



MULLEN
COUGHLIN^{LLC}
ATTORNEYS AT LAW

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September 4, 2020

VIA U.S. MAIL

Consumer Protection Bureau
Office of the New Hampshire Attorney General
33 Capitol Street
Concord, NH 03301

STATE OF NH
DEPT OF JUSTICE
2020 SEP -8 PM 1:05

Re: Notice of Data Event

Dear Sir or Madam:

We represent Artech, L.L.C. (“Artech”) located at 360 Mt. Kemble Avenue, Suite 2000, Morristown, NJ 07960 and are writing on behalf of Artech to notify your office of an incident that may affect the security of Personal Information relating to approximately seventy-three (73) New Hampshire residents. This notice will be supplemented in the event any new significant facts are learned following the submission of this notice. By providing this notice, Artech 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 January 8, 2020, Artech received a report of unusual activity relating to an employee’s Artech user account and immediately began an investigation. Through this investigation Artech identified ransomware on certain company systems and promptly began providing preliminary notification of the event to potentially impacted employees and business partners. Artech began working with a leading third-party forensic investigation firm on January 8, 2020, to assess the security of its systems and to confirm the nature and scope of the incident. On January 15, 2020, the investigation determined that an unauthorized actor had access to certain Artech systems between January 5, 2020 and January 8, 2020. Artech undertook a comprehensive review of these systems and determined that some personal information was present in them at the time of the incident. Artech reviewed this information and its internal records to identify the individuals associated with this information and their contact information for purposes of providing notice. On or around June 25,

2020, Artech completed this review and determined that Personal Information relating to certain individuals, predominantly Artech employees, was contained in one or more of the involved files

Pursuant to N.H. RSA § 359-C:19(IV)(a) the Personal Information that may have been subject to unauthorized access includes name, financial account information, passport number, government issued identification number, Social Security number, and/or driver's license or state identification number. The Personal Information varied by individual.

Notice to New Hampshire Residents

Artech began notifying potentially impacted employees and business partners of the event upon learning of the event. On or about September 9, 2020, Artech will provide written notice of this incident to the individuals potentially involved, which included approximately seventy-three (73) New Hampshire residents. Written notice is being provided in substantially the same form as the letter attached here as *Exhibit A*. On September 4, 2020, Artech also posted notification of the event on its website in substantially the same form as the notice attached here as *Exhibit B*. On September 4, 2020, notice to the statewide media was issued in substantially the same form as the release attached here as *Exhibit C*.

Other Steps Taken and To Be Taken

Upon learning of this incident, Artech immediately commenced an investigation, secured the involved network, and notified the Federal Bureau of Investigation. In coordination with third-party digital forensic specialists Artech reviewed and enhanced the existing security measures relating to the involved network, isolated and terminated suspicious activity identified on the potentially affected systems, and conducted a thorough forensic analysis of these systems. In an abundance of caution, Artech also rebuilt systems, confirmed that patching and updating was current within the involved network, reset passwords, and confirmed that two-factor authentication was appropriately implemented.

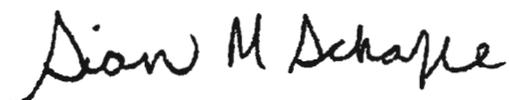
Artech is providing notice of the event and access to credit monitoring, fraud consultation, and identity theft restoration services for one year, through Kroll, to individuals whose personal information was potentially involved in this incident, at no cost to these individuals. Further, Artech is providing these individuals with guidance on how to better protect against identity theft and fraud, including advising individuals to report any suspected incidents of identity theft or fraud to their credit card company and/or bank. Artech is providing individuals with information on how to place a fraud alert and security freeze on one's credit file, the contact details for the national consumer reporting agencies, information on how to obtain a free credit report, a reminder to remain vigilant for incidents of fraud and identity theft by reviewing account statements and monitoring free credit reports, and encouragement to contact the Federal Trade Commission, their state Attorney General, and law enforcement to report attempted or actual identity theft and fraud.

Office of the New Hampshire Attorney General
September 3, 2020
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Contact Information

Should you have any questions regarding this notification or other aspects of the data security event, please contact us at (267) 930-4799.

Very truly yours,

A handwritten signature in black ink that reads "Sian M Schafle". The signature is written in a cursive style with a small horizontal line under the first letter of the first name.

