



LEWIS BRISBOIS BISGAARD & SMITH LLP

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January 21, 2022

**VIA E-MAIL**

Attorney General Gordon MacDonald  
Office of the Attorney General  
Consumer Protection Bureau  
33 Capitol Street  
Concord, NH 03301  
Phone: (603) 271-3643  
E-Mail: [DOJ-CPB@doj.nh.gov](mailto:DOJ-CPB@doj.nh.gov)

Re: **Notice of Data Security Incident**

Dear Attorney General MacDonald:

Lewis Brisbois Bisgaard & Smith LLP represents Grand Street Settlement, Inc. (“Grand Street”), a non-profit located in New York, New York in connection with a recent data security incident that may have affected the information of certain New Hampshire residents. The purpose of this letter is to notify you of the incident in accordance with New Hampshire’s data breach notification statute.

**1. NATURE OF THE SECURITY INCIDENT**

Grand Street is a non-profit organization that provides a continuum of programs and services to individuals and families including young children, young adults, and seniors across New York City, New York. Grand Street has several locations across Manhattan’s Lower East Side and Brooklyn.

Grand Street experienced an encryption event on June 25, 2021. Grand Street immediately took steps to secure their environment and engaged cybersecurity experts to assist with an investigation. The investigation determined that an unknown actor gained access to and obtained data from the Grand Street network without authorization.

Grand Street undertook a comprehensive review of the information that could have potentially been accessed as a result of the incident. On December 22, 2021, Grand Street determined that personal information, primarily related to its employees, was potentially impacted. The information potentially accessed without authorization may have included first and last name, Passport Number, Drivers’ License or State Identification Number, Payment Card Number and Security Code, Social Security

Number, Financial Account Number, and/or Routing Number. To date, Grand Street has no evidence that any potentially impacted information has been misused in conjunction with this incident.

## 2. NUMBER OF NEW HAMPSHIRE RESIDENTS AFFECTED

Grand Street determined that one (1) current New Hampshire resident was impacted in this incident. Grand Street notified these individuals of this data security incident via first class U.S. mail on January 21, 2022. A sample copy of the notification letter sent to the affected individual is attached.

## 3. STEPS TAKEN RELATING TO THE INCIDENT

Grand Street implemented additional security features to reduce the risk of a similar incident occurring in the future. Grand Street also reported this incident to the Federal Bureau of Investigation and will provide whatever cooperation is necessary to attempt to hold the perpetrators of this incident accountable, if possible.

While Grand Street has no indication that the information has been misused, it nonetheless is providing individuals with information about steps that they can take to help protect their personal information. As a further precaution, Grand Street is also offering New Hampshire consumers one (1) year of complimentary credit and identity monitoring services through IDX. This product helps detect possible misuse of personal information and provides consumers whose information may have been accessed without authorization with identity protection support.

## 4. CONTACT INFORMATION

Grand Street is committed to protecting the security of the personal information in their possession. Please feel free to contact me at [Donna.Maddux@lewisbrisbois.com](mailto:Donna.Maddux@lewisbrisbois.com) or by phone at 971-334-7001 if you have any further questions.

Very truly yours,



Donna Maddux of  
LEWIS BRISBOIS BISGAARD &  
SMITH LLP

Enclosure: Sample Consumer Notification Letter

To Enroll, Please Call:

1-833-676-2175

Or Visit:

<https://app.idx.us/account-creation/protect>

Enrollment Code: <<Enrollment>>

<<First Name>> <<Last Name>>

<<Address1>>

<<Address2>>

<<City>>, <<State>> <<Zip>>

January 21, 2022

Subject: Notice of Data <<Variable1>>

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

Grand Street Settlement, Inc. (“Grand Street”) is writing to inform you of a data security incident that may have affected your personal information. At Grand Street, we take the privacy and security of the personal information we maintain very seriously. That is why we are writing to provide you with information about this incident and about steps that you can take to help protect your personal information, including an offer of complimentary credit monitoring and identity protection services.

**What Happened?** On June 25, 2021, Grand Street experienced a network disruption. We immediately took steps to secure our environment and engaged cybersecurity experts to assist us with an investigation. The investigation determined that an unknown actor gained access to and obtained data from the Grand Street network without authorization. After a thorough investigation, on December 22, 2021, we determined that some of your personal information may have been involved in the incident. We currently have no reason to believe your information was misused as a result of this incident, only that it was potentially accessed or acquired.

**What Information Was Involved?** The potentially affected information may have included your name and your <<Variable3>>.

