



MULLEN  
COUGHLIN<sup>LLC</sup>  
ATTORNEYS AT LAW

RECEIVED

MAR 15 2021

CONSUMER PROTECTION

Angelina W. Freind  
Office: (267) 930-4782  
Fax: (267) 930-4771  
Email: [afreind@mullen.law](mailto:afreind@mullen.law)

426 W. Lancaster Avenue, Suite 200  
Devon, PA 19333

March 10, 2021

**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 Unipro Foodservice, Inc. (“Unipro”) located at 2500 Cumberland Parkway SE, Suite 600, Atlanta, Georgia 30339, and are writing to notify your office of an incident that may affect the security of some personal information relating to one (1) New Hampshire residents. The investigation into this matter is ongoing, and this notice may be supplemented with any new significant facts learned after its submission. By providing this notice, Unipro 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**

Unipro recently experienced a data security incident that impacted its computer system and caused a temporary disruption to select business operations. Unipro immediately responded and launched an investigation to confirm the nature and scope of the incident, working with third-party computer forensics specialists to quickly restore and remediate impacted computer systems. The investigation determined that an unauthorized actor accessed and/or acquired a limited amount of personal information during a period of unauthorized access to Unipro’s computer system. Unipro determined that information related to certain individuals may have been included in the impacted data set and accessible to the unauthorized actor between October 12, 2020 and October 27, 2020.

Working with forensics, Unipro made efforts to identify potentially impacted individuals and put resources in place to assist them as quickly as possible. On or about January 25, 2021, Unipro determined the scope of individuals impacted and their states of residence. Unipro cannot confirm

[Mullen.law](http://Mullen.law)

March 10, 2021

Page 2

specifically what information, if any, was viewed by the unauthorized actor. Out of an abundance of caution, Unipro is providing notice to individuals whose personal information may have been impacted by this event. The information present in the files that were accessed and/or acquired as a result of this incident included name and Social Security number.

#### **Notice to New Hampshire Resident**

On or about March 10, 2021, Unipro is providing written notice of this incident to affected individuals, which includes approximately one (1) New Hampshire resident. 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**

Unipro treats its responsibility to safeguard personal information as an utmost priority. As such, Unipro responded immediately to this event and has been working diligently to identify individuals and provide them with an accurate and complete notice of the incident. Unipro's response to this event also included prompt correspondence with federal law enforcement authorities. As part of its ongoing commitment to the privacy and security of information in its care, Unipro has reviewed its existing policies and procedures relating to data protection and security. Unipro has also implemented enhanced security controls on its remote access system, changed system passwords, and upgraded security hardware. Unipro is evaluating additional security measures to mitigate any risk associated with this incident and to better prevent future incidents. Out of an abundance of caution, Unipro is providing potentially impacted individuals with access to complimentary credit monitoring and identity restoration services for one (1) year through TransUnion. Minor individuals are being provided complimentary access to identity monitoring services through Equifax.

Additionally, Unipro 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. Unipro is also providing individuals with information on how to place a fraud alert and security freeze on one's credit file, 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.

March 10, 2021  
Page 3

**Contact Information**

Should you have any questions regarding this notification or other aspects of the data security event, please contact us at (267) 930-4782.

Very truly yours,

A handwritten signature in black ink, appearing to read 'AWF', with a long horizontal line extending to the right.

Angelina W. Freind of  
MULLEN COUGHLIN LLC

AWF:mfl

# EXHIBIT A

Return Mail Processing Center  
P.O. Box 6336  
Portland, OR 97228-6336

**Bob Stewart**  
Chief Executive Officer

<<Mail ID>>  
<<Name 1>>  
<<Name 2>>  
<<Address 1>>  
<<Address 2>>  
<<Address 3>>  
<<Address 4>>  
<<Address 5>>  
<<City>><<State>><<Zip>>  
<<Country>>

<<Date>>

**RE: Notice of Data Breach**

Dear <<Name 1>>,

I'm writing to notify you of a recent incident that may impact the security of some of your personal information. Unipro is committed to protecting the privacy and security of all personal information entrusted to us. I'm providing you with notice of the incident, steps we're taking in response, and resources available to help you better protect your information, should you feel it is appropriate to do so.

