

COUNTRY NAME	OFFICIAL NAME	INFORMAL TITLE	LEGAL RESPONSABILITY	CONTACT DETAILS
Austria	Bundesministerium für Soziales, Gesundheit, Pflege und Konsumentenschutz - Bereich Konsumentenschutz (SLO)	Federal Ministry of Social Affairs, Health, Care and Consumer Protection - Directorate for Consumer Protection (SLO)	Directive 2014/92/EU on the comparability of fees related to payment accounts, Legal responsibility for enforcing the following Union law(s):	Telephone: +43 1 711000 Email: <a href="mailto:cpc@sozialministerium.at">cpc@sozialministerium.at</a> Website: <a href="http://www.sozialministerium.at">http://www.sozialministerium.at</a> Address: Stubenring 1 1010 Wien
Belgium	Algemene directie Economische Inspectie - Dienst Internationale Samenwerking (Federale Overheidsdienst Economie, K.M.O., Middenstand en Energie), Directions générale de l'Inspection économique - Service de coopération internationale (Service Public Fédéral Economie, P.M.E., Classes moyennes et Energie), Generaldirektion Wirtschaftsinspektion – Dienst für internationale Zusammenarbeit (föderaler öffentlicher Dienst für Wirtschaft, KMU und Energie)	Directorate General for Enforcement and Mediation - International Cooperation Service (Federal Public Service of Economy, SME and Energy) (CPC - SLO)	Directive (EU) 2015/2302 on package travel and linked travel arrangements, Directive 1999/44/EC on the sale of consumer goods and associated guarantees, Directive 2000/31/EC on electronic commerce, Directive 2001/83/EC on medicinal products for human use, Directive 2002/58/EC on privacy and electronic communications, Directive 2002/65/EC on distance marketing of consumer financial services, Directive 2005/29/EC on unfair commercial practices, Directive 2006/114/EC on misleading and comparative advertising, Directive 2006/123/EC on services in the internal market, Directive 2008/122/EC on timeshare, long-term holiday product, resale	Telephone: +32 2 277 91 50 Email: <a href="mailto:Eco.inspec.int@economie.fgov.be">Eco.inspec.int@economie.fgov.be</a> Website: <a href="http://economie.fgov.be">http://economie.fgov.be</a> Address: Koning Albert II-laan 16 1000 Brussel

			<p>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</p>	
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			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	
<b>Bulgaria</b>	Комисия за защита на потребителите	Commission for Consumer Protection - (CPC - SLO)	Directive 1999/44/EC on the sale of consumer goods and associated guarantees, Directive 2000/31/EC on electronic commerce, Directive 2002/58/EC on privacy and electronic communications, Directive 2002/65/EC on distance marketing of consumer financial services, Directive 2005/29/EC on unfair commercial practices, Directive 2006/123/EC on services in the internal market, Directive 2008/122/EC on timeshare, long-term holiday product, resale and exchange contracts, Directive 2008/48/EC on credit agreements for consumers, Directive 2011/83/EU on consumer rights, Directive 2013/11/EU on consumer ADR, Directive 93/13/EEC on unfair terms in consumer contracts, Directive 98/6/EC on consumer protection in the indication of the prices of products, Legal responsibility for enforcing the following Union law(s):, Regulation (EU) 2017/1128	Telephone: +359 2 9330 565 Email: <a href="mailto:info@kzp.bg">info@kzp.bg</a> Website: <a href="https://kzp.bg/">https://kzp.bg/</a> Address: ул. Врабча 1 1000 София

			on cross-border portability of online content services, Regulation (EU) 2018/302 addressing unjustified geo-blocking, Regulation (EU) No 524/2013 on consumer ODR	
<b>Croatia</b>	Državni inspektorat Republike Hrvatske	State inspectorate (CPC - SLO)	Directive 1999/44/EC on the sale of consumer goods and associated guarantees, Directive 2000/31/EC on electronic commerce, Directive 2002/65/EC on distance marketing of consumer financial services, Directive 2005/29/EC on unfair commercial practices, Directive 2006/114/EC on misleading and comparative advertising, Directive 2006/123/EC on services in the internal market, Directive 2008/122/EC on timeshare, long-term holiday product, resale and exchange contracts, Directive 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	Telephone: +385 1 2375 344 Email: <a href="mailto:pisarnica.dirh@dirh.hr">pisarnica.dirh@dirh.hr</a> Website: <a href="https://dirh.gov.hr/">https://dirh.gov.hr/</a> Address: Šubićeva 29 10000 Zagreb

