



World Learning

Education | Development | Exchange

Experiment in International Living

SIT Study Abroad | SIT Graduate Institute

Advancing Leadership

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Tel 802 257-7751 | Fax 802 258-3248 | www.worldlearning.org

September 23, 2019

Office of the Attorney General
Consumer Protection & Antitrust Bureau
33 Capitol Street
Concord, NH 03301

Re: *Notice of Breach*

Dear Sir or Madam:

We are writing to inform you that World Learning was the target of a data security incident that may have exposed certain personal information of three (3) New Hampshire residents. World Learning is notifying these individuals and outlining some protective steps the individuals may take.

World Learning is a nonprofit organization that focuses on international development, education, and study abroad programs. On September 3, 2019, we discovered that an unauthorized actor stole two laptops from our offices in Chile, South America containing personal information of university students that participated in an exchange program there. The information that may have been accessed by the unauthorized actor includes: student names, dates of birth, passport numbers, academic grades, and Chilean identification numbers. There may also be some health information contained on the laptops provided by students who attended the exchange program. At this point we are not aware of any fraud or misuse of any personal information as a result of this incident.

World Learning takes the privacy of personal information very seriously, and deeply regrets that this incident occurred. World Learning took steps to address and contain this incident promptly after it was discovered, including shutting down both email and network access to both devices.

We will provide notice to impacted students on September 23, 2019. A copy of the notice letter is attached.

To prevent a similar type of incident from occurring in the future, we sent a reminder to all employees to strictly follow the organization's policy on encrypting devices, reminded them to avoid downloading sensitive information on local computers unless absolutely necessary, and are in the process of implementing a cloud based solution, with the ability to restrict download access for certain files and users.

If you have any questions or need further information regarding this incident, please contact our legal counsel, David Kessler, Partner, Norton Rose Fulbright US LLP at (212) 318-3382.

Sincerely,

Sophia Howlett, PhD
President and Chief Academic Officer
School for International Training



September 23, 2019

Name

Address

Re: *Notice of Breach*

Dear Name:

We are writing to inform you of a security incident that may have exposed some of your personal information. Based on our current review, we have no indication that any information has been used inappropriately. However, out of an abundance of caution, we wanted to provide information on the incident and provide recommendations on steps you can take to help protect your information.

What Happened

On September 3, 2019, we discovered that an unauthorized actor stole two laptops from employees of World Learning in Chile. As a result, the actor may have accessed documents containing some of your personal information. At this time our investigation is ongoing.

What Information Was Involved

The stolen laptops may have included your name, birthdate, passport number, academic grades, and Chilean ID number. Additionally, some health information that you previously provided to World Learning may also have been included on the laptops.

What We Are Doing

We take the privacy and security of your personal information very seriously, and deeply regret that this incident occurred. Once we learned of this issue, we promptly initiated an internal review and immediately shut down email and network access to both computers.

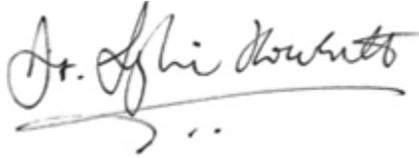
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What You Can Do

We want to make potentially affected customers aware of steps they can take to guard against fraud or identify theft. Although this incident did not include Social Security numbers, addresses, or other similar personal information, as a general practice, we recommend that you carefully check your financial accounts and credit reports for accounts you did not open or for inquiries from creditors you did not initiate. If you see anything you do not understand, call the credit agency immediately.

We sincerely apologize that this incident occurred and for any concern it may cause you. For more information, or if you have questions or need additional information, please contact Cynthia Rebelo at 802-258-3275 or by email at cynthia.rebelo@sit.edu.

Sincerely,

A handwritten signature in black ink that reads "Dr. Sophia Howlett". The signature is written in a cursive style with a long horizontal flourish underneath.

Sophia Howlett, PhD
President and Chief Academic Officer
School for International Training