Telephone: +351 21 317 70 00
Romania		Ministerul Economiei, Energiei si Mediului de Afaceri	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	Adress: Calea Victoriei nr. 152 010096 Bucuresti Email: petitii@economie.gov.ro Website: http://www.economie.gov.ro/ Telephone: +40 212025123
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):	Adress: Strada Delea Nouă nr.2 030925 Bucuresti Email: ancom@ancom.ro Website: https://www.ancom.ro/en/ Telephone: +40 372845400
Romania		Consiliul Național al Audiovizualului (CNA)		Directive 2010/13/EU on audiovisual media services, Legal responsibility for enforcing the following Union law(s):	Adress: Bd. Libertății nr. 14 050706 Bucuresti Email: cna@cna.ro Website: http://www.cna.ro/-English-.html Telephone: +40 213055356
Romania		Ministerul Transporturilor, Infrastructurii și Comunicațiilor - transporturi	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	Adress: Bd Dinicu Golescu nr. 38 010873 Bucuresti 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	Adress: Bld. General Gheorghe Magheru 7 010322 Bucuresti 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):	Adress: 28-30 BD. GHEORGHE MAGHERU 010336 BUCHAREST Email: anspdc@dataprotection.ro Website: http://www.dataprotection.ro Telephone: +40 31 805 9211
Romania		Autoritatea Feroviara Romana (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	Adress: Calea Grivitei nr. 393 010719 Bucuresti Email: passengersrights@aferr.ro Website: http://www.aferr.ro/documents/rra.html Telephone: +40 213076852
Romania		Inspectoratul General al Politiei Romane - Directia de Investigare a Criminalității Economice (DICE)		Directive 2000/31/EC on electronic commerce, Legal responsibility for enforcing the following Union law(s):	Adress: Mihai Voda 6 050041 Bucuresti Email: economic@politiaromana.ro Website: https://www.politiaromana.ro/en Telephone: +40 212082525
Romania		Agenția Națională a Medicamentului și a Dispozitivelor Medicale din România (ANMMDR)		Directive 2001/83/EC on medicinal products for human use, Legal responsibility for enforcing the following Union law(s):	Adress: Aviator Maior Ștefan Sănătescu 48 011478 Bucuresti Email: secretariat@anm.ro Website: https://www.anm.ro/en/ Telephone: +40 213171100
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	Adress: B-dul Dinicu Golescu nr.38, 010873 Bucuresti Email: relatii-publice@isctr-mt.ro Website: http://www.isctr-mt.ro/ Telephone: +40 213136320

Country	Region	Official name	Informal title (EN)	Legal responsibility	Contact details
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 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	Adress: Bajkalská 21/A 827 99 Bratislava 27 Email: imi@soi.sk Website: http://www.soi.sk Telephone: +421 2 5827 2131
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	Adress: Bajkalská 27 820 07 Bratislava 27 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):	Adress: Trnavská cesta 52 826 45 Bratislava Email: uvzsr@uvzsr.sk Website: http://www.uvzsr.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):	Adress: Botanická č. 17 842 13 Bratislava Email: sekretariatUR@svps.sk Website: http://www.svps.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):	Adress: Palisády 36 81106 Bratislava Email: office@rvr.sk Website: http://rvr.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 to payment accounts, Directive 93/13/EEC on unfair terms in consumer contracts, Legal responsibility for enforcing the following Union law(s):	Adress: Imricha Karvaša 1 81325 Bratislava Email: cpc@nbs.sk Website: https://www.nbs.sk/en/home Telephone: +421 2 5787 1111
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	Adress: Továrnská 7 828 55 Bratislava 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):	Adress: Biovetská 34 949 01 Nitra Email: uskvbl@uskvbl.sk Website: http://www.uskvbl.sk/ Telephone: +421 37 65 15 5067
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):	Adress: Kvetná 11 825 08 Bratislava Email: sukl@sukl.sk Website: https://www.sukl.sk Telephone: +421 2 50 70 11 11

