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November 21, 2018

Via Email (attorneygeneral@doj.nh.gov)

Office of the New Hampshire Attorney General
Consumer Protection & Antitrust Bureau
33 Capitol Street
Concord, NH 03301

Re: Legal Notice of Information Security Incident

Dear Sirs or Madams:

Pursuant to N.H. Rev. Stat. §§ 359-C:19– C:21 and N.H. Rev. Stat. § 332-I:5, we write on behalf of our client, British Airways Plc (“BA”), to notify you of a security incident that may have resulted in the unauthorized acquisition of payment card and other personal data of approximately 228 New Hampshire residents.¹ BA takes the protection of its customers’ personal information very seriously and has notified all potentially affected individuals.

On September 5, 2018, BA became aware of a cyber security incident after a US bank alerted BA to a number of unexplained transactions to an unfamiliar website domain, baways.com, which is not associated with BA. BA immediately began a forensic investigation and discovered that, on August 21, 2018, a third party had introduced malicious code onto the BA website, britishairways.com, and BA’s mobile app. The malicious code redirected the personal and financial details of customers making or changing bookings on the website or mobile app between August 21, 2018 and September 5, 2018.

Upon discovering the security incident, BA immediately removed the malicious code from its website and mobile app and stopped the data from being redirected to baways.com. BA also engaged the assistance of cyber forensic investigators to help investigate and determine what information was potentially exposed. BA made a statement on its website on September 6, 2018, and notified 537,107 potentially affected customers around the world of the breach by email between September 7 and 12, 2018.

¹ BA has been unable to determine the state of residence for a certain portion of the US individuals affected. However, each of these individuals has been provided notice as described below.

Since then, BA has been working continuously with specialist cyber forensic investigators to investigate fully the data theft. The investigation has subsequently shown that the same hackers may have stolen additional personal data from a server on the BA estate and on October 25, 2018 an update was posted on BA's website stating that payment card information in relation to a further 185,000 customers who made reward bookings using a payment card between April 21, 2018 and July 28, 2018 may have been compromised. These customers were notified by email on October 25 and 26, 2018. Form copies of the customer emails referred to above are included for your reference.

BA has confirmed that, in both instances, the type of information potentially compromised includes first and last name, billing address, email address, and payment card information. The payment card information generally included payment card number, expiration date, and CVV, however, the CVV was not compromised in all cases. The customer was notified if their CVV remained confidential.

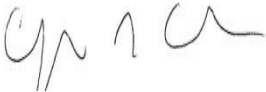
Because BA takes the privacy of personal information very seriously, and regrets that this type of information was vulnerable, BA has notified affected New Hampshire residents via email, provided notice to major media outlets, and has posted a notice and additional information for affected individuals about the incident on its website at <https://www.britishairways.com/en-us/information/incident/data-theft/latest-information>. In addition, BA is offering credit monitoring services to New Hampshire residents upon request and has committed to reimbursing any financial losses suffered by its customers as a direct result of the data theft.

In addition, BA now knows that only 429,000 of the customers that were contacted were in fact impacted. BA has also had no verified cases of fraud.

BA is also conducting a thorough review of its security measures, internal controls, and safeguards and is making changes to help prevent a similar incident in the future. BA has notified the United Kingdom's Information Commissioner's Office, UK law enforcement and other UK regulators of the incident and is cooperating fully with their enquiries.

If you have any questions or need further information regarding this incident, please contact me at (202) 662 4691 or chris.cwalina@nortonrosefulbright.com.

Very truly yours,



Chris Cwalina

CGC/

Enclosure

Subject:

From: "British Airways" <BritishAirways_GB@fly.ba.com>

Date: 7 September 2018 at 01:40:36 BST

To:

Subject: Theft of Customer Data

Reply-To: "British Airways" <BritishAirways_GB.X9R5NJ.44021064@fly.ba.com>

If you are unable to see the message below, [click here to view](#).



Dear Customer,

From 22:58 BST 21 August 2018 until 21:45 BST 5 September 2018 inclusive, the personal and financial details of customers making or changing bookings at [ba.com](https://www.britishairways.com), and on our app were compromised. The stolen data did not include travel or passport information.

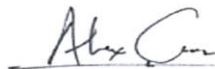
The breach has been resolved and our website is working normally.

We're deeply sorry, but you may have been affected. We recommend that you contact your bank or credit card provider and follow their recommended advice.

We take the protection of your personal information very seriously. Please accept our deepest apologies for the worry and inconvenience that this criminal activity has caused.

Further information can be found at [ba.com](https://www.britishairways.com).

Yours sincerely,

A handwritten signature in black ink, appearing to read 'Alex Cruz', written over a thin horizontal line.

