

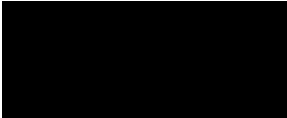
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Middlesex Community College

Bedford Campus • 591 Springs Road • Bedford, MA 01730-1197 • 781-280-3200
Lowell Campus • 33 Kearney Square • Lowell, MA 01852-1987 • 978-656-3200

April 23, 2021



Re: Unauthorized Release of Personal Information

Dear :

I am writing to notify you that on April 21, 2021, personal information of yours was subject to a security breach in the College's Enrollment Management Center. The personal information subject to the breach included the information on your Visiting Student Application: birth date, address, social security number, student id, and telephone. 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: (1) Retraining of all staff in the Enrollment Management Center to ensure documents containing personal information are never e-mailed, and (2) assurance that all staff keep up-to-date with yearly PII training.

The individual who mistakenly received your personal information has confirmed and assured the college by e-mail that your information was deleted from her inbox and no copies have been saved. 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. 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); Experian (www.experian.com); and TransUnion (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.

Please note that you also always have the right to change your Student ID number at any time, if you desire.

Your voicemail was currently full when I tried to reach you, but please do not hesitate to contact me directly at 978-930-3637 (cell).

Sincerely,



Audrey Nahabedian
Dean, Enrollment Management
Middlesex Community College
33 Kearney Square
Lowell, MA 01852