MULLEN
COUGHLIN LLC
ATTORNEYS AT LAW

426 W. Lancaster Avenue, Suite 200
Devon, PA 19333

May 2, 2023

VIA U.S. MAIL

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

Re: Notice of Data Event

To Whom It May Concern:

We represent Carvin Software, LLC ("Carvin Software") located at 70 South Val Vista Drive, Suite A3, Gilbert, AZ 85296. Carvin Software provides services including staffing software and consulting services to other organizations. As part of these services, Carvin Software collects and maintains information on behalf of its customers. Carvin Software experienced a data event and is providing notice of this event on behalf of its potentially impacted business entity customer(s). For a list of the relevant Carvin Software business entity customer(s) ("Data Owners"), please see ***Exhibit A.*** This notice will be supplemented with any new significant facts learned subsequent to its submission. By providing this notice, Carvin Software 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 March 9, 2023, Carvin Software identified unusual activity on certain systems within its computer network. In response, Carvin Software promptly isolated the affected systems and commenced a comprehensive investigation into the full nature and scope of the activity. On March 27, 2023, the investigation determined that certain files were copied from the network without authorization between February 22, 2023, and March 9, 2023. Carvin Software undertook a comprehensive review of the files in order to determine what information was potentially present in those files and to whom it related. On or about March 29, 2023, Carvin Software completed the initial review and it determined that although the information varies by individual the files contained information including

On April 18, 2023, Carvin Software began providing notice to the Data Owners who are associated with this information.

Notice to New Hampshire Residents

On May 2, 2023, Carvin Software began providing written notice of this incident on behalf of relevant Data Owners to two thousand three hundred and thirty-four (2,334) New Hampshire residents. Written notice is being provided in substantially the same form as the letter attached here as ***Exhibit B***.

Other Steps Taken and To Be Taken

Upon discovering the event, Carvin Software moved quickly to investigate and respond to the incident, assess the security of its systems, and identify potentially affected individuals. Further, Carvin Software notified federal law enforcement and the potentially impacted Data Owners regarding the event. Carvin Software is also evaluating its policies and procedures and implementing additional measures to further safeguard information on its network. Carvin Software is providing access to credit monitoring services for twelve months, through IDX, to individuals whose personal information was potentially affected by this incident, at no cost to these individuals.

Additionally, Carvin Software is providing individuals with guidance on how to better protect against identity theft and fraud. Carvin Software 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.

Carvin Software is providing written notice of this incident to relevant state regulators, as necessary, and to the three major credit reporting agencies, Equifax, Experian, and TransUnion.

Contact Information

Should you have any questions regarding this notification or other aspects of the data security event, please contact us at .

Very truly yours,

Sian M. Schafle of
MULLEN COUGHLIN LLC

SMS/rmm
Enclosure

CARVIN SOFTWARE
SOFTWARE & CONSULTING SERVICES

PO Box 480149
Niles, IL 60714

To Enroll, Please Call:
1-888-567-0279
Or Visit:
https://response.idx.us/carvinsoftware
Enrollment Code: [XXXXXXXX]

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

May 2, 2023

<<NOTICE OF DATA BREACH>>

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

Carvin Software, LLC ("Carvin Software") is writing to inform you of an incident that involves some of your information. Carvin Software has your information because we offer staffing software solutions and consulting services to <<Data Owner>>. This letter includes information about the incident, our response, and steps you may take to protect your personal information, if you feel it is appropriate to do so.

What Happened? On March 9, 2023, Carvin Software identified unusual activity on certain systems within our computer network. We promptly isolated the affected systems and commenced a comprehensive investigation into the full nature and scope of the activity. On March 27, 2023, the investigation determined that certain files were copied from our network without authorization between February 22, 2023, and March 9, 2023. Carvin Software then undertook a comprehensive review of the files in order to determine what specific information was present in those files and to whom that information related. This review was completed on March 29, 2023. We then worked to notify you and provide information and services to assist you in protecting your data.

What Information Was Involved? Our investigation determined that the affected files contained information including your <<Data Elements>>,

What We Are Doing. We are notifying you about this incident and providing you access to complimentary credit monitoring services. Further, we implemented additional technical security measures, and are evaluating our policies and procedures to further safeguard information in our systems. We also notified federal law enforcement of this event.

