

2015 M. 11: 31

March 5, 2015

Dear Attorney General's Office:

This letter is to inform you of a privacy incident affecting 1 resident of New Hampshire. We have been hired by the non-profit organization The Painted Turtle to notify and provide identity theft protection to persons whose personal information may have been viewable by individuals who were listed in their application as a Medical Provider, Emergency Contact, or Reference. This was a result of an error in the database supporting The Painted Turtle's online application system for campers, their family members, and volunteers.

The circumstances in which the information would have been disclosed are unique and unlikely: the person would have had to have a *pending* application, have listed a Medical Provider, Emergency Contact, or Reference, and *that person* would have also had to have a *pending* online application with The Painted Turtle at the same time. Information would not have been accessible to anyone outside of the persons listed as Medical Providers, Emergency Contact, or References within their application. The incident was discovered on January 12, 2015, and The Painted Turtle immediately began an investigation and tracked down the individuals who could have been affected. The notification letters will be mailed via USPS on March 6, 2015.

ID Experts and The Painted Turtle wanted to inform you of this privacy incident and make you aware that upon discovery, The Painted Turtle promptly brought the database offline to prevent anyone from being able to access the affected records. Also, in an effort to prevent similar incidents in the future, before bringing the system back online they updated their database's code to prevent the issue from occurring again.

In addition to making sure that The Painted Turtle properly notified those whose information was compromised, The Painted Turtle is also providing a one-year membership in ID Expert's identity theft protection and restoration program to those whose Social Security numbers were involved. The service includes a dedicated toll free number for members of the affected population to call, 12 months of credit monitoring, fraud restoration services, and a \$1,000,000 insurance reimbursement component should anyone experience identity theft as a result of this incident. This membership is paid for entirely by The Painted Turtle.

ID Experts has been providing identity theft services to individuals and organizations since 2003. We remain the leader in the industry and have provided services for hundreds of data breaches.

We have included a copy of the notification letters to campers/family members and volunteers here to provide you with more details about the incident as well as the offering. Please do not hesitate to contact us if you have any questions about this incident or the assistance we are providing to The Painted Turtle.

Sincerely,

*Cherry Thompson*

Enclosure

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In care of ID Experts  
10300 SW Greenburg Road, Suite 570  
Portland, OR 97223

March 6, 2015

[Name]  
[Address1]  
[Address2]  
[City, State Zip]

Dear [First Name] [Last Name],

I write to inform you about a potential data incident at The Painted Turtle that may have involved some of your personal information.

The Painted Turtle is a non-profit organization that offers a fun, safe camp environment to thousands of children with life-threatening diseases and their families each year free of charge. To make this opportunity possible, individuals such as you volunteer their time and skills to participate in making the dream of camp a reality for children with severe medical conditions. Prospective volunteers submit an online application as part of The Painted Turtle's screening process for applicants.

The incident involved an error in the database supporting The Painted Turtle's online application system for campers and volunteers. Because of this error, there is a chance that information that you provided in your online volunteer application to The Painted Turtle may have been viewable by individuals you listed as a Reference. If it was viewable, it would have included your name, address, Social security number, driver's license number, personal medical information, and employment information. The online application did not request your bank account or credit card information and that information was therefore not viewable.

Your information would not have been viewable unless a specific chain of events occurred. Specifically: (1) you would have had to identify someone as a Reference in your application in 2013–2014, *and* (2) that person would have had to begin filling out an application as well, *and* (3) while that person's application (and your application) was still pending, (4) they would have had to access their pending application and click "show related profiles" and your name. Again, your information would not have been accessible to anyone outside of the persons you listed as References in your application.

We became aware of this issue on January 12, 2015. As soon as this error was brought to our attention, we began taking steps to address and mitigate the risk to you. We immediately brought the database offline to prevent anyone from being able to access your records. Also, in an effort to prevent similar data breaches in the future, before bringing the system back online we updated our database's code to prevent the issue from occurring again.

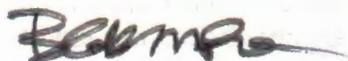
Nevertheless, we regret any adverse impact this incident may have on you and hope this notification will allow you to take action along with our own efforts to minimize or eliminate any potential harm to you.

We are offering identity theft protection services through ID Experts®, the data breach and recovery services expert. If you chose to enroll, your complimentary membership will include: 12 months of credit monitoring, a \$1,000,000 insurance reimbursement policy, and ID Experts will help you resolve issues if your identity is compromised. We encourage you to contact ID Experts with any questions and to enroll in the free services by calling 866-486-4814 or going to [www.idexpertscorp.com/protect](http://www.idexpertscorp.com/protect). ID Experts is available Monday through Friday from 6 am – 6 pm Pacific Time. Please note the deadline to enroll is May 31, 2015.

**Enrollment Code: [ID Experts will insert]**

Again, at this time, there is no evidence that your information has been misused. However, we encourage you to take full advantage of this service offering. Representatives from ID Experts have been fully versed on the incident and can answer questions or concerns you may have regarding protection of your personal information.

