



MULLEN
COUGHLIN_{LLC}
ATTORNEYS AT LAW

RECEIVED

AUG 17 2020

CONSUMER PROTECTION

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Colleyville, TX 76034

August 12, 2020

VIA U.S. MAIL

Consumer Protection Bureau
Office of the New Hampshire Attorney General
33 Capitol Street
Concord, NH 03301

Re: Notice of Data Event

Dear Sir or Madam:

We represent Rand Worldwide located at 11201 Dolfield Blvd #112, Owings Mills, MD 21117, and are writing to notify your office of an incident that may affect the security of some personal information relating to eleven (11) New Hampshire residents. The investigation into this matter is ongoing, and this notice will be supplemented with any new significant facts learned subsequent to its submission. By providing this notice, Rand Worldwide does not waive any rights or defenses regarding the applicability of New Hampshire law, the applicability of the New Hampshire data event notification statute, or personal jurisdiction.

Nature of the Data Event

On June 24, 2020, Rand Worldwide discovered that it fell victim to a ransomware attack that resulted in certain data being encrypted. Upon discovery, Rand Worldwide immediately engaged a third-party to conduct a forensic investigation with the objective of identifying the potential scope of access the threat actor may have had to the environment during the period of unauthorized access, which included arriving at a determination as to whether sensitive personal data was accessed by an unauthorized third party. The forensic investigation was recently completed and did conclude that certain information was compromised during the period of unauthorized access, including names and Social Security numbers. Rand Worldwide has not received an indication that any individual data has been misused.

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Notice to New Hampshire Residents

On or about August 11, 2020, Rand Worldwide provided written notice of this incident to all affected individuals, which includes eleven (11) New Hampshire residents. Written notice is being provided in substantially the same form as the letter attached here as *Exhibit A*.

Other Steps Taken and To Be Taken

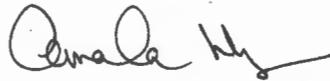
Upon discovering the event, Rand Worldwide moved quickly to investigate and respond to the incident, assess the security of Rand Worldwide systems, and notify potentially affected individuals. Rand Worldwide is also working to implement additional safeguards and training to its employees. Rand Worldwide is providing access to credit monitoring services for two years through Experian to individuals whose personal information was potentially affected by this incident, at no cost to these individuals.

Additionally, Rand Worldwide is providing impacted individuals with guidance on how to better protect against identity theft and fraud, including advising individuals to report any suspected incidents of identity theft or fraud to their credit card company and/or bank. Rand Worldwide is providing individuals with information on how to place a fraud alert and security freeze on one's credit file, information on protecting against tax fraud, the contact details for the national consumer reporting agencies, information on how to obtain a free credit report, a reminder to remain vigilant for incidents of fraud and identity theft by reviewing account statements and monitoring free credit reports, and encouragement to contact the Federal Trade Commission, their state Attorney General, and law enforcement to report attempted or actual identity theft and fraud.

Contact Information

Should you have any questions regarding this notification or other aspects of the data security event, please contact us at (267) 930-1697.

Very truly yours,



Amanda Harvey of
MULLEN COUGHLIN LLC

ANH/eeb
Enclosure

EXHIBIT A



Return Mail Processing
PO Box 589
Claysburg, PA 16625-0589

August 10, 2020

F7033-L01-0000001 P001 T00001 *****MIXED AADC 159



SAMPLE A SAMPLE
APT 123
123 ANY ST
ANYTOWN, US 12345-6789



Dear Sample A Sample,

Rand Worldwide takes seriously the privacy and security of its employees, vendors and shareholders, and therefore wanted to timely release information regarding a data privacy incident involving your name and Social Security number. It is important to us that we provide information regarding this matter as well as resources that you can use to safeguard your personal information.

What happened?

