

Country	Region	Official name	Informal title (EN)	Legal responsibility	Telephone	E-mail	Web	Post code	City	Address
Single Liaison Offices										
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 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, 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	+32 2 277 86 54	Eco.inspec.int@economie.fgov.be	http://economie.fgov.be	1000	Brussel	Koning Albert II-laan 16
Bulgaria		Комисия за защита на потребителите	Commission for Consumer Protection - (CPC - SLO)	Directive 1999/44/EC on the sale of consumer goods and associated guarantees, Directive 2000/31/EC on electronic commerce, Directive 2002/58/EC on privacy and electronic communications, Directive 2002/65/EC on distance marketing of consumer financial services, Directive 2005/29/EC on unfair commercial practices, Directive 2006/123/EC on services in the internal market, Directive 2008/122/EC on timeshare, long-term holiday product, resale and exchange contracts, Directive 2008/48/EC on credit agreements for consumers, Directive 2011/83/EU on consumer rights, Directive 2013/11/EU on consumer ADR, Directive 93/13/EEC on unfair terms in consumer contracts, Directive 98/6/EC on consumer protection in the indication of the prices of products, 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	+359 2 9330 565	info@kzp.bg	https://kzp.bg/	1000	София	пл. Славейков 4А

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Croatia		Državni inspektorat Republike Hrvatske	State inspectorate (CPC - SLO)	Directive 1999/44/EC on the sale of consumer goods and associated guarantees, Directive 2000/31/EC on electronic commerce, Directive 2002/65/EC on distance marketing of consumer financial services, Directive 2005/29/EC on unfair commercial practices, Directive 2006/114/EC on misleading and comparative advertising, Directive 2006/123/EC on services in the internal market, Directive 2008/122/EC on timeshare, long-term holiday product, resale and exchange contracts, Directive 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, Regulation (EC) No 1008/2008 on common air services rules in the Community, Regulation (EU) 2018/302 addressing unjustified geo-blocking, Regulation (EU) No 524/2013 on consumer ODR	+385 1 2375 344	pisarnica.dirh@dirh.hr	https://dirh.gov.hr/	10000	Zagreb	Šubičeva 29
Cyprus		Υπηρεσία Προστασίας Καταναλωτή (Υπουργείο Ενέργειας, Εμπορίου και Βιομηχανίας)	Consumer Protection Service (Ministry of Energy, Commerce and Industry) (CPC - SLO)	Directive (EU) 2015/2302 on package travel and linked travel arrangements, Directive 1999/44/EC on the sale of consumer goods and associated guarantees, Directive 2002/65/EC on distance marketing of consumer financial services, Directive 2005/29/EC on unfair commercial practices, Directive 2008/122/EC on timeshare, 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, Regulation (EU) No 524/2013 on consumer ODR	+357 22200915		http://www.mcit.gov.cy	1421	Nicosia	6 Andreas Araouzos street
Czechia		Ministerstvo průmyslu a obchodu (NIMIC - SOLVIT Centre)	Ministry of Industry and Trade - Legislation Department (NIMIC - SOLVIT Centre) (CPC - SLO)		+420 224 852 977	imi@mpo.cz	http://www.mpo.cz	11015	Praha	Na Františku 32
Denmark		Forbrugerombudsmanden	Danish Consumer Ombudsman (CPC - SLO)	Directive (EU) 2015/2302 on package travel and linked travel arrangements, Directive 1999/44/EC on the sale of consumer goods and associated guarantees, Directive 2000/31/EC on electronic commerce, Directive 2002/58/EC on privacy and electronic communications, Directive 2002/65/EC on distance marketing of consumer financial services, Directive 2005/29/EC on unfair commercial practices, Directive 2006/114/EC on misleading and comparative advertising, Directive 2006/123/EC on services in the internal market, Directive 2008/122/EC on timeshare, long-term holiday product, resale and exchange contracts, Directive 2008/48/EC on credit agreements for consumers, Directive 2011/83/EU on consumer rights, Directive 2013/11/EU on consumer ADR, Directive 93/13/EEC on unfair terms in consumer contracts, Directive 98/6/EC on consumer protection in the indication of the prices of products, 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	+45 41 71 51 51	forbrugerombudsmanden@forbrugerombudsmanden.dk	https://www.forbrugerombudsmanden.dk	2500	Valby	Carl Jacobsens Vej 35

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Estonia		Tarbijakaitse ja Tehnilise Järelevalve Amet	Consumer Protection and Technical Regulatory Authority (CPC - SLO)	Directive (EU) 2015/2302 on package travel and linked travel arrangements, Directive 1999/44/EC on the sale of consumer goods and associated guarantees, Directive 2000/31/EC on electronic commerce, Directive 2002/58/EC on privacy and electronic communications, Directive 2002/65/EC on distance marketing of consumer financial services, Directive 2005/29/EC on unfair commercial practices, Directive 2006/114/EC on misleading and comparative advertising, Directive 2006/123/EC on services in the internal market, Directive 2008/122/EC on timeshare, long-term holiday product, resale and exchange contracts, Directive 2008/48/EC on credit agreements for consumers, Directive 2010/13/EU on audiovisual media services, Directive 2011/83/EU on consumer rights, Directive 2013/11/EU on consumer ADR, Directive 2014/17/EU on credit agreements for consumers for residential property, Directive 2014/92/EU on the comparability of fees related to payment accounts, Directive 93/13/EEC on unfair terms in consumer contracts, Directive 98/6/EC on consumer protection in the indication of the prices of products, 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 524/2013 on consumer ODR	+372 6672000	info@ttja.ee	https://www.ttja.ee	10614	Tallinn	Sõle 23A
Finland		Kilpailu- ja kuluttajavirasto (NIMIC), Konkursens- och konsumentverket (NIMIC)	Finnish Competition and Consumer Agency (NIMIC) (CPC - SLO)	Directive (EU) 2015/2302 on package travel and linked travel arrangements, Directive 1999/44/EC on the sale of consumer goods and associated guarantees, Directive 2000/31/EC on electronic commerce, Directive 2001/83/EC on medicinal products for human use, Directive 2002/58/EC on privacy and electronic communications, Directive 2002/65/EC on distance marketing of consumer financial services, Directive 2005/29/EC on unfair commercial practices, Directive 2006/114/EC on misleading and comparative advertising, Directive 2006/123/EC on services in the internal market, Directive 2008/122/EC on timeshare, long-term holiday product, resale and exchange contracts, Directive 2008/48/EC on credit agreements for consumers, Directive 2010/13/EU on audiovisual media services, Directive 2011/83/EU on consumer rights, Directive 2013/11/EU on consumer ADR, Directive 2014/17/EU on credit agreements for consumers for residential property, Directive 2014/92/EU on the comparability of fees related to payment accounts, Directive 93/13/EEC on unfair terms in consumer contracts, Directive 98/6/EC on consumer protection in the indication of the prices of products, 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	+358 295053198	nimic@kkv.fi	http://www.kkv.fi	00531	Helsinki	Lintulahdenkuja 2, PL 5

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France		Direction générale de la concurrence, de la consommation et de la répression des fraudes (DGCCRF)	Directorate General for Competition, Consumption and Fraud Prevention (DGCCRF) (CPC - SLO)	Directive (EU) 2015/2302 on package travel and linked travel arrangements, Directive 1999/44/EC on the sale of consumer goods and associated guarantees, Directive 2000/31/EC on electronic commerce, Directive 2002/65/EC on distance marketing of consumer financial services, Directive 2005/29/EC on unfair commercial practices, Directive 2006/114/EC on misleading and comparative advertising, Directive 2006/123/EC on services in the internal market, Directive 2008/122/EC on timeshare, long-term holiday product, resale and exchange contracts, Directive 2008/48/EC on credit agreements for consumers, Directive 2011/83/EU on consumer rights, Directive 2013/11/EU on consumer ADR, Directive 2014/17/EU on credit agreements for consumers for residential property, Directive 2014/92/EU on the comparability of fees related to payment accounts, Directive 93/13/EEC on unfair terms in consumer contracts, Directive 98/6/EC on consumer protection in the indication of the prices of products, Regulation (EC) No 1008/2008 on common air services rules in the Community, Regulation (EC) No 1371/2007 on rail passengers' rights and obligations, Regulation (EU) 2018/302 addressing unjustified geo-blocking, Regulation (EU) No 1177/2010 on passengers' rights when travelling by sea and inland waterway, Regulation (EU) No 181/2011 on passengers' rights in bus and coach transport, Regulation (EU) No 524/2013 on consumer ODR	+33 1 44 97 23 89		https://www.economie.gouv.fr/dgccrf	75703	Paris	59 boulevard Vincent-Auriol
Germany		Bundesministerium der Justiz und für Verbraucherschutz (BMJV)	Federal Ministry of Justice and Consumer Protection (CPC - SLO)		+49 30 18 5800	CPC-SLO-Germany@bmjv.bund.de	https://www.bmjv.de/EN/Home/home_node.html	10117	Berlin	Mohrenstraße 37
Greece		Υπουργείο Ανάπτυξης και Επενδύσεων Γενική Γραμματεία Εμπορίου & Προστασίας Καταναλωτή Γενική Διεύθυνση Προστασίας Καταναλωτή Διεύθυνση Πολιτικής και Ενήμερωσης Καταναλωτή	Directorate for Consumer Policy and Information (Ministry of Development and Investments / General Secretariat for Commerce and Consumer Protection / General Directorate for Consumer Protection) (CPC - SLO)		+30 2103893667, +30 2103893424, +30 2103893546	1520@efpolis.gr	http://www.mindev.gov.gr	10181	Athens	Κάνιγγος 20
Hungary		Innovációs és Technológiai Minisztérium - Fogyasztónvédelemért felelős Helyettes Államtitkárság (ITM-FOHÁT)	Ministry for Innovation and Technology - Deputy State Secretariat for Consumer Protection (CPC - SLO)	Directive 93/13/EEC on unfair terms in consumer contracts,	+36 1 795 1700	fogyasztovedelem@itm.gov.hu	http://www.fogyasztovedelem.kormany.hu/	1011	Budapest	Fő utca 44-50

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Iceland		Neytendastofa	Consumer enforcement agency (CPC - SLO)	Directive (EU) 2015/2302 on package travel and linked travel arrangements, Directive 1999/44/EC on the sale of consumer goods and associated guarantees, Directive 2000/31/EC on electronic commerce, Directive 2005/29/EC on unfair commercial practices, Directive 2006/114/EC on misleading and comparative advertising, Directive 2006/123/EC on services in the internal market, Directive 2008/122/EC on timeshare, long-term holiday product, resale and exchange contracts, Directive 2008/48/EC on credit agreements for consumers, Directive 2011/83/EU on consumer rights, Directive 2013/11/EU on consumer ADR, Directive 2014/17/EU on credit agreements for consumers for residential property, Directive 2014/92/EU on the comparability of fees related to payment accounts, Directive 93/13/EEC on unfair terms in consumer contracts, Directive 98/6/EC on consumer protection in the indication of the prices of products, 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	+345 510 1100	postur@neytendastofa.is	https://www.neytendastofa.is/	105	Reykjavik	Borgartun 21
Ireland		Coimisiún um Iomaíocht agus Cosaint Tomhaltóirí, Competition and Consumer Protection Commission	Competition and Consumer Protection Commission (CPC - SLO)	Directive (EU) 2015/2302 on package travel and linked travel arrangements, Directive 1999/44/EC on the sale of consumer goods and associated guarantees, Directive 2000/31/EC on electronic commerce, Directive 2002/65/EC on distance marketing of consumer financial services, Directive 2005/29/EC on unfair commercial practices, Directive 2006/114/EC on misleading and comparative advertising, Directive 2008/122/EC on timeshare, long-term holiday product, resale and exchange contracts, Directive 2010/13/EU on audiovisual media services, Directive 2011/83/EU on consumer rights, Directive 2013/11/EU on consumer ADR, Directive 93/13/EEC on unfair terms in consumer contracts, Directive 98/6/EC on consumer protection in the indication of the prices of products, Regulation (EU) 2018/302 addressing unjustified geo-blocking, Regulation (EU) No 524/2013 on consumer ODR	+353 1 402 5500	CPCUnit@ccpc.ie	https://www.ccpc.ie/	DO1C576	Dublin 1	Bloom House, Railway Street,
Italy		Ministero dello Sviluppo Economico - Direzione Generale per il Mercato, La concorrenza, il Consumatore, la Vigilanza e la Normativa Tecnica (CPC - SLO)	Ministry of Economic Development - General Directorate for the Market, Competition, Consumer, Supervision and Technical Regulations (CPC - SLO)	Directive 1999/44/EC on the sale of consumer goods and associated guarantees, Directive 2000/31/EC on electronic commerce, Directive 2008/122/EC on timeshare, long-term holiday product, resale and exchange contracts, Directive 98/6/EC on consumer protection in the indication of the prices of products,	+39 06 4705 5448	dqmctnt.div9@mise.gov.it	http://www.sviluppoeconomico.gov.it	00187	Roma	Via Sallustiana 53

