



Royal Dutch Airlines

College Bescherming Persoonsgegevens  
t.a.v. Mw. Drs. S. Nas  
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classification: KLM Confidential  
your ref: Z2007-01048  
your date: 10 December 2007

telephone: +31 20 - 6489636  
our ref: AMSPI241207-01  
our date: 24 December 2007  
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subject:

## Mediation Request

Dear Mrs. Nas,

With reference to the telephone conversation between the Chairman of the Dutch Data Protection Authority and the Vice President of KLM Security Services on 10 December 2007 and the meeting between KLM (the Undersigned and one of our Security Directors) with Mr. Hasbrouck on 21 December 2007.

Based on the above, there seem to be three remaining issues:

1. Our indication of payment "The ticket was paid for by check". This information was passed to me in an e-mail correspondence with Northwest Airlines (NWA) as answer on my question if ticket payment information was exchanged between NWA and KLM (the answer was: not per individual transaction).
2. In both discussions the (in your opinion) 'unclear' relationship between NWA and KLM was mentioned. We have to investigate this issue in further detail.
3. The indication of Mr. Hasbrouck that consultations of the Amadeus databases are logged also need to be further investigated.

I will inform both the Dutch Data Protection Authority and Mr. Hasbrouck on the outcome of the above mentioned issues 2 and 3.

Please note that the information mentioned in this letter must be treated as confidential. We therefore ask all parties involved not to disclose this and any other correspondence regarding this matter.

With kind regards,



Klaas J. Bruin  
Corporate Privacy Officer

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