

PRESS RELEASE

Information Regarding Customer Data Breach

Hanoi, October 14, 2025 – Vietnam Airlines has identified a data breach involving a third-party customer service platform operated by a global technology partner. According to the service provider, Vietnam Airlines is among several global companies using its services that have been affected by this incident. Unauthorized access may have occurred to certain customer data processed through this platform.

Upon being alerted, we took action in coordination with relevant authorities, cybersecurity experts, and its third-party partner to investigate the breach, assess potential impact and strengthen data protection.

At this time, data such as payment information, passwords, travel itineraries, Lotusmiles balances, and passport details remain secure. Additionally, Vietnam Airlines' internal IT systems were not affected.

Customers whose information is potentially involved are currently being informed of the incident and provided with available support. To help protect your personal data, Vietnam Airlines advises customers to stay alert to potential phishing attempts as well as any suspicious emails or phone calls impersonating Vietnam Airlines, and avoid sharing information, one-time passcodes (OTPs), or login credentials with unverified sources.

Vietnam Airlines sincerely regrets any concern this incident may have caused. Protecting our customers' personal information and maintaining their trust remain our highest priorities.

For any questions or assistance, please contact Vietnam Airlines' Data Protection Office at dpo@vietnamairlines.com, or via 24/7 hotlines: 1900 1100 (for calls within Vietnam), 1900 1800 (for Lotusmiles members calls within Vietnam), and +84 24 3832 0320 (for calls outside Vietnam).

For media enquiries, please contact Vietnam Airlines Public Relations at public-relations@vietnamairlines.com.

Best Regards,
Vietnam Airlines

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