



Plymouth State UNIVERSITY

Office of Public Relations

June 28, 2011

Consumer Protection Bureau
NH Department of Justice
33 Capitol Street
Concord, NH 03301

As required by law, we are notifying you of a possible information security breach which recently occurred at Plymouth State University.

On May 18, 2011, Plymouth State University Information Technology staff determined that an external computer hard drive was missing. This particular hard drive is used to back up and restore data during a computer replacement. Data from the old computer was copied to the hard drive then installed to a new computer. (The data would have been removed from the hard drive as soon as the installer was confident that the new computer was functioning properly.) The missing hard drive contains backup data from three computers. It has been determined that only one of the backed-up computers contained files with private information that could be compromised. The computer in question contained a spreadsheet with names and Social Security numbers of 1,059 students in the teacher education program from 2005 to 2010. (During that time, Social Security numbers were necessary in order to forward teacher candidates to the state licensing board for approval.)

There is currently no indication that the hard drive or its contents was a target for any individual or group. Since the loss was discovered, Plymouth State University Information Technology personnel have mounted an effort to locate the drive. An incident report was also filed with Plymouth State University Police and an investigation conducted by Officer Jennifer Frank. Neither the search nor the investigation has yet located the drive.

All 1,059 individuals whose private information is contained on the spreadsheet are alumni or former students of Plymouth State University. On June 28, 2011, we sent an email notification (with a copy to be mailed) to each person listed on the spreadsheet describing the incident, the private information contained in the file about that individual, and our efforts to locate the drive. (That communication is attached. A copy will also be sent by way of regular mail). The letter also detailed the University's offer of credit monitoring with Experian (at no cost to the individual), one of the major credit reporting agencies. The Experian service, ProtectMyID, includes:

- A free copy of the individual's Experian credit report
- Daily Credit Monitoring and e-mail of suspicious activity including new inquiries, newly opened accounts, delinquencies, or medical collections.
- Identity Theft Resolution
- \$1 Million Identity Theft Insurance (underwritten by insurance company subsidiaries or affiliates of Chartis, Inc)

We also included a link to identify theft information from the Federal Trade Commission. To respond to questions or inquiries, the University has set up a dedicated telephone line (603-535-2480) within the Office of Public Relations at the University to receive and respond to inquiries from those affected.

We will continue efforts to locate the missing hard drive but also take seriously our need to inform our affected students about the incident and our concern for their private information.

Sincerely,

A handwritten signature in black ink, appearing to read "Timothy L. Kershner". The signature is written in a cursive style with a large initial "T" and a stylized "K".

Timothy L. Kershner
Chief Public Relations Officer

Enclosure: 1



June 24, 2011

Dear

I write to inform you that an external computer hard drive containing some data related to you is missing from Plymouth State University. While we do not believe that the hard drive was stolen or data is at risk, we are concerned enough to inform you of the situation and offer some assistance in protecting your personal information.

On May 18, 2011, staff in our Information Technology department determined that a hard drive used to back up and restore data during computer replacements was missing. We have determined that among the files on the hard drive is a spreadsheet related to our teacher education and certification program. We have also determined that the spreadsheet includes your name and Social Security number used as part of the process to submit information to state teacher licensing agencies.

In addition to the efforts of the Information Technology staff to locate the hard drive, Plymouth State University Police were also notified and conducted their own investigation. Both efforts were unable to locate the hard drive. Again, we do not believe the hard drive was stolen nor, that the drive itself or the data it contained were targets for theft. We do, however, believe it is important for us to encourage you to take some steps to monitor your financial accounts and use of your identity.

Plymouth State University has contracted with Experian, one of the three major credit bureaus, to provide services to help detect possible misuse of your personal information. The University will provide 12 months of coverage at no cost to you if you choose to enroll in this service. Information on the back of this page details the services provided and the process for you to enroll. Other information on identity theft is available from the Federal Trade Commission (ftc.gov/bcp/edu/microsites/idtheft).

To limit the potential for your privacy to be placed at further risk, please be aware that no representative of Plymouth State University will contact you to request personal information related to this incident. If anyone makes such an attempt, please do not divulge any information. Contact me immediately at _____ or PSU Police at (603) 535-2330 to alert us to the possible fraud attempt.

If you have any questions or additional concerns, please call me at (603) 535-2480 and I will answer any questions. You may also email me at _____ I apologize for any inconvenience this may cause and assure you that we will continue to monitor this situation.

Sincerely,

A handwritten signature in black ink, appearing to read "Timothy L. Kershner".

Timothy L. Kershner
Chief Public Relations Officer

[Enrollment information is on the opposite side of this paper. Please keep this letter and enrollment information for your files.] Office of Public Relations MSC 24 17 High Street Plymouth, NH 03264-1595 T (603) 535-2276 F (603) 535-2275

Enrollment in ProtectMyID Alert

Plymouth State University has contracted with Experian to provide you with Experian's **ProtectMyID Alert**. There is no cost to you for this service, provided by Experian, which includes:

- A free copy of your Experian **credit report**
- **Daily Credit Monitoring** and e-mail to you of suspicious activity including new inquiries, newly opened accounts, delinquencies, or medical collections.
- **Identity Theft Resolution:** If you have been a victim of identity theft, you will be assigned a dedicated, U.S.-based Experian Identity Theft Resolution Agent who will walk you through the fraud resolution process, from start to finish.
- **\$1 Million Identity Theft Insurance*:** As a **ProtectMyID** member, you are immediately covered by a \$1 Million insurance policy that can help you cover certain costs including, lost wages, private investigator fees, and unauthorized electronic fund transfers.

Activate ProtectMyID Alert Now in Three Easy Steps

1. Enroll online at : **ProtectMyID Alert Web Site: www.protectmyid.com/redeem** or call **(877) 371-7902** to enroll
2. Your Activation Code to enroll is: **PSI**
3. Enroll By: **September 30, 2011**

* Identity theft insurance is underwritten by insurance company subsidiaries or affiliates of Chartis, Inc. 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.