

**SHANNON A. KNAPP, ESQ.**  
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P: 315.218.8306

December 29, 2021

**VIA ELECTRONIC AND FIRST CLASS MAIL**

Consumer Protection Bureau  
Office of the New Hampshire Attorney General  
33 Capitol Street  
Concord, NH 00301

Re: *Security Incident Notification*

To Whom It May Concern:

We represent Buffalo Lodging Associates, LLC (Buffalo Lodging), located at 570 Delaware Avenue Buffalo, NY 14202. This letter serves as notice to the Office of the Attorney General pursuant to N.H. Rev. Stat. § 359-C:20(I)(b) of a data security incident that may have affected the personal information of two (2) New Hampshire residents.

On or around November 24, 2021, Buffalo Lodging learned that an employee, during the course of their job responsibilities, accidentally sent a spreadsheet containing personal information, including name, Social Security number, date of birth, employee number, job title, hire date, benefit enrollment status, and gender to internal Buffalo Lodging individuals, some of whom were not authorized to view such information. Although Buffalo Lodging does not expect any malicious use of the information or wrongdoing as a result of this incident, out of an abundance of caution, notification of the inadvertent disclosure was provided to affected Buffalo Lodging employees.

As soon as Buffalo Lodging learned of the incident, it commenced an investigation. Buffalo Lodging immediately determined what occurred, deleted all correspondence containing such personal information, and confirmed that no information was accidentally sent to individuals outside of Buffalo Lodging. Further, Buffalo Lodging took appropriate mitigation and disciplinary steps to continue to protect the employees' personal information and prevent any further inadvertent disclosure.

Buffalo Lodging notified the New Hampshire residents on December 22, 2021, and the individuals were offered 24 months of complimentary credit monitoring. A sample copy of the notification letter to the affected individuals is included with this correspondence. Should you have any questions or need additional information, please contact me at 315-218-8306 or via email at [sknapp@bsk.com](mailto:sknapp@bsk.com).

Very truly yours,

BOND, SCHOENECK & KING, PLLC

*s/ Shannon A. Knapp*

Shannon A. Knapp

Buffalo Lodging Associates  
10300 SW Greenburg Rd, Suite 570  
Portland, OR 97223



<<First Name>> <<Last Name>>  
<<Address 1>>  
<<Address 2>>  
<<City>><<State>><<Zip>>

To Enroll, Please Call:  
1-800-939-4170  
Or Visit:  
<https://app.idx.us/account-creation/protect>  
Enrollment Code: <<XXXXXXXXXX>>

*Notification of Accidental Disclosure*

December 22, 2021

Dear <<First Name>> <<Last Name>>:

The privacy and security of the personal information we maintain is of the utmost importance to Buffalo Lodging Associates (“Buffalo Lodging”). We are writing with important information regarding a recent inadvertent disclosure, that may have impacted some of your personal information. We want to provide you with information about the incident, explain the services we are making available to you, and let you know that we continue to take significant measures to protect your personal information.

*What Happened?*

On or around November 24, 2021, we learned that an employee, during the course of their job responsibilities, accidentally sent a spreadsheet containing personal information to internal Buffalo Lodging individuals, some of whom were not authorized to view such information. Although we do not expect any malicious use of the information or wrongdoing as a result of this incident, out of an abundance of caution, we wanted to notify you of this inadvertent disclosure.

*What Information Was Involved?*

We are notifying you that the impacted data contained some of your personal information, specifically name, Social Security number, date of birth, employee number, job title, hire date, benefit enrollment status, and gender.

*What Are We Doing?*

As soon as we were learned of this inadvertent disclosure, we commenced an investigation. We immediately determined what occurred, deleted all correspondence containing such personal information, and confirmed that no information was accidentally sent to individuals outside of Buffalo Lodging. We have taken appropriate mitigation and disciplinary steps to continue to protect your personal information and prevent any further inadvertent disclosure.

While we have no indication or evidence that any of the personal information has been or will be misused, we thought it important to notify you about this incident and provide suggested affirmative steps you can take to protect your information.

*What You Can Do?*

Buffalo Lodging is providing you with access to credit monitoring services at no charge. Services are for 24 months from the date of enrollment. If changes occur to your credit file, notification will be sent to you the same day the change or update takes place with the bureau. In order for you to receive the credit monitoring service described above, you must enroll no later than March 22, 2022.

Accompanying this letter is a document titled "Other Important Information" that provides details on other precautionary measures you can take to protect your personal information, including placing a fraud alert and/or free security freeze on your credit files, and/or obtaining a free credit report. Additionally, you should always remain vigilant in reviewing your account statements for fraudulent or irregular activity on a regular basis.