Country	Region	Official name	Informal title (EN)	Legal responsibility	Telephone	E-mail	Web	Post code	City	Address
Latvia		Patērētāju tiesību aizsardzības centrs	Consumer Rights Protection Centre (CPC - SLO)	Directive (EU) 2015/2302 on package travel and linked travel arrangements, Directive 1999/44/EC on the sale of consumer goods and associated guarantees, Directive 2000/31/EC on electronic commerce, Directive 2002/65/EC on distance marketing of consumer financial services, Directive 2005/29/EC on unfair commercial practices, Directive 2006/123/EC on services in the internal market, Directive 2008/122/EC on timeshare, long-term holiday product, resale and exchange contracts, Directive 2008/48/EC on credit agreements for consumers, Directive 2011/83/EU on consumer rights, Directive 2013/11/EU on consumer ADR, Directive 2014/17/EU on credit agreements for consumers for residential property, Directive 2014/92/EU on the comparability of fees related to payment accounts, Directive 93/13/EEC on unfair terms in consumer contracts, Directive 98/6/EC on consumer protection in the indication of the prices of products, Regulation (EC) No 1008/2008 on common air services rules in the Community, Regulation (EC) No 1371/2007 on rail passengers' rights and obligations, Regulation (EC) No 261/2004 on denied boarding and of cancellation or long delay of flights, Regulation (EU) 2017/1128 on cross-border portability of online content services, Regulation (EU) 2018/302 addressing unjustified geo-blocking, Regulation (EU) No 181/2011 on passengers' rights in bus and coach transport, Regulation (EU) No 524/2013 on consumer ODR	+371 67388624	ptac@ptac.gov.lv	http://www.ptac.gov.lv	LV-1013	Rīga	Brīvības iela 55
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, Regulation (EC) No 1371/2007 on rail passengers' rights and obligations, Regulation (EU) 2017/1128 on cross-border portability of online content services, Regulation (EU) 2018/302 addressing unjustified geo-blocking, Regulation (EU) No 1177/2010 on passengers' rights when travelling by sea and inland waterway, Regulation (EU) No 524/2013 on consumer ODR	+370 5 262 67 51	tarnyba@vvtat.lt	http://www.vvtat.lt/	LT-01402	Vilnius	Vilniaus g. 25

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Luxembourg		Ministère de la Protection des consommateurs	Ministry of Consumer Protection (CPC - SLO)	Directive (EU) 2015/2302 on package travel and linked travel arrangements, Directive 1999/44/EC on the sale of consumer goods and associated guarantees, Directive 2000/31/EC on electronic commerce, Directive 2005/29/EC on unfair commercial practices, Directive 2006/114/EC on misleading and comparative advertising, Directive 2006/123/EC on services in the internal market, Directive 2008/122/EC on timeshare, long-term holiday product, resale and exchange contracts, Directive 2008/48/EC on credit agreements for consumers, Directive 2010/13/EU on audiovisual media services, Directive 2011/83/EU on consumer rights, Directive 2013/11/EU on consumer ADR, Directive 93/13/EEC on unfair terms in consumer contracts, Directive 98/6/EC on consumer protection in the indication of the prices of products, Regulation (EC) No 261/2004 on denied boarding and of cancellation or long delay of flights, Regulation (EU) 2017/1128 on cross-border portability of online content services, Regulation (EU) 2018/302 addressing unjustified geo-blocking, Regulation (EU) No 524/2013 on consumer ODR	+352 247-73700	cpc@mpc.etat.lu	https://mpc.gouvernement.lu/fr.html	L-2449	Luxembourg	19-21 Boulevard Royal
Malta		L-Awtorità Maltija tal-Kompetizzjoni u tal-Affarjiet tal-Konsumatur, Malta Competition and Consumer Affairs Authority	Malta Competition and Consumer Affairs Authority (CPC - SLO)	Directive 1999/44/EC on the sale of consumer goods and associated guarantees, Directive 2005/29/EC on unfair commercial practices, Directive 2006/114/EC on misleading and comparative advertising, Directive 2006/123/EC on services in the internal market, Directive 2008/48/EC on credit agreements for consumers, Directive 2011/83/EU on consumer rights, Directive 2014/17/EU on credit agreements for consumers for residential property, Directive 93/13/EEC on unfair terms in consumer contracts, Directive 98/6/EC on consumer protection in the indication of the prices of products, 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	+356 23952000	notification.mccaa@mccaa.org.mt	http://www.mccaa.org.mt/	HMR 9010	Blata l-Bajda, Hamrun	National Road
Netherlands		Autoriteit Consument en Markt	Authority for Consumers and Markets (ACM) (CPC - SLO)	Directive (EU) 2015/2302 on package travel and linked travel arrangements, Directive 1999/44/EC on the sale of consumer goods and associated guarantees, Directive 2000/31/EC on electronic commerce, Directive 2002/58/EC on privacy and electronic communications, Directive 2002/65/EC on distance marketing of consumer financial services, Directive 2005/29/EC on unfair commercial practices, Directive 2006/114/EC on misleading and comparative advertising, Directive 2006/123/EC on services in the internal market, Directive 2008/122/EC on timeshare, long-term holiday product, resale and exchange contracts, Directive 2011/83/EU on consumer rights, Directive 2013/11/EU on consumer ADR, Directive 93/13/EEC on unfair terms in consumer contracts, Directive 98/6/EC on consumer protection in the indication of the prices of products, 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	+31 707222000	CPC@acm.nl	http://www.acm.nl	2500 BH	Den Haag	Postbus 16326

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Norway		Forbrukertilsynet	The Consumer Authority (CPC - SLO)	Directive (EU) 2015/2302 on package travel and linked travel arrangements, Directive 1999/44/EC on the sale of consumer goods and associated guarantees, Directive 2000/31/EC on electronic commerce, Directive 2002/58/EC on privacy and electronic communications, Directive 2002/65/EC on distance marketing of consumer financial services, Directive 2005/29/EC on unfair commercial practices, Directive 2006/114/EC on misleading and comparative advertising, Directive 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, 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) No 524/2013 on consumer ODR	+47 23400600	post@forbrukertilsynet.no	https://www.forbrukertilsynet.no/english	0484	Oslo	Sandakerveien 138
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, 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	+48 22 55 60 176		https://www.uokik.gov.pl	PL-00-950	Warszawa	plac Powstańców Warszawy 1
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,	+351 21 356 46 00	dgc@dg.consumidor.gov.pt	https://www.consumidor.gov.pt/	1069-013 Lisboa	Lisboa	Praça Duque de Saldanha, 31, 1.º, 2.º, 3.º e 5.ºpisos

Country	Region	Official name	Informal title (EN)	Legal responsibility	Telephone	E-mail	Web	Post code	City	Address
Romania		Autoritatea Nationala pentru Protectia Consumatorilor	Authority for consumer protection (ANPC) (CPC - SLO)	Directive (EU) 2015/2302 on package travel and linked travel arrangements, Directive 1999/44/EC on the sale of consumer goods and associated guarantees, Directive 2000/31/EC on electronic commerce, Directive 2002/65/EC on distance marketing of consumer financial services, Directive 2005/29/EC on unfair commercial practices, Directive 2006/114/EC on misleading and comparative advertising, Directive 2006/123/EC on services in the internal market, Directive 2008/122/EC on timeshare, long-term holiday product, resale and exchange contracts, Directive 2008/48/EC on credit agreements for consumers, Directive 2011/83/EU on consumer rights, Directive 2013/11/EU on consumer ADR, Directive 2014/17/EU on credit agreements for consumers for residential property, Directive 2014/92/EU on the comparability of fees related to payment accounts, Directive 93/13/EEC on unfair terms in consumer contracts, Directive 98/6/EC on consumer protection in the indication of the prices of products, Regulation (EC) No 1008/2008 on common air services rules in the Community, Regulation (EC) No 261/2004 on denied boarding and of cancellation or long delay of flights, Regulation (EU) 2018/302 addressing unjustified geo-blocking, Regulation (EU) No 1177/2010 on passengers' rights when travelling by sea and inland waterway, Regulation (EU) No 524/2013 on consumer ODR	+40 21 312 12 75		http://www.anpc.ro	011865	Bucuresti	Bd Aviatorilor nr. 72
Slovakia		Ministerstvo hospodárstva SR - odbor ochrany spotrebiteľa	Ministry of Economy - consumer protection (CPC - SLO)		+421 2 4854 2433	cpc@mhsr.sk	https://www.mhsr.sk	827 15	Bratislava	Mlynské Nivy 44/a
Slovenia		Ministrstvo za gospodarski razvoj in tehnologijo (NIMIC - SOLVIT Centre)	Ministry of Economic Development and Technology (NIMIC - SOLVIT Centre) (CPC - SLO)		+386 1 400 36 00	gp.mgrt@gov.si	https://www.gov.si	1000	Ljubljana	Kotnikova 5
Spain		Dirección General de Consumo (Ministerio de Sanidad, Consumo y Bienestar Social)	Delegated coordinator for consumer services (CPC - SLO) - General Directorate of Consumers (Ministry of Health, Consumers and Social Welfare)		+34 91 822 45 05	dgcconsumo@mscbs.es	https://www.mscbs.gob.es/en/organizacion/ministerio/organizacion/sgralsanidad/dacf.htm	28006	Madrid	C/ Príncipe de Vergara 54

Country	Region	Official name	Informal title (EN)	Legal responsibility	Telephone	E-mail	Web	Post code	City	Address
Sweden		Konsumentverket	Swedish Consumer Agency (CPC - SLO)	Directive (EU) 2015/2302 on package travel and linked travel arrangements, Directive 1999/44/EC on the sale of consumer goods and associated guarantees, Directive 2000/31/EC on electronic commerce, Directive 2002/58/EC on privacy and electronic communications, Directive 2002/65/EC on distance marketing of consumer financial services, Directive 2005/29/EC on unfair commercial practices, Directive 2006/114/EC on misleading and comparative advertising, Directive 2006/123/EC on services in the internal market, Directive 2008/122/EC on timeshare, long-term holiday product, resale and exchange contracts, Directive 2008/48/EC on credit agreements for consumers, Directive 2010/13/EU on audiovisual media services, Directive 2011/83/EU on consumer rights, Directive 2013/11/EU on consumer ADR, Directive 2014/17/EU on credit agreements for consumers for residential property, Directive 2014/92/EU on the comparability of fees related to payment accounts, Directive 93/13/EEC on unfair terms in consumer contracts, Directive 98/6/EC on consumer protection in the indication of the prices of products, 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	+46 771423300	konsumentverket@konsumentverket.se	http://www.konsumentverket.se	SE - 651 02	Karlstad	Tage Erlandergatan 8A
United Kingdom		Competition and Markets Authority - CMA	Competition and Markets Authority - CMA (CPC - SLO)	Directive (EU) 2015/2302 on package travel and linked travel arrangements, Directive 1999/44/EC on the sale of consumer goods and associated guarantees, Directive 2000/31/EC on electronic commerce, Directive 2002/65/EC on distance marketing of consumer financial services, Directive 2005/29/EC on unfair commercial practices, Directive 2006/114/EC on misleading and comparative advertising, Directive 2008/122/EC on timeshare, long-term holiday product, resale and exchange contracts, Directive 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, Regulation (EU) 2017/1128 on cross-border portability of online content services, Regulation (EU) 2018/302 addressing unjustified geo-blocking	+44 20 3738 6000	general.enquiries@cma.gov.uk	https://www.gov.uk/government/organisations/competition-and-markets-authority	E14 4QZ	London	25 Cabot Square

Country	Region	Official name	Informal title (EN)	Legal responsibility	Telephone	E-mail	Web	Post code	City	Address
Competent authorities										
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 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, 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	+32 2 277 86 54	Eco.inspec.int@economie.fgov.be	http://economie.fgov.be	1000	Brussel	Koning Albert II-laan 16
Bulgaria		Комисия за защита на потребителите	Commission for Consumer Protection - (CPC - SLO)	Directive 1999/44/EC on the sale of consumer goods and associated guarantees, Directive 2000/31/EC on electronic commerce, Directive 2002/58/EC on privacy and electronic communications, Directive 2002/65/EC on distance marketing of consumer financial services, Directive 2005/29/EC on unfair commercial practices, Directive 2006/123/EC on services in the internal market, Directive 2008/122/EC on timeshare, long-term holiday product, resale and exchange contracts, Directive 2008/48/EC on credit agreements for consumers, Directive 2011/83/EU on consumer rights, Directive 2013/11/EU on consumer ADR, Directive 93/13/EEC on unfair terms in consumer contracts, Directive 98/6/EC on consumer protection in the indication of the prices of products, 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	+359 2 9330 565	info@kzp.bg	https://kzp.bg/	1000	София	пл. Славейков 4А
Bulgaria		Изпълнителна агенция по лекарствата	Bulgarian Drug Agency	Directive 2001/83/EC on medicinal products for human use,	+359 28903555	bda@bda.bg	https://www.bda.bg/bg/	1303	София	Дамян Груев 8
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,	+359 2 948 80 27	caa@caa.bg	http://www.caa.bg	1000	София	ул. "Дякон Игнатий" № 9