			addressing unjustified geo-blocking, Regulation (EU) No 524/2013 on consumer ODR	
<b>Cyprus</b>	Υπηρεσία Προστασίας Καταναλωτή (Υπουργείο Ενέργειας, Εμπορίου και Βιομηχανίας)	Consumer Protection Service (Ministry of Energy, Commerce and Industry) (CPC - SLO)	Directive (EU) 2015/2302 on package travel and linked travel arrangements, Directive 1999/44/EC on the sale of consumer goods and associated guarantees, Directive 2002/65/EC on distance marketing of consumer financial services, Directive 2005/29/EC on unfair commercial practices, Directive 2008/122/EC on timeshare, long-term holiday product, resale and exchange contracts, Directive 2008/48/EC on credit agreements for consumers, Directive 2011/83/EU on consumer rights, Directive 2013/11/EU on consumer ADR, Directive 2014/17/EU on credit agreements for consumers for residential property, Directive 93/13/EEC on unfair terms in consumer contracts, Directive 98/6/EC on consumer protection in the indication of the prices of products, Legal responsibility for enforcing the following Union law(s):, Regulation (EU) No 524/2013 on consumer ODR	Telephone: +357 22200915 Email: <a href="mailto:ccps@meci.gov.cy">ccps@meci.gov.cy</a> Website: <a href="http://www.meci.gov.cy">http://www.meci.gov.cy</a> Address: 2 Agapinoros Street, IRIS Tower 1421 Nicosia
<b>Czechia</b>	Ministerstvo průmyslu a obchodu (NIMIC - SOLVIT Centre)	Ministry of Industry and Trade -		Telephone: +420 224 852 785 Email: <a href="mailto:imi@mpo.cz">imi@mpo.cz</a>

		Legislation Department (NIMIC - SOLVIT Centre) (CPC - SLO)		<p>Website: <a href="http://www.mpo.cz">http://www.mpo.cz</a></p> <p>Address: Na Františku 32</p> <p>11015 Praha</p>
Denmark	Forbrugerombudsmanden	Danish Consumer Ombudsman (CPC - SLO)	<p>Directive (EU) 2015/2302 on package travel and linked travel arrangements, Directive 1999/44/EC on the sale of consumer goods and associated guarantees, Directive 2000/31/EC on electronic commerce, Directive 2002/58/EC on privacy and electronic communications, Directive 2002/65/EC on distance marketing of consumer financial services, Directive 2005/29/EC on unfair commercial practices, Directive 2006/114/EC on misleading and comparative advertising, Directive 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</p>	<p>Telephone: +45 41 71 51 51</p> <p>Email: <a href="mailto:imi@forbrugerombudsmanden.dk">imi@forbrugerombudsmanden.dk</a></p> <p>Website: <a href="https://www.forbrugerombudsmanden.dk">https://www.forbrugerombudsmanden.dk</a></p> <p>Address: Carl Jacobsens Vej 35</p> <p>2500 Valby</p>

			<p>indication of the prices of products, Legal responsibility for enforcing the following Union law(s):, Regulation (EC) No 1008/2008 on common air services rules in the Community, Regulation (EU) 2017/1128 on cross-border portability of online content services, Regulation (EU) 2018/302 addressing unjustified geo-blocking, Regulation (EU) No 524/2013 on consumer ODR</p>	
Estonia	Tarbijakaitse ja Tehnilise Järelevalve Amet (NIMIC - SOLVIT Centre)	Consumer Protection and Technical Regulatory Authority (CPC - SLO)	<p>Directive (EU) 2015/2302 on package travel and linked travel arrangements, Directive 1999/44/EC on the sale of consumer goods and associated guarantees, Directive 2000/31/EC on electronic commerce, Directive 2002/58/EC on privacy and electronic communications, Directive 2002/65/EC on distance marketing of consumer financial services, Directive 2005/29/EC on unfair commercial practices, Directive 2006/114/EC on misleading and comparative advertising, Directive 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</p>	<p>Telephone: +372 6672000</p> <p>Email: <a href="mailto:info@ttja.ee">info@ttja.ee</a></p> <p>Website: <a href="https://www.ttja.ee">https://www.ttja.ee</a></p> <p>Address: Endla 10a</p> <p>10122 Tallinn</p>

