



RCUD \*24 DEC 11 PM 1:50  
NC DEPT OF JUSTICE F55

**JOSH STEIN**  
**ATTORNEY GENERAL**

**STATE OF NORTH CAROLINA**  
**DEPARTMENT OF JUSTICE**

**CONSUMER PROTECTION**  
TOLL-FREE IN NC: (877) 566-7226  
OUTSIDE OF NC: (919) 716-6000  
FAX: (919) 716-6050

**MEMORANDUM**

**TO:** Financial Services  
**FROM:** Jasmine S. McGhee, Senior Deputy Attorney General  
**RE:** Deposit Distribution  
**Marriott International, Inc.**  
**DATE:** December 11, 2024

Pursuant to the Consent Judgment entered by Wake County Superior Court on October 17, 2024 against Marriott International, Inc., a wire in the amount of \$2,059,176.00 was deposited with Financial Services on December 6, 2024 into the following account until a project account code can be set up:

Agency	0900	Dept. of Justice
Budget Fund	202266	Consumer Prot. Restitutions
Natural Account	45500000	Fines, Penalties, Assess Fee

This payment settles the multistate investigation into Marriott International, Inc. regarding a large multi-year data breach of one of its guest reservation databases. Marriott acquired Starwood in 2016 and took control of the Starwood computer network in 2016. However, from July 2014 until September 2018, intruders in the system went undetected. This led to the breach of 131.5 million guest records of customers in the United States. The compromised information included contact information, gender, dates of birth, legacy Starwood Preferred Guest information, reservation information, and hotel stay preferences, as well as some unencrypted passport numbers and unexpired payment card information.

As a result of the settlement, Marriott agreed to pay \$52,000,000.00 to the Attorneys General, of which North Carolina received \$2,059,176.00 (two million fifty nine thousand one hundred seventy six dollars) to be used to:

- \$150,000.00 to reimburse the multistate TJX Data Breach investigation fund
- \$1,909,176.00 for attorneys' fees and other costs of investigation and litigation, or be placed in, or applied to, the consumer protection enforcement fund, including future consumer protection enforcement, consumer education, litigation, or local consumer aid fund or revolving fund, used to defray the costs of the inquiry leading hereto, or for other uses permitted by state law, at the sole discretion of the North Carolina Attorney General.

Additionally, Marriott agreed to a number of provisions designed to strengthen and continually improve its cybersecurity practices, including:

- Implementing a comprehensive information security program and enhanced employee training on data handling and security.
- Minimizing the amount of data collected and requiring data disposal so less consumer data is collected and retained.
- Adding additional security requirements for consumer data.
- Increasing vendor and franchisee oversight, with a special emphasis on risk assessments for critical IT vendors and clearly-outlined contracts with cloud providers.
- Conducting an independent third-party assessment of Marriott's information security program every two years for the next 20 years.

Marriott will also give consumer specific protections, including a data deletion option, even if consumer do not currently have that right under state law, and offer multi-factor authentication to consumers for their loyalty rewards accounts as well as reviewing those accounts if there is suspicious activity.

A copy of the settlement agreement and deposit details are attached. If you have any questions, please contact Wendy Stevens at 716-6877.

cc: Kim D'Arruda  
FSS Budget Manager  
Wendy Stevens/Marriott International, Inc. 2024 Settlement File



**JOSH STEIN**  
**ATTORNEY GENERAL**

**STATE OF NORTH CAROLINA**  
**DEPARTMENT OF JUSTICE**

CONSUMER PROTECTION  
TOLL-FREE IN NC: (877) 566-7226 OUTSIDE OF  
NC: (919) 716-6000 FAX: (919) 716-6050

**MEMORANDUM**

TO: Janice Boyce, FSS

FROM: Wendy Stevens, Consumer Protection

RE: Deposit  
Marriott International, Inc.  
24CV032247-910

DATE: December 6, 2024

Attached is the wire details for \$2,059,176.00 (two million fifty nine thousand one hundred seventy six dollars) that was received by Financial Services 12/4/2024.

These funds represent North Carolina's share of funds received from the multistate investigation into Marriott International, Inc. as approved by the court 10/17/2024.

These funds should be deposited into the following account until a project coded account can be set up:

0900 202266 45500000 000000 – Consumer Protection, Fines Penalties Fees, General 2140

If you have any questions, please contact me at [wstevens@ncdoj.gov](mailto:wstevens@ncdoj.gov).

cc: Acting Budget Manager  
Matt Longobardi  
Kim D'Arruda  
Wendy Stevens / Marriott International 2024 Settlement File



# Previous Day Composite Report

Standard Previous Day Composite Report  
As of 12/04/2024

Company: NC DEPARTMENT OF STATE TREASURER  
User: Janice Boyce  
Commercial Electronic Office®

12/05/2024 08:57 AM ET

Treasury Information Reporting

Currency: USD  
Bank: 121000248  
Account: 4128455847(NC)

WELLS FARGO BANK, N.A.  
NORTH CAROLINA DEPARTMENT OF STATE TREA

## Balances

Closing Ledger Balance	.00
Closing Collected Balance	.00
Opening Available Balance	.00
One Day Float	.00
Two+ Day Float	.00
MTD Average Closing Ledger Balance	.00
MTD Average Closing Collected Balance	.00
Total Credits	2,059,376.00
Total Debits	2,059,376.00
Total Number Credits	2
Total Number Debits	1

*Dept 373  
BC 23600  
12-4-2024*

## Summaries

Type of Credit	Number of Items	Amount
Total ACH Credits	1	200.00
Total Wire Transfer Credits	1	2,059,176.00
<b>Credit Totals</b>	<b>2</b>	<b>2,059,376.00</b>

Type of Debit	Number of Items	Amount
Total ZBA Debits	1	2,059,376.00
<b>Debit Totals</b>	<b>1</b>	<b>2,059,376.00</b>

## Credit Transactions

12/4/2024	169 / MISCELLANEOUS ACH CREDIT Cust Ref: 0000000000 Unique ID: 00000091005475679607 BANKCARD DEPOSIT 241204 419161279999 CJTS COMMISSION NCDOJ	Credit Amount: Bank Ref: IA000015895816	200.00
12/4/2024	195 / INCOMING MONEY TRANSFER Cust Ref: 0000000000 Unique ID: RG241204077587 WT FED#00274 THE BANK OF NEW YO /ORG=MARRIOTT INTL INC SRF# UP72412046610800 TRN#241204077587 RFB#	Credit Amount: Bank Ref: IA009923262543	2,059,176.00
<b>Credit Total</b>		<b>Credit Amount</b>	<b>2,059,376.00</b>

## Debit Transactions

12/4/2024	575 / INDIVIDUAL ZBA DEBIT Cust Ref: 0000000000 ZERO BALANCE ACCOUNT TRANSFER TO 2062670003460	Debit Amount: Bank Ref: IA120400000047	2,059,376.00
<b>Account Net Amount</b>			<b>0.00</b>

Currency: USD  
Bank: 121000248  
Account: 2000021316302(NC)

WELLS FARGO BANK, N.A.  
DEPT OF JUSTICE

You do not have access to balances for this account.

## Summaries

Type of Credit	Number of Items	Amount
Total ACH Credits	2	1,798.56
<b>Credit Totals</b>	<b>2</b>	<b>1,798.56</b>

Data Access Set: NC CASH - AGENCY 0900

Edit Journal ?

Save Cancel

Projected Balances

PTD Total

Last Saved 12/5/24 2:16 PM

Journal Batch: 0900 DEP 12/05/24 ACH CREDIT CCH FEES BC 13600 SETTLEMENT BA

No lines selected.

Journal Batch 0900 DEP 12/05/24 ACH CI

Source Manual

Description ACH CREDIT CCH  
FEES BC 13600

Approval Status Required

Balance Type Actual

Funds Status Not attempted

\* Accounting Period Dec-24

Batch Status Unposted

Completion Status Complete

Attachments None +

Journal ?

Show More

Manual 4415179 05-DEC-2024 14:16:xx



Journal Actions

Journal Manual 4415179 05-DEC-2

Currency USD US Dollar

Description

Conversion Date 12/4/24

\* Ledger NC CASH US

Conversion Rate Type User

\* Accounting Date 12/4/24

Conversion Rate 1

Inverse Conversion Rate 1

\* Category DEP - CASH & CHECK

Journal Lines ?

Actions View Format + [Icons] Detach Wrap

Line	* Account	Entered (USD)		Description
		Debit	Credit	
1	0900-101205-11120000-0000000-0000000-0000-001	200.00		ACH CRED

Type DEP - CASH & CHECK

DEP - CASH & CHECK 0000000300386

Regional Information

4	0900-202286-45500000-0000000-0000-001	2,059,176.00	SETTLEM
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3	0900-202286-11120000-0000000-0000000-0000-001	2,059,176.00	ACH CRED
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Type DEP - CASH & CHECK

DEP - CASH & CHECK 0000000300386

Regional Information

2	0900-101205-45800001-0901521-0000000-0000-001	200.00	CCH CER1
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<b>Total</b>		<b>2,059,376.00</b>	<b>2,059,376.00</b>
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FILED  
DATE: October 21, 2024  
TIME: 10/21/2024 10:18:20 AM  
WAKE COUNTY  
SUPERIOR COURT JUDGES OFFICE  
BY: S. Smallwood

STATE OF NORTH CAROLINA  
WAKE COUNTY

IN THE GENERAL COURT OF JUSTICE  
SUPERIOR COURT DIVISION  
FILE NO.

STATE OF NORTH CAROLINA, *ex rel.* )  
JOSHUA H. STEIN, Attorney General, )  
 )  
Plaintiff, )  
 )  
v. )  
 )  
MARRIOTT INTERNATIONAL, INC., a )  
corporation )  
 )  
Defendant. )

**CONSENT JUDGMENT**

Plaintiff, the State of North Carolina through its Attorney General Joshua H. Stein (the “Plaintiff”),<sup>1</sup> by Kimberley A. D’Arruda, Special Deputy Attorney General, and Defendant Marriott International, Inc., a corporation (the “Defendant”), appearing through its attorney, Chris Burris of King & Spalding LLP, having stipulated to the entry of this Consent Judgment (“Judgment”) by the Court without the taking of proof and without trial or adjudication of any fact or law, without this Judgment constituting evidence of or an admission by the Defendant, regarding any issue of law or fact alleged in the Complaint on file, and without the Defendant

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<sup>1</sup> Defendant is simultaneously entering into similar agreements with the Attorneys General or appropriate representatives of the States of Alabama, Alaska, Arizona, Arkansas, Colorado, Connecticut, Delaware, Florida, Georgia, Hawaii, Idaho, Illinois, Indiana, Iowa, Kansas, Kentucky, Louisiana, Maine, Maryland, Massachusetts, Michigan, Minnesota, Mississippi, Missouri, Montana, Nebraska, Nevada, New Hampshire, New Jersey, New Mexico, New York, North Carolina, North Dakota, Ohio, Oklahoma, Oregon, Pennsylvania, Rhode Island, South Carolina, South Dakota, Tennessee, Texas, Utah, Vermont, Virginia, Washington, West Virginia, Wisconsin, and Wyoming and the District of Columbia.

admitting any liability, and with all parties having waived their right to appeal, and the Court having considered the matter and good cause appearing:

IT IS HEREBY ORDERED, ADJUDGED, AND DECREED THAT:

**I. PARTIES AND JURISDICTION**

1. The Plaintiff is the State of North Carolina represented by Attorney General, Joshua H. Stein, through the Consumer Protection Division. The Attorney General is authorized to enforce North Carolina's Unfair and Deceptive Trade Practices Act, N.C.G.S. §§ 75-1.1, *et seq.*, and North Carolina's Identity Theft Protection Act, N.C.G.S. §§ 75-60, *et seq.*

2. The Defendant in this case is Marriott International, Inc., a corporation incorporated under the law of the State of Delaware with its principal office located at 7750 Wisconsin Ave., Bethesda, Maryland 20814. "Marriott" shall mean Marriott International, Inc. and its U.S. subsidiaries and successors that collect, store, or process PERSONAL INFORMATION provided, however, for the avoidance of doubt, "Marriott" shall not include any MARRIOTT FRANCHISED HOTEL. "Starwood" shall mean Starwood Hotels & Resorts Worldwide, LLC, its subsidiaries and successors that collect, store, or process PERSONAL INFORMATION. "Marriott" shall include "Starwood" unless specifically stated otherwise.<sup>2</sup>

3. Marriott agrees that the Court has jurisdiction over the subject matter of this action and jurisdiction over the parties to this action, and venue is proper in this

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<sup>2</sup> Prior to November 15, 2015, Starwood was a separate corporation with its principal office located at One Starpoint, Stamford, CT 06902.