Country	Region	Official name	Informal title (EN)	Legal responsibility	Telephone	E-mail	Web	Post code	City	Address
Bulgaria		Комисия за защита на конкуренцията		Directive 2006/114/EC on misleading and comparative advertising,	+359 2 9356113	cpcadmin@cpc.bg	http://www.cpc.bg	1000	София	бул. "Витоша" № 18
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,	+359 2 91459	press_office@bnbank.org	http://www.bnb.bg	1000	София	пл. "Княз Александър I" № 1
Bulgaria		Изпълнителна агенция "Автомобилна администрация"	Executive Agency "Automobile Administration"	Regulation (EU) No 181/2011 on passengers' rights in bus and coach transport	+359 29308833	avto_a@rta.government.bg	https://rta.government.bg/	1000	София	ул. "Турко" №5
Bulgaria		Министерство на туризма	Ministry of Economy and Energy, "Tourism Policy" Directorate	Directive (EU) 2015/2302 on package travel and linked travel arrangements,	+359 29046813	tourism@tourism.government.bg	http://www.tourism.government.bg/	1000	София	ул. "Съборна" 1
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, Regulation (EU) 2018/302 addressing unjustified geo-blocking	+359 9407417	e-docs@mi.government.bg	https://www.mi.government.bg	1000	София	Славянска 8
Bulgaria		Изпълнителна агенция "Железопътна администрация" (НОБ)	Railway Administration Executive Agency (NSA)	Regulation (EC) No 1371/2007 on rail passengers' rights and obligations	+359 2 9409 428	kabinet-IAJA@mitc.government.bg	http://www.iaja.government.bg	1000	София	ул. „Ген. Й. Гурко“ № 5

Country	Region	Official name	Informal title (EN)	Legal responsibility	Telephone	E-mail	Web	Post code	City	Address
Croatia		Državni inspektorat Republike Hrvatske	State inspectorate (CPC - SLO)	Directive 1999/44/EC on the sale of consumer goods and associated guarantees, Directive 2000/31/EC on electronic commerce, Directive 2002/65/EC on distance marketing of consumer financial services, Directive 2005/29/EC on unfair commercial practices, Directive 2006/114/EC on misleading and comparative advertising, Directive 2006/123/EC on services in the internal market, Directive 2008/122/EC on timeshare, long-term holiday product, resale and exchange contracts, Directive 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, Regulation (EC) No 1008/2008 on common air services rules in the Community, Regulation (EU) 2018/302 addressing unjustified geo-blocking, Regulation (EU) No 524/2013 on consumer ODR	+385 1 2375 344	pisarnica.dirh@dirh.hr	https://dirh.gov.hr/	10000	Zagreb	Šubićeva 29
Cyprus		Αρχή Ραδιοηλεκτρονικής Κύπρου	Cyprus Radiotelevision Authority	Directive 2010/13/EU on audiovisual media services,	+357 22 512468	crtauthority@crt.org.cy	http://www.crt.org.cy	2012	Nicosia	42 Athalassas Avenue
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,	+357 22 818456	imi@dataprotection.gov.cy	http://www.dataprotection.gov.cy	1082	Nicosia	1, Iasonos Str
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, Regulation (EU) 2018/302 addressing unjustified geo-blocking	+357 22867193	sit@mcit.gov.cy	http://www.mcit.gov.cy	1421	Λευκωσία	6-8, Andreas Araouzos
Cyprus		Υπηρεσία Προστασίας Καταναλωτή (Υπουργείο Ενέργειας, Εμπορίου και Βιομηχανίας)	Consumer Protection Service (Ministry of Energy, Commerce and Industry) (CPC - SLO)	Directive (EU) 2015/2302 on package travel and linked travel arrangements, Directive 1999/44/EC on the sale of consumer goods and associated guarantees, Directive 2002/65/EC on distance marketing of consumer financial services, Directive 2005/29/EC on unfair commercial practices, Directive 2008/122/EC on timeshare, 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, Regulation (EU) No 524/2013 on consumer ODR	+357 22200915		http://www.mcit.gov.cy	1421	Nicosia	6 Andreas Araouzos street
Cyprus		Συμβούλιο Φαρμακευτικής Κύπρου - (Υπουργείο Υγείας – Κυπριακή Δημοκρατία)	Pharmaceutical Council Cyprus (Ministry of Health – Republic of Cyprus)		+357 22 608637	phscentral@phs.moh.gov.cy	http://www.moh.gov.cy/phs	2033	Λευκωσία	Πολυφίμου 15

Country	Region	Official name	Informal title (EN)	Legal responsibility	Telephone	E-mail	Web	Post code	City	Address
Cyprus		Υπουργείο Ναυτιλίας	Shipping Deputy Ministry	Regulation (EU) No 1177/2010 on passengers' rights when travelling by sea and inland waterway	+357 25 848100	maritimeadmin@dms.gov.cy	http://www.shipping.gov.cy	4007	Λεμεσός	Κυλλήνης - Μέσα γειτονιά
Cyprus		Τμήμα Πολιτικής Αεροπορίας Υπουργείο Συγκοινωνιών και Έργων	Civil Aviation Department - Ministry of Transport, Communications and Works	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	+357 22404102		http://www.mcw.gov.cy/dca	1429	Λευκωσία	Πινδάρου 27
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, Regulation (EU) No 524/2013 on consumer ODR	+420 224 004 111	podatelna@ctu.cz	https://www.ctu.cz/	225 02	Praha 9	Sokolovská 219
Czechia		Ministerstvo pro místní rozvoj	Ministry for Regional Development - Czech Republic	Directive (EU) 2015/2302 on package travel and linked travel arrangements,	+420 224 861 312	info@mmr.cz	http://www.mmr.cz	110 15	Praha 1	Staroměstské nám. 6
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, Regulation (EU) No 524/2013 on consumer ODR	+420 224 411 111	Milada.Stankova@cnb.cz	http://www.cnb.cz	115 03	Praha 1	Na Příkopě 28
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, Regulation (EU) No 524/2013 on consumer ODR	+420 564 578 666	eru@eru.cz	http://www.eru.cz	586 01	Jihlava	Masarykovo náměstí 5
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,	+420 272 185 111	posta@sukl.cz	http://www.sukl.cz/	100 41	Praha 10	Šrobárova 48
Czechia		Český úřad pro zkoušení zbraní a střeliva		Directive 2005/29/EC on unfair commercial practices, Directive 98/6/EC on consumer protection in the indication of the prices of products,	+420 284 081 800	info@cuzzs.cz	https://www.cuzzs.cz/cs/	130 00	Praha 3	Jilmová 759/12

Country	Region	Official name	Informal title (EN)	Legal responsibility	Telephone	E-mail	Web	Post code	City	Address
Czechia		Ministerstvo financí ČR	Ministry of Finance	Directive 98/6/EC on consumer protection in the indication of the prices of products,	+420 257 042 392	podatelna@mfcz.cz	http://www.mfcz.cz/en/	118 10	Praha 1	Letenská 15
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, 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	+420 296 366 360		https://www.coi.cz/	120 00	Praha 2	Štěpánská 15
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, Regulation (EU) No 524/2013 on consumer ODR	+420 224 971 111	mzcr@mzcr.cz	http://www.mzcr.cz	128 01	Praha 2	Palackého náměstí 4
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, 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	+420 224852403	posta@mpo.cz	http://www.mpo.cz	110 15	Praha	Na Františku 32
Czechia		Státní veterinární správa České republiky	State Veterinary Administration of the Czech Republic	Directive 2005/29/EC on unfair commercial practices,	+420 227 010 111		http://www.svscr.cz	120 56	Praha 2	Slezská 7/100
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,	+420 543 540 111	epodatelna@szpi.gov.cz	http://www.szpi.gov.cz	603 00	Brno	Květná 15
Czechia		Úřad pro ochranu osobních údajů	SA Czech Republic (Office for Personal Data Protection)	Directive 2002/58/EC on privacy and electronic communications,	+420 234 665 235	imi@uoou.cz	https://www.uoou.cz	17000	Prague	Pplk. Sochora 27

Country	Region	Official name	Informal title (EN)	Legal responsibility	Telephone	E-mail	Web	Post code	City	Address
Denmark		Lægemiddelstyrelsen	Danish Medicines Agency	Directive 2001/83/EC on medicinal products for human use,	+45 4488 9595	dkma@dkma.dk	https://laegemiddelstyrelsen.dk/	2300	København S	Axel Heides Gade 1
Denmark		Ankenævnet for Bus, Tog og Metro		Directive 2013/11/EU on consumer ADR, 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	+45 22 62 65 00	mail@abtm.dk	http://www.abtm.dk	2860	Søborg	Automatikvej 1
Denmark		Radio- og tv-nævnet		Directive 2010/13/EU on audiovisual media services,	+45 33 95 42 00	rtv@slks.dk	https://slks.dk/omraader/medier/naevn-og-udvalg/radio-og-tv-naevnet/	1611	København V	Hammerichsgade 14
Denmark		Forbrugerombudsmanden	Danish Consumer Ombudsman (CPC - SLO)	Directive (EU) 2015/2302 on package travel and linked travel arrangements, Directive 1999/44/EC on the sale of consumer goods and associated guarantees, Directive 2000/31/EC on electronic commerce, Directive 2002/58/EC on privacy and electronic communications, Directive 2002/65/EC on distance marketing of consumer financial services, Directive 2005/29/EC on unfair commercial practices, Directive 2006/114/EC on misleading and comparative advertising, Directive 2006/123/EC on services in the internal market, Directive 2008/122/EC on timeshare, long-term holiday product, resale and exchange contracts, Directive 2008/48/EC on credit agreements for consumers, Directive 2011/83/EU on consumer rights, Directive 2013/11/EU on consumer ADR, Directive 93/13/EEC on unfair terms in consumer contracts, Directive 98/6/EC on consumer protection in the indication of the prices of products, 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	+45 41 71 51 51	forbrugerombudsmanden@forbrugerombudsmanden.dk	https://www.forbrugerombudsmanden.dk	2500	Valby	Carl Jacobsens Vej 35
Denmark		Færdselsstyrelsen (under Trafik- og Byggestyrelsen)	Danish Road Safety Agency	Regulation (EU) No 181/2011 on passengers' rights in bus and coach transport	+45 7221 8899	Erhvervstransport@fstyr.dk	http://www.fstyr.dk	6760	Ribe	Sorsigvej 35
Denmark		Søfartsstyrelsen	Danish Maritime Authority	Regulation (EU) No 1177/2010 on passengers' rights when travelling by sea and inland waterway	+45 9137 6000	imi@dma.dk	http://www.sofartsstyrelsen.dk	2500	Valby	Carl Jacobsens Vej 31
Denmark		Jernbanenævnet		Regulation (EC) No 1371/2007 on rail passengers' rights and obligations	+45 41780386	info@jernbanenaevnet.dk	http://www.jernbanenaevnet.dk	1577	København	Carsten Niebuhrs Gade 43

