HOUSE BILL 141

HB 1654/18 – ECM

By: Delegates Reznik, Barve, Bhandari, Boyce, Crutchfield, Ebersole, Gaines, Guyton, Haynes, Ivey, R. Lewis, Lierman, Pena-Melnyk, Pendergrass, Shetty, Stewart, Terrasa, Wells, and K. Young

Introduced and read first time: January 21, 2019
Assigned to: Economic Matters

A BILL ENTITLED

AN ACT concerning

Commercial Law – Internet Privacy and Net Neutrality

FOR the purpose of specifying the circumstances under which a broadband Internet access service provider may handle certain customer personal information in a certain manner; establishing a mechanism through which a broadband Internet access service provider may obtain customer consent to have certain personal information handled in a certain manner; prohibiting a broadband Internet access service provider from taking certain actions based on whether a customer has consented to have certain customer personal information handled in a certain manner; specifying the circumstances under which a broadband Internet access service provider may handle certain customer personal information in a certain manner without consent from a customer; authorizing a broadband Internet access service provider to handle certain customer personal information in a certain manner for the purpose of advertising or marketing to the customer; requiring a broadband Internet access service provider to disclose certain customer personal information under certain circumstances; requiring a broadband Internet access service provider to implement certain measures to protect certain customer personal information; authorizing a broadband Internet access service provider to take certain actions to comply with the requirement to implement certain measures to protect certain customer personal information; prohibiting a broadband Internet access service provider from retaining certain customer personal information for longer than a certain amount of time, subject to certain exceptions; requiring a broadband Internet access service provider to provide certain notice; specifying that a certain term in a contract is void and unenforceable under certain circumstances; providing for the enforcement of this Act; providing that State funds may be used only by the State, a political subdivision, or a unit, an agency, or any instrumentality of the State or a political subdivision or by a person awarded a contract or grant by certain persons to procure services from an Internet service provider that does not block certain content applications, services, and devices, impair or degrade certain Internet traffic on a certain basis, or

EXPLANATION: CAPITALS INDICATE MATTER ADDED TO EXISTING LAW.
[Brackets] indicate matter deleted from existing law.
engage in certain commercial traffic preferencing; declaring the intent of the General
Assembly to prohibit the State and municipalities that provide broadband services
from imposing certain restrictions; providing for the construction and application of
this Act; defining certain terms; and generally relating to Internet privacy and usage.

**BY adding to**
Article – Commercial Law
Section 14–4201 through 14–4209 to be under the new subtitle “Subtitle 42. Internet
Privacy and Net Neutrality”
Annotated Code of Maryland
(2013 Replacement Volume and 2018 Supplement)

**BY adding to**
Article – State Finance and Procurement
Section 2–801 to be under the new subtitle “Subtitle 8. Restrictions on the Use of
State Funds”
Annotated Code of Maryland
(2015 Replacement Volume and 2018 Supplement)

**SECTION 1. BE IT ENACTED BY THE GENERAL ASSEMBLY OF MARYLAND,**
That the Laws of Maryland read as follows:

**Article – Commercial Law**

**SUBTITLE 42. INTERNET PRIVACY AND NET NEUTRALITY.**

14–4201.

**(A) IN THIS SUBTITLE THE FOLLOWING WORDS HAVE THE MEANINGS**
**INDICATED.**

**(B) “AGGREGATE CUSTOMER PERSONAL INFORMATION DATASET” MEANS**
**COLLECTIVE DATA THAT:**

**(1) RELATES TO A GROUP OR A CATEGORY OF CUSTOMERS, FROM**
**WHICH INDIVIDUAL CUSTOMER IDENTITIES AND CHARACTERISTICS HAVE BEEN**
**REMOVED; AND**

**(2) IS NOT LINKED OR ABLE TO BE LINKED THROUGH REASONABLE**
**EFFORTS TO AN INDIVIDUAL, A HOUSEHOLD, OR A DEVICE.**

**(C) (1) “BROADBAND INTERNET ACCESS SERVICE” OR “BIAS” MEANS A**
**MASS–MARKET RETAIL SERVICE BY WIRE OR RADIO THAT PROVIDES THE**
**CAPABILITY TO TRANSMIT DATA TO AND TO RECEIVE DATA FROM ALL OR**
**SUBSTANTIALLY ALL INTERNET ENDPOINTS.**
(2) “BROADBAND INTERNET ACCESS SERVICE” or “BIAS” includes:

   (I) Capabilities that are incidental to and enable operation of the communications service; and

   (II) Service that the Federal Communications Commission determines provides a functional equivalent of the service described in paragraph (1) of this subsection.