Country	Region	Official name	Informal title (EN)	Legal responsibility	Contact details
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 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	Address: Dunajska cesta 160 1000 Ljubljana Email: gp.tirs@gov.si Website: http://www.ti.gov.si Telephone: +386 1 280 8700
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 1000 Ljubljana Email: gp.irsir@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 2000 Maribor Email: pip@zavodpip.si Website: https://www.zavodpip.si/ Telephone: +386 2 234 21 46
Slovenia		Trgovinska zbornica Slovenije			Address: Dimičeva ulica 13 1000 Ljubljana Email: tajnistvo@tzslo.si Website: http://www.tzslo.si Telephone: +386 1 5898 213
Slovenia		Evropski potrošniški center Slovenija			Address: Kotnikova ulica 5 1000 Ljubljana 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 1000 Ljubljana 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 1000 Ljubljana Email: irskglr.mkgp@gov.si Website: https://www.gov.si/drzavni-organi/organi-v-sestavi/inspektorat-za-kmetijstvo-gozdarstvo-lovstvo-in-ribistvo/o-inspektoratu-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 1000 Ljubljana 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 6000 Koper Email: ursp.box@gov.si Website: https://www.gov.si/drzavni-organi/organi-v-sestavi/uprava-za-pomorstvo/o-upravi/ Telephone: +386 5 663 21 00

Country	Region	Official name	Informal title (EN)	Legal responsibility	Contact details
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	Adress: Kotnikova 19A 1000 Ljubljana 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	Adress: Stegne 7 1000 Ljubljana Email: info.box@akos-rs.si Website: https://www.akos-rs.si/akos Telephone: +386 1 583 63 00
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):	Adress: Slovenska 35 1505 Ljubljana Email: OK-Vlozisce@bses.bsi.si Website: http://www.bsi.si Telephone: +386 1 471 9000
Spain	Foral Community of Navarre	Gobierno de Navarra. Dirección de Servicio de Consumo y Arbitraje (Kontsumo eta Arbitraje Zerbitzuko Zuzendari)		Directive 1999/44/EC on the sale of consumer goods and associated guarantees, Directive 2002/65/EC on distance marketing of consumer financial services, Directive 2005/29/EC on unfair commercial practices, Directive 2006/114/EC on misleading and comparative advertising, Directive 2006/123/EC on services in the internal market, Directive 2008/48/EC on credit agreements for consumers, Directive 2011/83/EU on consumer rights, Directive 2013/11/EU on consumer ADR, Directive 2014/17/EU on credit agreements for consumers for residential property, Directive 2014/92/EU on the comparability of fees related to payment accounts, Directive 93/13/EEC on unfair terms in consumer contracts, Directive 98/6/EC on consumer protection in the indication of the prices of products, Legal responsibility for enforcing the following Union law(s);, Regulation (EC) No 1008/2008 on common air services rules in the Community, Regulation (EU) 2018/302 addressing unjustified geo-blocking, Regulation (EU) No 1177/2010 on passengers' rights when travelling by sea and inland waterway, Regulation (EU) No 524/2013 on consumer ODR	Adress: Amaya, 2A 31002 Pamplona Email: infoconsumo@navarra.es Website: http://www.navarra.es/home_es/Temas/Consumo/ Telephone: +34 848427739
Spain	Madrid	Comunidad de Madrid. Dirección General de Comercio y Consumo.	General Directorate of Commerce and Consummption (autonomous community of Madrid)	Directive 1999/44/EC on the sale of consumer goods and associated guarantees, Directive 2002/65/EC on distance marketing of consumer financial services, Directive 2005/29/EC on unfair commercial practices, Directive 2006/114/EC on misleading and comparative advertising, Directive 2006/123/EC on services in the internal market, Directive 2008/122/EC on timeshare, long-term holiday product, resale and exchange contracts, Directive 2008/48/EC on credit agreements for consumers, Directive 2011/83/EU on consumer rights, Directive 2013/11/EU on consumer ADR, Directive 2014/17/EU on credit agreements for consumers for residential property, Directive 93/13/EEC on unfair terms in consumer contracts, Directive 98/6/EC on consumer protection in the indication of the prices of products, Legal responsibility for enforcing the following Union law(s);, Regulation (EC) No 1008/2008 on common air services rules in the Community, Regulation (EU) 2018/302 addressing unjustified geo-blocking, Regulation (EU) No 1177/2010 on passengers' rights when travelling by sea and inland waterway, Regulation (EU) No 524/2013 on consumer ODR	Adress: Ramírez de Prado 5bis. 1 planta 28045 Madrid Email: consumo.inspeccion@madrid.org Website: http://www.madrid.org/ Telephone: +34 91 3105 771
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	Adress: C/ Vara de Rey, 8 26001 Logroño 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

