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December 31, 2020

File No. 40200.35

**CONFIDENTIAL COMMUNICATION**

**VIA ELECTRONIC MAIL**

Attorney General Aaron Frey  
Office of the Attorney General  
Consumer Protection Division  
Security Breach Notification  
111 Sewall Street, 6th Floor  
Augusta, ME 04330  
[breach.security@maine.gov](mailto:breach.security@maine.gov)

Re: Notice of Data Security Incident

Dear Attorney General Aaron Frey:

We represent Treasure Valley Community College ("TVCC") with respect to a recent data security incident described in greater detail below. TVCC is taking steps to prevent similar incidents from occurring in the future.

**1. Nature of the security incident.**

In September 2020 TVCC learned that an unknown actor gained unauthorized access to the email account of one of TVCC's employees in order to redirect a payment that was supposed to be made to TVCC in July 2019. TVCC hired an independent investigative firm and they determined that emails in the account may have been accessed. This email account contained some personal information concerning people in the TVCC community.

**2. Number of Maine residents affected.**

A total of 1 resident of Maine were affected by this incident. On December 29, 2020, TVCC notified the affected Maine resident via the enclosed letter sent by first class mail.

**3. Steps taken relating to the incident.**

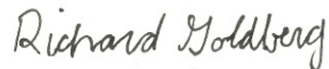
TVCC has taken the steps outlined above in response to this incident to prevent similar incidents from occurring in the future. Additionally, we provided additional information about steps that can be taken to protect personal information. And, out of an abundance of caution, TVCC offered complimentary credit monitoring and identity protection services through IDX, a national leader in identity theft protection, which will help individuals resolve issues if their identity is compromised due to this incident.

**4. Contact information.**

TVCC remains dedicated to protecting the personal information in its control. If you have any questions or need additional information, please do not hesitate to contact me at (215) 977-4060 or by e-mail at [richard.goldberg@lewisbrisbois.com](mailto:richard.goldberg@lewisbrisbois.com).

Please let me know if you have any questions.

Sincerely,



Richard W. Goldberg of  
LEWIS BRISBOIS BISGAARD & SMITH LLP

RWG  
Encl. Copy of Consumer Notification Letter

cc: Jacqueline Leahy, Associate, Lewis Brisbois Bisgaard & Smith LLP

# TREASURE VALLEY COMMUNITY COLLEGE

C/O IDX  
P.O. Box 1907  
Suwanee, GA 30024

To Enroll, Please Call:  
(833) 754-1360  
Or Visit:  
<https://response.idx.us/tvcc>  
Enrollment Code:  
<<XXXXXXXX>>

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

December 29, 2020

## Re: Notice of Data Breach

Dear <<First Name>> <<Last Name>>,

We are writing to inform you of a potential data security incident that may have affected your personal information. Treasure Valley Community College ("TVCC") takes the privacy and security of your personal information very seriously. We are sending you this letter to notify you about this incident, offer you credit and identity monitoring services, and inform you about steps you can take to protect your personal information.

**What Happened.** In September 2020 we learned that some of your personal information in an account with us might have been accessed. An unknown actor gained unauthorized access to the email account of one of our employees in order to redirect a payment that was supposed to be made to us in July 2019. We hired an independent investigative firm and they determined that emails in the account may have been accessed. This email account contained personal information concerning people in our community. Although we have no evidence suggesting that any data in the account has been misused, we wanted to inform you of the incident and provide you with access to complementary identity monitoring protection services.

**What Information Was Involved.** The information involved may have included your name, Social Security number, and student identification number.

**What We Are Doing.** After this unauthorized access happened, we hired experts to investigate the incident. We also enhanced the security of our email environment. Additionally we are offering 12 months of credit and identity monitoring services at no cost to you and providing you additional information about steps you can take to protect your personal information.

**What You Can Do.** You can follow the recommendations on the following page to protect your personal information. In addition, we encourage you to enroll in the identity theft protection services we are offering through IDX, a national leader in identity protection services. The identity protection services include 12 months of credit and CyberScan monitoring, a \$1,000,000 identify theft insurance policy, and fully managed identity theft recovery services. To receive credit monitoring 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. You can enroll in free IDX identity protection services by calling 1-800-939-4170 or going to <https://app.idx.us/account-creation/protect> and using the Enrollment Code provided above. IDX representatives are available Monday through Friday from 6:00 a.m. to 6:00 p.m. Pacific Time. Please note the deadline to enroll is March 29, 2021.

**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 1-800-939-4170 or go to <https://app.idx.us/account-creation/protect> for assistance or for any additional questions you may have.