(3) “BROADBAND INTERNET ACCESS SERVICE” or “BIAS” does not include dial-up internet access service.

(D) “BROADBAND INTERNET ACCESS SERVICE PROVIDER” or “BIAS PROVIDER” means an individual or a person engaged in the provision of broadband internet access service.

(E) “CUSTOMER” means an individual or any other person who is:

   (1) An applicant for broadband internet access service; or

   (2) A current or former subscriber to broadband internet access service.

(F) (1) “CUSTOMER PERSONAL INFORMATION” means information that is collected by or made available to a broadband internet access service provider solely through the customer–provider relationship.

   (2) “CUSTOMER PERSONAL INFORMATION” includes:

   (I) Name and billing information;

   (II) Government-issued identifiers, such as a social security number or a driver’s license number;

   (III) Other contact information, such as a physical address, an e-mail address, or a telephone number;

   (IV) Demographic information, such as date of birth, age, race, ethnicity, nationality, religion, political beliefs, gender, or sexual orientation;
(V) Financial information, health information, or information pertaining to children;

(VI) Geolocation information that is sufficient to identify a street name and the name of a city or town;

(VII) Information that relates to the quantity, technical configuration, type, destination, location, and amount of use of the broadband Internet access service, including web–browsing history, application usage history, timing of use, quantity of use, and source and destination Internet Protocol addresses of all traffic;

(VIII) Content of communications, including any part of the substance, purpose, or meaning of a communication or any other part of a communication that is highly suggestive of the substance, purpose, or meaning of a communication, such as application payload;

(IX) Device identifiers, such as a Media Access Control address, an International Mobile Equipment Identity number, and an Internet Protocol address;

(X) Customer information that is collected or made available and maintained in a way that the information is linked or able to be linked through reasonable efforts to a customer or a device; and

(XI) Information that is related to a customer, despite the customer’s identity and characteristics having been removed.

(G) “Material change” means any change that a customer would reasonably consider important to the customer’s decisions regarding the customer’s privacy.

(H) “Opt–in consent” means affirmative, express customer approval for the requested use, disclosure, sale, or access to customer personal information after the customer has been provided appropriate notification of a BIAS provider’s practices under §14–4206 of this subtitle.

14–4202.

This subtitle applies to a BIAS provider operating in the State when the BIAS provider is providing BIAS to customers in the State.
(A) A BIAS PROVIDER MAY USE, DISCLOSE, SELL, OR PROVIDE ACCESS TO CUSTOMER PERSONAL INFORMATION IF THE BIAS PROVIDER OBTAINS OPT-IN CONSENT THAT A CUSTOMER HAS NOT REVOKED.

(B) EXCEPT AS PROVIDED IN § 14–4204 OF THIS SUBTITLE, A BIAS PROVIDER MAY NOT USE, DISCLOSE, SELL, OR PROVIDE ACCESS TO CUSTOMER PERSONAL INFORMATION WITHOUT OPT-IN CONSENT FROM A CUSTOMER.

(C) IN ORDER TO DETERMINE WHETHER A BIAS PROVIDER HAS RECEIVED OPT-IN CONSENT, THE BIAS PROVIDER SHALL DEVELOP A MECHANISM FOR A CUSTOMER TO GRANT, DENY, OR REVOKE CONSENT THAT IS:

1. EASY TO USE AND UNDERSTAND;
2. NOT MISLEADING;
3. CONTINUOUSLY AVAILABLE THROUGH ALL METHODS THAT THE BIAS PROVIDER USES TO MANAGE ACCOUNTS;
4. IN THE LANGUAGE THAT THE BIAS PROVIDER PRIMARILY USES TO CONDUCT BUSINESS WITH THE CUSTOMER; AND
5. MADE AVAILABLE TO THE CUSTOMER FOR NO ADDITIONAL CHARGE.

(D) A CUSTOMER’S GRANT, DENIAL, OR REVOCATION OF CONSENT SHALL BE GIVEN EFFECT PROMPTLY AND REMAIN IN EFFECT UNTIL THE CUSTOMER REVOKES OR LIMITS THE GRANT, DENIAL, OR REVOCATION OF CONSENT.

