

**GOVERNMENT OF INDIA  
MINISTRY OF CIVIL AVIATION  
RAJYA SABHA  
UNSTARRED QUESTION NO : 498  
(TO BE ANSWERED ON THE 12<sup>th</sup> December 2022)**

**LEAKING OF PASSENGER DATABASE BY PRIVATE AIRLINES**

498. SHRI NARANBHAI J. RATHWA

Will the Minister of CIVIL AVIATION be pleased to state:-

- (a) whether it is a fact that passenger database of private airlines have been leaked recently;
- (b) If so, the complete details thereof;
- (c) whether this incident has been reported to Computer Emergency Response Team (CERT- IN) which deals with the incidents of cyber crimes and if so, the details of enquiry so far; and
- (d) the measures private airlines have taken or propose to take to ensure that security of passengers and their database is not compromised?

**ANSWER**

MINISTER OF STATE IN THE MINISTRY OF CIVIL AVIATION

(GEN. (DR) V. K. SINGH (RETD))

(a) & (b): M/s Akasa Air has informed that a technical configuration error that had the potential to expose personal data of some users was found by them on 25.08.2022. However, the financial and travel data of customers was fully secure and not accessible in any unauthorised manner.

(c): M/s Akasa Air had informed Computer Emergency Response Team (CERT-IN) immediately on 28.08.2022. The airline was able to fix the problem by strengthening security layers and release of an updated patch on Customer Relationship Management (CRM) system, in consultation with CERT-IN.

(d): Airlines have informed that all necessary security controls, measures and tools are in place to safeguard any kind of passenger data.

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