



March 18, 2010

Dear Attorney General Kelly Ayotte:

This letter is to inform you of a privacy incident affecting residents of your state. We have been hired by Johns Hopkins University to notify and provide identity theft protection to the population of persons whose personal information may have been compromised. A file containing School of Education (SOE) student enrollment data was for a time inadvertently made accessible on the Internet. The file was immediately removed on March 8, 2010 when the problem was discovered. There were a total of 7 affected residents of New Hampshire.

ID Experts and Johns Hopkins University wanted to inform you of this privacy incident and make you aware that Johns Hopkins University has secured robust protection for those who were affected. In addition to making sure that Johns Hopkins University properly notified those whose information was compromised, our company is also providing the ability to sign up for a one-year membership in our identity theft protection and restoration program. The service includes a dedicated toll free number for members of the affected class to call, a website dedicated to this event, 12 months of credit monitoring, as well as fraud restoration services and a \$20,000 insurance reimbursement component should anyone experience identity theft as a result of this incident. This membership is paid for entirely by Johns Hopkins University.

We have included a copy of the notification letter to provide you with more details about the incident itself as well as the offering. Please do not hesitate to contact us if you have any questions about this privacy incident or the assistance we have provided to Johns Hopkins University.

Most sincerely,

A handwritten signature in blue ink that reads "Christine Arevalo".

Christine Arevalo
Director of Critical Incident Response

Enclosure

School of Education

C/O ID Experts
PO Box 4068
Portland, OR 97208-4068

Office of the Dean

I am writing to notify you that a file containing School of Education (SOE) student enrollment data was for a time inadvertently made accessible on the Internet. The file was posted on a School of Education server and it was intended for internal use only. If you are receiving this letter, your Social Security number was among those contained in the posted file. While we have no reason to believe that your Social Security number has been misused, we thought it prudent to make this notification. We deeply regret this incident and any inconvenience to you.

Investigation Results. Our security investigation has revealed that the file was not accessed by any non-JHU IP addresses until February 7, 2010. The file was immediately removed on March 8, 2010, when the problem was discovered.

At this time, based on our investigation, there is no evidence to suggest that there has been any attempt to misuse any of your personal information.

What exactly was included in the data? The file included student name, Johns Hopkins student ID number, Social Security number, gender, ethnicity, and date of birth.

How did this happen? How do we know it won't happen again? To the best of our knowledge we have determined that this is an isolated incident. We are very concerned about protecting the confidentiality of our students' information, and there are a number of Web security standards, policies, and training requirements already in place. To better protect student privacy, however, we are conducting a thorough security audit and providing additional mandatory training for employees who deal with student data.

Next Steps. If you wish to take additional precautions because of this incident, there are a number of options available to you. For example, you may request a free copy of your credit report or you may place a fraud alert on your credit file. A fraud alert tells creditors to contact you before they open any new accounts. To obtain a free annual credit report or to place a fraud alert, contact any of the three following major consumer reporting agencies:

Experian: 888-397-3742 or <http://www.experian.com>
Corporate Headquarters
475 Anton Blvd.
Costa Mesa, CA 92626

Equifax: 800-525-6285 or <http://www.equifax.com>
Equifax Credit Information Services, Inc.
P.O. Box 740241
Atlanta, GA 30374

TransUnion Corp: 800-680-7289 or <http://www.transunion.com>

TransUnion
P.O. Box 6790
Fullerton, CA 92834

In addition to the three major consumer reporting agencies, the following agencies can provide information about steps that you can take to avoid identity theft:

(1) **The Office of the Maryland Attorney General**

<http://www.oag.state.md.us/>

1 (888) 743-0023 toll-free in Maryland

Mailing address:

Office of the Attorney General
200 St. Paul Place
Baltimore, MD 21202

(2) **The Federal Trade Commission**

<http://www.ftc.gov/>

Toll-free Identity Theft helpline: 1-877-438-4338; TTY: 1-866-653-4261

Mailing Address:

Federal Trade Commission
Consumer Response Center
600 Pennsylvania Avenue, NW
Washington, DC 20580

Additional Help. To assist us in this matter, we have retained the support of **ID Experts®**, a nationally recognized company that specializes in identity theft prevention and resolution. Advocates at ID Experts will assist you in understanding your options with respect to obtaining credit reports, receiving electronic credit monitoring (which requires an Internet connection and valid email address), requesting fraud alerts, and notifying appropriate agencies. To learn more about these services and to ensure the safety of your personal information, we strongly encourage you to call ID Experts at 1-877-841-8162. Alternatively, you can learn more about the incident and enroll in the services at www.IDExpertsSecure.com. You will need to reference the following access code when calling, so please do not discard this letter.

Your Access Code:

Again, although we have no reason to believe that your information has been misused, we wanted to make you aware of this issue and of information that you may find helpful to protect yourself from identity theft. Johns Hopkins University takes this matter very seriously and we are reviewing our security measures to prevent any recurrence.

Please do not hesitate to contact ID Experts at 1-877-841-8162 with your credit questions. If you have additional concerns, please feel free to email me at soe.dean@jhu.edu. Any updates will be communicated on the Johns Hopkins University Informational Website at www.IDExpertsSecure.com.

Sincerely,



Mariale M. Hardiman, Ed.D.
Interim Dean