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UNITED STATES DISTRICT COURT
CENTRAL DISTRICT OF CALIFORNIA

IN RE: STIIZY INC., DATA
BREACH SECURITY LITIGATION

Master File No.: 2:25-cv-00490-GW-SSC

This Document Relates To:
All cases

**CONSOLIDATED CLASS ACTION
COMPLAINT**

Complaint Filed: January 17, 2025
Trial Date: None Set

1 Plaintiffs G.E., Donald Hatch, Bradley Anderson, Daniel Martinez, Lorenzo
2 Montoya, and Elizabeth Orozco-Preza, (collectively “Plaintiffs”) individually and on
3 behalf of all others similarly situated, bring this Consolidated Class Action Complaint
4 and allege the following against STIIIZY Inc. (“STIIIZY” or “Defendant”), based
5 upon personal knowledge with respect to themselves and upon information and belief
6 derived from, among other things, investigation of counsel and review of public
7 documents as to all other matters.

8 **INTRODUCTION**

9 1. STIIIZY is a leading US cannabis brand that provides a range of premium
10 cannabis products to retail consumers. Many consumers of STIIIZY’s products use
11 them to treat health concerns, such as chronic pain, nausea, and vomiting, including
12 those related to serious diseases such as cancer and multiple sclerosis. STIIIZY
13 frequently markets its products as promoting mental and physical health and well-
14 being.

15 2. To purchase products from STIIIZY, customers are required to provide
16 STIIIZY with their highly sensitive and personally identifiable information (“PII”)
17 and, on some occasions, private health information (“PHI”) (collectively “Private
18 Information”), which STIIIZY uses to engage in its usual business activities. Given
19 the stigma associated with cannabis, despite its legal status, even the fact that an
20 individual patronized STIIIZY is sensitive information. STIIIZY acknowledges the
21 serious responsibility it bears in safeguarding the data it collects, and makes explicit
22 commitments that it “values your privacy”¹ and “implements security measures
23 designed to protect your information from unauthorized access, disclosure or
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25 ¹ *Notice of Data Breach*, STIIIZY (Jan. 7, 2025),
26 [https://www.stiiizy.com/pages/notice-of-data-
27 breach?srsltid=AfmBOopaL8d9szOjlv-
28 QGULGYU9lod0KJ02mlxEYilBH5QiaSbKqQmSM](https://www.stiiizy.com/pages/notice-of-data-breach?srsltid=AfmBOopaL8d9szOjlv-QGULGYU9lod0KJ02mlxEYilBH5QiaSbKqQmSM) (“Notice of Data Breach”).

1 accidental loss or destruction.”² Despite these assurances to its customers, STIIIZY
2 failed to protect the very Private Information it was entrusted with, compromising the
3 Private Information of hundreds of thousands of its customers, when it allowed
4 unauthorized third parties to access and exfiltrate its customers’ Private Information
5 in a data breach, announced by Defendant on January 7, 2025 (the “Data Breach”).³

6 3. Specifically, STIIIZY entrusted its point-of-sale vendor with extremely
7 sensitive customer data – including government-issued IDs, medical cannabis cards,
8 transactional histories, and more – without verifying or ensuring that the vendor
9 maintained robust security standards. STIIIZY failed to adequately vet its POS vendor
10 and monitor its security practices and measures, which enabled Everest ransomware
11 group to gain access to Plaintiffs’ and Class Members’ Private Information.
12 Furthermore, given that Everest has been able to gain access not only to the point-of-
13 sale system itself but also to STIIIZY’s own systems, which contained the Private
14 Information, STIIIZY has failed to implement essential and adequate security
15 protocols for its cloud-based software/system. Such failure to enact adequate security
16 protocols – such as enabling access controls and multi-factor authentication, role
17 based permissions, sessions monitoring, encryption of the stored data as well as
18 regular deletion/purging of data no longer necessary, and anomaly detection – left
19 STIIIZY’s system vulnerable and open to unauthorized and undetected intrusion.

20 4. Everest ransomware group is a sophisticated and increasingly prominent
21 threat actor in global cybercrime, known for breaching corporate networks to steal
22 data and installing malicious software that will render servers inoperable unless a
23 ransom is paid.

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27 ² *Privacy Policy*, STIIIZY, <https://www.stiizy.com/policies/privacy-policy>.

28 ³ Notice of Data Breach.

1 5. Here, Everest *already leaked* the stolen Private Information belonging to
2 Plaintiffs and Class Members on the Dark Web.

3 6. While STIIIZY has not provided the Data Breach victims, Plaintiffs and
4 Class Members, with a full accounting of how the hack occurred and how it
5 determined who was impacted, the Everest ransomware group has claimed credit and
6 has begun leaking or selling the data due to STIIIZY failing to respond to them or pay
7 a ransom.⁴

8 7. Everest has also been known for “acting as initial access brokers, selling
9 access to corporate networks to other threat actors to perform their own attacks.” This
10 means that Private Information that Everest gathered from the Data Breach could be
11 sold or used to develop new methods to gain further unauthorized access to STIIIZY’s
12 systems.⁵ Because STIIIZY has not made clear how it ensures its computer and
13 information technology systems are secure, Plaintiffs reasonably fear that their
14 information, which STIIIZY still has, could be stolen again by cybercriminals due to
15 STIIIZY’s security failures.

16 8. The Data Breach was a direct result of STIIIZY’s failure to implement
17 adequate and reasonable cybersecurity procedures and protocols, consistent with
18 industry standards, and necessary to protect Private Information from the foreseeable
19 threat of a cyberattack.
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23 ⁴ *Cannabis company Stiiizy says hackers accessed customers’ ID documents*
24 TECHCRUNCH (Jan. 10, 2025), [https://techcrunch.com/2025/01/10/cannabis-](https://techcrunch.com/2025/01/10/cannabis-company-stiiizy-says-hackers-accessed-customers-id-documents/)
25 [company-stiiizy-says-hackers-accessed-customers-id-documents/](https://techcrunch.com/2025/01/10/cannabis-company-stiiizy-says-hackers-accessed-customers-id-documents/)

26 ⁵ Lawrence Abrams, *STIIIZY data breach exposes cannabis buyers’ IDs and*
27 *purchases*, BLEEPING COMPUTER (Jan. 10, 2025),
28 [https://www.bleepingcomputer.com/news/security/stiiizy-data-breach-exposes-](https://www.bleepingcomputer.com/news/security/stiiizy-data-breach-exposes-cannabis-buyers-ids-and-purchases/)
[cannabis-buyers-ids-and-purchases/](https://www.bleepingcomputer.com/news/security/stiiizy-data-breach-exposes-cannabis-buyers-ids-and-purchases/)

1 9. By obtaining Plaintiffs’ and Class Members’ Private Information,
2 Defendant assumed a duty to Plaintiffs and Class Members to implement and
3 maintain reasonable and adequate security measures to secure, protect, and safeguard
4 their Private Information against unauthorized access and disclosure.

5 10. The injury to Plaintiffs and Class Members is compounded by the fact
6 that STIIIZY did not immediately notify those affected that their Private Information
7 was subject to unauthorized access and exfiltration. Instead, STIIIZY waited until
8 January 7, 2025, to issue notice on its website, and waited even longer before sending
9 direct notice to the Data Breach victims.

10 11. STIIIZY’s failure to timely notify the victims of its Data Breach
11 prevented Plaintiffs and Class Members from taking swift and affirmative measures
12 to prevent or mitigate the resulting harm, including, but not limited to, changing their
13 passwords and monitoring accounts for unauthorized activity. When Defendant
14 finally issued notice, it downplayed and provided incomplete information about the
15 nature and scope of the breach.

16 12. This Data Breach was both foreseeable and preventable. Had STIIIZY
17 followed well-established guidance from many government agencies (e.g., the FTC
18 and Government Accountability Office (GAO)) to take simple steps to protect
19 Plaintiffs and Class Members’ Private Information—such as enabling multi-factor
20 authentication and access controls, encrypting sensitive data, regularly monitoring
21 systems for suspicious activity, and setting controls against large extractions of data—
22 the Data Breach could have been avoided or prevented .

23 13. The security of Plaintiffs’ and Class Members’ identities is at substantial
24 risk because their Private Information is now in the hands of dangerous criminals.
25 This risk will continue for the course of their lives. Defendant exposed Plaintiffs and
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1 Class Members to present and imminent risks of fraud and identity theft. Among other
2 measures, Plaintiffs and Class Members already have and will continue to be forced
3 to closely monitor their financial accounts to guard against identity theft. Armed with
4 the Private Information accessed in the Data Breach, data thieves can commit a wide
5 range of crimes.

6 14. As a result of STIIIZY’s inadequate security and breach of its duties and
7 obligations, Plaintiffs and Class Members have suffered injuries that are a direct and
8 proximate result of those breaches. These injuries include: (i) out-of-pocket expenses
9 associated with preventing, detecting, and remediating identity theft, social
10 engineering, and other unauthorized use of their Private Information; (ii) opportunity
11 costs associated with attempting to mitigate the actual consequences of the Data
12 Breach, including, but not limited to, lost time; (iii) the continued, long-term, and
13 certain increased risk that unauthorized persons will access and abuse Plaintiffs’ and
14 Class Members’ Private Information; (iv) the continued and certain increased risk that
15 the Private Information that remains in Defendant’s possession is subject to further
16 unauthorized disclosure for so long as Defendant fails to undertake proper measures
17 to protect the Private Information; (v) invasion of privacy and increased risk of fraud
18 and identity theft; (vi) theft of their Private Information and the resulting loss of
19 privacy rights in that information; (vii) diminution in value and/or lost value of Private
20 Information, which is a form of property that Defendant obtained from Plaintiffs and
21 Class Members. This action seeks to remedy these failings and their consequences.
22 Plaintiffs and Class Members have a continuing interest in ensuring that their Private
23 Information is and remains safe, and they should be entitled to injunctive and other
24 equitable relief.

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1 21. Prior to making the purchase and providing STIIIZY with his Private
2 Information, Plaintiff G.E. reasonably believed that his information would be
3 protected by STIIIZY and that his sensitive private information would not be
4 disclosed.

5 22. But for STIIIZY’s misrepresentations and omissions regarding the
6 adequacy of its data security measures, Plaintiff G.E. would not have provided his
7 Private Information to Defendant nor would he have transacted with Defendant.

8 23. At the time of the Data Breach Defendant maintained Plaintiff
9 G.E.’s Private Information in its system, and, on information and belief, said Private
10 Information remains in Defendant’s possession.

11 24. Defendant deprived Plaintiff G.E. of the earliest opportunity to guard
12 himself against the Data Breach’s effects by failing to promptly notify him.

13 25. As a result of its inadequate cybersecurity, Defendant exposed Plaintiff
14 G.E.’s Private Information to theft by cybercriminals and sale on the dark web.

15 26. When Plaintiff G.E.’s Private Information was accessed and obtained by
16 a third party without his consent or authorization, Plaintiff G.E. suffered injury from
17 a loss of privacy.

18 27. Plaintiff G.E. is careful about sharing his Private Information, and takes
19 reasonable steps to protect it. Plaintiff G.E. has never knowingly transmitted
20 unencrypted PII over the internet or through other unsecured means.

21 28. Plaintiff G.E. is exposed and will continue to be exposed for the
22 remainder of his life, to imminent and impending injury arising from the substantially
23 increased risk of fraud, identity theft, and misuse proximately resulting from his
24 Private Information being obtained by unauthorized third parties.

25 29. As a result of the Data Breach, Plaintiff G.E. has spent substantial time
26 attempting to mitigate damages caused by the Data Breach, including monitoring all
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1 of his accounts and financial activity. The time spent dealing with the Data Breach is
2 time Plaintiff G.E. otherwise would have spent on other activities such as work and/or
3 recreation. Plaintiff G.E. anticipates taking additional time-consuming and necessary
4 steps to help mitigate the harm caused by the Data Breach, including continuously
5 reviewing his accounts for unauthorized activity. Plaintiff did this at the direction of
6 STIIIZY which directed him to “remain vigilant against incidents of identity theft and
7 fraud, to review account statements, and to monitor credit reports for suspicious or
8 unauthorized activity.”⁶

9 30. As a result of the Data Breach, Plaintiff G.E. has been further injured by
10 the damages to and loss in value of his Private Information—a form of intangible
11 property that Plaintiff G.E. entrusted to Defendant. This information has inherent
12 value that Plaintiff G.E. was deprived of when his Private Information was
13 negligently made accessible to and intentionally and maliciously exfiltrated by
14 cybercriminals.

15 31. Plaintiff G.E. has and is continuing to experience significant emotional
16 distress, fear, stress, frustration, and anxiety about potential identity theft and
17 fraudulent activity, because Defendant disclosed his Private Information to
18 unauthorized parties who may now use that information for improper and unlawful
19 purposes. These concerns manifested in physical symptoms, including loss of sleep
20 and decreased appetite.

21 32. Pursuant to Cal. Civ. Code § 1798.150(b), on or about March 20, 2025,
22 Plaintiff G.E. sent his notice letter by certified mail, return receipt requested, to
23 STIIIZY’s principal place of business, notifying STIIIZY of its violations of the
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26 ⁶ Notice of Data Breach.

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1 California Consumer Privacy Act (“CCPA”) and affording it the opportunity to
2 correct its business practices and rectify the harm it caused.

3 33. On April 18, 2025, Defendant replied to Plaintiff G.E’s letter but failed
4 to provide the relief requested in the letter or fix the injury it caused to Plaintiff G.E.
5 due to the Data Breach.

6 34. Plaintiff G.E. is also at a continued risk of harm because, on information
7 and belief, his Private Information remains in Defendant’s systems, which have
8 already been shown to be susceptible to compromise and attack, and are subject to
9 further attack, so long as Defendant fails to undertake the necessary and appropriate
10 data security measures to protect the Private Information in its possession.

11 **2. DONALD HATCH**

12 35. Donald Hatch (“Plaintiff Hatch”) is a natural person and citizen of
13 California, where he intends to remain.

14 36. Plaintiff Hatch entrusted his Private Information to Defendant in
15 connection with his purchase of products from Defendant. Plaintiff was a customer
16 of the STIIIZY location on 1528 Webster Ave., Alameda, CA listed in the Notice.

17 37. Prior to making the purchase and providing STIIIZY with his sensitive
18 Private Information, Plaintiff Hatch reasonably believed that his information would
19 be protected by STIIIZY and that his sensitive and private information would not be
20 disclosed.

21 38. But for STIIIZY’s misrepresentations and omissions regarding the
22 adequacy of its data security measures, Plaintiff Hatch would not have provided his
23 Private Information to Defendant nor would he have transacted with Defendant.

24 39. Plaintiff Hatch is careful about sharing his Private Information and takes
25 reasonable steps to protect it. Plaintiff Hatch has never knowingly transmitted
26 unencrypted Private Information over the internet or through other unsecured means.

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1 40. At the time of the Data Breach, Defendant had Plaintiff Hatch’s Private
2 Information in its systems, and on information and belief they continue to retain that
3 information.

4 41. Plaintiff Hatch received the Notice Letter, by email, directly from
5 Defendant, dated January 16, 2024. According to the Notice Letter, Plaintiff Hatch’s
6 Private Information was improperly accessed and obtained by unauthorized third
7 parties, including his name, address, date of birth, age, driver’s license number,
8 photograph, the signatures appearing on a government ID card, medical cannabis
9 cards, transaction histories, and other personal information.

10 42. Since receiving the Notice, Plaintiff Hatch made reasonable efforts to
11 mitigate the Data Breach’s impact, including, but not limited to, monitoring his
12 various financial and banking accounts for fraudulent activity.

13 43. Defendant deprived Plaintiff Hatch of the earliest opportunity to guard
14 himself against the Data Breach’s effects by failing to promptly notify him.

15 44. As a result of its inadequate cybersecurity, Defendant exposed Plaintiff
16 Hatch’s Private Information to theft by cybercriminals and sale on the Dark Web.

17 45. Plaintiff Hatch has, and is continuing to experience, fear, stress,
18 frustration, and anxiety, among other issues, because Defendant disclosed his Private
19 Information to unauthorized parties who may now use that information for improper
20 and unlawful purposes.

21 46. Plaintiff Hatch is exposed and will continue to be exposed for the
22 remainder of his life to imminent and impending injury arising from the substantially
23 increased risk of fraud, identity theft, and misuse proximately resulting from his
24 Private Information being obtained by unauthorized third-parties and/or
25 cybercriminals.

