



I am writing to notify you that on December 20, 2024, Berkshire Community College inadvertently disclosed your child's, [REDACTED] personal information to a third party. Specifically, due to an error in entering your child's e-mail address (using an incorrect spelling of [REDACTED] in the address), their admission application materials were sent to another individual. The personal information inadvertently disclosed included: name, address, phone number, date of birth, social security number, citizenship status, and demographic information. The individual who received the e-mail in error notified the College promptly and is aware that the message was not meant for them. Further, the College has contacted this individual and instructed them not to disclose the information and to delete and/or destroy the information they received. Presently, the College is reviewing all policies and procedures relating to its collection and storage of personal information and has taken the following steps in an effort to ensure that a similar unauthorized release does not occur in the future: providing employees with additional training regarding the handling of personal information; instructing employees not to send partially complete admission applications to applicants via email; double-checking e-mail addresses; not using "autofill" functionality, and; exploring other options, beyond e-mail, for communicating with applicants about personal information needed to complete admission applications. Although the College has no indication at this time that your child's personal information has been or will be used for fraudulent purposes, in an abundance of caution, the College calls your attention to the following:

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 disclosure will also be provided to the Massachusetts Attorney General, the Director of Consumer Affairs and Business Regulation, and the U.S. Department of Education in accordance with the law.



<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;
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.