

Additional 18266

Putnam, Robin (SCA)

From: Kleiner, Kristopher C <kkleiner@cooley.com>
Sent: Friday, December 11, 2020 12:57 PM
To: Putnam, Robin (SCA)
Subject: RE: Legal Aid Society data breach notification
Attachments: Update Notice.pdf

CAUTION: This email originated from a sender outside of the Commonwealth of Massachusetts mail system. Do not click on links or open attachments unless you recognize the sender and know the content is safe.

Ms. Putnam,

Apologies for the confusion. Legal Aid Society did offer 2 years of services to Massachusetts residents through Experian in a follow up communication. A copy of that subsequent communication is attached here for your reference.

Please let me know if you have any further questions.

Kris

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Cooley cyber/data/privacy blog > [Legal insight for market innovators](#)

From: Putnam, Robin (SCA) <robin.putnam@state.ma.us>
Sent: Friday, December 11, 2020 10:49 AM
To: Kleiner, Kristopher C <kkleiner@cooley.com>
Subject: Legal Aid Society data breach notification

[External]

Good Afternoon Mr.Kleiner,

My Office received your data breach notification for the Legal Aid Society. In the form that you filled out you checked the boxes that the social security number was involved and that credit monitoring was offered. I was reading through the consumer letter and I did not see any mention of credit monitoring. Could you please clarify for me, will the Legal Aid Society be offering credit monitoring or not?

Best,

RP

Additional 18266

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Chief Executive Officer*

«Name»
«Address»
«City_», «State» «Zip_code»

Re: Blackbaud Data Breach

Dear «Name»,

We are writing to you with updated information regarding the data security incident at one of our third-party service providers, Blackbaud, that may have involved your personal information.

As originally stated in our Notice of Data Breach dated July 31, 2020, Blackbaud was the target of a ransomware attack. A full description of the incident is available on their website: <https://www.blackbaud.com/securityincident>. Your credit card information or bank account information was not accessed. However, a .pdf copy of a Form W-9 that you sent to The Legal Aid Society may have been accessed.

Blackbaud paid the threat actor's demand with confirmation that the copy removed was destroyed. They also informed us that based on their research and third-party investigation (including law enforcement), they have no reason to believe that any data went beyond the threat actor, was or will be misused, or will be disseminated or otherwise made available publicly. As an extra measure, Blackbaud have hired a third-party team of experts to monitor the web.

In addition to the steps we have already taken to ensure the security of your data, we are now offering you «Time» of complimentary credit monitoring through Experian. To take advantage of this service, please consult the attached enrollment instructions, which include your activation code.

We are also enclosing a flier with additional information regarding your rights and additional steps you may take to protect against identity theft.

Should you have any further questions or concerns regarding this matter, please do not hesitate to contact me at AJayaram@legal-aid.org.

Sincerely,



Archana Jayaram
Chief Operating Officer

Justice in Every Borough.

Information about Identity Theft Protection

Review Accounts and Credit Reports: You can regularly review statements from your accounts and periodically obtain your credit report from one or more of the national credit reporting companies. You may obtain a free copy of your credit report online at www.annualcreditreport.com, by calling toll-free 1-877-322-8228, or by mailing an Annual Credit Report Request Form (available at www.annualcreditreport.com) to: Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA, 30348-5281. You may also purchase a copy of your credit report by contacting one or more of the three national credit reporting agencies listed at the bottom of this page.

You should remain vigilant with respect to reviewing your account statements and credit reports, and you should promptly report any suspicious activity or suspected identity theft to the proper law enforcement authorities, including local law enforcement, your state's attorney general, and/or the Federal Trade Commission ("FTC"). You may contact the FTC or your state's regulatory authority to obtain additional information about avoiding and protection against identity theft: Federal Trade Commission, Consumer Response Center 600 Pennsylvania Avenue, NW, Washington, DC 20580, 1-877-IDTHEFT (438-4338), www.ftc.gov/idtheft.

