

PR8 - Total number of substantiated complaints regarding breaches of customer privacy and losses of customer data

| Report total number of complaints received, categorized by: | Unit | 2016 | 2015 | 2014 | 2013 | 2012 |
|---|-------------|-------------|-------------|-------------|-------------|-------------|
| Complaints received from outside parties and substantiated by the organization. | Amount | 21 | 3 | 8 | 3 | 22 |
| Complaints from regulatory bodies. | Amount | 0 | 0 | 0 | 0 | 0 |

Excludes Air Canada Vacations