



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

RECEIVED  
JUL 26 2019  
CONSUMER PROTECTION

Paul T. McGurkin, Jr.  
Office: (267) 930-4788  
Fax: (267) 930-4771  
Email: pmcgurkin@mullen.law

1275 Drummers Lane, Suite 302  
Wayne, PA 19087

July 22, 2019

**VIA U.S. MAIL**

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

**Re: Notice of Data Event**

Dear Attorney General Gordon J. MacDonald:

We represent Woodstream Corporation (“Woodstream”) located at 69 N Locust St., Lititz, PA 17543 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 resident. 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, Woodstream 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**

Earlier this year, Woodstream became aware of unusual activity on a Woodstream server. Woodstream immediately launched an investigation, which included working with expert third-party forensic investigators, to determine the full nature and scope of this incident. As part of the investigation, Woodstream found that an unauthorized actor viewed a series of files and folders housed on a Woodstream server. Woodstream then reviewed these folders to determine if they held any sensitive information. On May 10, 2019, Woodstream determined that personal information was present in one tab of an Excel spreadsheet with multiple tabs that the unauthorized actor viewed for less than two minutes. Woodstream determined that the file was reviewed but doesn’t know whether the tab with the personal information was accessed by the unauthorized actor. The information that could have been subject to unauthorized access includes name and Social Security number.

Woodstream then undertook efforts to locate the addresses for all individuals whose information was stored within the document so that the individuals could be notified. On June 20, 2019, Woodstream completed their review of internal records and located the missing addresses.

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

On July 22, 2019, Woodstream began mailing notice letters to affected individuals, which includes one (1) New Hampshire resident. Written notice of this matter is being provided in substantially the same form as the letter attached here as **Exhibit A**.

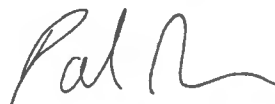
#### **Other Steps Taken and To Be Taken**

Upon discovering the event, Woodstream moved quickly to investigate and respond to the incident, assess the security of Woodstream systems and notify potentially affected individuals. Woodstream is also working to implement additional safeguards. Woodstream is offering the potentially affected New Hampshire resident two (2) years of complimentary credit monitoring services. Additionally, Woodstream is providing impacted individuals with guidance on how to better protect against identity theft and fraud. Woodstream 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) 930-4788.

Very truly yours,



Paul T. McGurkin, Jr. of  
MULLEN COUGHLIN LLC

# EXHIBIT A



<<Date>> (Format: Month Day, Year)

<<FirstName>> <<MiddleName>> <<LastName>> <<NameSuffix>>  
<<Address1>>  
<<Address2>>  
<<City>>, <<State>> <<Zip>>

Dear <<FirstName>> <<MiddleName>> <<LastName>> <<NameSuffix>>,

Woodstream Corporation ("Woodstream") is writing to notify you of an incident that may affect the security of some of your personal information. We take this incident very seriously and are providing you with information and access to resources so that you can better protect your information, should you feel it is appropriate to do so.

**What Happened?** We recently became aware of unusual activity on a Woodstream server. We immediately launched an investigation, which included working with expert third-party forensic investigators, to determine the full nature and scope of this incident. As part of the investigation, we found that an unauthorized actor viewed a series of files and folders housed on a Woodstream server. We then reviewed these folders to determine if they held any sensitive information. On May 10, 2019, we determined that your personal information was present in one tab of an Excel spreadsheet with multiple tabs that the unauthorized actor viewed for less than two minutes. We know the file was reviewed but we don't know whether the tab with your information was accessed by the unauthorized actor.

**What Information Was Involved?** The file subject to unauthorized access included your name, Social Security number and salary information.

**What We Are Doing.** The confidentiality, privacy, and security of information in our care is one of our highest priorities. We have security measures in place to help protect the information in our possession. Upon learning of this incident, we quickly took steps to prevent further unauthorized access to the network by resetting account login credentials. Local and federal law enforcement has been notified of this incident. We continue to cooperate with law enforcement as their investigation continues.

As an added precaution, we arranged to have Kroll provide identity monitoring services for two years at no cost to you. Please review the instructions contained in the attached "Steps You Can Take to Protect Your Information" to activate these services. The cost of this service will be paid for by Woodstream. It is incumbent upon you to activate these services, as we are not able to act on your behalf to activate the identity monitoring services.

**What You Can Do.** Please review the enclosed "Steps You Can Take to Protect Your Information" to learn more about ways to protect personal information. You can also enroll to receive the free credit monitoring and identity restoration services we are offering at no cost to you.

**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 the call center we set up to help respond to this incident at 1-866-775-4209 Monday through Friday, 8:00 a.m. to 5:30 p.m. Central Time. Please have your membership number ready.