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1 47. As a result of the Data Breach, Plaintiff Hatch has spent substantial time
2 attempting to mitigate damages caused by the Data Breach, including monitoring all
3 of his accounts and financial activity. The time spent dealing with Defendant’s Data
4 Breach is time Plaintiff Hatch otherwise would have spent on other activities such as
5 work and/or recreation. Plaintiff Hatch anticipates taking additional time-consuming
6 and necessary steps to help mitigate the harm caused by the Data Breach, including
7 continuously reviewing his accounts for unauthorized activity. Plaintiff Hatch did this
8 at the direction of STIIIZY which directed individuals to “remain vigilant against
9 incidents of identity theft and fraud, to review account statements, and to monitor
10 credit reports for suspicious or unauthorized activity.”⁷

11 48. As a result of the Data Breach, Plaintiff Hatch has been further injured by
12 the damage to and loss in value of his Private Information—a form of intangible
13 property that Plaintiff Hatch entrusted to Defendant. This information has inherent
14 value that Plaintiff Hatch was deprived of when his Private Information was
15 negligently made accessible to and intentionally and maliciously exfiltrated by
16 cybercriminals.

17 49. Pursuant to Cal. Civ. Code§ 1798.150(b), on or about February 10, 2025,
18 Plaintiff Hatch sent his notice letter by certified mail, return receipt requested, to
19 STIIIZY’s principal place of business, notifying STIIIZY of its violations of the
20 CCPA and affording it the opportunity to correct its business practices and rectify the
21 harm it caused.

22 50. On March 12, 2025, Defendant replied to Plaintiff Hatch’s letter but failed
23 to provide the relief requested in the letter or fix the injury it caused to Plaintiff Hatch
24 due to the Data Breach.

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26 ⁷ Notice of Data Breach.
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1 51. Plaintiff Hatch is also at a continued risk of harm because, on information
2 and belief, his Private Information remains in Defendant’s systems, which have
3 already been shown to be susceptible to compromise and attack, and are subject to
4 further attack so long as Defendant fails to undertake the necessary and appropriate
5 data security measures to protect the Private Information in its possession.

6 **3. BRADLEY ANDERSON**

7 52. Plaintiff Bradley Anderson (“Plaintiff Anderson”) is a natural person and
8 citizen of California, where he intends to remain.

9 53. Plaintiff Anderson is also a former employee and customer of STIIIZY.

10 54. As a condition of employment, Plaintiff Anderson provided Defendant
11 with his Private Information. Defendant used that Private Information to facilitate its
12 employment of Plaintiff, including payroll.

13 55. Plaintiff Anderson provided his Private Information to Defendant and
14 trusted that the company would use reasonable measures to protect it according to
15 state and federal law.

16 56. Plaintiff Anderson had entrusted his Private Information to Defendant in
17 connection with his employment by Defendant. Prior to providing STIIIZY with his
18 sensitive Private Information, Plaintiff Anderson reasonably believed that his
19 information would be protected by STIIIZY and that his sensitive private information
20 would not be disclosed.

21 57. But for STIIIZY’s misrepresentations and omissions regarding the
22 adequacy of its data security measures, Plaintiff Anderson would not have provided
23 his Private Information to Defendant.

24 58. At the time of the Data Breach Defendant maintained Plaintiff
25 Anderson’s Private Information in its system.

1 cybercriminals are able to use the stolen and compromised to gather and steal even
2 more information.

3 67. As a result of the Data Breach, Plaintiff Anderson has been further injured
4 by the damages to and loss in value of his Private Information—a form of intangible
5 property that Plaintiff Anderson entrusted to Defendant. This information has inherent
6 value that Plaintiff Anderson was deprived of when his Private Information was
7 negligently made accessible to and intentionally and maliciously exfiltrated by
8 cybercriminals.

9 68. Pursuant to Cal. Civ. Code § 1798.150(b), on or about January 21, 2025,
10 Plaintiff Anderson sent his notice letter by certified mail, return receipt requested, to
11 STIIIZY’s principal place of business, notifying STIIIZY of its violations of the
12 CCPA and affording it the opportunity to correct their business practices and rectify
13 the harm it caused.

14 69. At the time of this filing, long after Defendant’s response was due,
15 Plaintiff Anderson has not received a response from Defendant to his CCPA letter.

16 70. Plaintiff Anderson is also at a continued risk of harm because, on
17 information and belief, his Private Information remains in Defendant’s systems,
18 which have already been shown to be susceptible to compromise and attack, and are
19 subject to further attack, so long as Defendant fails to undertake the necessary and
20 appropriate data security measures to protect the Private Information in its possession.

21 **4. DANIEL MARTINEZ**

22 71. Plaintiff, Daniel Martinez (“Plaintiff Martinez”) is a natural person and
23 citizen of California, where he intends to remain.

24 72. Plaintiff Martinez had entrusted his Private Information to Defendant in
25 connection with his purchase of products from Defendant.

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1 81. As a result of this data breach, Plaintiff Martinez has spent substantial
2 time attempting to mitigate damages caused by this data breach, including monitoring
3 all of his accounts and financial activity. The time spent dealing with Defendant’s
4 Data Breach is time Plaintiff Martinez otherwise would have spent on other activities
5 such as work and/or recreation. Plaintiff Martinez anticipates taking additional time-
6 consuming and necessary steps to help mitigate the harm caused by the data breach,
7 including continuously reviewing his accounts for unauthorized activity. Plaintiff
8 Martinez did this at the direction of STIIIZY which directed individuals to “remain
9 vigilant against incidents of identity theft and fraud, to review account statements,
10 and to monitor credit reports for suspicious or unauthorized activity.”⁸

11 82. As a result of the Data Breach, Plaintiff Martinez has been further injured
12 by the damage to and loss in value of his Private Information—a form of intangible
13 property that Plaintiff Martinez entrusted to Defendant. This information has inherent
14 value that Plaintiff Martinez was deprived of when his Private Information was
15 negligently made accessible to and intentionally and maliciously exfiltrated by
16 cybercriminals.

17 83. Plaintiff Martinez is experiencing anxiety, distress, and fear regarding this
18 Data Breach because Defendant disclosed his Private Information to unauthorized
19 parties who may now use that information for improper and unlawful purposes. This
20 goes far beyond allegations of mere worry or inconvenience; it is exactly the sort of
21 injury and harm to a Data Breach victim that the law contemplates and addresses.

22 84. Pursuant to Cal. Civ. Code § 1798.150(b), on or about January 21, 2025,
23 Plaintiff Martinez sent his notice letter by certified mail, return receipt requested, to
24 STIIIZY’s principal place of business, notifying STIIIZY of its violations of the
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26 ⁸ Notice of Data Breach.
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1 CCPA and affording it the opportunity to correct their business practices and rectify
2 the harm it caused.

3 85. On February 20, 2025, Defendant replied to Plaintiff Martinez’s letter but
4 failed to provide the relief requested in the letter or fix the injury it caused to Plaintiff
5 Martinez due to the Data Breach.

6 86. Plaintiff Martinez is also at a continued risk of harm because, on
7 information and belief, his Private Information remains in Defendant’s systems,
8 which have already been shown to be susceptible to compromise and attack, and are
9 subject to further attack, so long as Defendant fails to undertake the necessary and
10 appropriate data security measures to protect the Private Information in its possession.

11 **5. LORENZO MONTOYA**

12 87. Plaintiff Lorenzo Montoya (“Plaintiff Montoya”) is a natural person and
13 citizen of California, where he intends to remain.

14 88. Plaintiff Montoya had entrusted his Private Information to Defendant in
15 connection with his purchase of products from Defendant.

16 89. Prior to making the purchase and providing STIIIZY with his sensitive
17 information, Plaintiff Montoya reasonably believed that his information would be
18 protected by STIIIZY and that his sensitive and private information would not be
19 disclosed.

20 90. But for STIIIZY’s misrepresentations and omissions regarding the
21 adequacy of its data security measures, Plaintiff Montoya would not have provided
22 his Private Information to Defendant, nor would he have transacted with Defendant.

23 91. At the time of the Data Breach—October 10, 2024, through November
24 10, 2024—Defendant maintained Plaintiff Montoya’s Private Information in its
25 system.

1 92. Plaintiff Montoya received the Notice Letter, by email, directly from
2 Defendant, dated January 16, 2024. According to the Notice Letter, Plaintiff
3 Montoya’s PII was improperly accessed and obtained by unauthorized third parties,
4 including his name, address, date of birth, age, driver’s license number, photograph,
5 the signatures appearing on a government ID card, medical cannabis cards,
6 transaction histories, and other personal information.

7 93. When Plaintiff Montoya’s Private Information was accessed and obtained
8 by a third party without his consent or authorization, Plaintiff Montoya suffered injury
9 from a loss of privacy.

10 94. Plaintiff Montoya is exposed and will continue to be exposed for the
11 remainder of his life to imminent and impending injury arising from the substantially
12 increased risk of fraud, identity theft, and misuse proximately resulting from his
13 Private Information being obtained by unauthorized third parties and/or
14 cybercriminals.

15 95. As a result of the Data Breach, Plaintiff Montoya has spent substantial
16 time attempting to mitigate damages caused by this data breach. The time spent
17 dealing with Defendant’s Data Breach is valuable time Plaintiff Montoya otherwise
18 would have spent on other activities, including but not limited to work and/or
19 recreation. This time has been lost forever and cannot be recaptured. Plaintiff
20 Montoya did this at the direction of Defendant’s Notice Letter, which instructed
21 individuals to “remain vigilant against incidents of identity theft and fraud, to review
22 account statements, and to monitor credit reports for suspicious or unauthorized
23 activity.”⁹

24 96. As a result of the Data Breach, Plaintiff Montoya has been further injured
25 by the damages to and loss in value of his Private Information—a form of intangible

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27 ⁹ Notice of Data Breach.

1 property that Plaintiff Montoya entrusted to Defendant. This information has inherent
2 value that Plaintiff Montoya was deprived of when his Private Information was
3 negligently made accessible to and intentionally and maliciously exfiltrated by
4 cybercriminals.

5 97. Pursuant to Cal. Civ. Code § 1798.150(b), on or about January 18, 2025,
6 Plaintiff Montoya sent his notice letter by certified mail, return receipt requested, to
7 STIIIZY’s principal place of business, notifying STIIIZY of its violations of the
8 CCPA and affording it the opportunity to correct their business practices and rectify
9 the harm it caused. STIIIZY responded by letter on March 7, 2025, denying the CCPA
10 applies and ultimately failing to cure its violations of the statute.

11 98. Plaintiff Montoya is also at a continued risk of harm because, on
12 information and belief, his Private Information remains in Defendant’s systems,
13 which have already been shown to be susceptible to compromise and attack, and are
14 subject to further attack, so long as Defendant fails to undertake the necessary and
15 appropriate data security measures to protect the Private Information in its possession.

16 **6. ELIZABETH OROZCO-PREZA**

17 99. Plaintiff Elizabeth Orozco-Preza (“Plaintiff Orozco-Preza”) is a natural
18 person and citizen of California, where she intends to remain.

19 100. Plaintiff Orozco-Preza had entrusted her Private Information to
20 Defendant in connection with her purchase of products from Defendant.

21 101. Prior to making the purchase and providing STIIIZY with her sensitive
22 Private Information, Plaintiff Orozco-Preza reasonably believed that her information
23 would be protected by STIIIZY and that her sensitive and private information would
24 not be disclosed.

25 102. But for STIIIZY’s misrepresentations and omissions regarding the
26 adequacy of its data security measures, Plaintiff Orozco-Preza would not have
27

1 provided her Private Information to Defendant, nor would she have transacted with
2 Defendant.

3 103. At the time of the Data Breach Defendant maintained Plaintiff Orozco-
4 Preza's Private Information in its system.

5 104. Plaintiff Orozco-Preza is very careful about sharing her sensitive PII. She
6 stores any documents containing her Private Information in a safe and secure location.
7 Plaintiff Orozco-Preza has never knowingly transmitted unencrypted sensitive Private
8 Information over the internet or any other unsecured source. Plaintiff Orozco-Preza
9 would not have entrusted her Private Information to Defendant had she known of
10 Defendant's lax data security policies.

11 105. Plaintiff Orozco-Preza received the Notice Letter, by email, directly from
12 Defendant, dated January 8, 2024. According to the Notice Letter, Plaintiff's Private
13 Information was improperly accessed and obtained by unauthorized third parties,
14 including her name, address, date of birth, age, driver's license number, passport
15 number, photograph, the signatures appearing on a government ID card, medical
16 cannabis cards, transaction histories, and other personal information.

17 106. When Plaintiff Orozco-Preza's Private Information was accessed and
18 obtained by a third party without her consent or authorization, Plaintiff Orozco-Preza
19 suffered injury from a loss of privacy.

20 107. Plaintiff Orozco-Preza is exposed and will continue to be exposed for the
21 remainder of her life to imminent and impending injury arising from the substantially
22 increased risk of fraud, identity theft, and misuse proximately resulting from her
23 Private Information being obtained by unauthorized third parties and/or
24 cybercriminals.

25 108. As a result of the Data Breach, Plaintiff Orozco-Preza has spent
26 substantial time attempting to mitigate damages caused by this data breach, including
27

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1 by researching and verifying the legitimacy of the Data Breach. The time spent
2 dealing with Defendant’s Data Breach is valuable time Plaintiff otherwise would have
3 spent on other activities, including but not limited to work and/or recreation. This
4 time has been lost forever and cannot be recaptured. Plaintiff Orozco-Preza did this
5 at the direction of Defendant’s Notice Letter, which instructed individuals to “remain
6 vigilant against incidents of identity theft and fraud, to review account statements,
7 and to monitor credit reports for suspicious or unauthorized activity.”¹⁰

8 109. The Data Breach has caused Plaintiff Orozco-Preza to suffer fear, anxiety,
9 and stress, which has been compounded by the fact that Defendant has still not fully
10 informed her of key details about the Data Breach’s occurrence.

11 110. As a result of the Data Breach, Plaintiff Orozco-Preza has been further
12 injured by the damage to and loss in value of her Private Information—a form of
13 intangible property that Plaintiff Orozco-Preza entrusted to Defendant. This
14 information has inherent value that Plaintiff Orozco-Preza was deprived of when her
15 Private Information was negligently made accessible to and intentionally and
16 maliciously exfiltrated by cybercriminals.

17 111. Pursuant to Cal. Civ. Code § 1798.150(b), on or about February 3, 2025,
18 Plaintiff Orozco-Preza sent her notice letter by certified mail, return receipt requested,
19 to STIIIZY’s principal place of business, notifying STIIIZY of its violations of the
20 CCPA and affording it the opportunity to correct their business practices and rectify
21 the harm it caused.

22 112. On February 21, 2025, Defendant replied to Plaintiff Orozco-Preza’s
23 letter but failed to provide the relief requested in the letter or fix the injury it caused
24 to Plaintiff Orozco-Preza due to the Data Breach.

25 _____
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27 ¹⁰ Notice of Data Breach.

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1 113. Plaintiff Orozco-Preza is also at a continued risk of harm because, on
2 information and belief, her Private Information remains in Defendant’s systems,
3 which have already been shown to be susceptible to compromise and attack, and are
4 subject to further attack, so long as Defendant fails to undertake the necessary and
5 appropriate data security measures to protect the Private Information in its possession.

6 **B. Defendant**

7 **STIIIZY Inc.**

8 114. Defendant STIIIZY, Inc. is incorporated in Delaware, with its principal
9 place of business in the city of Los Angeles, California. Defendant conducts business,
10 selling cannabis products to customers throughout the states of California,
11 Washington, Nevada, Michigan, and Arizona.

12 **JURISDICTION AND VENUE**

13 115. This Court has jurisdiction over the subject matter of this action pursuant
14 to 28 U.S.C § 1332(d), because the amount in controversy for the Class exceeds
15 \$5,000,000 exclusive of interest and costs, there are more than one hundred (100)
16 putative Class Members defined below, and minimal diversity exists because at least
17 one Plaintiff is a citizen of a state different from the citizenship of Defendant. This
18 Court has supplemental jurisdiction over any state law claims pursuant to 28 U.S.C.
19 § 1367.

20 116. This Court has personal jurisdiction over Defendant because Defendant’s
21 principal place of business is in this District.

22 117. Pursuant to 28 U.S.C. § 1391, this Court is the proper venue for this action
23 because a substantial part of the events or omissions giving rise to the claims occurred
24 in this district – this is where Defendant’s principal place of business is located and
25 conducts substantial business, including its actions and inactions leading to the data
26

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1 breach at issue. Defendant also gains revenue and profits from doing business in this
2 District.

