



The University of Vermont

OFFICE OF AUDIT, COMPLIANCE AND PRIVACY SERVICES

www.uvm.edu/compliance

B159, Billings Library, 48 University Place
Burlington, VT 05405
Breach Information Line: (888) 229-7874
Email: privacy@uvm.edu

November 8, 2019

«First_Name» «Last_Name»

«Address»

«City», «State» «Zip»

Dear «First_Name» «Last_Name»:

I write to provide written notice of the recent incident regarding your personal information that we originally reported to you by phone on October 30, 2019. The University takes the privacy and security of your personal information very seriously and it is important to us that you have this information.

On October 30, 2019, in commemoration of your retirement celebration, photos were posted on The Robert Larner, MD College of Medicine Facebook page. One of the pictures was a photo of your old CATCard. Back in the early 1980's, when this version of your CATCard was active, UVM used social security number as its employee ID number.

Upon discovery of this unintended exposure later that day, the posting was immediately removed from Facebook. However, this means that your social security number was visible on Facebook from approximately 11:00am to 5:00pm. As an additional precautionary measure, staff in LCOM contacted Facebook and requested that the image be completely purged from their systems. A complete purge may take some time, but the request has been placed. While the original Facebook post received 87 "likes", our investigation also revealed that the original post had not been shared. We were unable to verify how many views the Instagram post received; however, we do know that the LCOM Instagram account, in general, does not have as much traffic.

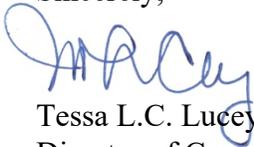
After discovering that your personal information was posted on a public site, in addition to notifying you directly, UVM has provided notice to appropriate entities as required under applicable state laws. As an added precautionary measure, through our insurer, Beazley, we are offering you one year of credit monitoring services. Instructions on how you can take advantage of this service are attached to this letter as Addendum A. For more information about other

additional steps you may consider taking, please see the attached information or visit the Federal Trade Commission's website at: <https://www.identitytheft.gov/Info-Lost-or-Stolen>.

UVM is committed to protecting your personal information, and we have policies and procedures in place to protect your privacy. Unfortunately, those safeguards are not foolproof, and it is important for each individual to remain vigilant in protecting their personal information. We have included a copy of the Federal Trade Commission's (FTC) "Data Breaches: What to Know, What to Do" reference guide which describes additional steps you may take to protect yourself. Additional information from the FTC can be found at <https://www.consumer.ftc.gov/features/feature-0014-identity-theft>.

If you have any questions regarding this notification or if you need any assistance signing up for the credit monitoring described in Addendum A, please call Brian Cote, Senior Associate Dean, LCOM, at (802) 656-4095.

Sincerely,



Tessa L.C. Lucey, MHA, CHC, CHCP
Director of Compliance Services and Chief Privacy Officer

Cc: Simeon Ananou, Chief Information Officer
Julia Russell, Associate Chief Information Officer

To help protect your identity, we are offering a **complimentary** one-year membership of Experian IdentityWorksSM Credit 3B. This product helps detect possible misuse of your personal information and provides you with superior identity protection support focused on immediate identification and resolution of identity theft.

Activate IdentityWorks Credit 3B Now in Three Easy Steps

1. ENROLL by: «[Enrollment_End_Date](#)» (Your code will not work after this date.)
2. VISIT the Experian IdentityWorks website to enroll: <https://www.experianidworks.com/3bcredit>
3. PROVIDE the Activation Code: «[Activation_Code](#)»

If you have questions about the product, need assistance with identity restoration or would like an alternative to enrolling in Experian IdentityWorks online, please contact Experian's customer care team at 877-288-8057. Be prepared to provide engagement number «[Engagement_Number](#)» as proof of eligibility for the identity restoration services by Experian.

ADDITIONAL DETAILS REGARDING YOUR 12-MONTH EXPERIAN IDENTITYWORKS CREDIT 3B MEMBERSHIP:

A credit card is **not** required for enrollment in Experian IdentityWorks Credit 3B.