(E) A BIAS PROVIDER MAY NOT:

1. REFUSE TO SERVE A CUSTOMER WHO DOES NOT PROVIDE CONSENT UNDER THIS SECTION; OR
2. CHARGE A CUSTOMER A HIGHER PRICE OR OFFER A CUSTOMER A DISCOUNTED PRICE BASED ON THE CUSTOMER’S DECISION TO PROVIDE OR NOT PROVIDE OPT-IN CONSENT.

(A) NOTWITHSTANDING § 14–4203 OF THIS SUBTITLE, A BIAS PROVIDER
MAY USE, DISCLOSE, SELL, OR PROVIDE ACCESS TO CUSTOMER PERSONAL INFORMATION WITHOUT OPT–IN CONSENT FROM A CUSTOMER TO:

(1) USE THE INFORMATION WHEN IT IS DERIVED FROM OR NECESSARY FOR THE PROVISION OF BIAS;

(2) COMPLY WITH LEGAL PROCESS OR OTHER LAWS, COURT ORDERS, OR ADMINISTRATIVE ORDERS;

(3) INITIATE, RENDER, BILL FOR, AND COLLECT PAYMENTS;

(4) PROTECT THE RIGHTS OR PROPERTY OF THE BIAS PROVIDER OR PROTECT CUSTOMERS AND OTHER BIAS PROVIDERS FROM FRAUDULENT, ABUSIVE, OR UNLAWFUL USE OF OR SUBSCRIPTION TO THE BIAS PROVIDER’S NETWORK; OR

(5) PROVIDE LOCATION INFORMATION CONCERNING THE CUSTOMER:

(I) IF THE CUSTOMER HAS REQUESTED EMERGENCY SERVICES, TO A PUBLIC SAFETY ANSWERING POINT, AN EMERGENCY MEDICAL SERVICE PROVIDER OR AN EMERGENCY DISPATCH PROVIDER, A PUBLIC SAFETY, FIRE SERVICE, OR LAW ENFORCEMENT OFFICIAL, OR A HOSPITAL EMERGENCY OR TRAUMA CARE FACILITY;

(II) IF AN EMERGENCY SITUATION ARISES THAT INVOLVES THE RISK OF DEATH OR SERIOUS INJURY, TO THE CUSTOMER’S LEGAL GUARDIAN, MEMBERS OF THE CUSTOMER’S FAMILY, OR A PERSON REASONABLY BELIEVED BY THE BIAS PROVIDER TO BE A CLOSE PERSONAL FRIEND OF THE CUSTOMER; OR

(III) IF THE DELIVERY OF EMERGENCY SERVICES IS NEEDED, TO PROVIDERS OF INFORMATION OR DATABASE MANAGEMENT SERVICES.

(B) EXCEPT AS OTHERWISE PROVIDED IN STATE LAW, UNLESS A CUSTOMER HAS OPTED OUT OF RECEIVING THE COMMUNICATION, A BIAS PROVIDER MAY USE, DISCLOSE, SELL, OR PROVIDE ACCESS TO CUSTOMER PERSONAL INFORMATION TO ADVERTISE OR MARKET THE BIAS PROVIDER’S COMMUNICATIONS–RELATED SERVICES TO THE CUSTOMER.

(C) ON WRITTEN REQUEST BY A CUSTOMER, THE BIAS PROVIDER SHALL DISCLOSE CUSTOMER PERSONAL INFORMATION TO THE CUSTOMER OR TO ANY PERSON THAT THE CUSTOMER DESIGNATES.

14–4205.
(A) (1) A BIAS PROVIDER SHALL IMPLEMENT REASONABLE MEASURES TO PROTECT CUSTOMER PERSONAL INFORMATION FROM UNAUTHORIZED USE, DISCLOSURE, SALE, ACCESS, DESTRUCTION, OR MODIFICATION.

(2) The reasonableness of the BIAS provider’s security measures shall be based on an assessment of:

(i) the nature and scope of the BIAS provider’s activities;

(ii) the sensitivity of the data the BIAS provider collects;

(iii) the size of the BIAS provider; and

(iv) the technical feasibility of the measures.

(B) A BIAS PROVIDER MAY EMPLOY ANY LAWFUL SECURITY MEASURE TO COMPLY WITH THE REQUIREMENT UNDER SUBSECTION (A) OF THIS SECTION.