3 **FACTUAL ALLEGATIONS**

4 118. STIIIZY is a retailer of cannabis with hundreds of thousands of customers
5 primarily in California, but also across the country. Defendant collects and processes
6 the personal data of its customers. To purchase products from Defendant, customers
7 are forced to entrust Defendant with their Private Information.

8 119. The information collected and stored by Defendant includes, but is not
9 limited to, *names, addresses, dates of birth, driver’s license numbers, passport*
10 *numbers, photographs, the signatures appearing on government ID cards, and*
11 *medical cannabis cards.*

12 120. Defendant additionally has claimed that the Data Breach only impacted
13 consumer profiles associated with the following STIIIZY locations:

- 14 - STIIIZY Union Square: 180 O’Farrell Street, San Francisco, CA
- 15 - STIIIZY Mission: 3326 Mission Street, San Francisco, CA
- 16 - STIIIZY Alameda: 1528 Webster St., Alameda, CA
- 17 - STIIIZY Modesto: 426 McHenry Ave., Modesto, CA.¹¹

18 121. Defendant holds itself as a company that prioritizes customers’ privacy
19 and cyber security, and has repeatedly assured its customers that it “implements
20 security measures designed to protect your information from unauthorized access,
21 disclosure or accidental loss or destruction.”¹²

22 122. Defendant is aware of its commitments, warranting that it “utilize[s]
23 appropriate physical, technical and managerial safeguards designed to protect the
24

25 _____
26 ¹¹ Notice of Data Breach.

27 ¹² *Privacy Policy*, STIIIZY, <https://www.stiiizy.com/policies/privacy-policy> (May
28 20, 2025).

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1 information we collect.”¹³ Because the Defendant collects, handles, and stores highly
2 sensitive information - passports, driver’s licenses, medical cards, social security
3 numbers, dates of birth, and more – robust and industry appropriate security measures
4 were required here, such as complete vetting of vendor security practices, use of
5 multi-factor authentication, complete and immediate patching of all software and
6 servers, and consistent and real-time threat detection. Defendant’s failure to do so
7 directly enabled the hackers to extract the sensitive Private Information, causing this
8 Data Breach.

9 123. Plaintiffs and other similarly situated customers relied to their detriment
10 on Defendant’s uniform representations and omissions regarding data security,
11 including Defendant’s failure to alert customers that its security protections were
12 inadequate, and that Defendant would forever store Plaintiffs’ and Class Members’
13 Private Information, failing to archive it, protect it, or at the very minimum warn
14 consumers of the anticipated and foreseeable data breach.

15 124. Plaintiffs and other similarly situated customers trusted Defendant with
16 their sensitive and valuable Private Information. If Defendant disclosed to Plaintiffs
17 and its other customers that its data systems were not secure and were vulnerable to
18 attack, Plaintiffs would not have done business with Defendant or provided it with
19 their Private Information.

20 **A. The Data Breach**

21 125. At all relevant times, STIIIZY failed to maintain proper security measures
22 despite its promises of safety and security to consumers and its common law and
23 statutory duties to safeguard personal information from unauthorized access.

24 126. On November 20, 2024, Defendant was notified by a vendor of point-of-
25 sale processing services for some of its retail locations that accounts with its

26 _____

27 ¹³ *Id.*

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1 organization had been compromised by an organized cybercrime group. Defendant
2 did not notify its customers then, nor make any announcements to alert them of this
3 major security issue. Specifically, an investigation conducted by the vendor revealed
4 that personal information relating to certain STIIIZY customers processed by the
5 vendor was acquired by the threat actors at some point between October 10, 2024 -
6 November 10, 2024. Despite being informed of the cyberattack on November 20,
7 2024, Defendant kept silent and chose not to notify the affected customers for several
8 months.¹⁴

9 127. While STIIIZY initially pointed to the hack as a point-of-service failure,
10 it is actually likely that the hack occurred by cybercriminals breaching the cloud-
11 based software systems where the POS information was stored. This means that
12 STIIIZY failed to properly verify that its vendor was using secure software, and
13 additionally failed to ensure account security on its end by failing to implement
14 essential and adequate security protocols of its cloud-based software or computer
15 system—such as multi-factor authentication, role-based permissions, and sessions
16 monitoring. Additionally, STIIIZY failed to ensure complete encryption of the stored
17 data as well as regular deletion and purging of data no longer necessary, and anomaly
18 detection—leaving the system vulnerable and open to unauthorized and undetected
19 intrusion.

20 128. On or around January 7, 2025, Defendant finally began notifying some
21 customers of the Data Breach via a posting on its website, including Plaintiffs, when
22 nearly two months had passed since Defendant learned of the unauthorized access.¹⁵
23

24 ¹⁴ Lawrence Abrams, *STIIIZY data breach exposes cannabis buyers' IDs and*
25 *purchases*, BLEEPING COMPUTER (Jan. 10, 2025),
26 [https://www.bleepingcomputer.com/news/security/stiizy-data-breach-exposes-](https://www.bleepingcomputer.com/news/security/stiizy-data-breach-exposes-cannabis-buyers-ids-and-purchases/)
27 [cannabis-buyers-ids-and-purchases/](https://www.bleepingcomputer.com/news/security/stiizy-data-breach-exposes-cannabis-buyers-ids-and-purchases/).

¹⁵ Notice of Data Breach.

1 129. Defendant failed to provide actual notice to all individuals who were
2 impacted by the data breach, instead, it posted a notice on its website that does not
3 provide a full and clear explanation of the Data Breach and downplays its
4 significance. This notice states in relevant part (the “Notice”):

5
6 **What Happened?**

7 On November 20, 2024, we were notified by a vendor of point-of-sale
8 processing services for some of our retail locations that accounts with
9 their organization had been compromised by an organized cybercrime
10 group. An investigation conducted by the vendor revealed that personal
11 information relating to certain STIIIZY customers processed by the
12 vendor was acquired by the threat actors on or around October 10, 2024 -
13 November 10, 2024. Upon receiving notice of the incident, we launched
14 our own investigation to assess the extent of the impact. We have
15 determined that certain of our customers’ personal information and
16 documents was acquired by the threat actors. We have been working
17 closely with the vendor and our legal counsel to address the situation,
18 including to determine the cause of the incident. This notification was not
19 delayed by law enforcement.

20 **What Information Was Involved?**

21 Based on our initial investigation, the incident only impacted consumer
22 profiles associated with the following STIIIZY locations:

- 23 • STIIIZY Union Square: 180 O’Farrell Street, San Francisco, CA
- 24 • STIIIZY Mission: 3326 Mission Street, San Francisco, CA
- 25 • STIIIZY Alameda: 1528 Webster St., Alameda, CA
- 26 • Authentic 209: 426 McHenry Ave., Modesto, CA

27 The incident impacted information contained on government-issued
28 identification cards, including drivers’ licenses and medical cannabis
cards, as well as information related to transactions with our dispensaries.
The categories of information compromised include name, address, date
of birth, age, drivers’ license number, passport number, photograph, the
signatures appearing on a government ID card, medical cannabis cards,
transaction histories, and other personal information. Not all of this

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1 information was affected for each impacted individual.¹⁶

2 130. In its initial statement, Defendant did not disclose how many customers’
3 Private Information was breached from each location, leaving many customers to
4 speculate whether their information compromised. Defendant also downplayed the
5 extent of the Data Breach, and the likely harm affected victims may experience.
6 Additionally, while Defendant obtained scans of driver’s licenses and medical
7 cannabis cards and retained such information in their systems, they did not necessarily
8 have current contact information for all customers. Thus, it is almost guaranteed that
9 not all victims of the Data Breach have received actual notice.

10 **B. Everest leaked—and then flooded—the Dark Web with the stolen Private**
11 **Information.**

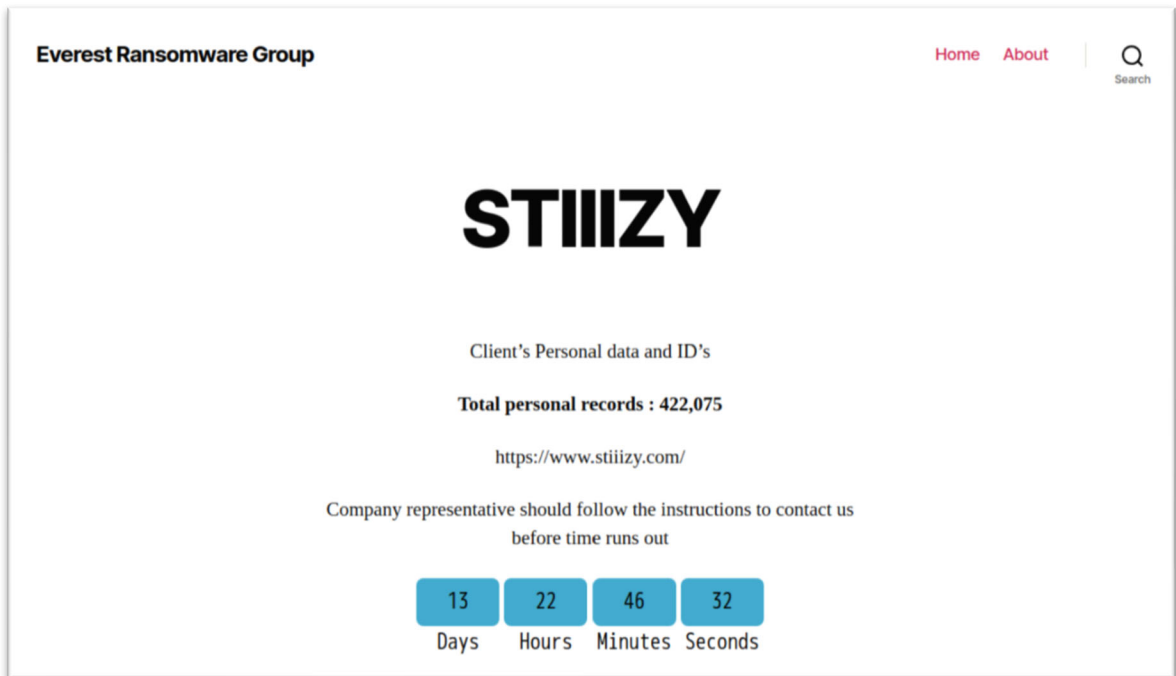
12 131. The Everest ransomware group, the culprit behind this hack, has long
13 been known for targeting entities with highly sensitive information, like Defendant,
14 and using ransomware to make businesses’ computer systems inaccessible as well as
15 stealing data to leak and sell if the ransom is not paid. Here, Defendant could have
16 prevented this breach through improved security procedures, access controls like
17 multi-factor authentication, strong password and authentication policies for remote
18 access, conducting regular tabletop and training exercises with all employees,
19 consistent and real-time monitoring of computer access and logs, limiting and
20 disabling internet facing information, encryption of all sensitive information, and
21 deleting and purging information that is no longer necessary. If Defendant had proper
22 and adequate policies to ensure that its system was secure, it would have prevented
23 the Data Breach. Defendant chose not to spend time and resources protecting its
24 customers’ Private Information, directly leading to the Data Breach.

25
26 _____

27 ¹⁶ *Id.*

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1 132. On or around November 24, 2024, Everest posted information about
2 Defendant on the Dark Web—revealing that it had obtained “Client’s Personal data
3 and ID’s” and “Total personal records : 422,075[.]”¹⁷ Everest warned that “Company
4 representative should follow the instructions to contact us before time runs out[.]”¹⁸
5 To that end, Everest also included a countdown timer which indicated that Everest
6 would leak the stolen Private Information in 13 days, 22 hours, 46 minutes, and 32
7 seconds.¹⁹ Further, Everest proved that it had stolen Private Information by publishing
8 numerous screenshots of Class Members’ Private Information—which included, two
9 California driver licenses, screenshots of customer profiles, a Medical
10 Recommendation for medical marijuana use, screenshots of file lists, a Romanian



25 ¹⁷ Everest, RANSOMLOOK (Nov. 24, 2024)
26 <https://www.ransomlook.io/group/everest>.

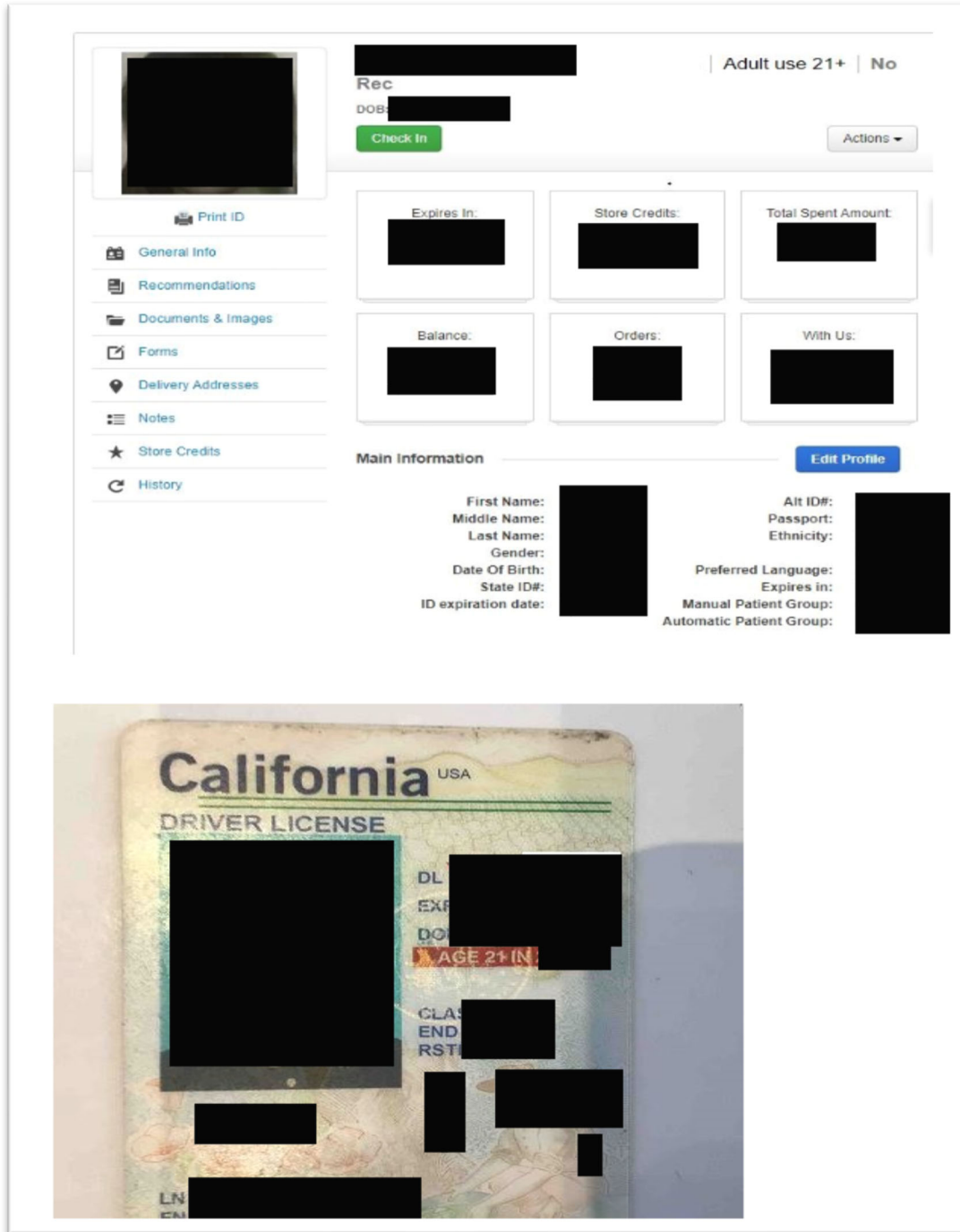
27 ¹⁸ *Id.*

28 ¹⁹ *Id.*

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passport, and a California medical cannabis card.²⁰ Screenshots of Everest’s post on the Dark Web are provided below (with redactions as necessary).²¹



²⁰ *Id.*
²¹ *Id.*

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PATIENT ID: [REDACTED]

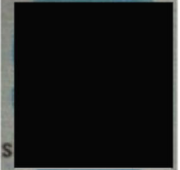
24-Hour Online Verification: [https://getnugg.com/verify/\[REDACTED\]](https://getnugg.com/verify/[REDACTED])

This certifies that [REDACTED] was evaluated in my physical, virtual, or telemedical office for a medical condition, which in my professional opinion, may benefit from the use of medical marijuana. It is my assessment that the above-mentioned patient qualifies under California Health and Safety Code Section 11362.5 for the use of cannabis for medical purposes. If the patient chooses to use marijuana therapeutically, I will continue to monitor his/her medical condition and to provide advice on his/her progress at least annually. I act only as a consultant, not as primary care provider. This patient assumes full responsibility for any and all risks associated with this treatment option. I have discussed the potential medical benefits and risks of marijuana use.