Country	Region	Official name	Informal title (EN)	Legal responsibility	Telephone	E-mail	Web	Post code	City	Address
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,	+45 33 55 82 82	finansstilsynet@ftnet.dk	http://www.finanstilsynet.dk	2100	København Ø	Arhusgade 110
Denmark		Trafik-, Bygge- og Boligstyrelsen	Road Safety and Transport Agency	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	+45 7221 8800	info@tbst.dk	http://www.tbst.dk	1577	København V	Carsten Niebuhrs Gade 43
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,	+372 6680500	info@fi.ee	https://www.fi.ee/et	15030	Tallinn	Sakala 4
Estonia		Maanteeamet	Estonian Road Administration	Regulation (EC) No 1371/2007 on rail passengers' rights and obligations	+372 620 1200	info@mnt.ee	https://www.mnt.ee/et	10916	Tallinn	Teelise tn 4
Estonia		Tarbijakaitse ja Tehnilise Järelevalve Amet	Consumer Protection and Technical Regulatory Authority (CPC - SLO)	Directive (EU) 2015/2302 on package travel and linked travel arrangements, Directive 1999/44/EC on the sale of consumer goods and associated guarantees, Directive 2000/31/EC on electronic commerce, Directive 2002/58/EC on privacy and electronic communications, Directive 2002/65/EC on distance marketing of consumer financial services, Directive 2005/29/EC on unfair commercial practices, Directive 2006/114/EC on misleading and comparative advertising, Directive 2006/123/EC on services in the internal market, Directive 2008/122/EC on timeshare, long-term holiday product, resale and exchange contracts, Directive 2008/48/EC on credit agreements for consumers, Directive 2010/13/EU on audiovisual media services, Directive 2011/83/EU on consumer rights, Directive 2013/11/EU on consumer ADR, Directive 2014/17/EU on credit agreements for consumers for residential property, Directive 2014/92/EU on the comparability of fees related to payment accounts, Directive 93/13/EEC on unfair terms in consumer contracts, Directive 98/6/EC on consumer protection in the indication of the prices of products, 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 524/2013 on consumer ODR	+372 6672000	info@tija.ee	https://www.tija.ee	10614	Tallinn	Sõle 23A
Estonia		Ravimiamet		Directive 2001/83/EC on medicinal products for human use,	+372 7374140	info@ravimiamet.ee	https://www.ravimiamet.ee/	50411	Tartu	Nooruse 1

Country	Region	Official name	Informal title (EN)	Legal responsibility	Telephone	E-mail	Web	Post code	City	Address
Estonia		Andmekaitse Inspektsioon	SA Estonia (Data Protection Inspectorate)	Directive 2002/58/EC on privacy and electronic communications,	+372 627 4135	info@aki.ee	http://www.aki.ee	10134	Tallinn	Tatari 39
Finland		Sosiaali- ja terveysalan lupa- ja valvontavirasto Valvira	National Supervisory Authority for Welfare and Health (Valvira)		+358 295209111	terhikki@valvira.fi	http://www.valvira.fi	00280	Helsinki	Mannerheimintie 103 B
Finland		Länsi- ja Sisä-Suomen aluehallintovirasto	State Provincial Office of Western and Inland Finland		+358 295018809	kirjaamo.lansi@avi.fi	http://www.avi.fi/lansi	65101	Vaasa	Wolffintie 35, PL 200
Finland		Tietosuojavaltuutetun toimisto Dataombudsmannens byrå	SA Finland (Office of the Data Protection Ombudsman)	Directive 2000/31/EC on electronic commerce, Regulation (EU) 2017/1128 on cross-border portability of online content services	+358 29 56 66700	tietosuoja@om.fi	https://tietosuoja.fi	00521	Helsinki	Ratapihantie 9, 6th floor
Finland		Finanssinspektionen, 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,	+358 918351	kirjaamo@finanssivalvonta.fi	https://www.finanssivalvonta.fi	00100	Helsinki	Snellmaninkatu 6
Finland		Itä-Suomen aluehallintovirasto	State Provincial Office of Eastern Finland		+358 295016902	elinkeinot.ita@avi.fi	http://www.avi.fi/ita	50101	Mikkeli	Raatihuoneenkatu 5, PL 50
Finland		Lääkealan turvallisuus- ja kehittämiskeskus, Säkerhets- och utvecklingscentret för läkemedelsområdet		Directive 2001/83/EC on medicinal products for human use,	+358 295223602	kirjaamo@fimea.fi	https://www.fimea.fi	70210	Kuopio	Microkatu 1

Country	Region	Official name	Informal title (EN)	Legal responsibility	Telephone	E-mail	Web	Post code	City	Address
Finland		Kilpailu- ja kuluttajavirasto (NIMIC), Konkurrens- och konsumentverket (NIMIC)	Finnish Competition and Consumer Agency (NIMIC) (CPC - SLO)	Directive (EU) 2015/2302 on package travel and linked travel arrangements, Directive 1999/44/EC on the sale of consumer goods and associated guarantees, Directive 2000/31/EC on electronic commerce, Directive 2001/83/EC on medicinal products for human use, Directive 2002/58/EC on privacy and electronic communications, Directive 2002/65/EC on distance marketing of consumer financial services, Directive 2005/29/EC on unfair commercial practices, Directive 2006/114/EC on misleading and comparative advertising, Directive 2006/123/EC on services in the internal market, Directive 2008/122/EC on timeshare, long-term holiday product, resale and exchange contracts, Directive 2008/48/EC on credit agreements for consumers, Directive 2010/13/EU on audiovisual media services, Directive 2011/83/EU on consumer rights, Directive 2013/11/EU on consumer ADR, Directive 2014/17/EU on credit agreements for consumers for residential property, Directive 2014/92/EU on the comparability of fees related to payment accounts, Directive 93/13/EEC on unfair terms in consumer contracts, Directive 98/6/EC on consumer protection in the indication of the prices of products, 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	+358 295053198	nimic@kkv.fi	http://www.kkv.fi	00531	Helsinki	Lintulahdenkuja 2, PL 5
Finland		Etelä-Suomen aluehallintovirasto	State Provincial Office of Southern Finland		+358 29 501 6000	kirjaamo.etela@avi.fi	http://www.avi.fi/etela	00521	Helsinki	PL 110
Finland		Pohjois-Suomen aluehallintovirasto	State Provincial Office of Northern Finland		+358 295017591	kirjaamo.pohjois@avi.fi	http://www.avi.fi/pohjois	90101	Oulu	Linnankatu 1-3, PL 293
Finland		Lapin aluehallintovirasto	State Provincial Office of Lapland		+358 40 846 2170	kirjaamo.lappi@avi.fi	http://www.avi.fi/lappi	96101	Rovaniemi	Valtakatu 2, PL 8002
Finland		Lounais-Suomen aluehallintovirasto	State Provincial Office of Southwest Finland		+358 504560352	kirjaamo.lounais@avi.fi	http://www.avi.fi/lounais	20801	Turku	Itsenäisyyden aukio 2

Country	Region	Official name	Informal title (EN)	Legal responsibility	Telephone	E-mail	Web	Post code	City	Address
Finland		Liikenne- ja viestintävirasto (Traficom), Transport- och kommunikationsverket (Traficom)		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	+358 29 534 5000	kirjaamo@traficom.fi	https://www.traficom.fi	00059	Traficom	PL 320
France		Direction générale de la concurrence, de la consommation et de la répression des fraudes (DGCCRF)	Directorate General for Competition, Consumption and Fraud Prevention (DGCCRF) (CPC - SLO)	Directive (EU) 2015/2302 on package travel and linked travel arrangements, Directive 1999/44/EC on the sale of consumer goods and associated guarantees, Directive 2000/31/EC on electronic commerce, Directive 2002/65/EC on distance marketing of consumer financial services, Directive 2005/29/EC on unfair commercial practices, Directive 2006/114/EC on misleading and comparative advertising, Directive 2006/123/EC on services in the internal market, Directive 2008/122/EC on timeshare, long-term holiday product, resale and exchange contracts, Directive 2008/48/EC on credit agreements for consumers, Directive 2011/83/EU on consumer rights, Directive 2013/11/EU on consumer ADR, Directive 2014/17/EU on credit agreements for consumers for residential property, Directive 2014/92/EU on the comparability of fees related to payment accounts, Directive 93/13/EEC on unfair terms in consumer contracts, Directive 98/6/EC on consumer protection in the indication of the prices of products, Regulation (EC) No 1008/2008 on common air services rules in the Community, Regulation (EC) No 1371/2007 on rail passengers' rights and obligations, Regulation (EU) 2018/302 addressing unjustified geo-blocking, Regulation (EU) No 1177/2010 on passengers' rights when travelling by sea and inland waterway, Regulation (EU) No 181/2011 on passengers' rights in bus and coach transport, Regulation (EU) No 524/2013 on consumer ODR	+33 1 44 97 23 89		https://www.economie.gouv.fr/dgccrf	75703	Paris	59 boulevard Vincent-Auriol
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, 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	+49 22899 410-40	poststelle@bfj.bund.de	http://www.bundesjustizamt.de	53113	Bonn	Adenauerallee 99-103

Country	Region	Official name	Informal title (EN)	Legal responsibility	Telephone	E-mail	Web	Post code	City	Address
Germany	North Rhine-Westphalia	Bundesnetzagentur (BNetzA)		Directive 2006/123/EC on services in the internal market, Regulation (EU) 2018/302 addressing unjustified geo-blocking	+49 228 14 0	geoblocking@BNetzA.de	https://www.bundesnetzagentur.de/cn_122/DE/Home/home_node.html	53113	Bonn	Tulpenfeld 4
Germany	Lower Saxony	Luftfahrt-Bundesamt (LBA)		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	+49 531 2355-115	flugrechte@lba.de	https://www.lba.de/DE/Home/home_node.html	38102	Braunschweig	Kurt-Schumacher-Str. 21
Greece		Υπουργείο Τουρισμού	Ministry of Tourism	Directive (EU) 2015/2302 on package travel and linked travel arrangements,	+30 210 3736340, 210 3736117, 210 3736346, 210 3736115, 210 3736089	mailbox@mintour.gr	http://www.mintour.gov.gr/	10557	Αθήνα	Λεωφόρος Αμαλίας 12
Greece		Εθνικός Οργανισμός Φαρμάκων		Directive 2001/83/EC on medicinal products for human use,	+3- 213 20 40 281	relation@eof.gr	http://www.eof.gr	155 62	Athens	284 Mesogeion Av.e
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, 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	+30 210 3893367, +30 210 3893546	1520@efpolis.gr	http://www.mindev.gov.gr	101081	ATHENS	KANIGGOS SQ

Country	Region	Official name	Informal title (EN)	Legal responsibility	Telephone	E-mail	Web	Post code	City	Address
Greece		ΕΘΝΙΚΟ ΣΥΜΒΟΥΛΙΟ ΡΑΔΙΟΤΗΛΕΟΡΑΣΗΣ		Directive 2010/13/EU on audiovisual media services,	+30 2131502390	nrtv@otenet.gr	http://www.esr.gr	10564	ΑΘΗΝΑ	ΠΑΝΕΠΙΣΤΗ ΜΙΟΥ ΚΑΙ ΑΜΕΡΙΚΗΣ 5
Greece		ΥΠΟΥΡΓΕΙΟ ΝΑΥΤΙΛΙΑΣ & ΝΗΣΙΩΤΙΚΗΣ ΠΟΛΙΤΙΚΗΣ/ΑΡΧΗΓΕΙΟ ΛΣ- ΕΛ.ΑΚΤ/ΔΘΣ		Regulation (EU) No 1177/2010 on passengers' rights when travelling by sea and inland waterway	2131371167	dths@hcg.gr	https://www.hcg.gr	18510	ΠΕΙΡΑΙΑΣ	ΑΚΤΗ ΒΑΣΙΛΕΙΑΔΗ ΠΥΛΗ Ε1-Ε2
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,	(++30) 210 3201111	dep.bankingsupervision@bankofgreece.gr	https://www.bankofgreece.gr	10250	ATHENS	ΕΛ. ΒΕΝΙΖΕΛΟΥ 21
Greece		ΥΠΗΡΕΣΙΑ ΠΟΛΙΤΙΚΗΣ ΑΕΡΟΠΟΡΙΑΣ		Regulation (EC) No 261/2004 on denied boarding and of cancellation or long delay of flights	+30 2109973162, +30 2109973156, +30 2109973163	d1d@hcaa.gr		16452	ΑΘΗΝΑ	ΛΕΟΝΤΟΣ 4 ΚΑΙ ΕΛΕΥΘΕΡΙΑΣ
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,	+30 2103332778	mcdf@mneec.gr		10563	ΑΘΗΝΑ	ΝΙΚΗΣ 5-7
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,	+36 1 428 2600	ugyfelszolgalat@mnb.hu	http://www.mnb.hu/	1054	Budapest	Szabadság tér 9.
Hungary		Innovációs és Technológiai Minisztérium (közlekedés)	National Transport Authority	Regulation (EC) No 1371/2007 on rail passengers' rights and obligations, Regulation (EU) No 181/2011 on passengers' rights in bus and coach transport	+36 13731442	vasut.nsa@itm.gov.hu	http://www.kormany.hu/hu/nemzeti-fejlesztési-miniszterium	H-1066	Budapest	Teréz körút 38
Hungary		Nemzeti Média- és Hírközlési Hatóság	National Communications Authority	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,	+36 14577908	imi@nmhh.hu	http://nmhh.hu	1015	Budapest	Ostrom u. 23-25

