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9 UNITED STATES DISTRICT COURT
10 FOR THE NORTHERN DISTRICT OF CALIFORNIA

11 Edward McMahon, individually and on behalf of
12 all others similarly situated,

13 Plaintiff,

14 v.

15 Yahoo! Inc.

16 Defendant.
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Case No.

**CLASS ACTION COMPLAINT
FOR:**

- 1) **Breach of Implied Contract**
- 2) **Violation of the California Unfair
Competition Law, Business &
Professions Code § 17200, et seq.**
- 3) **Negligence**

JURY TRIAL DEMAND

22 Plaintiff Edward McMahon brings this Class Action Complaint against Yahoo! Inc.,
23 (“Yahoo” or “Defendant”) on behalf of himself and all others similarly situated, and alleges,
24 upon personal knowledge as to his own actions and his counsel’s investigations, and upon
25 information and belief as to all other matters, as follows:
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1 **NATURE OF THE ACTION**

2 1. Plaintiff brings this class action against Yahoo for its failure to secure and
3 safeguard its users' personally identifiable information ("PII") such as users' names, email
4 addresses, telephone numbers, dates of birth, passwords and, in some cases, security questions
5 and answers, which Yahoo collected from its users (collectively, "Private Information"), and
6 for failing to provide timely, accurate, and adequate notice to Plaintiff and other Class members
7 that their Private Information had been stolen, as well as precisely what types of information
8 were stolen. When users establish accounts at Yahoo, Yahoo electronically collects and stores
9 this information, making it a treasure trove of useful information attractive to hackers who can
10 use the information to profit and cause damage, as was done here, to consumers.

11 2. Beginning in late 2014, hackers stole copies of 500 million Yahoo users' Private
12 Information (the "Data Breach"). While copied, Plaintiff's and other users' information
13 remains in the possession of Yahoo. On September 22, 2016, Yahoo announced it sustained
14 the Data Breach.

15 3. On September 22, 2016, Yahoo confirmed that a copy of certain user account
16 information was stolen from its systems in late 2014 by what it believes was a state-sponsored
17 actor. Yahoo conceded that pilfered Private Information included users' names, email
18 addresses, telephone numbers, dates of birth, passwords and, in some cases, security questions
19 and answers. Yahoo likewise stated that the stolen information did not include payment card
20 data, or bank account information; as payment card data and bank account information were
21 not stored in the system that its investigation had found to be affected. Yahoo further believes
22 that the hacker is not currently in Yahoo's network.

23 4. At this early stage, it is unknown to Plaintiff whether Yahoo's description of the
24 breadth of the Data Breach is accurate. However, given that two years passed before Yahoo
25 discovered the Data Breach, Plaintiff is rightfully skeptical of Yahoo's self-serving statements.
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1 advertisers with a streamlined, simple advertising technology stack that leverages Yahoo’s
2 data, content, and technology to connect advertisers with their target audiences. Advertisers can
3 build their businesses through advertisements targeted to audiences on Yahoo’s online
4 properties and services (“Yahoo Properties”) and a distribution network of third-party entities
5 (“Affiliates”) who integrate our advertising offerings into their websites or other offerings
6 (“Affiliate sites”). Yahoo’s revenue is generated principally from display and search
7 advertising.

8 **JURISDICTION AND VENUE**

9 9. This Court has jurisdiction over this action under the Class Action Fairness Act,
10 28 U.S.C. § 1332(d). The aggregated claims of the individual class members exceed
11 \$5,000,000.00, exclusive of interest and costs, and this is a class action in which more than
12 two-thirds of the proposed plaintiff class, on the one hand, and Yahoo, on the other, are citizens
13 of different states.

14 10. This Court has jurisdiction over Yahoo as it maintains its corporate headquarters
15 in this District and for the following reasons: Yahoo makes decisions regarding overall
16 corporate governance and management, including the security measures to protect its users’
17 Private Information, in this District; it is authorized to conduct business throughout the United
18 States, including California; and it advertises in a variety of media throughout the United
19 States, including California. Via its business operations throughout the United States, Yahoo
20 intentionally avails itself of the markets within this state to render the exercise of jurisdiction
21 by this Court just and proper.

22 11. Venue is proper in this District pursuant to 28 U.S.C. § 1391(a)(1) because a
23 substantial part of the events and omissions giving rise to this action occurred in this District
24 and because Yahoo is headquartered in this District.

FACTUAL BACKGROUND

A. Yahoo and Its Private Information Collection Practices

12. Yahoo’s primary driver of engagement across its user offerings is its email service, Yahoo Mail. *See* Yahoo Inc., Form 10-K for 2015 at 6. Yahoo also offers a messaging service, Yahoo Messenger, as well as news, financial reporting, and sports content, and a microblogging and social networking website, Tumblr. *Id.* at 6–7. In order to utilize these offerings, users must setup user account(s), which requires users to provide Yahoo with Private Information.

