Incident Brief: Peach Aviation Discloses Leak of Data Retained by Former Supplier

Peach says up to 9.44 million cumulative records were affected after unauthorized access to a former supplier; the number of unique individuals remains unconfirmed.

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On November 26, Peach Aviation disclosed that customer information was leaked after unauthorized access to KARTE, a service run by former supplier PLAID. The airline estimates that up to approximately 9.44 million cumulative records were affected; that is a record count, not a confirmed number of unique people. Peach says the affected information included names, birth dates, addresses, telephone numbers and email addresses, but not passport or credit-card details. [1]

The airline says it ended its contract in August 2025, but information that should have been deleted remained in the supplier's systems. PLAID's November 20 report also acknowledged that information from former customers had been retained because of operational and management failures. Peach says it has reported the incident to Japan's privacy regulator and will contact identified affected customers. It reported no identified secondary misuse at the time of its notice. [1] [2]

The disclosure underscores a practical supply-chain risk: ending a vendor contract does not itself verify deletion. Organizations can require documented deletion procedures and confirmation covering retained copies, backups and logs.

Sources and links

[1] Peach Aviation: Unauthorized Access to Formerly Used External Service KARTE, November 26, 2026

https://www.flypeach.com/application/files/6117/9567/2812/20261126_INFO_EN.pdf

[2] PLAID: Investigation Results Regarding Unauthorized Access to KARTE, November 20, 2026 (Japanese)

https://plaid.co.jp/news/20261120/

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