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File No. 6234.14569

VIA WEBSITE PORTAL

Attorney General Aaron Frey
Office of the Attorney General
Consumer Protection Division
Security Breach Notification
111 Sewall Street, 6th Floor
Augusta, ME 04330
Email: breach.security@maine.gov

Re: Notification of Data Security Incident

Dear Attorney General Frey:

We represent Direct Travel, Inc. ("Direct Travel"), located in Centennial, Colorado, in connection with a data security incident described in greater detail below. Direct Travel takes the protection of all sensitive information within its possession very seriously and is taking steps to prevent similar incidents from occurring in the future.

1. Nature of the security incident.

On April 28, 2021, our cloud-service-provider advised us that it had a data security incident during which some of Direct Travel's data may have been acquired by an unauthorized individual. Our cloud-service-provider retained third-party experts to conduct a forensic investigation to identify, among other things, any Direct Travel documents that may have been impacted. This process took several weeks to perform their review and thereafter, we requested that our cloud-service-provider provide us with those Direct Travel documents. We analyzed those documents to identify those containing the personal information of any Direct Travel customers. The potentially affected information includes dates of birth and/or passport numbers. Direct Travel's investigation determined current address information for the affected individuals in order to effectuate written notification of the incident. This investigation identified ten (10) Maine residents within the affected population.

2. Number of Maine residents affected.

Direct Travel mailed notification letters to the ten (10) Maine residents regarding this data security incident via first-class U.S. mail on October 18, 2021. A sample copy of the notification letter is attached hereto.

3. Steps taken relating to the incident.

Direct Travel has taken steps in response to this incident to prevent similar incidents from occurring in the future. Those steps have included working with leading cybersecurity experts to enhance the security of its network and increasing its password complexity requirements. Direct Travel is also offering the potentially affected individuals Identity Monitoring services at no cost through Transunion, to ensure their information is protected.

4. Contact information.

Direct Travel remains dedicated to protecting the personal information in its possession. If you have any questions or need additional information, please do not hesitate to contact me at (714) 966-3145 or via email at Kamran.Salour@lewisbrisbois.com.

Regards,

/s/ Kamran Salour

Kamran Salour of
LEWIS BRISBOIS BISGAARD & SMITH LLP

Enclosure(s): Consumer Notification Letter