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Airline IT Provider Hacked, Frequent Flyer Data Breached

Travelers may be contacted by air carriers directly about this incident and should be advised to change their frequent flyer and/or airline account passwords as soon as possible.

According to the Associated Press, SITA , a company that manages ticket-processing and frequent-flier data for airlines — including Star Alliance and OneWorld members — has been hacked.

“The extent to which frequent flyer alliances' or individual airlines were affected varies from airline to airline,” SITA said in a statement. American Airlines, British Airways, Cathay Pacific, Finnair, Japan Airlines, Lufthansa, Malaysia Airlines, Air New Zealand, SAS, Singapore Airlines and United Airlines, have either issued statements or reached out to frequent-flyer members about the hack.

United Airlines said separately that the only customer data potentially accessed were names, frequent-flyer numbers and program status. It recommended in an email that frequent-flyer customers should change their account passwords “out of an abundance of caution.”

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