

**GOVERNMENT OF INDIA
MINISTRY OF CIVIL AVIATION
LOK SABHA
UNSTARRED QUESTION NO. : 1796
(To be answered on the 29th July 2021)**

DATA LEAK OF AIR INDIA

**1796. SHRI RAJIV RANJAN SINGH
ALIAS LALAN SINGH**

Will the Minister of CIVIL AVIATION
नागर विमानन मंत्री

be pleased to state:-

- (a) whether the Government is aware about commercial data leak of Air India and if so, the details thereof;
- (b) whether any inquiry has been set up in this regard and if so, the details thereof; and
- (c) the reasons for maintaining data of Air India outside the country; and
- (d) the measures taken/being taken by Air India to ensure data safety and prevent recurrence of such incidents in future?

ANSWER

Minister of State in the Ministry of CIVIL AVIATION
नागर विमानन मंत्रालय में राज्य मंत्री

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

(a): Yes, Sir. Data breach occurred at the facility of M/s SITA, the service provider and provider of Passenger Services System (PSS). SITA discovered this breach on 08.02.2021 when they observed some anomaly in their billing system. AI was informed of the same in the last week of February 2021.

(b): No, Sir. This has been an incident of Cyber-attack. However, Air India currently is discharging its obligations such as intimating passengers, intimating the Data Protection Authorities (DPAs), replying to the queries of DPAs in co-ordination with SITA.

(c): Based on recommendation of M/s Accenture, consultants to NACIL (Now Air India), it was decided to host the PSS on a third party on a turnkey basis through a global tender. M/s SITA was selected through a global tender process in 2011. SITA has its data centre, where the Air India PSS data is kept, outside India i.e in Atlanta, USA.

(d): SITA has confirmed that several specific actions have been taken by them to strengthen various IT systems and processes to avoid recurrence of such incidents.