			<p>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 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</p>	
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			524/2013 on consumer ODR	
EU	European Commission - IMI System	European Commission - IMI System		<p>Telephone: +32 229 55470</p> <p>Email: <a href="mailto:IMI-Helpdesk@ec.europa.eu">IMI-Helpdesk@ec.europa.eu</a></p> <p>Website: <a href="http://ec.europa.eu/internal_market/imi-net/">http://ec.europa.eu/internal_market/imi-net/</a></p> <p>Address: Rue de Spa, 2</p> <p>1000 Bruxelles</p>
Finland	Kilpailu- ja kuluttajavirasto (NIMIC), Konkurrens- och konsumentverket (NIMIC)	Finnish Competition and Consumer Agency (NIMIC) (CPC - SLO)	<p>Directive (EU) 2015/2302 on package travel and linked travel arrangements, Directive (EU) 2019/770 on contracts for the supply of digital content and digital services, Directive (EU) 2019/771 on contracts for the sale of goods, Directive 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</p>	<p>Telephone: +358 295053198</p> <p>Email: <a href="mailto:nimic@kkv.fi">nimic@kkv.fi</a></p> <p>Website: <a href="http://www.kkv.fi">http://www.kkv.fi</a></p> <p>Address: Lintulahdenkuja 2, PL 5</p> <p>00531 Helsinki</p>

			<p>2006/123/EC on services in the internal market, Directive 2008/122/EC on timeshare, long-term holiday product, resale and exchange contracts, Directive 2008/48/EC on credit agreements for consumers, Directive 2010/13/EU on audiovisual media services, Directive 2011/83/EU on consumer rights, Directive 2013/11/EU on consumer ADR, Directive 2014/17/EU on credit agreements for consumers for residential property, Directive 2014/92/EU on the comparability of fees related to payment accounts, Directive 93/13/EEC on unfair terms in consumer contracts, Directive 98/6/EC on consumer protection in the indication of the prices of products, Legal responsibility for enforcing the following Union law(s):, Regulation (EC) No 1008/2008 on common air services rules in the Community, Regulation (EC) No 261/2004 on denied boarding and of cancellation or long delay of flights, Regulation (EU) 2018/302 addressing unjustified geo-blocking, Regulation (EU) No 524/2013 on consumer ODR</p>	
France	Direction générale de la concurrence, de la consommation et de la	Directorate General for Competition,	Directive (EU) 2015/2302 on package travel and linked travel arrangements, Directive 1999/44/EC	<p>Telephone: +33 1 44 97 23 89</p> <p>Email:</p>

	<p>répression des fraudes (DGCCRF)</p>	<p>Consumption and Fraud Prevention (DGCCRF) (CPC - SLO)</p>	<p>on the sale of consumer goods and associated guarantees, Directive 2000/31/EC on electronic commerce, Directive 2002/65/EC on distance marketing of consumer financial services, Directive 2005/29/EC on unfair commercial practices, Directive 2006/114/EC on misleading and comparative advertising, Directive 2006/123/EC on services in the internal market, Directive 2008/122/EC on timeshare, long-term holiday product, resale and exchange contracts, Directive 2008/48/EC on credit agreements for consumers, Directive 2011/83/EU on consumer rights, Directive 2013/11/EU on consumer ADR, Directive 2014/17/EU on credit agreements for consumers for residential property, Directive 2014/92/EU on the comparability of fees related to payment accounts, Directive 93/13/EEC on unfair terms in consumer contracts, Directive 98/6/EC on consumer protection in the indication of the prices of products, Legal responsibility for enforcing the following Union law(s):, Regulation (EC) No 1008/2008 on common air services rules in the Community, Regulation (EC) No 1371/2007 on rail</p>	<p><a href="mailto:Bureau-3A@dgccrf.finances.gouv.fr">Bureau-3A@dgccrf.finances.gouv.fr</a></p> <p>Website: <a href="https://www.economie.gouv.fr/dgccrf">https://www.economie.gouv.fr/dgccrf</a></p> <p>Address: 59 boulevard Vincent-Auriol 75703 Paris</p>
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			<p>passengers' rights and obligations, Regulation (EU) 2018/302 addressing unjustified geo-blocking, Regulation (EU) No 1177/2010 on passengers' rights when travelling by sea and inland waterway, Regulation (EU) No 181/2011 on passengers' rights in bus and coach transport, Regulation (EU) No 524/2013 on consumer ODR</p>	
Germany	Bundesministerium für Umwelt, Naturschutz, nukleare Sicherheit und Verbraucherschutz (CPC - SLO)	Federal Ministry of Justice and Consumer Protection (CPC - SLO)		<p>Telephone: +49 30 18 3050</p> <p>Email: <a href="mailto:CPC-SLO-Germany@bmuv.bund.de">CPC-SLO-Germany@bmuv.bund.de</a></p> <p>Website: <a href="https://www.bmuv.de/">https://www.bmuv.de/</a></p> <p>Address: Stresemannstraße 128-130 10117 Berlin</p>
Greece	Υπουργείο Ανάπτυξης και Επενδύσεων Γενική Γραμματεία Εμπορίου & Προστασίας Καταναλωτή Γενική Διεύθυνση Προστασίας Καταναλωτή Διεύθυνση Πολιτικής και Ενημέρωσης Καταναλωτή	Directorate for Consumer Policy and Information (Ministry of Development and Investments / General Secretariat for Commerce and Consumer		<p>Telephone: +30 2103893667, +30 2103893424, +30 2103893546</p> <p>Email: <a href="mailto:1520@efpolis.gr">1520@efpolis.gr</a></p> <p>Website: <a href="http://www.mindev.gov.gr">http://www.mindev.gov.gr</a></p> <p>Address: Κάνιγγος 20 10181 Athens</p>