B. Consumers Rely On Yahoo’s Private Information Security Practices

13. Yahoo maintains a privacy policy available on its website (“Privacy Policy”). It provides, *inter alia*, that Yahoo is “committed to ensuring your information is protected and [it] applies safeguards in accordance with applicable law.”¹ The Privacy Policy further provides:

Yahoo collects personal information² when you register with Yahoo, when you use Yahoo products or services, when you visit Yahoo pages or the pages of certain Yahoo partners, and when you enter promotions or sweepstakes. Yahoo may combine information about you that we have with information we obtain from business partners or other companies.

When you register we ask for information such as your name, email address, birth date, gender, ZIP code, occupation, industry, and personal interests. For some financial products and services we might also ask for your address, Social Security number, and information about your assets. When you register with Yahoo and sign in to our services, you are not anonymous to us.

Yahoo collects information about your transactions with us and with some of our business partners, including information about your use of financial products and services that we offer.

Yahoo analyzes and stores all communications content, including email content from incoming and outgoing email.

¹ *See* Yahoo!, *Yahoo Privacy Center*, <https://policies.yahoo.com/us/en/yahoo/privacy/index.htm> (Aug. 30, 2016) (last visited Sept. 23, 2016).

² “Personal information is information about you that is personally identifiable like your name, address, email address, or phone number, and that is not otherwise publicly available.” *Id.*

1 **Yahoo automatically receives and records information from your**
2 **computer and browser, including your IP address, Yahoo cookie**
3 **information, software and hardware attributes, and the page you**
4 **request.**

5 Yahoo uses information for the following general purposes: to customize
6 the advertising and content you see, fulfill your requests for products and
7 services, improve our services, contact you, conduct research, and provide
8 anonymous reporting for internal and external clients.

9

10 **Yahoo does not rent, sell, or share personal information about you**
11 **with other people or non-affiliated companies except to provide**
12 **products or services you've requested, when we have your permission,**
13 **or under the following circumstances:**

- 14 • We provide the information to trusted partners who work on
15 behalf of or with Yahoo under confidentiality agreements.
16 These companies may use your personal information to help
17 Yahoo communicate with you about offers from Yahoo and
18 our marketing partners. However, these companies do not have
19 any independent right to share this information.
- 20 • We have a parent's permission to share the information if the
21 user is a child under age 13. See [Children's Privacy & Family
22 Accounts](#) for more information about our privacy practices for
23 children under 13 .
- 24 • We respond to subpoenas, court orders, or legal process (such
25 as [law enforcement requests](#)), or to establish or exercise our
26 legal rights or defend against legal claims.
- 27 • We believe it is necessary to share information in order to
investigate, prevent, or take action regarding illegal activities,
suspected fraud, situations involving potential threats to the
physical safety of any person, violations of Yahoo's terms of
use, or as otherwise required by law.
- We transfer information about you if Yahoo is acquired by or
merged with another company. In this event, Yahoo will notify
you before information about you is transferred and becomes
subject to a different privacy policy.

28 **Yahoo displays targeted advertisements based on personal**
29 **information.** Advertisers (including ad serving companies) may assume
30 that people who interact with, view, or click targeted ads meet the

1 targeting criteria—for example, women ages 18-24 from a particular
2 geographic area.

- 3 • **Yahoo does not provide any personal information to the**
4 **advertiser** when you interact with or view a targeted ad.
5 However, by interacting with or viewing an ad you are
6 consenting to the possibility that the advertiser will make the
7 assumption that you meet the targeting criteria used to display
8 the ad.
- 9 • Yahoo advertisers include financial service providers (such as
10 banks, insurance agents, stock brokers and mortgage lenders)
11 and non-financial companies (such as stores, airlines, and
12 software companies).

13 Yahoo works with vendors, partners, advertisers, and other service
14 providers in different industries and categories of business.

15 ...

16 **We limit access to personal information about you to employees who**
17 **we believe reasonably need to come into contact with that information**
18 **to provide products or services to you or in order to do their jobs.**

19 **We have physical, electronic, and procedural safeguards that comply**
20 **with federal regulations to protect personal information about you.**

21 14. Thus, Yahoo collects and stores massive amounts of PII on its servers and
22 utilizes this information to maximize its profits.

23 15. Consumers place value in data privacy and security, and they consider it when
24 making decisions regarding their online behavior, including their choice of email provider.

25 Plaintiff would not have become a Yahoo user had he known that Yahoo does not take all
26 necessary precautions to secure the personal data given to it by consumers.

27 16. Yahoo failed to disclose its negligent and insufficient data security practices and
consumers relied on or were misled by this omission into using Yahoo.

17. Yahoo is no stranger to threats against its users' Private Information. In 2012,
over 400,000 unencrypted Yahoo usernames and passwords were stolen and posted on a public

1 website.³ In 2013 Yahoo Japan was compromised, exposing 22 million Yahoo Japan email
2 addresses.⁴

3 18. Likewise the technology industry is rife with similar examples of hackers
4 targeting users' PII, including the hacks at Adobe,⁵ LinkedIn, eHarmony,⁶ and Snapchat,⁷
5 among many others, all of which pre-date the time frame Yahoo has identified regarding the
6 Data Breach here, in late 2014.

