7 Congress Square

Portland, Maine 04101

March 5, 2022

**Via First Class Mail**

XXXXXXXXXXX

432 Cumberland ST

Lebanon, NH 03766

Notice of Network Security Incident

Dear XXXXXX,

We are writing to inform you of an incident that may have affected your personal information. We take the security of your personal information seriously, and want to provide you with information and resources you can use to protect your information.

We have completed an investigation into suspicious activity of our email environment. Upon detecting this activity, we immediately secured our email environment, and engaged our network security service provider to perform a forensic audit of the email tenant. The investigation determined one business email account had been compromised by an unauthorized third party, and that the unauthorized party may have had the opportunity to view a very small amount of personal information. There was no evidence of unauthorized access to any other PMA email address.

After the investigation concluded, we reviewed the affected business email account for any individual personal information. We recently identified a very small number of individuals whose personal information may have been viewed by an unauthorized third party. **We found no evidence that your information has been specifically misused, however, we are notifying you out of an abundance of caution. It is possible that the unauthorized third party could have viewed your full name, mailing address, date of birth, and driver license number.**

**Please be assured there was no exposure of any sensitive identification information, including your social security number or financial information.**

We take the privacy of our employees, information networks, and institution seriously, and all potentially affected current and former employees will receive a free subscription to a credit and identity theft monitoring service for 12 months. These services will be provided by Kroll, a leading identity protection company. More information on how to access the subscription is listed below.

As a result of this incident, we conducted a holistic review of our IT Security and Computer Use policies. We are also implementing additional safeguards, rules, and procedures for accessing and using our organization's IT assets and resources. Our objectives are to ensure the confidentiality of our records, maintain the integrity of our network systems, and ensure reliable access to systems and information by our team.

To enroll in free Kroll services, please go to https://enroll.idheadquarters.com/redeem, and follow the instructions provided. Your enrollment ID is SF-000223ID. Please note the deadline to enroll is **May 1, 2022**.

Enclosed you will find additional information regarding the resources available to you and the steps that you can take to further protect your personal information.

Employees are reminded to never send or receive unencrypted financial or personal identification information via email among staff, members, or vendors, as well as to be diligent against phishing, spam, and other cyber threats. If you have any additional questions, please contact me at mbrown@portlandmuseum.org. We appreciate your partnership to ensure the integrity of our IT systems.

Sincerely,

Michael W. Brown

Director of Campus Sustainability

**Additional Information**

**Credit Reports**: You may obtain a copy of your credit report, free of charge, whether or not you suspect any unauthorized activity on your account. You may obtain a free copy of your credit report from each of the three nationwide credit reporting agencies. To order your free credit report, please visit www.annualcreditreport.com, or call toll-free at 1-877-322-8228. You can also order your annual free credit report by mailing a completed Annual Credit Report Request Form (available at https://www.consumer.ftc.gov/articles/0155-free-credit-reports) to: Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA, 30348-5281.

**Security Freeze:** You also have the right to place a security freeze on your credit report. A security freeze is intended to prevent credit, loans, and services from being approved in your name without your consent. To place a security freeze on your credit report, you need to make a request to each consumer reporting agency. You may make that request by certified mail, overnight mail, regular stamped mail, or by following the instructions found at the websites listed below. The following information must be included when requesting a security freeze (note that if you are requesting a credit report for your spouse or a minor under the age of 16, this information must be provided for him/her as well): (1) full name, with middle initial and any suffixes; (2) Social Security number; (3) date of birth; (4) current address and any previous addresses for the past five years; and (5) any applicable incident report or complaint with a law enforcement agency or the Registry of Motor Vehicles. The request must also include a copy of a government-issued identification card and a copy of a recent utility bill or bank or insurance statement. It is essential that each copy be legible, display your name and current mailing address, and the date of issue. As of September 21, 2018, it is free to place, lift, or remove a security freeze. You may also place a security freeze for children under the age of 16. You may obtain a free security freeze by contacting any one or more of the following national consumer reporting agencies:

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| **Equifax Security Freeze**  P.O. Box 105788  Atlanta, GA 30348  1-800-349-9960  https://www.equifax.com/personal/credit-report-services/credit-freeze/ | **Experian Security Freeze**  P.O. Box 9554  Allen, TX 75013  1-888-397-3742  www.experian.com/freeze/center.html | **TransUnion Security Freeze**  P.O. Box 160  Woodlyn, PA 19094  1-800-909-8872  www.transunion.com/credit-freeze |

**Fraud Alerts:** You can place fraud alertswith the three credit bureaus by phone and online with:

* Equifax (https://assets.equifax.com/assets/personal/Fraud\_Alert\_Request\_Form.pdf);
* TransUnion (https://www.transunion.com/fraud-alerts); or
* Experian (https://www.experian.com/fraud/center.html).

