

AIR INDIA NOTIFICATION OF DATA BREACH

(Update for Australian Customers)

7th June 2021

The purpose of this communication is to notify you of a data breach that affected a contracted service provider to Air India, SITA Passenger Service System (US) Inc (**SITA**) and to provide recommendations to you in relation to steps you should take in relation to the data breach.

Air India engages SITA to provide data processing services and to operate Air India's passenger service systems. On 26th February 2021, SITA wrote to Air India to alert Air India that SITA had suffered a cyber-attack leading to a potential data breach in relation to SITA's systems containing credit card data, ticketing data, revenue integrity data, and frequent flyer data processed by SITA on behalf of Air India. In a subsequent communication dated 15th March 21, SITA notified Air India that additional modules related to Horizon iTravel module, Horizon DCS CCF data and Horizon Customer Journey data were affected. Air India was only notified of the nationality of some of the affected data subjects on 25th March 2021 and 5th April 2021.

Based on the information SITA has provided to Air India, Air India understands as follows:

- On or about 8th February 2021, SITA identified minor anomalies in its billing processes. These anomalies apparently did not adversely impact customers, but were investigated by SITA and were determined to characterise a cyber-attack on 9th February 2021.
- SITA took steps to isolate those servers that were identified as compromised, blocked traffic to malicious addresses and continued monitoring.
- SITA has advised Air India that the period of exposure of SITA's system to the cyber-attackers was from 20th January 2021 to 11th February 2021.

Air India understands that the breach involved personal information collected between 26th August 2011 and 20th February 2021. The types of information involved in the data breach included an individual's name, date of birth, contact information, passport information, ticket information, Star Alliance and Air India frequent flyer data (but no password data was affected) and credit card information (namely, the holder's name, credit card number and expiry date). However, SITA has confirmed to Air India that it did not hold (and has never held) CVV/CVC numbers.

SITA has informed Air India that SITA has notified the following credit card issuers of the data breach: VISA, Mastercard, American Express, Discover/Diners and JCB.

In relation to frequent flyer data, SITA has advised Air India that the following information may have been exposed during the data breach: an individual's frequent flyer number, his/her membership status, customer name, frequent flyer points accrued, member tier level, mail address and telephone number, accumulated miles flown, airline code, the date the record was last updated, the birth-date, individual's gender, the date the record was loaded, and certain general information.

The nationality information is extractable only from two files and, as such, it is not completely clear to Air India, how many of the exposed records relate to Australian customers of Air India (or to customers of Air India in Australia at the relevant times). Accordingly, while Air India continues to liaise with SITA in relation to the ongoing investigation into the data breach, Air India wishes to make the following recommendations to reduce the risk of exposure to serious harm as a result of the data breach suffered by SITA:

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- Change passwords to Air India accounts immediately.
- Change passwords to Star Alliance frequent flyer accounts immediately.
- Monitor credit card and other financial accounts and to contact your bank as soon as possible if you detect any suspicious or unusual activity on your credit card.
- Request that any travel agents or other service providers (who handle airline ticket purchases or frequent flyer memberships on your behalf, as an Air India customer) change their passwords to the Star Alliance frequent flyer and Air India accounts maintained on your behalf as soon as practicable.
- Monitor transactions involving your Star Alliance frequent flyer account and to report any suspicious or unauthorised transactions to Star Alliance and to Air India.

If you have any queries and/or concerns, or you wish to report any suspicious or unauthorised transactions relating to your Star Alliance frequent flyer account, please contact Air India via the following:

Mr Deepak Sangwan, on email id: aidata.helpdesk@airindia.in Phone Number: +91 124-2641415
Timings- 9am to 6pm (Indian Standard Time IST) from Monday to Saturday.

Air India shall update this alert on its website as and when more information regarding the data breach becomes available to Air India.