Notice

Notice of Leakage of Some Customer Personal Information (Reservation Numbers)

Views: 5,955

Asiana Airlines announces.

It has been found that some customers' personal information (reservation numbers) has been leaked from the system of 'Amadeus IT Gro
("Amadeus"), the global airline reservation system operator used by Asiana Airlines for passenger reservation and ticketing services.

Although the investigation into the incident is ongoing, according to what we have identified so far, it was caused by unauthorized access u
credentials assigned to Amadeus's system account. This incident is estimated to have occurred between August 2023 and September 2026
exact timing is still under investigation.

Our company is in 2026. 10. 20. At 10:49 PM, we received an official notification from Amadeus, became aware of the incident, promptly
took necessary safety measures such as reporting to the Personal Information Protection Commission, and confirmed that there was no e
breach to our own systems (DB).

It has been confirmed that some of the leaked personal information items include reservation numbers of certain customers, and so far, n
have been sent to verified customers via email. Other leaked items are currently being checked through Amadeus, and once verified, we w
notify the affected customers.

We have been informed by Amadeus that we are taking measures such as blocking unauthorized access and activating dark web monitori
are demanding even stronger protective measures and measures to prevent recurrence.
So far, no secondary damage cases have been confirmed due to this accident, but please be careful not to click links of unknown origin, do
attachments, or respond to requests for personal information to prevent secondary damage.

If damage occurs due to this accident, contact Asiana Airlines Passenger Headquarters (1588-8000, Privacy-help@flyasiana.com)
If you suffer damages as a result of this accident, you may exercise your rights to claim damages under Articles 39 and 39-2 of the Persona
Information Protection Act and to apply for dispute mediation under Article 43. (Personal Information Dispute Mediation Committee, 1833

Although this incident occurred within Amadeus's management domain, we take the situation very seriously.
We will do our utmost to prevent further damage and recurrence caused by this accident. We sincerely apologize once again for causing cc
our customers.

Sincerely, Asiana Airli

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