This patient hereby authorizes this office to discuss the nature of their condition(s) and the information contained in this document only for verification purposes. This is a non-transferable document. It is the property of the physician indicated and can be revoked at any time without notice. Void after expiration date, or if altered or misused. Please direct all questions to the office that issued this recommendation.

This medical document identifies this individual as a patient whose possession and/or cultivation of medical cannabis is permissible pursuant to California Health and Safety Code Section 11362.5,

☰
 IndicaOnline
Helper OFF 



Print ID

-  General Info
-  Recommendations
-  Documents & Images
-  Forms
-  Delivery Addresses
-  Notes
-  Store Credits
-  History

[REDACTED]

Rec

DOB: [REDACTED]

Check In

Adult use 21+ | No

Actions ▾

Expires In:
[REDACTED]

Store Credits:
[REDACTED]

Total Spent Amount:
[REDACTED]

Balance:
[REDACTED]

Orders:
[REDACTED]

With Us:
[REDACTED]

Main Information Edit Profile

<p>First Name: [REDACTED]</p> <p>Middle Name: [REDACTED]</p> <p>Last Name: [REDACTED]</p> <p>Gender: [REDACTED]</p> <p>Date Of Birth: [REDACTED]</p>	<p>Alt ID#: [REDACTED]</p> <p>Passport: [REDACTED]</p> <p>Ethnicity: [REDACTED]</p> <p>Preferred Language: [REDACTED]</p> <p>Expires in: [REDACTED]</p>
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CONSOLIDATED CLASS ACTION COMPLAINT

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rec - 2024-11-05T011538.774	05.11.2024 4:15
rec - 2024-11-05T011550.402	05.11.2024 4:15
rec - 2024-11-05T011756.869	05.11.2024 4:17
rec - 2024-11-05T011916.767	05.11.2024 4:19
rec - 2024-11-05T012118.818	05.11.2024 4:21
rec - 2024-11-05T012150.024	05.11.2024 4:21
rec - 2024-11-05T012359.574	05.11.2024 4:23
rec - 2024-11-05T012404.149	05.11.2024 4:24
rec - 2024-11-05T012419.433	05.11.2024 4:24
rec - 2024-11-05T012505.039	05.11.2024 4:25
rec - 2024-11-05T012522.838	05.11.2024 4:25
rec - 2024-11-05T012735.181	05.11.2024 4:27
rec - 2024-11-05T012809.815	05.11.2024 4:28
rec - 2024-11-05T012834.952	05.11.2024 4:28
rec - 2024-11-05T012851.975	05.11.2024 4:28
rec - 2024-11-05T012904.040	05.11.2024 4:29
rec - 2024-11-05T012937.255	05.11.2024 4:29
rec - 2024-11-05T013027.596	05.11.2024 4:30
rec - 2024-11-05T013116.026	05.11.2024 4:31
rec - 2024-11-05T013205.593	05.11.2024 4:32
rec - 2024-11-05T013354.993	05.11.2024 4:33
rec - 2024-11-05T013427.432	05.11.2024 4:34
rec - 2024-11-05T013524.053	05.11.2024 4:35
rec - 2024-11-05T013534.353	05.11.2024 4:35
rec - 2024-11-05T013805.344	05.11.2024 4:38
rec - 2024-11-05T013845.591	05.11.2024 4:38
rec - 2024-11-05T013905.695	05.11.2024 4:39
rec - 2024-11-05T014029.595	05.11.2024 4:40
rec - 2024-11-05T014754.546	05.11.2024 4:47



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1 133. On or around December 23, 2024, Everest leaked another portion of the
2 stolen Private Information on the Dark Web—stating “STIIIZY Pre-Christmas
3 publication The first part of Christmas ‘gifts’ for the company. If we continue to be
4 ignored, the amount of published data will only grow. If you do not want to solve this
5 problem with us, then we will cause many times more financial and reputational
6 damage.”²² Therein, Everest published two links such that other cybercriminals could
7 access, download, and misuse the stolen Private Information.²³ A screenshot (with
8 redactions) of the Dark Web post is provided below.²⁴



21 134. On or around December 25, 2024, Everest leaked another portion of the
22 stolen Private Information on the Dark Web—stating “STIIIZY Happy New 20025!
23 More gifts for STIIIZY are on the way At 10 pm, if the company does not contact us
24

25
26 ²² Everest, RANSOMLOOK (Dec. 23, 2024) <https://www.ransomlook.io/group/everest>.

27 ²³ *Id.*

28 ²⁴ *Id.*

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1 before by any method, we will post another 20025 customer’s personal data and ID
2 records . UnMerry Christmas and UnHappy New Year.”²⁵ Therein, Everest published
3 another two links such that other cybercriminals could access, download, and misuse
4 the stolen Private Information.²⁶ A screenshot (with redactions) of the Dark Web post
5 is provided below.²⁷

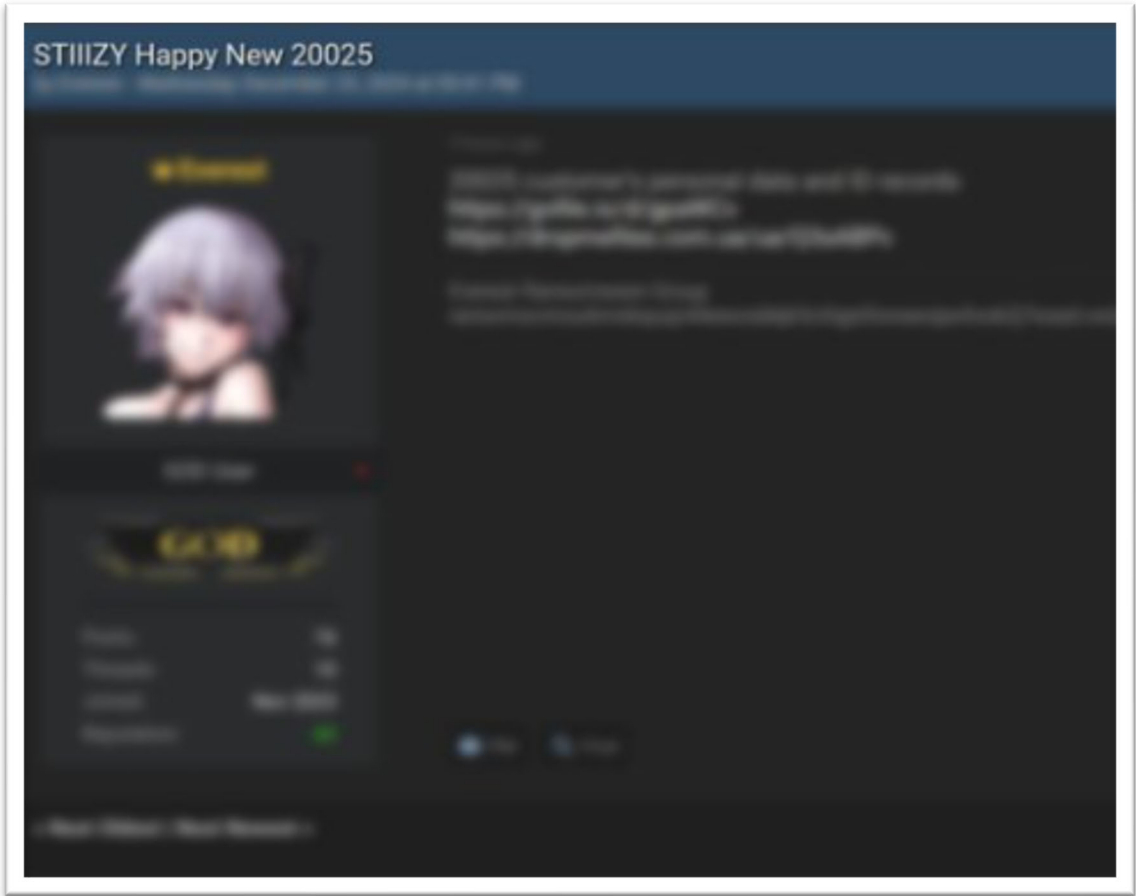


18 135. To make matters worse, on December 25, 2024, another cybercriminal
19 group appears to have shared and disseminated the portion of stolen Private
20 Information—that Everest leaked on December 25, 2024—on a different website on
21 the Dark Web.²⁸ A blurred screenshot of the Dark Web post is provided below.²⁹

24 ²⁵ Everest, RANSOMLOOK (Dec. 25, 2024) <https://www.ransomlook.io/group/everest>.
25 ²⁶ *Id.*
26 ²⁷ *Id.*
27 ²⁸ Dark Web Intelligence (@DailyDarkWeb), X (Dec. 25, 2024, 2:58 PM)
<https://x.com/DailyDarkWeb/status/1872024061859275029>.
28 ²⁹ *Id.*

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136. On or around February 12, 2025, Everest leaked the *full amount* of stolen Private Information (i.e., 422,075 records of Plaintiffs and Class Members) on the Dark Web—stating “STIIIZY Full Data Leak” and providing seven (7) links and related passwords such that other cybercriminals could access, download, and misuse the stolen Private Information.³⁰ A screenshot (with redactions) of the Dark Web post is provided below.³¹

³⁰ Everest, RANSOMLOOK (Feb. 12, 2025) <https://www.ransomlook.io/group/everest>.
³¹ *Id.*

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Everest Group Home About

STIIZY Full Data Leak

Client's Personal data and ID's Total personal records : 422,075
<https://www.stiizy.com>

Download:

[https://gofile.io/d/\[REDACTED\]](https://gofile.io/d/[REDACTED])
[https://gofile.io/d/\[REDACTED\]](https://gofile.io/d/[REDACTED])
[https://gofile.io/d/\[REDACTED\]](https://gofile.io/d/[REDACTED])
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[https://gofile.io/d/\[REDACTED\]](https://gofile.io/d/[REDACTED])

RAR password:

pati63359.zip
 T\$dk [REDACTED]
 stiizymodesto.zip
 o8uhu- [REDACTED]
 f94885.zip
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 stiizymission.zip
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 folder.zip
 4d5y [REDACTED]
 authenticameda.zip
 &Viby [REDACTED]
 1-100000.zip
 u6fu [REDACTED]
 100001-190000.zip
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docs:

1-30.zip
 30-50.zip
 50-150.zip
 150-160.zip
 165-185.zip
 160-165.zip
 185-190.zip
 account data.zip
 fchtd [REDACTED]

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1 137. Despite this public evidence of broad misuse, Defendant failed to warn
2 Plaintiffs and Class Members that the cybercriminal group “Everest” had acquired
3 their Private Information and then *leaked* their Private Information on the Dark Web.

4 138. Indeed, Defendant failed to include—or knowingly omitted—these
5 worrying facts in its Data Breach notice. And in doing so, Defendant misled Plaintiffs
6 and Class Members regarding the severity of the Data Breach.

7 **C. Data Breaches and the Market for Private Information**

8 139. In today’s digital economy, “a new form of black gold has emerged, one
9 that is intangible yet infinitely more powerful: data.”³² Personal data has become a
10 “precious commodity,” at the forefront of technological innovation.³³ Data is a pivotal
11 economic asset and form of capital, allowing companies rich in it to drive
12 competition. Considering the implications of “big data” in corporate America and the
13 consequences of cyber thefts, which include heavy prison sentences, the value of data
14 is axiomatic. Even this obvious risk-to-reward analysis illustrates beyond doubt that
15 personal information has considerable market value.

16 140. In a consumer-driven world, the ability to capture and use consumer data
17 to shape products, solutions, and the buying experience is critically important to a
18 business’s success.³⁴ Research shows that organizations that “leverage customer
19 behavior insights outperform peers by 85 percent in sales growth and more than 25
20

21
22 ³² Lawrence Teixeira, *The New Black Gold: How Data Became the Most Valuable
23 Asset in Tech*, MEDIUM (Feb 12, 2024), [https://medium.com/@lawrenceteixeira/the-
24 new-black-gold-how-data-became-the-most-valuable-asset-in-tech-9e4541262ddf#](https://medium.com/@lawrenceteixeira/the-new-black-gold-how-data-became-the-most-valuable-asset-in-tech-9e4541262ddf#).

25 ³³ *Id.*

26 ³⁴ Laci Loew, *Data Differentiation: Why Consumer Data Is A Modern Organization’s
27 Real Competitive Advantage*, FORBES (October 2, 2024),
28 [https://www.forbes.com/councils/forbescommunicationscouncil/2024/10/02/data-
differentiation-why-customer-data-is-a-modern-organizations-real-competitive-
advantage/](https://www.forbes.com/councils/forbescommunicationscouncil/2024/10/02/data-differentiation-why-customer-data-is-a-modern-organizations-real-competitive-advantage/).

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1 percent in gross margin”³⁵ and that “[d]ata-driven companies are 23 times more likely
2 to top their competitors in customer acquisition, about 19 times more likely to stay
3 profitable and nearly seven times more likely to retain customers.”³⁶

4 141. Indeed, an entire economy exists related to the value of personal data. In
5 2023, the big data technology market was valued at roughly \$349 billion, and that
6 value is expected to grow from roughly \$397 billion in 2024 to \$1,194 billion by
7 2032.³⁷

8 142. Consumer concern about how companies use their data is on the rise.
9 According to Pew Research, 81% of U.S. adults are concerned about how companies
10 use the data they collect about them.³⁸ Consumers increasingly say they don’t
11 understand what companies are doing with their data, with 67% of U.S. adults saying
12 they understand little to nothing about what companies are doing with their personal
13 data, up from 59% in 2019.³⁹

15 ³⁵ Brad Brown, Kumar Kanagasabai, Prashant Pant & Goncalo Serpa Pinto, *Capturing*
16 *value from your customer data*, MCKINSEY (Mar. 15, 2017),
17 [https://www.mckinsey.com/business-functions/quantumblack/our-](https://www.mckinsey.com/business-functions/quantumblack/our-insights/capturing-value-from-your-customer-data)
[insights/capturing-value-from-your-customer-data](https://www.mckinsey.com/business-functions/quantumblack/our-insights/capturing-value-from-your-customer-data).

18 ³⁶ Laci Loew, *Data Differentiation: Why Consumer Data Is A Modern Organization’s*
19 *Real Competitive Advantage*, FORBES (October 2, 2024),
20 [https://www.forbes.com/councils/forbescommunicationscouncil/2024/10/02/data-](https://www.forbes.com/councils/forbescommunicationscouncil/2024/10/02/data-differentiation-why-customer-data-is-a-modern-organizations-real-competitive-advantage/)
[differentiation-why-customer-data-is-a-modern-organizations-real-competitive-](https://www.forbes.com/councils/forbescommunicationscouncil/2024/10/02/data-differentiation-why-customer-data-is-a-modern-organizations-real-competitive-advantage/)
[advantage/](https://www.forbes.com/councils/forbescommunicationscouncil/2024/10/02/data-differentiation-why-customer-data-is-a-modern-organizations-real-competitive-advantage/).

21 ³⁷ *Big Data Technology Market Size, Share & Industry Analysis*, FORTUNE BUSINESS
22 INSIGHTS (Jan. 2025), [https://www.fortunebusinessinsights.com/industry-reports/big-](https://www.fortunebusinessinsights.com/industry-reports/big-data-technology-market-100144)
[data-technology-market-100144](https://www.fortunebusinessinsights.com/industry-reports/big-data-technology-market-100144).

23 ³⁸ *How Americans View Data Privacy*, PEW RESEARCH CENTER (Oct. 18, 2023),
24 [https://www.pewresearch.org/internet/2023/10/18/how-americans-view-data-](https://www.pewresearch.org/internet/2023/10/18/how-americans-view-data-privacy/)
[privacy/](https://www.pewresearch.org/internet/2023/10/18/how-americans-view-data-privacy/); *Americans and Privacy: Concerned, Confused and Feeling Lack of Control*
25 *Over Their Personal Information*, PEW RESEARCH CENTER (Nov. 15, 2019),
26 [https://www.pewresearch.org/internet/2019/11/15/americans-and-privacy-](https://www.pewresearch.org/internet/2019/11/15/americans-and-privacy-concerned-confused-and-feeling-lack-of-control-over-their-personal-information/)
[concerned-confused-and-feeling-lack-of-control-over-their-personal-information/](https://www.pewresearch.org/internet/2019/11/15/americans-and-privacy-concerned-confused-and-feeling-lack-of-control-over-their-personal-information/).