Court solely for the purpose of entry as well as any subsequent modification or enforcement of this Judgment.

4. Marriott agrees that for the limited purpose of entry of this Judgment, at all relevant times, it has transacted business in the State of North Carolina, including, but not limited to, Wake County.

5. The injunctive terms and other relief contained in this Judgment are being ordered pursuant to and subject to the CONSUMER PROTECTION LAW, DATA BREACH NOTIFICATION LAW, and PERSONAL INFORMATION PROTECTION LAW.

## **II. DEFINITIONS**

6. “COMPENSATING CONTROL” or “COMPENSATING CONTROLS” shall mean one or more alternative mechanisms that are put in place to satisfy the requirement for a security measure that is determined by the Chief Information Security Officer (or his or her appropriate designee) to be impractical to implement at the present time due to legitimate technical or business constraints. Such alternative mechanisms must (a) meet the intent and rigor of the original stated requirement; (b) provide a similar level of security as the original stated requirement; (c) be up to date with current industry-accepted security protocols; and (d) be commensurate with the additional risk imposed by not adhering to the original stated requirement.

7. “CONSUMER” or “CONSUMERS” shall mean one or more natural persons who reside in or are a resident of the United States and who either (a) purchases

or has purchased goods or services from Marriott or any MARRIOTT FRANCHISED HOTEL or (b) provides or has provided PERSONAL INFORMATION to Marriott in relation to the potential purchase or use of goods or services from Marriott or any MARRIOTT FRANCHISED HOTEL.

8. “CONSUMER PROTECTION LAW” shall mean the citation for the State of North Carolina set forth in Appendix A attached hereto.

9. “CORPORATE LEVEL” shall mean MARRIOTT ASSETS in Marriott’s corporate network segment and other non-property network segments.

10. “COVERED CONDUCT” shall mean Marriott’s conduct related to the STARWOOD DATA BREACH and the UNAUTHORIZED ACCOUNT ACCESS INCIDENTS, including alleged failures to (a) protect PERSONAL INFORMATION; (b) maintain reasonable information technology safeguards or controls; (c) remediate deficient controls; (d) maintain adequate controls; and (e) determine risk. “COVERED CONDUCT” shall also include any alleged misrepresentations by Marriott as to the collection, maintenance, use, deletion, disclosure, security, privacy, availability, confidentiality, or integrity of PERSONAL INFORMATION related to the STARWOOD DATA BREACH and the UNAUTHORIZED ACCOUNT ACCESS INCIDENTS.

11. “COVERED DATABASES” shall mean the central reservation and loyalty databases that Marriott uses to operate guest reservation or loyalty program transactions that includes two or more of the following data elements: (a) reservation details; (b) hotel stay preferences; (c) LOYALTY REWARDS PROGRAM number; or (d) LOYALTY REWARDS PROGRAM points balance. As of the EFFECTIVE DATE,

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“COVERED DATABASES” shall mean Marriott’s Automated Reservation System for Hotel Accommodations (“MARSHA”) and Loyalty/Universal Guest Identification (“UGI”) systems. “COVERED DATABASES” shall include any equivalent successor databases.

12. “CRITICAL IT VENDOR” shall mean a third party that provides managed services that are a significant component of the Information Security Program and has direct access to: (a) MARRIOTT ASSETS or (b) COVERED DATABASES, including those outsourced to a cloud computing service provider.

13. “DATA BREACH NOTIFICATION LAW” shall mean the citation for the State of North Carolina set forth in Appendix A attached hereto.

14. “EFFECTIVE DATE” shall be November 8, 2024. All requirements contained in this Judgment shall be enforceable and in effect as of the EFFECTIVE DATE unless otherwise stated.

15. “ENCRYPT” or “ENCRYPTION” shall mean encoding data into ciphertext—at rest or in transit—rendering it unusable, unreadable, or indecipherable without converting the ciphertext to plaintext through the use of a confidential process and key leveraging a security technology, methodology, or encryption algorithm generally accepted in the field of information security, commensurate with the sensitivity of the data at issue.

16. “FULL IMPLEMENTATION DATE” shall mean the earlier of (a) one (1) year from the EFFECTIVE DATE or (b) certification by Marriott pursuant to Paragraph 80.

17. “FTC ORDER” shall mean the order entered to resolve Federal Trade Commission Decision and Order relating to File No. 1923022: *In the Matter of Marriott International, Inc. and Starwood Hotels & Resorts Worldwide, LLC.*

18. “LOYALTY REWARDS PROGRAM” shall mean the Marriott Bonvoy program (or such name as it may be known in the future) offered by Marriott that allows CONSUMERS to earn and redeem points for certain goods or services according to and subject to the terms of such program. The term “LOYALTY REWARDS PROGRAM” shall not be construed as creating any property rights for enrolled CONSUMERS.

19. “MARRIOTT ASSETS” shall mean all electronic systems used to carry out business (including networking equipment, databases or data stores, applications, servers, devices, endpoints, and other systems) that: (a) are capable of using and sharing software, data, and hardware resources; (b) are owned or operated directly by Marriott; and (c) collect, maintain, process, store, or transmit PERSONAL INFORMATION. For the avoidance of doubt, electronic systems are not Marriott Assets if they are physically located outside of the United States, unless they support the operation of a property located in the United States that is owned or operated under a Marriott brand.

20. “MARRIOTT FRANCHISED HOTEL” shall mean any hotel that is owned by a third party and operated under a Marriott brand by a third party pursuant to a license or franchise agreement with Marriott.

21. “PERSONAL INFORMATION” shall mean the following data elements from or about an individual CONSUMER:

a. First name or first initial and last name in combination with one or more of the following data elements that relate to such CONSUMER: (i) Social Security number; (ii) state or federal issued identification number, including driver’s license number, passport number, or military identification number; (iii) financial account number or credit or debit card number in combination with any required security code, access code, or password that would permit access to the CONSUMER’s financial account; or

b. A username or e-mail address in combination with a password or security question and answer that would permit access to an individual’s online account; or

c. Any other “Personal Information” as defined by the DATA BREACH NOTIFICATION LAWS as of the EFFECTIVE DATE.

d. Notwithstanding (c) above, a first name or first initial, and last name, in combination with an e-mail address alone shall not constitute PERSONAL INFORMATION.

22. “PERSONAL INFORMATION PROTECTION LAW” shall mean the citation for the State of North Carolina set forth in Appendix A attached hereto.

23. “REPORTABLE INCIDENT” means a SECURITY EVENT that triggers a notification obligation under a DATA BREACH NOTIFICATION LAW.

24. “SECURITY EVENT” shall mean any compromise to the confidentiality, integrity, or availability of (a) PERSONAL INFORMATION held on or accessed through any of the MARRIOTT ASSETS or (b) any of the COVERED DATABASES, or any event that gives rise to a reasonable likelihood of such compromise.

25. “STARWOOD DATA BREACH” shall refer to the incident announced by Marriott on November 30, 2018 in which a person or persons gained unauthorized access to Starwood’s reservation database and subsequently exported data from certain tables, involving approximately one-hundred thirty-one million five-hundred thousand (131,500,000) guest records pertaining to customers associated with the United States, some of which included contact information, gender, dates of birth, payment card information, passport numbers, legacy Starwood Preferred Guest information, reservation information, and hotel stay preferences.

26. “UNAUTHORIZED ACCOUNT ACCESS INCIDENTS” shall refer to the incident(s) announced by Marriott on March 31, 2020 and in June 2020 in which a person or persons used the login credentials of certain Marriott franchise property employees to inappropriately access information regarding approximately five million five-hundred thousand (5,500,000) guest records, some of which included contact information, gender, dates of birth, loyalty account information, and hotel stay preferences.

### **III. INJUNCTIVE RELIEF**

27. The duties, responsibilities, burdens, and obligations undertaken in connection with this Judgment shall apply to Marriott.

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28. The terms contained in this Judgment are being entered pursuant to injunctive relief permitted by the CONSUMER PROTECTION LAW, the DATA BREACH NOTIFICATION LAW, and/or the PERSONAL INFORMATION PROTECTION LAW.

### **COMPLIANCE WITH LAW**

29. Marriott shall not misrepresent or omit information in violation of the CONSUMER PROTECTION LAW regarding either (a) how Marriott collects, maintains, uses, deletes, or discloses PERSONAL INFORMATION or (b) the manner or extent to which Marriott protects the privacy, security, availability, confidentiality, or integrity of PERSONAL INFORMATION.

30. Marriott shall comply with the DATA BREACH NOTIFICATION LAW and the PERSONAL INFORMATION PROTECTION LAW.

### **INFORMATION GOVERNANCE**

31. **Board Committee:** Marriott shall maintain a committee of the Board of Directors<sup>3</sup> (“Board Committee”) that shall assist the Board in providing oversight of Marriott’s information security program (“Information Security Program”). The Board Committee shall meet not less than four (4) times per year.

32. On or before December 31, 2024, and annually thereafter, the Board Committee shall acknowledge in its minutes that it has received the materials and

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<sup>3</sup> As of March 15, 2021, Marriott included such a committee in its charter, entitled the Technology and Information Security Oversight Committee.

presentations required by this Judgment and the minutes shall include a list or description of such materials and presentations.

