



The University of Vermont

OFFICE OF AUDIT AND COMPLIANCE SERVICES  
UVM.EDU/COMPLIANCE

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APR 01 2019  
CONSUMER PROTECTION

March 28, 2019

Office of the Attorney General  
Attn: Security Breach Notification  
33 Capitol Street  
Concord, NH 03301  
**VIA U.S. MAIL**

Dear Attorney MacDonald:

I write to provide notice of a security incident affecting nine New Hampshire residents.

On January 25, 2019, the University Bookstore received a preliminary report from PrismRBS, the vendor that provides its e-commerce website, that the vendor had experienced a security incident involving potentially two individuals, both residents of Vermont, and was investigating. Based on its investigation, PrismRBS' security team discovered that an unauthorized party was able to gain access to and install malicious software designed to capture payment card information on some of the servers that host the UVM Bookstore's website (<https://uvmbookstore.uvm.edu/>). PrismRBS notified the University on February 28, 2019 that this incident may have affected transactions that occurred between January 19 and January 23, 2019 and also provided a list of those individuals who may have been impacted by this incident. A specimen copy of the consumer notice that we will be sending is attached. This notice outlines the actions that have been taken and will be taken in response to this incident. This individual notice will be mailed to individuals within the next two weeks. We expect they will receive them by April 1, 2019.

Should you have any questions or concerns, please do not hesitate to contact me. My direct line is (802) 656-0847 or you can email me at [Tessa.Lucey@uvm.edu](mailto:Tessa.Lucey@uvm.edu).

Sincerely,

Tessa L.C. Lucey, MHA, CHC, CHCP  
Director of Compliance Services and Chief Privacy Officer

Cc: Simeon Ananou, Chief Information Officer  
Jennifer Papillo, Associate General Counsel  
Julia Russell, Associate Chief Information Officer  
Mark Ackerly, Information Security Officer



The University of Vermont

OFFICE OF AUDIT, COMPLIANCE AND PRIVACY SERVICES

[www.uvm.edu/compliance](http://www.uvm.edu/compliance)

B159, Billings Library, 48 University Place

Burlington, VT 05405

P: (802) 656-3086 • E: [privacy@uvm.edu](mailto:privacy@uvm.edu)

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March 29, 2019

«First\_Name» «Last\_Name»

«Street\_Address»

«City», «State\_Zip»

Dear «First\_Name» «Last\_Name»:

I write to provide notice of an incident regarding your personal information. The University takes the privacy and security of your personal information very seriously and it is important to us that you have this information.

On January 25, 2019, the University Bookstore received a preliminary report from PrismRBS, the vendor that provides its e-commerce website, that the vendor may have experienced a security incident and was investigating. Specifically, PrismRBS' security team discovered that an unauthorized party was able to gain access to and install malicious software designed to capture payment card information on some of the servers that host the UVM Bookstore's website (<https://uvmbookstore.uvm.edu/>).

On February 28, 2019, PrismRBS notified the University that, based on its investigation, this incident may have affected transactions that occurred between January 19 and January 23, 2019. Based on our records, you engaged in a transaction during this date range using a payment card belonging to you. This transaction included credit/debit card information (cardholder name, card number, expiration date, card verification code, and billing address).

It is important to note that sensitive information such as Social Security Numbers, passport or driver's license numbers, typically required for Identity Theft, are not collected and **was not affected** by this incident.

After receiving notification from PrismRBS, in addition to notifying you directly, the University has provided notice to appropriate entities as required under applicable state laws. While the vendor's forensics investigation is ongoing, we wanted to provide timely notice to you in order for you to take steps to protect yourself. The vendor continues to conduct a comprehensive investigation and has assured UVM that it has implemented several additional security measures to help prevent this type of incident from reoccurring in the future.

UVM is committed to protecting your personal information, and we have policies and procedures to protect your privacy. Unfortunately, those safeguards are not foolproof, and it is important for each individual to remain vigilant in protecting their personal information. We have included a copy of our FAQ for this incident which provides additional information and steps that you can take to protect yourself including how to access credit monitoring services provided by PrismRBS. I have also attached a copy of the Federal Trade Commission's (FTC) "Data Breaches: What to Know, What to Do" reference guide which describes additional steps you may take to protect yourself. Additional information from the FTC can be found at <https://www.consumer.ftc.gov/features/feature-0014-identity-theft>.

If you have any questions regarding this notification, please call the Data Breach Information Line (888) 229-7874 and leave a message including your name, number and a good time to reach you. Someone will call you back within 1 business day.

Sincerely,

Tessa L.C. Lucey, MHA, CHC, CHCP  
Director of Compliance Services and Chief Privacy Officer

Cc: Simeon Ananou, Chief Information Officer  
Julia Russell, Associate Chief Information Officer  
Mark Ackerly, Information Security Officer

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STATE OF NH  
DEPT. OF JUSTICE