**What Happened?** UniPro recently experienced a data security incident that impacted our computer system and caused a temporary disruption to select business operations. We immediately responded and launched an investigation to confirm the nature and scope of the incident, working with third-party computer forensics specialists to quickly restore and remediate impacted computer systems. The investigation determined that an unauthorized actor accessed and/or acquired a limited amount of personal information during a period of unauthorized access to our computer system. We worked with a team of outside data auditors to ensure a complete and thorough review of the impacted information. On or about January 25, 2021, we determined that information related to you was included in the impacted data set. We worked as quickly as possible to identify address information for potentially impacted individuals and put resources in place to assist them as quickly as possible.

**What Information Was Involved?** The information present in the files that were accessed and/or acquired as a result of this incident included your name and <<data elements>>.

**What We Are Doing.** We treat our responsibility to safeguard personal information as an utmost priority. As such, we responded immediately to this event and have been working diligently to provide you with an accurate and complete notice of the incident. Our immediate response to this event also included prompt correspondence with federal law enforcement authorities. As part of our ongoing commitment to the privacy and security of personal information in our care, we have reviewed our existing policies and procedures relating to data protection and security and have implemented enhanced security controls on our remote access system, changed system passwords, and upgraded security hardware. We are also evaluating additional security measures to mitigate any risk associated with this incident and to better prevent future incidents. We are providing notice of this incident to potentially impacted individuals and to state regulators where required.

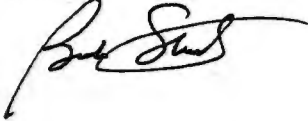
Out of an abundance of caution, we are providing you with <<Months>> of complimentary access to credit monitoring and identity restoration services through TransUnion, as well as guidance on how to better protect your information, should you feel it is appropriate to do so. Although we are covering the cost of these services, due to privacy restrictions, you will need to complete the activation process yourself using the enrollment instructions below.

**What You Can Do.** You can find out more about how to safeguard your information in the enclosed *Steps You Can Take to Protect Personal Information*. There, you will find additional information about the complimentary credit monitoring and identity restoration services we're offering and how to enroll.

**For More Information.** We understand you may have questions about this incident that are not addressed in this letter. To ensure your questions are answered in a timely manner, please call our dedicated assistance line at 800-397-0883, Monday through Friday from 9:00am to 9:00pm EST, excluding U.S. holidays. You may also contact UniPro VP of HR, Wayne Guthrie, directly at (770) 799-7525 or at [guthrie@uniprofoodservice.com](mailto:guthrie@uniprofoodservice.com).

We apologize for any inconvenience this incident may cause you and we remain committed to the privacy and security of information in our possession.

Sincerely,



## STEPS YOU CAN TAKE TO PROTECT PERSONAL INFORMATION

### **Enroll In Credit Monitoring**

As a safeguard, we have arranged for you to enroll, **at no cost to you**, in an online credit monitoring service (*myTrueIdentity*) provided by TransUnion Interactive, a subsidiary of TransUnion,<sup>®</sup> one of the three nationwide credit reporting companies.

#### **How to Enroll: You can sign up online or via U.S. mail delivery**

To enroll in this service, go to the *myTrueIdentity* website at [www.MyTrueIdentity.com](http://www.MyTrueIdentity.com) and, in the space referenced as "Enter Activation Code," enter the 12-letter Activation Code <<Insert Unique 12-letter Activation Code>> and follow the three steps to receive your credit monitoring service online within minutes.

If you do not have access to the Internet and wish to enroll in a similar offline, paper-based credit monitoring service, via U.S. mail delivery, please call the TransUnion Fraud Response Services toll-free hotline at **1-855-288-5422**. When prompted, enter the six-digit telephone passcode <<Insert static 6-digit Telephone Pass Code>> and follow the steps to enroll in the offline credit monitoring service, add an initial fraud alert to your credit file, or to speak to a TransUnion representative if you believe you may be a victim of identity theft.

You can sign up for the online or offline credit monitoring service anytime between now and <<Enrollment Deadline>>. Due to privacy laws, we cannot register you directly. Please note that credit monitoring services might not be available for individuals who do not have a credit file with TransUnion or an address in the United States (or its territories) and a valid Social Security number. Enrolling in this service will not affect your credit score.

### **ADDITIONAL DETAILS REGARDING YOUR COMPLIMENTARY CREDIT MONITORING SERVICE:**

Once you are enrolled, you will be able to obtain unlimited access to your TransUnion credit report and credit score during the period of enrollment.

The daily credit monitoring service will notify you if there are any critical changes to your credit file at TransUnion, including fraud alerts, new inquiries, new accounts, new public records, late payments, changes of address, and more.