33. **Chief Information Security Officer:** Marriott shall employ an executive or officer who shall be responsible for implementing, maintaining, and monitoring the Information Security Program (hereinafter referred to as the “Chief Information Security Officer”). The Chief Information Security Officer shall have the education, qualifications, and experience appropriate to the level, size, and complexity of the role in implementing, maintaining, and monitoring the Information Security Program. This Chief Information Security Officer (or his or her appropriate designee) shall:

- a. Report to the Board Committee on Marriott’s risk assessment(s) and Information Security Program;
- b. Report to the Board of Directors regarding Marriott’s Information Security Program;
- c. Report to the Chief Executive Officer within forty-eight (48) hours of determining that a SECURITY EVENT both (i) involves the PERSONAL INFORMATION on MARRIOTT ASSETS of one thousand (1,000) or more CONSUMERS and (ii) there is reasonable likelihood that the PERSONAL INFORMATION has been accessed or acquired by an unauthorized third party. In the event that the Chief Executive Officer is not a member of the Board of Directors, any reports made pursuant to this subparagraph shall also be reported to a designated member of the Board Committee by the Chief Information Security

Officer unless otherwise reported to the Board Committee or the Board of Directors by the General Counsel; and

d. Inform the Board Committee at its regularly scheduled meeting time of all REPORTABLE INCIDENTS.

34. **Necessary Resources and Support:** Marriott shall ensure that the Information Security Program receives the resources and support reasonably necessary for the Information Security Program to be implemented and function as required by this Judgment.

35. **Training:** On at least an annual basis Marriott shall provide training on how to safeguard PERSONAL INFORMATION and data in the COVERED DATABASES to Marriott employees who have access to (i) PERSONAL INFORMATION on any of the MARRIOTT ASSETS or (ii) any of the COVERED DATABASES. The training shall be based on Marriott's determination of the highest risks to PERSONAL INFORMATION or data in any of the COVERED DATABASES typically experienced by the employee's role and function.

36. **Training – Information Security Personnel:** In addition to training required in Paragraph 35 above, Marriott shall provide and continue to provide training to employees who are responsible for implementing, maintaining, or monitoring the Information Security Program ("InfoSec Personnel") on how to safeguard and protect PERSONAL INFORMATION and COVERED DATABASES. Marriott shall provide the training required under this Paragraph: (a) to all current InfoSec Personnel within one-hundred eighty (180) days of the EFFECTIVE DATE, except for those InfoSec Personnel

who already received such training within the prior twelve (12) months of the EFFECTIVE DATE, and (b) for any employee hired as, or transitioned into, an InfoSec Personnel role after the EFFECTIVE DATE such training shall be within ninety (90) days of hire or transition.

## **INFORMATION SECURITY PROGRAM**

### ***INFORMATION SECURITY PROGRAM: GENERAL***

37. **Information Security Program:** Marriott shall develop, implement, and maintain through appropriate review and revision cycles, a written comprehensive Information Security Program, and Marriott shall continue to implement and maintain reasonable safeguards and controls to reduce security risks.

38. For a period of twenty (20) years from the EFFECTIVE DATE, the Information Security Program required by this Judgment shall include the specific requirements of Paragraphs 40 through 78 in this Judgment in accordance with Marriott's analysis of risk as set forth in Paragraph 46 of this Judgment provided, however, that the following provisions shall expire at a period of ten (10) years from the FULL IMPLEMENTATION DATE: Paragraphs 55, 56, 61, 62, 68, 69, 74, and 75.

39. Marriott's Information Security Program shall be documented and shall contain administrative, technical, and physical safeguards appropriate to:

- a. The size and complexity of Marriott's operations;
- b. The nature and scope of Marriott's activities; and

c. The volume and sensitivity of (i) the PERSONAL INFORMATION collected, maintained, processed, stored, or transmitted by MARRIOTT ASSETS or (ii) data stored or maintained in the COVERED DATABASES.

40. Marriott shall enforce the policies and procedures required by this Judgment. Marriott shall monitor for non-compliance and undertake remedial measures for non-compliance as appropriate and without unreasonable delay.

41. **Incident Response Plan:** Marriott's Information Security Program shall include a written incident response plan. Where appropriate, Marriott shall revise and update this response plan to adapt to any changes to MARRIOTT ASSETS or the COVERED DATABASES. The plan shall conform to a nationally recognized standard and may be updated or revised.

42. Marriott shall conduct, at a minimum, incident response plan exercises ("table-top exercises") once per year.

***INFORMATION SECURITY PROGRAM: RISK ASSESSMENT AND ANALYSIS***

43. **Risk Assessment:** Marriott shall conduct an annual risk assessment (hereinafter, "Risk Assessment") which includes:

a. The identification of internal and external risks to the security, confidentiality, or integrity of PERSONAL INFORMATION on MARRIOTT ASSETS or the COVERED DATABASES that could result in the unauthorized

disclosure, misuse, loss, or other compromise of such PERSONAL INFORMATION or data in any of the COVERED DATABASES;

- b. An assessment of safeguards in place to control these risks;
- c. The evaluation and adjustment of the Information Security Program in light of the results of such testing and monitoring;
- d. The implementation of reasonable safeguards to control these risks; and
- e. Documentation of safeguards implemented in response to such annual Risk Assessments.

44. **Risk Assessment – Special:** Marriott shall include in any Risk Assessment performed pursuant to Paragraph 43 above appropriate additional risk analysis in relation to (a) MARRIOTT FRANCHISED HOTELS and (b) CRITICAL IT VENDORS.

45. **Risk Assessment Method:** Marriott shall develop a risk assessment method by utilizing method(s) published by a nationally recognized security body and shall include the risk assessment criterion of “harm to others” as a component of the magnitude of impact analysis as well as the likelihood of that impact (“Risk Assessment Method”). Marriott shall document the Risk Assessment Method including (i) the selection of method(s), (ii) criteria, and (iii) what Marriott has established as the acceptable risk threshold(s). Marriott, as it deems appropriate, may modify the Risk Assessment Method, but shall document the change and the rationale for the change.

46. **Risk Analysis – Applicability:** When analyzing risk to determine implementation, maintenance, and compliance with the specific requirements of the Information Security Program at Paragraphs 37 through 78 and Integration at Paragraphs 81 through 85, which incorporate the Definitions as set forth in Paragraphs 6 through 26 of this Judgment, Marriott shall perform such analysis consistent with a risk-based analysis performed in accordance with the applicable Risk Assessment Method selected at Paragraph 45.

47. **Risk Analysis – Compensating Controls:** Prior to approving a COMPENSATING CONTROL, Marriott shall perform a risk analysis to PERSONAL INFORMATION or data stored or maintained in the COVERED DATABASES consistent with the Risk Assessment Method. Such risk analysis shall be documented and indicate the gap between the original security measure and the proposed alternative measure, that the risk was determined to be acceptable, and that the Chief Information Security Officer (or his or her appropriate designee) agrees with both the risk analysis and the determination that the risk is acceptable.

48. **Additional Risk Analysis – Software, Hardware, and Systems:** Prior to approving any new software, hardware, or systems for use as MARRIOTT ASSETS, Marriott shall perform an analysis of risk to PERSONAL INFORMATION or data in any of the COVERED DATABASES.

#### ***INFORMATION SECURITY PROGRAM: VENDOR OVERSIGHT***

49. **Vendor Management:** Marriott shall develop, implement, and maintain written, risk-based policies and procedures for overseeing a Marriott vendor that has

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access to (i) MARRIOTT ASSETS, (ii) PERSONAL INFORMATION provided by or obtained by the vendor on behalf of Marriott, or used at the direction of Marriott for the benefit of Marriott, or (iii) COVERED DATABASES (“relevant vendor”). These policies and procedures shall include a process for including in contracts with a relevant vendor executed or amended after the EFFECTIVE DATE: (a) requirements appropriate to the service provided by the relevant vendor to implement and maintain security safeguards; (b) periodic evaluations of the relevant vendor’s cybersecurity practices; (c) a requirement that a relevant vendor notifies Marriott promptly after discovering a SECURITY EVENT or REPORTABLE INCIDENT; and (d) a requirement that a relevant vendor notifies Marriott of a compromise of the relevant vendor’s systems that compromise MARRIOTT ASSETS or COVERED DATABASES.

50. **Vendor Management – Critical IT Vendors:** In addition to the requirements for relevant vendors at Paragraph 49 above, Marriott shall develop, implement, and maintain enhanced controls for CRITICAL IT VENDORS. Said controls shall include, but are not limited to:

a. Contractual requirements that obligate CRITICAL IT VENDORS to monitor the security safeguards and procedures of their own third-party vendors whose actions or inactions may impact MARRIOTT ASSETS or COVERED DATABASES;

b. Monitoring performance of the CRITICAL IT VENDOR’s assigned duties and compliance with the CRITICAL IT VENDOR’s contract with

Marriott. The frequency and type of monitoring shall be appropriate based on feasibility and the CRITICAL IT VENDOR's responsibilities and access;

c. Permitting access to, or collection, retention, transmission, use and storage of PERSONAL INFORMATION or any of the COVERED DATABASES by the CRITICAL IT VENDOR only to provide the contractually agreed upon services; and

d. Logging and monitoring for all points of the CRITICAL IT VENDOR's connection to MARRIOTT ASSETS or COVERED DATABASES.

51. For any CRITICAL IT VENDOR with which Marriott has shared security responsibilities, the CRITICAL IT VENDOR's security responsibilities shall be clearly delineated in writing.

***INFORMATION SECURITY PROGRAM: MARRIOTT FRANCHISED HOTELS***

52. Marriott shall develop, implement, and maintain written policies and procedures that require MARRIOTT FRANCHISED HOTELS to implement and maintain appropriate safeguards to protect PERSONAL INFORMATION. Such requirements shall include that MARRIOTT FRANCHISED HOTELS notify Marriott (a) within twenty-four (24) hours of any compromise to the systems of the MARRIOTT FRANCHISED HOTEL that compromises MARRIOTT ASSETS or (b) within five (5) business days of the termination of any MARRIOTT FRANCHISED HOTEL employee or contractor who has access to MARRIOTT ASSETS.

53. Marriott also shall develop and implement an audit program with an industry-appropriate sample to review compliance of MARRIOTT FRANCHISED HOTELS with the obligations outlined in Paragraph 52 of this Judgment. Such industry-appropriate sample shall be designed to consider the sizes, geographical locations, and Marriott brands of MARRIOTT FRANCHISED HOTELS.

***INFORMATION SECURITY PROGRAM: CHANGE CONTROL***

54. **Change Control:** Marriott shall develop, implement, and maintain policies and procedures to manage and document changes that impact PERSONAL INFORMATION at the CORPORATE LEVEL in production environments. MARRIOTT shall also develop, implement, and maintain policies and procedures to manage and document changes to COVERED DATABASES.

***INFORMATION SECURITY PROGRAM: OTHER***

55. **PCI Compliance:** Marriott shall validate compliance with the applicable version of the Payment Card Industry Data Security Standard (“PCI DSS”) according to the requirements of the applicable acquiring bank relationship and payment card network requirements.

56. **Zero Trust:** The principles of zero trust should be considered and, where reasonably feasible, utilized in the design of the Information Security Program. Such principles include, but are not limited to, continuous verification, minimizing the impact of any breach, and incorporating behavioral and contextual data into the Information Security Program.

***INFORMATION SECURITY PROGRAM:***

***PERSONAL INFORMATION SAFEGUARDS AND CONTROLS***

**GENERAL**

57. **Minimum Extent Necessary:** The Information Security Program shall include or incorporate written policies and procedures that are modified as appropriate to require reasonable efforts to collect, use, share, and retain PERSONAL INFORMATION to the minimum extent necessary to satisfy legitimate business need or legal requirements.

58. **Secure Disposal:** Marriott shall develop, implement, and maintain policies and procedures governing its retention and secure disposal of PERSONAL INFORMATION.

