

Wooten, Samantha

From: Thomas Mullins <tmullins@ci.keene.nh.us>
Sent: Wednesday, November 23, 2016 3:29 PM
To: Wooten, Samantha
Cc: Brian Costa; Steven Stewart; Mary Beth Purcell (mpurcell@nhprimex.com); Barbara DiNapoli
Subject: Notification of security Breach
Attachments: Draft Letter - SSN.DOB #2.doc; Draft Letter - MV Records #2.doc; Draft Letter - DOB.Contact.doc

Samantha:

Attached are drafts of the three letters that the City intends to send in connection with the cyber security breach from the Keene Police Department which occurred on November 18. We expect to send the letters no later than next Tuesday, November 29th, after we are able to complete the necessary credit monitoring information. In all, there were 42 individuals affected. Of those, 7 are located in other jurisdictions. We are working with Primex and outside legal counsel in connection with proper notification to those individuals, and any revisions to the notification letters that may be necessary. The sending of the outside jurisdiction letters will probably not occur until after November 29.

Please contact me if you have questions or require further information.

Enjoy your holiday.

Tom Mullins

CONFIDENTIALITY NOTICE

The information contained in this electronic message and any attachments to this message are intended for the exclusive use of the addressee(s) and may contain confidential, privileged or exempt information in accordance with NH RSA 91-A and other applicable laws or regulations. If you are not the intended recipient, please reply to the City of Keene sender or notify the City of Keene immediately at (603) 357-9802 and delete or destroy all copies of this message and any attachments. Any unauthorized use, disclosure, or distribution of this message and any attachments is strictly prohibited. Thank you for your assistance.



City of Keene

Police Department 400 Marlboro Street New Hampshire 03431

11/23/16

Re: Notification of Security Breach and Protection Notification

On November 18, 2016, the City of Keene Police Department inadvertently disclosed personal information belonging to you in a copy of our police log that is e-mailed daily to local media outlets, and to a limited number of governmental agencies. The police log is a public record, and is disseminated to media and governmental agencies pursuant to KPD General Order 5401C. However, prior to dissemination, certain personal information is redacted from the disclosed police logs.

The personal information that was not redacted, and was inadvertently disclosed, consisted of your social security number, date of birth, residential address, and personal telephone number.

We have contacted all recipients informing them of the release of the restricted personal information, and requesting that they not publish, broadcast or distribute any of the restricted personal information, and that they take appropriate and immediate steps to permanently destroy or delete any electronic or printed copies containing the information.

The personal information was not otherwise distributed to the public or posted to our public website, and we believe that the risk associated with the inadvertent release of your personal information to be low based on the limited number of recipients. However, the City can offer to you a one year credit monitoring membership through Experian's ProtectMyID Alert, which will help to detect possible misuse of your personal information, should you request it.

Area Code 603

Phone

Mayor 357-9804 • Manager 357-9804 • Accounting 352-1013 • Airport 357-9835 • Assessment 352-2125 • Attorney 357-9806
Building Maintenance 357-9844 • City Clerk 352-0133 • Fleet Services 357-9831 • Fire 357-9861 • Health 352-5440 • Human Resources 357-9858
Human Services 357-9809 • Information Management Services 357-9802 • Inspections 352-5440 • Library 352-0157 • Parks, Recreation & Facilities 357-9829
Planning 352-5474 • Police 357-9815 • Public Works 352-6550 • Purchasing 357-9800 • Recycle Center/Transfer Station 352-5739 • Revenue Collection 357-9801
Wastewater Treatment Plant 357-9836 • Water & Sewer 352-3239 • Water Treatment Facility 357-8483 • Youth Services 357-9810

FAX

Airport 357-9853 • Assessment 357-9857 • City Hall 357-9847 • Fire 358-3420 • Library 352-1101 • Parks, Recreation & Facilities 357-9859
Police 357-9823 • Public Works 357-9848 • Recycle Center/Transfer Station 352-8325 • Wastewater Treatment Plant 357-9854 • Water Treatment Facility 358-1008

Website

www.ci.keene.nh.us

To activate the credit monitoring program, please take the following steps:

1. Ensure that you enroll by: _____ (Your code will not work after this date.)
2. Visit the ProtectMyID Web Site to enroll:
www.protectmyid.com/redeem¹
3. Provide Your Activation Code:

If you have questions, or need an alternative to enrolling online, please call (877) 288-8057, and provide engagement number : _____

If you require further information with respect to the release of your restricted personal information, please feel free to contact me directly at the Keene Police Department at the telephone number provided below. Please accept our apologies for any inconvenience that the inadvertent release of the information may have caused you.

Captain Steve Stewart
Bureaus of Uniformed Patrol and Investigations
Keene Police
(603) 357-9815

¹ Identity theft insurance is underwritten by insurance company subsidiaries or affiliates of American International Group, Inc. (AIG). The description herein is a summary and intended for informational purposes only and does not include all terms, conditions and exclusions of the policies described. Please refer to the actual policies for terms, conditions, and exclusions of coverage. Coverage may not be available in all jurisdictions.

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