(C) (1) EXCEPT AS PROVIDED IN PARAGRAPH (2) OF THIS SUBSECTION, A BIAS PROVIDER MAY NOT RETAIN CUSTOMER PERSONAL INFORMATION FOR LONGER THAN REASONABLY NECESSARY TO ACCOMPLISH THE PURPOSES FOR WHICH THE INFORMATION WAS COLLECTED.

(2) A BIAS PROVIDER MAY RETAIN CUSTOMER PERSONAL INFORMATION FOR LONGER THAN REASONABLY NECESSARY IF:

(i) the retention is required by § 14–4204 of this subtitle; or

(ii) the data is part of an aggregate customer personal information dataset.

14–4206.

(A) A BIAS PROVIDER SHALL PROVIDE NOTICE OF THE REQUIREMENTS OF THIS SUBTITLE THAT IS:

(1) IN THE LANGUAGE THAT THE BIAS PROVIDER PRIMARILY USES TO CONDUCT BUSINESS WITH THE CUSTOMER; AND
(2) Continuously available through all methods that the BIAS provider uses to manage accounts.

(B) The notice shall specify and describe, or link to a resource that specifies and describes:

(1) The types of consumer personal information that the BIAS provider collects, the ways in which the BIAS provider uses the information, and the length of time that the BIAS provider retains the information;

(2) The circumstances under which the BIAS provider discloses, sells, or provides access to the information that it collects;

(3) The categories of entities to which the BIAS provider discloses, sells, or provides access to customer personal information and the purposes for which each category of entity will use the information; and

(4) The customer’s right to consent with regard to the use, disclosure, sale, or access to customer personal information and how that right may be exercised.

(C) Before a BIAS provider may make material changes to how it uses, discloses, sells, or provides access to customer personal information, the BIAS provider shall:

(1) Provide advance notice of the change; and

(2) Remind customers of the ability to grant, deny, or revoke consent at any time.

14–4207.

Nothing in this subtitle may be construed to restrict a BIAS provider from:

(1) Generating an aggregate customer personal information dataset using customer personal information; or

(2) Using, disclosing, selling, or authorizing access to an aggregate customer personal information dataset that the BIAS provider has generated.
A term in a contract that purports to waive the rights under this subtitle is void and unenforceable as contrary to the public policy of the State.

The Consumer Protection Division in the Office of the Attorney General shall enforce this subtitle.

Article – State Finance and Procurement

Subtitle 8. Restrictions on the Use of State Funds.

(A) (1) In this section, “reasonable network management” means a network management practice that has primarily technical network management justification.

(2) “Reasonable network management” includes a practice that is primarily used for and tailored to achieving a legitimate network management purpose, taking into account the particular network architecture and technology of the broadband Internet access service.

(3) “Reasonable network management” does not include other business practices.

(B) State funds may be used only by the State, a political subdivision, or a unit, an agency, or any instrumentality of the State or a political subdivision or a person awarded a contract or grant by the State, a political subdivision, or a unit, an agency, or any instrumentality of the State or a political subdivision to procure services from an Internet service provider that does not:

(1) block lawful content, applications, services, or nonharmful devices, subject to reasonable network management;

(2) impair or degrade lawful Internet traffic on the basis of Internet content, application, or service, or use of a nonharmful
DEVICE, SUBJECT TO REASONABLE NETWORK MANAGEMENT; AND

(3) ENGAGE IN COMMERCIAL TRAFFIC PREFERENCING, INCLUDING TRAFFIC SHAPING, PRIORITIZATION, RESOURCE RESERVATION, OR OTHER FORMS OF PREFERENTIAL TRAFFIC MANAGEMENT:

(I) IN EXCHANGE FOR CONSIDERATION FROM A THIRD PARTY;

OR

(II) TO BENEFIT AN AFFILIATED ENTITY.

SECTION 2. AND BE IT FURTHER ENACTED, That:

(a) In this section, “broadband Internet access services” means a service by wire or radio that provides the capability to transmit data to and receive data from all or substantially all Internet endpoints.

(b) It is the intent of the General Assembly that, if the State or a municipality provides broadband Internet access services, the State or the municipality may not impose use restrictions that prohibit the exercise of free speech.

SECTION 3. AND BE IT FURTHER ENACTED, That this Act shall take effect June 1, 2019.