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NICKLESS, PHILLIPS AND O'CONNOR
ATTORNEYS AT LAW
625 MAIN STREET
FITCHBURG, MASSACHUSETTS 01420

DAVID M. NICKLESS
C. DEBORAH PHILLIPS
JAMES L. O'CONNOR, JR.

Telephone: (978) 342-4590
Facsimile: (978) 343-6383

February 5, 2020



Dear 

I am Town Counsel for the town of Ashburnham. I am writing to notify you of the inadvertent disclosure of your personal information to a third party on December 4, 2019. The information released included your name, address and social security number as it existed in our records for the years 1981-1986. The town has no reason to believe that your information has been stolen or that anyone has will misuse, your information in a way that may harm you. That being said, as explained more fully below, we are providing you steps that you can take to monitor your credit for any unauthorized activity.

The town of Ashburnham has the utmost concern for your privacy and takes measures to provide a safe and secure system to protect your confidential information in a responsible manner. We continue to educate our employees and others with whom we do business on proper procedures to safeguard employee and former employee information. The town has an established compliance program, including policies on the storage and access of employee and former employee information, handling requests for information, and training. As a result of this incident, additional training is being implemented.

As stated above, the town has no reason to believe that your information has been stolen or that anyone has misused, or will misuse, your personal information. However, there are steps you can take if you are concerned that your data might be misused, including requesting a security freeze or fraud alert on any bank and/or payment card accounts that you maintain, and monitoring your credit.

Additionally, under Massachusetts law, you have the right to obtain any police report filed in regard to this incident. The town is not aware that any police reports have been filed to date. If you are the victim of identity theft, you also have the right to file a police report and obtain a copy of it. Additional information regarding security freezes and fraud alerts is enclosed with this letter as required by the Massachusetts data breach notification laws.

The town of Ashburnham would like to offer you 18 months of credit monitoring from **Norton LifeLock, using Norton 360 with LifeLock Advantage** at no cost to you. To enroll for this program, you can either call (800) 899-0180 or go to www.LifeLock.com. Norton LifeLock has agents available 24 hours, 7 days a week. **You have until April 30, 2020 to enroll, after**

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which this offer will no longer be valid. Your account will be active for 18 months from the date of enrollment.

You will need both the promo code and membership ID to enroll. The promo code is [REDACTED] and the membership ID is **your first name, last name, zip code** (Example: MARYSMITH01420) - no spaces or commas should be included.

Below are instructions for enrolling online at www.LifeLock.com:

1. Click on "Pricing";
2. Then click "Start Membership" under the option for *Norton 360 with LifeLock ADVANTAGE*;
3. On the next screen click on "Checkout";
4. Enter your information and create a password, then click on "Create Account";
5. Follow instructions to enter further personal information and continue to Billing information;
6. Under the Billing information, you will enter the partner/promo code [REDACTED]. Continue to "Review". If information is correct, click on "Apply";
7. A new pop up box will appear requesting your membership ID which is your first name, last name, zip code - no spaces or commas - then click "Enroll".
8. You will receive a Welcome email which ask that you confirm your email to finalize membership.

The town is very sorry for any concern or inconvenience this incident has caused you. Ashburnham takes the confidentiality of your information very seriously. If you have any additional questions about this incident, please feel free to contact me.

Very truly yours,


C. Deborah Phillips

CDP/st
Enclosure

cc: Town Administrator