



Jeffrey A. Meyers  
Commissioner

Karen E. Hebert  
Director

STATE OF NEW HAMPSHIRE  
DEPARTMENT OF HEALTH AND HUMAN SERVICES  
DIVISION OF ECONOMIC & HOUSING STABILITY

BUREAU OF CHILD SUPPORT SERVICES

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January 17, 2019

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

**RE: Security Breach Notification Pursuant to RSA 359-C:20**

Dear Attorney General MacDonald:

I am writing to provide Notice of Security Breach pursuant to NH RSA 359-C: 20. On October 25, 2018 the Bureau of Child Support Services (BCSS) became aware that personal and confidential information of two individuals, a New Hampshire resident and a resident of the State of Utah, was mistakenly included within documents filed by BCSS for a Circuit Court Family Division case. The documents were received from another state in a request for BCSS enforcement services pursuant to the Uniform Interstate Family Support Act (UIFSA). The personal information included the name and social security numbers of both parties to the case.

A BCSS Regional Administrator spoke to each party by phone on or about October 25, 2018 to discuss the breach. BCSS also immediately reported the breach to my office and after consultation efforts were initiated to discover the cause of the breach. After a thorough internal investigation we have identified the cause of the breach and have initiated affirmative steps to prevent a similar situation from arising in the future. One step involves staff training on the identification and segregation of improper and unnecessary documents received from another jurisdiction in UIFSA cases. Written notification of the security breach, in accordance with RSA 359-C: 20, was provided to the two (2) individuals by letter dated January 16, 2019.

The Department of Health and Human Services is committed to providing an environment that protects the privacy and security of information necessary to support our mission. Please be assured that we take the matter of privacy and security in the handling of personal information very seriously and maintain policies and procedures to protect the confidentiality of such information.

Please do not hesitate to contact me directly if you would like further information regarding this matter or if you have any questions or concerns.

Sincerely,

Catherine L. Bernhard,

Privacy Officer

NH Department of Health and Human Services

129 Pleasant Street, Concord, NH 03301

(603) 271-9374

C: Frank Nachman, Esq.