A fraud alert tells creditors to follow certain procedures, including contacting you, before they open any new accounts or change your existing accounts. For that reason, placing a fraud alert can protect you, but also may delay you when you seek to obtain credit. As of September 21, 2018, initial fraud alerts last for one year. Victims of identity theft can also get an extended fraud alert for seven years. The phone numbers for all three credit bureaus are located above.

**Monitoring:** You should always remain vigilant and monitor your accounts for suspicious or unusual activity.

**File Police Report**: You have the right to file or obtain a police report if you experience identity fraud. Please note that in order to file a crime report or incident report with law enforcement for identity theft, you will likely need to provide proof that you have been a victim. A police report is often required to dispute fraudulent items. You can generally report suspected incidents of identity theft to local law enforcement or to the Attorney General.

**FTC and Attorneys General:** You can further educate yourself regarding identity theft, fraud alerts, security freezes, and the steps you can take to protect yourself, by contacting the consumer reporting agencies, the Federal Trade Commission, or your state Attorney General.

The Federal Trade Commission can be reached at: 600 Pennsylvania Avenue NW, Washington, DC 20580, www.identitytheft.gov, 1-877-ID-THEFT (1-877-438-4338), TTY: 1-866-653-4261. The Federal Trade Commission also encourages those who discover that their information has been misused to file a complaint with them. You can obtain further information on how to file such a complaint by way of the contact information listed above. You have the right to file a police report if you ever experience identity theft or fraud. Please note that in order to file a report with law enforcement for identity theft, you will likely need to provide some proof that you have been a victim. Instances of known or suspected identity theft should also be reported to law enforcement. This notice has not been delayed by law enforcement.

**For Maryland residents**, the Attorney General can be contacted at 200 St. Paul Place, 16th Floor, Baltimore, MD 21202, 1-888-743-0023, and www.oag.state.md.us.

**For New Mexico residents,** you have rights pursuant to the Fair Credit Reporting Act, such as the right to be told if information in your credit file has been used against you, the right to know what is in your credit file, the right to ask for your credit score, and the right to dispute incomplete or inaccurate information. Further, pursuant to the Fair Credit Reporting Act, the consumer reporting agencies must correct or delete inaccurate, incomplete, or unverifiable information; consumer reporting agencies may not report outdated negative information; access to your file is limited; you must give your consent for credit reports to be provided to employers; you may limit “prescreened” offers of credit and insurance you get based on information in your credit report; and you may seek damages from violators. You may have additional rights under the Fair Credit Reporting Act not summarized here. Identity theft victims and active duty military personnel have specific additional rights pursuant to the Fair Credit Reporting Act. We encourage you to review your rights pursuant to the Fair Credit Reporting Act by visiting www.consumerfinance.gov/f/201504\_cfpb\_summary\_your-rights-under-fcra.pdf or by writing Consumer Response Center, Room 130-A, Federal Trade Commission, 600 Pennsylvania Ave. N.W., Washington, D.C. 20580.

**For North Carolina residents**, the Attorney General can be contacted at 9001 Mail Service Center, Raleigh, NC 27699-9001, 1-877-566-7226 or 1-919-716-6400, and www.ncdoj.gov.

**For New York residents***,* the Attorney General may be contacted at Office of the Attorney General, The Capitol, Albany, NY 12224-0341, 1-800-771-7755, and https://ag.ny.gov/.

**For Rhode Island residents**, the Rhode Island Attorney General can be reached at 150 South Main Street, Providence, Rhode Island 02903, www.riag.ri.gov, and 1-401-274-4400. Under Rhode Island law, you have the right to obtain any police report filed in regard to this incident.