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# Media Briefing

# Regulatory Issues

Leslie MacIntosh, Corporate Secretary and  
Acting General Counsel, IATA



# The broken jigsaw of regulation



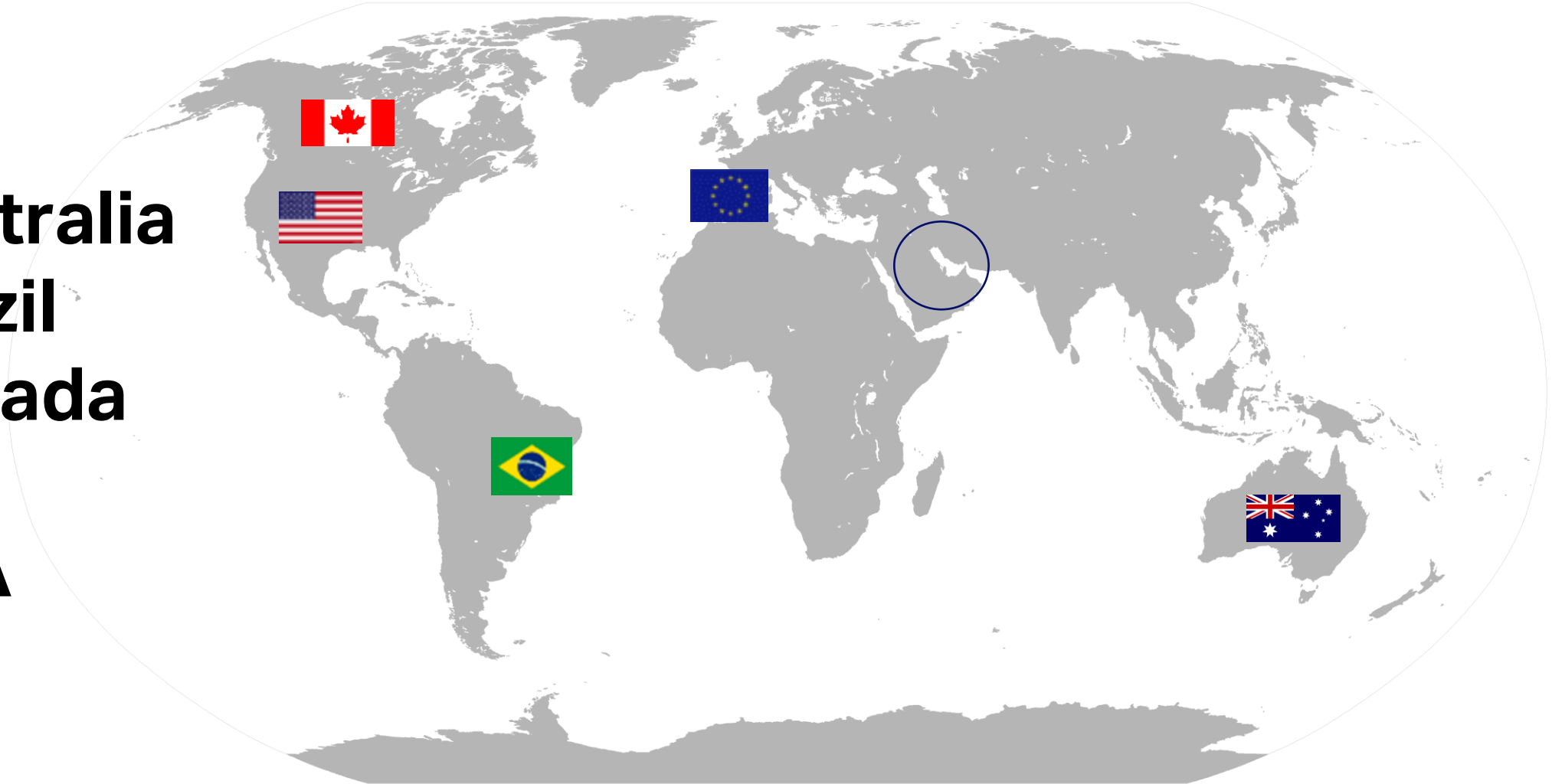
# Mischief Managed?

- Objective of Consumer regulation
- Consumer rights or airline liability
- What actors in the system cause delay?



# Hot Spots

**Australia**  
**Brazil**  
**Canada**  
**EU**  
**USA**





# DATA PROTECTION & INTERNATIONAL CARRIAGE

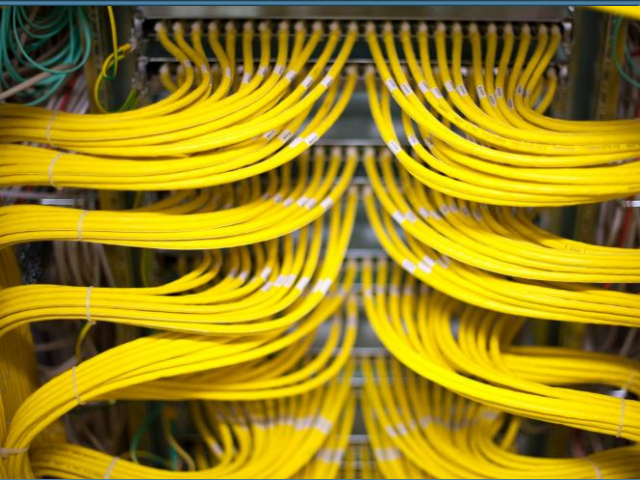




# This creates huge Compliance Risks for airlines



What are the  
obligations of  
airlines?



Different laws for  
different  
passengers?



Compliance Costs  
and Non-  
Compliance  
consequences

# ICAO Action

- Secretariat Study Group
  - ~ 20 States + other organizations
- 21 States + accredited organized asked to nominate experts
- First meeting – Montreal 4-6 June



# ICAO Assembly – September 2025





# The 2025 ICAO Assembly

- What is it?
- Who attends?
- What happens?
- What is IATA's role?
- Why is it so important to the civil aviation industry and all who travel by air or use air transport?



# ICAO 42<sup>nd</sup> Assembly – Why it matters

- Sustainability and environment
- Accessibility
- Consumer protection
- Aviation radio spectrum
- Aviation taxation



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# Questions?