27 ³⁹ *Id.*

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1 143. When a victim’s data is compromised in a breach, the victim is exposed
2 to serious ramifications regardless of the sensitivity of the data, including, but not
3 limited to, identity theft, fraud, decline in credit, inability to access healthcare, as well
4 as legal consequences.⁴⁰

5 144. The U.S. Department of Justice’s Bureau of Justice Statistics has found
6 that “among victims who had personal information used for fraudulent purposes, 29%
7 spent a month or more resolving problems” and that resolution of those problems
8 could take more than a year.⁴¹ Indeed, data breaches and identity theft have a crippling
9 effect on individuals and detrimentally impact the economy as a whole.

10 145. The U.S. Government Accountability Office (GAO) has concluded that it
11 is common for data thieves to hold onto stolen data for extended periods of time
12 before utilizing it for identity theft.⁴² In the same report, the GAO noted that while
13 credit monitoring services can assist with detecting fraud, those services do not stop
14 it.⁴³

15 146. As the FTC recognizes, identity thieves can use this information to
16 commit an array of crimes including identity theft, and financial fraud.⁴⁴ Indeed, a
17 robust “cyber black market” exists, in which criminals openly post stolen PII on
18 multiple underground Internet websites, commonly referred to as the “dark web.”

19
20 ⁴⁰ *Data Breach Response: A Guide for Business*, FEDERAL TRADE COMMISSION,
21 [https://www.ftc.gov/business-guidance/resources/data-breach-response-guide-](https://www.ftc.gov/business-guidance/resources/data-breach-response-guide-business)
22 [business](https://www.ftc.gov/business-guidance/resources/data-breach-response-guide-business).

23 ⁴¹ *Victims of Identity Theft*, U.S. DEPARTMENT OF JUSTICE, (Sept. 2015),
<http://www.bjs.gov/content/pub/pdf/vit14.pdf>.

24 ⁴² *Data Breaches – Range of Consumer Risks Highlights Limitations of Identity Theft*
25 *Services*, U.S. GOVERNMENT ACCOUNTABILITY OFFICE,
<https://www.gao.gov/assets/700/697985.pdf>.

26 ⁴³ *Id.*

27 ⁴⁴ *What To Know About Identity Theft*, FEDERAL TRADE COMMISSION,
<https://consumer.ftc.gov/articles/what-know-about-identity-theft>.

1 147. Further, criminals often trade stolen PII and PHI on the “cyber black
2 market” or “dark web” for years following a breach. Cybercriminals can, and do, post
3 stolen PII and PHI on the internet, thereby making such information publicly
4 available.

5 148. When companies entrusted with personal data fail to implement industry
6 best practices, cyberattacks and other data exploitations can go undetected for long
7 periods of time. This worsens the ramifications and can even render the harm
8 irreparable.

9 149. PII and PHI are valuable commodities for which a black market exists on
10 the dark web, among other places. Personal data can be worth from \$1,000 or more
11 on the dark web and the legitimate data brokerage industry is valued at more than
12 \$250 billion.

13 150. In this black market, criminals seek to sell the spoils of their cyberattacks
14 to identity thieves who desire the data to extort and harass victims, take over victims’
15 identities in order to open financial accounts, and otherwise engage in illegal financial
16 transactions under the victims’ names.

17 151. PII and PHI have a distinct, high value—which is why legitimate
18 companies and criminals seek to obtain and sell it. As alleged in more detail below,
19 there is a growing market for individuals’ data.⁴⁵

20 152. Defendant knew or should have known that Plaintiffs’ and Class
21 Members’ Private Information is valuable, both to legitimate entities, like Defendant,
22 and to cybercriminals.

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26 ⁴⁵ Emily Wilson, *The Worrying Trend of Children’s Data Being Sold on the Dark*
27 *Web*, TNW (Feb. 23, 2019), <https://thenextweb.com/news/children-data-sold-the-dark-web>.

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1 153. Defendant knew or should have known that Plaintiffs and Class Members
2 would reasonably rely upon and trust Defendant’s promises regarding security and
3 safety of its data and systems, and that their valuable Private Information would be
4 protected.

5 **D. Defendant failed its duty to comply with FTC Guidelines**

6 154. Defendant collects, receives, and utilizes its customers’ extensive PII and
7 PHI.

8 155. The Federal Trade Commission (“FTC”) has promulgated numerous
9 guides for businesses that highlight the importance of implementing reasonable data
10 security practices. According to the FTC, the need for data security should be factored
11 into all business decision-making.

12 156. In 2016, the FTC updated its publication, Protecting Personal
13 Information: A Guide for Business, which established cyber-security guidelines for
14 businesses. These guidelines note that businesses should protect the personal
15 information that they keep; properly dispose of personal information that is no longer
16 needed; encrypt information stored on computer networks; understand their network’s
17 vulnerabilities; and implement policies to correct any security problems.⁴⁶

18 157. The guidelines also recommend that businesses use an intrusion detection
19 system to expose a breach as soon as it occurs, monitor all incoming traffic for activity
20 indicating someone is attempting to hack the system, watch for large amounts of data
21

22
23
24 ⁴⁶ *Protecting Personal Information: A Guide for Business*, FEDERAL TRADE
25 COMMISSION (2016), available at https://www.ftc.gov/system/files/documents/plain-language/pdf-0136_proteting-personal-information.pdf
26 [https://www.ftc.gov/system/files/documents/plain-language/pdf-0136_proteting-](https://www.ftc.gov/system/files/documents/plain-language/pdf-0136_proteting-personal-information.pdf)
27 [personal-information.pdf](https://www.ftc.gov/system/files/documents/plain-language/pdf-0136_proteting-personal-information.pdf).

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1 being transmitted from the system, and have a response plan ready in the event of a
2 breach.⁴⁷

3 158. The FTC further recommends that companies not maintain Private
4 Information longer than is needed for the authorization of a transaction, limit access
5 to sensitive data, and require complex passwords to be used on networks. The FTC
6 also advises that businesses use industry-tested methods for security, monitor for
7 suspicious activity on the network, and verify that third-party service providers have
8 implemented reasonable security measures.

9 159. In August 2023, the FTC released its publication, *Start with Security: A*
10 *Guide for Business*, which sets out ten guideposts for businesses and executives to
11 enhance their companies' security. These lessons are informed by the enforcement
12 actions the FTC has brought against businesses for alleged lapses in security.⁴⁸

13 160. The FTC has brought enforcement actions against businesses for failing
14 to adequately and reasonably protect consumers' private data, treating the failure to
15 employ reasonable and appropriate measures to protect against unauthorized access
16 to confidential consumer data as an unfair act or practice prohibited by Section 5 of
17 the Federal Trade Commission Act ("FTCA"), 15 U.S.C. § 45. Orders resulting from
18 these actions further clarify the measures businesses must take to meet their data
19 security obligations.

20 161. Section 5 of the FTC Act, 15 U.S.C. § 45, prohibits "unfair . . . practices
21 in or affecting commerce," including, as interpreted and enforced by the FTC, the
22 unfair act or practice by businesses, such as Defendant, of failing to use reasonable
23

24 ⁴⁷ *Id.*

25 ⁴⁸ *Start with Security: A Guide for Business*, FEDERAL TRADE COMMISSION (2023),
26 available at
27 [https://www.bulkorder.ftc.gov/sites/bulkorder.ftc.gov/files/publications/920a_start_](https://www.bulkorder.ftc.gov/sites/bulkorder.ftc.gov/files/publications/920a_start_with_security_en_aug2023_508_final.pdf)
28 [with_security_en_aug2023_508_final.pdf](https://www.bulkorder.ftc.gov/sites/bulkorder.ftc.gov/files/publications/920a_start_with_security_en_aug2023_508_final.pdf).

1 measures to protect Private Information. The FTC publications and orders described
2 above also form part of the basis of Defendant's duty in this regard.

3 162. Defendant failed to properly implement adequate data security practices,
4 despite having actual knowledge of the prevalence of data breaches and the need to
5 properly secure its computer systems. Even though Defendant knew or should have
6 known of the likelihood of a breach if it failed to properly secure its computer systems,
7 it still failed to do so, being the proximate cause of the Data Breach.

8 163. Defendant's failure to employ reasonable and appropriate measures to
9 protect against unauthorized access to the Private Information of its customers or to
10 comply with applicable industry standards constitutes an unfair act or practice
11 prohibited by Section 5 of the FTC Act, 15 U.S.C. § 45.

12 164. Upon information and belief, STIIIZY was, at all times, fully aware of its
13 obligation to protect the Private Information of its customers, STIIIZY was also aware
14 of the significant repercussions that would result from its failure to do so.
15 Accordingly, Defendant's conduct was particularly unreasonable given the nature and
16 amount of Private Information it obtained and stored and the foreseeable
17 consequences of the immense damage that would result to Plaintiffs and the Class.

18 **E. Impact of the Data Breach on Consumers**

19 165. Plaintiffs and the Class have suffered actual harm as a result of
20 Defendant's conduct. Defendant failed to institute adequate security measures that led
21 to a data breach and allowed hackers to access the Private Information. Now that
22 Plaintiffs' and Class Members' Private Information has been accessed and absconded
23 with, it is available for criminal elements to sell or trade and will continue to be at
24 risk for the indefinite future. In fact, the U.S. Government Accountability Office
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1 found that, “bad actors can use stolen information for years after a breach.”⁴⁹

2 ***Medical Information***

3 166. STIIZY’s security failures allowed cybercriminals to obtain medical
4 information about Plaintiffs and the Class Members, including medical cannabis cards
5 and any items purchased for medical use.

6 167. “Medical identity theft is a growing and dangerous crime that leaves its
7 victims with little to no recourse for recovery,” reported Pam Dixon, executive
8 director of World Privacy Forum. “Victims often experience financial repercussions
9 and worse yet, they frequently discover erroneous information has been added to their
10 personal medical files due to the thief’s activities.”⁵⁰

11 168. Because medical information cannot be changed, this harm cannot be
12 mitigated, and Plaintiffs and Class Members will bear the burden of having their
13 medical information held by cybercriminals and sold.

14 169. Additionally, due to the social stigma and legal status of cannabis, the
15 simple fact that someone purchased a product from STIIZY or has a medical
16 cannabis card is highly private information that Plaintiffs wish to keep confidential.
17 For example, Plaintiff G.E. sought to proceed pseudonymously so as not to make his
18 association with STIIZY public.

19 170. The specific data compromised in this Data Breach – including social
20 security numbers, medical cannabis cards, driver’s licenses, and other information –
21 is precisely the kind of information that can be used to perpetrate medical identity
22 theft. According to the Federal Trade Commission, “[m]edical identity theft is when
23

24 ⁴⁹ See *Data Breaches: Range of Consumer Risks Highlights Limitations of Identity*
25 *Theft Services*, U.S. GOV’T ACCOUNTABILITY OFF. (2019), available at
26 <https://www.gao.gov/assets/700/698899.pdf>.

27 ⁵⁰ Michael Ollove, “The Rise of Medical Identity Theft in Healthcare,” Kaiser Health
28 News, Feb. 7, 2014, <https://khn.org/news/rise-of-identity-theft/>.

1 someone uses your personal information — like your name, Social Security number,
2 health insurance account number or Medicare number — to get medical care, see a
3 doctor, get prescription drugs, buy medical devices, or submit claims with your
4 insurance provider.”⁵¹

5 ***Social Security Numbers and Payment Information***

6 171. Social Security numbers and payment information can also be used to
7 commit fraud and identity theft. “SSNs have been central to the American identity
8 infrastructure for years, being used as a key identifier[.] . . . U.S. banking processes
9 have also had SSNs baked into their identification process for years. In fact, SSNs
10 have been the gold standard for identifying and verifying the credit history of
11 prospective customers.”⁵² Accordingly, since Social Security numbers are frequently
12 used to verify an individual’s identity after logging onto an account or attempting a
13 transaction, “[h]aving access to your Social Security number may be enough to help
14 a thief steal money from your bank account.”⁵³

15 ***Driver’s License Information***

16 172. Driver’s license numbers, which were compromised in the Data Breach,
17 are incredibly valuable. “Hackers harvest license numbers because they’re a very
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20

21 ⁵¹ *Medical Identity Theft: What to Know, What to Do*, FEDERAL TRADE COMMISSION
22 (2019), [https://www.bulkorder.ftc.gov/system/files/publications/973a-medical-
idtheft-what-to-know-what-to-do-508.pdf](https://www.bulkorder.ftc.gov/system/files/publications/973a-medical-idtheft-what-to-know-what-to-do-508.pdf).

23 ⁵² See Husayn Kassai, *Banks need to stop relying on Social Security numbers*,
24 AMERICAN BANKER (Nov. 12, 2018),
25 [https://www.americanbanker.com/opinion/banks-need-to-stop-relying-on-social-
security-numbers](https://www.americanbanker.com/opinion/banks-need-to-stop-relying-on-social-security-numbers).

26 ⁵³ See *What Can Someone Do With Your Social Security Number?*, CREDIT (Oct. 19,
27 2023), [https://www.credit.com/blog/5-things-an-identity-thief-can-do-with-your-
social-security-number-108597/](https://www.credit.com/blog/5-things-an-identity-thief-can-do-with-your-social-security-number-108597/).

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1 valuable piece of information.”⁵⁴

2 173. A driver’s license can be a critical part of a fraudulent, synthetic identity
3 – which go for about \$1,200 on the Dark Web. On its own, a forged license can sell
4 for around \$200.”⁵⁵

5 174. According to the national credit bureau Experian:

6 A driver’s license is an identity thief’s paradise. With that one card,
7 someone knows your birthdate, address, and even your height, eye color,
8 and signature. If someone gets your driver’s license number, it is also
9 concerning because it’s connected to your vehicle registration and
10 insurance policies, as well as records on file with the Department of Motor
11 Vehicles, place of employment (that keep a copy of your driver’s license
12 on file), doctor’s office, government agencies, and other entities. Having
13 access to that one number can provide an identity thief with several pieces
14 of information they want to know about you. Next to your Social Security
15 number, your driver’s license number is one of the most important pieces
16 of information to keep safe from thieves.

17 175. According to cybersecurity specialty publication CPO Magazine, “[t]o
18 those unfamiliar with the world of fraud, driver’s license numbers might seem like a
19 relatively harmless piece of information to lose if it happens in isolation.”⁵⁶ However,
20 this is not the case. As cybersecurity experts point out:

21 “It’s a gold mine for hackers. With a driver’s license number, bad actors
22 can manufacture fake IDs, slotting in the number for any form that

23 ⁵⁴ *Hackers Stole Customers’ License Numbers From Geico In Months-Long Breach*,
24 Forbes, Apr. 20, 2021, available at
25 [https://www.forbes.com/sites/leemathews/2021/04/20/hackers-stole-customers-](https://www.forbes.com/sites/leemathews/2021/04/20/hackers-stole-customers-license-numbers-from-geico-in-months-long-breach/?sh=3bda585e8658)
26 [license-numbers-from-geico-in-months-long-breach/?sh=3bda585e8658](https://www.forbes.com/sites/leemathews/2021/04/20/hackers-stole-customers-license-numbers-from-geico-in-months-long-breach/?sh=3bda585e8658).

27 ⁵⁵ *Id.*

28 ⁵⁶ Scott Ikeda, *Geico Data Breach Leaks Driver’s License Numbers, Advises Customers to Watch Out for Fraudulent Unemployment Claims*, CPO (Apr. 23, 2021), <https://www.cpomagazine.com/cyber-security/geico-data-breach-leaks-drivers-license-numbers-advises-customers-to-watch-out-for-fraudulent-unemployment-claims/>.

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1 requires ID verification, or use the information to craft curated social
2 engineering phishing attacks.”⁵⁷

3 176. Plaintiffs and Class Members are now vulnerable to a full gamut of
4 cybercrimes, loss in value of their property, and have been forced to take remedial
5 action, as listed below.

6 **Digital Phishing Scams**

7 177. Phishing scammers use emails and text messages to trick people into
8 giving them their personal information, including but not limited to passwords,
9 account numbers, and social security numbers. Phishing scams are frequently
10 successful, and the FBI reported that people lost approximately \$57 million to such
11 scams in 2019 alone.⁵⁸

12 178. Because a person’s identity is akin to a puzzle with multiple data points,
13 the more accurate pieces of data an identity thief obtains about a person, the easier it
14 is for the thief to take on the victim’s identity--or track the victim to attempt other
15 hacking crimes against the individual to obtain more data to perfect a crime.

16 179. For example, armed with just a name and date of birth, a data thief can
17 utilize a hacking technique referred to as “social engineering” to obtain even more
18 information about a victim’s identity, such as a person’s login credentials or Social
19 Security number. Social engineering is a form of hacking whereby a data thief uses
20 previously acquired information to manipulate and trick individuals into disclosing
21 additional confidential or personal information through means such as spam phone
22 calls and text messages or phishing emails. Data Breaches can be the starting point
23 for these additional targeted attacks on the victim.