You can contact Experian **immediately without needing to enroll in the product** regarding any fraud issues. Identity Restoration specialists are available to help you address credit and non-credit related fraud.

Once you enroll in Experian IdentityWorks, you will have access to the following additional features:

- **Experian credit report at signup:** See what information is associated with your credit file. Daily credit reports are available for online members only.*
- **Credit Monitoring:** Actively monitors Experian, Equifax and Transunion files for indicators of fraud.
- **Experian IdentityWorks ExtendCARE™:** You receive the same high-level of Identity Restoration support even after your Experian IdentityWorks membership has expired.
- **\$1 Million Identity Theft Insurance**:** Provides coverage for certain costs and unauthorized electronic fund transfers.

Activate your membership today at <https://www.experianidworks.com/3bcredit>

or call 877-288-8057 to register with the activation code above.

What you can do to protect your information: There are additional actions you can consider taking to reduce the chances of identity theft or fraud on your account(s). Please refer to www.ExperianIDWorks.com/restoration for this information. If you have any questions about IdentityWorks, need help understanding something on your credit report or suspect that an item on your credit report may be fraudulent, please contact Experian's customer care team at 877-288-8057.

* Offline members will be eligible to call for additional reports quarterly after enrolling.

** Identity theft insurance is underwritten by insurance company subsidiaries or affiliates of American International Group, Inc. (AIG). 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.

Identity Theft

What to know, What to do



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[IdentityTheft.gov](https://www.ftc.gov/identity-theft)

Is someone using your personal or financial information to make purchases, get benefits, file taxes, or commit fraud? That's identity theft.

Visit [IdentityTheft.gov](https://www.identitytheft.gov) to report identity theft and get a personal recovery plan.

The site provides detailed advice to help you fix problems caused by identity theft, along with the ability to:

- get a **personal recovery plan** that walks you through each step
- update your plan and track your progress
- print pre-filled letters and forms to send to credit bureaus, businesses, and debt collectors

Go to [IdentityTheft.gov](https://www.identitytheft.gov) and click “**Get Started.**”

There's detailed advice for **tax, medical, and child identity theft** – plus over thirty other types of identity theft. No matter what type of identity theft you've experienced, the next page tells you what to do right away. You'll find these steps – and a whole lot more – at [IdentityTheft.gov](https://www.identitytheft.gov).

What To Do Right Away

Step 1: Call the companies where you know fraud occurred.

- Call the fraud department. Explain that someone stole your identity. Ask them to close or freeze the accounts. Then, no one can add new charges unless you agree.
- Change logins, passwords, and PINs for your accounts.

Step 2: Place a fraud alert and get your credit reports.

- To place a free fraud alert, contact one of the three credit bureaus. That company must tell the other two.
 - **Experian.com/help**
888-EXPERIAN (888-397-3742)
 - **TransUnion.com/credit-help**
888-909-8872
 - **Equifax.com/personal/credit-report-services**
1-800-685-1111

A fraud alert lasts one year. It will make it harder for someone to open new accounts in your name.

Get updates at **IdentityTheft.gov/creditbureaucontacts**.

- Get your free credit reports from Equifax, Experian, and TransUnion. Go to **annualcreditreport.com** or call 1-877-322-8228.
- Review your reports. Make note of any account or transaction you don't recognize. This will help you report the theft to the FTC and the police.

Step 3: Report identity theft to the FTC.

- Go to **IdentityTheft.gov**, and include as many details as possible.

Based on the information you enter, **IdentityTheft.gov** will create your Identity Theft Report and recovery plan.

Go to IdentityTheft.gov for next steps.

Your next step might be closing accounts opened in your name, or reporting fraudulent charges to your credit card company.

IdentityTheft.gov can help – no matter what your specific identity theft situation is.



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IdentityTheft.gov

September 2018