



HP Hood LLC \* Six Kimball Lane \* Lynnfield, MA 01940 \* (617) 887-3000

New Hampshire Department of Justice  
Office of the Attorney General  
Consumer Protection Bureau  
33 Capitol Street  
Concord, NH 03301  
*Sent via email (DOJ-CPB@doj.nh.gov)*

RECEIVED  
JUL 01 2022  
CONSUMER PROTECTION

To Whom It May Concern:

On behalf of HP Hood LLC (“Hood”), a dairy and non-dairy food and beverage manufacturer, and its affiliates, New England Petroleum Limited Partnership (“New England Petroleum”) and Gibbs Oil Company Limited Partnership (“Gibbs Oil”), to which Hood provides information technology services, I am writing to inform you about a recent incident in which personal information relating to New Hampshire residents may have been accessed by an unauthorized third party. Hood’s headquarters is located at 6 Kimball Lane, Lynnfield, MA 01940.

On March 12, 2022 we discovered a security incident in which a malicious actor obtained unauthorized access to servers containing unstructured data belonging to Hood and to New England Petroleum and Gibbs Oil. After becoming aware of this access, we immediately launched an investigation and began working with external cybersecurity experts to determine the nature and scope of the incident, isolate impacted systems, ensure that the incident was contained, and bring our systems back online. We also notified the Federal Bureau of Investigation, which is continuing to investigate this incident. Through our investigation, we determined that the unauthorized access began on March 2, 2022 and ended on March 12, 2022.

The incident created a significant business disruption to Hood, and it took us several weeks to investigate it and recover our systems. We then had to search and review the data to identify what personal information was impacted and to whom it related. We determined that the personal information involved in this incident included full names, Social Security numbers, driver’s license numbers or other government-issued identification numbers, and financial account numbers of individuals in New Hampshire.

Please note that Hood maintains a written information security program. In response to this incident, we took several steps consistent with our incident response protocols, including, but not limited to, shutting down and isolating systems; disabling accounts and systems that might have been compromised; restricting egress network traffic; changing firewall rules; modifying internal defenses based on identified indicators of compromise; implementing additional threat detection analysis tools and capabilities to monitor for and identify potentially malicious activity; enhancing password complexity on all systems; and reviewing permissions for sensitive and restricted data.

We will notify 201 New Hampshire residents of this incident on June 30, 2022. We will provide these individuals with an offer for two years of complimentary credit monitoring service through Identity Theft Guard Solutions, Inc. d/b/a IDX ("IDX"). An individual will be able to enroll in the complimentary credit monitoring service by following the enrollment instructions provided in the individual notice letter that they will receive.

Please do not hesitate to contact me at 617-887-3035 if you have any questions. I also can be reached at 6 Kimball Lane, Lynnfield, MA 01940 and [paul.nightingale@hphood.com](mailto:paul.nightingale@hphood.com).

Sincerely,

Paul Nightingale  
Senior Vice President & General Counsel  
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