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SEP 29 2023

CONSUMER PROTECTION

September 25, 2023

VIA U.S. MAIL

Attorney General John Formella
Office of the Attorney General
33 Capitol Street
Concord, NH 03301

Re: Buckingham Properties - Incident Notification

Dear Mr. Formella:

We are writing on behalf of our client, Buckingham Properties (located at 259 Alexander Street, Rochester, NY 14607) to notify you of a data security incident involving one (1) New Hampshire resident. By providing this notice, Buckingham Properties does not waive any rights or defenses regarding the applicability of New Hampshire law or personal jurisdiction.

Nature

On or about May 31, 2023, Buckingham Properties detected suspicious activity on its network and learned this was a result of a ransomware incident. At that time, Buckingham Properties acted quickly to evaluate and secure its systems. Buckingham Properties also engaged our firm and third-party independent cybersecurity experts to conduct an investigation into the incident and to assist in the remediation efforts.

The initial investigation, which concluded on July 13, 2023, determined that on or about April 25, 2023, an unauthorized actor gained access to Buckingham Properties systems and, as a result, obtained some data from its network. At that time, Buckingham Properties began a comprehensive review of the data to identify any individuals whose information was contained within the impacted files.

On September 12, 2023, Buckingham Properties concluded its review and determined that certain personal information was included within the files that were subject to unauthorized access or acquisition as a result of the incident. Further, on September 19, 2023, Buckingham Properties located the most recent contact information for these individuals and determined that the incident involved one (1) New Hampshire resident. The personal information involved included first and last name in addition to one or more of the following data elements: ; Not all data elements were impacted for all potentially affected individuals.

Notice and Buckingham Properties' Response to the Event

On September 25, 2023, Buckingham Properties will mail a written notification to the potentially affected New Hampshire residents, pursuant to N.H. Rev. Stat. § 359-C:20(I), in a substantially similar form as the enclosed letter (attached as Exhibit A).

Additionally, Buckingham Properties is providing the potentially impacted individuals the following:

- Free access to credit monitoring services for one year through TransUnion;
- Guidance on ways to protect against identity theft and fraud, including steps to report any suspected activities or events of identity theft or fraud to their credit card company and/or bank;
- The appropriate contact information for the consumer reporting agencies along with information on how to obtain a free credit report and place a fraud alert and security freeze on their credit file;
- A reminder to remain vigilant for incidents of fraud and identity theft by reviewing account statements and monitoring free credit reports; and
- Encouragement to contact the Federal Trade Commission and law enforcement to report attempted or actual identity theft and fraud.

Further, Buckingham Properties provided notice to the applicable government regulators, officials, and other state Attorneys General (as necessary). Finally, Buckingham Properties is working to implement any necessary additional safeguards; enhance and improve its policies and procedures related to data protection; improve its cybersecurity infrastructure; and further train its employees on best practices to minimize the likelihood of this type of incident occurring again.

Contact Information

If you have any questions or wish to discuss this event further, please do not hesitate to call me on my direct dial

Sincerely Yours,

Spencer S. Pollock, Esq., CIPP/US, CIPM

EXHIBIT A

Buckingham Properties



BUCKINGHAM
PROPERTIES

September 25, 2023

IMPORTANT INFORMATION
PLEASE REVIEW CAREFULLY

Dear [REDACTED],

The privacy and security of the personal information we maintain is of the utmost importance to Buckingham Properties. We are writing to provide you with important information regarding a recent data security incident that involved some of your information. We want to provide you with information about the incident, advise you of the services we will be providing to you, and let you know that we continue to take significant measures to protect your information.

What Happened

On or about May 31, 2023, Buckingham Properties detected potential unauthorized access to part of our network as a result of a sophisticated cybersecurity incident.

What We Are Doing

Upon learning of this issue, we took immediate steps to contain the threat and ensure the security of our systems. We also launched a prompt and thorough investigation. As part of our investigation, we have been working very closely with external cybersecurity professionals experienced in handling these types of incidents.