The service also includes access to an identity restoration program that provides assistance in the event that your identity is compromised and up to \$1,000,000 in identity theft insurance with no deductible. (Policy limitations and exclusions may apply.)

### **Monitor Your Accounts**

Under U.S. law, a consumer is entitled to one free credit report annually from each of the three major credit reporting bureaus, Equifax, Experian, and TransUnion. To order your free credit report, visit [www.annualcreditreport.com](http://www.annualcreditreport.com) or call, toll-free, 1-877-322-8228. You may also directly contact the three major credit reporting bureaus listed below to request a free copy of your credit report.

Consumers have the right to place an initial or extended "fraud alert" on a credit 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 three major credit reporting bureaus listed below.

As an alternative to a fraud alert, consumers have the right to place a "credit freeze" on a credit report, which will prohibit a credit bureau from releasing information in the credit report without the consumer's express authorization. The credit 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 credit 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 credit freeze on your credit report. To request a security freeze, you will need to provide the following information:

1. Full name (including middle initial as well as Jr., Sr., II, III, etc.);
2. Social Security number;
3. Date of birth;
4. Addresses for the prior two to five years;
5. Proof of current address, such as a current utility bill or telephone bill;
6. A legible photocopy of a government-issued identification card (state driver's license or ID card, military identification, etc.); and
7. A copy of either the police report, investigative report, or complaint to a law enforcement agency concerning identity theft if you are a victim of identity theft.

Should you wish to place a fraud alert or credit freeze, please contact the three major credit reporting bureaus listed below:

Equifax	Experian	TransUnion
<a href="https://www.equifax.com/personal/credit-report-services/">https://www.equifax.com/personal/credit-report-services/</a>	<a href="https://www.experian.com/help/">https://www.experian.com/help/</a>	<a href="https://www.transunion.com/credit-help">https://www.transunion.com/credit-help</a>
888-298-0045	1-888-397-3742	833-395-6938
Equifax Fraud Alert, P.O. Box 105069 Atlanta, GA 30348-5069	Experian Fraud Alert, P.O. Box 9554, Allen, TX 75013	TransUnion Fraud Alert, P.O. Box 2000, Chester, PA 19016
Equifax Credit Freeze, P.O. Box 105788 Atlanta, GA 30348-5788	Experian Credit Freeze, P.O. Box 9554, Allen, TX 75013	TransUnion Credit Freeze, P.O. Box 160, Woodlyn, PA 19094

**Additional Information**

You may further educate yourself regarding identity theft, fraud alerts, credit freezes, and the steps you can take to protect your personal information by contacting the consumer reporting bureaus, the Federal Trade Commission, or your state Attorney General. The Federal Trade Commission may be reached at: 600 Pennsylvania Avenue NW, Washington, DC 20580; [www.identitytheft.gov](http://www.identitytheft.gov); 1-877-ID-THEFT (1-877-438-4338); and TTY: 1-866-653-4261. The Federal Trade Commission also encourages those who discover that their information has been misused to file a complaint with them. You can obtain further information on how to file such a complaint by way of the contact information listed above. You have the right to file a police report if you ever experience identity theft or fraud. Please note that in order to file a report with law enforcement for identity theft, you will likely need to provide some proof that you have been a victim. Instances of known or suspected identity theft should also be reported to law enforcement and your state Attorney General. This notice has not been delayed by law enforcement.

*For District of Columbia residents*, the District of Columbia Attorney General may be contacted at: 441 4th St. NW #1100 Washington, D.C. 20001; 202-727-3400; and [oag@dc.gov](mailto:oag@dc.gov).

*For Maryland residents*, the Maryland Attorney General may be contacted at: 200 St. Paul Place, 16th Floor, Baltimore, MD 21202; 1-410-528-8662 or 1-888-743-0023; and [www.oag.state.md.us](http://www.oag.state.md.us). Unipro is located at 2500 Cumberland Parkway, Suite 600, Atlanta, GA 30339.

*For North Carolina residents*, the North Carolina Attorney General may be contacted at: 9001 Mail Service Center, Raleigh, NC 27699-9001; 1-877-566-7226 or 1-919-716-6000; and [www.ncdoj.gov](http://www.ncdoj.gov).

*For New York residents*, the New York Attorney General may be contacted at: Office of the Attorney General, The Capitol, Albany, NY 12224-0341; 1-800-771-7755; or <https://ag.ny.gov/>.

STATE OF MICHIGAN  
 DEPT OF JUSTICE  
 2021 MAR 15 ... 2:13