

To: Potentially Impacted Applicants and Licensees

Creative Services, Inc. (CSI), our primary partner for employee background checks, recently notified the Commission of a cybersecurity incident at CSI.

On November 26, 2021, CSI became aware of potential unusual computer system activity and promptly commenced an investigation. Through the investigation, it was determined that malicious actor(s) illegally compromised certain CSI computer systems and gained access to certain internal servers. Based on the investigation into this incident, it was determined that the information involved may include your name, date of birth, Social Security number, and/or driver's license number.

With regard to this event, CSI conducted a diligent investigation, reported this incident to federal law enforcement, and is taking steps to ensure potentially affected individuals receive consumer notice and credit monitoring services. CSI is bearing the costs of these efforts.

Generally, the individuals potentially impacted are those that underwent a background check between November 24, 2018, and November 28, 2021. CSI will provide notice via U.S. Mail to any individual that was potentially impacted by this incident. This letter will include the steps individuals can take to enroll in credit monitoring as well as additional information. Letters are expected to be mailed on or around February 23, 2022. CSI will also notify state regulators of the incident.

We understand this information is unsettling and are working with CSI to ensure it maintains and adopts the industry's most aggressive and modern security technology and controls to protect data.

Sincerely,

Kyle Potvin, Esq.
Director of Licensing
Cannabis Control Commission

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