59. **Retention Period:** Marriott shall develop, implement, and maintain a policy to retain PERSONAL INFORMATION or CONSUMER information in COVERED DATABASES for only as long as is reasonably necessary to fulfill the purpose for which the PERSONAL INFORMATION or CONSUMER information in COVERED DATABASES was collected unless a longer time period is required to satisfy a documented accounting, tax, or legal obligation. Marriott's policy may provide that PERSONAL INFORMATION need not be destroyed and may be retained for a documented legitimate business need except for marketing.

***INFORMATION SECURITY PROGRAM: SPECIFIC TECHNICAL SAFEGUARDS AND  
CONTROLS***

60. **Access Controls and Account Management - General:** Marriott shall develop, implement, and maintain risk-based access controls, where access is to MARRIOTT ASSETS or to COVERED DATABASES. Such controls will be role-based, including for individual accounts, administrator accounts, service accounts, or vendor accounts.

61. **Access Controls and Account Management – Specific:** For the access controls and account management required by Paragraph 60 above:

a. Marriott shall require multi-factor authentication or equivalent enhanced authentication measures for remote access to MARRIOTT ASSETS or COVERED DATABASES.

b. In the event passwords are used in conjunction with any other access control, Marriott shall implement and maintain a policy requiring appropriate password complexity and change intervals.

c. Marriott shall implement enhanced measures for administrator-level passwords, such as ENCRYPTION, using a password vault, privileged access management solution, or measures of similar efficacy.

d. Marriott shall have policies and procedures that require Marriott to remove access privileges of a Marriott employee as soon as practicable and within two (2) business days following that employee's last day of employment.

e. Marriott shall have policies and procedures that require Marriott, upon receiving a notice of termination of a non-Marriott employee who is no

longer employed by a MARRIOTT FRANCHISED HOTEL or performing services for Marriott, to remove access privileges as soon as practicable and within two (2) business days of the later of (i) notice to Marriott or (ii) last day of employment.

f. Marriott shall use the principle of least privilege to limit employee access to PERSONAL INFORMATION on MARRIOTT ASSETS or to COVERED DATABASES to the minimum required to perform job-related responsibilities and business functions.

g. Marriott shall periodically inventory the users who have access to MARRIOTT ASSETS or to COVERED DATABASES to determine whether such access remains necessary or that the level of access is appropriate.

h. Marriott shall annually review a sampling of user accounts to ensure access privileges have been appropriately terminated or that the level of access is appropriate. In the event that such a sample demonstrates non-compliance with Marriott's policies and procedures, Marriott shall undertake remedial measures.

62. **Encryption:** Marriott shall ENCRYPT PERSONAL INFORMATION or otherwise employ COMPENSATING CONTROLS to protect PERSONAL INFORMATION from unauthorized access where the information is externally transmitted electronically from MARRIOTT ASSETS or is stored on MARRIOTT ASSETS. When Marriott uses ENCRYPTION, it shall meet or exceed encryption key

management requirements and changes in accordance with an industry-recognized standard.

63. **Threat Management:** Marriott shall develop, implement, and maintain a threat management program that shall include the use of automated tools to continuously monitor MARRIOTT ASSETS and COVERED DATABASES for active threats. Marriott shall use reasonable measures to develop the initial configuration of these tools, monitor for updates, and make configuration changes and updates. Marriott shall use information from these tools to support its security updates and patch management program and in conjunction with its incident response plan to address threats that pose an unreasonable risk to MARRIOTT ASSETS or COVERED DATABASES.

64. **Logging and Monitoring:** Marriott shall develop, implement, and maintain policies and procedures for logging and monitoring MARRIOTT ASSETS and COVERED DATABASES. Such policies and procedures shall include appropriate applications and services, such as a Security Information and Event Management solution and third-party monitoring services, to collect logs in near real-time of events occurring on MARRIOTT ASSETS or COVERED DATABASES. Marriott shall regularly and actively review logs within a twenty-four (24) hour period, and appropriately follow-up with respect to SECURITY EVENTS. Marriott shall appropriately configure and test logging and monitoring services to facilitate effective identification of a SECURITY EVENT and escalation according to Marriott's incident response plan.

65. **Unauthorized Applications:** Marriott shall develop, implement, and maintain controls or authentication measures designed to alert on, and to protect against

the execution or installation of identified unauthorized applications on MARRIOTT ASSETS or COVERED DATABASES.

66. **Intrusion Detection and Prevention:** Marriott shall develop, implement, and maintain intrusion prevention and detection systems, endpoint protection systems, threat monitoring systems, or similar technologies reasonably designed to detect and restrict unauthorized access to MARRIOTT ASSETS or COVERED DATABASES.

67. **Change Detection:** Marriott shall develop, implement and maintain reasonable controls designed to provide notification within a twenty-four (24) hour period of unauthorized modifications to critical system files at the CORPORATE LEVEL.

68. **Segmentation:** Marriott shall develop, implement, and maintain policies and procedures that are reasonably designed to create network segmentation of MARRIOTT ASSETS and COVERED DATABASES in a secure manner and to logically separate MARRIOTT ASSETS between production and non-production environments. Such policies shall include a process designed to detect the presence of PERSONAL INFORMATION in non-production environments.

69. **Non-Production Environments:** Marriott shall develop, implement, and maintain policies and procedures to prohibit the use of PERSONAL INFORMATION within non-production environments unless it is de-identified.

70. **Vulnerability Management:**

a. Marriott shall develop, implement, and maintain a vulnerability management program reasonably designed to continually identify and assess vulnerabilities of MARRIOTT ASSETS or COVERED DATABASES by: (i) discovering vulnerabilities identified by reputable outside sources; (ii) assigning risk rankings to new vulnerabilities; (iii) running internal and external network vulnerability scans at least quarterly or after any significant change to MARRIOTT ASSETS or COVERED DATABASES; and (iv) performing re-scans to ensure that previously identified vulnerabilities have been properly remediated.

b. Marriott shall develop, implement, and maintain a risk-based testing program reasonably designed to identify and assess security vulnerabilities of MARRIOTT ASSETS or COVERED DATABASES. This program shall include an appropriate schedule of risk-based tests including internal and external penetration testing, segmentation testing, and web application penetration testing to be performed on MARRIOTT ASSETS or COVERED DATABASES that adequately takes into account security risk. Such testing shall not be less than annual and shall include retests where necessary to confirm appropriate remediation.

71. **Component Hardening:** Marriott shall develop configuration standards to harden operating systems and network devices at the CORPORATE LEVEL against known threats and vulnerabilities. These standards shall be consistent with industry-recognized system hardening standards. Following the development of configuration standards, Marriott shall implement such configuration standards for new operating systems and network devices that are MARRIOTT ASSETS according to a risk-based

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schedule. Marriott shall evaluate and implement such configuration standards for existing operating systems and network devices that are MARRIOTT ASSETS according to a risk-based analysis and schedule.

72. **Updates/Patch Management:** Marriott shall develop, implement, and maintain processes and procedures for patch management to maintain, keep updated, and support the software on MARRIOTT ASSETS or COVERED DATABASES, using measures that take into consideration the impact a software update will have on data security of MARRIOTT ASSETS or COVERED DATABASES, Marriott's ongoing business and network and operational needs, and the scope of the resources required to maintain, update, and support the software.

a. Such processes and procedures shall include a schedule to install security updates and security patches in a timely manner that considers (without limitation) the severity of the vulnerability for which the update or patch has been released to address, the severity of the issue in the context of MARRIOTT ASSETS or COVERED DATABASES, the impact on Marriott's ongoing business and network operations, and the risk ratings articulated by the relevant software and application vendors or disseminated by the Cybersecurity and Infrastructure Security Agency or equivalent successor Federal agency.

73. **Software:** If any software on any of the MARRIOTT ASSETS is reaching its end-of-life or end-of-support date, Marriott must either timely replace such software or, prior to the end-of-life or end-of-support date, implement COMPENSATING CONTROLS.

74. **Digital Certificates:** Marriott shall use a digital certificate management tool or service to inventory digital certificates. A digital certificate for the purposes of this paragraph shall include a security token, biometric identifier, or a cryptographic key used to protect externally facing systems and applications.

75. **Data Loss Prevention:** Marriott shall develop, implement, and maintain a process designed to detect and restrict unauthorized or inadvertent transmission of PERSONAL INFORMATION from MARRIOTT ASSETS.

76. **Asset Inventory:** Marriott shall develop, implement, and maintain written policies and procedures to regularly inventory and classify MARRIOTT ASSETS and COVERED DATABASES, including, but not limited to, with the use of scanning or equivalent tools.

77. **Hardware Removal:** In the event that Marriott removes and does not intend to reinstate within a reasonable timeframe, any MARRIOTT ASSETS that store or contain PERSONAL INFORMATION, Marriott shall remove or ENCRYPT the PERSONAL INFORMATION contained on that asset or destroy the asset. In the event that Marriott discontinues use of any of the COVERED DATABASES, Marriott shall remove or ENCRYPT the CONSUMER information on that database or destroy the database.

78. **Shared Security Responsibilities:** For any electronic systems that: (a) are capable of using and sharing software, data, and hardware resources, (b) collect, maintain, process, store, or transmit PERSONAL INFORMATION, and (c) have shared security measures between Marriott and a third party, such electronic systems shall be

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MARRIOTT ASSETS to the extent Marriott has direct control of the security measures required by this Judgment at Information Security Program: Specific Technical Safeguards and Controls, Paragraphs 60 to 77. For any central reservation and loyalty database that: (a) Marriott uses to operate guest reservation or loyalty program transactions that includes two or more of the following data elements: (i) reservation details, (ii) hotel stay preferences, (iii) LOYALTY REWARDS PROGRAM number; or (iv) LOYALTY REWARDS PROGRAM points balance, and (b) has shared security measures between Marriott and a third party, such database shall be a COVERED DATABASE to the extent Marriott has direct control of the security measures required by this Judgment at Information Security Program: Specific Technical Safeguards and Controls, Paragraphs 60 to 77. Nothing contained in this paragraph shall alter Marriott's obligations under any state, federal, or other local law, rule, or regulation.

### **FULL IMPLEMENTATION**

79. **Full Implementation:** Not later than the FULL IMPLEMENTATION DATE, Marriott shall timely implement the following specific provisions of the Information Security Program: Access Control and Account Management – Specific at Paragraph 61; Segmentation at Paragraph 68; Vulnerability Management at Paragraph 70; Updates/Patch Management at Paragraph 72; and Data Loss Prevention at Paragraph 75 (“Listed Provisions”).

80. Not later than one (1) year from the EFFECTIVE DATE, Marriott shall certify to the Office of the Attorney General for the State of Connecticut, Privacy Section and the Consumer Protection Division of the Office of the Attorney General of Maryland

(hereinafter “Designated State Attorneys General”) that Marriott has fully implemented the Listed Provisions.

