



STATE OF NH
DEPT OF JUSTICE

2016 NOV 17 PM 12:01

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COMMONWEALTH OF MASSACHUSETTS
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JAY ASH
SECRETARY OF HOUSING AND
ECONOMIC DEVELOPMENT

JOHN C. CHAPMAN
UNDERSECRETARY

November 15, 2016

Attorney General Joseph Foster
~~Office of the Attorney General~~
Attn: Consumer Protection Bureau
33 Capitol Street
Concord, NH 03301

Dear Attorney General Foster:

I am writing to inform you of an incident involving the unauthorized acquisition of the personal information of one resident of New Hampshire.

On or about November 4, 2016, the MA Office of Consumer Affairs and Business Regulation (Office) learned that approximately two weeks prior, one of its employees had sent a home improvement contractor's paper registration application back to him at his MA address and inadvertently included another contractor's registration in the same envelope. The other contractor lives in New Hampshire. The registrations had been completed and submitted to the Office by each contractor and contained their respective Social Security numbers. The MA contractor who received both registrations, which were being returned because they were incomplete, notified us that he had sent the NH contractor's registration directly to him via mail, but that he had mistakenly included his own registration in that envelope. The second contractor from NH alerted him to the error and mailed his registration back to the MA contractor.

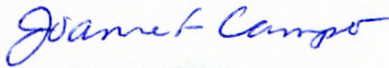
The Office is sending the affected individual in New Hampshire a written notice by letter today (sample attached). The Office takes its duty to protect personal information very seriously. I would like to emphasize that, to date, we have no evidence that the personal information at issue has been or will be used to commit identity theft.

Since learning of the incident, the Office has investigated the circumstances under which the personal information of this contractor was compromised. In response, the Office has reviewed its internal processes regarding contractors' Home Improvement Contracting registration applications and met with the program employees to discuss the data breach incident and review staff responsibility and obligations to protect the confidentiality of personal information and to better ensure that such an incident does not reoccur. The Office has now implemented tighter controls, greater supervision and an additional level of monitoring to ensure the protection of contractors' personal information throughout the administrative processes performed by its employees relating to contractors' registration applications.

Joseph Foster, Attorney General
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Thank you for your attention and assistance. If you have any questions or need further information, please contact me at 617-973-8708.

Sincerely,



Joanne F. Campo
~~Deputy General Counsel~~

Enclosure