



August 8, 2018

Via USPS, Priority Mail Express Delivery

Joseph Foster  
Office of the Attorney General  
33 Capitol Street  
Concord, NH 03301

Dear Attorney General Foster:

Pursuant to N.H. Rev. Stat. § 359-C:20, we are writing to notify you of a data security event that involved our company, ChoiceOne Urgent Care (ChoiceOne). The event potentially affected two New Hampshire residents. Details of the security event and mitigation steps are set forth below.

#### **NATURE OF THE SECURITY EVENT**

On May 8, 2018, an employee was the victim of an email phishing scam that we learned on May 17, 2018 may have resulted in unauthorized access to the employee's email account. Promptly after discovering the scam, we blocked the unauthorized individual's access to the email account and hired a leading cybersecurity forensics firm specializing in the investigation and resolution of cyberattacks to determine what information may have been accessed by the unauthorized individual.

On May 22, 2018, we discovered that the unauthorized party may have been able to access certain individuals' information contained in the compromised email account. Over the following weeks, we conducted an extensive review to identify any individuals whose personal information was included in the employee's email account. Unfortunately, our review identified that the following information about two New Hampshire residents was included in the employee's email account: individual taxpayer identification number and username/password to an internal company account.

We maintain policies and procedures to protect customer confidentiality and conform to HIPAA privacy, security and breach notification requirements. This event did not result from any failure to adhere to such policies and procedures. At this time, we are not aware of any unauthorized viewing or misuse of either of the individuals' information.

#### **AFFECTED NEW HAMPSHIRE RESIDENTS**

On Friday July 27, 2018, we sent a notice via first class mail to the two affected New Hampshire residents, encouraging them to take measures to help prevent and detect any misuse of their information (e.g. monitoring statements and potentially placing a fraud alert with the three major credit monitoring bureaus), providing them with information regarding identity theft prevention, as well as a toll-free telephone number that they may call for

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further information and assistance. We are also offering them the opportunity to enroll in 12 months of identity protection under the Experian IdentityWorks<sup>SM</sup> fraud detection tools at no cost.

#### **STEPS WE HAVE TAKEN OR PLAN TO TAKE RELATING TO THE INCIDENT**

We have implemented additional technological security measures to prevent this type of unauthorized access to the ChoiceOne email system in the future. We are also exploring additional measures, including improved training, additional technical security measures, and enhanced policies, procedures and practices for network security.

#### **CONTACT INFORMATION**

If you would like to discuss the incident further, you may contact me at: 781-699-4297.

Sincerely,

A handwritten signature in cursive script that reads "Louise Bucolo". The signature is written in black ink and is positioned above the printed name and title.

Louise Bucolo  
Chief Privacy Officer