

Berklee
1140 Boylston Street
Boston, MA 02215

Affected User
Address line 1
Address line 2

November 1, 2024

Re: Notice of Data Privacy Incident

Dear <name>,

Following up on our earlier communications, we are writing to provide more detail about the recent data privacy incident that involved your personal information and how we are responding. At Berklee College of Music, we take the privacy and security of your information seriously, and we want to be transparent about what occurred, the actions we have taken, and the steps you can take to protect your information further.

What Happened:

On October 25, 2024, we learned that an unauthorized individual accessed your Workday account through a social engineering attack. The attacker impersonated you by using your Berklee ID number and tricked a member of our support desk into resetting your account password and enrolling a different device in DUO, our multi-factor authentication (MFA) system. Additionally, the attacker was aware that you were using a hardware DUO token for authentication, which helped them adjust their requests to align with your setup. We are unaware of how the attacker gained prior knowledge of your Berklee ID number or was aware of your DUO setup. The unauthorized access to your Workday account could allow them to view certain personal information and attempt changes to your direct deposit information.

What Information Was Involved:

The unauthorized individual may have had access to the information within your Workday profile, including personal information such as your address, employee ID number, driver's license number, and bank account details. However, we identified the attack quickly, secured your account, and rolled back the direct deposit changes. No financial loss occurred via the direct deposit change, and your sign-on information has been changed to prevent further activity. Please note that your Social Security number was not exposed to the attackers.

What We Are Doing:

Your account was locked as soon as we were aware of the unauthorized entry. As you know, we immediately reached out to you directly and involved Human Resources to provide you with further information and support. Your account access has been fully reset, and we have assisted you in gaining access and resetting your credentials. To enhance our security measures, we are revising our authentication and verification processes to better protect against and respond to these new and more sophisticated threats.

What You Can Do:

We recommend you remain vigilant for any suspicious activity related to your personal accounts and consider monitoring your financial and credit statements regularly. As an added precaution, we offer complimentary identity and credit monitoring services through a provider of your choice for 24 months. This service will alert you to any suspicious activity involving your personal information. Instructions for enrollment are included with this letter.

For More Information:

We understand you may have additional questions not addressed by this letter, and we are here to help. If you have questions about this incident or the steps we're taking to protect your information, please contact Berklee's Human Resources department at 617-747-2375.

Sincerely,

Berklee InfoSec
855 Boylston Street
Boston, MA 02116

Steps You Can Take to Protect Your Personal Information:

Monitor Your Accounts Regularly

Check your bank, credit card, and other financial statements frequently for unauthorized transactions. If you notice any unusual activity, promptly report it to your financial institution.

Enable Multi-Factor Authentication (MFA)

Enabling multi-factor authentication on your personal accounts to add an extra layer of security is recommended wherever possible. MFA requires additional verification beyond your password, making it harder for unauthorized individuals to access your accounts.

Be Cautious with Phishing Scams

Be wary of emails, texts, or phone calls requesting personal information or urging you to click on unfamiliar links. Always verify the authenticity of any request for sensitive information, even if it appears to be from a legitimate source.

Enroll in Identity Monitoring Services

As an added precaution, we offer complimentary identity monitoring services through a service provider of your choice. This service will alert you to any suspicious activity involving your personal information. Please contact Berklee for more details.

Consider a Fraud Alert or Credit Freeze

You can place a fraud alert on your credit file by contacting any of the three major credit bureaus. A fraud alert warns creditors to take extra steps to verify your identity before granting credit in your name. Alternatively, a credit freeze provides more robust protection by preventing creditors from accessing your credit report entirely.

Under US law, a consumer is entitled to one free credit report annually from each of the three major credit reporting bureaus: Equifax, Experian, and Transunion. To order your free report, visit www.annualcreditreport.com or call toll-free 1-877-322-8228. You may also directly contact the three major credit reporting bureaus listed below to request a free copy of your credit report. Consumers have the right to place an initial or extended “fraud alert” on a credit file at no cost. An initial fraud alert is a 1-year alert placed on the consumer's credit file. Upon seeing a fraud alert display on a consumer's credit file, a business is required to take steps to verify the consumer's identity before extending new credit. If you are a victim of identity theft, you are entitled to an extended fraud alert, which is a fraud alert lasting seven years. Should you wish to place a fraud alert, please contact any of the three major credit reporting bureaus listed below.

As an alternative to a fraud alert, consumers have the right to place a “credit freeze” on a credit report, which will prohibit credit bureaus from releasing information on the credit report without the consumer's express authorization. The credit freeze is designed to prevent credit, loans, and services from being approved in your name without your consent. However, you should be aware that using a credit freeze to take control over who gets access to the personal and financial information in your credit report may delay, interfere with, or prohibit the timely approval

of any subsequent request or application you make regarding a new loan, credit, mortgage, or any other account involving the extension of credit. Pursuant to federal law, you cannot be charged to place or lift a credit freeze on your credit report.

Should you wish to place a credit freeze, please contact the three major credit reporting bureaus listed below:

Equifax	Experian	TransUnion
https://www.equifax.com/personal/credit-report-services/	https://www.experian.com/help/credit-freeze/	https://www.transunion.com/credit-freeze
1-888-298-0045	1-888-397-3742	1-833-395-6938
Equifax Information Services P.O. Box 105788 Atlanta, GA 30348-5788	Experian Credit Freeze P.O. Box 9554 Allen, TX, 75013	TransUnion Credit Freeze P.O. Box 160 Woodlyn, PA 19094