

Report and apology for the leakage of personal information

It was found that due to an internal mistake the responses of the survey questionnaire posted on Chubu Centrair International Airport Facebook account on March 12, 2021, which included e-mail addresses and other answers, could have been viewed by other respondents. This email is sent to those whose information and responses might have been seen by other respondents.

Central Japan International Airport tenders the deepest apologies to those who have been affected for the concern and inconvenience this might have caused.

We take this matter very seriously and we are putting a priority on improving the handling of personal information, review the operation and management system and reinforce security measures to restore the trust of Chubu Centrair International Airport Facebook account users.

1. Background

On March 12, 2021, from round 19:00JST a survey was conducted among the users of Centrair official Facebook English and Traditional Chinese accounts to research future trends in the tourism market among international visitors.

On the next week, on March 16th, from around 21:00JST the same survey was posted on the multilingual (6 languages, 8 accounts) tourist information Facebook that are operated separately. In these accounts the link addresses for the respondent's page was mistaken with the survey editing page.

At around 22:30 on the same day, respondents reported that they could not survey (the so far introduced data could be viewed), and by 23:00, the questionnaire forms of all languages have been deleted and the response data could no longer be viewed.

2. Affected data

Contents: Name, e-mail address and answer contents of the questionnaire (whether they have visited Japan or not, number of visits to Japan, cities visited, etc.) from 19:00 on March 12 to 21:00 on March 16

Number of cases: Up to 46 responses from Centrair official Facebook account
(6 English responses, 40 Traditional Chinese responses)

3. Response

Central Japan International Airport contacted directly those whose personal information might have been seen and will examine thoroughly the management of personal information within the company and take measures to strengthen the system to prevent the recurrence of this event going forward.