Sian M. Schafle of
MULLEN COUGHLIN LLC

SMS/ara
Enclosures

EXHIBIT A

Artech
Logo/Letterhead

[Name]
[Address]
[City, State, Zip]

[DATE]

Re: Notice of Data Breach

Dear [Name]:

Artech, LLC (“Artech”) is writing to inform you of an incident that could affect the security of some of your information. This notice provides information about the incident, our response, and resources available to you to help protect your information from possible misuse, should you feel it necessary to do so.

What Happened? On January 8, 2020, Artech received a report of unusual activity relating to an employee’s Artech user account. We immediately began investigating this report and through that investigation identified ransomware on certain Artech systems. That same day we engaged a leading third-party forensic investigation firm to assess the security of our systems and to confirm the nature and scope of the incident. On January 15, 2020, the investigation determined that an unauthorized actor had access to certain Artech systems between January 5, 2020, and January 8, 2020. Artech undertook a comprehensive review of these systems and determined that some personal information was present in them at the time of the incident. We reviewed this information and our internal records to identify the individuals associated with this information and their contact information for purposes of providing notice. On or around June 25, 2020, we completed this review and determined that some of your personal information was contained in one or more of the involved files.

What Information Was Involved? Our investigation determined that at the time of the incident the involved files contained information including your name, [variable text - data elements]. Please note that to date we are unaware of any actual or attempted misuse of your personal information as a result of this incident.

What We Are Doing. Information privacy and security are among our highest priorities. Artech has strict security measures in place to protect information in our care. Upon learning of this incident, we quickly took steps to confirm the security of our systems and notified law enforcement of the event. We reset passwords for all Artech users, further strengthened our existing technical controls, and implemented additional security measures. We also reviewed our policies and procedures relating to data security and are conducting additional employee training.

As an added precaution, we are also offering you access to [12/24] months of credit monitoring and identity protection services through Kroll at no cost to you. We encourage you to enroll in these services, as we are not able to act on your behalf to do so. More information about these services and instructions on how to enroll may be found in the enclosed “Steps You Can Take to

Protect Your Information.” Your identity monitoring services include Credit Monitoring, Fraud Consultation, and Identity Theft Restoration.

What You Can Do. We encourage you to remain vigilant against incidents of identity theft and fraud, to review your account statements, and to monitor your credit reports for suspicious activity. You may also enroll to receive the free credit monitoring and identity theft protection services we are offering and review the enclosed “Steps You Can Take to Protect Your Information” to learn more about ways to protect personal information.

For More Information. We understand that you may have questions about this incident that are not addressed in this letter. If you have additional questions, please contact ###-###-####, Monday through Friday, ### a.m. to ### p.m.

Artech takes the privacy and security of the personal information in our care seriously. We sincerely regret any inconvenience or concern this notification may cause you.

Sincerely,

Eric Szoke
Artech, LLC

Steps You Can Take to Protect Your Information

Take Advantage of Your Identity Monitoring Services

You have been provided with access to the following services from Kroll:

To Enroll:

Visit <<**IDMonitoringURL**>> to activate and take advantage of your identity monitoring services.

*You have until <<**Date**>> to activate your identity monitoring services.*

Membership Number: <<**Member ID**>>

Services Include:

Single Bureau Credit Monitoring

You will receive alerts when there are changes to your credit data—for instance, when a new line of credit is applied for in your name. If you do not recognize the activity, you'll have the option to call a Kroll fraud specialist, who will be able to help you determine if it is an indicator of identity theft.

Fraud Consultation

You have unlimited access to consultation with a Kroll fraud specialist. Support includes showing you the most effective ways to protect your identity, explaining your rights and protections under the law, assistance with fraud alerts, and interpreting how personal information is accessed and used, including investigating suspicious activity that could be tied to an identity theft event.

Identity Theft Restoration

If you become a victim of identity theft, an experienced Kroll licensed investigator will work on your behalf to resolve related issues. You will have access to a dedicated investigator who understands your issues and can do most of the work for you. Your investigator will be able to dig deep to uncover the scope of the identity theft, and then work to resolve it.

