

PLATT CHEEMA +  
RICHMOND PLLC

July 3, 2023

**VIA U.S. MAIL**

Consumer Protection & Antitrust Bureau  
Office of the Attorney General  
33 Capitol Street  
Concord, NH 03301

RECEIVED  
JUL 10 2023  
CONSUMER PROTECTION

**Re: Notice of Data Event**

To Whom It May Concern:

We represent Soroc Technology Inc. ("Soroc") located at 607 Chislea Road, Woodbridge, Ontario, Canada L4L8A3, and are writing to notify your office of an incident that may affect the personal information of four (4) New Hampshire residents. By providing this notice, Soroc does not waive any rights or defenses regarding the applicability of New Hampshire law, the applicability of the New Hampshire data event notification statute, or personal jurisdiction.

**Nature of the Data Event**

On May 15, 2023, Soroc discovered a ransomware incident on its internal IT systems. The breach occurred at various times between approximately May 12 to May 14, 2023. Soroc learned of the breach upon contact by the malicious actor making demands for payment. Soroc promptly took steps to secure its systems and commenced an investigation into the nature and scope of the event. Soroc has been working diligently to investigate this incident.

**Notice to New Hampshire Residents**

On or about June 20, 2023, Soroc provided written notice of this incident to four (4) New Hampshire residents. Written notice is being provided in substantially the same form as the letter attached here as ***Exhibit A***.

**Steps Taken and To Be Taken**

Upon discovering the event, Soroc quickly took steps to secure their systems and mitigate the impact to data. Leading cybersecurity experts were immediately engaged to assist Soroc in dealing with the incident, including closing any outside access, investigating any unauthorized access, and strengthening their overall cybersecurity. Law enforcement was also notified of the event. Soroc is providing affected individuals access to identity theft and credit monitoring services from TransUnion for .

Additionally, Soroc is providing affected individuals with guidance on how to report identity theft to the Federal Trade Commission and obtain recovery steps in the event their personal information is misused.

**Contact Information**

Should you have any questions regarding this notification, please contact me at

PLATT CHEEMA +  
RICHMOND PLLC

Sincerely,

Matt C. Acosta

Enclosure

EXHIBIT

A



607 CHRISLEA ROAD  
WOODBIDGE, ON L4L 8A3

June 20, 2023

000006



USA

Dear [REDACTED],

Soroc Technology Inc. ("Soroc") takes the privacy and security of personal information very seriously. We are writing to let you know about a cybersecurity incident we recently identified and addressed that may have involved some of your personal information. This notice explains the incident, the measures we have taken in response, and the steps you may consider taking to help protect your information.

#### **What Happened**

On May 14, 2023, Soroc was subject to a ransomware incident on its internal IT systems. In response, we immediately took steps to end any further intrusion, launched an investigation, and engaged leading cybersecurity experts to assist. Law enforcement is also aware of this incident. Our investigation determined that the unauthorized third party gained access to certain systems within the Soroc environment at various times between approximately May 12 to May 14, 2023. During this time, the unauthorized third party gained access to and copied some data, including personal information of certain Soroc employees, contractors, former employees and former contractors.

#### **What Information Was Involved**

Based on the investigation, the following personal information of employees, contractors, former employees, and former contractors may have been compromised:

The personal information of other individuals provided to Soroc in connection with your employment benefits may have also been compromised. These individuals are [REDACTED]. This information may have included the beneficiary's name, address, date of birth, SSN number, and their relationship to you. Soroc has contacted adult beneficiaries directly about this incident at their last known address. Nevertheless, Soroc encourages you to provide a copy of this letter to your adult beneficiaries and closely monitor the financial and credit accounts belonging to any minor beneficiaries.



607 CHRISLEA ROAD  
WOODBIDGE, ON L4L 8A3  
TELEPHONE: 905-265-8000  
FACSIMILE: 905-265-8024

### What We are Doing

Upon learning of the incident, Soroc quickly took steps to secure our systems and mitigate the impact to data. Leading cybersecurity experts were immediately engaged to assist Soroc in dealing with the incident, including closing any outside access, investigating any unauthorized access, and strengthening our overall cybersecurity posture.

Soroc has arranged for [redacted] of access to an identity theft and credit monitoring solution from TransUnion at no cost to you. Through this service, you will be able to receive regular alerts to notify you if there are significant changes to your credit report.

Please ensure that you redeem your activation code(s) before [redacted] to take advantage of the service.

If you are aware of a minor beneficiary that may have been impacted by this incident, they may be eligible for some identity theft solutions at no cost to you. Please call the TransUnion call center toll-free at [redacted] to learn more.

In order to protect against fraudulent access to credit report information, you will be subject to a verification and authentication process. You will need to provide personal information such as date of birth, address and phone number to be successfully authenticated.

Should you have any questions or concerns about the protections available to you, or any issues with registration, you can get additional information and assistance by calling the TransUnion call center toll-free at 1 [redacted].

We encourage you to register for the TransUnion service. It is also a best practice to:

- Monitor your financial accounts and credit reports regularly. If you see anything you do not understand or that looks suspicious, contact your financial institution.
- Create strong passwords for online accounts and change them regularly.
- Be cautious of unsolicited communications in any form (phone call, email, etc.) that ask for your personal information or refer you to a web page asking for personal information.
- Avoid clicking on links or downloading attachments from suspicious emails or text messages.

**Letter : US [HAS BENEFICIARIES]**



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You may also contact one of the other two major credit bureaus using the information below to place a fraud alert on your credit file. As soon as one credit bureau confirms your fraud alert, the others are notified to place fraud alerts.

**Experian:**

[experian.com/help](http://experian.com/help) or 1

**Equifax:**

[www.equifax.com/personal/help/help-contact-equifax/](http://www.equifax.com/personal/help/help-contact-equifax/) or

If you learn that your personal information has been misused, please notify us at the toll-free number below, and visit the Federal Trade Commission's website at [IdentityTheft.gov](http://IdentityTheft.gov) to report the identify theft and get recovery steps. More information about steps you can take to protect yourself from identity theft can also be found at [IdentityTheft.gov/databreach](http://IdentityTheft.gov/databreach), or you may contact the FTC at 1-877-ID-THEFT (877-438-4338).

We recognize that this is unsettling news, and we can assure you that Soroc takes protection of personal information seriously. We deeply regret this has occurred and are committed to work with our cybersecurity experts to determine how this incident occurred and how we can further strengthen our IT protections going forward. In the meantime, I encourage you to sign up for the credit monitoring offered following the direction provided.

If you have any questions or concerns, please contact the toll-free help center at

Regards,

Lou Faustini  
Chief Executive Officer



607 CHRISLEA ROAD  
WOODBIDGE, ON L4L 8A3

June 20, 2023

000007



USA

Dear [REDACTED]

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#### **What Information Was Involved**



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**Experian:**

[experian.com/help](http://experian.com/help) or 1-888-397-3742

**Equifax:**

[www.equifax.com/personal/help/help-contact-equifax/](http://www.equifax.com/personal/help/help-contact-equifax/) or 1

If you learn that your personal information has been misused, please notify us at the toll-free number below, and visit the Federal Trade Commission's website at [IdentityTheft.gov](http://IdentityTheft.gov) to report the identify theft and get recovery steps. More information about steps you can take to protect yourself from identity theft can also be found at [IdentityTheft.gov/databreach](http://IdentityTheft.gov/databreach), or you may contact the FTC at 1-877-ID-THEFT (877-438-4338).

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Regards,

A handwritten signature in black ink, appearing to read 'Lou Faustini'.

Lou Faustini  
Chief Executive Officer