



TOWN OF ANDOVER

Town Manager's Office
36 Bartlet Street
Andover, MA 01810
(978) 623-8210
www.andoverma.gov

Andrew P. Flanagan
Town Manager

June 13, 2022

[REDACTED]
[REDACTED]
[REDACTED]

Dear [REDACTED]:

The purpose of this letter is to inform you that this afternoon it was discovered that, as part of the 131-page packet pertaining to several matters on the agenda for this evening's Select Board meeting, certain personal information pertaining to you that is protected by state law and was submitted in connection with the application for an all alcoholic beverages license regarding [REDACTED] was inadvertently not redacted before being posted at approximately 4 PM on Friday, June 10, on the Town's website in the location for Select Board agendas and related documents. This error was discovered by a member of the Select Board this afternoon and was promptly reported to the Town Manager's office. The information was then promptly removed from the website at approximately 2:15 PM. This letter is the required notice of the security breach pursuant to G.L. c. 93H, § 3(a).

The personal information that was inadvertently disclosed includes a Social Security Number and a Driver's License Number and State.

Currently, we are unaware that anyone in the public has accessed this information. We intend to continue to monitor this. In the interim we strongly advise that you promptly inform any personal identity security services that you may have arrangements with of this security breach. In addition, under G.L. c. 93H, § 3A, and because a social security number is involved, the Town is offering at no cost to you credit monitoring services for a period of not less than 18 months. We will be in touch with you shortly regarding the information necessary for you to enroll in credit monitoring services and as to how you may place a security freeze on your consumer credit report.

We deeply apologize for this error and can answer any questions you may have. We are taking steps to better ensure that this does not happen in the future.

Sincerely,

Andrew P. Flanagan
Town Manager



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June 14, 2022

Dear [REDACTED]

This is a follow up notice pursuant to G.L. Chapter 93H regarding the data breach you were advised of in the letter dated yesterday. Please review this information carefully, as it is important to help protect your identity.

1. Police Report

Under Massachusetts law, 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.

2. Security Freeze on Credit Reports

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 your 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 to 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.

3. IdentityForce Credit Monitoring at Town's Cost

Please be advised that, at its own cost and without any cost to you, the Town will enroll you with IdentityForce, which is a credit monitoring business, and will pay for their Ultra Secure + Credit Plan. In order to do this we need your full name, your zip code, and your email address. After the Town forwards this information to IdentityForce, they will contact you at your email address and provide login information to you so that you may take advantage of this service.

You may forward this information to me by phone at (978) 623-8215, by email to me at kathryn.forina@andoverma.gov, or by mail to me at the address on this letterhead.

Sincerely,

A handwritten signature in blue ink that reads "Kathryn Forina". The signature is fluid and cursive, with the first name and last name clearly distinguishable.

Kathryn Forina
Executive Assistant to the Town Manager

cc: Andrew P. Flanagan, Town Manager