



LEWIS BRISBOIS BISGAARD & SMITH LLP

Shelly Hall
550 West Adams Street Suite 300
Chicago, IL 60661
Shelly.Hall@lewisbrisbois.com
Direct: 312.463.3362

June 23, 2022

VIA EMAIL

Attorney General Brian E. Frosh
Office of the Attorney General
ATTN: Security Incident Notification
200 St. Paul Place
Baltimore, MD 21202
Email: idtheft@oag.state.md.us

Re: Notice of Data Security Incident

Dear Attorney General Frosh:

Lewis Brisbois Bisgaard & Smith LLP represents Resort Hotel Association (“RHA”) in connection with a recent data security incident described in greater detail below. The purpose of this letter is to notify you of the incident in accordance with Maryland’s data breach notification statute.

1. NATURE OF THE SECURITY INCIDENT

RHA learned of a security incident involving unauthorized access to an employee’s email account in November 2021. Upon discovering the unauthorized access, RHA’s information technology team and cybersecurity experts immediately began an investigation to address the incident. Through this investigation, RHA determined that an unauthorized party accessed one employee’s email account. RHA undertook a thorough and time-intensive review of the information that could have potentially been accessed as a result of the incident, and, on June 17, 2022, determined that the information related to its customers and employees, including the personal information of Maryland residents. The information accessed without authorization varies by individual, but may have included the residents’ first and last name, date of birth, driver’s license or state ID number, and/or Social Security number. To date, RHA has no evidence that any of this information has been misused.

2. NUMBER OF MARYLAND RESIDENTS AFFECTED

On June 23, 2022, RHA notified two (2) Maryland residents of this data security incident via first class U.S. mail. A sample copy of the notification letter sent to the affected individuals is attached.

3. STEPS TAKEN RELATING TO THE INCIDENT

To help prevent something like this from happening again, RHA is implementing additional technical security measures and increasing employee cybersecurity training. While RHA has no indication that the information has been misused, it nonetheless is providing individuals with information about steps that they can take to help protect their personal information. As a further precaution, RHA is also offering consumers whose Social Security numbers were impacted 12 or 24 months of complimentary credit and identity monitoring services through IDX, as required by applicable law. This product helps detect possible misuse of personal information and provides consumers whose information may have been accessed without authorization with identity protection support.

4. CONTACT INFORMATION

Please feel free to contact me at (312) 463.3362 or Shelly.Hall@lewisbrisbois.com if you have any further questions.

Respectfully,

A handwritten signature in cursive script, appearing to read "Shelly Hall".

Shelly Hall of
LEWIS BRISBOIS BISGAARD & SMITH LLP

Encl: Sample Individual Notification Letter

<<First Name>> <<Last Name>>
<<Address1>> <<Address2>>
<<City>>, <<State>> <<Zip>>

To Enroll, Please Call:
1-800-939-4170
Or Visit:
[https://app.idx.us/account-
creation/protect](https://app.idx.us/account-creation/protect)
Enrollment Code: <<XXXXXXXX>>

June 23, 2022

Subject: Notice of Data Security Incident

Dear <<First Name>> <<Last Name>>:

At Resort Hotel Association (“RHA”), we are committed to protecting the confidentiality and security of the information we receive and maintain. We are writing to inform you of a recent data security incident we experienced that may have involved some of your personal information. While we are unaware of any misuse of your information, we are notifying you of the incident, offering you complimentary credit monitoring and identity protection services, and informing you about steps you can take to help protect your personal information.

What Happened: On November of 2021, RHA learned of a security incident involving unauthorized access to our digital environment. Upon discovering this unauthorized access, we immediately took steps to secure our digital environment and began to investigate. We also engaged leading, independent cybersecurity experts to help us to conduct an investigation. As a result of the investigation, we learned that an unauthorized actor accessed certain files and data stored within our email environment. This investigation entailed a thorough, time-intensive review of the potentially impacted data. On June 17, 2022, we learned that your personal information may have been impacted by this incident. Notably, we have no evidence that any personal information potentially impacted by this incident has been misused. We are nonetheless providing notification out of an abundance of caution.

What Information Was Involved: RHA completed a review of the data that may have been accessed by the unauthorized actor and determined that information included your name, Social Security number, and driver's license or state ID number.

What We Are Doing: To help prevent something like this from happening again, we are implementing additional technical security measures and increasing employee cybersecurity training. While we have no indication that your information has been misused, we are nonetheless providing you with information about steps that you can take to help protect your personal information. As a further precaution, we are also offering you 12 months of complimentary credit and identity monitoring services through IDX. This product helps detect possible misuse of your information and provides you with identity protection support.

