

9.4 million Cathay Pacific Passengers Affected in Data Leak

Cathay Pacific Major Losses.

The Hong Kong flag carrier Cathay Pacific battles to check its major losses as it comes under intense business competition pressure from other Chinese LCCs and Middle East rivals.

It booked its first back-to-back annual loss in its seven-decade history in March, and has previously offered to cut 600 staff including a quarter of its management as part of its cost cutting measures – termed as one the biggest in years.

Amid such efforts an ongoing IT operation revealed unauthorized access of systems containing the passenger data of nearly 9.4 million people.

Data Leak.

The troubled airline has disclosed that it had suffered a major data leak.

Cathay Pacific Chief Executive Officer Rupert Hogg responded in a statement on the airline's website.

– Data including passport numbers, identity card numbers, email addresses and credit card details was accessed.

– We are in the process of contacting affected passengers, using multiple communications channels, and providing them with information on steps they can take to protect themselves.



– The following personal data was accessed: passenger name, nationality, date of birth, phone number, email, address, passport number, identity card number, frequent flyer programme membership number, customer service remarks, and historical travel information.

– The combination of data accessed varies for each affected passenger.

– We have no evidence that any personal data has been misused.

The CEO also revealed that 403 expired credit card numbers and 27 credit card numbers with no CVV were accessed.

Cathay said it had launched an investigation and alerted the police.

Hogg did not mention anything about financial compensation for passengers affected by the data leak.

When British Airways, the UK flag carrier, suffered a similar data hack last month it had pledged to compensate its customers.