



## Middlesex Community College

Bedford Campus • 591 Springs Road • Bedford, MA 01730-1197 • 781-280-3200  
Lowell Campus • 33 Kearney Square • Lowell, MA 01852-1987 • 978-656-3200

July 1, 2024

### Re: Unauthorized Release of Personal Information

Dear Parent/Guardian,

I am writing to notify you that on Monday, June 24, 2024, at 11:56 a.m., a data security incident may have inadvertently disclosed personal information regarding your CampDoc account. The College for Kids Health Care Team was conducting a hybrid meeting in preparation for the beginning of camp, and while reviewing the applications, an email communication containing the applications was inadvertently sent to the families registered for this year's summer program in error. Within minutes of realizing the mistake, the College took immediate steps with our partner CampDoc, to disable the link in the email that provided access to this information. By 12:30 p.m., all camp families were notified orally and in writing to disregard the email that was sent in error.

Presently, the College is reviewing its written information security program and all policies and procedures relating to the collection and storage of all personal information. Furthermore, the College has taken the following steps in an effort to ensure that a similar unauthorized release does not occur in the future:

Enhanced monitoring through the use of web-based data leak protection engines to detect any intentional or unintentional exfiltration of sensitive information.

Staff members have been directed to carefully check that each recipient on the list is fully authorized to receive sensitive data.

The College will also offer additional training in order to educate staff and faculty on proper handling of sensitive data.

Although the College has no indication at this time that your child's personal information has been used for fraudulent purposes, in an abundance of caution, the College advises as follows:

The unauthorized disclosure of student record information may result in a violation of the Family Educational Rights and Privacy Act ("FERPA"). This federal law prohibits the release of certain student record information without a student's prior written consent.

Furthermore, in light of the unauthorized disclosure of your child's personal information, the College is obligated to notify you of this incident in accordance with Massachusetts General Laws, Chapter 93H. Under Chapter 93H, when an agency of the Commonwealth knows or has reason to know of a breach of security, or that the personal information of a resident was acquired or used by an unauthorized person or for an unauthorized purpose, the agency is required to provide notice of the breach to all affected state residents. Notice of this breach is



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also being provided to the Massachusetts Attorney General and the Director of Consumer Affairs and Business Regulation in accordance with the law.

If your child is the victim of identity theft, you have the right to file a police report and obtain a copy of it.

You may also place a security freeze on your child's credit reports, free of charge. A security freeze prohibits a credit reporting agency from releasing any information from a consumer's credit report without written authorization. However, please be aware that placing a security freeze on your credit report may delay, interfere with, or prevent the timely approval of any requests you make for new loans, credit mortgages, employment, housing or other services. Under federal law, you cannot be charged to place, lift, or remove a security freeze.

You must place your request for a freeze with each of the three major consumer reporting agencies: Equifax ([www.equifax.com](http://www.equifax.com)); Experian ([www.experian.com](http://www.experian.com)); and TransUnion ([www.transunion.com](http://www.transunion.com)). To place a security freeze on your child's credit report, you may send a written request by regular, certified or overnight mail at the addresses below. You may also place a security freeze through each of the consumer reporting agencies' websites or over the phone, using the contact information below:

### Equifax Security Freeze

P.O. Box 105788

Atlanta, GA 30348

1-800-349-9960

<https://www.equifax.com/personal/credit-report-services/>

### Experian Security Freeze

P.O. Box 9554

Allen, TX 75013

1-888-397-3742

<https://www.experian.com/freeze/center.html>

### TransUnion Security Freeze

P.O. Box 160

Woodlyn, PA 19094

1-888-909-8872

<https://www.transunion.com/credit-freeze>

In order to request a security freeze, you will need to provide some or all of the following information to the credit reporting agency, depending on whether you do so online, by phone, or by mail:

1. Your child's full name (including middle initial as well as Jr., Sr., II, III, etc.);
2. Social Security Number;
3. Date of birth;



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4. If you have moved in the past five (5) years, the addresses where you have lived over the prior five years;
5. Proof of current address, such as a current utility bill, telephone bill, rental agreement, or deed;
6. A legible photocopy of a government issued identification card (state driver's license or ID card, military identification, etc.);
7. Social Security Card, pay stub, or W2;
8. If you are a victim of identity theft, include a copy of either the police report, investigative report, or complaint to a law enforcement agency concerning identity theft.

The credit reporting agencies have one (1) to three (3) business days after receiving your request to place a security freeze on your child's credit report, based upon the method of your request. The credit bureaus must also send written confirmation to you within five (5) business days and provide you with a unique personal identification number (PIN) or password (or both) that can be used by you to authorize the removal or lifting of the security freeze. It is important to maintain this PIN/password in a secure place, as you will need it to lift or remove the security freeze.

To lift the security freeze in order to allow a specific entity or individual access to your child's credit report, you must make a request to each of the credit reporting agencies by mail, through their website, or by phone (using the contact information above). You must provide proper identification (including name, address, and social security number) and the PIN number or password provided to you when you placed the security freeze, as well as the identities of those entities or individuals you would like to receive your credit report. You may also temporarily lift a security freeze for a specified period of time rather than for a specific entity or individual, using the same contact information above. The credit bureaus have between one (1) hour (for requests made online) and three (3) business days (for request made by mail) after receiving your request to lift the security freeze for those identified entities or for the specified period of time.

To remove the security freeze, you must make a request to each of the credit reporting agencies by mail, through their website, or by phone (using the contact information above). You must provide proper identification (name, address, and social security number) and the PIN number or password provided to you when you placed the security freeze. The credit bureaus have between one (1) hour (for requests made online) and three (3) business days (for requests made by mail) after receiving your request to remove the security freeze.

If you have any questions, please do not hesitate to contact Ellen Wright [wrighte@middlesex.edu](mailto:wrighte@middlesex.edu) or 781-280-3570.

Sincerely,

*Ellen Wright*  
Ellen Wright

Assistant Director, Lifelong Learning and Workforce Development