		Protection / General Directorate for Consumer Protection) (CPC - SLO)		
Hungary	Nemzetgazdasági Minisztérium (CPC- SLO)	Ministry of Justice (IM) - Deputy State Secretariat for Constitutional Legislation and Consumer Protection (CPC - SLO)	Directive 93/13/EEC on unfair terms in consumer contracts, Legal responsibility for enforcing the following Union law(s):	<p>Telephone: +36 1 795 5000</p> <p>Email: <a href="mailto:fogyasztovedelem@ngm.gov.hu">fogyasztovedelem@ngm.gov.hu</a></p> <p>Website: <a href="http://www.fogyasztovedelem.kormany.hu/">http://www.fogyasztovedelem.kormany.hu/</a></p> <p>Address: Vám utca 5-7.</p> <p>1011 Budapest</p>
Iceland	Neytendastofa	Consumer enforcement agency (CPC - SLO)	Directive (EU) 2015/2302 on package travel and linked travel arrangements, Directive 1999/44/EC on the sale of consumer goods and associated guarantees, Directive 2000/31/EC on electronic commerce, Directive 2005/29/EC on unfair commercial practices, Directive 2006/114/EC on misleading and comparative advertising, Directive 2006/123/EC on services in the internal market, Directive 2008/122/EC on timeshare, long-term holiday product, resale and exchange contracts, Directive 2008/48/EC on credit agreements for consumers, Directive 2011/83/	<p>Telephone: +345 510 1100</p> <p>Email: <a href="mailto:postur@neytendastofa.is">postur@neytendastofa.is</a></p> <p>Website: <a href="https://www.neytendastofa.is/">https://www.neytendastofa.is/</a></p> <p>Address: Borgartun 21</p> <p>105 Reykjavik</p>

			<p>EU on consumer rights, Directive 2013/11/EU on consumer ADR, Directive 2014/17/EU on credit agreements for consumers for residential property, Directive 2014/92/EU on the comparability of fees related to payment accounts, Directive 93/13/EEC on unfair terms in consumer contracts, Directive 98/6/EC on consumer protection in the indication of the prices of products, Legal responsibility for enforcing the following Union law(s):, Regulation (EU) 2017/1128 on cross-border portability of online content services, Regulation (EU) 2018/302 addressing unjustified geo-blocking, Regulation (EU) No 524/2013 on consumer ODR</p>	
<b>Ireland</b>	Coimisiún um Iomaíocht agus Cosaint Tomhaltóirí, Competition and Consumer Protection Commission	Competition and Consumer Protection Commission (CPC - SLO)	<p>Directive (EU) 2015/2302 on package travel and linked travel arrangements, Directive 1999/44/EC on the sale of consumer goods and associated guarantees, Directive 2000/31/EC on electronic commerce, Directive 2002/65/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</p>	<p>Telephone: +353 1 402 5500</p> <p>Email: <a href="mailto:IMI@ccpc.ie">IMI@ccpc.ie</a></p> <p>Website: <a href="https://www.ccpc.ie/">https://www.ccpc.ie/</a></p> <p>Address: Bloom House, Railway Street, D01C576 Dublin 1</p>

			product, resale and exchange contracts, Directive 2010/13/EU on audiovisual media services, Directive 2011/83/EU on consumer rights, Directive 2013/11/EU on consumer ADR, Directive 93/13/EEC on unfair terms in consumer contracts, Directive 98/6/EC on consumer protection in the indication of the prices of products, Legal responsibility for enforcing the following Union law(s):, Regulation (EU) 2018/302 addressing unjustified geo-blocking, Regulation (EU) No 524/2013 on consumer ODR	
<b>Italy</b>	Ministero delle Imprese e del Made in Italy - Dipartimento mercato e tutela - Direzione generale consumatori e mercato (CPC - SLO)	Ministry of Enterprises and Made in Italy - General Directorate for the Market, Competition, Consumer, Supervision and Technical Regulations (CPC - SLO)	Directive 1999/44/EC on the sale of consumer goods and associated guarantees, Directive 2000/31/EC on electronic commerce, Directive 2008/122/EC on timeshare, long-term holiday product, resale and exchange contracts, Directive 98/6/EC on consumer protection in the indication of the prices of products, Legal responsibility for enforcing the following Union law(s):	Telephone: +390647052052 Email: <a href="mailto:dgmccnt.div9@mise.gov.it">dgmccnt.div9@mise.gov.it</a> Website: <a href="https://www.mimit.gov.it/en/">https://www.mimit.gov.it/en/</a> Address: via molise 2 00187 Roma
<b>Latvia</b>	Patērētāju tiesību aizsardzības centrs	Consumer Rights Protection Centre (CPC - SLO)	Directive (EU) 2015/2302 on package travel and linked travel arrangements, Directive 1999/44/EC on the sale of consumer goods and associated guarantees, Directive	Telephone: +371 67388624 Email: <a href="mailto:ptac@ptac.gov.lv">ptac@ptac.gov.lv</a> Website: <a href="http://www.ptac.gov.lv">http://www.ptac.gov.lv</a>