24 _____
25 ⁵⁷ *Id.*

26 ⁵⁸ *See How to Recognize and Avoid Phishing Scams*, FEDERAL TRADE COMMISSION
27 CONSUMER ADVICE (2022), <https://consumer.ftc.gov/articles/how-recognize-and-avoid-phishing-scams>.

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1 180. Another such example of criminals piecing together bits and pieces of
2 compromised Private Information for profit is the development of “Fullz” packages.⁵⁹

3 181. With “Fullz” packages, cyber-criminals can cross-reference two sources
4 of Private Information to marry unregulated data available elsewhere to criminally
5 stolen data with an astonishingly complete scope and degree of accuracy in order to
6 assemble complete dossiers on individuals.

7 182. The existence and prevalence of “Fullz” packages means that the Private
8 Information stolen from the data breach can easily be linked to the unregulated data
9 (like phone numbers and emails) of Plaintiffs and the other Class Members.

10 183. Thus, even if certain information was not stolen in the data breach,
11 criminals can still easily create a comprehensive “Fullz” package.

12 184. Then, this comprehensive dossier can be sold—and then resold in
13 perpetuity—to crooked operators and other criminals (like phishing scammers).

14
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16 ⁵⁹ “Fullz” is fraudster speak for data that includes the information of the victim,
17 including, but not limited to, the name, address, credit card information, social
18 security number, date of birth, and more. As a rule of thumb, the more information
19 you have on a victim, the more money that can be made off of those credentials. Fullz
20 are usually pricier than standard credit card credentials, commanding up to \$100 per
21 record (or more) on the dark web. Fullz can be cashed out (turning credentials into
22 money) in various ways, including performing bank transactions over the phone with
23 the required authentication details in-hand. Even “dead Fullz,” which are Fullz
24 credentials associated with credit cards that are no longer valid, can still be used for
25 numerous purposes, including tax refund scams, ordering credit cards on behalf of the
26 victim, or opening a “mule account” (an account that will accept a fraudulent money
27 transfer from a compromised account) without the victim’s knowledge. *See, e.g.,*
28 Brian Krebs, *Medical Records for Sale in Underground Stolen From Texas Life Insurance Firm*, Krebs on Security (Sep. 18, 2014),
[https://krebsonsecurity.com/2014/09/medical-records-for-sale-in-underground-stolen-from-texas-life-insurance-\]\(https://krebsonsecurity.com/2014/09/medical-records-for-sale-in-underground-stolen-from-texas-life-insurance-finn/](https://krebsonsecurity.com/2014/09/medical-records-for-sale-in-underground-stolen-from-texas-life-insurance-](https://krebsonsecurity.com/2014/09/medical-records-for-sale-in-underground-stolen-from-texas-life-insurance-finn/)

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1 185. Defendant knew or should have known of the dangers of digital phishing
2 scams. When Personal Information is employed in a social engineering scheme,
3 criminals can gain unfettered access to individuals, or corporate databases, as the Data
4 Breach itself evinces.

5 186. Defendant’s customers are now more likely to become victims of digital
6 phishing attacks because of the compromised information.

7 **Loss of Time**

8 187. As a result of this breach, Plaintiffs and impacted consumers will suffer
9 unauthorized email solicitations, and experience a significant increase in suspicious
10 phishing scam activity via email, phone calls, and text messages following the breach.
11 In addition, the Plaintiffs, as a result of the breach, have spent significant time and
12 effort researching the breach, monitoring their accounts for fraudulent activity, and
13 dealing with increased unsolicited emails and texts.

14 **Threat of Identity Theft**

15 188. As a direct and proximate result of Defendant’s breach of confidence, and
16 failure to protect Private Information, Plaintiffs and the Class have also been injured
17 by facing ongoing, imminent, impending threats of identity theft crimes, fraud, scams,
18 and other misuse of this Private Information, resulting in ongoing monetary loss and
19 economic harm, loss of value of privacy and confidentiality of the stolen Private
20 Information, illegal sales of the compromised Private Information on the black
21 market, mitigation expenses and time spent on credit monitoring, identity theft
22 insurance, credit freezes/unfreezes, expenses and time spent in initiating fraud alerts,
23 contacting third parties; decreased credit scores, lost work time, and other injuries.
24 Defendant, through its misconduct, has enabled numerous bad actors to sell and profit
25 off of Private Information that belongs to Plaintiffs.

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1 **Out of Pocket Costs**

2 189. Plaintiffs are now forced to research and subsequently acquire credit
3 monitoring and reasonable identity theft defensive services and maintain these
4 services to avoid further impact. Plaintiffs anticipate spending out of pocket expenses
5 to pay for these services.

6 **Diminution in Value of a Valuable Property Right**

7 190. Because personal data is valuable personal property, market exchanges
8 now exist where internet users like Plaintiffs and Class Members can sell or monetize
9 their own personal data.

10 191. In fact, the data marketplace is so sophisticated that consumers can
11 actually sell their non-public information directly to a data broker who in turn
12 aggregates the information and provides it to legitimate marketers or app
13 developers.⁶⁰ For example, consumers who agree to provide their web browsing
14 history to the Nielsen Corporation can receive up to \$50.00 a year.⁶¹

15 192. Moreover, Private Information derives its value from its confidential
16 nature and consumers use it to verify identities, gain access to financial services, and
17 verify eligibility for employment. Once the confidential nature of Private Information
18 is destroyed, consumers ability to use that information unfettered is impacted and the
19 value of that information is diminished.

20 193. Accordingly, as a result of the Data Breach, Plaintiffs lost the sale value
21 of their Private Information and the opportunity to control how it is used. The fact
22 that a threat actor specifically targeted Defendant demonstrates just how valuable
23

24
25
26 ⁶⁰ See, e.g., *The Personal Data Revolution*, DATACOU, <https://datacoup.com/>.

27 ⁶¹ Nielsen Computer & Mobile Panel, *Frequently Asked Questions*,
<https://computermobilepanel.nielsen.com/ui/US/en/faqs.html>.

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1 Plaintiffs’ Private Information can be to hackers and the significant value of
2 Plaintiffs’ Private Information to cybercriminals.

3 **Loss of Privacy and Dignitary Harm**

4 194. A data breach represents a significant violation of privacy, extending far
5 beyond the mere loss of data. When sensitive personal information is compromised,
6 individuals face a cascade of potential harm that erodes their sense of security and
7 control, as information that they thought would remain confidential and private has
8 now been leaked to the outside world, and which they no longer exercise control over.
9 This exposure can lead to a profound sense of vulnerability, as individuals grapple
10 with the knowledge that their most personal details are now in the hands of unknown
11 actors, free to circulate and be publicized now, or at any time in the future.

12 195. Harm relating to an individual’s loss of privacy and dignitary harm has
13 also long been recognized by courts and in the common law. When an individual loses
14 this privacy, such as here through its acquisition by criminal third parties, this harm
15 cannot be undone. The Defendant’s failure to safeguard this sensitive information has
16 stripped Plaintiffs and the Class Members of this essential control, in addition to the
17 economic damages they have incurred. This is especially damaging for Plaintiffs and
18 Class Members since the information relates to their purchases of cannabis, which
19 still carries a social stigma and is illegal under federal law.

20 196. This is a fundamental violation of an individual’s control over their own
21 personal narrative and image to which they provide the world. By stripping Plaintiffs
22 and the Class Members of their right to control this information about themselves,
23 Defendant has done immense harm to their rights to privacy as well as their personal
24 dignity and sovereignty. As a result, while difficult to quantify, this harm is very real,
25 long-lasting, and severe and has caused real damage to Plaintiffs and the Class
26

1 Members, both emotionally as well as through their permanent loss of security and
2 fundamental right to privacy.

3 **Summary of Actual Economic and Noneconomic Damages**

4 197. In sum, Plaintiffs and similarly situated consumers were injured as
5 follows:

- 6 i. Theft of their Private Information and the resulting loss of privacy
7 rights in that information;
- 8 ii. Improper disclosure of their Private Information;
- 9 iii. Loss of value of their Private Information;
- 10 iv. The amount of ongoing reasonable identity defense and credit
11 monitoring services made necessary as mitigation measures;
- 12 v. Defendant's retention of profits attributable to Plaintiffs' and other
13 customers' Private Information that Defendant failed to adequately
14 protect;
- 15 vi. Economic and non-economic impacts that flow from the imminent,
16 and ongoing threat of fraud and identity theft to which Plaintiffs are
17 now exposed;
- 18 vii. Ascertainable out-of-pocket expenses and the value of Plaintiffs' time
19 allocated to fixing or mitigating the effects of this data breach;
- 20 viii. Overpayments for Defendant's products and/or services;
- 21 ix. Emotional distress, and fear associated with the imminent threat of
22 harm from the continued phishing scams and attacks as a result of this
23 data breach.

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1 being aware of and working proactively to counter cybercriminals’ evolving
2 techniques and approaches; and training and re-training their employees.⁶²

3 202. The vast majority of data breaches are not only foreseeable but
4 preventable, a fact well-established by cybersecurity experts, who have long warned
5 that companies must routinely audit and re-evaluate their security practices, stay
6 ahead of evolving cybercriminal tactics, and rigorously train employees to maintain
7 security vigilance. Despite these widely known and readily implementable measures,
8 Defendant chose to save costs and failed to take action to prevent a foreseeable data
9 breach.

10 203. It also ignored repeated warnings from the U.S. Department of Health and
11 Human Services and cybersecurity industry experts that the healthcare industry – of
12 entities that have any medical data – is a high value target for cybercriminals seeking
13 access to PHI. Had Defendant properly prepared itself and its employees to comply
14 with industry standards, this Data Breach would have been preventable.

15 **CLASS ALLEGATIONS**

16 204. Plaintiffs bring this action on their own behalf and on behalf of all other
17 persons similarly situated. The Class which Plaintiffs seek to represent comprises:

18 **Nationwide Class:**

19 All persons whose Private Information was accessed,
20 compromised, or stolen in the Data Breach announced by
21 Defendant on January 7, 2025 (the “Class”).

22 **California Subclass:**

23 All persons who were citizens of California when doing
24 business with Defendant, whose Private Information was

25
26 ⁶² Nate Nead, *How To Prevent A Data Breach In Your Company*, FORBES (July 30,
27 2021), <https://www.forbes.com/sites/forbesbusinesscouncil/2021/07/30/how-to-prevent-a-data-breach-in-your-company/?sh=3828f7b918da>.

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1 accessed, compromised, or stolen in the Data Breach
2 announced by Defendant on January 7, 2025 (the
3 “California Subclass”).

4 This definition may be further defined or amended by additional pleadings,
5 evidentiary hearings, a class certification hearing, and orders of this Court.

6 205. The Class is comprised of hundreds of thousands of STIIIZY customers
7 who have purchased items from STIIIZY in the past and were part of the Data Breach
8 (the “Class Members”). The Class is so numerous that joinder of all members is
9 impracticable and the disposition of their claims in a class action will benefit the
10 parties and the Court.

11 206. STIIIZY has claimed that “the incident only impacted consumer profiles
12 associated with” four STIIIZY locations, all in California. Plaintiffs reserve the right
13 to seek to expand the Class if it is found that the Data Breach involved STIIIZY
14 locations in the other states that it operates.

15 207. There is a well-defined community of interest in the questions of law and
16 fact involved affecting the parties to be represented in that the Class was exposed to
17 the same common and uniform false and misleading advertising and omissions. The
18 questions of law and fact common to the Class predominate over questions which
19 may affect individual Class members. Common questions of law and fact include, but
20 are not limited to, the following:

- 21 a. Whether Defendant’s conduct is an unlawful business act or practice
22 within the meaning of Business and Professions Code § 17200, *et seq.*;
- 23 b. Whether Defendant’s conduct is an unfair business act or practice
24 within the meaning of Business and Professions Code § 17200, *et seq.*;
- 25 c. Whether Defendant’s conduct is a fraudulent business act or practice
26 within the meaning of Business and Professions Code § 17200, *et seq.*;

- 1 d. Whether Defendant’s conduct is in violation of California Civil Code
- 2 § 56, *et seq.*;
- 3 e. Whether Defendant’s conduct is in violation of California Civil Code
- 4 §§ 1709 and 1710;
- 5 f. Whether Defendant’s failure to implement effective security measures
- 6 to protect Plaintiffs’ and the Class Members’ Private Information was
- 7 negligent;
- 8 g. Whether Defendant represented to Plaintiffs and the Class that it
- 9 would protect Plaintiffs’ and the Class Members’ Private Information;
- 10 h. Whether Defendant owed a duty to Plaintiffs and the Class to exercise
- 11 due care in collecting, storing, and safeguarding their Private
- 12 Information;
- 13 i. Whether Defendant breached a duty to Plaintiffs and the Class to
- 14 exercise due care in collecting, storing, and safeguarding their Private
- 15 Information;
- 16 j. Whether Class Members’ Private Information was accessed,
- 17 compromised, or stolen in the Data Breach;
- 18 k. Whether Defendant’s conduct caused or resulted in damages to
- 19 Plaintiffs and the Class;
- 20 l. Whether Defendant failed to notify the public of the breach in a timely
- 21 and adequate manner;
- 22 m. Whether Defendant knew or should have known that its systems,
- 23 including but not limited to training protocols, technical security
- 24 measures, and policies, left it vulnerable to the Data Breach;
- 25 n. Whether Defendant adequately addressed the vulnerabilities that
- 26 allowed for the Data Breach; and
- 27
- 28

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1 o. Whether, as a result of Defendant’s conduct, Plaintiffs and the Class
2 are entitled to damages and relief.

3 208. The Plaintiffs’ claims are typical of the claims of the proposed Class, as
4 Plaintiffs and Class Members were harmed by Defendant’s uniform unlawful
5 conduct.

6 209. Plaintiffs will fairly and adequately represent and protect the interests of
7 the proposed Class. Plaintiffs have retained competent and experienced counsel in
8 class action litigation and other complex litigation.

9 210. Plaintiffs and the Class have suffered injury because of Defendant’s false,
10 deceptive, and misleading representations.

11 211. Plaintiffs would not have given their Private Information to Defendant
12 but for the reasonable belief that Defendant would safeguard their data and Private
13 Information.

14 212. The Class is identifiable and readily ascertainable. Notice can be provided
15 to such purchasers using techniques and a form of notice similar to those customarily
16 used in class actions, and by internet publication, radio, newspapers, and magazines.

17 213. A class action is superior to other available methods for fair and efficient
18 adjudication of this controversy. The expense and burden of individual litigation
19 would make it impracticable or impossible for proposed members of the Class to
20 prosecute their claims individually.

21 214. The litigation and resolution of the Class Members’ claims are
22 manageable. Individual litigation of the legal and factual issues raised by Defendant’s
23 conduct would increase delay and expense to all parties and the court system. The
24 class action device presents far fewer management difficulties and provides the
25 benefits of a single, uniform adjudication, economies of scale, and comprehensive
26 supervision by a single court.

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1 220. Defendant’s conduct as alleged herein causes injuries to consumers who
2 do not receive goods or services consistent with their reasonable expectations.
3 Specifically, Defendant’s customers would not have reason to believe that simply
4 doing business with Defendant would place their Private Information in the hands of
5 cybercriminals.

6 221. In its data breach notices and communications with Plaintiffs and Class
7 Members, Defendant committed “unfair” acts by failing to include—or knowingly
8 omitting—information regarding the cybercriminal group Everest and the leaking of
9 Private Information on the Dark Web.

10 222. Defendant’s conduct as alleged herein causes injuries to its customers,
11 who entrusted Defendant with their Private Information and whose Private
12 Information was leaked as a result of Defendant’s unlawful conduct.

13 223. Defendant’s failure to implement and maintain reasonable security
14 measures was also contrary to legislatively-declared public policy that seeks to protect
15 consumers’ data and ensure entities that are trusted with it use appropriate security
16 measures. These policies are reflected in law, including the FTC Act, 15 U.S.C. § 45,
17 California’s Customer Records Act, Cal. Civ. Code § 1798.81.5, and California’s
18 Consumer Privacy Act, Cal. Civ. Code § 1798.100.

19 224. Defendant’s customers cannot avoid any of the injuries caused by
20 Defendant’s conduct as alleged herein.

21 225. The injuries caused by Defendant’s conduct as alleged herein outweigh
22 any benefits.