Sincerely,



Blake Maher  
The Painted Turtle

(Enclosure)

## Recommended Steps to Help Protect Your Information

- 1. Website and Enrollment.** Go to [www.idexperts.com/protect](http://www.idexperts.com/protect) and follow the instructions for enrollment. Once you have completed your enrollment, you will receive a welcome letter by email (or by mail if you do not provide an email address when you sign up). The welcome letter will direct you to the exclusive ID Experts' Member Website where you will find other valuable educational information.
- 2. Activate the credit monitoring** provided as part of your membership with ID Experts. Credit monitoring is included in the membership, but you must personally activate it for it to be effective.
- 3. Telephone.** Contact ID Experts at 866-486-4814 to gain additional information about this event and speak with knowledgeable representatives about the appropriate steps to take to protect your credit identity.
- 4. Review your credit reports.** We recommend that you remain vigilant by reviewing account statements and monitoring credit reports. Under federal law, you are entitled every 12 months to one free copy of your credit report from each of the three major credit reporting companies. To obtain a free annual credit report, go to [www.annualcreditreport.com](http://www.annualcreditreport.com) or call 1-877-322-8228. You may wish to stagger your requests so that you receive a free report by one of the three credit bureaus every four months.

When you receive your credit report, look it over carefully. Look for accounts that you did not open. Look for inquiries from creditors that you did not initiate. And look for personal information, such as your home address and Social Security number, that is not accurate. If you discover any suspicious items and have enrolled with ID Experts, notify them immediately by calling or by visiting their Member website and filing a theft report.

If you file a theft report with ID Experts, you will be contacted by a member of the Recovery Department who will help you determine the cause of the suspicious items. In the unlikely event that you fall victim to identity theft as a consequence of this incident, you will be assigned an ID Experts Recovery Advocate who will work on your behalf to identify, stop and reverse the damage quickly.

You should also know that you have the right to file a police report if you ever experience identity fraud. Please note that in order to file a crime report or incident report with law enforcement for identity theft, you will likely need to provide some kind of proof that you have been a victim. Get a copy of the police report. A police report is often required to dispute fraudulent items. You can report suspected incidents of identity theft to local law enforcement, the Attorney General, or to the Federal Trade Commission.

**5. Place Fraud Alerts** with the three credit bureaus. You can place a fraud alert at one of the three major credit bureaus by phone and also via Experian's or Equifax's website. 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. The contact information for all three bureaus is as follows:

### **Credit Bureaus**

Equifax Fraud Reporting  
1-800-525-6285  
P.O. Box 740241  
Atlanta, GA 30374-0241  
[www.alerts.equifax.com](http://www.alerts.equifax.com)

Experian Fraud Reporting  
1-888-397-3742  
P.O. Box 9554  
Allen, TX 75013  
[www.experian.com](http://www.experian.com)

TransUnion Fraud Reporting  
1-800-680-7289  
Fraud Victim Assistance Division  
P.O. Box 6790  
Fullerton, CA 92834-6790  
[www.transunion.com](http://www.transunion.com)

It is necessary to contact only ONE of these bureaus and use only ONE of these methods. As soon as one of the three bureaus confirms your fraud alert, the others are notified to place alerts on their records as well. You will receive confirmation letters in the mail and will then be able to order all three credit reports, free of charge, for your review. A fraud alert lasts 90 days. You can keep the fraud alert in place by calling again after 90 days.

**6. Security Freeze.** If you are concerned that you may be a victim of identity theft, you may place a security freeze on your credit files. By placing a security freeze, someone who fraudulently acquires your personal identifying information will not be able to use that information to open new accounts or borrow money in your name. You will need to contact the three national credit reporting bureaus listed above in writing to place the freeze. Keep in mind that when you place the freeze, you will not be able to borrow money, obtain instant credit, or get a new credit card until you temporarily lift or permanently remove the freeze. The cost of placing the freeze varies by the state you live in and for each credit reporting agency. However, if you are a victim of identity theft and have filed a report with your local law enforcement agency or submitted an ID Theft Complaint Form with the Federal Trade Commission, there may be no charge to place the freeze.

**7. Protect Your Driver's License Number.** Since your driver's license number was involved, if you have discovered any suspicious activity or suspect that you may be a victim of identity theft we recommend that you call the DMV Fraud Hotline at 1-866-658-5758 (for California residents) or your state department of motor vehicles to report it.

**8. You can obtain additional information** about the steps you can take to avoid identity theft from the following agencies. The Federal Trade Commission also encourages those who discover that their information has been misused to file a complaint with them.

**For California Residents:**

Visit the California Office of Privacy Protection ([www.privacy.ca.gov](http://www.privacy.ca.gov)) for additional information on protection against identity theft

**For Maryland Residents:**

Office of the Attorney General of Maryland  
Consumer Protection Division  
200 St. Paul Place  
Baltimore, MD 21202  
[www.oag.state.md.us/Consumer](http://www.oag.state.md.us/Consumer)  
Telephone: 1-888-743-0023

**For all US Residents:**

Identity Theft Clearinghouse  
Federal Trade Commission  
600 Pennsylvania Avenue, NW  
Washington, DC 20580  
[www.consumer.gov/idtheft](http://www.consumer.gov/idtheft)  
1-877-IDTHEFT (438-4338)  
TDD: 1-202-326-2502

**For Kentucky Residents:**

Office of the Attorney General of Kentucky  
700 Capitol Avenue, Suite 118  
Frankfort, Kentucky 40601  
[www.ag.ky.gov](http://www.ag.ky.gov)  
Telephone: 1-502-696-5300

**For North Carolina Residents:**

Office of the Attorney General of North Carolina  
9001 Mail Service Center  
Raleigh, NC 27699-9001  
[www.ncdoj.com/](http://www.ncdoj.com/)  
Telephone: 1-919-716-6400

