



Warren

County Community College

Lean, Compassionate, Accountable

475 Route 57 West, Washington, NJ 07882 • (908) 835-9222 • www.warren.edu

November 1, 2011

Attorney General Michael A. Delaney
Office of the Attorney General
Attn: Security Breach Notification
33 Capitol Street
Concord, NH 03301

Re: Warren County Community College Data Loss Event

Dear Attorney General Delaney:

Pursuant to the New Hampshire Revised Statutes, Section 359-C:20, we are writing to notify you of a data security event that compromised the security of personal information. Warren County Community College ("the College"), 475 Route 57 West, Washington, NJ 07882 is informing your office of the facts that are known at this time related to the loss and possible theft of a laptop computer, and of the actions being taken in response. The College retained breach notification legal counsel, Nelson, Levine, de Luca & Horst, LLC, to assist with its investigation of and response to this incident. The investigation is ongoing and should new facts be learned we will supplement this notice.

Nature of the Security Event

On September 26, 2011, an employee from the College's Office of Financial Aid brought a password protected laptop computer home to perform office work. Upon returning to the College the next day, September 27, 2011, the employee reported that the laptop was missing. Believing that the laptop may have been stolen from a vehicle outside the employee's home, the employee reported the incident to the Plainfield Township Police Department in Pennsylvania who began an investigation, which is ongoing.

Number of New Hampshire Residents Affected

The College commenced a review of the potential scope of student data contained on the laptop. This review revealed that personal information, consisting of the name and social security number for two (2) New Hampshire residents was involved. All residents will be receiving written notification of the loss via first class mail in compliance with New Hampshire Revised Statutes, Section 359-C:20. This notification was in substantially the same form of the sample letter attached hereto and was provided October 29, 2011.

The College utilizes security measures to protect the integrity of all student data in its possession and takes its responsibility to safeguard such data seriously. Student and parent financial data and medical data were not stored on this computer.

Other Steps Taken and To Be Taken

Upon learning that the laptop was missing, the College immediately terminated all remote access to its systems and databases from this particular laptop computer. The College is conducting an investigation of its computer network security. This investigation is ongoing. It does not appear that any areas of the network that were accessible remotely by the missing laptop were accessed on or after September 27, 2011.

A total of 5,459 individuals from 36 other jurisdictions whose personal information was involved are also being notified of this data security event in accordance with the laws of those jurisdictions. Over 5,000 of these individuals reside in New Jersey. The College contacted the New Jersey State Police on September 30, 2011 in accordance with New Jersey law. Although we received no evidence that any affected individuals' personal information has been misused, all individuals receiving notification, including those in New Hampshire, are being offered one year of credit monitoring services, as well as identity fraud insurance and identity restoration assistance.

Sincerely,



Barbara A. Pratt
Vice President Finance & Operations
Warren County Community College
475 Route 57 West
Washington, NJ 07882

Enclosure



October 26, 2011

78990-D-012345 T-0008 *****SCH 5-DIGIT 12345

SAMPLE A SAMPLE



APT ABC

123 ANY ST

ANYTOWN, US 12345-6789



Dear Sample A. Sample:

We are contacting you about a potential unauthorized disclosure of your personal information.

On September 27, 2011, one of our employees from the College's Office of Financial Aid reported that a laptop computer being used off campus was missing and possibly stolen. Local and state law enforcement agencies were notified. We are presently investigating. In addition, we retained privacy experts and are evaluating our data security policies.

The College utilizes security measures to protect the integrity of all student data in its possession and takes its responsibility to safeguard such data seriously. Although we are not aware of the improper use of any of the personal information, there is a possibility that your name and social security number may be accessible to an unauthorized party. If the College learns anything more that you should know, you will be informed.

The College is providing a privacy hotline that is staffed with representatives specially trained to help you with any questions you may have. Please do not hesitate to call the hotline toll-free at 855-770-0002 between 8 a.m. and 5 p.m. Eastern Time, Monday through Friday. When prompted, please enter the following 10-digit reference number:

We would also like to offer special identity protection services to you at no cost. The identity theft protection that we are offering is a free one-year membership to Experian's ProtectMyID™ Alert. Once your ProtectMyID Alert membership is activated, your credit report will be monitored daily for 50 leading indicators of identity theft.

Your free 12-month ProtectMyID Alert membership includes:

- Credit Report: A free copy of your Experian credit report.
- Daily Credit Monitoring: Alerts you of suspicious activity including new inquiries, newly opened accounts, delinquencies, or medical collections.
- Identity Theft Resolution: If you have been a victim of identity theft, you will be assigned a dedicated Experian Identity Theft Resolution Agent who will assist you through the fraud resolution process, from start to finish.

(Over Please)



- \$1 Million Identity Theft Insurance: As a ProtectMyID Alert member, you are immediately covered by a \$1 million insurance policy that can help you cover certain costs including lost wages, notary fees, reasonable mail charges, long distance phone charges, private investigator fees, and unauthorized electronic fund transfers.