On June 24, 2020, Rand Worldwide discovered that it fell victim to a ransomware attack that resulted in certain data being encrypted. Upon discovery, the Company immediately engaged a third party to conduct a forensic investigation with the objective of identifying the potential scope of access the threat actor may have had to the environment during the period of unauthorized access, which included arriving at a determination as to whether sensitive personal data was accessed by an unauthorized third party. The forensic investigation was recently completed and did conclude that certain information was compromised during the period of unauthorized access, including your name and Social Security number. Although the investigation did not find any evidence that the information has been misused, we have chosen to notify all potentially impacted parties of this incident out of an abundance of caution and in full transparency.

What we are doing?

Privacy of data is a top priority for Rand Worldwide. The Company can report that it did not lose access to its systems, backup systems, or other operational data. However, in an abundance of caution, it has implemented additional safeguards to further secure system information.

As an added precaution, Rand Worldwide is providing you with two years of credit monitoring and identity protection services through Experian. A description of services and instructions on how to enroll can be found within the enclosed *Steps You Can Take to Protect Your Personal Information*. Please note that you must complete the enrollment process yourself, as we are not permitted to enroll you in these services on your behalf.



What You Can Do.

You can review the enclosed *Steps You Can Take to Protect Your Personal Information*. We also encourage you to review your financial and account statements and immediately report all suspicious activity to the institution that issued the record.

For More Information.

We understand that you may have questions about this incident that are not addressed in this letter. If you have additional questions, please contact us at (833) 281-4830, Monday through Friday from 9 a.m. to 11 p.m. EST, and Saturday and Sunday from 11 a.m. to 8 p.m. EST. We can also be reached at Rand Worldwide Inc., 11201 Dolfield Blvd Ste 112, Owings Mills, MD 21117.

Protecting your information is important to us. We trust that the services we are offering to you demonstrate our continued commitment to your security and satisfaction.

Sincerely,

A handwritten signature in black ink, appearing to read "L Rychlak". The signature is fluid and cursive, with a large initial "L" and a stylized "R".

Lawrence Rychlak
President and Chief Executive Officer
Rand Worldwide Inc.

Steps You Can Take to Protect Your Information

Enroll in Credit Monitoring.

To help protect your identity, we are offering a complimentary two-year membership of Experian's® IdentityWorksSM. This product provides you with superior identity detection and resolution of identity theft. To activate your membership and start monitoring your personal information please follow the steps below:

- Ensure that you **enroll by:** October 31, 2020 (Your code will not work after this date.)
- **Visit** the Experian IdentityWorks website to enroll: <https://www.experianidworks.com/credit>
- Provide your **activation code:** [REDACTED]

If you have questions about the product, need assistance with identity restoration or would like an alternative to enrolling in Experian IdentityWorks online, please contact Experian's customer care team at (833) 281-4830 by October 31, 2020. Be prepared to provide engagement number [REDACTED] as proof of eligibility for the identity restoration services by Experian.

Monitor Your Accounts.

To protect against the possibility of identity theft or other financial loss, we encourage you to remain vigilant, to review your account statements, and to monitor your credit reports for suspicious activity.

Credit Reports.

Under U.S. law, you are entitled to one free credit report annually from each of the three major credit reporting bureaus. To order your free credit report, visit www.annualcreditreport.com or call, toll-free, 1-877-322-8228. You may also contact the three major credit bureaus directly to request a free copy of your credit report.

Security Freeze.

You have the right to place a "security freeze" on your credit report, which will prohibit a consumer reporting agency from releasing information in your credit report without your express authorization. The security freeze is designed to prevent credit, loans, and services from being approved in your name without your consent. However, you should be aware that using a security freeze to take control over who gets access to the personal and financial information in your credit report may delay, interfere with, or prohibit the timely approval of any subsequent request or application you make regarding a new loan, credit, mortgage, or any other account involving the extension of credit. Pursuant to federal law, you cannot be charged to place or lift a security freeze on your credit report. Should you wish to place a security freeze, please contact the major consumer reporting agencies listed below:

Experian PO Box 9554 Allen, TX 75013 1-888-397-3742 www.experian.com/freeze/center.html	TransUnion P.O. Box 160 Woodlyn, PA 19016 1-888-909-8872 www.transunion.com/credit-freeze	Equifax PO Box 105788 Atlanta, GA 30348 1-888-298-0045 www.equifax.com/personal/credit-report-services
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To remove the security freeze, you must send a written request to each of the three credit bureaus by mail and include proper identification (name, address, and social security number) and the PIN number or password provided to you when you placed the security freeze. The credit bureaus have three (3) business days after receiving your request to remove the security freeze.