7 **C. Stolen Private Information Is Valuable to Hackers and Thieves**

8 19. It is well known and the subject of many media reports that PII data is highly
9 coveted and a frequent target of hackers. PII data is often easily taken because it may be less
10 protected and regulated than payment card data. Especially in the technology industry, the issue
11 of data security, and threats thereto, is well known, as noted above. Several other online
12 companies have experienced data breaches resulting in the disclosure of users' PII, and as
13 identified earlier, a large number of technology companies were the targets of data breaches.
14 Despite well-publicized litigation and frequent public announcements of data breaches by
15 retailers and technology companies, Yahoo opted to maintain an insufficient and inadequate
16 system to protect the PII of Plaintiff and class members.

17 20. Legitimate organizations and the criminal underground alike recognize the value
18 of PII. Otherwise, they wouldn't aggressively seek or pay for it. For example, in "one of 2013's
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20 ³ See, e.g., Charles Arthur, *Yahoo Voice Hack Leaks 450,000 Passwords*, THE GUARDIAN (July 12, 2012),
21 available at <https://www.theguardian.com/technology/2012/jul/12/yahoo-voice-hack-attack-passwords-stolen>;
Chenda Ngak, *Yahoo Confirms Email Hack In Statement*, CBS NEWS (July 12, 2012), available at
<http://www.cbsnews.com/news/yahoo-confirms-email-hack-in-statement/>.

22 ⁴ Graham Cluley, *22 Million User Ids May Be In The Hands Of Hackers, After Yahoo Japan Security Breach*,
NAKED SECURITY (May 20, 2013), available at <https://nakedsecurity.sophos.com/2013/05/20/yahoo-japan-hack/>;
23 BBC Technology, *Millions Hit By Yahoo Japan Hack Attack*, BBC (May 20, 2013), available at
<http://www.bbc.com/news/technology-22594136>.

24 ⁵ See *In re Adobe Sys., Inc. Privacy Litig.*, 66 F. Supp. 3d 1197 (N.D. Cal. 2014).

25 ⁶ CBS News Staff, *eHarmony Suffers Password Breach on Heels of LinkedIn*, CBS News (June 7, 2012),
available at <http://www.cbsnews.com/news/eharmony-suffers-password-breach-on-heels-of-linkedin/>.

26 ⁷ Nancy Blair & Brett Molina, *Snapchat, Skype Have Security Breach*, USA Today (Jan. 2, 2014), available at
<http://www.usatoday.com/story/tech/2014/01/01/snapchat-user-names-leak/4277789/>.

1 largest breaches . . . not only did hackers compromise the [card holder data] of three million
2 users, they also took registration data from 38 million users.”⁸ Similarly, in the Target data
3 breach, in addition to PCI data pertaining to 40,000 credit and debit cards, hackers stole PII
4 pertaining to 70,000 users.

5 21. Biographical data is also highly sought after by data thieves. “Increasingly,
6 criminals are using biographical data gained from multiple sources to perpetrate more and
7 larger thefts.” *Id.* PII data has been stolen and sold by the criminal underground on many
8 occasions in the past, and the accounts of theft and unauthorized access have been the subject
9 of many media reports. One form of identity theft, branded “synthetic identity theft,” occurs
10 when thieves create new identities by combining real and fake identifying information then use
11 those identities to open new accounts. “This is where they’ll take your Social Security number,
12 my name and address, someone else’s birthday and they will combine them into the equivalent
13 of a bionic person,” said Adam Levin, Chairman of IDT911, which helps businesses recover
14 from identity theft. Synthetic identity theft is harder to unravel than traditional identity theft,
15 experts said: “It’s tougher than even the toughest identity theft cases to deal with because they
16 can’t necessarily peg it to any one person.” In fact, the fraud might not be discovered until an
17 account goes to collections and a collection agency researches the Social Security number.

18 22. Unfortunately, and as is alleged below, despite all of this publicly available
19 knowledge of the continued compromises of PII in the hands of third parties, such as
20 technology companies, Yahoo’s approach at maintaining the privacy of Plaintiff’s and Class
21 members’ PII was lackadaisical, cavalier, reckless, or at the very least, negligent.

22 **D. This Data Breach Will Result In Additional Identity Theft and Identify Fraud**

23 23. Yahoo failed to implement and maintain reasonable security procedures and
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25 ⁸ Verizon 2014 PCI Compliance Report, available at <[http://www.nocash.info.ro/wp-content/uploads/2014/02/](http://www.nocash.info.ro/wp-content/uploads/2014/02/Verizon_pci-report-2014.pdf)
26 Verizon_pci-report-2014.pdf> (hereafter “2014 Verizon Report”), at 54 (last visited Sept. 24, 2014).
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1 practices appropriate to the nature and scope of the Private Information compromised in the
2 Data Breach.

3 24. The ramifications of Yahoo’s failure to keep Plaintiff’s and Class members’ data
4 secure are severe.

5 25. The information Yahoo compromised, including Plaintiff’s identifying
6 information is “as good as gold” to identity thieves, in the words of the Federal Trade
7 Commission (“FTC”).⁹ Identity theft occurs when someone uses another’s personal identifying
8 information, such as that person’s name, address, credit card number, credit card expiration
9 date, and other information, without permission, to commit fraud or other crimes. The FTC
10 estimates that as many as 10 million Americans have their identities stolen each year.

