

# BakerHostetler

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RECEIVED

JUL 10 2017

CONSUMER PROTECTION

July 7, 2017

**VIA OVERNIGHT MAIL**

Joseph Foster  
Office of the Attorney General  
33 Capitol St  
Concord, NH 03301

*Re: Incident Notification*

Dear Attorney General Foster:

Our client, Seagate Technology LLC (“Seagate”), submits this notice after learning of a security incident that may have involved personal information for one (1) New Hampshire resident. Sabre Hospitality Solutions (“Sabre”), a company that offers a reservation system to Seagate, notified Seagate on June 16, 2017 that an unauthorized party gained access to account credentials that permitted unauthorized access to unencrypted payment card information, as well as certain reservation information, for a subset of hotel reservations processed through Sabre’s SynXis Central Reservations system.

Findings from Sabre’s investigation show that the unauthorized party first obtained access to payment card and other reservation information on August 10, 2016 and last had access to payment card information on March 9, 2017. The unauthorized party was able to access payment card information for some hotel reservation(s), including cardholder names, card numbers, card expiration dates, and card security codes (CVV). The unauthorized party was also able, in some cases, to access certain information such as guest names, emails, phone numbers, addresses, and other information related to individuals’ visits.

Atlanta Chicago Cincinnati Cleveland Columbus Costa Mesa Denver  
Houston Los Angeles New York Orlando Philadelphia Seattle Washington, DC


Joseph Foster  
July 7, 2017  
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Seagate began notifying individuals by U.S. Mail on July 6, 2017 in accordance with N.H. Rev. Stat. Ann. § 359-C:20 in substantially the same form as the document enclosed herewith.<sup>1</sup> Seagate included the Sabre call center number on all mailed notification letters in case any individuals have additional questions concerning the incident.

To help prevent something like this from happening again, Sabre has engaged a leading cybersecurity firm to support its investigation and notified law enforcement and payment card brands about this incident.

Please do not hesitate to contact me if you have any questions regarding this matter.

Sincerely,

A handwritten signature in black ink that reads "M. Scott Koller". The signature is written in a cursive, slightly slanted style.

M. Scott Koller  
Counsel

Enclosure

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<sup>1</sup> This report is not, and does not constitute, a waiver of personal jurisdiction.



July 5, 2017



**Notice of Data Breach**

Dear 

Seagate US LLC values the relationship we have with our employees and understands the importance of protecting personal information. Regrettably, we are writing to inform you of an incident that occurred at Sabre Hospitality Solutions, a company that offers a reservation system to our travel vendor, Carlson Wagonlit Travel, involving your personal information.

**What Happened**

Following an examination of forensic evidence, Sabre notified Carlson Wagonlit Travel on June 16, 2017 that an unauthorized party gained access to account credentials that permitted unauthorized access to unencrypted payment card information, as well as certain reservation information, for a subset of hotel reservations processed through its SynXis Central Reservations system. Carlson Wagonlit Travel notified us of this incident on June 16, 2017. Findings from Sabre's investigation show that the unauthorized party first obtained access to payment card and other reservation information on August 10, 2016 and last had access to payment card information on March 9, 2017. The payment card information potentially accessed may be your Seagate Technology LLC corporate card and/or your personal card, depending on which card you used to make business travel arrangements during the dates described above.

**What Information Was Involved**

The unauthorized party was able to access payment card information for your hotel reservation(s), including cardholder name, card number, and card expiration date. The unauthorized party was also able, in some cases, to access certain information such as guest name, email, phone number, and address.

**What We Are Doing**

Sabre engaged a leading cybersecurity firm to support its investigation. Sabre also notified law enforcement and the payment card brands about this incident.

**What You Can Do**

It is always advisable to remain vigilant to the possibility of fraud by reviewing your payment card statements for any unauthorized activity. You should immediately report any unauthorized charges to your card issuer because payment card rules generally provide that cardholders are not responsible for unauthorized charges reported in a timely manner. The phone number to call is

usually on the back of your payment card. Please see the section that follows this notice for additional steps you may take.

**For More Information**

We deeply regret any inconvenience this may have caused. If you have any questions regarding this incident or if you desire further information or assistance, please do not hesitate to contact the Sabre call center at US Toll Free – 888-721-6305 – or Local (Intl) – 503-520-4448.

Sincerely,

A handwritten signature in blue ink, appearing to read 'Terry Fitz', is positioned above the typed name.

Terry Fitz  
Assistant General Counsel

Enclosure

## **MORE INFORMATION ON WAYS TO PROTECT YOURSELF**

We recommend that you remain vigilant for incidents of fraud or identity theft by reviewing your account statements and free credit reports for any unauthorized activity. You may obtain a copy of your credit report, free of charge, once every 12 months from each of the three nationwide credit reporting companies. To order your annual free credit report, please visit [www.annualcreditreport.com](http://www.annualcreditreport.com) or call toll free at 1-877-322-8228. Contact information for the three nationwide credit reporting companies is as follows:

*Equifax*, PO Box 740241, Atlanta, GA 30374, [www.equifax.com](http://www.equifax.com), 1-800-685-1111

*Experian*, PO Box 2002, Allen, TX 75013, [www.experian.com](http://www.experian.com), 1-888-397-3742

*TransUnion*, PO Box 2000, Chester, PA 19016, [www.transunion.com](http://www.transunion.com), 1-800-916-8800

If you believe you are the victim of identity theft or have reason to believe your personal information has been misused, you should immediately contact the Federal Trade Commission and/or the Attorney General's office in your state. You can obtain information from these sources about steps an individual can take to avoid identity theft as well as information about fraud alerts and security freezes. You should also contact your local law enforcement authorities and file a police report. Obtain a copy of the police report in case you are asked to provide copies to creditors to correct your records. Contact information for the Federal Trade Commission is as follows:

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