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Hungary		Pest Megyei Kormányhivatal	Government Office for Pest County (Budapest)	Regulation (EU) 2017/1128 on cross-border portability of online content services	+36 1-235-1700	hivatal@kmrkh.hu	http://www.kmrkh.hu	1056	Budapest	Váci utca 62-64.
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,	+36 1 472 8933	ugyfelszolgalat@gvh.hu	http://www.gvh.hu	1054	Budapest	Alkotmány utca 5.
Hungary		Innovációs és Technológiai Minisztérium - Fogyasztóvédelemért felelős Helyettes Államtitkárság (ITM-FOHÁT)	Ministry for Innovation and Technology - Deputy State Secretariat for Consumer Protection (CPC - SLO)	Directive 93/13/EEC on unfair terms in consumer contracts,	+36 1 795 1700	fogyasztovedelem@itm.gov.hu	http://www.fogyasztovedelem.kormany.hu/	1011	Budapest	Fő utca 44-50
Iceland		Neytendastofa	Consumer enforcement agency (CPC - SLO)	Directive (EU) 2015/2302 on package travel and linked travel arrangements, Directive 1999/44/EC on the sale of consumer goods and associated guarantees, Directive 2000/31/EC on electronic commerce, Directive 2005/29/EC on unfair commercial practices, Directive 2006/114/EC on misleading and comparative advertising, Directive 2006/123/EC on services in the internal market, Directive 2008/122/EC on timeshare, long-term holiday product, resale and exchange contracts, Directive 2008/48/EC on credit agreements for consumers, Directive 2011/83/EU on consumer rights, Directive 2013/11/EU on consumer ADR, Directive 2014/17/EU on credit agreements for consumers for residential property, Directive 2014/92/EU on the comparability of fees related to payment accounts, Directive 93/13/EEC on unfair terms in consumer contracts, Directive 98/6/EC on consumer protection in the indication of the prices of products, 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	+345 510 1100	postur@neytendastofa.is	https://www.neytendastofa.is/	105	Reykjavik	Borgartun 21
Ireland		An Coimisiún um Rialáil Eitilíochta, Commission for Aviation Regulation	Aviation Regulator	Directive (EU) 2015/2302 on package travel and linked travel arrangements, 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	+353 1 661 1700	info@aviationreg.ie	https://www.aviationreg.ie	D02W773	Dublin	3rd Floor Alexandra House, 6 Earlsfort Terrace
Ireland		Comisiún Consanta Sonraí, Data Protection Commission (DPC)	SA Ireland (Data Protection Commission (DPC))	Directive 2002/58/EC on privacy and electronic communications,	+353 57 8684800	info@dataprotection.ie	https://www.dataprotection.ie	D02 RD28	Dublin	21 Fitzwilliam Square

Country	Region	Official name	Informal title (EN)	Legal responsibility	Telephone	E-mail	Web	Post code	City	Address
Ireland		Broadcasting Authority of Ireland, Údarás Craolacháin na hÉireann		Directive 2010/13/EU on audiovisual media services,	+353 1 6441200	info@bai.ie	http://www.bai.ie	D02 XP29	Dublin	2-5 Warrington Place
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,	+353 1 224 6000	enquiries@centralbank.ie	https://www.centralbank.ie/	D01 F7X3	Dublin 1	PO BOX 559, New Wrapping Street, North Wall Quay
Ireland		An tÚdarás Rialála Táirgí Sláinte, Health Products Regulatory Authority		Directive 2001/83/EC on medicinal products for human use,	+353 1 676 4971	info@hpra.ie	https://www.hpra.ie/	D02XP77	Dublin	Kevin O'Malley House, Earlsfort Centre, Earlsfort Terrace
Ireland		National Transport Authority, Údarás Náisiúnta Iompair		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	+353 1 879 8300	info@nationaltransport.ie	https://www.nationaltransport.ie/	D02WT20	Dublin	Dún Scéine, Harcourt Lane
Ireland		Coimisiún um Iomaíocht agus Cosaint Tomhaltóirí, Competition and Consumer Protection Commission	Competition and Consumer Protection Commission (CPC - SLO)	Directive (EU) 2015/2302 on package travel and linked travel arrangements, Directive 1999/44/EC on the sale of consumer goods and associated guarantees, Directive 2000/31/EC on electronic commerce, Directive 2002/65/EC on distance marketing of consumer financial services, Directive 2005/29/EC on unfair commercial practices, Directive 2006/114/EC on misleading and comparative advertising, Directive 2008/122/EC on timeshare, long-term holiday product, resale and exchange contracts, Directive 2010/13/EU on audiovisual media services, Directive 2011/83/EU on consumer rights, Directive 2013/11/EU on consumer ADR, Directive 93/13/EEC on unfair terms in consumer contracts, Directive 98/6/EC on consumer protection in the indication of the prices of products, Regulation (EU) 2018/302 addressing unjustified geo-blocking, Regulation (EU) No 524/2013 on consumer ODR	+353 1 402 5500	CPCUnit@ccpc.ie	https://www.ccpc.ie/	D01C576	Dublin 1	Bloom House, Railway Street,
Ireland		Coimisiún um Rialail Cumarsaíde, 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,	+353 1 8049600	IMI_notifications@comreg.ie	http://www.comreg.ie	Lower Abbey Street	Dublin 1	Block DEF, Irish Life Centre
Italy		Ministero dello Sviluppo Economico - Direzione Generale per il Mercato, La concorrenza, il Consumatore, la Vigilanza e la Normativa Tecnica (CPC - SLO)	Ministry of Economic Development - General Directorate for the Market, Competition, Consumer, Supervision and Technical Regulations (CPC - SLO)	Directive 1999/44/EC on the sale of consumer goods and associated guarantees, Directive 2000/31/EC on electronic commerce, Directive 2008/122/EC on timeshare, long-term holiday product, resale and exchange contracts, Directive 98/6/EC on consumer protection in the indication of the prices of products,	+39 06 4705 5448	dgmcnt.div9@mise.gov.it	http://www.sviluppoeconomico.gov.it	00187	Roma	Via Sallustiana 53

Country	Region	Official name	Informal title (EN)	Legal responsibility	Telephone	E-mail	Web	Post code	City	Address
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, Regulation (EU) No 524/2013 on consumer ODR	+39 06 421331	scrivi@ivass.it	https://www.ivass.it/	00187	Rome	Via del Quirinale, 21
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,	+39 0647921	email@bancaditalia.it	https://www.bancaditalia.it	00184	Roma	Via Nazionale 91
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, Regulation (EU) 2017/1128 on cross-border portability of online content services	+39 06 69644296	DCA@AGCOM.IT	https://www.agcom.it/	00186	Roma	Isonzo 21B
Italy		Ente Nazionale per l'Aviazione Civile (ENAC)	Italian Civil Aviation Authority (ENAC)	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	+39 06445966348		https://www.enac.gov.it/	00185	Rome	Via Castro Pretorio 118
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, Regulation (EU) No 524/2013 on consumer ODR	+39 06 84771	consob@pec.consob.it	http://www.consob.it	00198	Rome	Via G. B. Martini, 3
Italy		Agenzia Italiana del Farmaco (AIFA)	Italian Medicines Agency (AIFA)	Directive 2001/83/EC on medicinal products for human use,	+39 06 5978401	protocollo@pec.aifa.gov.it	https://www.aifa.gov.it	00187	Roma	Via del Tritone 181
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,	+39 06696771	imi@gpdp.it	http://www.gpdp.it	00187	Rome	Piazza Venezia 11
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, Regulation (EU) 2018/302 addressing unjustified geo-blocking, Regulation (EU) No 524/2013 on consumer ODR	+39 06 85821 860	dgtc@agcm.it	http://www.agcm.it	00198	Roma	Piazza G. Verdi 6a

Country	Region	Official name	Informal title (EN)	Legal responsibility	Telephone	E-mail	Web	Post code	City	Address
Italy		Autorità di Regolazione dei Trasporti - ART	Autorità di Regolazione dei Trasporti - ART	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	+39 011 49212503	segreteria@autorita-trasporti.it	https://www.autorita-trasporti.it/	10126	Torino	Via Nizza 230
Latvia		Patērētāju tiesību aizsardzības centrs	Consumer Rights Protection Centre (CPC - SLO)	Directive (EU) 2015/2302 on package travel and linked travel arrangements, Directive 1999/44/EC on the sale of consumer goods and associated guarantees, Directive 2000/31/EC on electronic commerce, Directive 2002/65/EC on distance marketing of consumer financial services, Directive 2005/29/EC on unfair commercial practices, Directive 2006/123/EC on services in the internal market, Directive 2008/122/EC on timeshare, long-term holiday product, resale and exchange contracts, Directive 2008/48/EC on credit agreements for consumers, Directive 2011/83/EU on consumer rights, Directive 2013/11/EU on consumer ADR, Directive 2014/17/EU on credit agreements for consumers for residential property, Directive 2014/92/EU on the comparability of fees related to payment accounts, Directive 93/13/EEC on unfair terms in consumer contracts, Directive 98/6/EC on consumer protection in the indication of the prices of products, Regulation (EC) No 1008/2008 on common air services rules in the Community, Regulation (EC) No 1371/2007 on rail passengers' rights and obligations, Regulation (EC) No 261/2004 on denied boarding and of cancellation or long delay of flights, Regulation (EU) 2017/1128 on cross-border portability of online content services, Regulation (EU) 2018/302 addressing unjustified geo-blocking, Regulation (EU) No 181/2011 on passengers' rights in bus and coach transport, Regulation (EU) No 524/2013 on consumer ODR	+371 67388624	ptac@ptac.gov.lv	http://www.ptac.gov.lv	LV-1013	Rīga	Brīvības iela 55
Latvia		Nacionālā elektronisko plašsaziņas līdzekļu padome (NEPLP)	National Electronic Mass Media Council of Latvia (NEPLP)	Directive 2010/13/EU on audiovisual media services,	+371 67 221 848	neplpadome@neplpadome.lv	http://www.neplpadome.lv	LV-1939	Rīga	Doma laukums 8A
Latvia		Veselības inspekcija	Health Inspectorate	Directive 2001/83/EC on medicinal products for human use, Directive 2005/29/EC on unfair commercial practices,	+371 27802823	vi@vi.gov.lv	http://www.vi.gov.lv	LV-1012	Rīga	Klijānu iela 7
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,	+370 5 268 0029	info@lb.lt	https://www.lb.lt/	01103	Vilnius	Gedimino pr. 6
Lithuania		Informacinės visuomenės plėtros komitetas	Information Society Development Committee under the Ministry of Transport and Communications	Directive 2000/31/EC on electronic commerce,	+370 5 266 51 61	info@ivpk.lt	https://ivpk.lrv.lt/	LT-01103	Vilnius	Gediminas av. 7

Country	Region	Official name	Informal title (EN)	Legal responsibility	Telephone	E-mail	Web	Post code	City	Address
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,	+370 5 263 92 64	vvkt@vvkt.lt	https://www.vvkt.lt/	LT-09120	Vilnius	Žirmūnų g. 139A
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, Regulation (EC) No 1371/2007 on rail passengers' rights and obligations, Regulation (EU) 2017/1128 on cross-border portability of online content services, Regulation (EU) 2018/302 addressing unjustified geo-blocking, Regulation (EU) No 1177/2010 on passengers' rights when travelling by sea and inland waterway, Regulation (EU) No 524/2013 on consumer ODR	+370 5 262 67 51	tarnyba@vvtat.lt	http://www.vvtat.lt/	LT-01402	Vilnius	Vilniaus g. 25
Lithuania		Lietuvos nacionalinė vartotojų federacija			+370 686 25661	federacija@vartotojai.eu	http://www.vartotojuskundai.lt/	LT-01131	Vilnius	Kalvarijų 20-2
Lithuania		Lietuvos radijo ir televizijos komisija		Directive 2010/13/EU on audiovisual media services,	+370 5 233 0660	lrk@rtk.lt	https://www.rtk.lt/	LT-09312	Vilnius	Šeimyniškių g. 3A
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,	+352 26 10 60-1	cooperation@cnpd.lu	http://www.cnpd.lu	L-4361	Esch-sur-Alzette	1, avenue du Rock'n'Roll

