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October 11, 2019

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

Re: Data Incident Notification

To whom it may concern:

On September 12, 2019, we confirmed that an unknown actor utilized what we believe to have been a phishing attack to gain unauthorized access to an Art.com associate's corporate email account and could have accessed personal information of individuals whose information was contained in the account. We conducted a thorough forensic investigation at the direction of legal counsel with the assistance of Microsoft's DART incident response team to determine the scope of the incident. We have secured the account and have implemented additional security measures to prevent similar incidents, including multi-factor authentication. We have also strengthened associate-awareness programs related to phishing risks.

Thirteen New Hampshire residents were affected by the breach. A notification letter is scheduled to be mailed to affected individuals on October 11, 2019. Identity protection services are being offered to affected individuals for one year.

We do not have any evidence indicating that the unknown actor acquired any personal information, nor do we have any evidence of misuse of the personal information. However, Art.com is notifying affected individuals and has engaged Experian to provide identity protection services to them at no charge.

We are available to answer any questions you may have regarding the incident or this notification. Please let us know if you have any questions or concerns.

Sincerely,

Craig T. Sharkey

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