What You Can Do. We encourage you to remain vigilant against incidents of identity theft and fraud by reviewing your account statements and monitoring your free credit reports for suspicious activity and to detect errors. We also recommend you review the "Steps You Can Take to Help Protect Personal Information" section of this letter. Further, you may enroll in the offered complimentary credit monitoring services. Enrollment instructions are on the next page of this letter. Please note, we are unable to enroll you. You will need to follow the instructions included in this letter in order to enroll yourself in the services being offered.

For More Information. If you have questions about this matter, please contact our dedicated assistance line at 1-888-567-0279, Monday through Friday from 9:00 a.m. to 9:00 p.m. EST (excluding U.S. holidays). You may also write to Carvin Software at 70 South Val Vista Drive, Suite A3, Gilbert, AZ 85296.

Si necesita assistencia en español, comuníquese con nosotros al 1-888-567-0279, de lunes a viernes de 9:00 a. m. a 9:00 p. m. EST (excluyendo los días festivos de EE. UU.)

Sincerely,

Carvin Wilson
Owner & CEO
Carvin Software, LLC

Steps You Can Take to Help Protect Personal Information

Enroll in Credit Monitoring

We are offering identity theft protection services through IDX, A ZeroFox Company, the data breach and recovery services expert. IDX identity protection services include: <<12/24>> months of credit and CyberScan monitoring, a $1,000,000 insurance reimbursement policy, and fully managed I.D. theft recovery services. With this protection, IDX will help you resolve issues if your identity is compromised.

Go to https://response.idx.us/carvinsoftware or call 1-888-567-0279 and follow the instructions for enrollment using your Enrollment Code provided at the top of the first page of this letter. Please note the deadline to enroll is August 2, 2023.

Monitor Your Accounts

Under U.S. law, a consumer is entitled to one free credit report annually from each of the three major credit reporting bureaus, Equifax, Experian, and TransUnion. To order your free credit report, visit www.annualcreditreport.com or call, toll-free, 1-877-322-8228. You may also directly contact the three major credit reporting bureaus listed below to request a free copy of your credit report.

Consumers have the right to place an initial or extended "fraud alert" on a credit 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 three major credit reporting bureaus listed below.

As an alternative to a fraud alert, consumers have the right to place a "credit freeze" on a credit report, which will prohibit a credit bureau from releasing information in the credit report without the consumer's express authorization. The credit 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 credit 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 credit freeze on your credit report. To request a security freeze, you 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. Addresses for the prior two to 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, etc.); and
7. A copy of either the police report, investigative report, or complaint to a law enforcement agency concerning identity theft if you are a victim of identity theft.

Should you wish to place a credit freeze, please contact the three major credit reporting bureaus listed below:

Equifax	**Experian**	**TransUnion**
https://www.equifax.com/personal/credit report-services/	https://www.experian.com/help/	https://www.transunion.com/credit help
888-298-0045	1-888-397-3742	1 (800) 916-8800
Equifax Fraud Alert, P.O. Box 105069 Atlanta, GA 30348-5069	Experian Fraud Alert, P.O. Box 9554, Allen, TX 75013	TransUnion Fraud Alert, P.O. Box 2000, Chester, PA 19016
Equifax Credit Freeze, P.O. Box 105788 Atlanta, GA 30348-5788	Experian Credit Freeze, P.O. Box 9554, Allen, TX 75013	TransUnion Credit Freeze, P.O. Box 160, Woodlyn, PA 19094

Additional Information

You may further educate yourself regarding identity theft, fraud alerts, credit freezes, and the steps you can take to protect your personal information by contacting the consumer reporting bureaus, the Federal Trade Commission, or your state Attorney General. The Federal Trade Commission may 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 District of Columbia residents, the District of Columbia Attorney General may be contacted at: 400 6th Street, NW, Washington, DC 20001; 202-727-3400; and oag.dc.gov.

For Maryland residents, the Maryland Attorney General may be contacted at: 200 St. Paul Place, 16th Floor, Baltimore, MD 21202; 1-410-528-8662 or 1-888-743-0023; and www.oag.state.md.us.

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 bureaus 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.

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

For North Carolina residents, the North Carolina Attorney General may be contacted at: 9001 Mail Service Center, Raleigh, NC 27699-9001; 1-877-566-7226 or 1-919-716-6000; and www.ncdoj.gov.

For Rhode Island residents, the Rhode Island Attorney General may be reached at: 150 South Main Street, Providence, RI 02903; www.riag.ri.gov; and 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 <<Number of RI Residents Post NCOA>> Rhode Island residents impacted by this incident.