



22127

Date: 8/27/2021

name
address

Dear _____,

We are writing to notify you that a potential breach of _____ personal identifying or health information occurred on August 5, 2021. This occurred due to a staff person sending documents via email to an incorrect email address.

We have taken the following steps:

1. We conducted an investigation of the breach and discovered that the email was sent to an address that was similar to that of a medical professional the staff had previously communicated with. The materials sent contained some demographic and medical treatment history. No financial or social security numbers were sent.
2. A second email was sent to the incorrect address advising the recipient that the previous email contained confidential information and requesting that the email and attachments be deleted. No response was received from the initial or follow-up email. We have no information about whether the email was received or viewed.
3. We assessed the risk level of your information being used to harm your financial status, credit rating or reputation as moderate.

Please review the enclosed "Actions to take to Protect your Identity" to learn what steps you can take to minimize the risk. We are required by Massachusetts law to provide to you with this information. Please review the information carefully and let us know if you would like any assistance with reviewing the information and/or taking the suggested actions.

If you should have further questions, please contact:

Jesse Tokarz, Compliance and Privacy Officer
Bay Cove Human Services
66 Canal Street
Boston, MA 02114
617-371-3081



BAY COVE
HUMAN SERVICES

Actions you can take to protect your identity

We are glad to provide any assistance you would like to take any of these actions you feel are necessary to protect yourself from misuse of your personal information.

Under Massachusetts law, you have the right to obtain any police report filed in regard to this incident. If you are the victim of identify 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. If you have moved in the past five (5) years, the addresses where you have lived over the 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 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.

Other steps you may choose to take and that we will assist you with are:

1. Place a fraud alert on your credit file

2. Request and review your credit reports
3. Review your credit card and other financial account statements for any unauthorized activity
4. Obtain credit monitoring services