

15331

DATE: June 19, 2019

Name:
Address:
City:

Re: Unauthorized Release of Personal Information

Dear Mr.

I am writing to notify you that on or about September 3, 2014, personal information of yours was subject to a security breach in the College's Admissions and Academic Records Department. This had gone unnoticed until June 6, 2019 when you had issues registering for the fall semester. I was informed of this breach June 12, 2019. This was the result of accidentally merging your records with another student with the same name, but a different middle initial. The personal information subject to the breach included the following:

- Social Security Number
- Name
- College ID
- DOB
- Home Address
- Phone Number

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:

- All school accounts cannot be merged until the Director has verified the accounts belong to the same person.

Although the College has no indication at this time that your personal information has been used for fraudulent purposes, in an abundance of caution, the College advises as follows.

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.

Under Massachusetts law, you have the right to obtain any police report filed in regard to 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>

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. 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



**Bunker Hill
Community College**

imagine the possibilities

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.

If you have any questions, please do not hesitate to contact me.

Sincerely,

John Bertone
Director Network Operations /CSO
250 Rutherford Ave
Boston MA 02129
Phone: 617-228-3460

State law/chapter 93H/notification letter to student-#t

Case Number

2019-00123



Bunker Hill Community College
CHARLESTOWN CAMPUS PD
250 NEW RUTHERFORD AVE, A-200
BOSTON, MA, 02129

Case Report

Reported by: DET. ANTHONY CUDDAHY

Incident Types Label Offender Incident Disposition

INCIDENT REPORT - MISC.

Report Disposition Method of Reporting

CLOSED

PHONE

Report Recorder Manager/Supervisor On Duty Manager/Supervisor Notified

DET. ANTHONY CUDDAHY

LT. DET. CHRISTOPHER DESAUTEL

YES

Incident Occurred Date Incident Occurred End Date Incident Discovered / Called In

09/03/2014 at 8:00 AM

06/11/2019 at 1:45 PM

06/11/2019 at 1:45 PM

Location Specific Location

ALL BUNKER HILL COMMUNITY COLLEGE PROPERTY

Report Synopsis/Overview

Possible student information breach

Narrative text

On June 11, 2019, I Detective (Det.) Anthony Cuddahy of the Bunker Hill Community College Police Department (BHCCPD) was informed by Deputy Chief Matthew Shedden that the college might have breached a student's personal information. After reviewing email exchanges between student and staff, it appears the college may have accidentally merged personal information of student 1, Thiago B. Desouza (DOB: 03/23/1985; of 795 Mass Ave Boxborough, Mass 017019) with student 2, Thiago P. Desouza (DOB: 06/15/1993; of 4 Central PL Saugus, MA 01906).

Student 1 was allegedly concerned that student 2 may have had access to his BHCC account. Jillian Glaze, Director of Student Financial Services, then further investigated this incident confirming there was no merge of records showing in the federal system. Ms. Glaze further explained that it does not appear as though student 1 or student 2 used the personal data of the other for financial purposes. (Please see digital media for copies of emails pertaining to this incident.)

The Investigations Unit will not be pursuing this incident further for it is not a criminal matter. This report is for informational purposes only.

Prepared By: DET. ANTHONY CUDDAHY(107)		Submitted Date 06/12/2019 9:33 AM
Signature	Reviewed By/Date LT. DET. CHRISTOPHER DESAUTEL 06/12/2019 2:59 PM	