		<p>2000/31/EC on electronic commerce, Directive 2002/65/EC on distance marketing of consumer financial services, Directive 2005/29/EC on unfair commercial practices, Directive 2006/123/EC on services in the internal market, Directive 2008/122/EC on timeshare, long-term holiday product, resale and exchange contracts, Directive 2008/48/EC on credit agreements for consumers, Directive 2011/83/EU on consumer rights, Directive 2013/11/EU on consumer ADR, Directive 2014/17/EU on credit agreements for consumers for residential property, Directive 2014/92/EU on the comparability of fees related to payment accounts, Directive 93/13/EEC on unfair terms in consumer contracts, Directive 98/6/EC on consumer protection in the indication of the prices of products, Legal responsibility for enforcing the following Union law(s):, Regulation (EC) No 1008/2008 on common air services rules in the Community, Regulation (EC) No 1371/2007 on rail passengers' rights and obligations, Regulation (EC) No 261/2004 on denied boarding and of cancellation or long delay of flights, Regulation</p>	<p>Address: Brīvības iela 55 LV-1013 Rīga</p>
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			(EU) 2017/1128 on cross-border portability of online content services, Regulation (EU) 2018/302 addressing unjustified geo-blocking, Regulation (EU) No 181/2011 on passengers' rights in bus and coach transport, Regulation (EU) No 524/2013 on consumer ODR	
Lithuania	Valstybinė vartotojų teisių apsaugos tarnyba	State Consumer Rights Protection Authority (CPC - SLO)	Directive (EU) 2015/2302 on package travel and linked travel arrangements, Directive 1999/44/EC on the sale of consumer goods and associated guarantees, Directive 2002/65/EC on distance marketing of consumer financial services, Directive 2005/29/EC on unfair commercial practices, Directive 2006/114/EC on misleading and comparative advertising, Directive 2006/123/EC on services in the internal market, Directive 2008/122/EC on timeshare, long-term holiday 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	<p>Telephone: +370 5 262 67 51</p> <p>Email: <a href="mailto:tarnyba@vvtat.lt">tarnyba@vvtat.lt</a></p> <p>Website: <a href="http://www.vvtat.lt/">http://www.vvtat.lt/</a></p> <p>Address: Vilniaus g. 25</p> <p>LT-01402 Vilnius</p>

			(EC) No 1371/2007 on rail passengers' rights and obligations, Regulation (EU) 2017/1128 on cross-border portability of online content services, Regulation (EU) 2018/302 addressing unjustified geo-blocking, Regulation (EU) No 1177/2010 on passengers' rights when travelling by sea and inland waterway, Regulation (EU) No 524/2013 on consumer ODR	
Luxembourg	Ministère de la Protection des consommateurs	Ministry of Consumer Protection (CPC - SLO)	Directive (EU) 2015/2302 on package travel and linked travel arrangements, Directive (EU) 2019/770 on contracts for the supply of digital content and digital services, Directive (EU) 2019/771 on contracts for the sale of goods, Directive 1999/44/EC on the sale of consumer goods and associated guarantees, Directive 2000/31/EC on electronic commerce, Directive 2005/29/EC on unfair commercial practices, Directive 2006/114/EC on misleading and comparative advertising, Directive 2006/123/EC on services in the internal market, Directive 2008/122/EC on timeshare, long-term holiday product, resale and exchange contracts, Directive 2008/48/EC on credit agreements for consumers, Directive 2010/13/EU on audiovisual media services,	<p>Telephone: +352 247-73700</p> <p>Email: <a href="mailto:cpc@mpc.etat.lu">cpc@mpc.etat.lu</a></p> <p>Website: <a href="https://mpc.gouvernement.lu/fr.html">https://mpc.gouvernement.lu/fr.html</a></p> <p>Address: 271, route d'Arlon</p> <p>L-2011 Luxembourg</p>

