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November 8, 2022

File No. 49975.36

VIA EMAIL

Attorney General John Formella
Office of the Attorney General
Consumer Protection Bureau
33 Capitol Street
Concord, NH 03301
Phone: (603) 271-3643
Email: DOJ-CPB@doj.nh.gov

Re: Notice of Data Security Incident

Dear Attorney General Formella:

Lewis Brisbois Bisgaard & Smith LLP (“Lewis Brisbois”) represents Hettich Instruments (“Hettich”) with respect to a recent data security incident described in greater detail below. The purpose of this letter is to notify you of the incident in accordance with New Hampshire’s data breach notification statute. (N.H. Rev. Stat. §§ 359-C:19 – C:21).

1. Nature of the Security Incident

On October 3, 2022, Hettich experienced an incident disrupting access to its computer systems. In response, Hettich took immediate steps to secure its systems and promptly launched an investigation. Hettich engaged independent digital forensics and incident response experts to assist with the response and investigation. On October 19, 2022, Hettich learned that certain personal information may have been impacted in connection with the incident. While Hettich has no reason to believe that personal information has been misused, out of abundance of caution, Hettich is notifying all potentially impacted individuals.

2. Number of New Hampshire Resident(s) Affected

Hettich notified one (1) New Hampshire resident of this incident via First-Class U.S. Mail on November 4, 2022. The impacted information included the resident’s first and last name, address, date of birth, and Social Security number. A sample copy of the notification letter is included with this correspondence.

3. Steps Taken Relating to the Incident

Following discovery of the data security incident, Hettich implemented additional security features in its environment to reduce the risk of a similar incident occurring in the future. Additionally, Hettich retained IDX, a company specializing in credit and identity monitoring services, to offer complimentary privacy and identity theft protection for 12 months to those with impacted Social Security numbers. These services also include credit and CyberScan monitoring, identity restoration, and a \$1 million identity theft insurance policy. The affected resident was also provided with additional information about steps to take to protect his/her confidential information and privacy.

4. Contact Information

Hettich remains dedicated to protecting the personal information in its control. If you have any questions or need additional information, please contact me at (214) 722-7141 or by e-mail at Lindsay.Nickle@lewisbrisbois.com.

Please let me know if you have any questions.

Very truly yours,

Lindsay B. Nickle
LEWIS BRISBOIS BISGAARD & SMITH LLP

Enclosure: Sample Consumer Notification Letter



100 Cummings Center, Ste. 136L
Beverly, Massachusetts 01915

To Enroll, Please Call:
1-800-939-4170
Or Visit:
<https://app.idx.us/account-creation/protect>
Enrollment Code: <<XXXXXXXXXX>>

November 4, 2022

<<First Name>> <<Last Name>>
<<Address1>> <<Address2>>
<<City>>, <<State>> <<Zip>>

Subject: Notice of Data <<Variable Text 1: Breach or Security Incident>>

Dear <<First Name>> <<Last Name>>,

I am writing to inform you about a recent data security incident experienced by Hettich Instruments (“Hettich”) that may have affected your personal information. We take the privacy and security of all personal information within our possession very seriously. Please read this letter carefully as it contains information regarding the incident and steps that you can take to help protect your personal information.

What Happened? On October 3, 2022, Hettich discovered that it had experienced an incident disrupting access to some of its computer network. In response, we took immediate steps to secure its network and promptly launched an investigation. We engaged independent digital forensics and incident response experts to determine what happened and to identify any information that may have been accessed or acquired without authorization as a result. On October 19, 2022, we learned that your personal information may have been impacted in connection with the incident. Please note that we have no evidence of the misuse or attempted misuse of any potentially impacted information.

What Information Was Involved? The information that may have been impacted include your name, address, date of birth, and Social Security number.

What Are We Doing? As soon as we discovered the incident, we took the steps described above. We also implemented measures to enhance the security of our digital environment in an effort to minimize the risk of a similar incident occurring in the future.

To help relieve concerns and protect your information following this incident, Hettich has secured the services of IDX to provide credit monitoring and identity theft restoration services at no cost to you. IDX is a global leader in risk mitigation and response, and the IDX team has extensive experience helping people who have sustained an unintentional exposure of confidential data. Your services include 12 months of credit¹ and dark web monitoring, social media monitoring, password detective, and fully managed identity theft recovery services. With this protection, IDX will help you to resolve issues if your identity is compromised.

¹ 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.

What You Can Do: We strongly encourage you to enroll in the monitoring services we are offering through IDX. To enroll, please visit <https://app.idx.us/account-creation/protect> or call 1-800-939-4170 and provide the enrollment code listed at the top of this letter. Please note that the deadline to enroll is February 3, 2023.

For More Information: Review this letter carefully along with the “Steps You Can Take to Protect Your Personal Information” document enclosed. It describes additional ways you can help safeguard your information. Hettich also recommends that you review your credit report for unusual activity. If you see anything that you do not understand or that looks suspicious, you should contact the consumer reporting agencies for assistance using the contact information included with this letter.

If you have any questions about this incident, please contact Michelle Abell, Human Resources Manager, at Michelle.Abell@hettweb.com. If you need assistance with enrolling for the services we are offering, please call IDX at 1-800-939-4170, Monday through Friday, between 8:00 am to 8:00 pm Central Time.

The security of your information is a top priority at Hettich, and we are committed to safeguarding your information. Please accept our sincere apologies and know that we take this matter very seriously and deeply regret any worry or inconvenience that this may cause you.

Sincerely,

Nicholas Horsley
General Manager
Hettich Instruments
100 Cummings Center, Ste. 136L
Beverly, Massachusetts 01915

Steps You Can Take to Protect Your Personal 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 credit reports closely. If you detect any suspicious activity on an account, you should promptly notify the financial institution or company with which the account is maintained. 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).

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 1-877-322-8228, 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 also can contact one of the following three national credit reporting agencies:

Equifax

P.O. Box 105788
Atlanta, GA 30348
1-888-378-4329
www.equifax.com

Experian

P.O. Box 9532
Allen, TX 75013
1-800-831-5614
www.experian.com

TransUnion

P.O. Box 1000
Chester, PA 19016
1-800-916-8800
www.transunion.com

Fraud Alert: You may want to consider placing a fraud alert on your credit report. An initial fraud alert is free and will stay on your credit file for at least one year. 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. 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>.

Security Freeze: You have the right to put a security freeze on your credit file for up to one year at no cost. This 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. 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.

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.

Federal Trade Commission

600 Pennsylvania Ave, NW
Washington, DC 20580
consumer.ftc.gov
1-877-438-4338

Maryland Attorney General

St. Paul Plaza
200 St. Paul Place
Baltimore, MD 21202
marylandattorneygeneral.gov
1-888-743-0023

New York Attorney General

Bureau of Internet and Technology
Resources
28 Liberty Street
New York, NY 10005
ag.ny.gov
1-212-416-8433 / 1-800-771-7755

North Carolina Attorney General

9001 Mail Service Center
Raleigh, NC 27699
ncdoj.gov
1-877-566-7226

Rhode Island Attorney General

150 South Main Street
Providence, RI 02903
<http://www.riag.ri.gov>
riag.ri.gov
1-401-274-4400

Washington D.C. Attorney General

400 S 6th Street, NW
Washington, DC 20001
oag.dc.gov
1-202-727-3400

You also have certain rights under the Fair Credit Reporting Act (FCRA): These rights include 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; as well as other rights. For more information about the FCRA, and your rights pursuant to the FCRA, please visit https://files.consumerfinance.gov/f/201504_cfpb_summary_your-rights-under-fcra.pdf.