

## Attorney General Settles Data Breach Case for \$264,000; Issues \$400 Per Social Security Number Penalty

CONTACT: Ryan Kriger, Assistant Attorney General, (802) 828-5507

**September 29, 2017**

The Attorney General reached a settlement today regarding a security breach involving the Social Security numbers of 660 Vermont Health Connect users. SAManage USA, Inc., a technology company that provides business-support services, agreed to alter its information security and legal compliance programs and to pay a penalty of \$264,000.

In July 2016, SAManage's IT ticketing system allowed an excel spreadsheet containing the 660 social security numbers to be viewed publicly without requiring authentication. A Microsoft Bing web crawler discovered the URL of the spreadsheet and incorporated it into its search results, where it was found by a Vermonter, who reported the breach to the Attorney General. The Attorney General then investigated the SAManage breach. It appeared that due to a miscommunication within the company, this breach would have gone unreported were it not for the Attorney General's intervention.

"My office takes data breach very seriously," said Attorney General T.J. Donovan. "Vermonters are increasingly aware of the dangers of mishandling Social Security numbers, and we will continue to protect them by enforcing our data breach and consumer protection laws," he said. "This is an appropriate penalty given the given the specific facts of this incident and that the company fully cooperated with our investigation." More information about the Attorney General Donovan's efforts to protect consumers and address data breaches can be found at <http://ago.vermont.gov/focus/consumer-info/privacy-and-data-security1.php>.

Published: Sep 29, 2017

Vermont's lobbyist registration and disclosure law applies to certain communications with and activities directed at the Attorney General. Prior to any interactions with the Office of the Vermont Attorney General, you are advised to review Title 2, Sections 261-268 of the Vermont Statutes Annotated, as well as the Vermont Secretary of State's most recent guide to compliance, available at <https://www.sec.state.vt.us/elections/lobbying.aspx>.

Website consulting provided by The National Association of Attorneys General.