What You Can Do: You can enroll in IDX’s complimentary credit and identity monitoring services by going to <https://app.idx.us/account-creation/protect> or calling 1-800-939-4170. When prompted, please use the enrollment coded provided above to enroll in the services. The deadline to enroll is September 23, 2022. For more information on how you can protect your personal information, please review the resources provided on the following pages.

For More Information: If you have any questions regarding the incident, please call 1-800-939-4170 between 9 am – 9 pm Eastern Time.

The security of your information is a top priority for RHA. We take your trust in us and this matter very seriously and we deeply regret any worry or inconvenience that this may cause you.

Sincerely,

Resort Hotel Association

STEPS YOU CAN TAKE TO FURTHER PROTECT YOUR INFORMATION

Review Your Account Statements and Notify Law Enforcement of Suspicious Activity: As a precautionary measure, we recommend that you remain vigilant by reviewing your account statements and credit reports closely. If you detect any suspicious activity on an account, you should promptly notify the financial institution or company with which the account is maintained. You also should promptly report any fraudulent activity or any suspected incidence of identity theft to proper law enforcement authorities, your state attorney general, and/or the Federal Trade Commission (FTC).

- *Federal Trade Commission*, Consumer Response Center, 600 Pennsylvania Ave, NW, Washington, DC 20580, 1-877-IDTHEFT (438-4338), www.consumer.ftc.gov, www.ftc.gov/idtheft.

Copy of Credit Report: You may obtain a free copy of your credit report from each of the three major credit reporting agencies once every 12 months by visiting <http://www.annualcreditreport.com/>, calling toll-free 1-877-322-8228, or by completing an Annual Credit Report Request Form and mailing it to Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA 30348. You also can contact one of the following three national credit reporting agencies:

- *Equifax*, P.O. Box 740241, Atlanta, GA 30374, 1-800-525-6285, www.equifax.com.
- *Experian*, P.O. Box 9532, Allen, TX 75013, 1-888-397-3742, www.experian.com.
- *TransUnion*, P.O. Box 1000, Chester, PA 19016, 1-800-916-8800, www.transunion.com.

Fraud Alert: You may want to consider placing a fraud alert on your credit report. An initial fraud alert is free and will stay on your credit file for at least one year. The alert informs creditors of possible fraudulent activity within your report and requests that the creditor contact you prior to establishing any accounts in your name. To place a fraud alert on your credit report, contact any of the three credit reporting agencies identified above. Additional information is available at <http://www.annualcreditreport.com>.

Security Freeze: You have the right to put a security freeze on your credit file for up to one year at no cost. This will prevent new credit from being opened in your name without the use of a PIN number that is issued to you when you initiate the freeze. A security freeze is designed to prevent potential creditors from accessing your credit report without your consent. As a result, using a security freeze may interfere with or delay your ability to obtain credit. You must separately place a security freeze on your credit file with each credit reporting agency. In order to place a security freeze, you may be required to provide the consumer reporting agency with information that identifies you including your full name, Social Security number, date of birth, current and previous addresses, a copy of your state-issued identification card, and a recent utility bill, bank statement or insurance statement.

Additional Free Resources: You can obtain information from the consumer reporting agencies, the FTC, or from your respective state Attorney General about fraud alerts, security freezes, and steps you can take toward preventing identity theft. You may report suspected identity theft to local law enforcement, including to the FTC or to the Attorney General in your state.

New York Attorney General
Bureau of Internet and Technology
Resources
28 Liberty Street
New York, NY 10005
1-212-416-8433

**North Carolina Attorney General's
Office**
Consumer Protection Division
9001 Mail Service Center
Raleigh, NC 27699-9001
877-5-NO-SCAM (Toll-free within
North Carolina)
919-716-6000
www.ncdoj.gov

Maryland Attorney General
200 St. Paul Place
Baltimore, MD 21202
oag.state.md.us
1-888-743-0023

You also have certain rights under the Fair Credit Reporting Act (FCRA): These rights include to know what is in your file; to dispute incomplete or inaccurate information; to have consumer reporting agencies correct or delete inaccurate, incomplete, or unverifiable information; as well as other rights. For more information about the FCRA, and your rights pursuant to the FCRA, please visit <https://www.consumer.ftc.gov/articles/pdf-0096-fair-credit-reporting-act.pdf>.