Alex Cruz

Chief Executive Officer



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Clicking through to ba.com from this email will allow us to track your use of our website and enable us to show content and offers of most interest to you. We never share this information with third parties. If you would prefer this not to happen, please go to ba.com through your web browser. To refer to our privacy policy, [please click here](#).

If you have any questions please [click here](#) to contact us.

British Airways Plc registered office: Waterside, Speedbird Way, Harmondsworth, UB7 0GB.
Registered in England: 1777777.

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Subject:

From: "British Airways" <BritishAirways_GB@fly.ba.com>

Date: 7 September 2018 at 21:24:31 BST

To:

Subject: Criminal Theft of Customer Data, more information

Reply-To: "British Airways" <BritishAirways_GB.F02UZV.44021064@fly.ba.com>

If you are unable to see the message below, [click here to view](#).



Dear Customer,

Following our email notifying you about our recent criminal data theft, we wanted to provide you with more information.

As you may be aware, from 22:58 BST 21 August 2018 until 21:45 BST 5 September 2018 inclusive, the personal and financial details of customers making or changing bookings at [ba.com](https://www.britishairways.com), and on our app were compromised. We're truly sorry, but you may have been affected.

The personal information compromised includes full name, billing address, email address and payment card information. This includes your card number, expiry date and CVV. Unfortunately this information could be used to conduct fraudulent transactions using your account. We recommend that you contact your bank or credit card provider immediately and follow their advice.

British Airways has taken steps to prevent any further data theft, the website is working normally, and we are working with the authorities to investigate how this theft occurred.

Reimbursement Information

We'll reimburse our customers who have suffered financial losses as a direct result of the theft of their payment card details. We'll also offer credit rating monitoring, provided by specialists in the field, to any affected customer who is concerned about an impact to their credit rating.

More information will be available on [ba.com](https://www.britishairways.com), so please check for regular updates.

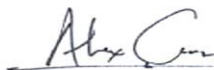
Action you need to take

We take the protection of your personal information very seriously and would encourage you to review the advice below:

1. British Airways will never proactively contact you to request your personal or confidential information. If you ever receive an email or call, claiming to be from us, requesting this information, please report it to us straight away.
2. Review your credit card or bank account statements as soon as you can to check for unauthorised transactions or payments. If you suspect fraud, contact your bank immediately.
3. Do not respond to, or follow any web links from untrusted sources.

Once again, we truly apologise for any worry and inconvenience this criminal activity has caused. Our contact numbers can be found at ba.com, or you can email our Data Protection Officer at DPO@ba.com.

Yours sincerely

A handwritten signature in black ink, appearing to read 'Alex Cruz', written over a horizontal line.

Alex Cruz

Chief Executive Officer



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Update on Theft of Customer Data



Dear Customer,

On 6 September 2018, we regrettably announced that we were the target of a criminal data theft involving the personal and financial details of customers making or changing bookings at [ba.com](#), or via the British Airways app.

Since then we've been conducting a thorough investigation with specialist cyber forensic investigators, liaising with the National Crime Agency. As a result of the investigation I am writing to let you know that you may have been affected by the data theft, when you made a reward booking between 21 April and 28 July 2018.

While we do not have conclusive evidence that the data was removed from British Airways' systems, it is possible your personal data may have been compromised. This includes your full name, billing address, email address and payment card number, expiry date and CVV. As a precaution we recommend you contact your bank or card provider and follow their advice.

We are very sorry that this criminal activity has occurred. We'll reimburse our customers who have suffered financial losses as a direct result of the theft of their payment card details. We'll also offer credit rating monitoring, provided by specialists in the field, to any affected customer who is concerned about an impact to their credit rating.

Action you need to take

We take the protection of your personal information very seriously and would encourage you to review the advice below:

1. British Airways will never proactively contact you to request your personal or confidential information. If you ever receive an email or call, claiming to be from us, requesting this information, please report it to us straight away.
2. Review your credit card or bank account statements as soon as you can to check for unauthorised transactions or payments. If you suspect fraud, contact your bank immediately.
3. Do not respond to or follow any web links from untrusted sources.

Once again, we truly apologise for any worry and inconvenience this criminal activity has caused. Our contact numbers can be found at [ba.com](#), or you can email our Data Protection Officer at DPO@ba.com.

Yours faithfully

Alex Cruz
Chairman and Chief Executive, British Airways



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While we do not have conclusive evidence that the data was removed from British Airways' systems, it is possible your personal data may have been compromised. This includes your full name, billing address, email address and payment card details. Your CVV number has remained confidential. As a precaution we recommend you contact your bank or card provider and follow their advice.

We are very sorry that this criminal activity has occurred. We'll reimburse our customers who have suffered financial losses as a direct result of the theft of their payment card details. We'll also offer credit rating monitoring, provided by specialists in the field, to any affected customer who is concerned about an impact to their credit rating.

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Yours faithfully,

Alex Cruz
Chairman and Chief Executive, British Airways



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