

Customer data theft

Last updated: 13 September 2018

We are investigating, as a matter of urgency, the theft of customer data between 22:58 BST August 21 2018 until 21:45 BST September 5 2018 from our website, ba.com, and our mobile app.

The stolen data included personal and financial details of customers making bookings and changes on ba.com and the airline's app. The data did not include travel or passport details.

The theft has been reported to the authorities and our website is now working normally.

What to do if you have been affected

If you believe you may have been affected because you made a booking or paid to change your booking with a credit or debit card on ba.com or the mobile app between 22:58 BST August 21 2018 until 21:45 BST September 5 2018, we recommend you contact your bank or credit card provider and follow their advice.

We understand that this incident will cause concern and inconvenience. We are contacting all affected customers to say sorry, and we will continue to update them in the coming days.

Phishing

Customers should also be aware that fraudsters may be claiming to be British Airways and attempt to gather personal information by deception (known as 'phishing').

We will not be contacting any customers asking for payment card details and any such requests should be reported to the police and relevant authorities.

Have I been affected?

^ How do I know if I have been affected?

Customers who made bookings or changes to their bookings on ba.com or our mobile app between 22:58 BST August 21, 2018 and 21:45 BST September 5, 2018 may have been affected.

We advise any customers who believe they may have been affected to contact their banks or credit card providers and follow their advice.

We are experiencing high call volumes into our contact centres so please continue to check this page for the latest information.

[Contact us](#)

^ What data has been lost?

The personal and financial details of customers making bookings on ba.com and our mobile app between 22:58 BST August 21, 2018 and 21:45 BST September 5, 2018 was compromised. No passport or travel details were stolen. Only customers who made bookings between these dates are affected.

Names, billing address, email address and all bank card details were all at risk.

^ Did this affect just new bookings or any payment transaction made within the impacted time period?

All payment transactions made on ba.com or our mobile app from 22:58 BST August 21 2018 to 21:45 September 5 2018 inclusive were affected. Nothing before or after these dates and times was impacted. Payments made through our call centres, travel agents or online travel sites are not affected.

^ Are my saved payment card details safe if they were used to make a booking in that period?

If you made a payment using a saved card on ba.com or the mobile app from 22:58 BST August 21, 2018 to 21:45 September 5, 2018 inclusive, you may have been impacted.

No Executive Club accounts were compromised in the data theft. There is no impact to Avios or details stored with the British Airways Executive Club.

^ Has saved credit card data been stolen, even if a booking hasn't been made in that period?

No, saved payment card data has not been compromised. However, if you made a payment using a saved card on ba.com or the mobile app from 22:58 BST August 21, 2018 to 21:45 September 5, 2018 inclusive, you may have been impacted.

^ How were phone numbers not affected?

Phone number information is collected in a separate part of the booking process and is not used as part of the payment transaction therefore this has not been impacted.

^ I used PayPal to pay for my ba.com transaction. Is this impacted?

If you booked through PayPal, your PayPal account will not have been compromised. There does remain the risk that some of your personal information such as your name and address may have been accessed. No passport details or travel details were compromised.

^ Is Apple Pay affected?

If you used Apple Pay via the mobile app then your data will not have been compromised.

^ I had a failed payment attempt during the affected time period – am I affected?

If you clicked the pay button on ba.com then the transaction would have taken place even if the outcome was unsuccessful and the data would have been compromised.

We advise any concerned customers to contact their banks or credit card providers and follow their advice.

^ Will I be affected if I made a free change to my booking but my payment card details were saved in the reservation?

If you made a free change to your booking via ba.com and did not use your payment card as part of that transaction, then you will not have been impacted.

^ Are travel agent bookings affected?

Only bookings or changes to bookings made directly with ba.com or the mobile app between 22:58 BST August 21, 2018 and 21:45 BST September 5, 2018 were affected.

If a change was made to a travel agent booking on ba.com and payment made for an additional product, such as seat reservations or excess baggage, then these would be affected.

^ Does this affect Executive Club accounts in any way? i.e. missing Avios/ Tier Points

No accounts were compromised in the data theft. There is no impact to Avios or details stored with the British Airways Executive Club.

^ I received an email about the data theft, however I only cancelled a booking during this time – will I be affected?

If you cancelled and refunded your booking between 22:58 BST August 21, 2018 and 21:45 September 5, 2018, you will not have been impacted.

What should I do if I think I am affected?

