



February 6, 2026

CONFIDENTIAL
VIA USPS CERTIFIED MAIL

Massachusetts Office of Consumer Affairs and Business Regulation
501 Boylston Street, Suite 5100
Boston, MA 02116

Dear Undersecretary:

Pursuant to M.G.L. c. 93H, I am writing on behalf of TC Controls and Services, Inc. (the “Company”), located at 80 Leicester Street, North Oxford, MA 01537, to notify you of an unauthorized acquisition or use of the personal information of a Massachusetts resident.

1. Nature of the Incident

On August 11, 2025, the Company became aware of the unauthorized acquisition and use of personal information of Company employees. On August 6, 2025, an employee of the Company, Crystal Belanger, without authorization, emailed documents to her personal email address with information regarding other employees, including the full names and full social security numbers of 17 employees.

2. Number of Massachusetts Residents Affected

The personal information of 13 Massachusetts residents was the subject of this incident. Pursuant to M.G.L. c. 93H, § 3(b), these individuals are being provided notice of the breach.

3. Steps Taken and Planned to be Taken by the Company Related to the Incident

Upon becoming aware of the incident, the Company immediately performed an investigation to determine the full scope of the unauthorized disclosure and use of personal information. The Company has terminated the employment of the employee who misused the employees’ personal information. The Company also contacted the North Oxford Police Department and made a report regarding the incident.

The Company immediately took action to obtain a court order requiring the return and destruction of the information, but – despite it being uncontested that this former employee took at least one document with the names and social security numbers of other employees – the Superior Court Judge denied the Company’s motion and permitted the employee to potentially

retain this information. However, the parties were ordered to enter into a confidentiality agreement that includes this information, which the Company is in the process of securing.

Consistent with its legal obligations under M.G.L. c. 93H § 3(b), the Company will be delivering letters to the Massachusetts residents affected by the incident in compliance with law. A copy of a sample letter is enclosed.

In addition, pursuant to M.G.L. c. 93H § 3A, the Company has contracted with a third-party vendor to provide free credit monitoring services to the affected Massachusetts residents for a period of up to twenty-four (24) months. The Company is providing the affected individuals with the necessary instructions to enroll in the complimentary credit monitoring services.

The Company is also currently working to develop an appropriate Written Information Security Program (WISP) that takes into account its size, nature of its business, amount of resources, types of records it maintains, and the need for security. The Company expects to implement the WISP in the near future.

4. Other Notification

The Massachusetts Attorney General's Office has also been informed, in writing, of this incident.

5. Company Contact

Should your office have any questions or need further information, please contact me at jmartel@tccontrols.com or 508-731-2842.

Sincerely,



Jennifer Martel
Controller

Enclosure

Certification of Credit Monitoring Services

On behalf of TC Controls and Services, Inc., I hereby certify that the Company has offered credit monitoring services to the affected residents in compliance with G.L. c. 93H § 3A.


Jennifer Martel