**What Are We Doing?** As soon as we discovered the incident, we took the steps referenced above. We also implemented additional security features to reduce the risk of a similar incident occurring in the future. We reported this incident to the Federal Bureau of Investigation and will provide whatever cooperation is necessary to attempt to hold the perpetrators of this incident accountable, if possible. We are further notifying you of this event and advising you about steps you can take to help protect your information.

Additionally, we are offering you complimentary credit monitoring and identity protection services for <<Variable2>> through IDX, a national leader in identity protection services. The IDX services, which are free to you upon enrollment, include a <<Variable2>> subscription for the following: single bureau credit monitoring, CyberScan dark web monitoring, fully-managed identity recovery services, and \$1 million in identity theft insurance coverage. With this protection, IDX will help you resolve issues if your identity is compromised.

**What Can You Do?** We recommend that you review the guidance included with this letter about how to protect your personal information. In addition, we recommend enrolling in the complimentary identity protection services being offered through IDX to further protect your personal information. To receive credit monitoring 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.

To enroll in the complimentary identity protection services provided through IDX, please call 1-833-676-2175 Monday through Friday from 9:00 am – 9:00 pm Eastern Standard Time or visit <https://app.idx.us/account-creation/protect> and insert the Enrollment Code provided above. Please note the deadline to enroll in these complimentary services is April 21, 2022. You will need to reference the enrollment code at the top of this letter when calling or enrolling online, so please do not discard this letter.

**For More Information.** If you have questions about the complimentary services or need assistance, please contact customer service for IDX at 1-833-676-2175. IDX representatives are available Monday through Friday from 9:00 am – 9:00 pm Eastern Standard Time. IDX representatives have been fully versed on the incident and can answer questions or concerns you may have regarding protection of your personal information.

Please accept our sincere apologies and know that we deeply regret any worry or inconvenience that this may cause you.

Sincerely,

A handwritten signature in black ink that reads "Elsa Pereira". The signature is written in a cursive, flowing style.

Elsa Pereira  
Managing Director of Operations  
Grand Street Settlement

## ADDITIONAL STEPS YOU CAN TAKE TO FURTHER PROTECT YOUR INFORMATION

**Review Your Account Statements and Notify Law Enforcement of Suspicious Activity:** As a precautionary measure, we recommend that you remain vigilant by reviewing your account statements and monitoring free credit reports closely for errors and by taking other steps appropriate to protect accounts, including promptly changing passwords. If you detect any suspicious activity on an account, you should promptly notify the financial institution or company with which the account is maintained for remediation assistance or contact a remediation service provider. You also should promptly report any fraudulent activity or any suspected incidence of identity theft to proper law enforcement authorities, your state attorney general, and/or the Federal Trade Commission (FTC). You should also contact your local law enforcement authorities and file a police report. Obtain a copy of the police report in case you are asked to provide copies to creditors to correct your records. Contact information for the Federal Trade Commission is as follows:

- *Federal Trade Commission*, Consumer Response Center, 600 Pennsylvania Ave, NW, Washington, DC 20580, 1-877-IDTHEFT (438-4338), [www.consumer.ftc.gov](http://www.consumer.ftc.gov), [www.ftc.gov/idtheft](http://www.ftc.gov/idtheft).

**Copy of Credit Report:** You may obtain a free copy of your credit report from each of the three major credit reporting agencies once every 12 months by visiting <http://www.annualcreditreport.com/>, calling toll-free 877-322-8228, or by completing an Annual Credit Report Request Form and mailing it to Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA 30348. You can print this form at <https://www.annualcreditreport.com/cra/requestformfinal.pdf>. You also can contact one of the following three national credit reporting agencies:

- *Equifax*, P.O. Box 740241, Atlanta, GA 30374, 1-800-525-6285, [www.equifax.com](http://www.equifax.com).
- *Experian*, P.O. Box 9532, Allen, TX 75013, 1-888-397-3742, [www.experian.com](http://www.experian.com).
- *TransUnion*, P.O. Box 1000, Chester, PA 19016, 1-800-916-8800, [www.transunion.com](http://www.transunion.com).