Kroll's activation website is only compatible with the current version or one version earlier of Chrome, Firefox, Safari and Edge. To receive credit services, you must be over the age of 18 and have established credit in the U.S., have a Social Security number in your name, and have a U.S. residential address associated with your credit file.

Monitor Accounts

We encourage you to remain vigilant against incidents of identity theft and fraud, to review your account statements, and to monitor your credit reports for suspicious activity. Under U.S. law you are entitled to one free credit report annually from each of the three major credit reporting bureaus. To order your free credit report, visit www.annualcreditreport.com or call, toll-free, 1-877-322-

8228. You may also contact the three major credit bureaus directly to request a free copy of your credit report.

You have the right to place a “security freeze” on your credit report, which will prohibit a consumer reporting agency from releasing information in your credit report without your express authorization. The security freeze is designed to prevent credit, loans, and services from being approved in your name without your consent. However, you should be aware that using a security freeze to take control over who gets access to the personal and financial information in your credit report may delay, interfere with, or prohibit the timely approval of any subsequent request or application you make regarding a new loan, credit, mortgage, or any other account involving the extension of credit. Pursuant to federal law, you cannot be charged to place or lift a security freeze on your credit report. Should you wish to place a security freeze, please contact the major consumer reporting agencies listed below:

Experian

P.O. Box 9554
Allen, TX 75013
1-888-397-3742

www.experian.com/freeze/center.html

TransUnion

P.O. Box 160
Woodlyn, PA 19094
1-888-909-8872

www.transunion.com/credit-freeze

Equifax

P.O. Box 105788
Atlanta, GA 30348-5788
1-800-685-1111

www.equifax.com/personal/credit-report-services

In order to request a security freeze, you will need to provide the following information:

1. Your full name (including middle initial as well as Jr., Sr., II, III, etc.);
2. Social Security number;
3. Date of birth;
4. If you have moved in the past five (5) years, provide the addresses where you have lived over the prior five years;
5. Proof of current address, such as a current utility bill or telephone bill;
6. A legible photocopy of a government-issued identification card (state driver’s license or ID card, military identification, etc.);
7. If you are a victim of identity theft, include a copy of either the police report, investigative report, or complaint to a law enforcement agency concerning identity theft.

As an alternative to a security freeze, you have the right to place an initial or extended “fraud alert” on your file at no cost. An initial fraud alert is a 1-year alert that is placed on a consumer’s credit file. Upon seeing a fraud alert display on a consumer’s credit file, a business is required to take steps to verify the consumer’s identity before extending new credit. If you are a victim of identity theft, you are entitled to an extended fraud alert, which is a fraud alert lasting seven years. Should you wish to place a fraud alert, please contact any one of the agencies listed below:

Experian

P.O. Box 9554
Allen, TX 75013
1-888-397-3742

www.experian.com/fraud/

TransUnion

P.O. Box 2000
Chester, PA 19016
1-800-680-7289

www.transunion.com/

Equifax

P.O. Box 105069
Atlanta, GA 30348
1-888-766-0008

www.equifax.com/personal/

[center.html](#)

[fraud-alerts](#)

[credit-report-services](#)

Additional Information

You can further educate yourself regarding identity theft, fraud alerts, security freezes, and the steps you can take to protect yourself by contacting the consumer reporting agencies, the Federal Trade Commission, or your state Attorney General.

The Federal Trade Commission can be reached at: 600 Pennsylvania Avenue NW, Washington, DC 20580; www.identitytheft.gov; 1-877-ID-THEFT (1-877-438-4338); and TTY: 1-866-653-4261. The Federal Trade Commission also encourages those who discover that their information has been misused to file a complaint with them. You can obtain further information on how to file such a complaint by way of the contact information listed above. You have the right to file a police report if you ever experience identity theft or fraud. Please note that in order to file a report with law enforcement for identity theft, you will likely need to provide some proof that you have been a victim. Instances of known or suspected identity theft should also be reported to law enforcement and your state Attorney General. This notice has not been delayed by law enforcement.

For Maryland residents, the Attorney General can be contacted at 200 St. Paul Place, 16th Floor, Baltimore, MD 21202; 1-410-528-8662; www.oag.state.md.us.