Woodstream takes the privacy and security of the personal information in our care seriously. We sincerely regret any inconvenience or concern this incident has caused you.

Sincerely,

Miguel Nistal  
Chief Executive Officer  
Woodstream Corporation

## Steps You Can Take to Protect Your Information

### Activate Monitoring Services

Your identity monitoring services include Credit Monitoring, Fraud Consultation, and Identity Theft Restoration.

Visit [krollbreach.idMonitoringService.com](http://krollbreach.idMonitoringService.com) to activate and take advantage of your identity monitoring services.

*You have until **October 16, 2019** to activate your identity monitoring services.*

Membership Number: <<Member ID>>

Additional information describing your services is included with this letter.

### Monitor Your Accounts

We encourage you to remain vigilant against incidents of identity theft and fraud, to review your account statements, and to monitor your credit reports for suspicious activity. 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](http://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.

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:

<b>Experian</b> PO Box 9554 Allen, TX 75013 1-888-397-3742 <a href="http://www.experian.com/freeze/center.html">www.experian.com/freeze/center.html</a>	<b>TransUnion</b> P.O. Box 2000 Chester, PA 19016 1-800-909-8872 <a href="http://www.transunion.com/credit-freeze">www.transunion.com/credit-freeze</a>	<b>Equifax</b> PO Box 105788 Atlanta, GA 30348-5788 1-800-685-1111 <a href="http://www.equifax.com/personal/credit-report-services">www.equifax.com/personal/credit-report-services</a>
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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:

<b>Experian</b> P.O. Box 2002 Allen, TX 75013 1-888-397-3742 <a href="http://www.experian.com/fraud/center.html">www.experian.com/fraud/center.html</a>	<b>TransUnion</b> P.O. Box 2000 Chester, PA 19106 1-800-680-7289 <a href="http://www.transunion.com/fraud-victim-resource/place-fraud-alert">www.transunion.com/fraud-victim-resource/place-fraud-alert</a>	<b>Equifax</b> P.O. Box 105069 Atlanta, GA 30348 1-888-766-0008 <a href="http://www.equifax.com/personal/credit-report-services">www.equifax.com/personal/credit-report-services</a>
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Although we have no reason to believe that your personal information has been used to file fraudulent tax returns, you can contact the IRS at [www.irs.gov/Individuals/Identity-Protection](http://www.irs.gov/Individuals/Identity-Protection) for helpful information and guidance on steps you can take to address a fraudulent tax return filed in your name and what to do if you become the victim of such fraud. You can also visit [www.irs.gov/uac/Taxpayer-Guide-to-Identity-Theft](http://www.irs.gov/uac/Taxpayer-Guide-to-Identity-Theft) for more information.

You can further educate yourself regarding identity theft, fraud alerts, security freezes, and the steps you can take to protect yourself, by contacting the consumer reporting agencies, the Federal Trade Commission, or your state Attorney General.

The Federal Trade Commission can 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); 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. This notice has not been delayed by law enforcement.

**For North Carolina residents**, the Attorney General can be contacted at 9001 Mail Service Center, Raleigh, NC 27699-9001, 1-877-566-7226 or 1-919-716-6400, [www.ncdoj.gov](http://www.ncdoj.gov).

**For Maryland residents**, the Attorney General can be contacted at 200 St. Paul Place, 16th Floor, Baltimore, MD 21202, 1-888-743-0023, [www.oag.state.md.us](http://www.oag.state.md.us). Woodstream Corporation is located at 69 N Locust St, Lititz, PA 17543.

## **TAKE ADVANTAGE OF YOUR IDENTITY MONITORING SERVICES**

You've been provided with access to the following services<sup>1</sup> from Kroll:

### **Single Bureau Credit Monitoring**

You will receive alerts when there are changes to your credit data—for instance, when a new line of credit is applied for in your name. If you do not recognize the activity, you'll have the option to call a Kroll fraud specialist, who can help you determine if it's an indicator of identity theft.

### **Fraud Consultation**

You have unlimited access to consultation with a Kroll fraud specialist. Support includes showing you the most effective ways to protect your identity, explaining your rights and protections under the law, assistance with fraud alerts, and interpreting how personal information is accessed and used, including investigating suspicious activity that could be tied to an identity theft event.

### **Identity Theft Restoration**

If you become a victim of identity theft, an experienced Kroll licensed investigator will work on your behalf to resolve related issues. You will have access to a dedicated investigator who understands your issues and can do most of the work for you. Your investigator can dig deep to uncover the scope of the identity theft, and then work to resolve it.

<sup>1</sup> Kroll's activation website is only compatible with the current version or one version earlier of Internet Explorer, Chrome, Firefox, and Safari. To receive credit services, you must be over the age of 18 and have established credit in the U.S., have a Social Security number in your name, and have a U.S. residential address associated with your credit file.