We recently concluded our investigation and determined that, on or about April 25, 2023, an unauthorized actor gained access to our systems and, as a result, obtained certain data from our network. On September 12, 2023, after an extensive forensic investigation and internal review, we discovered that certain personal information was included within the files that were subject to unauthorized access or acquisition as a result of the incident.

What Information Was Involved

The types of information included your

What You Can Do

We are providing you with access to Single Bureau Credit Monitoring services at no charge. These services provide you with alerts for [REDACTED] from the date of enrollment when changes occur to your credit file. This notification is sent to you the same day that the change or update takes place with the bureau. In addition, we are providing you with proactive fraud assistance to help with any questions that you might have or in the event you become a victim of identity theft. These services will be provided by Cyberscout through Identity Force, a TransUnion company specializing in fraud assistance and remediation services.

To enroll in Credit Monitoring services at no charge, please log on to [REDACTED] and follow the instructions provided. When prompted, please provide the following unique code to receive services: [REDACTED]

In order for you to receive the monitoring services described above, you

The enrollment requires an internet connection and e-mail account and may not be available to minors under the age of 18 years of age. Please note that when signing up for monitoring services, you may be asked to verify personal information for your own protection to confirm your identity.

This letter also provides other precautionary measures you can take to protect your personal information, including placing a fraud alert and/or security freeze on your credit files, and/or obtaining a free credit report. Additionally, you should always remain vigilant in reviewing your financial account statements and credit reports for fraudulent or irregular activity on a regular basis.

For More Information

Please accept our apologies that this event occurred. We remain fully committed to maintaining the privacy of personal information in our possession and have taken many precautions to safeguard it. We continually evaluate and modify our practices to enhance the security and privacy of your personal information.

If you have any additional questions, please contact the external, dedicated call center we set up at [REDACTED] [REDACTED] between the hours of 8:00 am [REDACTED] Eastern time, Monday through Friday, excluding holidays.

Sincerely,

Bill Sondericker
President
Buckingham Properties
259 Alexander Street
Rochester, NY 14607

- 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.

Equifax

P.O. Box 105069
Atlanta, GA 30348-5069
<https://www.equifax.com/personal/credit-report-services/credit-fraud-alerts/>
(800) 525-6285

Experian

P.O. Box 9554
Allen, TX 75013
<https://www.experian.com/fraud/center.html>
(888) 397-3742

TransUnion

Fraud Victim Assistance Department
P.O. Box 2000
Chester, PA 19016-2000
<https://www.transunion.com/fraud-alerts>
(800) 680-7289

Consider Placing a Security Freeze on Your Credit File

If you are very concerned about becoming a victim of fraud or identity theft, you may request a "Security Freeze" be placed on your credit file. A security freeze prohibits, with certain specific exceptions, the consumer reporting agencies from releasing your credit report or any information from it without your express authorization. You may place a security freeze on your credit report by sending a request in writing, by mail, to all three nationwide credit reporting companies. To find out more on how to place a security freeze, you can use the following contact information:

Equifax Security Freeze

P.O. Box 105788
Atlanta, GA 30348-5788
<https://www.equifax.com/personal/credit-report-services/credit-freeze/>
(888)-298-0045

Experian Security Freeze

P.O. Box 9554
Allen, TX 75013
<http://experian.com/freeze>
(888) 397-3742

TransUnion Security Freeze

P.O. Box 160
Woodlyn, PA 19094
<https://www.transunion.com/credit-freeze>
(888) 909-8872

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; 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.identitytheft.gov) 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/>.

New York Residents: You may obtain information about preventing identity theft from the New York Attorney General's Office: Office of the Attorney General, The Capitol, Albany, NY 12224-0341; <https://ag.ny.gov/consumer-frauds-bureau/identity-theft>; Telephone: 800-771-7755.

North Carolina Residents: You may obtain information about preventing identity theft from the North Carolina Attorney General's Office: Office of the Attorney General of North Carolina, Consumer Protection Division, 9001 Mail Service Center, Raleigh, NC 27699-9001, www.ncdoj.gov/, Telephone: 877-566-7226 (Toll-free within North Carolina), 919-716-6000.