^ Should I call my bank or cancel my credit cards?

We recommend that all customers who made bookings or changes to their bookings with ba.com or the mobile app, between 22:58 BST August 21, 2018 and 21:45 BST September 5, 2018, contact their banks or credit card providers and follow their advice.

^ I think my card was compromised when I made a booking on ba.com outside of the time period – what should I do?

The data theft relates to customer bookings made or changed between 22:58 BST August 21, 2018 and 21:45 September 5, 2018 only.

We advise any concerned customers to contact their banks or credit card providers and follow their advice.

^ How would I know if I have been a victim of identity theft?

There are a number of signs to look out for that may indicate that you might have been a victim of identity theft:

- Receiving bills or receipts for goods or services that you haven't ordered.
- Post from your bank or utility provider doesn't arrive.
- You apply for state benefits, but are told you are already claiming.
- Refused financial services, credit cards or a loan, despite having a good credit rating.
- Receiving letters in your name from solicitors or debt collectors for debts that aren't yours.

If you think that you might be a victim of identity theft, then you should:

- Inform your bank, building society and credit card company of any unusual transactions on their statement.
 - Request a copy of your credit file to check for any suspicious credit applications.
 - Report the theft of personal information and suspicious credit applications to the police and ask for a crime reference number.
 - If fraud has been committed, [contact Action Fraud](#).
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^ I have had some suspicious emails or phone calls – are they legitimate?

If you are concerned about an email, we recommend that you don't click on any links, open any documents or reply to it until you have looked into it further.

Official emails relating to this theft will be sent from an email address with the format **BritishAirways_GB@fly.ba.com**. The 'GB' will change depending on where your booking was made, e.g. **BritishAirways_GB** for UK bookings, **BritishAirways_US** for USA, **BritishAirways_FR** for France and so on.

You should hover over the sent email address to confirm this is where the email has been sent from before clicking on it.

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.

We've put the details of the scams we're aware of on our ba.com [website security](#) page. There's also security essentials information to help you, along with details of how to report any new scams to us (or other emails/calls that have concerned you).

^ Will I be reimbursed?

We take the protection of our customers' data seriously and are very sorry for the concern that this criminal activity has caused.

We will continue to keep our customers updated with the very latest information.

No customer will be out of pocket as a direct result of the criminal theft of data from ba.com and the airline's mobile app. Any customer who made a booking between 22:58 BST August 21 2018 and 21:45 BST September 5 2018 will be reimbursed for any fraudulent activity on their accounts as a direct result of the data theft and we shall advise the process for this in due course.

We will be offering a 12-month credit rating monitoring service to any affected customer who is concerned about an impact to their credit rating, provided by specialists in the field. We will contact affected customers directly with more information on this service.

^ Will BA pay for costs associated with getting new cards, e.g. postage costs?

No customer will be out of pocket as a direct result of the criminal theft of data from ba.com and the airline's mobile app. We are working through the process and will update our customers as soon as we can.

^ How do I reset my ba.com password?

ba.com and Executive Club accounts have not been compromised and your login details are safe.

However, if you'd like to change your password, first ensure you are logged out of ba.com and click the Forgotten Pin/Password link on the top right-hand corner of the homepage. We recommend you choose a unique password that you do not use for any other online account.

We are aware of some customers experiencing intermittent issues when attempting to reset their passwords. We are working on resolving this as quickly as possible.

How does this affect my bookings?

^ What shall I do if I am due to travel today?

The incident has been resolved and all systems are working normally so customers due to travel can check-in online as normal.

^ Will I still be able to check in?

Yes, all customers booked on our flights will be able to check in as normal.

^ Will this affect any future bookings?

The incident has been resolved and ba.com is working normally so future bookings will not be affected.

^ Will bookings made over the period of this incident remain confirmed?

Yes, all bookings made remain valid for travel.

^ If I cancelled the card my booking was made with what do I need to bring to the airport?

The payment card that was used to pay for the booking should be brought to the airport if you are the owner of the card and are travelling. However, if the payment card has expired since the booking was made and you have a new card, or you don't have the original card used for payment, please print out a copy of your flight itinerary from [Manage my Booking](#).

^ I have now cancelled my credit card, but I had used that card to make a future flight booking, so how will I be able to access that booking?

You do not need to enter your payment card details when retrieving an existing booking via Manage My Booking on ba.com, so access to future booking is not restricted due to the cancellation of the payment card.
