

What types of data were affected?

Personal data like name, email address, origin and destination, departure date, booking reference number and transaction amount of millions of users and credit card information (including CVV number) relating few thousand users.

What happened?

A sophisticated cyberattack gained unauthorised access to flight booking information held by EasyJet. About 9 million customers booking were accessed by the hackers.

attacker had access to the data of customers who booked flights from 17 October to 4 March;

Who was responsible?

by Chinese hackers

According to sources who [spoke to news agency Reuters](#), the hacking tools and techniques used in the cyber attack incident pointed to a group of Chinese hackers as the culprits. The unnamed group reportedly has a history of carrying out malicious cyberattacks on airline companies, the sources said.

claiming that results so far seem to indicate that the Chinese hackers had been targeting intellectual property, as opposed to data that would assist in identity theft, such as CVV/CVC numbers. The investigation's preliminary findings support the claim that the hackers did indeed have a motive for the attack that was more than mere financial gain.

[\(https://www.cpomagazine.com/cyber-security/easyjet-cyber-attack-likely-the-work-of-chinese-hackers/\)](https://www.cpomagazine.com/cyber-security/easyjet-cyber-attack-likely-the-work-of-chinese-hackers/)

Were any escalation(s) stopped - how?

Was the Business Continuity Plan instigated?

Was the ICO notified?

Yes, The firm has informed the UK's Information Commissioner's Office while it investigates the breach.

Were affected individuals notified?

Yes, on the recommendation of the ICO, we are communicating with the approximately nine million customers whose travel details were accessed to advise them of protective steps to minimise any risk of potential phishing.

What were the social, legal and ethical implications of the decisions made?