



News update

ICO fines Marriott International £18.4million for failure to keep customers' data secure

30.10.20

The ICO has today fined Marriott International Inc. £18.4million for failing to keep millions of customers' data secure.

Information Commissioner, Elizabeth Denham, said in a [statement](#) on the ICO website:

“Personal data is precious and businesses have to look after it. Millions of people’s data was affected by Marriott’s failure; thousands contacted a helpline and others may have had to take action to protect their personal data because the company they trusted it with had not.

“When a business fails to look after customers’ data, the impact is not just a possible fine, what matters most is the public whose data they had a duty to protect.”

Martin Bryant, Class Representative, said:

“The ICO’s decision to fine Marriott is a clear indication of the group’s wrongdoing. While an important deterrent, regulatory fines do not in themselves compensate the victims of cybercrime. I hope the civil case I’ve filed will raise awareness of the value of our personal data, result in fair compensation for those of us who have fallen foul of Marriott’s vast and long-lasting data breach, and also serve notice to other data owners that they must hold our data responsibly.”

“We believe people have a reasonable expectation that their personal data be protected and a subsequent entitlement to be compensated where control over their personal data has been lost. It is important that actions like these are brought – companies are asking for more and more of our personal data, data which is itself a significant asset that consumers hand over. Consumers need to trust that that data will be managed properly and securely.

“As the Court of Appeal judge in the Lloyd v Google case said, a “representative action is in practice the only way in which these claims can be pursued.””