			<p>Directive 2011/83/EU on consumer rights, Directive 2013/11/EU on consumer ADR, Directive 93/13/EEC on unfair terms in consumer contracts, Directive 98/6/EC on consumer protection in the indication of the prices of products, Legal responsibility for enforcing the following Union law(s):, Regulation (EC) No 1371/2007 on rail passengers' rights and obligations, Regulation (EC) No 261/2004 on denied boarding and of cancellation or long delay of flights, Regulation (EU) 2017/1128 on cross-border portability of online content services, Regulation (EU) 2018/302 addressing unjustified geo-blocking, Regulation (EU) No 1177/2010 on passengers' rights when travelling by sea and inland waterway, Regulation (EU) No 181/2011 on passengers' rights in bus and coach transport, Regulation (EU) No 524/2013 on consumer ODR</p>	
Malta	L-Awtorità Maltija tal-Kompetizzjoni u tal-Affarijiet tal-Konsumatur, Malta Competition and Consumer Affairs Authority	Malta Competition and Consumer Affairs Authority (CPC - SLO)	<p>Directive 1999/44/EC on the sale of consumer goods and associated guarantees, Directive 2005/29/EC on unfair commercial practices, Directive 2006/114/EC on misleading and comparative advertising, Directive 2006/123/EC on services in the internal market,</p>	<p>Telephone: +356 23952000</p> <p>Email: <a href="mailto:notification.mccaa@mccaa.org.mt">notification.mccaa@mccaa.org.mt</a></p> <p>Website: <a href="http://www.mccaa.org.mt/">http://www.mccaa.org.mt/</a></p> <p>Address: National Road</p>

			<p>Directive 2008/48/EC on credit agreements for consumers, Directive 2011/83/EU on consumer rights, Directive 2014/17/EU on credit agreements for consumers for residential property, Directive 93/13/EEC on unfair terms in consumer contracts, Directive 98/6/EC on consumer protection in the indication of the prices of products, Legal responsibility for enforcing the following Union law(s):, Regulation (EC) No 1008/2008 on common air services rules in the Community, Regulation (EC) No 261/2004 on denied boarding and of cancellation or long delay of flights, Regulation (EU) No 1177/2010 on passengers' rights when travelling by sea and inland waterway, Regulation (EU) No 181/2011 on passengers' rights in bus and coach transport, Regulation (EU) No 524/2013 on consumer ODR</p>	<p>HMR 9010 Blata l-Bajda, Hamrun</p>
<p><b>Netherlands</b></p>	<p>Autoriteit Consument en Markt</p>	<p>Authority for Consumers and Markets (ACM) (CPC - SLO)</p>	<p>Directive (EU) 2015/2302 on package travel and linked travel arrangements, Directive 1999/44/EC on the sale of consumer goods and associated guarantees, Directive 2000/31/EC on electronic commerce, Directive 2002/58/EC on privacy and electronic communications, Directive 2002/65/EC on distance marketing of</p>	<p>Telephone: +31 707222000</p> <p>Email: <a href="mailto:CPC@acm.nl">CPC@acm.nl</a></p> <p>Website: <a href="http://www.acm.nl">http://www.acm.nl</a></p> <p>Address: Postbus 16326</p> <p>2500 BH Den Haag</p>

			<p>consumer financial services, Directive 2005/29/EC on unfair commercial practices, Directive 2006/114/EC on misleading and comparative advertising, Directive 2006/123/EC on services in the internal market, Directive 2008/122/EC on timeshare, long-term holiday product, resale and exchange contracts, Directive 2011/83/EU on consumer rights, Directive 2013/11/EU on consumer ADR, Directive 93/13/EEC on unfair terms in consumer contracts, Directive 98/6/EC on consumer protection in the indication of the prices of products, Legal responsibility for enforcing the following Union law(s):, Regulation (EC) No 1008/2008 on common air services rules in the Community, Regulation (EU) 2017/1128 on cross-border portability of online content services, Regulation (EU) 2018/302 addressing unjustified geo-blocking, Regulation (EU) No 524/2013 on consumer ODR</p>	
Norway	Forbrukertilsynet	The Consumer Authority (CPC - SLO)	<p>Directive (EU) 2015/2302 on package travel and linked travel arrangements, Directive 1999/44/EC on the sale of consumer goods and associated guarantees, Directive 2000/31/EC on electronic commerce, Directive 2002/58/EC on</p>	<p>Telephone: +47 23400600</p> <p>Email: <a href="mailto:post@forbrukertilsynet.no">post@forbrukertilsynet.no</a></p> <p>Website: <a href="https://www.forbrukertilsynet.no/english">https://www.forbrukertilsynet.no/english</a></p>

