



GMB

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6th June 2023

Sean Doyle
CEO, British Airways

via Email: seanl.doyle@ba.com

Dear Sean,

I am writing to you following the news of the serious “cyber security incident” involving a payroll contractor, which has apparently caused the exposure of our members’ personal data including addresses and bank details at British Airways. This regrettably comes on the back of previous incidents of data breaches at BA.

As you will be aware, this has caused immense distress and concern among our members. It is vital that both our members and the customers they serve can have full trust and confidence in BA’s handling of data.

We would request your response to the following questions:

- When exactly was the breach identified and how soon after the discovery were our members notified?
- Why was the vulnerability not identified sooner?
- What have the investigations found so far and will there be full transparency to our members?
- Would you undertake a review of the use of outsourcing and external suppliers in the light of this event with a view to insourcing?
- What due diligence was undertaken on this contractor and what data sharing agreement was in place between the employer and the contractor?
- Will the company issue a full apology to all of our members, many of whom are distressed by this breach?
- Will there be a wider review of all data holding and processes within BA to ensure maximum trust and security?

This news comes at a time when our union are in complex and lengthy pay negotiations with yourselves. We are seeking a commitment that the potential cost of fines arising from this data breach will not be allowed to impact on these pay talks or future pay talks, or lead to any cost or detriment to the same members who are affected by the breach?

Yours sincerely

A handwritten signature in black ink, appearing to read 'Matthew Roberts', written over a white background.

Matthew Roberts
National Officer for Aviation