23 226. Defendant’s conduct, as alleged in the preceding paragraphs, is false,
24 deceptive, misleading, and unreasonable and constitutes an unfair business practice
25 within the meaning of California Business and Professions Code Section 17200.

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1 227. Defendant could have furthered its legitimate business interests in ways
2 other than its unfair conduct.

3 228. Defendant’s conduct threatens members by misleadingly advertising its
4 purported “commitment” to protecting Private Information while exposing members’
5 Private Information to hackers. Defendant’s conduct also threatens other entities,
6 large and small, who play by the rules. Defendant’s conduct stifles competition, has
7 a negative impact on the marketplace, and reduces consumer choice.

8 229. All of the conduct alleged herein occurs and continues to occur in
9 Defendant’s operations. Defendant’s wrongful conduct is part of a pattern or
10 generalized course of conduct repeated consistently.

11 230. Pursuant to Business and Professions Code Sections 17203, Plaintiffs and
12 the Class seek an order of this Court enjoining Defendant from continuing to engage,
13 use, or employ its unfair business practices.

14 231. Plaintiffs and the Class have suffered injury-in-fact and have lost money
15 or property as a result of Defendant’s unfair conduct. Plaintiffs and the Class
16 Members relied on and made their purchase decision in part based on Defendant’s
17 representations regarding its security measures and trusted that Defendant would keep
18 their Private Information safe and secure. Plaintiffs accordingly provided their Private
19 Information to Defendant, reasonably believing and expecting that their Private
20 Information would be safe and secure. Plaintiffs paid an unwarranted premium for the
21 products they received. Specifically, Plaintiffs paid for goods from Defendant since
22 Defendant represented that doing business with it would be secure and private, when
23 Defendant in fact failed to institute adequate security measures and neglected
24 vulnerabilities that led to the Data Breach.

25 232. Plaintiffs and the Class Members would not have given Defendant their
26 Private Information had they known that their Private Information was vulnerable to
27

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1 a data breach. Plaintiffs and Class Members seek an order mandating that Defendant
2 implement adequate security practices to protect customers' Private Information.
3 Additionally, Plaintiffs and Class Members seek an order awarding Plaintiffs and the
4 Class restitution of the money wrongfully acquired by Defendant by means of
5 Defendant's unfair and unlawful practices.

6 **B. "Unlawful" Prong**

7 233. California Business and Professions Code Section 17200, *et seq.*,
8 identifies violations of any state or federal law as "unlawful practices that the unfair
9 competition law makes independently actionable." *Velazquez v. GMAC Mortg. Corp.*,
10 605 F. Supp. 2d 1049, 1068 (C.D. Cal. 2008).

11 234. Defendant's unlawful conduct, as alleged in the preceding paragraphs,
12 violates California Civil Code Section 1750, *et seq.*

13 235. Defendant's conduct, as alleged in the preceding paragraphs, is false,
14 deceptive, misleading, and unreasonable and constitutes unlawful conduct.

15 236. Defendant has engaged in "unlawful" business practices by violating
16 multiple laws, including California's Customer Records Act, Cal. Civ. Code §
17 1798.81.5 (requiring reasonable data security measures) and § 1798.82 (requiring
18 timely breach notification), the FTC Act, 15 U.S.C. § 45, California's Confidentiality
19 of Medical Information Act, Cal. Civ. Code § 56, California's Consumer Privacy Act,
20 Cal. Civ. Code § 1798.100, and California common law.

21 237. Defendant knew or should have known of its unlawful conduct.

22 238. As alleged in the preceding paragraphs, the misrepresentations by
23 Defendant detailed above constitute an unlawful business practice within the meaning
24 of California Business and Professions Code section 17200.

25 239. Defendant could have furthered its legitimate business interests in ways
26 other than by its unlawful conduct.

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1 245. The equitable relief under the UCL creates a straightforward cause of
2 action for violations of law. Furthermore, damages for non-UCL claims require
3 additional elements or pre-suit notice letters, which would potentially eliminate the
4 possibility of providing damages to the entire class, while restitution would provide
5 certainty and remedy for all affected victims.

6 246. In addition, discovery—which has not yet been provided and/or
7 completed—may reveal that the claims providing legal remedies are inadequate. At
8 this time, forcing an election of remedies at the initial pleadings stage, in the absence
9 of completed discovery regarding class certification and merits, is premature and
10 likely to lead to subsequent, potentially belated, and hotly contested motions to amend
11 the pleadings to add equitable remedies based on a lengthy historical recount of
12 discovery and analysis of voluminous exhibits, transcripts, discovery responses,
13 document productions, etc., as well as related motions to seal confidential information
14 contained therein.

15 **COUNT TWO**
16 **CALIFORNIA CONSUMER PRIVACY ACT,**
17 **CALIFORNIA CIVIL CODE**
18 **§ 1798.100, et seq.**
19 ***(On Behalf of the California Subclass)***

20 247. Plaintiffs, individually and on behalf of the California Subclass, herein
21 repeat, reallege and fully incorporate all allegations in all preceding paragraphs.

22 248. Defendant boasts over 2 dozen locations in California alone as well as
23 numerous cultivation, manufacturing, and distribution facilities throughout the state.⁶³

24 249. Defendant STIIIZY also has significant revenue, with an estimated
25 annual revenue between \$100 Million to \$1 Billion dollars, between 1,001-5,000

26 _____

27 ⁶³ *Assets*, STIIIZY, <https://www.stiiizy.com/pages/assets>.

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1 employees, and having recently received financing of \$36,000,000 as part of its
2 operations.⁶⁴

3 250. STIIZY is considered a “business” as that term is defined in Cal. Civ.
4 Code. § 1798.140(c) because, on information and belief, it has an annual gross
5 revenue exceeding \$25 million and it buys, receives, sells, or shares personal
6 information of 50,000 or more consumers, households, or devices.

7 251. Plaintiffs’ and California Subclass Members’ PII is “nonencrypted and
8 nonredacted personal information” consisting of social security number, names,
9 addresses and other sensitive personal information. Cal. Civ. Code § 1798.150(a)(1).
10 The Data Breach constitutes “an unauthorized access and exfiltration, theft, or
11 disclosure” pursuant to Cal. Civ. Code § 1798.150(a)(1) because due to Defendant’s
12 failure to implement reasonable and necessary security measures, it enabled third
13 party criminals to access personal information and thus, caused unauthorized sharing
14 of Plaintiffs’ and the California Subclass Members’ personal information.

15 252. Defendant had a duty to implement and maintain reasonable security
16 procedures and practices appropriate to the nature of Plaintiffs’ and California
17 Subclass Members’ PII to protect said PII.

18 253. Defendant breached the duty they owed to Plaintiffs and California
19 Subclass Members described above. Defendant breached these duties by, among other
20 things, failing to: (a) exercise reasonable care and implement adequate security
21 systems, protocols and practices sufficient to protect the PII of Plaintiffs and
22 California Subclass Members; (b) detect the breach while it was ongoing; and (c)
23 maintain security systems consistent with industry standards.

24
25
26 _____
27 ⁶⁴ *STIIZY Company Overview*, LEADIQ,
28 <https://leadiq.com/c/stiizy/5d16634d1f0000ff0027160a>.

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1 260. The conduct alleged in this Complaint constitutes unfair methods of
2 competition and unfair and deceptive acts and practices for the purpose of the CLRA,
3 and the conduct undertaken by Defendant was likely to deceive consumers.

4 261. Cal. Civ. Code § 1770(a)(5) prohibits one who is involved in a transaction
5 from “[r]epresenting that goods or services have sponsorship, approval,
6 characteristics, ingredients, uses, benefits, or quantities which they do not have.”

7 262. Defendant violated this provision by representing that Defendant took
8 appropriate measures to protect Plaintiffs’ and the California Subclass Members’
9 Private Information.

10 263. As a result, Plaintiffs and the California Subclass Members were induced
11 to provide their Private Information to Defendant.

12 264. As a result of engaging in such conduct, Defendant has violated Civil
13 Code § 1770.

14 265. Pursuant to California Civil Code section 1782, on March 20, 2025,
15 Plaintiffs’ counsel, acting on behalf of Plaintiff G.E. and members of the Class,
16 mailed a Demand Letter, via U.S. certified mail, return receipt requested, addressed
17 to Defendant at its headquarters and principal place of business, and to its registered
18 agent for service of process, which was delivered on March 27, 2025.

19 266. Plaintiffs also seek damages from Defendant for violation of the CLRA
20 in the form of damages, disgorgement, or ill-gotten gains to compensate Plaintiff and
21 the California Subclass.

22 267. Pursuant to Civil Code § 1780(a)(2) and (a)(5), Plaintiffs seek an order of
23 this Court that includes, but is not limited to, an order enjoining Defendant from
24 continuing to engage in unlawful, unfair, or fraudulent business practices or any other
25 act prohibited by law.

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1 275. Any customer injured by a violation of California Civil Code § 1798.82
2 “may institute a civil action to recover damages.” Cal. Civ. Code § 1798.84(b).

3 276. By its above-described wrongful actions, inaction, omissions, and want
4 of ordinary care, Defendant failed to design, adopt, implement, control, direct,
5 oversee, manage, monitor and audit appropriate data security processes, controls,
6 policies, procedures, protocols, and software and hardware systems to safeguard and
7 protect the Plaintiffs’ and California Subclass Members’ Private Information.

8 277. Defendant also unreasonably delayed and failed to disclose the Data
9 Breach (and threat of the data breach) to the Plaintiffs and California Subclass
10 Members in the most expedient time possible and without unreasonable delay when
11 they knew, or reasonably believed, the Plaintiffs and California Subclass Members’
12 Private Information had been wrongfully disclosed to an unauthorized person or
13 persons.

14 278. As a direct and proximate result of Defendant’s above-described
15 wrongful actions, inaction, omissions, and want of ordinary care that directly and
16 proximately caused the Data Breach and its violations of the California CRA, the
17 Plaintiffs and California Subclass Members have suffered (and will continue to suffer)
18 economic damages and other injury and actual harm in the form of, *inter alia*, (i) an
19 imminent, immediate and continuing increased risk of identity theft and identity fraud
20 – risks justifying expenditures for protective and remedial services for which they are
21 entitled to compensation, (ii) invasion of privacy, (iii) breach of the confidentiality of
22 their Private Information, (iv) statutory damages, (v) deprivation of the value of their
23 Private Information, for which there is a well-established national and international
24 market, and/or (vi) the financial and temporal cost of monitoring their credit,
25 monitoring their financial accounts, and mitigating their damages.

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1 279. Accordingly, the Plaintiffs and the California Subclass Members are
2 entitled to actual damages under California Civil Code § 1798.84(b).

3 280. The Plaintiffs and California Subclass Members are also entitled to
4 injunctive relief under California Civil Code § 1798.84(e).

5
6 **COUNT FIVE**
7 **VIOLATION OF CALIFORNIA CONFIDENTIALITY**
8 **OF MEDICAL INFORMATION ACT**
9 **Cal. Civ. Code § 56, et seq.**
10 ***(On Behalf of the Nationwide Class)***

11 281. Plaintiffs, individually and on behalf of the Class, herein repeat, reallege
12 and fully incorporate all allegations in all preceding paragraphs.

13 282. Defendant is subject to the requirements and mandates of the
14 Confidentiality of Medical Information Act (“CMIA”) because it is a “contractor”
15 and/or “provider of health care” pursuant to Cal. Civ. Code § 56.06.

16 283. CMIA § 56.36 allows an individual to bring an action against a “person
17 or entity who has negligently released confidential information or records concerning
18 him or her in violation of this part.”

19 284. As a direct result of its negligent failure to adequately protect the data it
20 collected from the Plaintiffs and Class Members, in violation of Cal. Civ. Code §
21 56.101, Defendant allowed for a Data Breach which released the Private Information
22 of Plaintiffs and Class Members to criminals and/or third parties.

23 285. The CMIA defines “medical information” as “any individually
24 identifiable information, in electronic or physical form, in possession of or derived
25 from a provider of health care . . . regarding a patient's medical history, mental or
26 physical condition, or treatment.”

27 286. The CMIA defines individually identifiable information as “medical
28 information [that] includes or contains any element of personal identifying

1 information sufficient to allow identification of the individual, such as the
2 [customers]’ name, address, electronic mail address, telephone number, or social
3 security number, or other information that, alone or in combination with other
4 publicly available information, reveals the individual's identity.” Cal. Civ. Code
5 § 56.050.

6 287. Defendant is in possession of affected individuals’ medical information,
7 as it has indicated that its customers’ medical cannabis cards were lost in the data
8 breach. Thus, information relating to the diagnosis and treatment of
9 patients/customers, at minimum, was exposed in the data breach. Further, the
10 compromised data was individually identifiable because it was accompanied by
11 elements sufficient to allow identification of Plaintiffs by the third parties to whom
12 the data was disclosed. Class Members’ names, photographs, and addresses were
13 included in the compromised data.

14 288. Defendant came into possession of Plaintiffs’ and Class Members’
15 medical information and had a duty pursuant to Section 56.06 and 56.101 of the
16 CMIA to maintain, store and dispose of the Plaintiffs’ and Class Members’ medical
17 records in a manner that preserved their confidentiality. Sections 56.06 and 56.101 of
18 the CMIA prohibit the negligent creation, maintenance, preservation, storage,
19 abandonment, destruction, or disposal of confidential medical information.

20 289. Defendant further violated the CMIA by failing to use reasonable care,
21 and in fact, negligently maintained Plaintiffs’ and Class Members’ medical
22 information, allowing and enabling a threat actor to view and access unencrypted PHI
23 for Class Members.

24 290. Since Defendant directed the usage, storage, and other actions and/or
25 inactions concerning Plaintiffs’ and Class Members’ medical information in
26 California, the CMIA equally applies to the entire affected Class. *See, e.g., Doe v.*
27

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1 *Meta Platforms, Inc.*, No. 22-cv-03580-WHO, 2023 U.S. Dist. LEXIS 158683, at *16
2 (N.D. Cal. Sep. 7, 2023) (holding that another statute, CIPA, could apply to non-
3 residents of California, because the conduct at issue occurred in California).

4 291. As a direct and proximate result of Defendant’s violations of the CMIA,
5 Plaintiffs and Class Members have been injured and are entitled to compensatory
6 damages, punitive damages, and nominal damages of one-thousand dollars (\$1,000)
7 for each of Defendant’s violations of the CMIA, as well as attorneys’ fees and costs
8 pursuant to Cal. Civ. Code § 56.36.

9
10 **COUNT SIX**
11 **NEGLIGENCE**
12 ***(On Behalf of the Nationwide Class)***

13 292. Plaintiffs, individually and on behalf of the Class, herein repeat, reallege
14 and fully incorporate all allegations in all preceding paragraphs.

15 293. Defendant owed a duty to Plaintiffs and the Class to exercise due care in
16 collecting, storing, and safeguarding their Private Information. This duty included but
17 was not limited to: (a) designing, implementing, and testing security systems to ensure
18 that consumers’ Private Information was consistently and effectively protected; (b)
19 implementing security systems that are compliant with state and federal mandates; (c)
20 implementing security systems that are compliant with industry practices; and (d)
21 promptly detecting and notifying affected parties of a data breach.

22 294. Defendant’s duties to use reasonable care arose from several sources,
23 including those described below. Defendant had a common law duty to prevent
24 foreseeable harm to others, including Plaintiffs and Class Members, who were the
25 foreseeable and probable victims of any inadequate security practices. Section 5 of
26 the FTC Act prohibits “unfair . . . practices in or affecting commerce” including, as
27 interpreted and enforced by the FTC, the unfair act or practice by entities such as
28

1 Defendant for failing to use reasonable measures to protect PII. Various FTC
2 publications and orders also form the basis of Defendant’s duty.

3 295. Defendant violated Section 5 of the FTC Act, Customer Records Act,
4 California Civil Code § 1798.81.5, and the Confidentiality of Medical Information
5 Act, Cal. Civ. Code § 56 *et seq.* by failing to use reasonable measures to protect
6 Plaintiffs’ and Class Members’ Private Information and not complying with the
7 industry standards. Defendant’s conduct was particularly unreasonable given the
8 nature and amount of Private Information it obtained and stored and the foreseeable
9 consequences of a data breach involving Private Information of Plaintiffs and the
10 Class Members.

11 296. Plaintiffs and the Class Members are within the Class of persons these
12 statutes and regulations were intended to protect. The harms which occurred,
13 including the loss of privacy, significant risk of identity theft, and overpayment for
14 goods and services, are the types of harm that these statutes and their regulations were
15 intended to prevent.