Country	Region	Official name	Informal title (EN)	Legal responsibility	Contact details
Spain	Region of Murcia	Comunidad Autónoma de la Región de Murcia. Dirección General de Comercio, Consumo y Artesanía		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: Ronda de Levante 11, 3 Planta. 30071 Murcia Email: inspeccionconsumo@carm.es Website: https://www.carm.es/ Telephone: +34 981753869
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 41020 Sevilla 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 (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: Ciriaco Miguel Vigil nº 9-1ª planta 33005 Oviedo Email: asac@asturias.org Website: http://www.consumoastur.es Telephone: +34 985106870
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 38071 Santa Cruz de Tenerife Email: dgconstf.ceic@gobiernodecanarias.org Website: https://www.gobiernodecanarias.org/consumo Telephone: +34 922924741 / +34 922924748

Country	Region	Official name	Informal title (EN)	Legal responsibility	Contact details
Spain	Castile-La Mancha	Dirección General de Turismo, Comercio y Artesanía (Castilla-La Mancha)	Competent authority for travel agencies, tour operators, tourist guides (autonomous community of Castile-La Mancha)	Directive (EU) 2015/2302 on package travel and linked travel arrangements, Legal responsibility for enforcing the following Union law(s); Regulation (EU) 2018/302 addressing unjustified geo-blocking	Address: Avenida Irlanda, número 14 45071 Toledo Email: dgtca.economiaempresasempleo@jccm.es Website: http://www.castillalamancha.es Telephone: +34 925267996
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) 39011 S Santander 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 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 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/ Castán Tobeñas,77. Ciudad Administrativa 9 De Octubre. Torre 2, Planta 6 46018 Valencia Email: rosell_ber@gva.es Website: http://www.indi.gva.es/web/consumo Telephone: +34 961209467
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 01010 Vitoria-Gasteiz Email: secretaria.turismo@euskadi.eus Website: https://www.euskadi.eus/gobierno-vasco/departamento-turismo-comercio-consumo/ Telephone: +34 945019927
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 41071 Sevilla Email: dgcift.ctrjal@juntadeandalucia.es Website: Telephone: +34 955065080
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 07010 Palma Email: inspeccio@dgconsum.caib.es Website: http://www.caib.es/govern/organigrama/area.do?codu=2390671&lang=ca Telephone: +34 971784996

Country	Region	Official name	Informal title (EN)	Legal responsibility	Contact details
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	Adress: Paseo Cristo de la Vega s/n 45071 Toledo Email: dgtransportes.fomento@jccm.es Website: http://www.castillalamancha.es Telephone: +34 925265904
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	Adress: C/ Castán Tobeñas,77. Ciudad Administrativa 9 De Octubre - Torre 1 46018 Valencia 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	Adress: Avenida de Francia, 4 45071 Toledo Email: dg2030yconsumo@jccm.es Website: http://www.jccm.es Telephone: +34 925248743
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	Adress: Carretera Santiago - Noia km 3. A Barcia 15897 Santiago de Compostela- A Coruña 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	Adress: C/ Albert Einstein, 2 39011 Santander Email: garcia_cm@cantabria.es Website: https://www.cantabria.es/web/consejeria-de-innovacion-industria-turismo-y-comercio Telephone: +34 942 20 82 65
Spain		Subdirección General para la Sociedad Digital (Secretaría de Estado de Digitalización e Inteligencia Artificial. Ministerio de Asuntos Económicos y Transformación Digital)	General Subdirectorate of Information Society Services (State Secretariat for Telecommunications and the Information Society - Ministry of Industry, Energy and Tourism)	Directive 2000/31/EC on electronic commerce, Legal responsibility for enforcing the following Union law(s):	Adress: c/ Poeta Joan Maragall, 41 28020 Madrid Email: sgsd@economia.gob.es Website: http://www.lssi.es Telephone: +34 913463368
Spain		Agencia Española de Protección de Datos	SA Spain (Spanish Agency for Data Protection)	Directive 2002/58/EC on privacy and electronic communications, Legal responsibility for enforcing the following Union law(s):	Adress: Jorge Juan, 6 28001 Madrid Email: IMI@aepd.es Website: http://www.aepd.es Telephone: +34 901 100 099 / +34 91 2663517