If you have any further questions regarding this incident, please call the dedicated and confidential toll-free response line that we have set up to respond to questions at 1-800-939-4170. This response line is staffed with professionals familiar with this incident and knowledgeable on what you can do to protect against misuse of your information. The response line is available Monday through Friday, 9am to 9pm, Eastern Time.

Sincerely,

Ronald Kendall  
CEO

– OTHER IMPORTANT INFORMATION –

**1. Placing a Fraud Alert on Your Credit File**

Whether or not you choose to use the complimentary 24-month credit monitoring services, we recommend that you place an initial 1-year “fraud alert” on your credit files, at no charge. A fraud alert tells creditors to contact you personally before they open any new accounts. To place a fraud alert, call any one of the three major credit bureaus at the numbers listed below. As soon as one credit bureau confirms your fraud alert, they will notify the others.

**Equifax**

P.O. Box 105069  
Atlanta, GA 30348  
[www.equifax.com](http://www.equifax.com)  
1-800-525-6285

**Experian**

P.O. Box 2002  
Allen, TX 75013  
[www.experian.com](http://www.experian.com)  
1-888-397-3742

**TransUnion LLC**

P.O. Box 2000  
Chester, PA 19016  
[www.transunion.com](http://www.transunion.com)  
1-800-680-7289

**2. Placing a Security Freeze on Your Credit File.**

If you are very concerned about becoming a victim of fraud or identity theft, you may request a “security freeze” be placed on your credit file, *at no charge*. A security freeze prohibits, with certain specific exceptions, the consumer reporting agencies from releasing your credit report or any information from it without your express authorization. You may place a security freeze on your credit report by sending a request in writing or by mail, to all three nationwide credit reporting companies. To find out more about how to place a security freeze, you can use the following contact information:

**Equifax Security Freeze**

P.O. Box 105788  
Atlanta, GA 30348  
[www.freeze.equifax.com](http://www.freeze.equifax.com)  
1-800-685-1111

**Experian Security Freeze**

P.O. Box 9554  
Allen, TX 75013  
<http://experian.com/freeze>  
1-888-397-3742

**TransUnion Security Freeze**

P.O. Box 2000  
Chester, PA 19016  
<http://www.transunion.com/securityfreeze>  
1-800-909-8872

In order to place the security freeze, you’ll need to supply your name, address, date of birth, Social Security number and other personal information. After receiving your freeze request, each credit monitoring company will send you a confirmation letter containing a unique PIN (personal identification number) or password. Keep the PIN or password in a safe place. You will need it if you choose to lift the freeze.

If you do place a security freeze *prior* to enrolling in the credit monitoring service as described above, you will need to remove the freeze in order to sign up for the credit monitoring service. After you sign up for the credit monitoring service, you may refreeze your credit file.

**3. Obtaining a Free Credit Report.**

Under federal law, you are entitled to one free credit report every 12 months from each of the above three major nationwide credit reporting companies. Call **1-877-322-8228** or request your free credit reports online at [www.annualcreditreport.com](http://www.annualcreditreport.com). Once you receive your credit reports, review them for discrepancies. Identify any accounts you did not open or inquiries from creditors that you did not authorize. Verify all information is correct. If you have questions or notice incorrect information, contact the credit reporting company.

**4. Additional Helpful Resources.**

Even if you do not find any suspicious activity on your initial credit reports, the Federal Trade Commission (FTC) recommends that you check your credit reports periodically. Checking your credit report periodically can help you spot problems and address them quickly.

If you find suspicious activity on your credit reports or have reason to believe your information is being misused, call your local law enforcement agency and file a police report. Be sure to obtain a copy of the police report, as many creditors will want the information it contains to absolve you of the fraudulent debts. You may also file a complaint with the FTC by contacting them on the web at [www.ftc.gov/idtheft](http://www.ftc.gov/idtheft), by phone at 1-877-IDTHEFT (1-877-438-4338), or by mail at Federal Trade Commission, Consumer Response Center, 600 Pennsylvania Avenue, NW, Washington, DC 20580. Your complaint will be added to the FTC's Identity Theft Data Clearinghouse, where it will be accessible to law enforcement for their investigations. In addition, you may obtain information from the FTC about fraud alerts and security freezes.

**Massachusetts Residents:** You may obtain information about preventing identity theft from the Massachusetts Attorney General's Office: <https://www.mass.gov/avoiding-identity-theft>; Telephone: Consumer Hotline (617) 727-8400; Medicaid Fraud Tip line: (617) 963-2360

**New York Residents:** You may obtain information about preventing identity theft from the New York Attorney General's Office: Office of the Attorney General, The Capitol, Albany, NY 12224-0341; <https://ag.ny.gov/consumer-frauds-bureau/identity-theft>; Telephone: 800-771-775 (TDD/TYY Support: 800-788-9898); Medicare Fraud Control Unit Direct Line: 212-417-5397