

INSERT LOGO

<<Return Address>>

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

July 9, 2021

Via First-Class Mail

<<FirstName>><<LastName>>

<<Address1>><<Address2>>

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

NOTICE OF DATA PRIVACY INCIDENT

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

Lourdes University (“Lourdes”) is writing to inform you of a recent data privacy incident that may have resulted in the disclosure of your personal information. Lourdes promptly investigated the incident. While Lourdes is unaware of any fraudulent misuse of your personal information, out of an abundance of caution Lourdes is providing you with details about the event, steps Lourdes has taken in response, and resources available to help you protect yourself from the possibility of identity theft and fraud. Lourdes considers the protection of sensitive information a top priority and sincerely apologizes for any inconvenience as a result of the incident

What Happened?

On June 9, 2021, Lourdes was notified that a document on a Microsoft Teams folder was mistakenly shared with employees and Lourdes’ student body. This document was intended for employee use only, and contained student information including student names and social security numbers. Specifically, Lourdes was notified that three (3) students viewed the file, and did not have authority to do so. While the folder was accessible between May 17, 2021 and June 9, 2021, the first instance of unauthorized access occurred on June 3, 2021. On June 9, 2021, Lourdes was notified of the occurrence, and promptly restricted access to the document only for authorized individuals.

What Information Was Involved?

The information present within the folder may have included your name, address and social security number. At this time, Lourdes has no reason to believe that your personal information has been misused by any third parties. However, out of an abundance of caution, Lourdes wanted to inform you of this incident.

What We Are Doing

Lourdes is committed to ensuring the security of all personal information in its control. The privacy of students is very important to us, and Lourdes will continue to do everything possible to protect student information. Upon discovery of this incident, Lourdes promptly restricted the access settings to the Microsoft Teams folder so that it could only be viewed by authorized personnel. Additionally, Lourdes has enhanced its security awareness training for employees, in order to better prevent this type of incident from occurring again.

Out of an abundance of caution, Lourdes is providing you with 12 months of complimentary access to credit monitoring and identity restoration services through Identity Force, as well as, guidance on how to help protect against the possibility of the misuse of your personal information. While Lourdes is covering the cost of these services, you will need to complete the activation process by following the instructions included in the enclosed *Steps You Can Take to Protect Your Information*. Enrollment must be completed within 90 days from the date of this letter.

What You Can Do

At this time, there is no evidence of misuse of any student information. Nonetheless, Lourdes encourages you to remain vigilant against incidents of identity theft and fraud, to review your account statements, and to monitor your credit reports for suspicious or unauthorized activity. Additionally, please review the enclosed *Steps You Can Take to Protect Your Information*, to learn more about how to protect against the possibility of misuse of your personal information. You may also enroll to receive the complimentary credit monitoring and identity theft protection services that Lourdes is making available to you. Again, Lourdes is making these services available to you at no cost; however, you will need to enroll in these services.

In addition, you may contact your financial institution and all major credit bureaus immediately to inform them of this incident and request them to take whatever steps are recommended to protect your interests, including the possible placement of a fraud alert on your credit file.

For More Information

Lourdes recognizes that you may have questions not addressed in this letter. Should you any questions or concerns about this incident, please contact [PHONE NUMBER] (toll free) between the hours 8:00 a.m. and 5:00 p.m. Eastern Standard Time, Monday through Friday (excluding U.S. national holidays) for more information.

Lourdes sincerely regrets any inconvenience that this matter may cause, and remains dedicated to ensuring the privacy and security of all student information in its control.

Sincerely,

Randy Rothenbuhler, CFO
Lourdes University

Steps You Can Take to Protect Your Information

Enroll in Credit Monitoring and Identity Theft Protection Services

Representatives are available for 90 days from the date of this letter, to assist you with questions regarding this incident, between the hours of 8:00 am to 5:00 pm Eastern time, Monday through Friday. Please call the help line at 1-xxx-xxx-xxxx and supply the fraud specialist with your unique code listed below. To extend these services, enrollment in the monitoring services described below is required.

Additionally, we are providing you with access to Single Bureau Credit Monitoring* services at no charge. These services provide you with alerts for twelve months from the date of enrollment when changes occur to your credit file. This notification is sent to you the same day that the change or update takes place with the bureau. In addition, we are providing you with proactive fraud assistance to help with any questions that you might have or in the event you become a victim of identity theft.

How do I enroll for the free services?

To enroll in Credit Monitoring* services at no charge, please log on to <https://www.xxx.com> and follow the instructions provided. When prompted please provide the following unique code to receive services: <CODE HERE.> In order for you to receive the monitoring services described above, you must enroll within 90 days from the date of this letter.

Additional Important Information

For residents of all states:

Fraud Alerts: You can place fraud alerts with the three credit bureaus by phone or online. 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. As of September 21, 2018, initial fraud alerts last for one year. Victims of identity theft can also get an extended fraud alert for seven years.

