

## **Exhibit 1 – Affected Individual Notification – Template**

July 12, 2024

[NAME]

[ADDRESS]

Dear [NAME]:

Further to our prior conversations with you regarding an incident that may have compromised the security of your Personal Information, the Massachusetts Department of Public Health, SANE program (“DPH/SANE”) wanted to provide you further details about the incident and our response to it. This letter also contains important information about steps you can take to protect your information.

### **What Happened?**

As you know, in May of this year, a SANE workforce member was unable to locate a copy of the W9 you previously provided to DPH/SANE. Despite a comprehensive search, DPH/SANE is still unable to locate this W9. However, there is no evidence the information was misused or further disclosed.

### **What Information Was Affected?**

The information that was affected as a result of this incident included your name, social security number, date of birth, address, telephone number, and email address.

### **Our Response to the Incident.**

DPH/SANE has been diligently working to investigate this incident. We are reviewing our internal training and protocols to reduce the chance of future incidents like this occurring.

This incident will be reported to the Massachusetts Attorney General, the Office of Consumer Affairs and Business Regulation, the Executive Office of Technology Services and Security, and the Division of Public Records in the Office of the State Secretary in accordance with the requirements under M.G.L. c. 93H § 3.

### **What You Can Do.**

There are some things you can do if you are concerned about the potential misuse of your information. You may wish to contact one or more of the three major consumer reporting agencies to take the following steps:

- Notify them of the loss of your information and request an initial fraud alert to be placed on your credit for 90 days.
- Order a credit report and review it for any signs of fraud on any accounts. For example, look for inquiries listed on the credit report from businesses that accessed your credit without your request.
- Request a security freeze which will restrict the opening of new accounts using your information. Detailed information about requesting a security

freeze is enclosed. Please note that requesting a security freeze on your credit may delay, interfere with or prevent timely approval of any requests made for new loans, credits, employment, housing or other services.

Additional information about your rights under Massachusetts law and contact information for consumer reporting agencies is enclosed with this letter.

**For More Information.**

If you have any questions or need further assistance with this matter, you may contact us via phone at 617-624-5220 or email at [jaelen.hartwin@mass.gov](mailto:jaelen.hartwin@mass.gov).

We are sorry that this incident has occurred. DPH/SANE takes the protection of Personal Information very seriously, and we regret any inconvenience or concern this incident has caused.

Sincerely,

Jaelen Hartwin  
Privacy Officer, Department of Public Health

cc Katherine Alford, Senior Deputy General Counsel and Director, Privacy and Data  
Compliance Office, Department of Public Health

**IMPORTANT INFORMATION ABOUT YOUR RIGHTS**  
**UNDER MASSACHUSETTS LAW**

Under Massachusetts law, you have the right to obtain any police report filed in regard to this incident. If you are the victim of identity theft, you also have the right to file a police report and obtain a copy of it.

You may also place a security freeze on your 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 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 full name (including middle initial as well as Jr., Sr., II, III, etc.);
2. Social Security Number;
3. Date of birth;
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 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 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.