### INTEGRATION

81. **Post-Acquisition Compliance Assessment:** For a period of twenty (20) years from the EFFECTIVE DATE, Marriott shall employ the following process after the closing of an acquisition pursuant to which Marriott assumes control of any entity that owns, licenses, maintains, processes, or transmits PERSONAL INFORMATION (“Acquired Entity”): Marriott must assess whether the Acquired Entity’s information security program is in compliance with the mandated terms for the Information Security Program required by the Judgment (Paragraphs 37 through 78) (“Post-Acquisition Assessment”).

a. For purposes of this section, “control” shall mean (i) either (1) holding fifty (50) percent or more of the outstanding voting securities of an issuer or (2) in the case of an unincorporated entity, having the right to fifty (50) percent or more of the profits of the entity, or having the right in the event of dissolution to fifty (50) percent or more of the assets of the entity; or (ii) having the contractual power presently to designate fifty (50) percent or more of the directors of a for-profit or not-for-profit corporation, or fifty (50) percent or more of the trustees in the case of trusts that are irrevocable and/or in which the settlor does not retain a reversionary interest.

b. For purposes of this section, “entity” shall mean any natural person, corporation, company, partnership, joint venture, association, joint-stock

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company, trust, estate of a deceased natural person, foundation, fund, institution, society, union, or club, whether incorporated or not, wherever located and of whatever citizenship, or any receiver, trustee in bankruptcy or similar official or any liquidating agent for any of the foregoing, in his or her capacity as such; or any joint venture or other corporation which has not been formed but the acquisition of the voting securities or other interest in which, if already formed, would require notification under the Hart-Scott-Rodino Act and its implementing regulations.

82. **Post-Acquisition Plan:** Marriott shall create a plan and timeline to address gaps and deficiencies identified by Marriott in the Post-Acquisition Assessment when comparing the Acquired Entity's information security program with the Information Security Program. Where Marriott acquires assets that will become MARRIOTT ASSETS through a transaction that does not constitute an acquisition of an Acquired Entity pursuant to Paragraph 81, Marriott may create a plan to address gaps and deficiencies identified by Marriott in a risk analysis conducted consistent with Paragraph 46. The initial timeline for addressing such gaps and deficiencies in either the acquisition of an Acquired Entity or assets shall be no longer than eighteen (18) months following the closing of an acquisition.

83. Marriott may integrate or connect any asset or assets acquired in a transaction described in Paragraph 81 or 82 of this Judgment for use in a production environment of any of the MARRIOTT ASSETS at such time that the applicable asset or assets comply with the Information Security Program.

84. In the event that Marriott is unable to complete the plan within the initial timeline, Marriott will report to the Board Committee regarding the implementation timeline progress and update the timeline accordingly.

85. **Documentation Requirements:** Marriott shall document its efforts to comply with the requirements set forth in Paragraphs 81 through 84 of this Judgment.

### **THIRD-PARTY INFORMATION SECURITY ASSESSMENTS**

86. **Assessment:** Marriott shall engage an independent third party (the “Assessor”) on a biennial basis to assess Marriott’s information security practices, as well as its compliance with the terms of the Information Security Program, Full Implementation, and Integration required by this Judgment (Paragraphs 37 through 85) (“Third-Party Assessment”). The Assessor shall document the Third-Party Assessment in a written report (“Assessor’s Report”).

a. The Assessor must be highly qualified and well experienced. This shall mean that, at a minimum, the Assessor must be a Certified Information Systems Security Professional (“CISSP”) or a Certified Information Systems Auditor (“CISA”), or a similarly qualified person or organization, and have at least five (5) years of experience evaluating the effectiveness of computer system security or information system security. In the event that Marriott obtains approval to engage an Assessor from the Federal Trade Commission pursuant to the FTC ORDER, Marriott shall be deemed to have satisfied this requirement. In the event that the Federal Trade Commission pursuant to the FTC ORDER rejects an Assessor, Marriott shall not engage such Assessor for this Judgment.

b. The first Third-Party Assessment shall cover a period commencing on sixty (60) days after the EFFECTIVE DATE and ending at three-hundred sixty-five (365) days later (“Initial Assessment Period”). If the issuance date of the FTC ORDER occurs no more than 90 days after the EFFECTIVE DATE, Marriott may provide written notice to the Connecticut Attorney General’s Office that Marriott is exercising its option to adjust the Initial Assessment Period to match the initial assessment period contained in the FTC ORDER and the Initial Assessment Period contained in this subparagraph shall be revised accordingly. Each subsequent Third-Party Assessment shall cover a continuous two-year period thereafter and be due each two-year period thereafter, for a total period of ten (10) years from the FULL IMPLEMENTATION DATE therefore resulting in a total of five (5) assessments.

c. The Third-Party Assessment shall:

- i. Determine whether Marriott has implemented and maintained the Information Security Program;
- ii. Assess the effectiveness of Marriott’s implementation and maintenance of the Information Security Program;
- iii. Identify material gaps or weaknesses in, or instances of material non-compliance with, the Information Security Program;
- iv. Address the status of material gaps or weaknesses in, or instances of material non-compliance with, the Information Security

Program that were identified in any prior Assessor's Report required by this Judgment; and

v. Identify specific evidence (including documents reviewed, sampling and testing performed, and interviews conducted) examined to make such determinations, assessments, and identifications, and explain why the evidence that the Assessor examined is (1) appropriate for assessing an enterprise of Marriott's size, complexity, and risk profile, and (2) sufficient to justify the Assessor's findings. No finding of the Assessor's Report shall rely primarily on assertions or attestations by Marriott's management.

d. The Assessor's Report must be completed within a reasonable period of time after each Third-Party Assessment ends and must be signed by the Assessor, stating that the Assessor conducted an independent review of the Information Security Program and did not rely primarily on assertions or attestations by Marriott's management.

e. Following the completion of the Third-Party Assessment and receipt of the Assessor's Report, the Chief Information Security Officer (or his or her designee) or General Counsel (or his or her designee) shall present the Assessor's findings to the Board Committee at its next regularly scheduled meeting.

f. Marriott shall provide a copy of the Assessor's Report to the Designated State Attorneys General within fourteen (14) days after Marriott's

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receipt of the Assessor's Report. Upon request by either of the Designated State Attorneys General, Marriott shall provide the number of hours worked on the Assessment by each member of the assessment team.

g. Following the last reporting period covered by the Assessor's Report described in subparagraph 86.b and until the expiration of the FTC ORDER, Marriott shall provide copies of the Third-Party Assessments required by the FTC ORDER to the Designated State Attorneys General within three (3) business days after Marriott delivers each Third-Party Assessment to the Federal Trade Commission.

### **Reports**

87. **Quarterly Reports:** Marriott shall provide to the Designated State Attorneys General the reports as set forth below ("Quarterly Reports"). Upon request by either of the Designated State Attorneys General, Marriott shall provide documentation to support the Quarterly Report.

a. On the first day of the fourth month following the EFFECTIVE DATE, Marriott shall provide a plan and schedule of (i) the development of the policies and procedures required by the Information Security Program and (ii) the implementation of the Listed Provisions.

b. On the first day of the seventh month following the EFFECTIVE DATE, Marriott shall provide a progress report (i) confirming the implementation of the policies and procedures required by the Information Security Program and

(ii) providing the status of the implementation of the Listed Provisions. The progress report shall provide the status of Marriott's efforts to fully implement each provision of the Listed Provisions to include (i) whether or not the provision is fully implemented and, if not, the projected date of full implementation, (ii) whether or not all necessary underlying risk analyses have been performed and, if not, a schedule of performing the remaining risk analyses, and (iii) a high-level description of the changes made during the quarter in furtherance of achieving full implementation.

c. On the first day of the tenth month following the Effective Date, Marriott shall provide an additional Quarterly Report as described in subparagraph (b), for any Listed Provisions that were not reported as fully implemented in the prior Quarterly Report.

88. Either of the Designated State Attorneys General may provide a copy of any Assessor's Report or Quarterly Report received from Marriott to the Plaintiff upon request.

89. The Third-Party Assessments, the Assessor's Reports, the Quarterly Reports and all information contained therein shall be treated by the Plaintiff as confidential to the extent permitted by the laws of the State of North Carolina; shall not be shared or disclosed except as provided herein; and shall be treated by the Plaintiff as exempt from disclosure as permitted under the relevant public records laws of the State of North Carolina. In the event that the Plaintiff receives any request from the public for the Third-Party Assessments, the Assessor's Reports, the Quarterly Reports or other

confidential documents under this Judgment and believes that such information is subject to disclosure under the relevant public records laws, the Plaintiff agrees to provide Marriott with at least ten (10) days advance notice before producing the information, to the extent permitted by state law (and with any required lesser advance notice), so that Marriott may take appropriate action to defend against the disclosure of such information. The notice under this paragraph shall be provided consistent with the notice requirements contained in Paragraph 111. Nothing contained in this subparagraph shall alter or limit the obligations of the Plaintiff that may be imposed by the relevant public records laws of the State of North Carolina, or by order of any court, regarding the maintenance or disclosure of documents and information supplied to the Plaintiff.

#### **CONSUMER-RELATED RELIEF**

90. **Deletion Option:** Marriott shall provide a deletion option to CONSUMERS in accordance with this Paragraph. Marriott shall provide a method through Marriott's Privacy Center website, or by any other equivalent method it determines, by which a CONSUMER can request the deletion of the CONSUMER's information. Upon request by a CONSUMER to exercise the deletion option, Marriott shall provide confirmation of receipt of the CONSUMER's request and take reasonable steps to communicate the request to the MARRIOTT FRANCHISED HOTEL(s).

a. If Marriott identifies that the CONSUMER resides in a U.S. jurisdiction that provides the CONSUMER with deletion rights, Marriott shall process the CONSUMER's request in compliance with the law of that jurisdiction.

b. If Marriott identifies that the CONSUMER does not reside in a U.S. jurisdiction that provides the CONSUMER with deletion rights, Marriott shall process the CONSUMER's deletion request in accordance with this subparagraph. Once Marriott verifies that the CONSUMER is a CONSUMER for whom Marriott possesses information associated with the email address and/or LOYALTY REWARDS PROGRAM account number, within sixty (60) days, Marriott shall process the CONSUMER's deletion request and notify the CONSUMER that the request has been processed. Marriott shall have until one hundred eighty (180) days after the EFFECTIVE DATE to implement this subparagraph.

c. Nothing in subparagraph (b) shall abrogate Marriott's rights to: (i) avail itself of any and all rights, exceptions, and exemptions existing under any state or federal law or (ii) retain a subset of a CONSUMER's information to comply with its legal, regulatory, or other obligations. Marriott is not obligated to comply with the requirements under subparagraph (b) when the requirements conflict with Marriott's ability to comply with federal, state, or local laws or regulations; any civil, criminal, or regulatory inquiry, investigation, subpoena, or summons by federal, state, local or other governmental authorities; or any transactional, tax, escheatment, corporate accountability, or other legitimate business need compatible with the context in which the CONSUMER provided the information.

