

**FlySFO**

Date

Dear FlySFO User:

The Airport is following up on the attached Notice of Data Breach. The Airport recently learned that on March 5, 2020, the attacker accessed FlySFO.com and may have obtained your e-mail address and FlySFO username and password.

To prevent unauthorized account access, you are strongly urged to change the password used to access FlySFO and any other accounts where you use the same password.

For more information, please contact SFO by email: [marcom@flysfo.com](mailto:marcom@flysfo.com)

**SFOConnect**

Date

Dear SFOConnect User:

The Airport is following up on the attached Notice of Data Breach. The Airport recently learned that on March 5, 2020, the attacker accessed SFOConnect.com and may have obtained your e-mail address and SFOConnect username and password.

To prevent unauthorized account access, you are strongly urged to change the password for any accounts where you use the same password as for SFOConnect.

For more information, please contact SFO by email: [marcom@flysfo.com](mailto:marcom@flysfo.com)

**SFOConstruction**

Date

Dear SFOConstruction User:

The Airport is following up on the attached Notice of Data Breach. The Airport recently learned that on March 5, 2020, the attacker accessed SFOConstruction.com and may have obtained your name, e-mail address, and SFOConstruction username and password.

To prevent unauthorized account access, you are strongly urged to change the password for any accounts where you use the same password as for SFOConstruction.

For more information, please contact SFO by email: [marcom@flysfo.com](mailto:marcom@flysfo.com)



San Francisco International Airport

April 7, 2020

TO: All Airport Commission Employees  
FROM: Airport ITT  
SUBJECT: Notice of Data Breach

**What happened?**

SFOConnect.com and SFOConstruction.com were the targets of a cyberattack in March 2020. The attackers inserted malicious computer code on these websites to steal some users' login credentials.

Users possibly impacted by this attack include those accessing these websites from outside the airport network through Internet Explorer on a Windows-based personal device or a device not maintained by SFO.

**What information was involved?**

At this time, it appears the attackers may have accessed the impacted users' usernames and passwords used to log on to those personal devices.

**What we are doing?**

The malicious code was removed from the affected websites. SFOConnect.com and SFOConstruction.com were taken offline. The airport also forced a reset of all SFO related email and network passwords on Monday, March 23, 2020.

**What you can do?**

If you visited either website outside of SFO's managed networks and using Internet Explorer on a Windows-based device, you should change the password you use to log in to that device. You should also consider changing any credentials that use the same username and password combination.

For more information, please contact SFO by email: [marcom@flysfo.com](mailto:marcom@flysfo.com)