



Jason M. Schwent
T (312) 985-5939
Email: jschwent@clarkhill.com

Clark Hill
130 E. Randolph Street, Suite 3900
Chicago, Illinois 60601
T (312) 985-5900
F (312) 985-5999

July 7, 2025

VIA MAIL

The Office of the Attorney General
Data Privacy and Security Division
Attn: Data Breach Notification
One Ashburton Place
Boston, MA 02108

Office of Consumer Affairs and Business Regulation
501 Boylston St., Suite 5100
Boston, MA 02116

Dear Attorney General Campbell:

We represent Control Module, Inc. ("Control Module") with respect to a data security incident involving personal information as described below. Control Module is a manufacturing company located in Enfield, Connecticut. Control Module takes the security of the information in its control seriously and is committed to answering any questions you may have regarding this event.

1. Nature of security incident

On or around April 22, 2025, Control Module discovered suspicious activity associated with its network. Control Module immediately disconnected those systems, began an investigation, and engaged independent computer forensic experts to assist. The investigation found that there was unauthorized access to files and folders in the Control Module environment. Control Module reviewed those files and folders and determined on June 17, 2025 that personal information was present in the affected files and folders.

Impacted information includes names with some combination of the following: addresses, Social Security numbers, driver's license numbers, banking information, payment card information, passport numbers, taxpayer PIN numbers, health insurance information, and medical information.

2. Number of Massachusetts residents affected

Twenty-seven (27) residents of Massachusetts were notified of the incident. A notification letter was sent to the potentially affected individuals on July 7, 2025. A copy of the notification letter is attached as Exhibit A.

3. Steps taken in response to the incident

In response to the incident, Control Module changed passwords and implemented additional restrictions on accessing this system, among other measures. Additionally, affected individuals were offered 24 months of credit monitoring and identity protection services through TransUnion.

Control Module maintains a Written Information Security Program as defined under Massachusetts regulations (201 CMR 17.00).

4. Contact information

Control Module takes the security of the information in its control seriously. If you have any questions or need additional information, please do not hesitate to contact me at jschwent@clarkhill.com or (312) 985-5939.

Certification of Credit Monitoring Services

On behalf of Control Module, I hereby certify that credit monitoring services were provided to consumers in compliance with G.L. c. 93H, section 3A.

Sincerely,

CLARK HILL

Jason M. Schwent
Member

cc: Sunaina Ramesh

Control Module, Inc.
c/o Cyberscout
PO Box 1286
Dearborn, MI 48120-9998



July 7, 2025

Dear [REDACTED],

Control Module, Inc. ("Control Module") is writing to inform you of a security incident that may have impacted your name and some combination of the following data elements: date of birth, Social Security number, driver's license number, and payment card information. **The security of your information is very important to us.** This letter contains more information about the proactive measures we have taken in response and the identity protection services that we are offering you free of charge.

We want to assure you that we are taking steps to minimize the risk of this happening in the future. Since the incident, we have changed passwords and implemented additional restrictions on accessing this system, among other measures. In addition, although there has been no evidence your information was misused, we are offering 24 months of complimentary credit monitoring and identity theft protection services through Cyberscout, a TransUnion company.

To enroll in Credit Monitoring services at no charge, please log on to <https://bfs.cyberscout.com/activate> and follow the instructions provided. When prompted please provide the following unique code to receive services: [REDACTED]. In order for you to receive the monitoring services described above, you must enroll within 90 days from the date of this letter. The enrollment requires an internet connection and e-mail account and may not be available to minors under the age of 18 years of age. Please note that when signing up for monitoring services, you may be asked to verify personal information for your own protection to confirm your identity.

Under Massachusetts law, you have the right to obtain any police report filed regarding 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); Experian (www.experian.com); and TransUnion (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>

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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.

For More Information:

Protecting your information is important to us, and we sincerely apologize for any concern this incident may cause you. If you have questions, please call [REDACTED] Monday to Friday from 8 am Eastern Standard Time to 8 pm Eastern Standard Time, excluding holidays.

Sincerely,

Control Module, Inc.