91. Loyalty Rewards Program Review:

Marriott shall:

a. Develop, implement, and maintain an easily accessible method by which a CONSUMER can request that Marriott review the requesting CONSUMER's LOYALTY REWARDS PROGRAM account for suspected unauthorized account activity that occurred within the preceding twelve (12) months. Upon receipt of such request and relevant substantiating information from the CONSUMER, Marriott shall timely undertake reasonable steps to determine if any such suspected unauthorized activity has occurred in the CONSUMER's LOYALTY REWARDS PROGRAM account; or

b. In the event of a SECURITY EVENT specifically involving the unauthorized use of authentication credentials for CONSUMER LOYALTY REWARDS PROGRAM account(s), timely undertake reasonable steps to determine if any suspicious or unauthorized activity has occurred in CONSUMER LOYALTY REWARDS PROGRAM account(s).

c. Following any review pursuant to subparagraph (91.a) or (91.b) above, in the event that Marriott determines that suspicious or unauthorized activity by a third party resulted in any reduction of points associated with a CONSUMER's LOYALTY REWARDS PROGRAM account, unless Marriott determines that the CONSUMER violated the terms of use of the LOYALTY REWARDS PROGRAM, Marriott shall restore the reduced points in the relevant CONSUMER's LOYALTY REWARDS PROGRAM account.

92. **Loyalty Rewards Program Access:** Marriott shall offer a multi-factor authentication method or equivalent enhanced authentication measures to CONSUMERS to directly access any Marriott account, including a LOYALTY REWARDS PROGRAM account.

93. **Consumer Transparency:**

a. Marriott shall continue to provide for CONSUMERS a link to its consumer privacy policy on the U.S. homepage of its website and in its U.S. version of its mobile application. The policy shall continue to be provided in a manner that is: (i) in readily understandable language and syntax, and (ii) in a type size, font, color, appearance, and location sufficiently noticeable for a CONSUMER to read and comprehend it, and, at a minimum, in a print that contrasts with the background against which it appears.

b. Marriott's consumer privacy policy shall include the following:

i. The detailed categories of PERSONAL INFORMATION Marriott collects and maintains;

ii. How Marriott collects the PERSONAL INFORMATION;

iii. How Marriott uses the PERSONAL INFORMATION;

iv. Whether Marriott shares the PERSONAL INFORMATION with others and, if so, what PERSONAL INFORMATION is shared and

the categories of persons or entities with whom the PERSONAL INFORMATION is shared; and

v. Whether CONSUMERS can request deletion of their PERSONAL INFORMATION and, if so, how to request such deletion.

c. Material changes to Marriott's public consumer privacy policy with respect to PERSONAL INFORMATION shall be updated in Marriott's online privacy notices as soon as reasonably practical before the change is implemented. Marriott shall also e-mail notices to CONSUMERS who have valid e-mail addresses on file with Marriott informing them of such changes.

94. **Consumer Complaints:** Marriott shall maintain a point of contact, such as a dedicated e-mail address, for the Plaintiff or any U.S. federal or state governmental agency charged with enforcement of a U.S. federal or state CONSUMER PROTECTION LAW, DATA BREACH NOTIFICATION LAW, or PERSONAL INFORMATION PROTECTION LAW ("Consumer Protection Agency") for the receipt of CONSUMER complaints. Marriott shall promptly review and respond to all CONSUMER complaints submitted by a Consumer Protection Agency.

#### **IV. DOCUMENT RETENTION**

95. After the EFFECTIVE DATE, Marriott shall maintain the following records for a period of not less than five (5) years:

a. Personnel records showing, for each employee of Marriott providing services in relation to any aspect of the Judgment, that employee's

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name, addresses, telephone numbers, job title or position, dates of service, and (if applicable) the reason for termination;

b. Written complaints either received by Marriott's Global Privacy Office directly from CONSUMERS through the dedicated Marriott privacy email address published on Marriott's Group Global Privacy Statement ([privacy@marriott.com](mailto:privacy@marriott.com)) or received by Marriott indirectly from a Consumer Protection Agency pursuant to Paragraph 94, and any written response;

c. Reports, assessments, and documentation required by this Judgment in Paragraphs 39, 43, 45, 49, 54, 58, 68, 85, and 86.d;

d. A copy of each notice to CONSUMERS provided pursuant to Paragraph 93.c; and

e. Copies of all subpoenas and subpoena responses with law enforcement agencies located in the United States if such subpoenas relate to Marriott's compliance with this Judgment.

96. Marriott shall maintain all materials the Assessor relied upon to conduct the Third-Party Assessment to the extent identified by the Assessor in the Assessor's Report, that are in the possession of Marriott, whether prepared by or on behalf of Marriott, including all plans, reports, studies, reviews, audits, audit trails, policies, training materials, and assessments, and any other materials concerning Marriott's compliance with related provisions of this Judgment for a period of five (5) years from the date of the delivery of the Assessor's Report pursuant to Paragraph 86.d.

## V. MONETARY PAYMENT

97. No later than thirty (30) days after the EFFECTIVE DATE, Marriott shall pay the sum of Fifty-Two Million Dollars (\$52,000,000.00) to be divided among the participating states<sup>4</sup> and paid by Marriott directly to the Plaintiff in the amount designated in sub-paragraph (a).

a. Out of the sum in this paragraph, Marriott shall pay to the Plaintiff Two Million Fifty-Nine Thousand One Hundred Seventy-Six Dollars (\$2,059,176.00).

b. The payment to North Carolina shall be used by the State of North Carolina as and for attorneys' fees and other costs of investigation and litigation, or be placed in, or applied to, the consumer protection enforcement fund, including future consumer protection enforcement, consumer education, litigation, or local consumer aid fund or revolving fund, used to defray the costs of the inquiry leading hereto, or for other uses permitted by state law, at the sole discretion of the North Carolina Attorney General.

c. For the avoidance of doubt, the monetary payment made to the Plaintiff pursuant to this paragraph does not include other costs incurred or expenditures made by Marriott to come into compliance with the

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<sup>4</sup> *Supra*, note 1.

requirements of the Information Security Program contained in this Judgment.

d. Costs or expenditures incurred by Marriott to implement the provisions of Section III and Section IV of this Judgment are costs to come into compliance with the laws alleged by Plaintiff to have been violated. For the avoidance of doubt, neither the Plaintiff nor Marriott makes any warranty or representation as to the tax consequences of such costs or expenditures incurred by Marriott to implement the provisions of Section III and Section IV of this Judgment. Additionally, Plaintiff does not make any warranty or representation and has not agreed to the amount of costs or expenditures appropriate for Marriott to implement the provisions of Section III and Section IV.

98. Marriott shall pay all court costs associated with the filing of this Judgment.

99. Plaintiff and Marriott agree to waive any attorneys' fees as a prevailing party under any statute, regulation, or rule.

## **VI. RELEASE**

100. Following full payment of the amounts due under this Judgment, the Plaintiff shall release and discharge Marriott from all civil claims that it could have brought under its CONSUMER PROTECTION LAW, DATA BREACH NOTIFICATION LAW, and/or PERSONAL INFORMATION PROTECTION LAW arising out of the

COVERED CONDUCT. Nothing contained in this paragraph shall be construed to limit the ability of the Plaintiff to enforce the obligations that Marriott has under this Judgment.

101. Notwithstanding any term of this Judgment, any and all of the following forms of liability are specifically reserved and excluded from the release in Paragraph 100 as to any entity or person, including Marriott:

a. Any criminal liability that any person or entity, including Marriott, has or may have to the States; and

b. Any civil or administrative liability that any person or entity, including Marriott, has or may have to the States under any statute, regulation or rule giving rise to, any and all of the following claims:

i. State or federal antitrust violations;

ii. State or federal securities violations; or

iii. State or federal tax claims.

102. Nothing in this Judgment shall be construed to settle, release, or resolve any claim against Marriott or any other person or entity by a non-party involving any private causes of action, claims, or remedies or be construed to create, waive, or limit any private causes of action, claims, or remedies.

## VII. NO ADMISSION OF LIABILITY

103. **No Violations of Law:** In stipulating to the entry of this Judgment, Marriott does not admit to any violation of or liability arising from any state, federal, or local law.

104. Nothing contained in this Judgment shall be construed as an admission or concession of liability by Marriott, nor to any express or implied allegations relating to current or historical information security policies and practices. Nothing contained in this Judgment shall be construed to create any third-party beneficiary rights or give rise to or support any right of action in favor of any CONSUMER or group of CONSUMERS or confer upon any person other than the Plaintiff and Marriott any rights or remedies. By entering into this Judgment, Marriott does not intend to create any legal or voluntary standard of care and expressly denies that any practices, policies, or procedures inconsistent with those set forth in this Judgment violate any applicable legal standard. This Judgment is not intended to be and shall not be construed as, deemed to be, represented as, or relied upon in any manner by any party in any civil, criminal, or administrative proceeding before any court, administrative agency, arbitration, or other tribunal as an admission, concession, or evidence that Marriott has violated any federal, state, or local law, or that Marriott's current or prior practices related to whether its Information Security Program is or was not in accordance with any federal, state, or local law.

## VIII. GENERAL PROVISIONS

105. Nothing herein shall be construed to exonerate any failure to comply with any provision of this Judgment after the EFFECTIVE DATE or other date as applicable to the specific provision to compromise the authority of the Plaintiff to initiate a proceeding for any failure to comply with this Judgment, or to alter or modify any federal or state law as to the use or enforcement of this Judgment.

106. Nothing in this Judgment shall be construed to limit the authority or ability of the Plaintiff to protect the interests or the people of North Carolina. This Judgment shall not bar the Plaintiff or any other governmental entity from enforcing laws, regulations, or rules against Marriott for conduct subsequent to or otherwise not covered by this Judgment. Further, nothing in this Judgment shall be construed to limit the ability of the Plaintiff to enforce the obligations that Marriott has under this Judgment, subject to the meet and confer requirements in Paragraph 113.

107. Nothing in this Judgment shall be construed as excusing or exempting Marriott from complying with any state, federal, or other jurisdiction's law, rule, or regulation, nor shall any provision of this Judgment be construed in a manner to prevent Marriott from complying with any such law, regulation, or rule where in conflict with this Judgment. Furthermore, no provisions of this Judgment shall be construed as authorizing, permitting, or requiring Marriott to engage in any acts or practices prohibited by any state, federal, or other jurisdiction's law, rule, or regulation.

108. Marriott shall deliver a copy of this Judgment to, and otherwise fully apprise, its Chief Executive Officer, Chief Information Security Officer, Chief Privacy

Officer, General Counsel, and Board of Directors within ninety (90) days of the EFFECTIVE DATE. To the extent Marriott replaces any of the above listed officers or directors, Marriott shall deliver a copy of this Judgment to their replacements within ninety (90) days from the date on which such person assumes such position with Marriott unless such person has previously been provided a copy pursuant to this Judgment.

109. Marriott shall not participate in any activity or form a separate entity or corporation for the purpose of engaging in acts or practices in whole or in part that are prohibited by this Judgment or for any other purpose that would otherwise circumvent any term of this Judgment. Marriott shall not knowingly cause, permit, or encourage any other persons or entities acting on its behalf, to engage in practices prohibited by this Judgment.

110. This Judgment shall not be construed to waive any claims of sovereign immunity that North Carolina may have in any action or proceeding.

