

# Stanford | Office of the Chief Risk Officer

P.O. Box 989728  
West Sacramento, CA 95798-9728

<<First Name>> <<Last Name>>  
<<Address1>>  
<<Address2>>  
<<City>>, <<State>> <<Zip>>  
<<Country>>

Enrollment Code: <<ENROLLMENT>>

To Enroll, Scan the QR Code Below:



Or Visit:

<https://response.idx.us/StanfordUniversity>

March 11, 2024

Dear <<First Name>> <<Last Name>>:

## NOTICE OF DATA BREACH

We write to inform you about a data security incident at Stanford University's Department of Public Safety ("Stanford DPS") that may have impacted your personal information.

### WHAT HAPPENED?

On September 27, 2023, Stanford DPS discovered that it was the victim of a ransomware attack. Upon discovering the attack, Stanford DPS notified federal and local law enforcement and began investigating the incident with the assistance of a respected forensic investigator. Our investigation determined that an unauthorized individual(s) gained access to the Stanford DPS network between May 12, 2023 and September 27, 2023. The nature and scope of the incident required time to analyze, and it was ultimately determined that your information may have been impacted.

### WHAT INFORMATION WAS INVOLVED?

The personal information that may have been affected varied from person-to-person. Information about you included your name, <<Variable Text 1>>, <<Variable Text 2>>, <<Variable Text 3>> and other information DPS may have collected in its operations. At this time, there is no evidence that your information has been misused.

### WHAT WE ARE DOING

We take safeguarding your information seriously. Upon discovering the incident, we notified federal and local law enforcement and worked with external cybersecurity experts to terminate the unauthorized access. Stanford DPS is also further enhancing its security safeguards.

In addition, we are offering identity theft protection services through IDX, a ZeroFox company. IDX identity protection services include: 24 months of credit and CyberScan monitoring, a \$1,000,000 insurance reimbursement policy, and fully managed id theft recovery services. With this protection, IDX will help you resolve issues if your identity is compromised.

### WHAT YOU CAN DO

We encourage you to contact IDX with any questions and to enroll in the free identity protection services by calling 1-888-891-4250, going to <https://response.idx.us/StanfordUniversity>, or scanning the QR image and using the Enrollment Code provided above. IDX representatives are available Monday through Friday from 6 am - 6 pm Pacific Time. Please note the deadline to enroll is June 11, 2024.

We encourage you to take full advantage of this service offering. IDX can answer questions or concerns you may have regarding protection of your personal information. As always, please remain vigilant and continue reviewing your accounts for unusual activity. You can also review the enclosed steps to help protect your personal information.

### **FOR MORE INFORMATION**

You will find detailed instructions for enrollment on the enclosed Recommended Steps document. Also, you will need to reference the enrollment code at the top of this letter when calling or enrolling online, so please do not discard this letter.

Please call 1-888-891-4250 Monday through Friday from 6 am - 6 pm Pacific Time or go to <https://response.idx.us/StanfordUniversity> for assistance or for any additional questions you may have. We regret any inconvenience this incident may cause you.

Sincerely,

*Nelson Akinrinade*

Nelson Akinrinade  
Stanford University Chief Privacy Officer

## GENERAL INFORMATION ABOUT IDENTITY THEFT PROTECTION

You should remain vigilant for incidents of fraud and identity theft by reviewing credit card account statements and monitoring your credit report for unauthorized activity.

**Credit Reports.** Under federal law, you are entitled to one free copy of your credit report every 12 months from each of the three nationwide credit reporting agencies. You may obtain a free copy of your credit report by going to [www.AnnualCreditReport.com](http://www.AnnualCreditReport.com) or by calling (877) 322-8228. You also may complete the Annual Credit Report Request Form available from the FTC at [www.consumer.ftc.gov/articles/pdf-0093-annual-report-request-form.pdf](http://www.consumer.ftc.gov/articles/pdf-0093-annual-report-request-form.pdf), and mail it to Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA 30348-5281. **You may contact the nationwide credit reporting agencies at:**

**Equifax**

P.O. Box 105788  
Atlanta, GA 30348  
[www.equifax.com](http://www.equifax.com)  
(800) 525-6285

**Experian**

P.O. Box 9554  
Allen, TX 75013  
[www.experian.com](http://www.experian.com)  
(888) 397-3742

**TransUnion**

P.O. Box 2000  
Chester, PA 19016  
[www.transunion.com](http://www.transunion.com)  
(800) 680-7289

**Fraud Alert.** You may place a fraud alert in your file by calling one of the three nationwide credit reporting agencies above. A fraud alert tells creditors to follow certain procedures, including contacting you before they open any new accounts or change your existing accounts. For that reason, placing a fraud alert can protect you, but also may delay you when you seek to obtain credit.

