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May 15, 2015

**INTENDED FOR ADDRESSEE ONLY**

Attorney General Joseph Foster  
Office of the New Hampshire Attorney General  
Attn: Security Breach Notification  
33 Capitol Street  
Concord, NH 03301

**Re: Notice of Data Event**

Dear Sir/Madame:

We represent the Town of Brunswick, located at [REDACTED]. We are writing to notify you of a data security event that may have compromised the security of personal information of one (1) New Hampshire resident. Brunswick's investigation into this event is ongoing, and this notice may be supplemented with new significant facts learned subsequent to this submission. By providing this notice, Brunswick does not waive any rights or defenses regarding the applicability of New Hampshire law or jurisdiction.

**Nature of the Data Security Incident**

On April 28, 2015, the Brunswick Police Department discovered that an unredacted copy of its March 2, 2015 police log had been inadvertently sent to four media outlets, one of which published the information online. We immediately took steps to notify the media outlet of this incident and confirm complete removal of this information from its website. We have no indication that other outlets published this information in any format, and they have also been asked to destroy the log if it is still in their possession. At this time, we believe the information affected included individuals' names, addresses, dates of birth, and in most circumstances, Social Security numbers. We have had no confirmed reports of identity theft or misuse of the information as a result of this incident.

### Notice to New Hampshire Resident

Although Brunswick's investigation is ongoing, it has determined that personal information of one (1) New Hampshire resident was published by the media outlet in possession of the unredacted police log. Notice was mailed to this one (1) New Hampshire resident on May 11, 2015, in substantially the same form as the letter attached as Exhibit "A."

### Other Steps Taken and To Be Taken

Brunswick takes this matter, and the security of the personal information in its care, seriously. Brunswick has confirmed that the unredacted police log is no longer actively maintained on any website, and has contacted the media outlets that received the email containing the log to ensure that the emails and copies of the log are destroyed. In addition to providing written notice of this incident to affected individuals as described above, these individuals were offered access to two (2) free years of triple bureau credit monitoring and identity restoration services through Experian. Brunswick is also providing these individuals with information on how to protect against identity theft and fraud.

Brunswick's policy is to redact all personal information from police logs prior to sending them to media outlets, and has confirmed that the March 2 event was an isolated incident. Nevertheless, Brunswick is reviewing its policies and procedures and is taking measures to eliminate the risk of similar data incidents from occurring in the future.

### Contact Information

Should you have any questions regarding this notification or other aspects of the data security incident, please contact us at [REDACTED]

Very truly yours,  
[REDACTED]

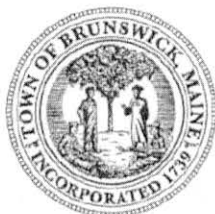
[REDACTED]  
cc: Town of Brunswick

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[REDACTED]

[REDACTED]

# **EXHIBIT A**



RICHARD J. RIZZO  
Chief of Police

## Town of Brunswick, Maine

INCORPORATED 1739

### Police Department

85 PLEASANT STREET BRUNSWICK, MAINE 04011

MARC R. HAGAN  
Commander, Patrol Bureau

MARK M. WALTZ  
Commander, Support Services

May 15, 2015

[first name] [last name]  
[address]  
[city,] [state] [zip code]

Dear [first name] [last name]:

We are writing to provide you with information regarding a recent data security event involving your personally identifying information. On April 28, 2015, the Brunswick Police Department discovered that an unredacted copy of its March 2, 2015 police log had been inadvertently sent to four media outlets, one of which published the information online. We immediately took steps to notify the media outlet of this incident and confirm complete removal of this information from its website. We have no indication that other outlets have published this information in any format, and they have also been asked to destroy the log if it is still in their possession. At this time, we believe the information affected included your name, [Social Security number,] address, and date of birth.

We have had no confirmed reports of identity theft or misuse of your information as a result of this incident. Nonetheless we want to provide you with resources that you can use to protect yourself should you feel it is appropriate to do so. We are offering you a **free** two-year membership to Experian's® ProtectMyID® Alert. This product helps detect possible misuse of your personal information and provides you with superior identity protection support focused on immediate identification and resolution of identity theft.

#### Activate ProtectMyID Now in Three Easy Steps

1. **ENSURE That You Enroll By: August 31, 2015** (Your code will not work after this date.)
2. Visit the **ProtectMyID Web Site to enroll: [www.protectmyid.com/redeem](http://www.protectmyid.com/redeem)**
3. **PROVIDE Your Activation Code: [code]**

If you have questions or need an alternative to enrolling online, please call 877-371-7902 and provide engagement #: **PC93955**.