11 26. As the FTC recognizes, once identity thieves have personal information, “they
12 can drain your bank account [as occurred to Plaintiff here], run up your credit cards, open new
13 utility accounts, or get medical treatment on your health insurance.”¹⁰

14 27. According to Javelin Strategy and Research, “1 in 4 notification recipients
15 became a victim of identity fraud.”¹¹ Nearly half (46%) of consumers with a breached debit
16 card became fraud victims within the same year.

17 28. Identity thieves can use personal information such as that of Plaintiff and Class
18 members, which Yahoo failed to keep secure, to perpetrate a variety of crimes that harm
19 victims. For instance, identity thieves may commit various types of government fraud such as:
20 immigration fraud; obtaining a driver’s license or identification card in the victim’s name but
21 with another’s picture; using the victim’s information to obtain government benefits; or filing a
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23 ⁹ FTC Interactive Toolkit, Fighting Back Against Identity Theft, available at
24 <http://www.dcsheff.net/community/documents/id-theft-tool-kit.pdf> (last visited Sept. 24, 2014).

25 ¹⁰ FTC, Signs of Identity Theft, available at <<http://www.consumer.ftc.gov/articles/0271-signs-identity-theft>>
26 (last visited Sept. 24, 2014).

27 ¹¹ See 2013 Identity Fraud Report: Data Breaches Becoming a Treasure Trove for Fraudsters, available at
<www.javelinstrategy.com/brochure/276> (last visited Sept. 24, 2014) (the “2013 Identity Fraud Report”).

1 fraudulent tax return using the victim's information to obtain a fraudulent refund. Some of this
2 activity may not come to light for years. The IRS paid out 43.6 billion in potentially fraudulent
3 returns in 2012, and the IRS identified more than 2.9 million incidents of identity theft in 2013.
4 The IRS has described identity theft as the number one tax scam for 2014.

5 29. Among other forms of fraud, identity thieves may get medical services using
6 consumers' compromised personal information or commit any number of other frauds, such as
7 obtaining a job, procuring housing, or even giving false information to police during an arrest.

8 30. It is incorrect to assume that reimbursing a consumer for a financial loss due to
9 fraud makes that individual whole again. On the contrary, after conducting a study, the
10 Department of Justice's Bureau of Justice Statistics ("BJS") found that "among victims who
11 had personal information used for fraudulent purposes, 29% spent a month or more resolving
12 problems."¹² In fact, the BJS reported, "resolving the problems caused by identity theft [could]
13 take more than a year for some victims." *Id.* at 11.

14 **E. Annual monetary losses from identity theft are in the billions of dollars.**

15 31. Javelin Strategy and Research reports that those losses increased to \$21 billion
16 in 2013.¹³

17 32. There may be a time lag between when harm occurs versus when it is
18 discovered, and also between when PII is stolen and when it is used. According to the U.S.
19 Government Accountability Office ("GAO"), which conducted a study regarding data
20 breaches:

21 [L]aw enforcement officials told us that in some cases, stolen data may be held
22 for up to a year or more before being used to commit identity theft. Further,
23 once stolen data have been sold or posted on the Web, fraudulent use of that
information may continue for years. As a result, studies that attempt to measure

24 _____
25 ¹² Victims of Identity Theft, 2012 (Dec. 2013) at 10, available at <http://www.bjs.gov/content/pub/pdf/vit12.pdf>
(last visited Sept. 24, 2014).

26 ¹³ See 2013 Identity Fraud Report.
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1 the harm resulting from data breaches cannot necessarily rule out all future
2 harm.¹⁴

3 33. Plaintiff and Class members now face years of constant surveillance of their
4 financial and personal records, monitoring, and loss of rights. The Class is incurring and will
5 continue to incur such damages in addition to any fraudulent credit and debit card charges
6 incurred by them and the resulting loss of use of their credit and access to funds, whether or not
7 such charges are ultimately reimbursed by the credit card companies.

8 **F. Plaintiff and Class Members Suffered Damages**

9 34. The Data Breach was a direct and proximate result of Yahoo's failure to
10 properly safeguard and protect Plaintiff's and Class members' Private Information from
11 unauthorized access, use, and disclosure, as required by various state and federal regulations,
12 industry practices, and the common law, including Yahoo's failure to establish and implement
13 appropriate administrative, technical, and physical safeguards to ensure the security and
14 confidentiality of Plaintiff's and Class members' PII to protect against reasonably foreseeable
15 threats to the security or integrity of such information.

16 35. Plaintiff's and Class members' PII is private and sensitive in nature and was left
17 inadequately protected by Yahoo. Yahoo did not obtain Plaintiff's and Class members' consent
18 to disclose their PII to any other person as required by applicable law and industry standards.

19 36. As a direct and proximate result of Yahoo's wrongful action and inaction and
20 the resulting Data Breach, Plaintiff (as was addressed above) and Class members have been
21 placed at an imminent, immediate, and continuing increased risk of harm from identity theft
22 and identity fraud, requiring them to take the time and effort to mitigate the actual and potential
23 impact of the Data Breach on their lives including, *inter alia*, by placing "freezes" and "alerts"
24 with credit reporting agencies, contacting their financial institutions, closing or modifying

25 ¹⁴ GAO, Report to Congressional Requesters, at p.33 (June 2007), available at
26 <http://www.gao.gov/new.items/d07737.pdf> (emphases added) (last visited Sept. 24, 2014).

