

CONSUMER COMPLAINT  
AGAINST A SELLER OF TRAVEL  
As Required By Civil Code §1798.17

Information Collection, Use and Access

**Collection and Use of Personal Information:** The Seller of Travel Program Enforcement Unit (SOT Enforcement Unit) of the California Department of Justice collects the information on this form as authorized by Government Code Sections 11180, 11181, and 11182. The Unit uses this information to review your complaint. We may also use this information to investigate any alleged misconduct and in any law enforcement action based on that misconduct. In addition, any personal information collected by state agencies is subject to the limitations in the Information Practices Act and state policy. The Department of Justice's general privacy policy is available at <http://oag.ca.gov/privacy>.

**Providing Personal Information is Voluntary:** You do not have to provide the personal information requested. If you do not wish to provide personal information, such as your name, home address, or home telephone number, you may remain anonymous. In that case, however, we may not be able to contact you or help resolve your complaint. This form may not be processed for failure to provide all personal information requested.

**Access to Your Information:** Upon request, you may review the complaint that you submitted to the SOT Enforcement Unit.

**Possible Disclosure of Personal Information:** In order to follow up on your complaint, we may need to share the information you give us with the business you complained about or with other government or law enforcement agencies. This may include sharing any personal information you gave us.

The information you provide may also be disclosed in the following circumstances:

- In response to a Public Records Act Request, as allowed by the Information Practices Act;
- To another government agency as required by state or federal law;
- In response to a court or administrative order, a subpoena, or a search warrant.

**Contact Information:** For questions about a written complaint that you submitted to the SOT Enforcement Unit, please contact the Seller of Travel Program at [sellers.travel@doj.ca.gov](mailto:sellers.travel@doj.ca.gov) or call (213) 897-8065.