

Notice of Data Incident

Pennsylvania Adult & Teen Challenge (“PAATC”) is notifying individuals of an event that may affect the privacy of some personal information. While, to date, we have no evidence that information has been or will be misused, we are providing information about the event, our response to it, and resources available to help protect personal information.

What Happened? On or about July 29, 2020, we noticed suspicious activity involving an employee email account. In response, we immediately commenced an investigation and worked with outside forensics specialists to determine the nature and scope of the activity. Our investigation determined that three (3) employee email accounts were accessed by an unauthorized person or persons at various times between July 27, 2020 to July 30, 2020. The investigation was not able to determine which emails, if any, were actually viewed or accessed by the unauthorized person during this time period. In light of this, we undertook a comprehensive review of the full contents of the accounts to see what information may have been present during the window of unauthorized access. The investigation is ongoing and PAATC will be taking additional steps to notify individuals as appropriate.

PAATC is unaware of any actual or attempted misuse of personal information as a result of this incident and PAATC has no evidence that any specific information was accessed. However, we are making our community aware in an abundance of caution.

What Information Was Involved? PAATC’s investigation into what information was involved is ongoing at this time; however, it may include personal information related to certain PAATC patients.

What Is PAATC Doing? Information privacy and security are among PAATC’s highest priorities. Upon learning of this incident, we moved quickly to respond. This included conducting an investigation with the assistance of third-party forensic specialists and engaging in steps to ensure the security of our email accounts by updating passwords. We are also training our employees on best practices for email security and how to identify malicious emails in the future.

What Can Individuals Do? Please review the information listed below in the “Steps You Can Take to Protect Personal Information” section of this page.

For More Information. We recognize that individuals may have questions that were not addressed. If you have additional questions, please contact our dedicated assistance line at 888-905-0063, Monday – Friday, 9am to 9pm Eastern.

STEPS YOU CAN TAKE TO PROTECT PERSONAL INFORMATION

Monitor Your Accounts

We encourage you to remain vigilant against incidents of identity theft and fraud, to review your account statements and explanation of benefits, and to monitor your free credit reports for suspicious activity and to detect errors. Under U.S. law you are entitled to one free credit report annually from each of the three major credit reporting bureaus. To order your free credit report, visit www.annualcreditreport.com or call, toll-free, 1-877-322-8228. You may also contact the three major credit bureaus directly to request a free copy of your credit report.

You have the right to place a “security freeze” on your credit report, which will prohibit a consumer reporting agency from releasing information in your credit report without your express authorization. The security freeze is designed to prevent credit, loans, and services from being approved in your name without your consent. However, you should be aware that using a security freeze to take control over who gets access to the personal and financial information in your credit report may delay, interfere with, or prohibit the timely approval of any subsequent request or application you make regarding a new loan, credit, mortgage, or any other account involving the extension of credit. Pursuant to

federal law, you cannot be charged to place or lift a security freeze on your credit report. Should you wish to place a security freeze, please contact the major consumer reporting agencies listed below:

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

1-800-909-8872

www.transunion.com/credit-freeze

Equifax

P.O. Box 105788

Atlanta, GA 30348-5788

1-800-685-1111

www.equifax.com/personal/credit-report-services

In order to request a security freeze, you will need to provide the following information:

1. Your full name (including middle initial as well as Jr., Sr., II, III, etc.);
2. Social Security number;
3. Date of birth;
4. If you have moved in the past five (5) years, provide the addresses where you have lived over the prior five years;
5. Proof of current address, such as a current utility bill or telephone bill;
6. A legible photocopy of a government-issued identification card (state driver's license or ID card, military identification, etc.);
7. If you are a victim of identity theft, include a copy of either the police report, investigative report, or complaint to a law enforcement agency concerning identity theft.

As an alternative to a security freeze, you have the right to place an initial or extended "fraud alert" on your file at no cost. An initial fraud alert is a 1-year alert that is placed on a consumer's credit file. Upon seeing a fraud alert display on a consumer's credit file, a business is required to take steps to verify the consumer's identity before extending new credit. If you are a victim of identity theft, you are entitled to an extended fraud alert, which is a fraud alert lasting seven years. Should you wish to place a fraud alert, please contact any one of the agencies listed below:

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-victim-resource/place-fraud-alert

Equifax

P.O. Box 105069

Atlanta, GA 30348

1-888-766-0008

www.equifax.com/personal/credit-report-services

Additional Information

You can further educate yourself regarding identity theft, fraud alerts, security freezes, and the steps you can take to protect yourself, by contacting the consumer reporting agencies, the Federal Trade Commission, or your state Attorney General.

The Federal Trade Commission can be reached at: 600 Pennsylvania Avenue NW, Washington, DC 20580; www.identitytheft.gov; 1-877-ID-THEFT (1-877-438-4338); and TTY: 1-866-653-4261. The Federal Trade Commission also encourages those who discover that their information has been misused to file a complaint with them. You can obtain further information on how to file such a complaint by way of the contact information listed above. You have the right to file a police report if you ever experience identity theft or fraud. Please note that in order to file a report with law enforcement for identity theft, you will likely need to provide some proof that you have been a victim. Instances of known or suspected identity theft should also be reported to law enforcement. This notice has not been delayed by law enforcement.