1 financial accounts, and closely reviewing and monitoring their credit reports and accounts for
2 unauthorized activity.

3 37. Yahoo's wrongful actions and inaction directly and proximately caused the theft
4 and dissemination into the public domain of Plaintiff's and Class members' Private
5 Information, causing them to suffer, and continue to suffer, economic damages and other actual
6 harm for which they are entitled to compensation, including:

- 7 a. theft of their personal and financial information;
- 8 b. the imminent and certainly impending injury flowing from potential fraud
9 and identity theft posed by their personal information being placed in the
10 hands of criminals and already misused via the sale of Plaintiff's and Class
11 members' information on the Internet black market;
- 12 c. the untimely and inadequate notification of the Data Breach;
- 13 d. the improper disclosure of their Private Information;
- 14 e. loss of privacy;
- 15 f. ascertainable losses in the form of out-of-pocket expenses and the value of
16 their time reasonably incurred to remedy or mitigate the effects of the Data
17 Breach;
- 18 g. ascertainable losses in the form of deprivation of the value of their PII, for
19 which there is a well-established national and international market;
- 20 h. overpayments to Yahoo for products and services purchased during the Data
21 Breach in that a portion of the price paid for such products and services by
22 Plaintiffs and Class members to Yahoo was for the costs of reasonable and
23 adequate safeguards and security measures that would protect users' Private
24 Information, which Yahoo did not implement and, as a result, Plaintiff and
25 Class members did not receive what they paid for and were overcharged by
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1 Yahoo;

- 2 i. deprivation of rights they possess under the California Unfair Competition
3 Law (Cal. Bus. & Prof. Code §17200);

4 38. While the Private Information of Plaintiff and members of the Class has been
5 stolen, the same or a copy of the Private Information continues to be held by Yahoo. Plaintiff
6 and members of the Class have an undeniable interest in insuring that this information is
7 secure, remains secure, and is not subject to further theft.

8 **CLASS ACTION ALLEGATIONS**

9 39. Plaintiff seeks relief in her individual capacity and as representatives of all
10 others who are similarly situated. Pursuant to Fed. R. Civ. P. 23(a) and (b)(2), (b)(3), and
11 (c)(4), Plaintiff seeks certification of a Nationwide class and a California class. The national
12 class is initially defined as follows: all persons residing in the United States whose personal
13 information was disclosed in the Data Breach affecting Yahoo in 2014 (the “Nationwide
14 Class”).

15 40. Excluded from each of the above Classes are Yahoo, including any entity in
16 which Yahoo has a controlling interest, is a parent or subsidiary, or which is controlled by
17 Yahoo, as well as the officers, directors, affiliates, legal representatives, heirs, predecessors,
18 successors, and assigns of Yahoo. Also excluded are the judges and court personnel in this case
19 and any members of their immediate families.

20 41. Numerosity. Fed. R. Civ. P. 23(a)(1). The members of the Class are so
21 numerous that the joinder of all members is impractical. While the exact number of Class
22 members is unknown to Plaintiff at this time, Yahoo has acknowledged that the Personal
23 Information of 500 million users was affected by the breach, including Plaintiff’s.

24 42. Commonality. Fed. R. Civ. P. 23(a)(2) and (b)(3). There are questions of law
25 and fact common to the Class, which predominate over any questions affecting only individual
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1 Class members. These common questions of law and fact include, without limitation:

- 2 a. Whether Yahoo violated the California's Deceptive and Unfair Trade
3 Practices Act by failing to implement reasonable security procedures and
4 practices;
- 5 b. Whether Yahoo violated law by failing to promptly notify class members
6 their personal information had been compromised;
- 7 c. Whether class members may obtain injunctive relief against Yahoo under
8 California's privacy laws to require that it safeguard or destroy, rather than
9 retain, the Private Information of Plaintiff and Class members;
- 10 d. Which security procedures and which data-breach notification procedure
11 should Yahoo be required to implement as part of any injunctive relief
12 ordered by the Court;
- 13 e. Whether Yahoo has an implied contractual obligation to use reasonable
14 security measures;
- 15 f. Whether Yahoo has complied with any implied contractual obligation to use
16 reasonable security measures;
- 17 g. What security measures, if any, must be implemented by Yahoo to comply
18 with its implied contractual obligations;
- 19 h. Whether Yahoo violated California's privacy laws in connection with the
20 actions described herein; and
- 21 i. What the nature of the relief should be, including equitable relief, to which
22 Plaintiff and the Class members are entitled.

23 43. All members of the proposed Classes are readily ascertainable. Yahoo has
24 access to addresses and other contact information for millions of members of the Classes,
25 which can be used for providing notice to many Class members.
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1 Plaintiff and Class members accepted Yahoo's offers and created user accounts requiring the
2 provision of Private Information with Yahoo during the period of the Data Breach.