16 297. Defendant also had a special relationship with Plaintiffs and Class
17 Members, which is recognized by laws and regulations, as well as common law.
18 Defendant was in a position to ensure that its systems were sufficient to protect against
19 the foreseeable risk of harm to Class Members from a data breach. Plaintiffs and Class
20 Members were compelled to entrust Defendant with their Private Information. At all
21 relevant times, Plaintiffs and Class Members understood that Defendant would take
22 adequate security precautions to safeguard that information. Only Defendant had the
23 ability to protect Plaintiffs’ and Class Members’ Private Information that it held.

24 298. Defendant knew or should have known that Plaintiffs’ and the Class
25 Members’ Private Information is information that is frequently sought after by
26 criminals.

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1 299. Defendant knew or should have known that Plaintiffs and the Class
2 Members would suffer harm if their Private Information was leaked.

3 300. Defendant knew or should have known that its security systems were not
4 adequate to protect Plaintiffs’ and the Class Members’ Private Information from a
5 data breach.

6 301. Defendant knew or should have known that adequate and prompt notice
7 of the Data Breach was required such that Plaintiffs and the Class Members could
8 have taken more swift and effective action to change or otherwise protect their Private
9 Information. Defendant failed to provide timely notice upon discovery of the data
10 breach. Class Members were informed of the data breach on January 7, 2025, with
11 many not receiving actual notice. Defendant had learned of the data breach nearly two
12 months prior, in November 2024.

13 302. Defendant’s conduct as described above constituted an unlawful breach
14 of its duty to exercise due care in collecting, storing, and safeguarding Plaintiffs’ and
15 the Class Members’ Private Information by failing to design, implement, and maintain
16 adequate security measures to protect this information. Moreover, Defendant did not
17 implement, design, or maintain adequate measures to detect a data breach when it
18 occurred.

19 303. Defendant’s conduct as described above constituted an unlawful breach
20 of its duty to provide adequate and prompt notice of the data breach.

21 304. Plaintiffs’ and the Class Members’ Private Information would have
22 remained private and secure had it not been for Defendant’s wrongful and negligent
23 breach of its duties. The leak of Plaintiffs’ and the Class Members’ Private
24 Information, and all subsequent damages, was a direct and proximate result of
25 Defendant’s negligence.

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1 305. Defendant’s negligence was, at least, a substantial factor in causing
2 Plaintiffs’ and the Class Members’ Private Information to be improperly accessed,
3 disclosed, and otherwise compromised, and in causing Class Members’ other injuries
4 arising out of the Data Breach.

5 306. The damages suffered by Plaintiffs and the Class were the direct and
6 reasonably foreseeable result of Defendant’s negligent breach of its duties to
7 adequately design, implement, and maintain security systems to protect Plaintiffs’ and
8 Class Members’ Private Information.

9 307. Defendant knew or should have known that its security for safeguarding
10 Plaintiffs’ and Class Members’ Private Information was inadequate and vulnerable to
11 a data breach.

12 308. Defendant’s negligence directly caused significant harm to Plaintiffs and
13 Members of the Class.

14 **COUNT SEVEN**
15 **INVASION OF PRIVACY**
16 ***(On Behalf of the Nationwide Class)***

17 309. Plaintiffs, individually and on behalf of the Class, herein repeat, reallege
18 and fully incorporate all allegations in all preceding paragraphs.

19 310. Plaintiffs and Class Members had a reasonable and legitimate expectation
20 of privacy in their Private Information that Defendant failed to adequately protect
21 against compromise from unauthorized third parties.

22 311. Defendant owed a duty to Plaintiffs and Class Members to keep their
23 Private Information confidential.

24 312. Defendant failed to protect, and released to unknown and unauthorized
25 third parties, the Private Information of Plaintiffs and Class Members.

26 313. By failing to keep Plaintiffs’ and Class Members’ Private Information
27 safe, knowingly utilizing unsecure systems and practices, Defendant unlawfully
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1 invaded Plaintiffs’ and Class Members’ privacy by, among others, (i) intruding into
2 Plaintiffs’ and Class Members’ private affairs in a manner that would be highly
3 offensive to a reasonable person; (ii) failing to adequately secure their Private
4 Information from disclosure to unauthorized persons and/or third parties; and (iii)
5 enabling the disclosure of Plaintiffs’ and Class Members’ Private Information without
6 consent.

7 314. Defendant knew, or acted with reckless disregard of the fact that, a
8 reasonable person in Plaintiffs’ and Class Members’ position would consider its
9 actions highly offensive.

10 315. Defendant knew, or acted with reckless disregard of the fact that,
11 organizations handling PII or PHI are highly vulnerable to cyberattacks and that
12 employing inadequate security and training practices would render them especially
13 vulnerable to data breaches.

14 316. As a proximate result of such unauthorized disclosures, Plaintiffs’ and
15 Class Members’ reasonable expectations of privacy in their Private Information were
16 unduly frustrated and thwarted, thereby causing Plaintiffs and the Class Members
17 undue harm.

18 317. Plaintiffs seek injunctive relief on behalf of the Class, restitution, as well
19 as any and all other relief that may be available at law or equity. Unless and until
20 enjoined, and restrained by order of this Court, Defendant’s wrongful conduct will
21 continue to cause irreparable injury to Plaintiffs and Class Members. Plaintiffs and
22 Class Members have no adequate remedy at law for the injuries in that a judgment for
23 monetary damages will not end the invasion of privacy for Plaintiffs and the Class.

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1 **COUNT EIGHT**
2 **BREACH OF IMPLIED CONTRACT**
3 ***(On Behalf of the Nationwide Class)***

4 318. Plaintiffs, individually and on behalf of the Class, herein repeat, reallege
5 and fully incorporate all allegations in all preceding paragraphs.

6 319. At all relevant times, Defendant had a duty, or undertook and/or assumed
7 a duty, to implement a reasonable data privacy and cybersecurity protocol, including
8 adequate prevention, detection, and notification procedures, in order to safeguard the
9 Private Information of Plaintiffs and the Class Members, and to prevent the
10 unauthorized access to and disclosures of this data.

11 320. Among other things, Plaintiffs and Class Members were required to
12 disclose their Private Information to Defendant when doing business with it, as well
13 as implied contracts for the Defendant to implement data security adequate to
14 safeguard and protect the privacy of Plaintiffs' and Class Members' Private
15 Information.

16 321. When Plaintiffs and Class Members provided their Private Information
17 to Defendant, they entered into implied contracts with Defendant pursuant to which
18 Defendant agreed to reasonably protect such information.

19 322. By entering into such implied contracts, Plaintiffs and Class Members
20 reasonably believed and expected that Defendant's data security practices complied
21 with relevant laws and regulations and were consistent with industry standards.

22 323. Under implied contracts, Defendant and/or their affiliated providers
23 promised and were obligated to protect Plaintiffs' and Class Members' Private
24 Information. In exchange, Plaintiffs and Members of the Class agreed to turn over
25 their Private Information.

26 324. The implied contracts that include the contractual obligations to maintain
27 the privacy of Plaintiffs' and Class Members' Private Information, are also
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1 acknowledged, memorialized, and embodied in multiple documents, including
2 (among other documents) Defendant’s Data Breach notification and Defendant’s
3 Privacy Policy.

4 325. Defendant’s express representations, including, but not limited to the
5 express representations found in their notices of privacy practices, memorialize and
6 embody the implied contractual obligations requiring Defendant to implement data
7 security adequate to safeguard and protect the privacy of Plaintiffs’ and Class
8 Members’ Private Information.

9 326. Plaintiffs and Class Members performed their obligations under the
10 contract when they provided their Private Information in consideration for
11 Defendant’s goods and/or services.

12 327. Defendant materially breached its contractual obligations to protect the
13 Private Information it gathered when the information was accessed and exfiltrated
14 during the Data Breach.

15 328. Defendant materially breached the terms of the implied contracts,
16 including, but not limited to, the terms stated in the relevant notices of privacy
17 practices. Defendant did not maintain the privacy of Plaintiffs’ and Class Members’
18 Private Information as evidenced by their notification of the Data Breach to Plaintiffs
19 and Class Members.

20 329. The Data Breach was a reasonably foreseeable consequence of
21 Defendant’s actions in breach of these contracts.

22 330. As a result of Defendant’s failure to fulfill the data security protections
23 promised in these contracts, Plaintiffs and Class Members did not receive full benefit
24 of the bargain they entered into.

25 331. Had Defendant disclosed that their security was inadequate or that they
26 did not adhere to industry-standard security measures, neither Plaintiffs, Class
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1 Members, nor any reasonable person would have entered into the aforementioned
2 agreements with Defendant.

3 332. As a direct and proximate result of the data breach, Plaintiffs and Class
4 Members have been harmed and suffered, and will continue to suffer, actual damages
5 and injuries, including without limitation the release and disclosure of their Private
6 Information, the loss of control of their Private Information, the imminent risk of
7 suffering additional damages in the future, out of pocket expenses, and the loss of the
8 benefit of the bargain they had struck with Defendant.

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10 **COUNT NINE**
11 **UNJUST ENRICHMENT**
12 ***(On Behalf of the Nationwide Class)***

13 333. Plaintiffs, individually and on behalf of the Class, herein repeat, reallege
14 and fully incorporate all allegations in all preceding paragraphs.

15 334. Defendant funds its data security measures entirely from their general
16 revenues, including payments made by or on behalf of Plaintiffs and Class Members.

17 335. A portion of the payments made by or on behalf of Plaintiffs and Class
18 Members was to be used to provide the necessary level of data security.

19 336. Plaintiffs and the Class conferred a monetary benefit on Defendant by
20 purchasing the products from Defendant and in doing so provided Defendant with
21 their most sensitive PII and PHI. In exchange, Plaintiffs and Class Members should
22 have received from Defendant the products that were subject to the transaction and
23 had their PII protected with adequate data security measures.

24 337. Defendant knew that Plaintiffs and the Class conferred a benefit which it
25 accepted, and through which Defendant was unjustly enriched. Defendant profited
26 from these transactions and used Plaintiffs' and the Class Members' Private
27 Information for business purposes to increase their revenues.

1 338. Defendant enriched itself by saving the costs it reasonably should have
2 spent on the necessary data security measures to secure Plaintiffs’ and the Class
3 Members’ Private Information. Instead of providing the necessary level of security
4 that would have prevented the Data Breach, Defendant instead calculated to increase
5 their own profits at the expense of Plaintiffs and the Class, by using ineffective
6 security measures, failing to pay money for the much-needed training of their
7 employees, failing to conduct the audits, and implementing other security measures
8 discussed above. Plaintiffs and the Class suffered an injury as a direct and proximate
9 result of Defendant’s decision to prioritize its own profits over the requisite security
10 and training.

11 339. Under the principles of equity and good conscience, Defendant should not
12 be permitted to retain the money belonging to Plaintiffs and the Class, because it
13 failed to implement appropriate data management and security measures as mandated
14 by common law and statutory duties.

15 340. If Plaintiffs and Class Members knew that Defendant had not reasonably
16 secured their Private Information, they would not have agreed to provide this
17 information nor would they have done business with Defendant.

18 341. Plaintiffs and the Class have no adequate remedy at law as discussed
19 above.

20 342. Defendant should be compelled to disgorge its profits and/or proceeds
21 that it unjustly received as a result of having Plaintiffs’ and Class Members’ Private
22 Information, or alternatively, Defendant should be compelled to refund the amounts
23 that Plaintiffs and the Class overpaid for its goods.

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1 351. Plaintiffs and the Class, therefore, seek a declaration that (1) each of
2 Defendant’s existing security measures do not comply with its obligations and duties
3 of care to provide reasonable security procedures and practices appropriate to the
4 nature of the information to protect consumers’ Private Information, and (2) to
5 comply with its duties of care, Defendant must implement and maintain reasonable
6 security measures, including, but not limited to:

- 7 a. Prohibiting Defendant from engaging in the wrongful acts stated
8 herein (including Defendant’s utter failure to provide notice to all
9 affected consumers);
- 10 b. Requiring Defendant to implement adequate security protocols and
11 practices to protect consumers’ Private Information consistent with the
12 industry standards, applicable regulations, and federal, state, and/or
13 local laws;
- 14 c. Mandating the proper notice be sent to all affected consumers, and
15 posted publicly;
- 16 d. Requiring Defendant to protect all data collected through any account
17 creation requirements;
- 18 e. Requiring Defendant to delete, destroy, and purge the Private
19 Information of Plaintiffs and Class Members unless Defendant can
20 provide reasonable justification for the retention and use of such
21 information when weighed against the privacy interests of Plaintiffs
22 and Class Members;
- 23 f. Requiring Defendant to implement and maintain a comprehensive
24 security program designed to protect the confidentiality and integrity
25 of Plaintiffs’ and Class Members’ Private Information;

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- 1 g. Requiring Defendant to engage independent third-party security
- 2 auditors and conduct internal security audit and testing, including
- 3 simulated attacks, penetration tests, and audits on Defendant’s systems
- 4 on a periodic basis;
- 5 h. Requiring Defendant to engage independent third-party security
- 6 auditors and/or internal personnel to run automated security
- 7 monitoring;
- 8 i. Requiring Defendant to create the appropriate firewalls, and
- 9 implement the necessary measures to prevent further disclosure and
- 10 leak of any additional information;
- 11 j. Requiring Defendant to conduct systematic scanning for data breach
- 12 related issues;
- 13 k. Requiring Defendant to train and test its employees regarding data
- 14 breach protocols, archiving protocols, and conduct any necessary
- 15 employee background checks to ensure that only individuals with the
- 16 appropriate training and access may be allowed to access the Private
- 17 Information data; and
- 18 l. Requiring all further and just corrective action, consistent with
- 19 permissible law and pursuant to only those causes of action so
- 20 permitted.

21 352. The Court can, and should, issue corresponding prospective injunctive
22 relief requiring Defendant to employ adequate security protocols consistent with the
23 law and industry standards to protect Plaintiffs’ and Class Members’ Private
24 Information.

25 353. If an injunction is not issued, Plaintiffs and the Class will suffer
26 irreparable injury, and lack an adequate legal remedy, in the event of another data
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1 breach of the Defendant’s systems or networks. The risk of another breach is real,
2 immediate, and substantial.

3 354. The hardship to Plaintiffs and the Class if an injunction does not issue
4 exceeds the hardship to Defendant if an injunction is issued. If another data breach
5 occurs, the Plaintiffs and the Class will likely be subjected to fraud, identity theft, and
6 other harms described herein. However, the cost to the Defendant of complying with
7 an injunction by employing reasonable prospective data security measures is minimal
8 given they have preexisting legal obligations to employ these measures.

9
10 **PRAYER FOR RELIEF**

11 WHEREFORE, Plaintiffs, individually and on behalf of all others similarly
12 situated, request judgment and relief on all causes of action as follows:

- 13 A. That the Court determine that this Action may be maintained as a
14 Class Action, that Plaintiffs be named as Class Representatives,
15 that the undersigned be named as Class Counsel for the Class, and
16 that notice of this Action be given to Class Members;
- 17 B. That the Court enter an order declaring that Defendant’s actions, as
18 set forth in this Complaint, violate the laws set forth above;
- 19 C. That the Court enter an order providing declaratory and injunctive
20 relief including specific steps, as outlined above, requiring
21 Defendant to utilize appropriate methods and policies as necessary
22 to remediate the harm suffered by Plaintiffs and the Class members
23 as well as to prevent future harm and properly secure its data;
- 24 D. That the Court award Plaintiffs and the Class damages (both actual
25 damages for economic and non-economic harm and statutory
26 damages) in an amount to be determined at trial;

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- E. That the Court issue appropriate equitable and any other relief (including monetary damages, restitution, and/or disgorgement) against Defendant to which Plaintiffs and the Class are entitled, including, but not limited to, restitution and an Order requiring Defendant to cooperate and financially support recovery efforts;
- F. That the Court award Plaintiffs and the Class pre- and post-judgment interest (including pursuant to statutory rates of interest set under State law);
- G. That the Court award Plaintiffs and the Class their reasonable attorneys’ fees and costs of suit;
- H. That the Court award treble and/or punitive damages insofar as they are allowed by applicable laws; and
- I. That the Court award any and all other such relief as the Court may deem just and proper under the circumstances.

JURY TRIAL DEMANDED

Pursuant to Federal Rule of Civil Procedure 38(b), Plaintiffs respectfully demand a trial by jury for all claims.

Respectfully submitted,

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SIGNATURE ATTESTATION

Pursuant to Local Rule 5-4.3.4(a)(2)(i), I hereby certify that all signatories concur with the content of this document and that I obtained authorization from them to affix their electronic signatures to this document.

Dated: July 3, 2025

/s/ Yana Hart
Yana Hart

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