

Collaborative Discussion 1 – Peer Response 2 – Jitesh Balakrishnan

Thank you very much for your post Jitesh. With the British Airways cyber breach case, you addressed a quite interesting industry in relation to cyber attacks.

Airlines have particularly sensitive data about their customers and are therefore subject to a special duty of care. Not only do they have personal data such as names, nationalities, home addresses, ID cards and, if applicable, account numbers of their customers, they also have information about people's physical movement activity.

While air traffic has decreased due to COVID-19 in recent years, an increase in flights must be expected again in the next few years. In 2019, 4.5 billion passengers were transported in the air, 3.6 percent more than in 2018 (ICAO, 2020). Every fifth traveler is a business traveler. With more than 30% of the turnover, business travelers make up a large and particularly lucrative share of the turnover of an airline (U.S. Travel Association, 2021).

Belarusian journalist Roman Protasevich shows that a leak of information can have drastic consequences for airline customers. In May 2020, the aircraft in which he was sitting was diverted from their route by the Belarusian air force and forced to land in Belarus in order to arrest him (BBC, 2020).

It is clear from this that airlines have a special responsibility with regard to cyber security, since a leak of sensitive data from their customers can not only result in the theft of their data, but also physical consequences for them and international political tensions.

References:

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