Country	Region	Official name	Informal title (EN)	Legal responsibility	Contact details
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 50017 Zaragoza 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 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	Address: Pza de la Constitución Acceso 1 A 51001 Ceuta Email: serviciossociales@ceuta.es Website: Telephone: +34 956515604
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 (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 Adriano, 4, 1ª planta 06800 Mérida Email: controlmercadoincoex@salud-juntaex.es Website: https://saludextremadura.ses.es/incoex/ Telephone: +34 924004700
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. 50071 Zaragoza Email: sot@aragon.es Website: http://www.aragon.es/ Telephone: +34 976 714737

Country	Region	Official name	Informal title (EN)	Legal responsibility	Contact details
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 46018 Valencia Email: turisme@gva.es Website: http://www.comunitatvalenciana.com Telephone: +34 961209804
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 47007 Valladolid Email: antsante@jcyl.es Website: http://www.jcyl.es Telephone: +34 983411910
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 33005 Oviedo Email: movilidad@asturias.org Website: http://www.asturias.es/ Telephone: +34 985105541
Spain	Balearic Islands	Comunidad Autónoma de las Illes Balears. Direcció 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, 1ª piso 07004 Palma de Mallorca Email: directorgeneral@dgmobil.caib.es Website: Telephone: +34 971 17 71 81
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 06800 Mérida 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.		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 30006 Murcia Email: sis.ttes@carm.es Website: http://www.carm.es Telephone: +34 968362378

Country	Region	Official name	Informal title (EN)	Legal responsibility	Contact details
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	Adress: C/ Alhóndiga,1, 2ª planta. 31002 Pamplona 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	Adress: C/ Marqués de Murrieta,76 26071 Logroño Email: servicio.transportes@larioja.org Website: https://web.larioja.org/ Telephone: +34 941 29 12 89
Spain		Banco de España		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):	Adress: Alcalá 48 28014 Madrid 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	Adress: C/ Prof. Agustín Millares Carló, 22 Edf. Servicios Múltiples I Planta 11ª 35071 Las Palmas de Gran Canaria 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 Comunidad Autónoma de Cantabria a efectos de Cooperación en Protección de Consumidores en el ámbito del transporte. Dirección General de Transportes y Comunicaciones		Legal responsibility for enforcing the following Union law(s);, Regulation (EU) No 181/2011 on passengers' rights in bus and coach transport	Adress: C/ Cádiz, nº 2, 1º 39002 Santander 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		Legal responsibility for enforcing the following Union law(s);, Regulation (EU) No 181/2011 on passengers' rights in bus and coach transport	Adress: Avda./ Josep Tarradellas, 2-6, 5ª planta 08029 Barcelona Email: transporte@gencat.cat Website: http://www.territori.gencat.cat Telephone: +34 93 495 80 76

