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STATE OF NEW HAMPSHIRE
DEPARTMENT OF HEALTH AND HUMAN SERVICES
OFFICE OF LEGAL AND REGULATORY SERVICES

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June 10, 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 March 20 and March 21, 2019 personal information of a DHHS staff member was mistakenly disclosed by DHHS to a third party posing as the staff member by email. The personal information included the name, address, and bank information of the staff member.

The email communication was discovered to be fraudulent on April 5, 2018 and DHHS's Bureau of Information Security Director notified the affected staff member by phone and in writing at that time. Copies of the email thread relating to the disclosure were also provided to the affected staff member. DHHS Privacy Officer followed up with the affected staff member by phone and in writing on April 8, 2019 and provided information including the link to the NH AG Consumer Protection Bureau website relating to safeguards for consumers when faced with potential identity theft. After consultation, efforts were initiated to discover the cause of the breach. A thorough internal investigation was performed and DHHS identified the cause of the breach and initiated affirmative steps and updated procedures to prevent a similar situation from arising in the future. 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 of state employees and clients 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
Department of Health and Human Services
129 Pleasant Street, Concord, NH 03301
(603) 271-9374