



NHTI
Concord's
Community College

New Hampshire Technical Institute
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May 30, 2008

Kelly Ayotte
Office of the Attorney General
33 Capitol Street
Concord, NH 03301

Dear Attorney General Ayotte,

We are writing to notify you that NHTI, Concord's Community College recently learned of a data security incident involving personal information of individuals who have graduated from the College.

On April 23, 2008, it was discovered that a data storage device, or flash drive, was missing. The flash drive may have contained the names, social security numbers, addresses, phone numbers, and email addresses of our nursing program graduates from the classes of 2006 and 2007.

Our Campus Safety Department conducted a thorough investigation to locate the flash drive. The investigation concluded that we cannot determine whether a security breach has occurred. The potential security breach involved personal identification information of 128 former students

According to the Rules of the NH General Court, Title XXXI TRADE AND COMMERCE, Chapter 359-C, Right to Privacy, Notice of Security Breach, Section 359-C:20, "Any person doing business in this state who owns or licenses computerized data that includes personal information shall, when it becomes aware of a security breach, promptly determine the likelihood that the information has been or will be misused. If the determination is that misuse of the information has occurred or is reasonably likely to occur, *or if a determination cannot be made*, the person shall notify the affected individuals as soon as possible as required under this subdivision."

Pursuant to RSA 359-C:20, we are notifying you of this breach and informing you that we have sent direct notification to the affected individuals (sample letter enclosed). While we do not believe the flash drive was taken for purposes of identify theft, we have recommended that the affected individuals take steps to protect themselves from the possible misuse of personal information.

We have obtained the services of a credit monitoring organization to provide free credit monitoring for one year to the affected individuals. We have also provided a contact point at NHTI to address affected individuals' questions and concerns.

NHTI takes the protection of confidential information very seriously. We sincerely regret that this incident occurred and are taking steps to prevent this type of breach from occurring again.

Sincerely,

Lynn Kilchenstein
President

Cc: Naomi Butterfield

May 30, 2008

[name]
[address]
[city, state zip]

Dear [name],

We regret to inform you that we cannot account for a data storage device that contained your personal information. There is no indication that the disappearance of the device, a USB flash drive, was motivated by identify theft. However, as a result of this unfortunate incident, information identifiable with you may have been potentially exposed to others. We deeply regret this incident.

On April 23, 2008, it was discovered that the flash drive was missing. The flash drive contained the names, social security numbers, addresses, phone numbers, and email addresses of a small number of NHTI graduates. After a thorough investigation, we were unable to locate the flash drive and are unable to determine whether a security breach has occurred. We do not have any evidence that your information has been misused, and we believe the likelihood of such misuse is low. However, out of an abundance of caution, we are informing everyone who may be affected by this incident so that they may properly evaluate what actions - if any - they wish to take in this matter.

We recommend that you take precautionary steps to help guard yourself against potential identity theft. For example, we recommend that you carefully review your credit card and banking/financial institution(s) statements for any suspicious and/or unauthorized activity. You are also encouraged to request a copy of your credit report. You are entitled to receive one free report per year from each of the three main consumer reporting companies:

Equifax – 800-525-6285, www.equifax.com
Experian – 888-397-3742, www.experian.com
TransUnion – 800-680-7289, www.tuc.com

We have also engaged ConsumerInfo.com, Inc., an Experian® company, to provide you with one full year of credit monitoring, at no cost to you. This credit monitoring product known as Triple AlertSM will identify and notify you of key changes that are detected on any of your credit reports from the three credit reporting companies: Experian, Equifax® and TransUnion®. This credit monitoring product is a powerful tool that you can use to help you identify possible fraudulent use of your information.

Your complimentary 12-month **Triple AlertSM** membership includes:

- Daily monitoring of your three credit reports from Experian, Equifax® and TransUnion®
- Email alerts if key changes are detected on any of your three credit reports
- Monthly “No Hit” alerts, if applicable
- Toll-free access to a dedicated team of Fraud Resolution Representatives if you should detect any fraudulent activity or become a victim of identity fraud

- \$10,000 in identity theft insurance provided by Virginia Surety Company, Inc. with no deductible*

*Due to New York state law restrictions, identity theft insurance coverage cannot be offered to residents of New York.

You have ninety (90) days from June 6, 2008, to activate this membership, which will then continue for 12 full months. We encourage you to activate your credit monitoring membership as soon as possible.

To sign up online, please visit <http://partner.experiandirect.com/triplealert> and enter your individual activation code provided below. Please keep in mind that once activated the code cannot be re-used. You will be instructed on how to enroll in your complimentary credit monitoring product. If you sign up online, all credit reports and alerts will be delivered via email.

Your Single Use Credit Monitoring Activation Code: [code]

NHTI takes the protection of confidential information very seriously. The College has instituted safeguards to prevent such incidents in the future. We apologize to you for the inconvenience this incident may cause.

If you have any questions or concerns, please contact NHTI's Director of Communications, Alan Blake, at (603) 271-8904.

Sincerely,



Lynn Kilchenstein
President