As an alternative to a security freeze, you have the right to place an initial or extended “fraud alert” on your file at no cost. An initial fraud alert is a 1-year alert that is placed on a consumer’s credit file. Upon seeing a fraud alert display on a consumer’s credit file, a business is required to take steps to verify the consumer’s identity before extending new credit. If you are a victim of identity theft, you are entitled to an extended fraud alert, which is a fraud alert lasting seven years. Should you wish to place a fraud alert, please contact any one of the agencies listed below:

Experian
P.O. Box 2002
Allen, TX 75013
1-888-397-3742
www.experian.com/fraud/center.html

TransUnion
P.O. Box 2000
Chester, PA 19016
1-800-680-7289
www.transunion.com/fraud-victim-resource/place-fraud-alert

Equifax
P.O. Box 105069
Atlanta, GA 30348
1-888-836-6351
www.equifax.com/personal/credit-report-services

Additional Information.

You can further educate yourself regarding identity theft, and the steps you can take to protect yourself, by contacting your state Attorney General or the Federal Trade Commission.

The Federal Trade Commission also encourages those who discover that their information has been misused to file a complaint with them. The Federal Trade Commission can be reached at: 600 Pennsylvania Avenue, NW, Washington, DC 20580; www.identitytheft.gov; 1-877-ID-THEFT (1-877-438-4338); and TTY: 1-866-653-4261. Instances of known or suspected identity theft should be reported to law enforcement, your Attorney General, and the FTC. You can also further educate yourself about placing a fraud alert or security freeze on your credit file by contacting the FTC or your state’s Attorney General.

For Maryland residents, the Attorney General can be contacted by mail at 200 St. Paul Place, Baltimore, MD, 21202; toll-free at 1-888-743-0023; by phone at (410) 576-6300; consumer hotline (410) 528-8662; and online at www.marylandattorneygeneral.gov. **For New Mexico residents**, you have rights pursuant to the Fair Credit Reporting Act, such as the right to be told if information in your credit file has been used against you, the right to know what is in your credit file, the right to ask for your credit score, and the right to dispute incomplete or inaccurate information. Further, pursuant to the Fair Credit Reporting Act, the consumer reporting agencies must correct or delete inaccurate, incomplete, or unverifiable information; consumer reporting agencies may not report outdated negative information; access to your file is limited; you must give your consent for credit reports to be provided to employers; you may limit “prescreened” offers of credit and insurance you get based on information in your credit report; and you may seek damages from violators. You may have additional rights under the Fair Credit Reporting Act not summarized here. Identity theft victims and active duty military personnel have specific additional rights pursuant to the Fair Credit Reporting Act. We encourage you to review your rights pursuant to the Fair Credit Reporting Act by visiting www.consumerfinance.gov/f/201504_cfpb_summary_your-rights-under-fcra.pdf, or by writing Consumer Response Center, Room 130-A, Federal Trade Commission, 600 Pennsylvania Ave. N.W., Washington, D.C. 20580. **For New York residents**, the Attorney General may be contacted at: Office of the Attorney General, The Capitol, Albany, NY 12224-0341; 1-800-771-7755; <https://ag.ny.gov/>. **For North Carolina Residents:** The North Carolina Attorney General can be contacted by mail at 9001 Mail Service Center, Raleigh, NC 27699-9001; toll-free at 1-877-566-7226; by phone at 1-919-716-6400, and online at www.ncdoj.gov. **For Rhode Island Residents:** The Rhode Island Attorney General can be reached at: 150 South Main Street, Providence, Rhode Island 02903, www.riag.ri.gov, 1-401-247-4400. Under Rhode Island law, you have the right to obtain any police report filed in regard to this incident. There are approximately zero Rhode Island residents impacted by this incident. This notice has not been delayed by a law enforcement investigation.