



146 Brentwood Drive  
Colchester, VT 05446

August 29, 2022

Re: Notice of a Data Security Incident

Dear [REDACTED]

The privacy and security of the personal information we maintain is of the utmost importance to Vermont Nut Free Chocolates. We're writing with important information regarding a recent data security incident at a third-party vendor for Vermont Nut Free Chocolates that involved some of your information. We want to notify you of the incident and let you know that your data might be affected.

Freestyle Solutions, the third-party vendor that experienced the incident, provided shopping cart and payment processing functionality to Vermont Nut Free Chocolates' website at the time of the incident. Upon learning of the issue, Freestyle Solutions quickly commenced an investigation. Based on the results of the investigation, Freestyle Solutions informed Vermont Nut Free Chocolates that the data impacted by the incident contained a limited amount of information, including your personal information.

We strongly recommend that you remain vigilant, monitor and review all of your financial and account statements, and report any unusual activity to the payment card brand or the institution that issued the record, as well as law enforcement. In addition, please see "**OTHER IMPORTANT INFORMATION**" on the following pages for further guidance on the protection of personal information.

Please accept our apologies that this event occurred. We understand that you may have questions about what happened beyond what is covered in this letter. If you have additional questions, please call the dedicated toll-free helpline set up specifically for this purpose at [REDACTED]

Sincerely,

Mark Elvidge  
President & CEO

## OTHER IMPORTANT INFORMATION

**Obtain and Monitor Your Credit Report.** We recommend that you obtain a free copy of your credit report from each of the three nationwide credit reporting agencies once every 12 months by visiting <http://www.annualcreditreport.com>, calling toll-free 877-322-8228, or by completing an Annual Credit Report Request Form and mailing it to Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA 30348. You can access the request form at <https://www.annualcreditreport.com/index.action>. Alternatively, you can elect to purchase a copy of your credit report by contacting one of the three national credit reporting agencies. The three nationwide credit reporting agencies' contact information are provided below to request a copy of your credit report or general identified above inquiries.

<b><i>Equifax</i></b> P.O. Box 105069 Atlanta, GA 30348-5069 (800) 525-6285 <a href="https://www.equifax.com/personal/credit-report-services/credit-fraud-alerts/">https://www.equifax.com/personal/credit-report-services/credit-fraud-alerts/</a>	<b><i>Experian</i></b> P.O. Box 9554 Allen, TX 75013 (888) 397-3742 <a href="https://www.experian.com/fraud/center.html">https://www.experian.com/fraud/center.html</a>	<b><i>TransUnion</i></b> Fraud Victim Assistance Department P.O. Box 2000 Chester, PA 19016-2000 (800) 680-7289 <a href="https://www.transunion.com/fraud-alerts">https://www.transunion.com/fraud-alerts</a>
---	---	---

**Security Freeze (also known as a Credit Freeze).** Following is general information about how to request a security freeze from the three credit reporting agencies. While we believe this information is accurate, you should contact each agency for the most accurate and up-to-date information. 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 addition, in some states, the agency cannot charge you to place, lift or remove a security freeze. There might be additional information required, and as such, to find out more information, please contact the three nationwide credit reporting agencies (contact information provided below).

<b><i>Equifax Security Freeze</i></b> P.O. Box 105788 Atlanta, GA 30348-5788 (888)-298-0045 <a href="https://www.equifax.com/personal/credit-report-services/credit-freeze/">https://www.equifax.com/personal/credit-report-services/credit-freeze/</a>	<b><i>Experian Security Freeze</i></b> P.O. Box 9554 Allen, TX 75013 (888) 397-3742 <a href="http://experian.com/freeze">http://experian.com/freeze</a>	<b><i>TransUnion Security Freeze</i></b> P.O. Box 160 Woodlyn, PA 19094 (888) 909-8872 <a href="https://www.transunion.com/credit-freeze">https://www.transunion.com/credit-freeze</a>
---	---	--

**Consider Placing a Fraud Alert on Your Credit Report.** You may want to consider placing a fraud alert on your credit report. An initial fraud alert is free and will stay on your credit file for at least twelve months. The alert informs creditors of possible fraudulent activity within your report and requests that the creditor contact you before establishing any accounts in your name. To place a fraud alert on your credit report, contact any of the three nationwide credit reporting agencies identified above. Additional information is available at <https://www.equifax.com/personal/credit-report-services/credit-fraud-alerts/>

**Remain Vigilant, Review Your Account Statements and Notify Law Enforcement of Suspicious Activity.** As a precautionary measure, we recommend that you remain vigilant by closely reviewing your account statements and credit reports. If you detect any suspicious activity on an account, we strongly advise that you promptly notify the financial institution or company that maintains the account. Further, you should promptly report any fraudulent activity or any suspected incidence of identity theft to proper law enforcement authorities, including your state attorney general and the Federal Trade Commission (FTC). To file a complaint or to contact the FTC, you can (1) send a letter to the *Federal Trade Commission*, Consumer Response Center, 600 Pennsylvania Avenue NW, Washington, DC 20580; (2) go to [IdentityTheft.gov/databreach](http://IdentityTheft.gov/databreach); or (3) call 1-877-ID-THEFT (877-438-4338). Complaints filed with the FTC will be added to the FTC's Identity Theft Data Clearinghouse, a database made available to law enforcement agencies.

**Take Advantage of Additional Free Resources on Identity Theft.** We recommend that you review the tips provided by the Federal Trade Commission's Consumer Information website, a valuable resource with some helpful tips on how to protect your information. Additional information is available at <https://www.consumer.ftc.gov/topics/privacy-identity-online-security>. For more information, please visit [IdentityTheft.gov](https://www.consumer.ftc.gov/identity-theft) or call 1-877-ID-THEFT (877-438-4338). In addition, a copy of Identity Theft – A Recovery Plan, a comprehensive guide from the FTC to help you guard against and deal with identity theft, can be found on the FTC's website at <https://www.consumer.ftc.gov/>.

**Massachusetts Residents:** Under Massachusetts law, you have the right to obtain a police report 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.