For North Carolina residents, the Attorney General can be contacted at 9001 Mail Service Center, Raleigh, NC 27699-9001; 1-877-566-7226 or 1-919-716-6000; www.ncdoj.gov. You can obtain information from the Attorney General or the Federal Trade Commission about preventing identity theft.

For Rhode Island residents, the Rhode Island Attorney General can be reached at: 150 South Main Street, Providence, Rhode Island 02903; www.riag.ri.gov; 1-401-274-4400. Under Rhode Island law, you have the right to obtain any police report filed in regard to this incident. There are [XX] Rhode Island residents impacted by this incident.

For New York residents, the Attorney General may be contacted at: Office of the Attorney General, The Capitol, Albany, NY 12224-0341; 1-800-771-7755; <https://ag.ny.gov/>.

For New Mexico residents, you have rights pursuant to the Fair Credit Reporting Act, such as the right to be told if information in your credit file has been used against you, the right to know what is in your credit file, the right to ask for your credit score, and the right to dispute incomplete or inaccurate information. Further, pursuant to the Fair Credit Reporting Act, the consumer reporting agencies must correct or delete inaccurate, incomplete, or unverifiable information; consumer reporting agencies may not report outdated negative information; access to your file is limited; you must give your consent for credit reports to be provided to employers; you may limit "prescreened" offers of credit and insurance you get based on information in your credit report; and you may seek damages from violator. You may have additional rights under the Fair Credit Reporting Act not summarized here. Identity theft victims and active duty military personnel have specific additional rights pursuant to the Fair Credit Reporting Act. We encourage you to review your rights pursuant

to the Fair Credit Reporting Act by visiting www.consumerfinance.gov/f/201504_cfpb_summary_your-rights-under-fcra.pdf, or by writing Consumer Response Center, Room 130-A, Federal Trade Commission, 600 Pennsylvania Ave. N.W., Washington, D.C. 20580.

EXHIBIT B

NOTICE OF DATA EVENT

[Date]

Artech, LLC (“Artech”) is posting the following statement to inform individuals of an event that could potentially affect the security of certain information.

What Happened? On January 8, 2020, Artech received a report of unusual activity relating to an employee’s Artech user account. Artech immediately began investigating this report and through that investigation identified ransomware on certain Artech systems. That same day Artech engaged a leading third-party forensic investigation firm to assess the security of its systems and to confirm the nature and scope of the incident. On January 15, 2020, the investigation determined that an unauthorized actor had access to certain Artech systems between January 5, 2020, and January 8, 2020. Artech undertook a comprehensive review of these systems and determined that some personal information was present in them at the time of the incident. Artech reviewed this information and its internal records to identify the individuals associated with this information and their contact information for purposes of providing notice. On or around June 25, 2020, we completed this review and determined that personal information relating to certain individuals was contained in one or more of the involved files.

What Information Was Involved? The investigation determined that at the time of the incident the involved files may have contained information including name, Social Security number, medical information, health insurance information, financial information, payment card information, driver’s license/state identification number, government issued identification number, passport number, visa number, electronic/digital signature, username and password information. The information varied by individual. To date, Artech is unaware of any actual or attempted misuse of personal information as a result of this incident.

What Artech Is Doing. Artech takes this incident and the security of personal information in its care very seriously. Upon learning of this incident, Artech immediately commenced an investigation using external digital forensic specialists, changed system credentials and took steps to secure its systems and assess relevant company systems that may have been impacted by the event. Artech is also working with external digital forensic specialists to enhance existing security processes and protocols.

Individuals who were determined to be potentially impacted by this event will receive written notice of the event by mail if a valid address existed.

What Can You Do? Artech encourages individuals to remain vigilant against incidents of identity theft and fraud and to review account statements for suspicious activity.

Under U.S. law individuals are entitled to one free credit report annually from each of the three major credit reporting bureaus. To order a free credit report, individuals may visit www.annualcreditreport.com or call, toll-free, 1-877-322-8228. Individuals may also contact the three major credit bureaus directly to request a free copy of a credit report.