**Place a Security Freeze on your Credit Report.** You also have the right to place a security freeze on your credit report by contacting any of the credit bureaus listed above. A security freeze is intended to prevent credit, loans and services from being approved in your name without your consent. To place a security freeze on your credit report, you may be able to use an online process, an automated telephone line or a written request. The following information must be included when requesting a security freeze (note that if you are requesting a credit report for your spouse, this information must be provided for him/her as well): (1) full name, with middle initial and any suffixes; (2) Social Security number; (3) date of birth; (4) current address and any previous addresses for the past five years; and (5) any applicable incident report or complaint with a law enforcement agency or the Registry of Motor Vehicles. The request must also include a copy of a government-issued identification card and a copy of a recent utility bill or bank or insurance statement. You can place a freeze and lift a security freeze on your credit report free of charge.

**You may contact the Federal Trade Commission (FTC) and State Attorneys General Offices.** If you believe you are the victim of identity theft or have reason to believe your personal information has been misused, you should contact the FTC and/or your state's attorney general office about for information on how to prevent or avoid identity theft. You can contact the FTC at: **Federal Trade Commission**, Consumer Response Center, 600 Pennsylvania Avenue, NW, Washington, DC 20508, [www.ftc.gov](http://www.ftc.gov), 1-877-IDTHEFT (438-4338).

*For District of Columbia residents*, the District of Columbia Attorney General may be contacted at: 400 6th Street, NW, Washington, DC 20001; 202-727-3400; and [oag@dc.gov](mailto:oag@dc.gov).

*For Iowa residents*, State law advises you to report any suspected identity theft to law enforcement or to the Iowa Attorney General, Consumer Protection Division, 1305 E. Walnut St., Des Moines, IA 50319, 1-888-777-4590.

*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). Pro-Tem, Inc. dba PTI Systems is located at 2525 South Shore Boulevard, Suite 401 League City, TX 77573.

*For Massachusetts residents*, You have the right to obtain a police report if you are the victim of identity theft.

*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 bureaus 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 the violator. 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](http://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 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/>.

*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 Rhode Island residents*, the Rhode Island Attorney General may be reached at: 150 South Main Street, Providence, RI 02903; [www.riag.ri.gov](http://www.riag.ri.gov); and 1-401-274-4400. Under Rhode Island law, you have the right to obtain any police report filed in regard to this incident. There are approximately 9 Rhode Island residents impacted by this incident.

# Stanford | Office of the Chief Risk Officer

P.O. Box 989728  
West Sacramento, CA 95798-9728

Parent or Guardian of

<<First Name>> <<Last Name>>

<<Address1>>

<<Address2>>

<<City>>, <<State>> <<Zip>>

<<Country>>

Enrollment Code: <<ENROLLMENT>>

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March 11, 2024

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We write to inform you about a data security incident at Stanford University's Department of Public Safety ("Stanford DPS") that may have impacted your minor's personal information.

### WHAT HAPPENED?

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### WHAT INFORMATION WAS INVOLVED?

The personal information that may have been affected varied from person-to-person. Information about you included your name, <<Variable Text 1>>, <<Variable Text 2>>, <<Variable Text 3>> and other information DPS may have collected in its operations. At this time, there is no evidence that your information has been misused.

### WHAT WE ARE DOING

We take safeguarding your information seriously. Upon discovering the incident, we notified federal and local law enforcement and worked with external cybersecurity experts to terminate the unauthorized access. Stanford DPS is also further enhancing its security safeguards.

In addition, we are offering identity theft protection services through IDX, a ZeroFox Company, the data breach and recovery services expert. IDX identity protection services include: 24 months CyberScan monitoring, a \$1,000,000 insurance reimbursement policy, and fully managed id theft recovery services. With this protection, IDX will help your minor resolve issues if their identity is compromised.

### WHAT YOU CAN DO

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At this time, there is no evidence that your minor's information has been misused. However, we encourage you to take full advantage of this service offering. IDX can answer questions or concerns you may have regarding protection of your minor's personal information. As always, please remain vigilant and continue reviewing your accounts and those of your minor for unusual activity. You can also review the enclosed steps to help protect your minor's personal information.

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P.O. Box 105788  
Atlanta, GA 30348  
[www.equifax.com](http://www.equifax.com)  
(800) 525-6285

**Experian**

P.O. Box 9554  
Allen, TX 75013  
[www.experian.com](http://www.experian.com)  
(888) 397-3742

**TransUnion**

P.O. Box 2000  
Chester, PA 19016  
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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 the violator. 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](http://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.

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**Equifax**

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