

MKS Instruments, Inc.  
2 Tech Drive, Suite 201  
Andover, MA 01810  
United States

February 16, 2023

### **NOTICE OF DATA BREACH**

We, MKS Instruments, Inc., are contacting you because we recently became aware of a security breach that may have resulted in the unauthorized acquisition of certain personal data.

#### **WHAT WE ARE DOING**

Upon learning of the ransomware event, we took immediate action to activate our incident response and business continuity protocols to contain the incident. We have initiated an ongoing investigation, alongside outside experts, and have reported the issue to U.S. law enforcement. We issued a public statement regarding the incident shortly after we discovered it, and have been in contact with personnel, customers, suppliers and other stakeholders about how we are responding to the incident. The incident affected certain business systems, including production-related systems, and, as part of the containment effort, we elected to temporarily suspend certain operations. We have been restoring our systems as soon as we determined that it was safe to do so, and will continue to do so as quickly and securely as possible until we have returned our systems to normal operations.

#### **WHAT YOU CAN DO**

We encourage you to remain vigilant about any suspicious activity involving your personal data. For example, please do not open attachments or click on links in electronic communications from unknown senders, and please do not reveal personal or confidential information to unknown persons over the phone or other channels. If someone you think you recognize is asking you to take steps outside of your normal work functions, we recommend that you verify their identity before proceeding. If you receive any suspicious requests or communications at work, please report them to the IT service desk and wait for further instructions. **Please also follow the instructions in our password memo, sent to you separately.**

#### **OTHER IMPORTANT INFORMATION**

To help relieve concerns and restore confidence following this incident, we will provide identity monitoring at no cost to you for 2 years. You will be sent details by mail as to how to activate your identity monitoring services and additional details regarding the services to be provided. You have up to 120 days to request and activate the monitoring services.

Additionally, please consider the following additional information:

- You may wish to visit the website of the U.S. Federal Trade Commission at <http://www.consumer.ftc.gov/features/feature-0014-identity-theft> or reach the FTC at 877-382-4357 or 600 Pennsylvania Avenue, NW, Washington, DC 20580 for further information about how to protect yourself from identity theft. Your state Attorney General may also have advice on preventing identity theft, and you should report instances of known or suspected identity theft to law enforcement, your State Attorney General, and the FTC. The following website will direct you to your State Attorney General: <https://www.naag.org/find-my-ag/>.
- You may have the right to obtain any police report filed related to this intrusion, and to file a police report and obtain a copy of it if you are the victim of identity theft.
- U.S. residents are entitled under U.S. law to one free credit report annually from each of the three major credit bureaus. To order your free credit report, visit [www.annualcreditreport.com](http://www.annualcreditreport.com) or call toll-free 877-322-8228.

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- You can request information regarding “fraud alerts” and “security freezes” from the three major U.S. credit bureaus listed below. At no charge, if you are a U.S. resident, you can have these credit bureaus place a “fraud alert” on your file that alerts creditors to take additional steps to verify your identity prior to granting credit in your name. This service can make it more difficult for someone to get credit in your name. Note, however, that because it tells creditors to follow certain procedures to protect you, it also may delay your ability to obtain credit while the agency verifies your identity. As soon as one credit bureau confirms your fraud alert, the others are notified to place fraud alerts on your file. A “security freeze” generally prohibits the credit reporting agency from releasing your credit report or any information from it without your written authorization. You should be aware that placing a security freeze on your credit account may delay or interfere with the timely approval of any requests that you make for new loans, credit, mortgages, or other services. Unlike fraud alerts, to obtain a security freeze you must send a written request to each of the three major reporting agencies and you may be required to provide information such as your: *(1) name; (2) Social Security number; (3) date of birth; (4) current address; (5) addresses over the past five years; (6) proof of current address; (7) copy of government identification; and (8) any police/investigative report or complaint.* Should you wish to place a fraud alert or a security freeze, or should you have any questions regarding your credit report, please contact any one of the agencies listed below.
  - Experian: 888-397-3742; [www.experian.com](http://www.experian.com); P.O. Box 9554, Allen, TX 75013
  - Equifax: 800-525-6285; [www.equifax.com](http://www.equifax.com); P.O. Box 105788, Atlanta, GA 30348
  - TransUnion: 800-680-7289; [www.transunion.com](http://www.transunion.com); Fraud Victim Assistance Division, P.O. Box 2000, Chester, PA 19022-2000
- You have relevant rights pursuant to the federal Fair Credit Reporting Act. For more information, please see the U.S. Federal Trade Commission’s bulletin on Fair Credit Reporting Act rights available here: <https://www.consumer.ftc.gov/articles/pdf-0096-fair-credit-reporting-act.pdf>.

## **FOR MORE INFORMATION**

If you have further questions or concerns, please contact us at [privacy@mksinst.com](mailto:privacy@mksinst.com).

Sincerely,

MKS Instruments, Inc.