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Sleep Inn & Suites
Mail Handling Services
777 E Park Dr
Harrisburg, PA 17111

Sawan Investment Corporation
d/b/a Sleep Inn & Suites Near Downtown North - Houston, TX
2475 North Freeway
Houston, TX 77009

April 3, 2020

<name>
<street>
<city>, <state> <zip>

C-1
NOTICE OF DATA SECURITY INCIDENT

Dear <name>:

Sleep Inn & Suites Near Downtown North – Houston, TX (the “Hotel”) is writing to inform you of an incident that may have exposed some of our guests’ personal information to unauthorized access. The information may have included your: name, address, date of birth, driver’s license number or permit, passport number, credit card number, and security code. Your Social Security number was not included.

The privacy and protection of our guests’ information is a matter we take very seriously. That is why we are providing this notice to you as a precautionary measure, to inform you of the incident and to explain steps that you can take to protect yourself.

What We Are Doing

When we discovered this incident, we immediately took action to end the unauthorized access, mitigate any harm, and help prevent something like from happening again. Specifically, we are:

1. Closely monitoring and restricting outside access to our systems;
2. Updating our security policies to reduce the likelihood of incidents;
3. Updating our response procedures to more quickly and effectively respond to incidents;
4. Enhancing our cyber training and providing regular communications in order to increase cyber awareness;
5. Changing login credentials of Hotel employees with access to the Hotel’s system; and
6. Regularly reviewing email boxes to remove or archive personal information that we no longer need.

In addition, consistent with our compliance obligations and responsibilities, we are providing notice of this incident to appropriate government agencies.

What You Can Do

At this time, the Hotel has no indication that anyone has misused your personal information. However, out of an abundance of caution, we are notifying you so you can take additional actions to minimize or eliminate potential personal harm. **We strongly encourage you to take the following preventative measures to help detect and mitigate any misuse of your information:**

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1. Remain vigilant for incidents of fraud and identity theft by regularly reviewing your account statements and monitoring free credit reports for any unauthorized activity. Information on additional ways to protect your information, including how to obtain a free credit report and free security freeze, can be found at the end of this letter.
2. Report any incidents of suspected identity theft to your local law enforcement and state attorney general. As a Massachusetts resident, 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.
3. Report any suspicious or unusual activity on your accounts to your financial institutions, as major credit card companies have rules that restrict them from requiring you to pay for fraudulent charges if they are reported in a timely fashion. If you believe your credit card information may be compromised, you should contact your credit card company and request that the card be reissued with a new printed card security code, replaced with a new card number, or be cancelled.

We understand that you may have questions about this incident that are not addressed in this letter. We have established a confidential, toll-free hotline to assist you with questions regarding this incident and steps you can take to protect yourself against identity theft and fraud. Again, we apologize for any inconvenience caused by this incident. If you have any questions regarding this incident, or if you desire further information or assistance, please call the following toll free number Monday through Friday from 8 am to 5 pm Eastern Time: 1-844-305-8390.

Sincerely,

Sawan Patel
General Manager

MORE INFORMATION ABOUT IDENTITY THEFT AND WAYS TO PROTECT YOURSELF

Visit www.experian.com/credit-advice/topic-fraud-and-identity-theft.html for general information regarding identity protection. You can obtain additional information about fraud alerts, security freezes, and preventing identity theft from the Federal Trade Commission by calling its identity theft hotline: 877-438-4338; TTY: 1-866-653-4261. They also provide information online at www.consumer.ftc.gov/features/feature-0014-identity-theft. Federal Trade Commission, Division of Privacy and Identity Protection, 600 Pennsylvania Avenue, NW, Washington, DC 20580. You have the ability to place a security freeze on your credit reports by contacting the following agencies.

National Credit Reporting Agencies Contact Information

Equifax P.O. Box 105788 Atlanta, GA 30348 1-888-298-0045 www.equifax.com	Experian P.O. Box 2002 Allen, TX 75013 1-888-397-3742 www.experian.com	TransUnion P.O. Box 160 Woodlyn, PA 19094 1-888-909-8872 www.transunion.com
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You also may request a security freeze be added to your credit report at Experian's online Freeze Center, www.experian.com/freeze/center.html, by phone at 1 888 EXPERIAN (1-888-397-3742), or by mail to Experian Security Freeze, P.O. Box 9554, Allen, TX 75013.

Obtain Your Credit Report

You should also monitor your credit reports. You may periodically obtain your credit reports from each of the national consumer reporting agencies. If you discover inaccurate information or a fraudulent transaction on your credit report, you have the right to request that the consumer reporting agency delete that information from your credit report file.

In addition, under federal law, you are entitled to one free copy of your credit report every 12 months from each of the three nationwide consumer reporting agencies listed above. You may obtain a free copy of your credit report by going to www.AnnualCreditReport.com or by calling (877) 322-8228. You also may complete the Annual Credit Report Request Form available from the FTC at www.consumer.ftc.gov/articles/pdf-0093-annual-report-request-form.pdf and mail it to Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA 30348-5281. You may also contact any of the three major consumer reporting agencies to request a copy of your credit report.

For Massachusetts residents: You may obtain one or more (depending on the state) additional copies of your credit report, free of charge. You must contact each of the credit reporting agencies directly.

Fraud Alerts

You may want to consider placing a fraud alert on your credit report. An initial fraud alert is free and will stay on your credit file for at least 90 days. The alert informs creditors of possible fraudulent activity within your report and requests that the creditor contact you prior to establishing any new accounts in your name. To place a fraud alert on your credit report, contact any of the three national credit reporting agencies using the contact information listed above. Additional information is available at www.annualcreditreport.com.

Security Freeze

You have the ability to place a security freeze on your credit report at no cost to you. A security freeze is intended to prevent credit, loans and services from being approved in your name without your consent. To place a security freeze on your credit report, you may be able to use an online process, an automated telephone line, or a written request to any of the three credit reporting agencies listed above. The following information must be included when requesting a security freeze (note that if you are requesting a credit report for your spouse, this information must be provided for him/her as well): (1) full name, with middle initial and any suffixes; (2) Social Security number; (3) date of birth; (4) current address and any previous addresses for the past five years; and (5) any applicable incident report or complaint with a law enforcement agency or the Registry of Motor Vehicles. The request must also include a copy of a government-issued identification card and a copy of a recent utility bill or bank or insurance statement. It is essential that each copy be legible, display your name and current mailing address, and the date of issue.

STATE SPECIFIC INFORMATION

MASSACHUSETTS residents: There is no charge for requesting a security freeze, and you have the right to file and obtain a copy of a police report concerning any fraud or identity theft committed using your personal information.