



Hitachi Energy USA Inc.
901 Main Campus Drive
Raleigh, NC 27606

March 14, 2024

Consumer Protection & Antitrust Bureau
Office of the Attorney General
1 Granite Place South
Concord, NH 03301

Via Email: DOJ-CPB@doj.nh.gov

RE: Notification of Security Breach Pursuant to Section 359-C:20

To whom it may concern:

Please accept this letter as the required notice of a security breach pursuant to N.H. RSA Section 359-C:20.

On February 22, 2024, a security breach occurred and was discovered on February 23, 2024.

In general terms, the incident occurred as follows: An employee was comparing a file of data to our employee database. The comparison was made in a spreadsheet using the SSN to match the two sets of data. The employee inadvertently included the data including SSNs in an internal email. Some recipients forwarded the email. In total 57 people received the email. All have been contacted and confirmed they have deleted the email and file. Thus the types of data that had been inadvertently disclosed are names and social security numbers.

On March 3, 2024, Notification letters were sent to impacted individuals. Five (5) New Hampshire residents were impacted.

Should you have any questions or require more information, please contact the undersigned.

Sincerely,

DocuSigned by:

5840EBC2629A49D...



Return Mail Processing
PO Box 589
Claysburg, PA 16625-0589

March 7, 2024

K9619-L01-0000001 T00001 P001 *****SCH 5-DIGIT 12345



SAMPLE A SAMPLE - L01 COLLEAGUE
APT ABC
123 ANY STREET
ANYTOWN, ST 12345-6789



***RE: Important Security Notification
Please read this entire letter.***

Dear Sample A. Sample:

At Hitachi Energy, we value, respect, and take the confidentiality of our employees' information very seriously. We are contacting you regarding a data security incident that occurred on February 22, 2024, at Hitachi Energy. This incident involved your [redacted]. As a result, your personal information may have been exposed to others. Please be assured that we have taken every step necessary to address the incident.

An email with an attached document including your name and social security number was improperly sent to 57 people, mainly company personnel and one third-party contact. Although it was a result of human error, this incident is being managed as an information security and data privacy issue. We have already taken steps to ensure this data breach was contained and that your information is secured. The 57 people who received the email with the spreadsheet were contacted and instructed to delete the email and file. The Data Privacy Team is confirming compliance with this request. In addition, we will review the causes of this incident and take any necessary precautions to avoid future incidents. While the risk of your information being used fraudulently is low, we are offering a year of credit monitoring services from Experian at no cost to you.

What we are doing to protect your information:

To help protect your identity, we are offering a complimentary [redacted] membership of Experian's® IdentityWorksSM. This product provides you with superior identity detection and resolution of identity theft. To activate your membership and start monitoring your personal information please follow the steps below:

If you have questions about the product, need assistance with identity restoration or would like an alternative to enrolling in Experian IdentityWorks online, please contact Experian's customer care team at 1-833-918-7467 by [redacted]. Be prepared to provide engagement number [redacted] as proof of eligibility for the identity restoration services by Experian.

ADDITIONAL DETAILS REGARDING YOUR

EXPERIAN IDENTITYWORKS MEMBERSHIP:

A credit card is **not** required for enrollment in Experian IdentityWorks.

You can contact Experian **immediately** regarding any fraud issues, and have access to the following features once you enroll in Experian IdentityWorks:

- **Experian credit report at signup:** See what information is associated with your credit file. Daily credit reports are available for online members only.*
- **Credit Monitoring:** Actively monitors Experian, Equifax and Transunion files for indicators of fraud.
- **Identity Restoration:** Identity Restoration specialists are immediately available to help you address credit and non-credit related fraud.
- **Experian IdentityWorks ExtendCARE™:** You receive the same high-level of Identity Restoration support even after your Experian IdentityWorks membership has expired.
- **Up to \$1 Million Identity Theft Insurance**:** Provides coverage for certain costs and unauthorized electronic fund transfers.

If you believe there was fraudulent use of your information and would like to discuss how you may be able to resolve those issues, please reach out to an Experian agent at 1-833-918-7467. If, after discussing your situation with an agent, it is determined that Identity Restoration support is needed, then an Experian Identity Restoration agent is available to work with you to investigate and resolve each incident of fraud that occurred (including, as appropriate, helping you with contacting credit grantors to dispute charges and close accounts; assisting you in placing a freeze on your credit file with the three major credit bureaus; and assisting you with contacting government agencies to help restore your identity to its proper condition).

Please note that this Identity Restoration support is available to you for _____ from the date of this letter and does not require any action on your part at this time. The Terms and Conditions for this offer are located at www.ExperianIDWorks.com/restoration. You will also find self-help tips and information about identity protection at this site.

We understand it is our responsibility in protecting your data. We sincerely apologize for this incident and regret any inconvenience it may cause you. Should you have questions or concerns regarding this matter, please do not hesitate to contact us at _____

Sincerely,

Hitachi Energy Human Resources and Data Privacy Team

* Offline members will be eligible to call for additional reports quarterly after enrolling

** The Identity Theft Insurance is underwritten and administered by American Bankers Insurance Company of Florida, an Assurant company. Please refer to the actual policies for terms, conditions, and exclusions of coverage. Coverage may not be available in all jurisdictions.