			<p>privacy and electronic communications, Directive 2002/65/EC on distance marketing of consumer financial services, Directive 2005/29/EC on unfair commercial practices, Directive 2006/114/EC on misleading and comparative advertising, Directive 2008/122/EC on timeshare, long-term holiday product, resale and exchange contracts, Directive 2008/48/EC on credit agreements for consumers, Directive 2010/13/EU on audiovisual media services, Directive 2011/83/EU on consumer rights, Directive 2013/11/EU on consumer ADR, Directive 93/13/EEC on unfair terms in consumer contracts, Directive 98/6/EC on consumer protection in the indication of the prices of products, Legal responsibility for enforcing the following Union law(s):, Regulation (EC) No 1008/2008 on common air services rules in the Community, Regulation (EC) No 1107/2006 on disabled persons' and persons with reduced mobility's rights when travelling by air, Regulation (EC) No 261/2004 on denied boarding and of cancellation or long delay of flights, Regulation (EU) 2017/1128 on cross-border portability of online</p>	<p>Address: Porselensvegen 32 3920 Porsgrunn</p>
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			content services, Regulation (EU) No 524/2013 on consumer ODR	
Poland	Urząd Ochrony Konkurencji i Konsumentów (UOKiK)	Office for Competition and Consumer Protection (UOKiK) (CPC - SLO)	Directive (EU) 2015/2302 on package travel and linked travel arrangements, Directive 1999/44/EC on the sale of consumer goods and associated guarantees, Directive 2000/31/EC on electronic commerce, Directive 2002/58/EC on privacy and electronic communications, Directive 2002/65/EC on distance marketing of consumer financial services, Directive 2005/29/EC on unfair commercial practices, Directive 2008/122/EC on timeshare, long-term holiday product, resale and exchange contracts, Directive 2008/48/EC on credit agreements for consumers, Directive 2011/83/EU on consumer rights, Directive 2013/11/EU on consumer ADR, Directive 2014/17/EU on credit agreements for consumers for residential property, Directive 2014/92/EU on the comparability of fees related to payment accounts, Directive 93/13/EEC on unfair terms in consumer contracts, Directive 98/6/EC on consumer protection in the indication of the prices of products, Legal responsibility for	Telephone: +48 22 55 60 176 Email: <a href="mailto:dozik@uokik.gov.pl">dozik@uokik.gov.pl</a> Website: <a href="https://www.uokik.gov.pl">https://www.uokik.gov.pl</a> Address: plac Powstańców Warszawy 1 PL-00-950 Warszawa

			enforcing the following Union law(s):, Regulation (EC) No 261/2004 on denied boarding and of cancellation or long delay of flights, Regulation (EU) 2017/1128 on cross-border portability of online content services, Regulation (EU) 2018/302 addressing unjustified geo-blocking, Regulation (EU) No 1177/2010 on passengers' rights when travelling by sea and inland waterway, Regulation (EU) No 181/2011 on passengers' rights in bus and coach transport, Regulation (EU) No 524/2013 on consumer ODR	
Portugal	Direção-Geral do Consumidor	Consumer Directorate - General (CPC - SLO)	Directive (EU) 2015/2302 on package travel and linked travel arrangements, Directive 2000/31/EC on electronic commerce, Directive 2002/65/EC on distance marketing of consumer financial services, Directive 2006/114/EC on misleading and comparative advertising, Directive 2008/122/EC on timeshare, long-term holiday product, resale and exchange contracts, Directive 2011/83/EU on consumer rights, Directive 2013/11/EU on consumer ADR, Directive 2014/17/EU on credit agreements for consumers for residential property, Legal responsibility for enforcing the following Union law(s):	<p>Telephone: +351 21 356 46 00</p> <p>Email: <a href="mailto:CPC.IMI@dg.consumidor.pt">CPC.IMI@dg.consumidor.pt</a></p> <p>Website: <a href="https://www.consumidor.gov.pt/">https://www.consumidor.gov.pt/</a></p> <p>Address: Praça Duque de Saldanha, 31, 1.º, 2.º, 3.º e 5.ºpisos</p> <p>1069-013 Lisboa Lisboa</p>