3 51. When Plaintiff and Class Members used Yahoo services and products, they
4 provided their Private Information. In so doing, Plaintiff and Class Members entered into
5 implied contracts with Yahoo pursuant to which Yahoo agreed to safeguard and protect such
6 information and to timely and accurately notify Plaintiff and Class Members if their data had
7 been breached and compromised.

8 52. Each use of a Yahoo service or product made by Plaintiff and Class Members
9 was made pursuant to the mutually agreed-upon implied contract with Yahoo under which
10 Yahoo agreed to safeguard and protect Plaintiff's and Class Members' Private Information and
11 to timely and accurately notify them if such information was compromised or stolen.

12 53. Plaintiff and Class Members would not have provided and entrusted their
13 Private Information to Yahoo in the absence of the implied contract between them and Yahoo.

14 54. Plaintiff and Class Members fully performed their obligations under the implied
15 contracts with Yahoo.

16 55. Yahoo breached the implied contracts it made with Plaintiff and Class Members
17 by failing to safeguard and protect the Private Information of Plaintiff and Class Members and
18 by failing to provide timely and accurate notice to them that their Private Information was
19 compromised in and as a result of the Data Breach.

20 56. As a direct and proximate result of Yahoo's breaches of the implied contracts
21 between Yahoo and Plaintiff and Class Members, Plaintiff and Class Members sustained actual
22 losses and damages as described in detail above.

23 **COUNT II**
24 **Negligence**

(On Behalf of Plaintiff and the Nationwide Class)

25 57. Plaintiff repeats and fully incorporates the allegations contained in paragraphs 1
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1 through 48 as if fully set forth in this Count.

2 58. Upon accepting and storing Plaintiff's and Class Members' Private Information
3 in their respective computer database systems, Yahoo undertook and owed a duty to Plaintiff
4 and Class Members to exercise reasonable care to secure and safeguard that information and to
5 utilize commercially reasonable methods to do so. Yahoo knew, acknowledged, and agreed the
6 Private Information was private and confidential and would be protected as private and
7 confidential.

8 59. The law imposes an affirmative duty on Yahoo to timely discover and disclose
9 the unauthorized access and theft of the Private Information to Plaintiff and the Class so that
10 Plaintiff and Class Members could take appropriate measures to mitigate damages, protect
11 against adverse consequences, and thwart future misuse of their Private Information.

12 60. Yahoo breached its duty to discover and to notify Plaintiff and Class Members
13 of the unauthorized access by failing to discover and notify Plaintiff and Class Members of the
14 breach until September 2016. To date, Yahoo has not provided sufficient information to
15 Plaintiff and Class Members regarding the extent of the unauthorized access and continues to
16 breach its disclosure obligations to Plaintiff and the Class.

17 61. Yahoo also breached its duty to Plaintiff and the Class Members to adequately
18 protect and safeguard this information by knowingly disregarding standard information security
19 principles, despite obvious risks, and by allowing unmonitored and unrestricted access to
20 unsecured Private Information. Furthering its dilatory practices, Yahoo failed to provide
21 adequate supervision and oversight of the Private Information with which it is entrusted, in
22 spite of the known risk and foreseeable likelihood of breach and misuse, which permitted a
23 third party to gather Plaintiff's and Class Members' Private Information, misuse the Private
24 Information, and intentionally disclose it to others without consent.

25 62. Through Yahoo's acts and omissions described in this Complaint, including
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1 Yahoo's failure to provide adequate security and its failure to protect Plaintiff's and Class
2 Members' Private Information from being foreseeably captured, accessed, disseminated, stolen,
3 and misused, Yahoo unlawfully breached its duty to use reasonable care to adequately protect
4 and secure Plaintiff's and Class Members' Private Information during the time it was within
5 Yahoo's possession or control.

6 63. Further, through its failure to timely discover and provide clear notification of
7 the Data Breach to consumers, Yahoo prevented Plaintiff and Class Members from taking
8 meaningful, proactive steps to secure their Private Information, including other online accounts.

9 64. Upon information and belief, Yahoo improperly and inadequately safeguarded
10 the Private Information of Plaintiff and Class Members in deviation from standard industry
11 rules, regulations, and practices at the time of the Data Breach.

12 65. Yahoo's failure to take proper security measures to protect Plaintiff's and Class
13 Members' sensitive Private Information as described in this Complaint, created conditions
14 conducive to a foreseeable, intentional criminal act, namely the unauthorized access of
15 Plaintiff's and Class Members' Private Information.

16 66. Yahoo's conduct was grossly negligent and departed from all reasonable
17 standards of care, including, but not limited to: failing to adequately protect the Private
18 Information; failing to conduct regular security audits; failing to provide adequate and
19 appropriate supervision of persons having access to Plaintiff's and Class Members' Private
20 Information; and failing to provide Plaintiff and Class Members with timely and sufficient
21 notice that their sensitive Private Information had been compromised.

22 67. Neither Plaintiff nor the other Class Members contributed to the Data Breach
23 and subsequent misuse of their Private Information as described in this Complaint.

