

Memo

To: ANCCG Members
From: Kristina Cooper
Date: 27 November 2021
Subject: Email addresses on Auckland Airport website

Up until the last week of November all ANCCG member email addresses were listed on the ANCCG page on Auckland Airports corporate website - [Aircraft Noise Community Consultative Group | Auckland Airport](#).

A member found that their email address listed on this website had been harvested and maliciously used and has questioned their practice of having email addresses published like this.

The advice from the Auckland Airport cyber security team is that it is not best practice to have individual email addresses listed. Their recommendation is that all email queries for ANCCG members should be directed via the main Auckland Airport contact email which has extremely high levels of security. These emails are managed by the Auckland Airport Contact Centre, and directed to the relevant person in the Airport (which in this case would be myself and my team – who would forward to the relevant ANCCG member).

The other alternative is to have an 'email me' button next to each person's name, with their email address embedded in the system. The administrative drawback of this solution is that only the website administrator could update email addresses.

As an immediate step to improve cyber security, the website administrator removed member's email addresses and implemented the first option.

Member feedback is sought as to:

- Council representatives views on their emails listed on the web-site
- Other members' views on their emails listed on the web-site
- Whether members are comfortable with queries being triaged and redirected by Auckland Airport staff
- Whether members' preference is for the ability for the public to directly email ANCCG members to remain