

The INN At
DEERFIELD
INC.

*A nonprofit home specializing
in dementia care.*

RECEIVED

JUL 02 2020

CONSUMER PROTECTION

July 1, 2020

Sent via UPS

Attorney General Gordon MacDonald
Office of the Attorney General
Department of Justice
33 Capitol Street
Concord, NH 03301

Dear Attorney General MacDonald:

I write to report to your office of a breach of security involving personal information of several New Hampshire residents.

On May 19, 2020, the Inn at Deerfield, Inc. (the "Inn") consulted with a third-party for the purposes of obtaining advice relating to the Inn's accounting software. On that date, the Inn granted to the third-party remote access to one of the Inn's computers and the financial records stored in the Inn's systems. The third-party's access lasted approximately 20 minutes. This was the Inn's first and only dealing with the third-party software consultant. After the 20-minute interaction, efforts were made to investigate the third-party further, but that investigation could not confirm the third-party's business or corporate credentials.

After being unable to confirm the credentials of the third-party consultant, the Inn retained an information technology provider to wipe clean the one computer the third-party accessed and examine the Inn's other computer systems. Neither the Inn nor the information technology provider believe any data was taken from the Inn's systems, but the third-party was able to access the Inn's records for the 20-minute period. During that time, it is possible the third-party accessed personal information for purposes other than consulting the Inn. The Inn takes protecting personal information seriously and it therefore provides this notice to you out of an excess of caution in case the third-party consultant was not in fact a legitimate operation.

The information to which the third-party had temporary access was limited to that used for payroll including your name, address, social security number, and in some cases, date of birth and direct deposit banking information. Our investigation indicates that the third-party could have accessed files containing personal information of 372 current and former employees who, based on the information available to the Inn, reside in New Hampshire. The Inn mailed notices

PO Box 87 • 34 Ridge Road, Deerfield, New Hampshire 03037
Tel: (603) 463-7002 • Fax: (603) 463-9721 • TTY: (603) 463-8302
www.innatdeerfield.org

The Inn at Deerfield is an equal opportunity provider, and employer.

to these 372 individuals by July 3, 2020. The Inn contracted to offer credit monitoring services to these individuals, at no cost to them, for a period of 12 months and provided instructions for enrolling in those services along with the notice sent to them.

The Inn makes significant efforts to protect information, but we regrettably allowed this limited access by a third-party. We have taken steps to examine our systems and believe the incident was limited to the brief, 20-minute access by the third-party. We have taken steps to prevent similar incidents from occurring in the future. The Inn notified law enforcement authorities of this incident, but we did not delay in notifying the affected individuals pending the outcome of a law enforcement investigation.

If you have any questions or concerns about this incident, please contact me, Kelly Adams, at (855) 255-9404 or at kelly@innatdeerfield.org.

Sincerely,

/s/ Kelly Adams_____

Kelly Adams,
Executive Director