



Client-side Defense Case Study

# Top 5 Global Airline Safeguards Customer Data Against Client-side Data Breaches

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This top 5 global airline is one of the largest airlines in the world. The company offers passenger and cargo services to over 200 destinations in Asia, North America, Australia, Europe, and Africa.

## Problem

This global airline used open source libraries and third-party code to build its website. The security team lacked visibility into the behavior of this code, especially on the client side, which made it very difficult to catch and fix script vulnerabilities. If vulnerabilities went unchecked, cybercriminals could exploit them to conduct digital skimming and Magecart attacks that captured users' credit card numbers, CVV codes, and other sensitive PII.

The airline had seen numerous high-profile Magecart attacks in the news, including an attack in 2018 on British Airways that resulted in some **380,000 users' credit card details stolen** and **more than \$20 million in fines for regulatory noncompliance**. Airlines are a popular target for client-side attacks, which can cause significant financial losses and damage to brand reputation. This airline knew it needed a solution to protect itself and its customers.

## Solution

The airline needed a real-time client-side security solution that could detect risks in first-, third- and nth-party code across on their site. They realized that static scanning alone would be ineffective in finding and stopping client-side attacks, and a content security policy (CSP) solution would be too complex to manage.

After evaluating multiple solutions, the airline selected [Client-side Defense](#) to protect their website from digital skimming, formjacking and Magecart attacks and help ensure data privacy compliance. There were several factors in their decision:



**24/7/365 SCRIPT  
MONITORING**



**COMPREHENSIVE CLIENT-  
SIDE MITIGATION**



**EASY TO DEPLOY  
AND INTEGRATE**



**BEHAVIOR-BASED  
LEARNING**



**NO IMPACT TO  
USER EXPERIENCE**



**ACTIONABLE  
INSIGHTS**

## Results

Client-side Defense helped the airline safeguard customer data by providing continuous protection against client-side attacks. This has resulted in several key benefits:

- Reduces risk of unauthorized data exposure and theft
- Protects brand reputation and consumer trust
- Helps avoid penalties and lawsuits by ensuring compliance with data privacy regulations, including GDPR, PCI DSS, CCPA, and CPRA
- Improves operational efficiencies by eliminating the manual analysis of website scripts
- Encourages innovation by making security an enabler—rather than a bottleneck—in its application development process

**“The solution pays for itself by reducing our risk from client-side data breaches and helping us avoid fines and the subsequent negative impact to our brand reputation.”**

— CISO, Top 5 Global Airline

## About HUMAN

HUMAN is trusted by the world's leading enterprises and internet platforms to prevent, detect, and respond to cyber attacks with unmatched scale, speed, and decision precision across their advertising, application, and account surfaces. Safeguard your customer journey end to end with complete confidence by consolidating with the Human Defense Platform.