

Jackson Lewis P.C. 75 Park Plaza Boston, Massachusetts 02116 Tel 617 367-0025 Fax 617 367-2155

www.jacksonlewis.com

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April 22, 2014

DETROIT, MI

## VIA FEDERAL EXPRESS

New Hampshire Department of Justice Office of the Attorney General 33 Capitol Street Concord, NH 03301

> **Data Incident Notification** Re:

## Dear Attorney General Foster:

Please be advised that on January 24, 2014, Snelling Staffing, LLC ("Snelling") was informed that it had experienced a data incident when, on or about January 20 or January 21, 2014, the personal information of some employees and former employees of Snelling was inadvertently made available on the Internet due to errors made during the installation of a cloud-based server at the home of a former Snelling employee. Immediately upon discovering this fact, Snelling contacted the former employee and access to the information was disabled the same day, January 24, 2014. Snelling also took immediate steps to identify what information was contained in the inadvertently available information and determined who was possibly affected. The information contained Social Security numbers, driver's license numbers, dates of birth, home addresses, medical information, alleged criminal activity by the individuals, and/or drug test results. It appears that 9,757 individuals could have been affected, including 4 residents of New Hampshire.

Snelling further took steps to confirm that any Snelling information in the possession of the former employee was deleted and/or destroyed. Snelling does not believe that the information was disclosed or used in any other way by the former employee between the time the individual stopped working for Snelling and the time that the inadvertent disclosure was discovered on January 24, 2014, and Snelling has no reason to believe that the information has been misused since that time.

Based on this incident, Snelling plans to begin notifying the affected individuals in the next several days. A draft copy of the notification that will be sent is attached. As set forth in the attached letter, Snelling has taken steps to protect the security of the personal information of the affected individuals, including providing notice to the national credit



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reporting bureaus. Also, in addition to continuing to monitor this situation, Snelling is reexamining its current data privacy and security policies and procedures to find ways of reducing the risk of future data incidents. Should Snelling become aware of any significant developments concerning this situation, we will inform you.

If you require any additional information on this matter, please call me.

Sincerely,

JACKSON LEWIS P.C.

Joseph J. Lazzarotti Keturah Martin

**Enclosure** 

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April 22, 2014

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## Dear Sample A Sample:

We write to inform you of a recent data security incident involving the unauthorized access to certain electronic information of Snelling Staffing, LLC ("Snelling") that may have potentially exposed your personal information to others. This letter describes what Snelling has done to address this incident and also contains information regarding actions you should take to prevent against potential misuse of your personal information.

We discovered on January 24, 2014 that on or about January 20 or January 21, 2014, the personal information of some employees and former employees of Snelling was inadvertently made available on the Internet due to the errors made during the installation of a cloud-based server at the home of a former Snelling employee.

Immediately upon learning that unauthorized access to the information had been made possible, Snelling contacted the former employee and access to the information was disabled the same day, January 24, 2014. We also took steps to confirm that any Snelling information in the possession of the former employee was deleted and/or destroyed. We do not believe that the information was disclosed or used in any other way by the former employee between the time the individual stopped working for Snelling and the time that the inadvertent disclosure was discovered on January 24, 2014.

We have conducted a thorough review of the information which was made available online in January, as described above. The review revealed that certain information about you may have been made available at that time, such as your Social Security number, driver's license number, date of birth, home address, medical information, alleged criminal activity by you, and/or drug test results. Currently, we are not aware of any misuse of your personal information.

You may wish to contact the three major consumer reporting agencies to obtain information about placing a fraud alert or security freeze on your credit file. A fraud alert indicates to anyone requesting your credit file that you suspect you may be a victim of fraud. When you or someone else attempts to open a credit account in your name, increase the credit limit on an existing account, or obtain a new card on an existing account, the creditor should take steps to verify that you have authorized the request. Placing a security freeze on your credit file will prevent unauthorized third parties from accessing your credit report, which will prevent them

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from extending credit. With a security freeze in place, you will be required to take special steps when you wish to apply for any type of credit. Below is contact information for each of the three major consumer reporting agencies. We encourage you to contact them directly to request a fraud alert or security freeze:

Equifax	Experian	TransUnion
P.O. Box 105069	P.O. Box 9554	P.O. Box 6790
Atlanta, GA 30348	Allen, TX 75013	Fullerton, CA 92834
1-800-525-6285	1-888-397-3742	1-800-680-7289
www.equifax.com	www.experian.com	www.transunion.com

If you suspect you are the victim of identity theft, you should report the matter to law enforcement and to the Federal Trade Commission ("FTC"). The FTC can also provide you with information about what to do to protect yourself from identity theft, and about fraud alerts and security freezes. For additional information from the FTC please visit:

http://www.ftc.gov/bcp/edu/microsites/idtheft/ and

http://www.ftc.gov/bcp/edu/microsites/idtheft2012/, call 1-877-ID-THEFT (1-877-438-4338), or write the Federal Trade Commission at 600 Pennsylvania Avenue, NW, Washington, DC 20580. In addition, the Attorney General of your home state may be able to provide you with information about steps you can take to avoid identity theft. For Maryland residents, please contact the Maryland Office of the Attorney General by visiting <a href="https://www.oag.state.md.us">www.oag.state.md.us</a>, calling (410) 576-6300 or (888) 743-0023, or writing to Office of the Attorney General, 200 St. Paul Place, Baltimore, MD 21202. For North Carolina residents, please contact the North Carolina Attorney General's Office by visiting <a href="https://www.ncdoj.gov">www.ncdoj.gov</a>, calling (919) 716-6400, or writing to Attorney General's Office, 9001 Mail Service Center, Raleigh, NC 27699-9001.

You should remain vigilant against potential misuse of your information by reviewing your financial account statements, and by monitoring your credit report. For example, you should look for suspicious activity such as accounts that you did not open, transactions that you did not request, or address information that is inaccurate. If you find anything suspicious, or that you do not understand, contact the credit reporting agency or financial institution using the information provided on the credit report or account statement. You can obtain your credit report for free every 12 months by following the instructions at www.annualcreditreport.com, or by calling (877) 322-8228.

We sincerely regret any inconvenience this incident may cause you and encourage you to take advantage of the credit monitoring services outlined herein. Should you have questions regarding this matter and/or the protections available to you, please do not hesitate to contact Snelling at 972-776-1473.

Sincerely,

Michael J. Brennan General Counsel Snelling Staffing, LLC