To activate ProtectMyID Alert please follow these steps:

1. ACT to enroll by January 31, 2011
2. VISIT the ProtectMyID website: www.protectmyid.com/redeem
3. PROVIDE your Activation Code: _____ and follow the online instructions

If you do not have internet access or have difficulty activating your membership through the website, the experts at our privacy hotline can provide you with information to contact Experian by telephone. Please call our toll-free hotline at 855-770-0002 between 8 a.m. and 5 p.m. Eastern Time, Monday through Friday, and they will be happy to assist you.

To protect against possible identity theft, we encourage you to remain vigilant, to review your account statements and to monitor your credit reports. Under U.S. law, you are entitled to one free credit report annually from each of the three major credit bureaus. To order your free credit report, visit www.annualcreditreport.com, or call toll-free (877) 322-8228. If you detect suspicious activity on your credit reports or have reason to believe your information is being misused, you should contact the local law enforcement agency where you reside, as well as the New Jersey State Police at 1-888-648-6007, and file police reports.

At no charge, you can have these credit bureaus place a "fraud alert" on your file that alerts creditors to take additional steps to verify your identity prior to granting credit in your name. This service can make it more difficult for someone to get credit in your name. Note, however, that because it tells creditors to follow certain procedures to protect you, it also may delay your ability to obtain credit while the agency verifies your identity. As soon as one credit bureau confirms your fraud alert, the others are notified to place fraud alerts on your file. Should you wish to place a fraud alert, or should you have any questions regarding your credit report, please contact any one of the below agencies.

Equifax
P.O. Box 105788
Atlanta, GA 30348
800-685-1111

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

Trans Union
P.O. Box 6790
Fullerton, CA 92834
800-888-4213

In addition to a fraud alert, under New Jersey law, you have a right to place a security freeze on your credit report. A summary of this process is outlined on the reverse side of the last page of this notification. You can place a security freeze on your credit report by calling any one of the three major credit bureaus listed above.

To further educate yourself regarding identity theft and the steps you can take to avoid identity theft, you may contact the Federal Trade Commission. They can be reached at:

¹Identity theft insurance is underwritten by insurance company subsidiaries or affiliates of Chartis, Inc. The description herein is a summary and intended for informational purposes only and does not include all terms, conditions and exclusions of the policies described. Please refer to the actual policies for terms, conditions, and exclusions of coverage. Coverage may not be available in all jurisdictions.

New Jersey Consumers Have the Right to Obtain a Security Freeze

You may obtain a security freeze on your credit report to protect your privacy and ensure that credit is not granted in your name without your knowledge. You have a right to place a "security freeze" on your credit report pursuant to New Jersey law.

The security freeze will prohibit a consumer reporting agency from releasing any information in your credit report without your express authorization or approval.

The security freeze is designed to prevent credit, loans, and services from being approved in your name without your consent. When you place a security freeze on your credit report, within five business days you will be provided a personal identification number or password to use if you choose to remove the freeze on your credit report or to temporarily authorize the release of your credit report for a specific party, parties or period of time after the freeze is in place. To provide that authorization, you must contact the consumer reporting agency and provide all of the following:

- (i) The unique personal identification number or password provided by the consumer reporting agency;
- (ii) Proper identification to verify your identity; and
- (iii) The proper information regarding the third party or parties who are to receive the credit report or the period of time for which the report shall be available to users of the credit report.

A consumer reporting agency that receives a request from a consumer to lift temporarily a freeze on a credit report shall comply with the request no later than three business days or less, as provided by regulation, after receiving the request.

A security freeze does not apply to circumstances in which you have an existing account relationship and a copy of your report is requested by your existing creditor or its agents or affiliates for certain types of account review, collection, fraud control or similar activities.

If you are actively seeking credit, you should understand that the procedures involved in lifting a security freeze may slow your own applications for credit. You should plan ahead and lift a freeze, either completely if you are shopping around, or specifically for a certain creditor, a few days before actually applying for new credit.

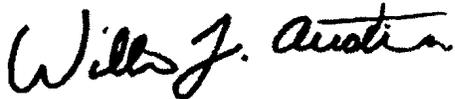
You have a right to bring a civil action against someone who violates your rights under the credit reporting laws. The action can be brought against a consumer reporting agency or a user of your credit report.

Federal Trade Commission
600 Pennsylvania Avenue, NW
Washington, DC 20580
www.ftc.gov/bcp/edu/microsites/idtheft/
1-877-ID-THEFT (1-877-438-4338); TTY: 1-866-653-4261

The Federal Trade Commission encourages those who discover that their information has been misused to file a complaint with them at www.ftc.gov/idtheft or at 1-877-ID-THEFT (877-438-4338). Upon doing so, your complaint will be added to the FTC's Identity Theft Clearinghouse, where it will be accessible to law enforcement agencies for their investigations. If you believe that you may be a victim of identity theft involving federal education funds, please contact the U.S. Department of Education at oig.hotline@ed.gov (email) or at 1-800-MISUSED (800-647-8733).

Please accept our sincere apology for this unfortunate event and any inconvenience it may cause you. Should you have any questions or require assistance with any of the protective measures detailed above, please do not hesitate to contact our hotline at 855-770-0002 to speak with one of our specially trained representatives.

Sincerely,

A handwritten signature in black ink that reads "William J. Austin". The signature is written in a cursive, flowing style.

Dr. William J. Austin

(Over Please)