Experian

P.O. Box 9554
Allen, TX 75013
1-888-397-3742

www.experian.com/fraud/center.html

TransUnion

P.O. Box 2000
Chester, PA 19016
1-800-680-7289

www.transunion.com/fraud-alerts

Equifax

P.O. Box 105069
Atlanta, GA 30348
1-888-525-6285

<https://www.equifax.com/personal/credit-report-services/credit-fraud-alerts/>

Monitoring: You should always remain vigilant and monitor your accounts for suspicious or unusual activity.

Security Freeze: You also have the right to place a security freeze on your credit report. 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 need to make a request to each consumer reporting agency. You may make that request by certified mail, overnight mail, regular stamped mail, or by following the instructions found at the websites listed below. The following information must be included when requesting a security freeze (note that if you are requesting a credit report for your spouse or a minor under the age of 16, 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. It is essential that each copy be legible, display your name and current mailing address, and the date of issue. As of September 21, 2018, it is free to place, lift, or remove a security freeze. You may also place a security freeze for children under the age of 16. You may obtain a free security freeze by contacting any one or more of the following national consumer reporting agencies listed above.

Experian

P.O. Box 9554
Allen, TX 75013
1-888-397-3742

www.experian.com/freeze/center.html

TransUnion

P.O. Box 160
Woodlyn, PA 19094
1-888-909-8872

www.transunion.com/credit-freeze

Equifax

P.O. Box 105788
Atlanta, GA 30348-5788
1-888-298-0045

<https://www.equifax.com/personal/credit-report-services/credit-freeze/>

More information can also be obtained by contacting the Federal Trade Commission:

Federal Trade Commission - Consumer Response Center: 600 Pennsylvania Ave, NW, Washington, DC 20580; 1-877-IDTHEFT (438-4338); www.identitytheft.gov

For residents of Hawaii, Michigan, Missouri, North Carolina, Vermont, Virginia, and Wyoming: It is recommended by state law that you remain vigilant for incidents of fraud and identity theft by reviewing credit card account statements and monitoring your credit report for unauthorized activity.

For residents of Colorado, Illinois, Iowa, Maryland, Missouri, New Mexico, North Carolina, Oregon, and West Virginia: It is required by state laws to inform you that you may obtain a copy of your credit report, free of charge, whether or not you suspect any unauthorized activity on your account. You may obtain a free copy of your credit report from each of the three nationwide credit reporting agencies. To order your free credit report, please visit www.annualcreditreport.com, or call toll-free at 1-877-322-8228. You can also order your annual free credit report by mailing a completed Annual Credit Report Request Form (available at <https://www.consumer.ftc.gov/articles/0155-free-credit-reports>) to: Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA, 30348-5281.

For residents of Iowa: State law advises you to report any suspected identity theft to law enforcement or to the Attorney General.

For residents of New Mexico: State law advises you to review personal account statements and credit reports, as applicable, to detect errors resulting from the security breach.

For residents of Oregon: State law advises you to report any suspected identity theft to law enforcement, including the Attorney General, and the Federal Trade Commission.

For residents of District of Columbia, Illinois, Maryland, New York, North Carolina, and Rhode Island: You can obtain information from the Offices of the Attorney General and the Federal Trade Commission about fraud alerts, security freezes, and steps you can take toward preventing identity theft.

District of Columbia Office of the Attorney General - 400 6th Street, NW, Washington, DC 20001; 202-727-3400; www.oag.dc.gov

Illinois office of the Attorney General - 100 West Randolph Street, Chicago, IL 60601; 1-866-999-5630; www.illinoisattorneygeneral.gov

Maryland Office of the Attorney General - Consumer Protection Division: 200 St. Paul Place, 16th floor, Baltimore, MD 21202; 1-888-743-0023; www.oag.state.md.us

New York Office of Attorney General - Consumer Frauds & Protection: The Capitol, Albany, NY 12224; 1-800-771-7755; <https://ag.ny.gov/consumer-frauds/identity-theft>

North Carolina Office of the Attorney General - Consumer Protection Division: 9001 Mail Service Center, Raleigh, NC 27699; 1-877-566-7226; www.ncdoj.com

Rhode Island Office of the Attorney General - Consumer Protection: 150 South Main St., Providence RI 02903; 1-401-274-4400; www.riag.ri.gov

Federal Trade Commission - Consumer Response Center: 600 Pennsylvania Ave, NW, Washington, DC 20580; 1-877-IDTHEFT (438-4338); www.identitytheft.gov

For residents of Massachusetts: It is required by state law that you are informed of your right to obtain a police report filed in regard to this incident. If you are the victim of identity theft, you also have the right to file a police report and obtain a copy of it.

For residents of Rhode Island: It is required by state law that you are informed of your right to file or obtain a police report in regard to this incident.