Country	Region	Official name	Informal title (EN)	Legal responsibility	Contact details
Spain	Basque country	Gobierno Vasco - Instituto Vasco de Consumo - Kontsumobide		Directive 1999/44/EC on the sale of consumer goods and associated guarantees, Directive 2002/65/EC on distance marketing of consumer financial services, Directive 2005/29/EC on unfair commercial practices, Directive 2006/114/EC on misleading and comparative advertising, Directive 2006/123/EC on services in the internal market, Directive 2008/122/EC on timeshare, long-term holiday product, resale and exchange contracts, Directive 2008/48/EC on credit agreements for consumers, Directive 2011/83/EU on consumer rights, Directive 2013/11/EU on consumer ADR, Directive 2014/17/EU on credit agreements for consumers for residential property, Directive 93/13/EEC on unfair terms in consumer contracts, Directive 98/6/EC on consumer protection in the indication of the prices of products, Legal responsibility for enforcing the following Union law(s); Regulation (EC) No 1008/2008 on common air services rules in the Community, Regulation (EU) 2018/302 addressing unjustified geo-blocking, Regulation (EU) No 1177/2010 on passengers' rights when travelling by sea and inland waterway, Regulation (EU) No 524/2013 on consumer ODR	Address: Avda. de Santiago, 11 01002 Vitoria-Gasteiz Email: kontsumobide@kontsumobide.eus Website: http://www.kontsumobide.euskadi.eus Telephone: +34 945062140
Spain		Agencia Española de Medicamentos y Productos Sanitarios (AEMPS)	Spanish Agency of Medicines and Health Care Products (AEMPS)	Directive 2001/83/EC on medicinal products for human use, Legal responsibility for enforcing the following Union law(s):	Address: Calle Campezo 1, Edificio 8. 28022 Madrid Email: sgicm@aemps.es Website: https://www.aemps.gob.es/ Telephone: +34 918225201 / +34 918225202
Spain		Agencia Estatal de Seguridad Aérea (AESA)	State Air Safety Agency (AESA)	Legal responsibility for enforcing the following Union law(s); Regulation (EC) No 1107/2006 on disabled persons' and persons with reduced mobility's rights when travelling by air, Regulation (EC) No 261/2004 on denied boarding and of cancellation or long delay of flights	Address: Av. General Perón 40, portal B, 1ª planta, Madrid 28020 Madrid 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 Turisme		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 07012 Palma de Mallorca 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) 28014 Madrid Email: destinos.turisticos@madrid.org Website: https://www.esmadrid.com/mcb/sede-servicio/direccion-general-de-turismo/ Telephone: +34 917206700
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. 47195 Arroyo de la Encomienda (Valladolid) Email: comercioconsumo@jcy.l.es Website: https://consumo.jcyl.es Telephone: +34 983 324 392

Country	Region	Official name	Informal title (EN)	Legal responsibility	Contact details
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	Adress: C/ León y Castillo 200. Edificio Servicios Múltiples III. 5ª Planta. 35071 Las Palmas de Gran Canaria 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 Consumo		Directive 1999/44/EC on the sale of consumer goods and associated guarantees, Directive 2002/65/EC on distance marketing of consumer financial services, Directive 2005/29/EC on unfair commercial practices, Directive 2006/114/EC on misleading and comparative advertising, Directive 2006/123/EC on services in the internal market, Directive 2008/122/EC on timeshare, long-term holiday product, resale and exchange contracts, Directive 2008/48/EC on credit agreements for consumers, Directive 2011/83/EU on consumer rights, Directive 2013/11/EU on consumer ADR, Directive 2014/17/EU on credit agreements for consumers for residential property, Directive 93/13/EEC on unfair terms in consumer contracts, Directive 98/6/EC on consumer protection in the indication of the prices of products, Legal responsibility for enforcing the following Union law(s); Regulation (EC) No 1008/2008 on common air services rules in the Community, Regulation (EU) 2018/302 addressing unjustified geo-blocking, Regulation (EU) No 1177/2010 on passengers' rights when travelling by sea and inland waterway, Regulation (EU) No 524/2013 on consumer ODR	Adress: Ctra. Alfonso XIII, 52-54 52005 Melilla Email: consumo@melilla.es Website: http://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)		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	Adress: Avda. Juana Jugan 2. 30006 Murcia 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	Adress: Avda Zaragoza 21. 26071 Logroño 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	Adress: C/Navarrería 39 31001 Pamplona-Iruña Email: manuel.bermejo.garde@navarra.es Website: https://www.turismo.navarra.es/esp/profesionales/directorio-sector-turistico/directorio-administracion/DireccionGeneralTurismo.htm Telephone: +34 848 42 77 55
Spain		Ministerio de Transportes, movilidad y Agenda Urbana. Dirección General de Transporte Terrestre. (Subdirección General de Inspección)	Ministry of Transport, Mobility and Urban Agenda - Directorate General for Ground Transport (General Directorate of Inspection)	Legal responsibility for enforcing the following Union law(s); Regulation (EC) No 1371/2007 on rail passengers' rights and obligations, Regulation (EU) No 181/2011 on passengers' rights in bus and coach transport	Adress: C/ Paseo de la Castellana, 67 28071 Madrid Email: dirgtt@fomento.es Website: https://www.fomento.gob.es/transporte_terrestre Telephone: +34 915978043
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	Adress: Edificio Administrativo San Caetano, s/n 15707 Santiago de Compostela Email: mobilidade.cim@xunta.gal Website: https://infraestructurasemobilidade.xunta.gal/mobilidade Telephone: +34 981 544581