### **Additional details regarding your two year ProtectMyID Membership:**

A credit card is not required for enrollment.

Once your ProtectMyID membership is activated, you will receive the following features:

- **Free copy of your Experian credit report**
- **Surveillance Alerts for:**
  - **Daily Bureau Credit Monitoring:** Alerts of key changes & suspicious activity found on your Experian, Equifax<sup>®</sup> and TransUnion<sup>®</sup> credit reports.
- **Identity Theft Resolution & ProtectMyID ExtendCARE:** Toll-free access to US-based customer care and a dedicated Identity Theft Resolution agent who will walk you through the process of fraud resolution from start to finish for seamless service. They will investigate each incident; help with contacting credit grantors to dispute charges and close accounts including credit, debit and medical insurance cards; assist with freezing credit files; contact government agencies.
  - It is recognized that identity theft can happen months and even years after a data breach. To offer added protection, you will receive ExtendCARE<sup>™</sup>, which provides you with the same high-level of Fraud Resolution support even after your ProtectMyID membership has expired.
- **\$1 Million Identity Theft Insurance<sup>1</sup>:** Immediately covers certain costs including, lost wages, private investigator fees, and unauthorized electronic fund transfers.

Once your enrollment in ProtectMyID is complete, you should carefully review your credit report for inaccurate or suspicious items. If you have any questions about ProtectMyID, need help understanding something on your credit report or suspect that an item on your credit report may be fraudulent, please contact Experian's customer care team at 877-371-7902.

In addition to enrolling and receiving the monitoring services described above, we encourage you to remain vigilant, to review your account statements, and to monitor your credit reports and explanation of benefits forms for suspicious activity. Under U.S. law you are entitled to one free credit report annually from each of the three major credit reporting bureaus. To order your free credit report, visit [www.annualcreditreport.com](http://www.annualcreditreport.com) or call, toll-free, 1-877-322-8228. You may also contact the three major credit bureaus directly to request a free copy of your credit report.

At no charge, you can also 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. Note, however, that because it tells creditors to follow certain procedures to protect you, it may also delay your ability to obtain credit while the agency verifies your identity. As soon as one credit bureau

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<sup>1</sup> Identity theft insurance is underwritten by insurance company subsidiaries or affiliates of AIG. The description herein is a summary and intended for informational purposes only and does not include all terms, conditions, and exclusions of the policies described. Please refer to the actual policies for terms, conditions, and exclusions of coverage. Coverage may not be available in all jurisdictions.

confirms your fraud alert, the others are notified to place fraud alerts on your file. Should you wish to place a fraud alert, or should you have any questions regarding your credit report, please contact any one of the agencies listed below:

Equifax  
P.O. Box 740256  
Atlanta, GA 30374  
800-525-6285  
[www.equifax.com](http://www.equifax.com)

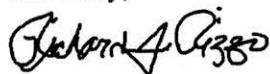
Experian  
P.O. Box 2002  
Allen, TX 75013  
888-397-3742  
[www.experian.com](http://www.experian.com)

TransUnion  
P.O. Box 2000  
Chester, PA 19022-2000  
800-680-7289  
[www.transunion.com](http://www.transunion.com)

You can further educate yourself regarding identity theft, security freezes, and the steps you can take to protect yourself, by contacting the Federal Trade Commission or your state Attorney General. The Federal Trade Commission can be reached at: 600 Pennsylvania Avenue NW, Washington, DC 20580, [www.ftc.gov/bcp/edu/microsites/idtheft](http://www.ftc.gov/bcp/edu/microsites/idtheft), 1-877-ID-THEFT (877-438-4338); TTY: 866-653-4261. The Federal Trade Commission also encourages those who discover that their information has been misused to file a complaint with them. You can obtain further information on how to file such a complaint by way of the contact information listed above. Instances of known or suspected identity theft should also be reported to law enforcement. Please note that this notice was not delayed because of law enforcement.

Again, we sincerely apologize for this incident. We remain committed to the security of personal information in our care. If you have any additional questions regarding this incident, you may call Commander of Support Services Mark M. Waltz, (207) 721-4314, Monday through Friday, from 9:00 a.m. to 5:00 p.m., EDT.

Sincerely,



Chief Richard J. Rizzo