

# KING & SPALDING

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August 25, 2016

## **By First-Class Mail**

Consumer Protection Bureau  
Attn: Investigations  
Department of Justice  
33 Capitol Street  
Concord, NH 03301

## **Re: Data Incident**

Dear Investigators:

I write on behalf of Exterran to inform you of a data incident involving 1 individual who is a New Hampshire resident. Exterran is providing notice because it takes the protection and proper use of personal information very seriously.

On November 24, 2015, an Exterran Human Resources employee had an Exterran-issued laptop stolen from the employee's car. The theft occurred in Houston, Texas, and the employee reported it to Exterran and local law enforcement. The laptop was password-protected. The laptop also contained a feature that would allow all information stored on the laptop to be remotely "wiped" or deleted if an attempt were made to access the Internet through the laptop. Exterran's Information Technology data indicates there has been no attempt to access the Internet through the laptop.

Exterran subsequently identified backup copies of e-mails believed to have been on the laptop at the time of the theft. Out of an abundance of caution, and with the assistance of outside experts, Exterran analyzed the copies and determined starting in late May and continuing over the next several weeks that some of the e-mails contained personal information of Exterran employees and their beneficiaries or dependents maintained by Human Resources, including name, date of birth, address, telephone number, benefits information and information used to administer benefits, and Social Security Number. Exterran has no evidence indicating that any of the information has been misused or that it was the target of the theft. Moreover, Exterran has no evidence indicating that anyone has attempted to connect the laptop to the Internet, which would remotely wipe it. We are confident that this incident was an isolated event.

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On August 26, 2016, Exterran will mail a notification to the New Hampshire resident to explain the incident and explain steps that the resident may take to protect against the potential misuse of the resident's information. An unaddressed copy of the notification is enclosed. To alleviate any concerns, Exterran also secured the services of Kroll to provide identity monitoring at no cost to the affected New Hampshire resident and the resident's beneficiaries and dependents for one year. The services are described in the brochure enclosed with the attached letter.

Please do not hesitate to contact me if you have any questions regarding this notification.

Sincerely,

A handwritten signature in black ink, appearing to be 'N. Oldham', with a long horizontal stroke extending to the right.

Nicholas A. Oldham  
*Counsel for Exterran*