

14971

April 19, 2019

Name  
Address  
City, MA, ZIP

**Re: Unauthorized Release of Personal Information**

Dear \_\_\_\_\_,

I am writing to notify you that on April 1<sup>st</sup>, 2019 personal information of yours stored on a College computer was subject to a security incident in the College's Academic Affairs Department. The personal information subject to the incident included your name and social security number. At this time the College has no indication that your personal information has been used for fraudulent purposes. In light of this incident 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: additional information security training is being offered to all employees; all processes involving the potential transmission of personal information are being reviewed; and policies and procedures for document retention and disposal are being reviewed.

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 incident to all affected state residents. Notice of this incident 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 or security report filed in regard to this incident and if you are the victim of identity theft, you also have the right to file a police report.

Further, the unauthorized use of your personal information could have a negative effect on your credit report(s). Massachusetts law also allows consumers to place a security freeze on their credit report(s). 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 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 business days after receiving your request to remove the security freeze.

Massasoit Community College is committed to maintaining your privacy and is therefore offering credit monitoring for all individuals affected by this incident. If you are interested in signing up for this monitoring service or have any questions, please do not hesitate to contact Counselor Brian Schilling at 508-588-9100, x1063 or [bschillin@massasoit.mass.edu](mailto:bschillin@massasoit.mass.edu).

Sincerely,

*William Morrison*

William Morrison, CIO  
Massasoit Community College