24 68. As a direct and proximate cause of Yahoo's conduct, Plaintiff and the Class
25 suffered damages including, but not limited to: damages from identity theft, which may take
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1 months, if not years, to discover and detect, given the far-reaching, adverse, and detrimental
2 consequences of identity theft and loss of privacy. The nature of other forms of economic
3 damage and injury may take years to detect and the potential scope can only be assessed after a
4 thorough investigation of the facts and events surrounding the theft mentioned above.

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6 **COUNT III**
7 **Violation of California's Unfair Competition Law**
8 **Cal. Bus. & Prof. Code §17200 – Unlawful Business Practices**
9 **(On Behalf of the Nationwide Class)**

10 69. Plaintiff repeats and fully incorporates the allegations contained in paragraphs 1
11 through 48 as if fully set forth in this Count.

12 70. Yahoo has violated Cal. Bus. and Prof. Code §17200 et seq. by engaging in
13 unlawful, unfair or fraudulent business acts and practices and unfair, deceptive, untrue or
14 misleading advertising that constitute acts of “unfair competition” as defined in Cal. Bus. Prof.
15 Code §17200 with respect to the hotel services provided to the California Class.

16 71. Yahoo engaged in unlawful acts and practices with respect to its services by
17 establishing the sub-standard security practices and procedures described herein; by soliciting
18 and collecting Plaintiff's and California Class Members' Private Information with knowledge
19 that the information would not be adequately protected; and by storing Plaintiff's and
20 California Class Members' Private Information in an unsecure electronic environment in
21 violation of California's data breach statute, Cal. Civ. Code § 1798.81.5, which requires Yahoo
22 to take reasonable methods of safeguarding the Private Information of Plaintiff and the
23 California Class Members.

24 72. In addition, Yahoo engaged in unlawful acts and practices with respect to the its
25 services by failing to discover and then disclose the Data Breach to California Class Members
26 in a timely and accurate manner, contrary to the duties imposed by Cal. Civ. Code § 1798.82.
27 To date, Yahoo has still not provided such sufficient information to Plaintiff and the California

1 Class Members.

2 73. As a direct and proximate result of Yahoo's unlawful practices and acts,
3 Plaintiff and the California Class Members were injured and lost money or property, including
4 but not limited to the price received by Yahoo for the hotel services, the loss of their legally
5 protected interest in the confidentiality and privacy of their Private Information, and additional
6 losses described above.

7 74. Yahoo knew or should have known that its computer systems and data security
8 practices were inadequate to safeguard California Class Members' Private Information and that
9 the risk of a data breach or theft was highly likely. Yahoo's actions in engaging in the above-
10 named unlawful practices and acts were negligent, knowing and willful, and/or wanton and
11 reckless with respect to the rights of members of the California Class.

12 75. California Class Members seek relief under Cal. Bus. & Prof. Code § 17200, et.
13 seq., including, but not limited to, restitution to Plaintiff and California Class Members of
14 money or property that Yahoo may have acquired by means of its unlawful, and unfair business
15 practices, restitutionary disgorgement of all profits accruing to Yahoo because of its unlawful
16 and unfair business practices, declaratory relief, attorney's fees and costs (pursuant to Cal.
17 Code Civ. Proc. §1021.5), and injunctive or other equitable relief.

18 **COUNT IV**
19 **Violation of California's Unfair Competition Law**
20 **Cal. Bus. & Prof. Code §17200 – Unfair Business Practices**
(On Behalf of the Nationwide Class)

21 76. Plaintiff repeats and fully incorporates the allegations contained in paragraphs 1
22 through 48 as if fully set forth in this Count.

23 77. Yahoo engaged in unfair acts and practices with respect to the hotel services by
24 establishing the sub-standard security practices and procedures described herein; by soliciting
25 and collecting Plaintiff's and California Class Members' Private Information with knowledge
26 that the information would not be adequately protected; and by storing Plaintiff's and
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1 California Class Members' Private Information in an unsecure electronic environment. These
2 unfair acts and practices were immoral, unethical, oppressive, unscrupulous, unconscionable,
3 and/or substantially injurious to Plaintiffs and California Class Members. They were likely to
4 deceive the public into believing their Private Information was securely stored, when it was not.
5 The harm these practices caused to Plaintiffs and the California Class Members outweighed
6 their utility, if any.

7 78. Yahoo engaged in unfair acts and practices with respect to the provision of its
8 services by failing to take proper action following the Data Breach to enact adequate privacy
9 and security measures and protect California Class Members' Private Information from further
10 unauthorized disclosure, release, data breaches, and theft. These unfair acts and practices were
11 immoral, unethical, oppressive, unscrupulous, unconscionable, and/or substantially injurious to
12 Plaintiff and California Class Members. They were likely to deceive the public into believing
13 their Private Information was securely stored, when it was not. The harm these practices
14 caused to Plaintiff and the California Class Members outweighed their utility, if any.

15 79. As a direct and proximate result of Yahoo's acts of unfair practices and acts,
16 Plaintiff and the California Class Members were injured and lost money or property, including
17 but not limited to the loss of their legally protected interest in the confidentiality and privacy of
18 their Private Information, and additional losses described above.

