



## Security Bulletin – 01/2026

### Subject: Altea CM – US Contact Tracing and Emergency Contact

Effective: 2 February 2026

#### Introduction:

The US CDC order that came into effect on 08-Nov-2021, requiring airlines to collect contact information from passengers arriving in the US, has been rescinded effective 21-Nov-2025.

With this update, some contact information will no longer be collected and transmitted to the US CBP/CDC. The main set-up changes are highlighted below.

#### Procedure:

1. Primary phone number (CTCM) and e-mail address (CTCE) will **no longer** be collected.
2. For US-Nationals and Lawful Permanent Residents (LPRs) destination address will **no longer** be collected
3. For Non-US Residents collection of destination address remains mandatory.

The screenshot shows the Altea CM software interface for managing customer information. The top navigation bar includes 'Customer Identification', 'Customer Acceptance', and 'Travel Information'. The 'Travel Information' tab is active. The main display area shows a flight record for AZ610 from FCO to JFK on 28JAN. The customer record for LEOPARDI Giacomo Mr is selected. The 'Destination Address or Transit Details' section is highlighted with a red box, containing fields for International Transit No, Country (USA), Transit/Street Info (312 PARK AVENUE), City (NY), State (NY), and Post Code (85134). Other sections visible include 'Customer Details', 'Passport (ITA)', and 'Emergency Contact'.



4. For flights to/from the US and Brazil, it is possible to add **Emergency Contact** information using the dedicated box or otherwise decline it.

Customer Identification > Customer Acceptance > Travel Information

AZ610 28JAN FCO (1) → JFK New York John F Kennedy (1) Acceptance Pending Gate: None Boarding: 13:55 STD: 14:55 Baggage: Open

Customer	Bkg	Tkt	Cabin	Sec	Seat	Accept Baggage	Info
1 KENT Clark Mr						Y(Y)	DOCS, ADC, AOO, ESTA

Select Customer(s): 1 The Country of Residence has been changed.

Expand [SF2] 1 of 1 Selected

**Customer Details**

Nationality:	USA
Regulatory Gender:	Male
Date of Birth:	16MAR1974
Country of Residence:	USA
Purpose of Visit:	Tourist
Onward/Return Ticket:	No
Redress Number (USA)	
Known Traveller Number (USA)	

**Passport (USA)**

Source:	MANUAL
Qualifier:	Normal Passport
Feature:	
Number:	466942354
Surname:	KENT
Given Name(s):	Clark
Issue Country:	USA
Expiry Date:	20MAR2031
Carried:	Yes
Multiple Passports:	No

**Visa**

Qualifier:	Visa
Feature:	

**Emergency Contact**

Declined:	No
Name:	No
Country:	Yes
Phone Number:	
Comment:	

**Document**

Document Type:	<Select Type>
Feature:	
Country:	
Number:	
Surname:	KENT
Given Name(s):	Clark
Expiry Date:	
Carried:	Yes

Advanced Options [F2] Confirm Skip Customer Back