



THE COMMONWEALTH OF MASSACHUSETTS
OFFICE OF THE ATTORNEY GENERAL

ONE ASHBURTON PLACE
BOSTON, MASSACHUSETTS 02108

ANDREA JOY CAMPBELL
ATTORNEY GENERAL

(617) 727-2200
www.mass.gov/ago

29660

May 16, 2023



Dear [REDACTED]

I am writing to alert you of an incident involving your personal information. On or about February 23, 2023, during a review of court files, it came to the attention of AGO staff that certain case pleadings filed by the AGO with the Superior Court Clerk's office contained your personal information in unredacted form. Specifically, your date of birth, social security number, and credit card number were part of a court filing that the AGO filed with the Superior Court on or about 10/30/2019 in the matter of *Commonwealth of Massachusetts vs. Safe Home Security Inc.*, Case No. 1984CV03403 (Suffolk Sup. Ct.).

We have determined that this incident was not the result of any system failure, compromise, or attempts by external actors to steal data, but solely due to human error. Based on our investigation, at no point were the Unredacted Pleadings or the PII (personally-identifiable information) within them displayed on the Superior Court's online docket for the matter (at www.masscourts.org). We also have no evidence that the unredacted PII within the case file was disclosed to or viewed by anyone other than authorized AGO staff, court personnel, and opposing counsel or their client(s). Nor do we have any evidence of unauthorized access to or use of the PII.

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The Attorney General's Office takes the privacy of consumer personal information very seriously and sincerely regrets that this occurred. We will continue to work with staff to

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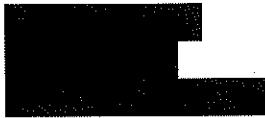
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