<p><b>Romania</b></p>	<p>Autoritatea Nationala pentru Protectia Consumatorilor</p>	<p>Authority for consumer protection (ANPC) (CPC - SLO)</p>	<p>Directive (EU) 2015/2302 on package travel and linked travel arrangements, Directive 1999/44/EC on the sale of consumer goods and associated guarantees, Directive 2000/31/EC on electronic commerce, Directive 2002/65/EC on distance marketing of consumer financial services, Directive 2005/29/EC on unfair commercial practices, Directive 2006/114/EC on misleading and comparative advertising, Directive 2006/123/EC on services in the internal market, Directive 2008/122/EC on timeshare, long-term holiday product, resale and exchange contracts, Directive 2008/48/EC on credit agreements for consumers, Directive 2011/83/EU on consumer rights, Directive 2013/11/EU on consumer ADR, Directive 2014/17/EU on credit agreements for consumers for residential property, Directive 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</p>	<p>Telephone: +40 21 312 12 75</p> <p>Email: <a href="mailto:secretariat@anpc.ro">secretariat@anpc.ro</a></p> <p>Website: <a href="http://www.anpc.ro">http://www.anpc.ro</a></p> <p>Address: Bd Aviatorilor nr. 72</p> <p>011865 Bucuresti</p>
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			1008/2008 on common air services rules in the Community, Regulation (EC) No 261/2004 on denied boarding and of cancellation or long delay of flights, Regulation (EU) 2018/302 addressing unjustified geo-blocking, Regulation (EU) No 1177/2010 on passengers' rights when travelling by sea and inland waterway, Regulation (EU) No 524/2013 on consumer ODR	
<b>Slovakia</b>	Ministerstvo hospodárstva SR - odbor ochrany spotrebiteľa	Ministry of Economy - consumer protection (CPC - SLO)		<p>Telephone: +421 2 4854 2433</p> <p>Email: <a href="mailto:cpc@mhsr.sk">cpc@mhsr.sk</a></p> <p>Website: <a href="https://www.mhsr.sk">https://www.mhsr.sk</a></p> <p>Address: Mlynské Nivy 44/a 827 15 Bratislava</p>
<b>Slovenia</b>	Ministrstvo za gospodarstvo, turizem in šport (NIMIC, Center SOLVIT, CPC SI)	Ministry of Economic Development and Technology (NIMIC - SOLVIT Centre) (CPC - SLO)		<p>Telephone: +386 1 400 36 00</p> <p>Email: <a href="mailto:nimic@gov.si">nimic@gov.si</a></p> <p>Website: <a href="https://www.mgts.gov.si/">https://www.mgts.gov.si/</a></p> <p>Address: Kotnikova 5 1000 Ljubljana</p>
<b>Spain</b>	Subdirección General de Coordinación, Calidad y Cooperación en Consumo. Dirección General de	Delegated coordinator for consumer services (CPC -		<p>Telephone: +34 91 822 45 05</p> <p>Email: <a href="mailto:subdireccion.calidad@consumo.gob.es">subdireccion.calidad@consumo.gob.es</a></p>

	Consumo (SLO - CPC; Oficina de Enlace Único CPC). Ministerio de Consumo	SLO) - General Directorate of Consumers (Ministry of Health, Consumers and Social Welfare)		<p>Website: <a href="https://www.consumo.gob.es/">https://www.consumo.gob.es/</a></p> <p>Address: C/ Príncipe de Vergara 54 28006 Madrid</p>
Sweden	Konsumentverket	Swedish Consumer Agency (CPC - SLO)	<p>Directive (EU) 2015/2302 on package travel and linked travel arrangements, Directive 1999/44/EC on the sale of consumer goods and associated guarantees, Directive 2000/31/EC on electronic commerce, Directive 2002/58/EC on privacy and electronic communications, Directive 2002/65/EC on distance marketing of consumer financial services, Directive 2005/29/EC on unfair commercial practices, Directive 2006/114/EC on misleading and comparative advertising, Directive 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</p>	<p>Telephone: +46 771423300</p> <p>Email: <a href="mailto:konsumentverket@konsumentverket.se">konsumentverket@konsumentverket.se</a></p> <p>Website: <a href="http://www.konsumentverket.se">http://www.konsumentverket.se</a></p> <p>Address: Tage Erlandergatan 8A SE - 651 02 Karlstad</p>

			<p>agreements for consumers for residential property, Directive 2014/92/EU on the comparability of fees related to payment accounts, Directive 93/13/EEC on unfair terms in consumer contracts, Directive 98/6/EC on consumer protection in the indication of the prices of products, Legal responsibility for enforcing the following Union law(s):, Regulation (EC) No 1008/2008 on common air services rules in the Community, Regulation (EC) No 1107/2006 on disabled persons' and persons with reduced mobility's rights when travelling by air, Regulation (EC) No 1371/2007 on rail passengers' rights and obligations, Regulation (EC) No 261/2004 on denied boarding and of cancellation or long delay of flights, Regulation (EU) 2017/1128 on cross-border portability of online content services, Regulation (EU) 2018/302 addressing unjustified geo-blocking, Regulation (EU) No 1177/2010 on passengers' rights when travelling by sea and inland waterway, Regulation (EU) No 181/2011 on passengers' rights in bus and coach transport, Regulation (EU) No 524/2013 on consumer ODR</p>	
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