For residents of Maryland: You may also obtain information about preventing and avoiding identity theft from the Maryland Office of the Attorney General: Maryland Office of the Attorney General, Consumer Protection Division, 200 St. Paul Place, Baltimore, MD 21202, 1-888-743-0023, www.oag.state.md.us.

For residents of New York: You may also obtain information about preventing and avoiding identity theft from the New York Attorney General's Office: Office of the Attorney General, The Capitol, Albany, NY 12224-0341, 1-800-771-7755, <https://ag.ny.gov/internet/privacy-and-identity-theft>.

For residents of North Carolina: You may also obtain information about preventing and avoiding identity theft from North Carolina Attorney General's Office: North Carolina Attorney General's Office, Consumer Protection Division, 9001 Mail Service Center, Raleigh, NC 27699-9001, 1-877-5-NO-SCAM, www.ncdoj.gov.

Security Freezes and Fraud Alerts:

You have a right to place a security freeze on your credit report, which will prohibit a consumer reporting agency from releasing information in your credit report without your express authorization. The security freeze is designed to prevent credit, loans, and services from being approved in your name without your consent. However, you should be aware that using a security freeze to take control over who gets access to the personal and financial information in your credit report may delay, interfere with, or prohibit the timely approval of any subsequent request or application you make regarding a new loan, credit, mortgage, or any other account involving the extension of credit.

A security freeze does not apply to a person or entity, or its affiliates, or collection agencies acting on behalf of the person or entity, with which you have an existing account that requests information in your credit report for the purposes of reviewing or collecting the account. Reviewing the account includes activities related to account maintenance, monitoring, credit line increases, and account upgrades and enhancements. Please contact the three major credit reporting companies as specified below to find out more information about placing a security freeze on your credit report.

As an alternative to a security freeze, you have the right to place an initial or extended fraud alert on your credit file at no cost. An initial fraud alert is a 1-year alert that is placed on a consumer's credit file. Upon seeing a fraud alert display on a consumer's credit file, a business is required to take steps to verify the consumer's identity before extending new credit. If you are a victim of identity theft, you are entitled to an extended fraud alert, which is a fraud alert lasting 7 years. You can place a fraud alert on your credit report by contacting any of the three national credit reporting agencies at the addresses or toll-free numbers listed at the bottom of this page.

Additional Information for Massachusetts Residents: Massachusetts law gives you the right to place a security freeze on your consumer reports. By law, you have a right to obtain a police report relating to this incident, and 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 request that a freeze be placed on your credit report, at no charge, by sending a request to a credit reporting agency by certified mail, overnight mail or regular stamped mail to the address below. The following information should be included when requesting a security freeze (documentation for you and your spouse must be submitted when freezing a spouse's credit report): full name, with middle initial and any suffixes; Social Security number, date of birth (month, day and year); current address and previous addresses for the past five (5) years; and an incident report or complaint with a law enforcement agency or the Department of Motor Vehicles. The request should also include a copy of a government-issued identification card, such as a driver's license, state or military ID card, and a copy of a utility bill, bank

or insurance statement. Each copy should be legible, display your name and current mailing address, and the date of issue (statement dates must be recent).

You can obtain more information about fraud alerts and credit freezes by contacting the FTC or one of the national credit reporting agencies listed below.

National Credit Reporting Agencies Contact Information

Equifax (www.equifax.com)

General Contact:

P.O. Box 740241, Atlanta, GA 30374
800-685-1111

Fraud Alerts and Security Freezes:

P.O. Box 740256, Atlanta, GA 30374

Experian (www.experian.com)

General Contact:

P.O. Box 2104, Allen, TX 75013
888-397-3742

Fraud Alerts and Security

Freezes:

P.O. Box 9556, Allen, TX 75013

TransUnion (www.transunion.com)

General Contact, Fraud Alerts and Security Freezes:

P.O. Box 2000, Chester, PA 19022
800-916-8800