Country	Region	Official name	Informal title (EN)	Legal responsibility	Telephone	E-mail	Web	Post code	City	Address
Luxembourg		Ministère de la Protection des consommateurs	Ministry of Consumer Protection (CPC - SLO)	Directive (EU) 2015/2302 on package travel and linked travel arrangements, Directive 1999/44/EC on the sale of consumer goods and associated guarantees, Directive 2000/31/EC on electronic commerce, Directive 2005/29/EC on unfair commercial practices, Directive 2006/114/EC on misleading and comparative advertising, Directive 2006/123/EC on services in the internal market, Directive 2008/122/EC on timeshare, long-term holiday product, resale and exchange contracts, Directive 2008/48/EC on credit agreements for consumers, Directive 2010/13/EU on audiovisual media services, Directive 2011/83/EU on consumer rights, Directive 2013/11/EU on consumer ADR, Directive 93/13/EEC on unfair terms in consumer contracts, Directive 98/6/EC on consumer protection in the indication of the prices of products, Regulation (EC) No 261/2004 on denied boarding and of cancellation or long delay of flights, Regulation (EU) 2017/1128 on cross-border portability of online content services, Regulation (EU) 2018/302 addressing unjustified geo-blocking, Regulation (EU) No 524/2013 on consumer ODR	+352 247-73700	cpc@mpc.etat.lu	https://mpc.gouvernement.lu/fr.html	L-2449	Luxembourg	19-21 Boulevard Royal
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, Regulation (EU) No 524/2013 on consumer ODR	+352 26 25 1-1	direction@cssf.lu	https://www.cssf.lu	L-1150	Luxembourg	283, route d'Arion
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,	+356 21224444	info@visitmalta.com	http://www.visitmalta.com	VLT 1170	Valletta	Auberge D'Italie, Merchants Street
Malta		Awtorita' ta' Malta dwar il-Komunikazzjoni, Malta Communications Authority	Malta Communications Authority	Directive 2000/31/EC on electronic commerce, Regulation (EU) 2017/1128 on cross-border portability of online content services, Regulation (EU) 2018/302 addressing unjustified geo-blocking	+356 21336840	authorisations@mca.org.mt	http://www.mca.org.mt	FRN 1913	Floriana	Valletta Waterfront, Xatt ta' Pinto

Country	Region	Official name	Informal title (EN)	Legal responsibility	Telephone	E-mail	Web	Post code	City	Address
Malta		L-Awtorità Maltija tal-Kompetizzjoni u tal-Affarjiet tal-Konsumatur, Malta Competition and Consumer Affairs Authority	Malta Competition and Consumer Affairs Authority (CPC - SLO)	Directive 1999/44/EC on the sale of consumer goods and associated guarantees, Directive 2005/29/EC on unfair commercial practices, Directive 2006/114/EC on misleading and comparative advertising, Directive 2006/123/EC on services in the internal market, Directive 2008/48/EC on credit agreements for consumers, Directive 2011/83/EU on consumer rights, Directive 2014/17/EU on credit agreements for consumers for residential property, Directive 93/13/EEC on unfair terms in consumer contracts, Directive 98/6/EC on consumer protection in the indication of the prices of products, 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	+356 23952000	notification.mccaa@mccaa.org.mt	http://www.mccaa.org.mt/	HMR 9010	Blata l-Bajda, Hamrun	National Road
Malta		Awtorità dwar il-Mediċini, Malta Medicines Authority		Directive 2001/83/EC on medicinal products for human use,	+356 2343 9000	info.medicinesauthority@gov.mt	http://www.medicinesauthority.gov.mt	Postcode*ŠĠN 3000	Town*San Ġwann	Sir Temi Żammit Buildings, Malta Life Sciences Park
Malta		Consumer Affairs Council, Kunsill għall-Affarjiet tal-Konsumatur		Directive 2013/11/EU on consumer ADR,	+356 23952751	cacouncil@gov.mt	http://www.consumeraffairs.council.gov.mt	HMR 9010	Blata l-Bajda	Mizzi House, National Road, Blata l-Bajda
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,	+356 2328 7100	idpc.edpb-imi@idpc.org.mt	https://idpc.org.mt	SLM 1549	Sliema	Airways House, High Street
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,	+31 88 1205000	meldpunt@igi.nl	http://www.igi.nl	6401 DA	Heerlen	Postbus 2518

Country	Region	Official name	Informal title (EN)	Legal responsibility	Telephone	E-mail	Web	Post code	City	Address
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, 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	+31 20 797 2000	signalen@afm.nl	https://www.afm.nl	1001GS	Amsterdam	Postbus 11723
Netherlands		Inspectie Leefomgeving en Transport (ILT)	Inspectorate for Environment and Transport (ILT/Rail and Road Transport)	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	+31 88 489 00 00	passenger-rights@ilent.nl	http://www.ilent.nl	2500 BD	Den Haag	Postbus 16191
Netherlands		Autoriteit Consument en Markt	Authority for Consumers and Markets (ACM) (CPC - SLO)	Directive (EU) 2015/2302 on package travel and linked travel arrangements, Directive 1999/44/EC on the sale of consumer goods and associated guarantees, Directive 2000/31/EC on electronic commerce, Directive 2002/58/EC on privacy and electronic communications, Directive 2002/65/EC on distance marketing of consumer financial services, Directive 2005/29/EC on unfair commercial practices, Directive 2006/114/EC on misleading and comparative advertising, Directive 2006/123/EC on services in the internal market, Directive 2008/122/EC on timeshare, long-term holiday product, resale and exchange contracts, Directive 2011/83/EU on consumer rights, Directive 2013/11/EU on consumer ADR, Directive 93/13/EEC on unfair terms in consumer contracts, Directive 98/6/EC on consumer protection in the indication of the prices of products, 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	+31 707222000	CPC@acm.nl	http://www.acm.nl	2500 BH	Den Haag	Postbus 16326

Country	Region	Official name	Informal title (EN)	Legal responsibility	Telephone	E-mail	Web	Post code	City	Address
Norway		Forbrukertilsynet	The Consumer Authority (CPC - SLO)	Directive (EU) 2015/2302 on package travel and linked travel arrangements, Directive 1999/44/EC on the sale of consumer goods and associated guarantees, Directive 2000/31/EC on electronic commerce, Directive 2002/58/EC on privacy and electronic communications, Directive 2002/65/EC on distance marketing of consumer financial services, Directive 2005/29/EC on unfair commercial practices, Directive 2006/114/EC on misleading and comparative advertising, Directive 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, 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) No 524/2013 on consumer ODR	+47 23400600	post@forbrukertilsynet.no	https://www.forbrukertilsynet.no/english	0484	Oslo	Sandakerveien 138
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, 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	+48 22 55 60 176		https://www.uokik.gov.pl	PL-00-950	Warszawa	plac Powstańców Warszawy 1
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,	+351 21 356 46 00	dgc@dg.consumidor.gov.pt	https://www.consumidor.gov.pt/	1069-013 Lisboa	Lisboa	Praça Duque de Saldanha, 31, 1.º, 2.º, 3.º e 5.ºpisos

Country	Region	Official name	Informal title (EN)	Legal responsibility	Telephone	E-mail	Web	Post code	City	Address
Romania		Ministerul Transporturilor, Infrastructurii și Comunicațiilor - transporturi	Ministry of Transport and Infrastructure	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	+40 21 313 99 54	IMI@mt.ro	http://www.mt.gov.ro/web14/	010873	Bucuresti	Bd Dinicu Golescu nr. 38
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, Regulation (EU) No 1177/2010 on passengers' rights when travelling by sea and inland waterway	+40213136047	secretariat@mmanpis.ro	http://www.mmanpis.ro	010322	Bucuresti	Bld. General Gheorghe Magheru 7
Romania		Ministerul Economiei, Energiei și Mediului de Afaceri	Ministry of Economy	Directive (EU) 2015/2302 on package travel and linked travel arrangements, Regulation (EU) No 1817/2011 on passengers' rights in bus and coach transport	+40212025123	bogdan.pascanu@economie.gov.ro	http://www.economie.gov.ro/	010096	Bucuresti	Calea Victoriei nr. 152
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,	+4031 805 9211	anspdc@dataprotection.ro	http://www.dataprotection.ro	010336	BUCHAREST	28-30 BD. GHEORGHE MAGHERU
Romania		Autoritatea Nationala pentru Protectia Consumatorilor	Authority for consumer protection (ANPC) (CPC - SLO)	Directive (EU) 2015/2302 on package travel and linked travel arrangements, Directive 1999/44/EC on the sale of consumer goods and associated guarantees, Directive 2000/31/EC on electronic commerce, Directive 2002/65/EC on distance marketing of consumer financial services, Directive 2005/29/EC on unfair commercial practices, Directive 2006/114/EC on misleading and comparative advertising, Directive 2006/123/EC on services in the internal market, Directive 2008/122/EC on timeshare, long-term holiday product, resale and exchange contracts, Directive 2008/48/EC on credit agreements for consumers, Directive 2011/83/EU on consumer rights, Directive 2013/11/EU on consumer ADR, Directive 2014/17/EU on credit agreements for consumers for residential property, Directive 2014/92/EU on the comparability of fees related to payment accounts, Directive 93/13/EEC on unfair terms in consumer contracts, Directive 98/6/EC on consumer protection in the indication of the prices of products, Regulation (EC) No 1008/2008 on common air services rules in the Community, Regulation (EC) No 261/2004 on denied boarding and of cancellation or long delay of flights, Regulation (EU) 2018/302 addressing unjustified geo-blocking, Regulation (EU) No 1177/2010 on passengers' rights when travelling by sea and inland waterway, Regulation (EU) No 524/2013 on consumer ODR	+40 21 312 12 75	angelanica@anpc.ro	http://www.anpc.ro	011865	Bucuresti	Bd Aviatorilor nr. 72
Romania		Agenția Națională a Medicamentului și a Dispozitivelor Medicale din România (ANMDMR)		Directive 2001/83/EC on medicinal products for human use,	+40 213171100	secretariat@anm.ro	https://www.anm.ro/en/	011478	Bucuresti	Aviator Maior Ștefan Sănătescu 48

Country	Region	Official name	Informal title (EN)	Legal responsibility	Telephone	E-mail	Web	Post code	City	Address
Romania		Autoritatea Feroviara Romana (AFER)		Regulation (EC) No 1371/2007 on rail passengers' rights and obligations	+40 213076852	passengersrights@aferr.ro	http://www.aferr.ro/documents/rra.html	010719	Bucuresti	Calea Grivitei nr. 393
Romania		Autoritatea Nationala pentru Administrare si Reglementare in Comunicatii (ANCOM)		Directive 2011/83/EU on consumer rights,	+40 372845400	ancom@ancom.ro	https://www.ancom.ro/en/	030925	Bucuresti	Strada Delea Nouă nr.2
Romania		Consiliul Național al Audiovizualului (CNA)		Directive 2010/13/EU on audiovisual media services,	+40 213055356	cna@cna.ro	http://www.cna.ro/-English-.html	050706	Bucuresti	Bd. Libertății nr. 14
Romania		Inspectoratul de Stat pentru Controlul in Transportul Rutier (I.S.C.T.R)		Regulation (EU) No 181/2011 on passengers' rights in bus and coach transport	+40 213136320	relatii-publice@isctr-mt.ro	http://www.isctr-mt.ro/	010873	Bucuresti	B-dul Dinicu Golescu nr.38,
Romania		Inspectoratul General al Politiei Romane - Directia de Investigare a Criminalității Economice (DICE)		Directive 2000/31/EC on electronic commerce,	+40 212082525	economic@politiaromana.ro	https://www.politiaromana.ro/en	050041	Bucuresti	Mihai Voda 6
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,	+421 2 602 57 212	sekretariatJR@svps.sk	http://www.svps.sk	842 13	Bratislava	Botanická č. 17
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, Regulation (EU) No 524/2013 on consumer ODR	+421 2 57 881 111	inspection@teleoff.gov.sk	https://www.teleoff.gov.sk/urad-pre-regulaciu-elektronickykh-komunikacii-a-postovych-sluzieb/	828 55	Bratislava	Továrenská 7
Slovakia		Rada pre vysielanie a retransmisiu	Council for Broadcasting and Retransmission	Directive 2010/13/EU on audiovisual media services,	+421 2 20 90 65 00	office@rvr.sk	http://rvr.sk	81106	Bratislava	Palisády 36
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, Regulation (EU) No 524/2013 on consumer ODR	+421 2 581 004 11		https://www.urso.gov.sk	820 07	Bratislava 27	Bajkalská 27

Country	Region	Official name	Informal title (EN)	Legal responsibility	Telephone	E-mail	Web	Post code	City	Address
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,	+421 2 49284111	uvzsr@uvzsr.sk	http://www.uvzsr.sk	826 45	Bratislava	Trnavská cesta 52
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, 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	+421 2 5827 2131	imi@soi.sk	http://www.soi.sk	827 99	Bratislava 27	Bajkalská 21/A
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,	+421 2 5787 1111	cpc@nbs.sk	https://www.nbs.sk/en/home	81325	Bratislava	Imricha Karvaša 1
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,	+421 37 65 15 5067	uskvbl@uskvbl.sk	http://www.uskvbl.sk/	949 01	Nitra	Biovetská 34
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,	+421 2 50 70 11 11	sukl@sukl.sk	https://www.sukl.sk	825 08	Bratislava	Kvetná 11

