

**February 25, 2019**

**ResBird Technologies Pvt. Ltd** has always given the highest priority to security, confidentiality and integrity of data and in this endeavour regularly keeps reviewing and updating its monitoring and security tools.

In January 2019, following an investigation into an unusual activity observed on Amadeus System, **ResBird Technologies Pvt. Ltd** came to know that a rogue employee had abused her position and illegally extracted certain information from a number of passenger name records (PNRs) and illegally forwarded this information to an unauthorized third party, WorldSIM India, which markets mobile phone sim cards. As a result of this, some travelers may have received calls or e-mails from WorldSIM.

The illegally extracted information primarily contained name, contact details and travel itineraries. The employee did not have access rights to sensitive information like credit card details.

**ResBird Technologies Pvt. Ltd.** believes that the sole impact to travelers was solicitation by WorldSIM for marketing purposes which is unlikely to result in losses or harm to any individual.

As a result of the investigation and its findings, the following actions were taken:

- the employee's access rights were immediately blocked and her employment terminated by **ResBird Technologies Pvt. Ltd**
- **ResBird Technologies Pvt. Ltd.** filed a report with the Indian police against the employee.
- a cease and desist letter was sent to WorldSIM in the UK and WorldSIM India, demanding the stolen information be returned or destroyed. WorldSIM is yet to respond. Further legal action is being contemplated to ensure that all stolen records are destroyed.
- **ResBird Technologies Pvt. Ltd.** has further intensified its data security measures and monitoring of the systems to take further steps to mitigate any recurrence of such illegal activity.

**ResBird Technologies Pvt. Ltd.** would like to reassure that data privacy is of utmost importance and apologizes to subscribers and travelers for any inconvenience caused by this issue.