111. **Notice:** All notices or other documents to be provided under this Judgment shall be sent by electronic mail. Nothing herein prohibits the sending party from simultaneously providing notice by electronic mail and by United States mail or a nationally recognized courier service.

a. Whenever Marriott shall provide notice or documents to the Plaintiff under this Judgment, that requirement shall be satisfied by sending notice to:

**Primary Point of Contact:**  
Kim D'Arruda, CIPP/US

*State of North Carolina v. Marriott International, Inc.*

Special Deputy Attorney General; Director, Technology, Healthcare & Antitrust  
Section  
Consumer Protection Division  
North Carolina Department of Justice  
114 W. Edenton Street  
Raleigh, NC 27603  
[kdarruda@ncdoj.gov](mailto:kdarruda@ncdoj.gov)

**Alternate Point of Contact:**

Asa C. Edwards IV, CIPP/US  
Special Deputy Attorney General  
Consumer Protection Division  
North Carolina Department of Justice  
114 W. Edenton Street  
Raleigh, NC 27603  
[aedwards@ncdoj.gov](mailto:aedwards@ncdoj.gov)

The Plaintiff may update its designee and contact information by sending  
written notice to Marriott informing it of the change.

b. Whenever the Plaintiff shall provide notice or documents to  
Marriott under this Judgment, that requirement shall be satisfied by sending notice  
to:

**Primary Point of Contact:**

Rena Hozore Reiss  
Executive Vice President and General Counsel  
7750 Wisconsin Avenue  
Bethesda, MD 20814  
[OGC@marriott.com](mailto:OGC@marriott.com)

**Alternate Point of Contact:**

Kimberly Shur  
Senior Vice President and Global Privacy Officer  
7750 Wisconsin Avenue,  
Bethesda, MD 20814  
[GPO@marriott.com](mailto:GPO@marriott.com)

Marriott may update its designee and contact information by sending  
written notice to the Plaintiff informing it of the change. In the event that  
Marriott does not have a valid designee on file, the Plaintiff may send notice to

Marriott's registered agent or counsel of record in this Judgment to satisfy this requirement.

112. Solely for the purposes of entry of this Judgment, Marriott waives any defect associated with service of the Plaintiff's Complaint and does not require issuance or service of process of a summons. Further, Marriott waives any statutorily required notice associated with the commencement of this action, including any requirement to seek injunctive relief.

113. **Meet and Confer:** If the Plaintiff has reason to believe that Marriott has failed to comply with this Judgment, and if in the Plaintiff's sole discretion the failure to comply does not threaten the health or safety of citizens and/or does not create an emergency requiring immediate action, the Plaintiff will notify Marriott of such failure to comply and Marriott shall have thirty (30) days from receipt of such notice to provide a good faith written response, including either a statement that Marriott believes it is in full compliance or otherwise a statement explaining how the violation occurred how it has been addressed or when it will be addressed, and what Marriott will do to make sure the violation does not happen again. The Plaintiff may agree to provide Marriott more than thirty (30) days to respond.

114. Nothing herein shall be construed to exonerate any failure to comply with any provision of this Judgment, or to compromise the authority of the Plaintiff to initiate a proceeding for any failure to comply with this Judgment after receiving the response from Marriott described in Paragraph 113 above, the Plaintiff determines that an enforcement action is in the public interest.

115. **Severability:** If any clause, provision, or section of this Judgment shall, for any reason, be held illegal, invalid, or unenforceable, such illegality, invalidity, or unenforceability shall not affect any other clause, provision, or section of this Judgment and this Judgment shall be construed and enforced as if such illegal, invalid, or unenforceable clause, section, or provision had not been contained herein.

116. Jurisdiction is retained by the Court for the purpose of enabling any party to the Judgment to apply to the Court at any time for such further orders and directions as may be necessary or appropriate for the construction or the carrying out of this Judgment, for the modification of any of the injunctive provisions hereof, for enforcement of compliance herewith, and for the punishment of violations hereof, if any.

The clerk is ordered to enter this Judgment forthwith.

IT IS SO ORDERED, ADJUDGED AND DECREED.

10/17/2024 1:05:33 PM

Date

10/17/24



Presiding Judge

APPROVED:

PLAINTIFF, THE STATE OF NORTH CAROLINA

JOSHUA H. STEIN,  
North Carolina Attorney General

By:  Date: October 9, 2024

Kimberley A. D'Arruda, CIPP/US  
Special Deputy Attorney General  
Director, Technology, Healthcare & Antitrust Section,  
Consumer Protection Division  
North Carolina Department of Justice  
P.O. Box 629  
Raleigh, NC 27602-0629  
[kdarruda@ncdoj.gov](mailto:kdarruda@ncdoj.gov)  
919-716-6000  
NC State Bar No. 25271

APPROVED:

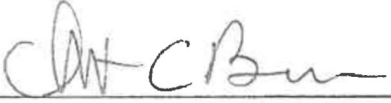
DEFENDANT MARRIOTT INTERNATIONAL, INC.

By: 

Date: \_\_\_\_\_

Rena Hozore Reiss  
*Executive Vice President and General Counsel*  
Marriott International, Inc.  
7750 Wisconsin Ave.,  
Bethesda, Maryland 20814

COUNSEL FOR DEFENDANT, MARRIOTT INTERNATIONAL, INC.

By: 

Date: 8 Oct 2024

Chris Burris  
*Local Counsel for Marriott International, Inc.*  
North Carolina Bar No. 25305  
King & Spalding LLP  
1180 Peachtree Street, N.E.  
Atlanta, Georgia 30309  
Tel.: (404) 572-4600  
Fax: (404) 572-5140

COUNSEL FOR DEFENDANT, MARRIOTT INTERNATIONAL, INC.

By:  \_\_\_\_\_

Date: October 9, 2024

Phyllis B. Sumner  
*Lead Counsel for Marriott International, Inc.*  
Stephen P. Cummings  
Jillian Simons  
King & Spalding LLP  
1180 Peachtree Street, N.E.  
Atlanta, Georgia 30309  
Tel.: (404) 572-4600  
Fax: (404) 572-5140

## MARRIOTT MULTISTATE APPENDIX A

STATE	CONSUMER PROTECTION LAWS	DATA BREACH NOTIFICATION & PERSONAL INFORMATION PROTECTION LAWS
AK - ALASKA	Unfair Trade Practices Act, Alaska Stat. 45.50.471, <i>et seq.</i>	Alaska Stat. 45.48.010, <i>et seq.</i>
AL - ALABAMA	Alabama Deceptive Trade Practices Act, Ala. Code § 8-19-1, <i>et seq.</i>	Data Breach Notification Act of 2018, Ala. Code § 8-38-1, <i>et seq.</i>
AR - ARKANSAS	Arkansas Deceptive Trade Practices Act, Ark. Code Ann. § 4-88-101, <i>et seq.</i>	Arkansas Personal Information Protection Act, Ark. Code Ann. § 4-110-101, <i>et seq.</i>
AZ - ARIZONA	Arizona Consumer Fraud Act, Ariz. Rev. Stat. §§ 44-1521, <i>et seq.</i>	Ariz. Rev. Stat. §§ 18-551 and 18-552
CO - COLORADO	Colorado Consumer Protection Act, C.R.S. §§ 6-1-101 <i>et seq.</i>	C.R.S. § 6-1-716 and C.R.S. § 6-1-713.5
CT- CONNECTICUT	Connecticut Unfair Trade Practices Act, Conn. Gen. Stat. §§ 42-110b, <i>et seq.</i>	Breach of Security, Conn. Gen. Stat. § 36a-701b; Safeguarding of Personal Information, Conn. Gen. Stat. § 42-471
DC - DISTRICT OF COLUMBIA	Consumer Protection Procedures Act, D.C. Code §§ 28-3901, <i>et seq.</i>	District of Columbia Consumer Security Breach Notification Act, D.C. Code §§ 28-3851, <i>et seq.</i>
DE - DELAWARE	Consumer Fraud Act, 6 Del. C. §§ 2511 <i>et seq.</i>	Delaware Data Breach Notification Law, 6 Del. C. § 12B-100 <i>et seq.</i>
FL - FLORIDA	Florida Deceptive and Unfair Trade Practices Act, Chapter 501, Part II, §501.201 <i>et seq.</i> , Florida Statutes	Florida Information Protection Act, Section 501.171, Florida Statutes
GA - GEORGIA	Georgia Fair Business Practices Act, O.C.G.A. §§ 10-1-390 through 408	Georgia Personal Identity Protection Act, O.C.G.A §§ 10-1-910 through 915
HI - HAWAII	Uniform Deceptive Trade Practice Act, Haw. Rev. Stat. ch. 481A and Haw. Rev. Stat. § 480-2	Haw. Rev. Stat. ch. 487J and Haw. Rev. Stat. ch. 487N
IA - IOWA	Iowa Consumer Fraud Act, Iowa Code § 714.16	Personal Information Security Breach Protection Act, Iowa Code Chapter 715C
ID - IDAHO	Idaho Consumer Protection Act, Idaho Code §§ 48-601, <i>et seq.</i>	Idaho Code, Title 28, Chapter 51, , §28-51-103 <i>et seq.</i>
IL - ILLINOIS	Illinois Consumer Fraud and Deceptive Business Practices Act, 815 ILCS 505/1 <i>et seq.</i>	Illinois Personal Information Protection Act, 815 ILCS 530/1 <i>et seq.</i>
IN - INDIANA	Deceptive Consumer Sales Act, Ind. Code §§ 24-5-0.5 <i>et seq.</i>	Disclosure of Security Breach Act, Ind. Code §§ 24-4.9 <i>et seq.</i>
KS - KANSAS	Kansas Consumer Protection Act, K.S.A. §§ 50-623 <i>et seq.</i>	Security Breach Notification Act, K.S.A. §§ 50-7a01, <i>et seq.</i> ; The Wayne Owen Act, K.S.A. § 50-6,139b

