

[<< HOME](#)

## TAP Air - First Facts



**Transportes Aereos Portugueses** (TAP Air Portugal) is Portugal's national airline, flying more than 26 million miles a year to 85 destinations on three continents and carrying an annual average of over 3 million passengers.

Headquarters: Aeroporto De Lisboa Edificio 25, Apartado 5194, Lisbon 1704, Portugal

Phone Number: (01) 841-5000

Website: [www.tapairportugal.com](http://www.tapairportugal.com)

---

### Greetings!

**TAP Air** recently made couple of interesting claims:

*"TAP has been the victim of a cyber-attack, which was promptly reported to the relevant*

authorities. Allegations are being made that an organised cybercrime group has stolen customer data."



We are very curious about what kind of measures to protect their own customers could be taken, when your data has already been stolen? Contacting us to resolve this issue looks more logically, at least you can save the data from being published.

As we remember, at first **TAP Air** made a statement where they said that personal information wasn't compromised at all, the attack was repelled and the IT-department is perfectly works, clients could be calm. However, on 31 of August, we disproved that statement and attached just a one little screenshot, with information partly hidden, just to avoid any personal data leakage.

**TAP Air** in turn stated that this is all nonsense and we have no evidence.

We just can't understand what are they counting on? luck? or maybe they believe that confident words in press-release will improve their IT-security ?

On public **TAP Air** usually say something like, "***We take care about our customers***"

As we can see, instead of care the best thing they can do is to not returning suitcases for months, thereby completely ruining customers vacations, who stuck in other countries without their luggage or holding without reason legitimate customer refunds for several years, answering on customers requests with just a standard script responding. (As we know it's already class action lawsuit is upcoming)

Multiple times we tried to contact **TAP Air**, to show them their security vulnerabilities and really take care of customers, for example by keeping more that 1mil customers personal data safe.

Our team appeal to **Christine Ourmières-Widener** (CEO OF TAP AIR PORTUGAL)

Twitter : @OurmieresChris

*Dear Mrs. **Ourmières-Widener**. After such noise in the media you can't pretend like you don't know whats happened with your company. If you do really respect TAP Air and care about your customers, this is in your power make that personal information won't appear in Media, since it could takes irreversible consequences as for the company - after all, regulators will definitely pay attention to this incident and impose a colossal fine, so and for the customers also - who may encounter different kinds of fraud and scam.*

*Now it's your choice is to either save the company and your customers, or allow employees of your press-center write another SCRIPT-response,*

*that you are working on resolving the issue, thereby allowing data to leak, and then resign as manager.*

---

**Our followers can ask those questions to TAP Air or directly to CEO in the social media.**

We also attached some proof-files that contain financial data, internal correspondence of company and one tiny file with personal information. We apologize to those 9,000 people (which is about only 0,35% of the total volume) whose data was included in the sample file. Otherwise, **TAP Air** will continue to deceive own clients. it was only their choice.

*Below you can download and check those proofs:*

---

## **DOWNLOAD :**

(Total size: 184MB)

- [Customer\\_Data.csv](#)
  - [Finance report.pdf](#)
  - [mails.rar](#)
- 

We hope for your prudence **TAP Air**. We are waiting for you until next Friday, after that we are going to publish 100k customers personal data per day and finally will

publish all the internal correspondence and all the Data we have.

Best wishes.