## STEPS YOU CAN TAKE TO PROTECT YOUR INFORMATION

**Review Your Account Statements and Notify Law Enforcement of Suspicious Activity:** As a precautionary measure, we recommend that you remain vigilant by reviewing your account statements and credit reports closely. If you detect any suspicious activity on an account, you should promptly notify the financial institution or company with which the account is maintained. You also should promptly report any fraudulent activity or any suspected incidence of identity theft to proper law enforcement authorities, your state attorney general, and/or the Federal Trade Commission (FTC).

**Copy of Credit Report:** You may obtain a free copy of your credit report from each of the three major credit reporting agencies once every 12 months by visiting <http://www.annualcreditreport.com/>, calling toll-free 877-322-8228, or by completing an Annual Credit Report Request Form and mailing it to Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA 30348. You also can contact one of the following three national credit reporting agencies:

<b>TransUnion</b> P.O. Box 1000 Chester, PA 19016 1-800-916-8800 <a href="http://www.transunion.com">www.transunion.com</a>	<b>Experian</b> P.O. Box 2002 Allen, TX 75013 1-888-397-3742 <a href="http://www.experian.com">www.experian.com</a>	<b>Equifax</b> P.O. Box 740241 Atlanta, GA 30374 1-866-349-5191 <a href="http://www.equifax.com">www.equifax.com</a>	<b>Free Annual Report</b> P.O. Box 105281 Atlanta, GA 30348 1-877-322-8228 <a href="http://annualcreditreport.com">annualcreditreport.com</a>
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**Fraud Alert:** You may want to consider placing a fraud alert on your credit report. An initial fraud alert is free and will stay on your credit file for at least 90 days. The alert informs creditors of possible fraudulent activity within your report and requests that the creditor contact you prior to establishing any accounts in your name. To place a fraud alert on your credit report, contact any of the three credit reporting agencies identified above. Additional information is available at <http://www.annualcreditreport.com>.

**Security Freeze:** Under U.S. law, you have the right to put a security freeze on your credit file for up to one year at no cost. This will prevent new credit from being opened in your name without the use of a PIN number that is issued to you when you initiate the freeze. A security freeze is designed to prevent potential creditors from accessing your credit report without your consent. As a result, using a security freeze may interfere with or delay your ability to obtain credit. You must separately place a security freeze on your credit file with each credit reporting agency. The three credit reporting agencies are listed above and you should contact them to establish a security freeze. In order to place a security freeze, you may be required to provide the consumer reporting agency with information that identifies you including your full name, Social Security number, date of birth, current and previous addresses, a copy of your state-issued identification card, and a recent utility bill, bank statement or insurance statement.

**Additional Free Resources:** You can obtain information from the consumer reporting agencies, the FTC, or from your respective state Attorney General about fraud alerts, security freezes, and steps you can take toward preventing identity theft. You may report suspected identity theft to local law enforcement, including to the FTC or to the Attorney General in your state.

<b>Federal Trade Commission</b> 600 Pennsylvania Ave, NW Washington, DC 20580 consumer.ftc.gov, and www.ftc.gov/idtheft 1-877-438-4338	<b>Maryland Attorney General</b> 200 St. Paul Place Baltimore, MD 21202 oag.state.md.us 1-888-743-0023	<b>North Carolina Attorney General</b> 9001 Mail Service Center Raleigh, NC 27699 ncdoj.gov 1-877-566-7226	<b>Rhode Island Attorney General</b> 150 South Main Street Providence, RI 02903 <a href="http://www.riag.ri.gov">http://www.riag.ri.gov</a> 401-274-4400
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**You also have certain rights under the Fair Credit Reporting Act (FCRA):** These rights include to know what is in your file; to dispute incomplete or inaccurate information; to have consumer reporting agencies correct or delete inaccurate, incomplete, or unverifiable information; as well as other rights. For more information about the FCRA, and your rights pursuant to the FCRA, please visit [http://files.consumerfinance.gov/f/201504\\_cfpb\\_summary\\_your-rights-under-fcra.pdf](http://files.consumerfinance.gov/f/201504_cfpb_summary_your-rights-under-fcra.pdf).



### **Recommended Steps to help Protect your Information**

- 1. Website and Enrollment.** Go to <https://response.idx.us/tvcc> and follow the instructions for enrollment using your Enrollment Code provided at the top of the letter.
- 2. Activate the credit monitoring** provided as part of your IDX identity protection membership. The monitoring included in the membership must be activated to be effective. Note: You must have established credit and access to a computer and the internet to use this service. If you need assistance, IDX will be able to assist you.
- 3. Telephone.** Contact IDX at (833) 754-1360 to gain additional information about this event and speak with knowledgeable representatives about the appropriate steps to take to protect your credit identity.