Country	Region	Official name	Informal title (EN)	Legal responsibility	Contact details
Spain	Galicia	Xunta de Galicia. Instituto Gallego del Consumo y de la Competencia (IGCC)		Directive 1999/44/EC on the sale of consumer goods and associated guarantees, Directive 2002/65/EC on distance marketing of consumer financial services, Directive 2005/29/EC on unfair commercial practices, Directive 2006/114/EC on misleading and comparative advertising, Directive 2006/123/EC on services in the internal market, Directive 2008/48/EC on credit agreements for consumers, Directive 2011/83/EU on consumer rights, Directive 2013/11/EU on consumer ADR, Directive 2014/17/EU on credit agreements for consumers for residential property, Directive 93/13/EEC on unfair terms in consumer contracts, Directive 98/6/EC on consumer protection in the indication of the prices of products, Legal responsibility for enforcing the following Union law(s); Regulation (EC) No 1008/2008 on common air services rules in the Community, Regulation (EU) 2018/302 addressing unjustified geo-blocking, Regulation (EU) No 1177/2010 on passengers' rights when travelling by sea and inland waterway, Regulation (EU) No 524/2013 on consumer ODR	Adress: Avda. Gonzalo Torrente Ballester 1-5 bajo 15707 Santiago de Compostela Email: igc.produtos@xunta.gal Website: https://consumo.xunta.gal/es Telephone: +34 981 545 389
Spain	Principality of Asturias	Principado de Asturias. Viceconsejería 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 following Union law(s); Regulation (EU) 2018/302 addressing unjustified geo-blocking	Adress: C/ Eduardo Herrera "Herrerita" s/n. 1ª Planta 33006 Oviedo Email: turismo@asturias.org Website: Telephone: +34 98510771
Spain	Catalonia	Generalitat de Catalunya. Inspecció de Consum de l'Agència Catalana de Consum (autoritat per CPC)		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	Adress: Calle Foc, 57 08038 Barcelona Email: inspeccioimi.consum@gencat.cat Website: http://www.consum.cat Telephone: +34 935516666
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	Adress: Avda. Diego Martínez Barrio, nº 10 41071 Sevilla 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	Adress: C/ Rigoberto Cortejoso, 14. Planta 1ª Despacho 166. Edificio de Medio Ambiente 47014 Valladolid Email: area.dg.transportes@jcy.l.es Website: https://www.jcyl.es/web/jcyl/Portada/es/Plantilla100Directorio/1248366924958/1279887997704/1284182451806/DirectorioPadre Telephone: +34 983419479

Country	Region	Official name	Informal title (EN)	Legal responsibility	Contact details
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	Adress: Avda. de las Comunidades s/n. 06800 Mérida (Badajoz) 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		Legal responsibility for enforcing the following Union law(s); Regulation (EU) No 181/2011 on passengers' rights in bus and coach transport	Adress: C/ Orense, 60 28020 Madrid Email: transportes.dgt@madrid.org Website: Telephone: +34 91 580 29 05
Spain		Secretaría de Estado de Telecomunicaciones e Infraestructuras Digitales. Ministerio de Asuntos Económicos y Transformación Digital		Directive 2010/13/EU on audiovisual media services, Legal responsibility for enforcing the following Union law(s):	Adress: Poeta Joan Maragall, 41 28071 Madrid Email: contact@economia.gob.es Website: https://www.mineco.gob.es/portal/site/mineco/consulta_general Telephone: +34 91 258 28 52
Sweden		Läkemedelsverket	Medical Products Agency	Directive 2001/83/EC on medicinal products for human use, Legal responsibility for enforcing the following Union law(s):	Adress: Dag Hammarskjölds väg 42 751 03 Uppsala Email: registrator@mpa.se Website: http://www.lakemedelsverket.se Telephone: +46 18 17 46 00
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):	Adress: Brunnsgratan 3 103 97 Stockholm Email: finansinspektionen@fi.se Website: http://www.fi.se Telephone: +46 08-40898000