Individuals have the right to place a “security freeze” on a credit report, which will prohibit a consumer reporting agency from releasing information in a credit report without express authorization. The security

freeze is designed to prevent credit, loans, and services from being approved in a person's name without consent. However, be aware that using a security freeze to take control over who gets access to the personal and financial information in a credit report may delay, interfere with, or prohibit the timely approval of any subsequent request or application a person makes regarding a new loan, credit, mortgage, or any other account involving the extension of credit. Pursuant to federal law, a person cannot be charged to place or lift a security freeze on a credit report. Should a person wish to place a security freeze, they may contact the major consumer reporting agencies listed below:

Experian

P.O. Box 9554
Allen, TX 75013
1-888-397-3742

www.experian.com/freeze/center.html

TransUnion

P.O. Box 160
Woodlyn, PA 19094
1-888-909-8872

www.transunion.com/credit-freeze

Equifax

P.O. Box 105788
Atlanta, GA 30348-5788
1-800-685-1111

www.equifax.com/personal/credit-report-services

In order to request a security freeze, individuals will need to provide the following information:

1. Full name (including middle initial as well as Jr., Sr., II, III, etc.);
2. Social Security number;
3. Date of birth;
4. If a person has moved in the past five (5) years, the addresses they have lived over the prior five years;
5. Proof of current address, such as a current utility bill or telephone bill;
6. A legible photocopy of a government-issued identification card (state driver's license or ID card, military identification, etc.);
7. If a person is the victim of identity theft, a copy of either the police report, investigative report, or complaint to a law enforcement agency concerning identity theft.

As an alternative to a security freeze, individuals have the right to place an initial or extended "fraud alert" on a file at no cost. An initial fraud alert is a 1-year alert that is placed on a consumer's credit file. Upon seeing a fraud alert display on a consumer's credit file, a business is required to take steps to verify the consumer's identity before extending new credit. If an individual is the victim of identity theft, they are entitled to an extended fraud alert, which is a fraud alert lasting seven years. Should a person wish to place a fraud alert, they may contact any one of the agencies listed below:

Experian

P.O. Box 9554
Allen, TX 75013
1-888-397-3742

www.experian.com/fraud/center.html

TransUnion

P.O. Box 2000
Chester, PA 19016
1-800-680-7289

www.transunion.com/fraud-alerts

Equifax

P.O. Box 105069
Atlanta, GA 30348
1-888-766-0008

www.equifax.com/personal/credit-report-services

Individuals can obtain additional information regarding identity theft, fraud alerts, security freezes, and the steps that can be taken to protect themselves by contacting the consumer reporting agencies, the Federal Trade Commission, or the individual's relevant state Attorney General.

The Federal Trade Commission can be reached at: 600 Pennsylvania Avenue NW, Washington, DC 20580; www.identitytheft.gov; 1-877-ID-THEFT (1-877-438-4338); and TTY: 1-866-653-4261. The Federal Trade Commission also encourages those who discover that their information has been misused to file a complaint with them. Individuals can obtain further information on how to file such a complaint by way of the contact information listed above. Individuals have the right to file a police report if they experience identity theft or fraud. Please note that in order to file a report with law enforcement for identity theft, individuals will likely need to provide some proof that they have been a victim. Instances of known or suspected identity theft should also be reported to law enforcement and the relevant state Attorney General.

For More Information. Artech understands that you may have questions about this incident that are not addressed in this statement. If you have additional questions or would like to confirm if you are affected by this event, please call the dedicated assistance line at ###-###-#### between 8:00 am and 5:30 pm Central Time Monday through Friday, excluding major U.S. holidays.

EXHIBIT C

PRESS RELEASE

Morristown, New Jersey – Artech, LLC (“Artech”) today announced that it is notifying potentially affected individuals of a recent data security incident that could potentially impact the security of certain personally identifiable information (personal information).

While Artech is unaware of any actual or attempted misuse of personal information as a result of this incident, the company is notifying potentially affected individuals to provide information about the incident and access to resources to protect their information, should they feel it is appropriate to do so. Artech takes this incident and the security of personal information in our care seriously.

What Happened? On January 8, 2020, Artech received a report of unusual activity relating to an employee’s Artech user account. Artech immediately began investigating this report and through that investigation identified ransomware on certain Artech systems. That same day Artech engaged a leading third-party forensic investigation firm to assess the security of its systems and to confirm the nature and scope of the incident. On January 15, 2020, the investigation determined that an unauthorized actor had access to certain Artech systems between January 5, 2020 and January 8, 2020. Artech undertook a comprehensive review of these systems and determined that some personal information was present in them at the time of the incident. Artech reviewed this information and its internal records to identify the individuals associated with this information and their contact information for purposes of providing notice. On or around June 25, 2020, we completed this review and determined that personal information relating to certain individuals was contained in one or more of the involved files.