Country	Region	Official name	Informal title (EN)	Legal responsibility	Telephone	E-mail	Web	Post code	City	Address
Slovenia		Inšpektorat Republike Slovenije za infrastrukturo		Regulation (EC) No 1371/2007 on rail passengers' rights and obligations, Regulation (EU) No 181/2011 on passengers' rights in bus and coach transport	+386 1 420 44 88	gp.irsi@gov.si	https://www.gov.si/drzavni-organi/organi-v-sestavi/inspektorat-za-infrastrukturo/o-inspektoratu-za-infrastrukturo/	1000	Ljubljana	Vožarski pot 12
Slovenia		Javna agencija za civilno letalstvo	Civil Aviation Agency (CAA) Slovenia	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	+386 1 244 66 01	info@caa.si	https://www.caa.si/	1000	Ljubljana	Kotnikova 19A
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,	+386 1 471 9000	OK-Vlozisce@bses.bsi.si	http://www.bsi.si	1505	Ljubljana	Slovenska 35
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, 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	+386 1 280 8700	gp.tirs@gov.si	http://www.ti.gov.si	1000	Ljubljana	Dunajska cesta 160
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,	+386 8 2000 500	info@jazmp.si	https://www.jazmp.si/o-nas/	1000	Ljubljana	Slovenčeva ulica 22
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, Regulation (EU) 2017/1128 on cross-border portability of online content services	+386 1 583 63 00	info.box@akos-rs.si	https://www.akos-rs.si/akos	1000	Ljubljana	Stegne 7

Country	Region	Official name	Informal title (EN)	Legal responsibility	Telephone	E-mail	Web	Post code	City	Address
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.	+386 1 434 5700	irskqlr.mkqp@gov.si	https://www.gov.si/drzavni-organi/organi-v-sestavi/inspektorat-za-kmetijstvo-gozdarstvo-lovstvo-in-ribistvo/o-inspektoratu-za-kmetijstvo-gozdarstvo-lovstvo-in-ribistvo/	1000	Ljubljana	Dunajska 58
Slovenia		Uprava Republike Slovenije za pomorstvo (URSP)	Slovenian Maritime Administration (URSP)	Regulation (EU) No 1177/2010 on passengers' rights when travelling by sea and inland waterway	+386 5 663 21 00	ursp.box@gov.si	https://www.gov.si/drzavni-organi/organi-v-sestavi/uprava-za-pomorstvo/o-upravi/	6000	Koper	Ukmarjev trg 2
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. Regulation (EU) 2018/302 addressing unjustified geo-blocking	+34 983411910	antsante@jcvl.es	http://www.jcvl.es	47007	Valladolid	Paseo de Filipinos,1-Planta 3
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. Regulation (EU) 2018/302 addressing unjustified geo-blocking	+34 961209804	labaiq_ros@gva.es	http://www.comunitatvalenciana.com	46018	Valencia	C/ Castán Tobeñas,77. Ciudad Administrativa 9 De Octubre-Torre 2
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. Regulation (EU) 2018/302 addressing unjustified geo-blocking	+34 968 357761 / +34 968 277716	comunicacion@murciaturistica.es	https://www.itrem.es/itrem/inicio	30006	Murcia	Avda. Juana Jugan 2.
Spain		Dirección General de Consumo (Ministerio de Sanidad, Consumo y Bienestar Social)	Delegated coordinator for consumer services (CPC - SLO) - General Directorate of Consumers (Ministry of Health, Consumers and Social Welfare)		+34 91 822 45 05	dqconsumo@mscbs.es	https://www.mscbs.gob.es/en/organizacion/ministerio/organizacion/sgralsanidad/dqcF.htm	28006	Madrid	C/ Príncipe de Vergara 54

Country	Region	Official name	Informal title (EN)	Legal responsibility	Telephone	E-mail	Web	Post code	City	Address
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, 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	+34 981 545 389	igc.produtos@xunta.gal	https://consumo.xunta.gal/es	15707	Santiago de Compostela	Avda. Gonzalo Torrente Ballester 1-5 bajo
Spain	Valencian Community	Generalitat. Comunitat Valenciana. Conselleria de Economia 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, 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	+34 961209467		http://www.indi.qva.es/web/consumo	46018	Valencia	C/ Castán Tobeñas,77. Ciudad Administrativa 9 De Octubre. Torre 2, Planta 6
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, Regulation (EU) 2018/302 addressing unjustified geo-blocking	+34 925267996	dtca.economiaempresaseempleo@jccm.es	http://www.castillalamancha.es	45071	Toledo	Avenida Irlanda, número 14
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		Regulation (EU) No 181/2011 on passengers' rights in bus and coach transport	942367412	ttesycom@cantabria.es	http://www.cantabria.es/web/direccion-general-transportes-y-comunicaciones/inicio	39002	Santander	C/ Cádiz, nº 2, 1º

Country	Region	Official name	Informal title (EN)	Legal responsibility	Telephone	E-mail	Web	Post code	City	Address
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,	91 338 80 18	conducta.mercado@bde.es	https://www.bde.es/bde/es/	28014	Madrid	Alcalá 48
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, 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	+34 942 20 00 33	ortiz_o@cantabria.es	http://www.dgicc.cantabria.es/web/direccion-general-industria/inicio_consumo	39011 S	Santander	Albert Einstein, 2 (PCTCAN)
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)	Regulation (EC) No 1371/2007 on rail passengers' rights and obligations, Regulation (EU) No 181/2011 on passengers' rights in bus and coach transport	+34 915978043	dirgtt@fomento.es	https://www.fomento.gob.es/transporte_terrestre	28071	Madrid	C/ Paseo de la Castellana, 67
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		Regulation (EU) No 181/2011 on passengers' rights in bus and coach transport	928 11 52 50	dqtranstf.copt@gobiernodecanarias.org	https://www.gobiernodecanarias.org/transportes/index.html	35071	Las Palmas de Gran Canaria	C/ Prof. Agustín Millares Carlió, 22 Edf. Servicios Múltiples I Planta 11ª
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,	+34 945019927	secretaria.turismo@euskadi.eus	https://www.euskadi.eus/gobierno-vasco/departamento-turismo-comercio-consumo/	01010	Vitoria-Gasteiz	Donosti 1

Country	Region	Official name	Informal title (EN)	Legal responsibility	Telephone	E-mail	Web	Post code	City	Address
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, 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	+34 93 551 66 16	esther.rosalenv@gencat.cat	http://consum.gencat.cat/ca/inici	08018	Barcelona	C/ Pamplona, 113
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.		Regulation (EU) No 181/2011 on passengers' rights in bus and coach transport	968362378	fjesus.valverde@carm.es	http://www.carm.es	30006	Murcia	Pza. de Santoña, 6. 1ª planta
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		Regulation (EU) No 181/2011 on passengers' rights in bus and coach transport	848 42 74 16	obras.publicas@navarra.es	http://www.cfnavarra.es/obraspublicas/	31002	Pamplona	C/ Alhóndiga, 1, 2ª planta.

Country	Region	Official name	Informal title (EN)	Legal responsibility	Telephone	E-mail	Web	Post code	City	Address
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, 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	+34 925248743	dg2030yconsumo@jccm.es	http://www.jccm.es	45071	Toledo	Avenida de Francia, 4
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)	Regulation (EU) No 181/2011 on passengers' rights in bus and coach transport	+34 925265904	fsoto@jccm.es	http://www.castillalamancha.es	45071	Toledo	Paseo Cristo de la Vega s/n
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		Regulation (EU) No 181/2011 on passengers' rights in bus and coach transport	941 29 12 89	fcalvor@larioja.org	https://web.larioja.org/	26071	Logroño	C/ Marqués de Murrieta,76
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		Regulation (EU) No 181/2011 on passengers' rights in bus and coach transport	955 92 68 00	rafael.cano.montes@juntadeandalucia.es		41071	Sevilla	Avda. Diego Martínez Barrio, nº 10
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, Regulation (EU) 2018/302 addressing unjustified geo-blocking	+34 955065080	dggift.ctrjal@juntadeandalucia.es		41071	Sevilla	Plaza Nueva, 4 2ª planta

Country	Region	Official name	Informal title (EN)	Legal responsibility	Telephone	E-mail	Web	Post code	City	Address
Spain	Valencian Community	Generalitat. Comunitat Valenciana. Conselleria d'Habitatge, Obres Públiques i Vertebració del Territori. Direcció General d'Obres Públiques, Transport i Mobilitat Urbana	Regional competent authority for land transport (Alicante, Castellon, Valencia) (autonomous community of the Valencian Community)	Regulation (EU) No 181/2011 on passengers' rights in bus and coach transport	+34 961208158	lacruz_vic@qva.es	http://www.citma.qva.es/valconselleria	46018	Valencia	C/ Castán Tobeñas,77. Ciudad Administrativa 9 De Octubre - Torre 1
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		Regulation (EU) No 181/2011 on passengers' rights in bus and coach transport	983419479 (801782)	area.dg.transportes@jcy.es	https://www.jcy.es/web/jcy/Portada/es/Plantilla100Directorio/1248366924958/1279887997704/1284182451806/DirectorioPadre	47014	Valladolid	C/ Rigoberto Cortejo, 14. Planta 1ª Despacho 166. Edificio de Medio Ambiente
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		Regulation (EU) No 181/2011 on passengers' rights in bus and coach transport	91 580 29 05	transportes.dgt@madrid.org		28020	Madrid	C/ Orense, 60
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, Regulation (EU) 2018/302 addressing unjustified geo-blocking	+34 981 546 351	secretaria.turismo@xunta.es	http://turismo.xunta.es/	15897	Santiago de Compostela - A Coruña	Carretera Santiago - Noia km 3. A Barcia
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, Regulation (EU) 2018/302 addressing unjustified geo-blocking	+34 942 20 82 65		https://www.cantabria.es/web/consejeria-de-innovacion-industria-turismo-y-comercio	39011	Santander	C/ Albert Einstein, 2
Spain		Agencia Estatal de Seguridad Aérea (AESA)	State Air Safety Agency (AESA)	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	+34 91 396 84 96 / +34 91 3968078-81 / +34 91 396 85 93	gabinete.aesa@seguridadaerea.es	https://www.seguridadaerea.gob.es/	28020	Madrid	Av. General Perón 40, portal B, 1ª planta, Madrid
Spain	Balearic Islands	Govern de les Illes Balears. Direcció General de Turisme		Directive (EU) 2015/2302 on package travel and linked travel arrangements, Regulation (EU) 2018/302 addressing unjustified geo-blocking	+34 971 17 66 00	ordenacioturistica@dgoturis.caib.es	http://www.caib.es/govern/organigrama/area.do?codigo=165&lang=es	07012	Palma de Mallorca	C/ de Montenegro, 5

Country	Region	Official name	Informal title (EN)	Legal responsibility	Telephone	E-mail	Web	Post code	City	Address
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, 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	+34 971784996	inspeccio@dgconsum.caib.es	http://www.caib.es/govern/organigrama/area.do?codigo=2390671&lang=ca	07010	Palma	Carrer de Jesús, 38 A
Spain		Subdirección General de Servicios de la Sociedad de la Información (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,	+34 913463368	sgssi@minetad.es	http://www.lssi.es	28020	Madrid	c/ Poeta Joan Maragall, 41
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, 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	+34 983 324 392	comercioyconsumo@jcy.es	https://consumo.jcy.es	47195	Arroyo de la Encomienda (Valladolid)	C/ Jacinto Benavente, 2.

Country	Region	Official name	Informal title (EN)	Legal responsibility	Telephone	E-mail	Web	Post code	City	Address
Spain	Foral Community of Navarre	Gobierno de Navarra. Dirección de Servicio de Consumo y Arbitraje (Kontsumo eta Arbitraje Zerbitzuko Zuzendaria)		Directive 1999/44/EC on the sale of consumer goods and associated guarantees, Directive 2002/65/EC on distance marketing of consumer financial services, Directive 2005/29/EC on unfair commercial practices, Directive 2006/114/EC on misleading and comparative advertising, Directive 2006/123/EC on services in the internal market, Directive 2008/48/EC on credit agreements for consumers, 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, 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	+34 848427739	infoconsumo@navarra.es	http://www.navarra.es/hom_e_es/Temas/Consumo/	31002	Pamplona	Amaya, 2A
Spain	Madrid	Comunidad de Madrid. Dirección General de Comercio y Consumo.	General Directorate of Commerce and Consumption (autonomous community of Madrid)	Directive 1999/44/EC on the sale of consumer goods and associated guarantees, Directive 2002/65/EC on distance marketing of consumer financial services, Directive 2005/29/EC on unfair commercial practices, Directive 2006/114/EC on misleading and comparative advertising, Directive 2006/123/EC on services in the internal market, Directive 2008/122/EC on timeshare, long-term holiday product, resale and exchange contracts, Directive 2008/48/EC on 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, 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	+34 91 3105 771	consumo.inspeccion@madrid.org	http://www.madrid.org/	28045	Madrid	Ramírez de Prado 5bis. 1 planta
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, 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	+34 981753869	inspeccionconsumo@carm.es	https://www.carm.es/	30071	Murcia	Ronda de Levante 11, 3 Planta.