**Fraud Alerts:** There are two kinds of general fraud alerts you can place on your credit report—an initial alert and an extended alert. You may want to consider placing either or both fraud alerts on your credit report. An initial fraud alert is free and will stay on your credit file for at least 90 days. The alert informs creditors of possible fraudulent activity within your report and requests that the creditor contact you prior to establishing any accounts in your name. You may have an extended alert placed on your credit report if you have already been a victim of identity theft and provide the appropriate documentary proof. An extended fraud alert is also free and will stay on your credit report for seven years. To place a fraud alert on your credit report, contact any of the three credit reporting agencies identified above. Additional information is available at <http://www.annualcreditreport.com>. Military members may also place an Active Duty Military Fraud Alert on their credit reports while deployed. An Active Duty Military Fraud Alert lasts for one year and can be renewed for the length of your deployment

**Credit or Security Freezes:** Under U.S. law, you have the right to put a credit freeze, also known as a security freeze, on your credit file, for up to one year at no cost. The freeze will prevent new credit from being opened in your name without the use of a PIN number that is issued to you when you initiate the freeze. A security freeze is designed to prevent potential creditors from accessing your credit report without your consent. As a result, using a security freeze may interfere with or delay your ability to obtain credit. You must separately place a security freeze on your credit file with each credit reporting agency. There is no fee to place or lift a security freeze. For information and instructions on how to place a security freeze, contact any of the credit reporting agencies or the Federal Trade Commission identified above. In order to place a security freeze, you may be required to provide the consumer reporting agency with information that identifies you including your full name, Social Security number, date of birth, current and previous addresses, a copy of your state-issued identification card, and a recent utility bill, bank statement or insurance statement. After receiving your freeze request, each credit bureau will provide you with a unique PIN or password. Keep the PIN or password in a safe place as you will need it if you choose to lift the freeze.

A freeze remains in place until you ask the credit bureau to temporarily lift it or remove it altogether. If the request is made online or via phone, a credit bureau must lift the credit freeze within an hour. If the request is made by mail, then the bureau must lift the freeze no later than three business days after receiving your request.

**IRS Identity Protection PIN:** You can obtain an identity protection PIN (IP PIN) from the IRS that prevents someone else from filing a tax return using your Social Security number. The IP PIN is known only to you and the IRS and helps the IRS verify your identity when you file your electronic or paper tax return. You can learn more and obtain your IP PIN

here: <https://www.irs.gov/identity-theft-fraud-scams/get-an-identity-protection-pin>.

**You also have certain rights under the Fair Credit Reporting Act (FCRA):** These rights include the right to know what is in your file; to dispute incomplete or inaccurate information; to have consumer reporting agencies correct or delete inaccurate, incomplete, or unverifiable information. For more information about the FCRA, and your rights pursuant to the FCRA, please visit [http://files.consumerfinance.gov/f/201504\\_cfpb\\_summary\\_your-rights-under-fcra.pdf](http://files.consumerfinance.gov/f/201504_cfpb_summary_your-rights-under-fcra.pdf).

**Additional Free Resources:** You can obtain information from the consumer reporting agencies, the FTC, or from your respective state attorney general about fraud alerts, security freezes, and steps you can take toward preventing identity theft. You may report suspected identity theft to local law enforcement, including to the FTC or to the attorney general in your state.

**Grand Street Settlement:** Grand Street can be reached via mail at 80 Pitt St, New York, NY 10002 and via phone (212) 674 -1740.

**Additional information:**

**District of Columbia:** The Office of the Attorney General for the District of Columbia can be reached at 400 6th Street, NW, Washington, DC 20001; (202) 727-3400; [oag@dc.gov](mailto:oag@dc.gov)

**Maine:** Maine Attorney General can be reached at: 6 State House Station Augusta, ME 04333; 207-626-8800; <https://www.maine.gov/ag/>.

**Maryland:** Maryland Attorney General can be reached at: 200 St. Paul Place Baltimore, MD 21202; 1-888-743-0023; [oag@state.md.us](mailto:oag@state.md.us) or [IDTheft@oag.state.md.us](mailto:IDTheft@oag.state.md.us)

**North Carolina:** North Carolina Attorney General's Office, Consumer Protection Division, can be reached at: 9001 Mail Service Center Raleigh, NC 27699-9001; 877-5-NO-SCAM (Toll-free within North Carolina); 919-716-6000; [www.ncdoj.gov](http://www.ncdoj.gov)

**New York:** New York Attorney General can be reached at: Bureau of Internet and Technology Resources, 28 Liberty Street, New York, NY 10005, 1-212-416-8433, <https://ag.ny.gov/>.

**Rhode Island:** Rhode Island Attorney General can be reached at: 150 South Main Street Providence, RI 02903, <http://www.riag.ri.gov>.

**Vermont:** Vermont Attorney General's Office can be reached at: 109 State Street, Montpelier, VT 05609; Phone (802) 828-3171; Email: [ago.info@vermont.gov](mailto:ago.info@vermont.gov).