

DIRECTORIES

View Comment

Private Eye Fails to Produce Evidence on Domino's Sharing Customer Database

Posted Thu, 2008-09-25 16:47 by Don Sniegowski

A New York private investigator declared in a series of interviews some two weeks ago that Domino's Pizza was sharing its customer database. The Brooklyn private eye, Mr. Steven Rambam said he would send proof in news clips and a slide presentation of his but has failed to produce any such independent evidence, other than his own account of seeing such a list.

Mr. Steve Rambam, a senior director of investigative agency Pallorium, Inc., went on record with CNET and our journal saying, "Domino's has built the biggest consumer database in America, and the U.S. Marshals Service, the New York Police Department and collection agencies are using it to track people down."

But Domino's was quick and forthcoming in declaring that no, it does no such thing. Tim McIntyre, Vice President of Communications for Domino's Pizza, Inc., stated clearly, "We do not sell or give away our customer lists to anyone, despite what this individual claims. He's grossly misinformed."

When the lack of evidence was first followed up in an email on September 12, Mr. Rambam wrote, "I just returned from overseas yesterday and don't have the time today to drop everything." Mr. Rambam responded to another email on September 16, "I said that I'd look for it this week," he wrote.

A week and a half later, Rambam wrote, "I told you that I would try to find my file, if I had time—emphasis on "if I had time."

No independent evidence has been provided to this journal. Mr. Rambam later revised his statement, saying, "Domino's may not be 'selling or giving away' their entire customer file as a bulk data dump, but I have been reliably informed that significant portions of their data, most significantly: CNA [Customer Name and Address] connected to purchasers' phone numbers, does find its way into marketing and telephone number lists."

When again asked to produce such information, Mr. Steven Rambam replied, "I have not had discretionary time to assist you and have been working non-stop since we spoke, which was less than a day after I returned from overseas." Mr. Rambam later added, "What I said is that Domino's regularly releases info to law enforcement agents, etc., I believe (based on multiple personal observations), without requiring a subpoena. And, once again, you have never asked Domino's the correct question, which is "does ANY PORTION of your data end up elsewhere?"

Domino's has consistently and adamantly denied that it shares or sells its database in its entirety or in any portion, other than when law enforcement agents provide subpoenas or in criminal acts against its own stores.

Tim McIntyre this week once again has emphatically declared, "It does not surprise me that he [Rambam] could provide no tangible evidence to support his claims—because they are false. We do not give away or sell our customer lists to anyone. As we've said, there are occasions in which we work with local police agencies who want to tie an address to a specific cell phone number, and our cooperation in those cases have led to the arrest of drug dealers and murderers. In those cases, we provide the information under subpoena—not because we don't want to be cooperative, but to avoid ridiculous accusations like the one this guy made. We do not sell our lists or sell out the privacy of our customers."

--

Related reading:

- ▶ [Private Eye Insists Domino's Shares Customer Database](#)
- ▶ [Domino's Says Customer Database Too Private to Share](#)

Average:☆☆☆☆☆
No votes yetContent topic: [Foodservice](#)Enter Your Own Tag: [QSR](#) , [pizza](#) , [database security](#) , [information technology](#) ,[Domino's pizza](#)[Comment](#)**ABOUT DON SNIEGOWSKI****Public Profile**

Don Sniegowski is editor of Blue MauMau, the daily news journal for franchise & small business owners. Call him at +1 (270) 321-1268, tweet @bluemaumau or email don@bluemaumau.org.

[View full user profile](#)



Better communication
for teams

LEARN MORE

NEWSWIRES

- ▶ Audi stops sales, recalls A6s and A7s over sensor issue in U.S.
- ▶ Nearly 500 Corvette ZR1s recalled over airbag issues, GM says
- ▶ Toyota bets on Camry hybrid to boost fleet sales in Europe
- ▶ Toyota cuts marketing costs to fund randd
- ▶ Toyota, pressed to innovate, cuts marketing outlays to fuel randd
- ▶ Retailer Prime launches subscription service

[more](#)

ATTORNEY



STANLEY M. DUB
Representing franchisors,
franchisees and franchise
associations
216-991-4480
www.franchiseattorneycleveland.com

[Visit the legal directory](#)

BUSINESS SUPPORT & SUPPLY

FranchiseDisclosures.com
Access to 25,000 FDDs,
UFOCs and Item 19s

[Visit the supplier directory](#)

SEARCH BY COMPANY

1-800-Got-Junk

Search

Copyright ©2017 Blue MauMau, Inc. All Rights Reserved.

[SITE INTRO](#) | [HOW TO SUBMIT AN ARTICLE](#) | [FAQS](#) | [WHAT IS BLUE MAUMAU](#) | [WHAT MEDIA SAYS ABOUT BLUE MAUMAU](#) | [COMMENT POSTING GUIDELINES](#) | [ARTICLE SUBMISSION GUIDELINES](#) | [RSS FEEDS](#) | [PRIVACY POLICY](#) | [ADVERTISE](#) | [CONTACT US](#)

404 Not Found

noinv/1 19 10