19 80. Yahoo knew or should have known that its computer systems and data security
20 practices were inadequate to safeguard California Class Members' Private Information and that
21 the risk of a data breach or theft was highly likely. Yahoo's actions in engaging in the above-
22 named unlawful practices and acts were negligent, knowing and willful, and/or wanton and
23 reckless with respect to the rights of members of the California Class.

24 81. California Class Members seek relief under Cal. Bus. & Prof. Code § 17200, et.
25 seq., including, but not limited to, restitution to Plaintiff and California Class Members of
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1 money or property that the Yahoo may have acquired by means of its unfair business practices,
2 restitutionary disgorgement of all profits accruing to Yahoo because of its unfair business
3 practices, declaratory relief, attorney's fees and costs (pursuant to Cal. Code Civ. Proc.
4 §1021.5), and injunctive or other equitable relief.

5 **COUNT IV**
6 **Violation of California's Unfair Competition Law**
7 **Cal. Bus. & Prof. Code §17200 – Fraudulent/Deceptive Business Practices**
8 **(On Behalf of the Nationwide Class)**

9 82. Plaintiff repeats and fully incorporates the allegations contained in paragraphs 1
10 through 48 as if fully set forth in this Count.

11 83. Yahoo engaged in fraudulent and deceptive acts and practices with regard to the
12 hotel services provided to the California Class by representing and advertising that it would
13 maintain adequate data privacy and security practices and procedures to safeguard California
14 Class Members' Private Information from unauthorized disclosure, release, data breaches, and
15 theft; and representing and advertising that it did and would comply with the requirements of
16 relevant federal and state laws pertaining to the privacy and security of California Class
17 Members' Private Information. These representations were likely to deceive members of the
18 public, including Plaintiff and the California Class Members, into believing their Private
19 Information was securely stored, when it was not, and that Yahoo was complying with relevant
20 law, when it was not.

21 84. Yahoo engaged in fraudulent and deceptive acts and practices with regard to the
22 hotel services provided to the California Class by omitting, suppressing, and concealing the
23 material fact of the inadequacy of the privacy and security protections for California Class
24 Members' Private Information. At the time that California Class members were using Yahoo's
25 services, Yahoo failed to disclose to California Class Members that its data security systems
26 failed to meet legal and industry standards for the protection of their Private Information.
27 Plaintiffs would not have selected Yahoo to its services if they had known about its substandard

1 data security practices. These representations were likely to deceive members of the public,
2 including Plaintiff and the California Class Members, into believing their Private Information
3 was securely stored, when it was not, and that Yahoo was complying with relevant law and
4 industry standards, when it was not.

5 85. As a direct and proximate result of Yahoo's deceptive practices and acts,
6 Plaintiff and the California Class Members were injured and lost money or property, including
7 but not limited to the loss of their legally protected interest in the confidentiality and privacy of
8 their Private Information, and additional losses described above.

9 86. Yahoo knew or should have known that its computer systems and data security
10 practices were inadequate to safeguard California Class Members' Private Information and that
11 the risk of a data breach or theft was highly likely. Yahoo's actions in engaging in the above-
12 named unlawful practices and acts were negligent, knowing and willful, and/or wanton and
13 reckless with respect to the rights of members of the California Class.

14 87. California Class Members seek relief under Cal. Bus. & Prof. Code § 17200, et.
15 seq., including, but not limited to, restitution to Plaintiff and California Class Members of
16 money or property that the Yahoo may have acquired by means of its fraudulent and deceptive
17 business practices, restitutionary disgorgement of all profits accruing to Yahoo because of its
18 fraudulent and deceptive business practices, declaratory relief, attorney's fees and costs
19 (pursuant to Cal. Code Civ. Proc. §1021.5), and injunctive or other equitable relief.

20 **REQUEST FOR RELIEF**

21 **WHEREFORE**, Plaintiff, individually and on behalf of all Class members proposed in
22 this Complaint, respectfully requests that the Court enter judgment in her favor and against
23 Yahoo as follows:

- 24 a. For an Order certifying the Nationwide Class and California Class as
25 defined herein, and appointing Plaintiff and his Counsel to represent the
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1 Nationwide Class and California Class;

- 2 b. For equitable relief enjoining Yahoo from engaging in the wrongful conduct
3 complained of herein pertaining to the misuse and/or disclosure of Plaintiff
4 and Class members' Private Information, and from refusing to issue prompt,
5 complete, and accurate disclosures to the Plaintiff and Class members;
- 6 c. For equitable relief compelling Yahoo to utilize appropriate methods and
7 policies with respect to consumer data collection, storage, and safety and to
8 disclose with specificity to Class members the type of PII compromised.
- 9 d. For equitable relief requiring restitution and disgorgement of the revenues
10 wrongfully retained as a result of Yahoo's wrongful conduct;
- 11 e. For an award of actual damages and compensatory damages, in an amount to
12 be determined;
- 13 f. For an award of costs of suit and attorneys' fees, as allowable by law; and
14 g. Such other and further relief as this court may deem just and proper.

15 **JURY TRIAL DEMAND**

16 Plaintiff demands a jury trial on all issues so triable.

17 Dated: February 4, 2020

Respectfully submitted,

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