## MARRIOTT MULTISTATE APPENDIX A

KY - KENTUCKY	Kentucky Consumer Protection Act, KRS §§ 367.110-367.300, 367.990	KRS 365.732
LA - LOUISIANA	Unfair Trade Practices and Consumer Protection Law, La. R.S. §§ 51:1401, <i>et seq.</i>	Database Security Breach Notification Law, La. R.S. §§ 51:3071, <i>et seq.</i>
MA - MASSACHUSETTS	Massachusetts Consumer Protection Act, Mass. Gen. Laws ch. 93A	Mass. Gen. Laws ch. 93H; 201 Code Mass. Regs. 17.00 <i>et seq.</i>
MD - MARYLAND	Maryland Consumer Protection Act, Md. Code Ann., Com. Law §§ 13-101, <i>et seq.</i>	Maryland Personal Information Protection Act, Md. Code Ann., Com. Law §§ 14-3501, <i>et seq.</i>
ME - MAINE	Maine Unfair Trade Practices Act, 5 M.R.S.A. §§ 205-A, <i>et seq.</i>	Maine Notice of Risk to Personal Data Act, 10 M.R.S.A. §§ 1346, <i>et seq.</i>
MI - MICHIGAN	Michigan Consumer Protection Act, MCL 445.901 <i>et seq.</i>	Identity Theft Protection Act, MCL 445.61, <i>et seq.</i>
MN - MINNESOTA	Uniform Deceptive Trade Practices Act, Minn. Stat. §§ 325D.43-.48; Consumer Fraud Act, Minn. Stat. §§ 325F.68-.694	Minnesota Data Breach Notification Statute, Minn. Stat. § 325E.61 and Minnesota Health Records Act, Minn. Stat. § 144.291-144.34
MO - MISSOURI	Mo. Rev. Stat. §§ 407.010, <i>et seq.</i>	Mo. Rev. Stat. § 407.1500
MS - MISSISSIPPI	Mississippi Consumer Protection Act, Miss. Code §§ 75-24-1, <i>et seq.</i>	Miss. Code Ann. § 75-24-29
MT - MONTANA	Montana Unfair Trade Practices and Consumer Protection Act, Mont. Code Ann. §§ 30-14-101 <i>et seq.</i>	Mont. Code Ann. §§ 30-14-1701 <i>et seq.</i>
NC - NORTH CAROLINA	North Carolina Unfair and Deceptive Trade Practices Act, N.C.G.S. §§ 75-1.1, <i>et seq.</i>	Identity Theft Protection Act, N.C.G.S. §§ 75-60, <i>et seq.</i>
ND - NORTH DAKOTA	Unlawful Sales or Advertising Practices, N.D.C.C. §§ 51-15-01 <i>et seq.</i>	Notice of Security Breach for Personal Information N.D.C.C. §§ 51-30-01 <i>et seq.</i>
NE - NEBRASKA	Nebraska Consumer Protection Act, Neb. Rev. Stat. §§ 59-1601 <i>et seq.</i>	Financial Data Protection and Consumer Notification of Data Security Breach Act of 2006, Neb. Rev. Stat. § 87-801 <i>et seq.</i>
NH - NEW HAMPSHIRE	New Hampshire Consumer Protection Act, N.H. Rev. Stat. Ann § 358-A:1, <i>et seq.</i>	N.H. Rev. Stat. Ann § 359-C: 19-21
NJ - NEW JERSEY	New Jersey Consumer Fraud Act, N.J.S.A. 56:8-1 <i>et seq.</i>	New Jersey Identity Theft Prevention Act, N.J.S.A. 56:8-161 to -166
NM - NEW MEXICO	New Mexico Unfair Practices Act, NMSA 1978, §§ 57-12-1 <i>et seq.</i>	Data Breach Notifications Act, NMSA 1978, Sections 57-12C-1 <i>et seq.</i>

## MARRIOTT MULTISTATE APPENDIX A

NV - NEVADA	Nevada Deceptive Trade Practices Act, Nev. Rev. Stat. §§ 598.0903 <i>et seq.</i>	Nev. Rev. Stat. §§ 603A.010-603A.290
NY - NEW YORK	Executive Law 63(12), General Business Law 349/350	General Business Law 899-aa and 899-bb
OH - OHIO	Ohio Consumer Sales Practices Act, R.C. § 1345.01, <i>et seq.</i>	R.C. §§ 1349.19 to 1349.192
OK - OKLAHOMA	Oklahoma Consumer Protection Act, 15 O.S. Section 751, <i>et seq.</i>	Oklahoma Security Breach Notification Act, 24 O.S. Section 161, <i>et seq.</i>
OR - OREGON	Oregon Unlawful Trade Practices Act, ORS 646.605, <i>et seq.</i>	Oregon Consumer Information Protection Act, ORS 646A.600, <i>et seq.</i>
PA - PENNSYLVANIA	Pennsylvania Unfair Trade Practices and Consumer Protection Law, 73 P.S. §§ 201-1, <i>et seq.</i>	Breach of Personal Information Notification Act, 73 P.S. §§ 2301, <i>et seq.</i>
RI - RHODE ISLAND	Rhode Island Deceptive Trade Practices Act, R.I. Gen. Laws §§ 6-13.1-1, <i>et seq.</i>	Rhode Island Identity Theft Protection Act R.I. Gen. Laws §§ 11-49.3-1, <i>et seq.</i>
SC - SOUTH CAROLINA	South Carolina Unfair Trade Practices Act, S.C. Code Ann. §§ 39-5-10, <i>et seq.</i>	South Carolina Data Breach Notification Law, S.C. Code Ann. § 39-1-90
SD - SOUTH DAKOTA	SDCL Chapter 37-24	SDCL Chapter 22-40
TN - TENNESSEE	Tennessee Consumer Protection Act of 1977, Tenn. Code Ann. §§ 47-18-101 to -135	Tennessee Identify Theft Deterrence Act of 1999, Tenn. Code Ann. §§ 47-18-2101 to -2111
TX - TEXAS	Texas Deceptive Trade Practices – Consumer Protection Act, Tex. Bus. & Com. Code Ann. §§ 17.41 – 17.63	Identity Theft Enforcement and Protection Act, Tex. Bus. & Com. Code Ann. § 521.001 - 521.152
UT - UTAH	Utah Consumer Sales Practices Act Utah Code §§ 13-11-1, <i>et seq.</i>	Utah Protection of Personal Information Act, Utah Code §§ 13-44-101, <i>et seq.</i>
VA - VIRGINIA	Virginia Consumer Protection Act, Virginia Code §§ 59.1-196 through 59.1-207	Virginia Breach of Personal Information Notification Law, Virginia Code § 18.2-186.6
VT - VERMONT	Vermont Consumer Protection Act, 9 V.S.A. §§ 2451 <i>et seq.</i>	9 V.S.A §§ 2430, 2431, and 2435
WA - WASHINGTON	Washington Consumer Protection Act, RCW 19.86.010 <i>et seq.</i>	Washington Data Breach Notification Law, RCW 19.255.005 <i>et seq.</i>
WI - WISCONSIN	Wis. Stat. § 100.18(1)	Wis. Stat. § 134.98
WV - WEST VIRGINIA	W. Va. Code §§ 46A-1-101, <i>et seq.</i>	W. Va. Code §§ 46A-2A-101 <i>et seq.</i>
WY - WYOMING	Wyoming Consumer Protection Act, W.S. §§ 40-12-101 <i>et seq.</i>	W.S. §§ 40-12-501 <i>et seq.</i>



**JEFF JACKSON**  
**ATTORNEY GENERAL**

**STATE OF NORTH CAROLINA**  
**DEPARTMENT OF JUSTICE**

**ERIC WILSON**  
**CHIEF OF STAFF**

November 17, 2025

North Carolina Senate President Pro Tempore Phil Berger  
North Carolina House of Representatives Speaker Destin Hall  
Co-Chairs, Joint Legislative Commission on Governmental Operations

Senator Danny Britt  
Senator Warren Daniel  
Senator Buck Newton  
Representative Ted Davis  
Representative Dudley Greene  
Representative Charles Miller  
Representative Carson Smith  
Co-Chairs, Appropriations Subcommittee on Justice and Public Safety

North Carolina General Assembly  
Raleigh, North Carolina 27601-1096

RE: N.C.G.S. §114-2.4A and §114-2.5; Report on Settlements

Dear Members:

In accordance with N.C.G.S. §114-2.4A and §114-2.5, please see the following Report on Settlements summaries with corresponding executed agreements enclosed regarding ACI Worldwide Corp, Frontier Communications, Marriott International Inc, Oquirrh Mountain Phlebotomy School, LLC, and T-Mobile.

**ACI Worldwide Corp**

This assurance of voluntary compliance resolves the multi-state investigation into ACI Worldwide Corp's billing platform and the erroneous and unintentional ACH debit and credit entries that happened during testing for upgrades to their Speedpay system around April 23, 2021. ACI agreed to pay the Attorneys' General \$10,000,000.00 of which North Carolina received \$395,416.80 to be used for attorneys' fees and other costs of investigation and litigation, or be placed in, or applied to, the consumer protection enforcement fund, including future consumer protection enforcement,

consumer education, litigation, used to defray the costs of the inquiry leading hereto, or for other uses permitted by state law, at the discretion of the Attorney General. Additionally, ACI agreed to take steps to avoid future incidents as well as settling a separate agreement with state regulators and paying restitution directly to impacted consumers through other related settlements.

### **Frontier Communications**

This settlement agreement resolves our investigation regarding allegations that internet service provided by Frontier Communications (“Frontier”) operated at much slower speeds than had been promised. Frontier agreed to pay \$300,000.00 to be used for attorneys’ fees and other costs of investigation and litigation, or be placed in, or applied to, the consumer protection enforcement fund, including future consumer protection enforcement, consumer education, litigation, or local consumer aid fund or revolving fund, used to defray the costs of the inquiry leading hereto, consumer restitution, or other uses permitted by state law, at the discretion of the Attorney General. Additionally, Frontier agreed to a number of provisions designed to improve their marketing information to accurately reflect the speeds they provide, give customers free and easy cancellation when promised speeds are not provided, and to invest \$20,000,000.00 in capital expenditures to enhance Internet Service in North Carolina.

### **Marriott International Inc**

This consent judgment settles the multistate investigation into Marriott International, Inc. (“Marriott”) regarding a large multi-year data breach of one of its guest reservation databases that led to the breach of 131.5 million guest records of customers in the United States. As a result of the settlement, Marriott agreed to pay \$52,000,000.00 to the Attorneys General, of which North Carolina received \$2,059,176.00 to be used to reimburse \$150,000.00 to the TJX Data Breach investigation fund and \$1,909,176 to be used for attorneys’ fees and other costs of investigation and litigation, or be placed in, or applied to, the consumer protection enforcement fund, including future consumer protection enforcement, consumer education, litigation, or local consumer aid fund or revolving fund, used to defray the cost of the inquiry leading hereto, or for other uses permitted by state law, at the discretion of the Attorney General. Additionally, Marriott agreed to a number of provisions designed to strengthen and continually improve its cybersecurity practices including enhancing employee training, minimizing the data collected and retained, and conducting an independent third-party assessment of their information security program every 2 years for the next 20 years.

### **Oquirrh Mountain Phlebotomy School, LLC**

This settlement agreement settles the lawsuit and allegations that Oquirrh Mountain Phlebotomy School, LLC and Dalla Myron Rasmussen (“OMPS”) operated a school in Wilmington, NC, in violation of North Carolina’s proprietary school licensing requirements and unfair and deceptive trade practices law. As a result of the settlement OMPS has agreed to pay North Carolina

\$150,000.00 which may be expended as authorized by the laws of the State. OMPS also agreed to consumer refunds to individuals for lessons, courses, or instruction provided by OMPS, that have not already been refunded by OMPS as well as paying \$5.00 per individual on the restitution list to offset the cost of running the restitution claims process. Additionally, OMPS agreed to not offer any courses, lessons, or instruction in the State of North Carolina without first obtaining the appropriate license under N.C.G.S. § 115D or §116.

**T-Mobile**

This settlement agreement settles the multistate investigation into concerns that T-Mobile advertised some of its wireless products and services without clearly and conspicuously disclosing all of the material terms and conditions. As a result of the settlement, T-Mobile agreed to pay \$103,472.64 to North Carolina to be used for attorneys' fees and other costs of investigation and litigation, or may be placed in, or applied to, consumer protection law enforcement funds, including future consumer protection enforcement, consumer education, litigation or local consumer aid fund or revolving fund, may be used to defray the costs of the inquiry leading hereto, the monitoring and potential enforcement of the settlement agreement, or consumer restitution, at the sole discretion of the Attorney General. Additionally, T-Mobile agreed to several provisions affecting their business practices including, but not limited to designating a dedicated representative to work directly with the attorneys general to address consumer complaints and training its customer service representatives and advertising staff on the terms of the settlement.

Please let our team know if you have any questions. Thank you for your continued support.

Sincerely,



Eric Wilson  
Chief of Staff

EW/dr

Enclosure

cc: NCGA Fiscal Research Division