

Marriott Data Breach

The Basics

- ❖ Occurred in 2018*
- ❖ One of the largest data breaches in history
- ❖ Up to 500 million people affected
- ❖ Compromised credit card details, passport numbers, and birthdays

Repercussions

- ❖ Fined \$23.8 million
- ❖ Reputation tainted
- ❖ Several class action lawsuits filed against Marriott



What Caused This Data Breach?

- ❖ Breach was caused by a remote access trojan (RAT) and MimiKatz
- ❖ RATs are often caused by phishing emails, so that was likely the cause of this breach
- ❖ Phishing email attacks are at the fault of user
- ❖ Software is at fault

How to Prevent This in the Future

❖ Biggest key to prevent this in the future is user education

❖ This probably wouldn't have happened if users were briefed on signs of phishing emails

❖ The priority of hotels, and any business in general, should be to encrypt user data so they are better prepared in case something like this happens

❖ Guests don't ever want to have to worry about their data getting stolen.

❖ Set up alerts to notify immediately when there is a breach

❖ Some of the damage could have been prevented if the breach was known earlier

❖ Make sure software is up to date

Websites Referenced

- ❖ <https://hoteltechreport.com/news/marriott-data-breach#:~:text=Background%3A%20Marriott%20Data%20Breach%202014,database%20for%20Marriott's%20Starwood%20brands.>
- ❖ <https://www.csoononline.com/article/3441220/marriott-data-breach-faq-how-did-it-happen-and-what-was-the-impact.html>