What Information Was Involved? The investigation determined that at the time of the incident the involved files may have contained information including name, Social Security number, medical information, health insurance information, financial information, payment card information, driver’s license/state identification number, government issued identification number, passport number, visa number, electronic/digital signature, username and password information. The information varied by individual. To date, Artech is unaware of any actual or attempted misuse of personal information as a result of this incident.

What Artech Is Doing. Artech takes this incident and the security of personal information in its care very seriously. Upon learning of this incident, Artech immediately commenced an investigation using external digital forensic specialists, changed system credentials and took steps to secure its systems and assess relevant company systems that may have been impacted by the event. Artech is also working with external digital forensic specialists to enhance existing security processes and protocols.

Individuals who were determined to be potentially impacted by this event will receive written notice of the event by mail if a valid address existed.

What Can You Do? Artech encourages individuals to remain vigilant against incidents of identity theft and fraud and to review account statements for suspicious activity.

Under U.S. law individuals are entitled to one free credit report annually from each of the three major credit reporting bureaus. To order a free credit report, individuals may visit

www.annualcreditreport.com or call, toll-free, 1-877-322-8228. Individuals may also contact the three major credit bureaus directly to request a free copy of a credit report.

Individuals have the right to place a “security freeze” on a credit report, which will prohibit a consumer reporting agency from releasing information in a credit report without express authorization. The security freeze is designed to prevent credit, loans, and services from being approved in a person’s name without consent. However, be aware that using a security freeze to take control over who gets access to the personal and financial information in a credit report may delay, interfere with, or prohibit the timely approval of any subsequent request or application a person makes regarding a new loan, credit, mortgage, or any other account involving the extension of credit. Pursuant to federal law, a person cannot be charged to place or lift a security freeze on a credit report. Should a person wish to place a security freeze, they may contact the major consumer reporting agencies listed below:

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In order to request a security freeze, individuals will need to provide the following information:

1. Full name (including middle initial as well as Jr., Sr., II, III, etc.);
2. Social Security number;
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4. If a person has moved in the past five (5) years, the addresses they have lived over the prior five years;
5. Proof of current address, such as a current utility bill or telephone bill;
6. A legible photocopy of a government-issued identification card (state driver’s license or ID card, military identification, etc.);
7. If a person is the victim of identity theft, a copy of either the police report, investigative report, or complaint to a law enforcement agency concerning identity theft.

As an alternative to a security freeze, individuals have the right to place an initial or extended “fraud alert” on a file at no cost. An initial fraud alert is a 1-year alert that is placed on a consumer’s credit file. Upon seeing a fraud alert display on a consumer’s credit file, a business is required to take steps to verify the consumer’s identity before extending new credit. If an individual is the victim of identity theft, they are entitled to an extended fraud alert, which is a fraud alert lasting seven years. Should a person wish to place a fraud alert, they may contact any one of the agencies listed below:

Experian

P.O. Box 9554
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P.O. Box 105069
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1-888-766-0008

www.equifax.com/personal/credit-report-services

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The Federal Trade Commission can be reached at: 600 Pennsylvania Avenue NW, Washington, DC 20580; www.identitytheft.gov; 1-877-ID-THEFT (1-877-438-4338); and TTY: 1-866-653-4261. The Federal Trade Commission also encourages those who discover that their information has been misused to file a complaint with them. Individuals can obtain further information on how to file such a complaint by way of the contact information listed above. Individuals have the right to file a police report if they experience identity theft or fraud. Please note that in order to file a report with law enforcement for identity theft, individuals will likely need to provide some proof that they have been a victim. Instances of known or suspected identity theft should also be reported to law enforcement and the relevant state Attorney General.

For More Information. Artech understands that you may have questions about this incident that are not addressed in this statement. If you have additional questions or would like to confirm if you are affected by this event, please call the dedicated assistance line at ###-###-#### between 8:00 am and 5:30 pm Central Time Monday through Friday excluding major U.S. holidays.