

14584

DATE: February 6, 2019

Name: [REDACTED]  
Address: [REDACTED]  
City: [REDACTED]

**Re: Unauthorized Release of Personal Information**

Dear [REDACTED]

I am writing to notify you that on January 11, 2019, certain personal information of yours was released without authorization when a letter along with your transcript and certification was sent to Professional Credentialing Services for the NCLEX-RN exam located in Nashville TN. It was discovered that this information was not received by them. Because of this, BHCC is assuming this letter has been lost with the US postal service. In accordance with MA MGL Chapter 93H BHCC is notifying you that this is consider a data breach.

The personal information released included:

- Students Name
- Students Home Address
- Students Date of Birth
- Students Phone Number
- Students last four digits of their social number
- Students date of graduation for BHCC

The attached police report (*or incident report*) was filed in response to this incident.

The unauthorized disclosure of student record information may result in a violation of the Family Educational Rights and Privacy Act ("FERPA"). This federal law prohibits the release of certain student record information without a student's prior written consent. Furthermore, in light of the unauthorized disclosure of your 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 breach has also been provided to the Massachusetts Attorney General and the Director of Consumer Affairs and Business Regulation in accordance with the law. Chapter 93H also requires the College to notify you that you have the right to obtain any police report filed in regard to this incident and if you are the victim of identity theft, you have the right to file a police report.

Massachusetts law also allows consumers to place a security freeze on their credit reports. 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. In accordance with federal law, a consumer reporting agency shall not charge a fee to any consumer who elects to place, lift or remove a security freeze from a consumer report. To place a security freeze on your credit report, you must send a written request to 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)), by regular, certified or overnight mail at the addresses below:

Equifax Security Freeze  
P.O. Box 105788  
Atlanta, GA 30348

Experian Security Freeze  
P.O. Box 9554  
Allen, TX 75013

Trans Union Security Freeze  
Fraud Victim Assistance Department  
P.O. Box 6790  
Fullerton, CA 92834

In order to request a security freeze, you will need to provide the following information:

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, provide the addresses where you have lived over the prior five years;
5. Proof of current address such as a current utility bill or telephone bill;
6. A legible photocopy of a government issued identification card (state driver's license or ID card, military identification, etc.)
7. 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;

8. If you are not a victim of identity theft, include payment by check, money order, or credit card (Visa, MasterCard, American Express or Discover only). Do not send cash through the mail.

To lift the security freeze in order to allow a specific entity or individual access to your credit report, you must call or send a written request to the credit reporting agencies by mail and include proper identification (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 or the specific period of time you want the credit report available. The credit reporting agencies have three (3) business days after receiving your request to lift the security freeze for those identified entities or for the specified period of time. To permanently remove the security freeze, you must send a written request to each of the three credit bureaus by mail and include 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 three (3) business days after receiving your request to remove the security freeze.

Presently, the College is reviewing all policies and procedures relating to its collection, storage and dissemination of all personal information and has taken the following steps to ensure that a similar unauthorized release does not occur in the future. All hardcopies of documents that contain PII or FERPA information will be sent via FedEx's, UPS and Certified email with the USPS. A new policy will be put in place to ensure the BHCC mail department follows proper protocols when handling sensitive information. This will allow BHCC to track all of these letters in the future

At this time, the College has no indication that the information disclosed has been used for fraudulent purposes. If you have any questions, please do not hesitate to contact BHCC's Information Security Officer.

Sincerely,

John Bertone  
Director of Network Operations / ISO