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RECEIVED

July 6, 2017

JUL 07 2017

CONSUMER PROTECTION

VIA FEDEX

Joseph Foster, Esq.
Attorney General
Office of the Attorney General
33 Capitol Street
Concord, NH 03301

Re: Incident Notification

Dear Mr. Foster:

We are writing on behalf of our client, Open Text Corporation ("OpenText"), to notify you of an incident involving New Hampshire residents.

OpenText has learned that on Sunday, June 25, 2017, a storage device was stolen which may have contained personal information as of 2014 for approximately 300 current and former employees, including approximately two residents of New Hampshire.

Local law enforcement has already been notified. OpenText has received no information to suggest that the theft was anything other than an ordinary burglary or that the data was itself targeted.

OpenText believes that the storage device may have contained the following types of information for certain current and former employees as of 2014:

- Employee's name, date of birth, address, dates of employment, education history, salary

- Copy of Employee's Passport Bio page, which may include information such as the Employee's citizenship, place of birth and passport number
- Old work permit copies, as applicable
- Employee Photo jpeg file
- Job description
- Letter of support from OpenText
 - Job details of employment
 - Resume
 - Pay stubs
 - Organizational Charts

Enclosed please find a copy of the notice that was sent via email to certain affected individuals beginning on June 30, 2017, with written notifications sent to all affected individuals via U.S. mail on July 5, 2017. As noted in the form notice, in response to the incident, OpenText has, among other things, offered the affected individuals free identity theft protection services through a third-party provider.

Please contact me by email at jkolodner@cgsh.com or by telephone at 212-225-2690, if you have any questions or concerns regarding this incident.

Sincerely,

CLEARY GOTTlieb STEEN & HAMILTON LLP



Jonathan S. Kolodner, a Partner

Attachment

Personal and Confidential

VIA EMAIL AND U.S. MAIL

[Address]
[City, State Zip]

Re: Notice of Possible Data Breach

Dear Name of Individual:

We are contacting you about a recent incident that came to our attention which may involve your personal information. We have the following details to share:

What Happened:

OpenText has learned that on Sunday, June 25, 2017, a storage device was stolen which we believe may have contained personal information for certain current and former employees as of 2014.

Local law enforcement have been notified and an investigation is ongoing. Please note that there is nothing to suggest that the theft was anything other than an ordinary burglary and no reason to believe that your personal information was itself targeted.

What Information was Involved:

We believe that the storage device may have contained the following types of information as of 2014:

- Employee's name, date of birth, address, dates of employment, education history, and salary
- Copy of Employee's Passport Bio page, which may include information such as the Employee's citizenship, place of birth and passport number
- Old work permit copies, as applicable
- Employee Photo jpeg file
- Job description
- Letter of support from OpenText
 - Job details of employment
 - Resume
 - Pay stubs
 - Organizational Charts

What We are Doing and Support Available to You:

Local law enforcement have been contacted and OpenText intends to fully cooperate with any law enforcement investigations. Additionally, OpenText is reviewing its data protection policies and training.

OpenText has also contracted with LifeLock to provide you with support to help protect your identity for a period of 12 months. With this service, LifeLock will help you resolve issues if your identity is compromised. **We strongly encourage you, out of an abundance of caution, to register for this free service, before September 30th, 2017, by calling 1-866-917-2555 or going to <http://opentext.excelsiorenroll.com>.**

What You Can Do:

- Activate your LifeLock account as soon as possible.
- Be on the alert for suspicious activity related to your accounts, credit report and financial products. We cannot exclude the possibility that third parties may attempt to use some of your personal information for financial gain, although we currently have no indication that this has occurred.
- If you find suspicious activity on your credit reports or have reason to believe your information is being misused, file a police report and/or contact a major credit bureau. Get a copy of any report as you may need it to clear up any fraudulent debts.
- Call one of the major credit bureaus to place a fraud alert on your credit file. A fraud alert tells creditors to contact you before they open any new accounts or change your existing accounts. As soon as one credit bureau confirms your fraud alert, the others are notified to place fraud alerts. The initial fraud alert stays on your credit report for 90 days. You can renew it after 90 days. You can obtain further information about fraud alerts and security freezes from the credit bureaus:
 - Equifax, P.O. Box 740256, Atlanta, GA 30348: equifax.com or 1-800-525-6285
 - Experian: experian.com or 1-888-397-3742
 - TransUnion, 1510 Chester Pike Crum Lynne, PA 19022: transunion.com or 1-800-680-7289
- We also recommend you periodically request that credit reports from all available major credit bureaus be sent to you, free of charge, for your review. Checking your credit reports periodically can help you spot problems and address them quickly. You can obtain additional information about preventing identify theft, fraud alerts and security freezes from the Federal Trade Commission (FTC), 600 Pennsylvania Avenue, NW, Washington, DC 20580: 877-382-4357, <https://www.consumer.ftc.gov/topics/identity-theft>.

For More Information

On behalf of OpenText, we sincerely regret any inconvenience this incident may cause you. If you have questions or concerns regarding this matter or the protections available to you, please do not hesitate to contact specialrequest@opentext.com.

Sincerely,

OpenText Compliance