Country	Region	Official name	Informal title (EN)	Legal responsibility	Telephone	E-mail	Web	Post code	City	Address
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, 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	+34 955041089	dg.consumo.csalud@junta.deandalucia.es	https://www.juntadeandalucia.es	41020	Sevilla	Avenida de la Innovación s/n. Edificio Arena 1
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, 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	+34 941291200	consumo.control@larioja.org	https://www.larioja.org/direcciones-utiles/es?id_str=1&id_ele=510&id_opt=0	26001	Logroño	C/ Vara de Rey, 8
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, 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	+34 985106870	asac@asturias.org	http://www.consumoasturias.es	33005	Oviedo	Ciriaco Miguel Vigil nº 9-1ª planta

Country	Region	Official name	Informal title (EN)	Legal responsibility	Telephone	E-mail	Web	Post code	City	Address
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, 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	+34 976712244	consumo@aragon.es	https://www.aragon.es/-/consumo-1	50017	Zaragoza	Via Universitat 36, Planta 6ª
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, 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	+34 945062140	kontsumobide@kontsumobide.eus	http://www.kontsumobide.euskadi.eus	01002	Vitoria-Gasteiz	Avda. de Santiago, 11
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, Regulation (EU) 2018/302 addressing unjustified geo-blocking	+34 917206700	destinos.turisticos@madrid.org	https://www.esmadrid.com/mcb/sede-servicio/direccion-general-de-turismo/	28014	Madrid	C/ Alcalá 26 1ª (entrada por Cedaceros 1)

Country	Region	Official name	Informal title (EN)	Legal responsibility	Telephone	E-mail	Web	Post code	City	Address
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, 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	+34 922924741 / +34 922924748	dgconstf.ceic@gobiernodecanarias.org	https://www.gobiernodecanarias.org/consumo	38071	Santa Cruz de Tenerife	Avenida Francisco La Roche, nº 35, Edificio de Usos Múltiples I, planta 8ª
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,	+34 918225201 / +34 918225202	sqicm@aemps.es	https://www.aemps.gob.es/	28022	Madrid	Calle Campezo 1, Edificio 8.
Spain	Principality of Asturias	Principado de Asturias. Dirección General de Movilidad y Conectividad.		Regulation (EU) No 181/2011 on passengers' rights in bus and coach transport	+34 985105541	mcandelaria.pereiraruiz@asturias.org	http://www.asturias.es/	33005	Oviedo	C/ Trece Rosas, 2 - Planta 3ª Sector derecho
Spain	Balearic Islands	Comunidad Autónoma de las Illes Balears. Dirección General de Movilidad y Transporte Terrestre		Regulation (EU) No 181/2011 on passengers' rights in bus and coach transport	971 17 71 81	directorgeneral@dgmobil.caib.es		07004	Palma de Mallorca	C/ Eusebi Estada, 28, 1º piso
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, Regulation (EU) 2018/302 addressing unjustified geo-blocking	+34 848 42 77 55		https://www.turismo.navarra.es/esp/profesionales/directorio-sector-turistico/directorio-administracion/DireccionGeneralTurismo.htm	31001	Pamplona-Iruña	C/Navarrería 39
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, Regulation (EU) 2018/302 addressing unjustified geo-blocking	+34 98510771			33006	Oviedo	C/ Eduardo Herrera "Herrerita" s/n. 1ª Planta

Country	Region	Official name	Informal title (EN)	Legal responsibility	Telephone	E-mail	Web	Post code	City	Address
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		Regulation (EU) No 181/2011 on passengers' rights in bus and coach transport	93 495 80 76		http://www.territori.gencat.cat	08029	Barcelona	Avda./ Josep Tarradellas, 2-6, 5ª planta
Spain		Agencia Española de Protección de Datos	SA Spain (Spanish Agency for Data Protection)	Directive 2002/58/EC on privacy and electronic communications,	0034 901 100 099 / 0034 91 2663517	IMI@aepd.es	http://www.aepd.es	28001	Madrid	Jorge Juan, 6
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, 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	+34 956515604	bahortas@ceuta.es		51001	Ceuta	Pza de la Constitución Acceso 1 A
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, Regulation (EU) 2018/302 addressing unjustified geo-blocking	91 585 15 10		http://www.juntaex.es/web/	06800	Mérida	Avda de las Comunidades s/n
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		Regulation (EU) No 181/2011 on passengers' rights in bus and coach transport	924 33 23 15			06800	Mérida (Badajoz)	Avda. de las Comunidades s/n.

Country	Region	Official name	Informal title (EN)	Legal responsibility	Telephone	E-mail	Web	Post code	City	Address
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, 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	+34 924004700	controlmercadoincoex@salud-juntaex.es	https://saludextremadura.es.es/incoex/	06800	Mérida	Calle Adriano, 4, 1ª planta
Spain	La Rioja	Gobierno de la Rioja. Dirección General de Turismo.		Directive (EU) 2015/2302 on package travel and linked travel arrangements, Regulation (EU) 2018/302 addressing unjustified geo-blocking	+34 941291100	dq.turismo@larioja.org	http://www.larioja.org/	26071	Logroño	Avda Zaragoza 21.
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, Regulation (EU) 2018/302 addressing unjustified geo-blocking	+34 928 45 58 19	dgopt.ctcd@gobiernodecanarias.org	https://www.gobiernodecanarias.org/turic/	35071	Las Palmas de Gran Canaria	C/ León y Castillo 200. Edificio Servicios Múltiples III. 5ª Planta.
Spain		Secretaría de Estado de Telecomunicaciones e Infraestructuras Digitales. Ministerio de Asuntos Económicos y Transformación Digital		Directive 2010/13/EU on audiovisual media services,	+34 91 258 28 52	fmartinezfer@economia.gob.es	https://www.mineco.gob.es/portal/site/mineco/consulta_general	28071	Madrid	Poeta Joan Maragall, 41
Spain	Galicia	Xunta de Galicia. Dirección General de Movilidad.		Regulation (EU) No 181/2011 on passengers' rights in bus and coach transport	+34 981 544581	mobilidade.cim@xunta.gal	https://infraestructurasemobilidade.xunta.gal/mobilidade	15707	Santiago de Compostela	Edificio Administrativo San Caetano, s/n

Country	Region	Official name	Informal title (EN)	Legal responsibility	Telephone	E-mail	Web	Post code	City	Address
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, 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	+34 952 97 62 51	consumo@melilla.es	http://www.melilla.es/melillaPortal/	52005	Melilla	Ctra. Alfonso XIII, 52-54
Spain	Aragon	Departamento de Vertebración del Territorio, Movilidad y Vivienda. 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, Regulation (EU) 2018/302 addressing unjustified geo-blocking	+34 976 714737	sot@aragon.es	http://www.aragon.es/	50071	Zaragoza	Dirección General de Turismo. Gobierno de Aragón.- Paseo de María Agustín nº 36.
Sweden		Läkemedelsverket	Medical Products Agency	Directive 2001/83/EC on medicinal products for human use,	+46 18 17 46 00	registrator@mpa.se	http://www.lakemedelsverket.se	751 03	Uppsala	Dag Hammaskjöld s väg 42
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,	+46 08-40898000	finansinspektionen@fi.se	http://www.fi.se	103 97	Stockholm	Brunnsgatan 3

Country	Region	Official name	Informal title (EN)	Legal responsibility	Telephone	E-mail	Web	Post code	City	Address
Sweden		Konsumentverket	Swedish Consumer Agency (CPC - SLO)	Directive (EU) 2015/2302 on package travel and linked travel arrangements, Directive 1999/44/EC on the sale of consumer goods and associated guarantees, Directive 2000/31/EC on electronic commerce, Directive 2002/58/EC on privacy and electronic communications, Directive 2002/65/EC on distance marketing of consumer financial services, Directive 2005/29/EC on unfair commercial practices, Directive 2006/114/EC on misleading and comparative advertising, Directive 2006/123/EC on services in the internal market, Directive 2008/122/EC on timeshare, long-term holiday product, resale and exchange contracts, Directive 2008/48/EC on credit agreements for consumers, Directive 2010/13/EU on audiovisual media services, Directive 2011/83/EU on consumer rights, Directive 2013/11/EU on consumer ADR, Directive 2014/17/EU on credit agreements for consumers for residential property, Directive 2014/92/EU on the comparability of fees related to payment accounts, Directive 93/13/EEC on unfair terms in consumer contracts, Directive 98/6/EC on consumer protection in the indication of the prices of products, 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	+46 771423300	konsumentverket@konsumentverket.se	http://www.konsumentverket.se	SE - 651 02	Karlstad	Tage Erlanderгатan 8A
United Kingdom		Civil Aviation Authority (CAA)	UK Civil Aviation Authority (CAA)	Directive 2005/29/EC on unfair commercial practices, Directive 2011/83/EU on consumer rights, 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	+44 330 022 1500	packagetraveldirective.ccp@caa.co.uk	http://www.caa.co.uk/	RH6 0YR	Crawley	Aviation House Beehive Ringroad
United Kingdom		Office of Rail and Road	Office of Rail Regulation (ORR)	Regulation (EC) No 1371/2007 on rail passengers' rights and obligations	+44 20 7282 2000	contact.cct@orr.gov.uk	http://www.orr.gov.uk	E14 4QZ	London	25 Cabot Square
United Kingdom		Office of Fair Trading - Gibraltar	Office of Fair Trading (OFT) - Gibraltar	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 2014/17/EU on credit agreements for consumers for residential property, Directive 93/13/EEC on unfair terms in consumer contracts,	+350 20071700	oft@gibraltar.gov.gi	http://www.oft.gov.gi/	GX11 1AA	Gibraltar	Suite 975, Europort
United Kingdom		Information Commissioner's Office	SA United Kingdom (Information Commissioner's Office (ICO))	Directive 2002/58/EC on privacy and electronic communications,	+44 330 414 6287 / +44 330 414 6785	IMI@ico.org.uk	https://ico.org.uk	SK9 5AF	Wilmslow	Wycliffe House Water lane
United Kingdom		Maritime and Coastguard Agency (MCA)	Maritime and Coastguard Agency (MCA)	Regulation (EU) No 1177/2010 on passengers' rights when travelling by sea and inland waterway	+44 20381 72241	NationalEnforcementBody@mcga.gov.uk	https://www.gov.uk/government/organisations/maritime-and-coastguard-agency	SO15 1EG	Southampton	Spring Place, 105 Commercial Road

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United Kingdom		Gibraltar Regulatory Authority (GRA)	Gibraltar Regulatory Authority (GRA)	Directive 2002/58/EC on privacy and electronic communications, Directive 2010/13/EU on audiovisual media services,	+350 20074636	privacy@gra.gi	https://www.gra.gi/	GX11 1AA	Gibraltar	2nd Floor, Eurotowers 4, 1 Europart Road
United Kingdom		Competition and Markets Authority - CMA	Competition and Markets Authority - CMA (CPC - SLO)	Directive (EU) 2015/2302 on package travel and linked travel arrangements, Directive 1999/44/EC on the sale of consumer goods and associated guarantees, Directive 2000/31/EC on electronic commerce, Directive 2002/65/EC on distance marketing of consumer financial services, Directive 2005/29/EC on unfair commercial practices, Directive 2006/114/EC on misleading and comparative advertising, Directive 2008/122/EC on timeshare, long-term holiday product, resale and exchange contracts, Directive 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, Regulation (EU) 2017/1128 on cross-border portability of online content services, Regulation (EU) 2018/302 addressing unjustified geo-blocking	+44 20 3738 6000	general.enquiries@cma.gov.uk	https://www.gov.uk/government/organisations/competition-and-markets-authority	E14 4QZ	London	25 Cabot Square
United Kingdom		Office of Communications (OFCOM)	Office of Communications (OFCOM)	Directive 2005/29/EC on unfair commercial practices, Directive 2010/13/EU on audiovisual media services, Directive 2011/83/EU on consumer rights, Regulation (EU) 2017/1128 on cross-border portability of online content services	+44 20 7981 3000		https://www.ofcom.org.uk	SE1 9HA	London	2a Southwark Bridge Road
United Kingdom		Financial Conduct Authority (FCA)	Financial Conduct Authority (FCA)	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 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,	+44 207 066 1000	claimsmanagement@fca.org.uk	http://www.fca.org.uk	E20 1JN	London	12 Endeavour Square