

The Arc Northern Chesapeake Region Notifies Individuals of a Data Security Incident

ABERDEEN, MD – May 11, 2018 – The Arc Northern Chesapeake Region has become aware of a data security incident that may have involved the limited protected health information of the individuals it serves. Although at this time there is no evidence of any attempted or actual misuse of anyone's information as a result of this incident, we have taken steps to notify all potentially impacted individuals, and to provide resources to assist them.

On February 27, 2018, we discovered suspicious activity on an employee's email account, which later led to evidence of possible unauthorized access to a limited number of our employees' email accounts. In an effort to gain clarity about the scope of the incident, we hired forensics experts to further investigate what information could have been obtained during the unauthorized access. After a comprehensive review, our findings indicate that certain individuals' limited protected health information may have been contained within the email contents that were at risk during the incident. This information may have included their name, address, date of birth and Social Security number. We have no evidence of misuse of anyone's information; nonetheless, we are proactively providing notification out of an abundance of caution.

Like many other public, private, nonprofit, and government organizations, we are not immune from those who maliciously intend to gain unauthorized access to our records. We assure you that we are taking every step possible to prevent a similar event from occurring in the future. These steps include changing the credentials of the affected email accounts, enabling multi-factor authentication for key personnel and increasing the security components of our policies and procedures.

We mailed letters to individuals potentially impacted by this event which includes steps they can take to monitor and protect their personal information. We have also established a toll-free call center to answer questions about the incident and related concerns. The call center is available Monday through Friday from 9:00 a.m. to 6:00 p.m., Eastern Time and can be reached at 833-231-6260. In addition, out of an abundance of caution, we are offering credit monitoring and identity theft restoration services through Kroll to potentially impacted individuals at no cost.

The privacy and protection of patient and personal information is a top priority, and we deeply regret any inconvenience or concern this incident may cause.

The following information is provided to help individuals wanting more information on steps they can take to protect themselves:

How do I obtain a copy of my credit report?

You can obtain a copy of your credit report, free of charge, directly from each of the three nationwide credit reporting agencies. To order your credit report, free of charge once every 12 months, please visit www.annualcreditreport.com or call toll free at 1-877-322-8228. Contact information for the three nationwide credit reporting agencies is included in the e-mail and letter, and is also listed at the bottom of this page.

How do I put a fraud alert on my account?

You may consider placing a fraud alert on your credit report. This fraud alert statement informs creditors to possible fraudulent activity within your report and requests that your creditor contact you prior to establishing any accounts in your name. To place a fraud alert on your credit report, contact Equifax,

Experian or TransUnion and follow the Fraud Victims instructions. To place a fraud alert on your credit accounts, contact your financial institution or credit provider. Contact information for the three nationwide credit reporting agencies is included in the letter and is also listed at the bottom of this page.

Contact information for the three nationwide credit reporting agencies is as follows:

Equifax Security Freeze
PO Box 105788
Atlanta, GA 30348
1-800-685-1111
www.equifax.com

Experian Security Freeze
PO Box 9554
Allen, TX 75013
1-888-397-3742
www.experian.com

TransUnion (FVAD)
PO Box 2000
Chester, PA 19022
1-800-888-4213
www.transunion.com