



# COUNTY OF LOS ANGELES FIRE DEPARTMENT

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www.fire.lacounty.gov

*"Proud Protectors of Life, Property, and the Environment"*

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August XX, 2021

*Email Address*

## RE: NOTICE OF WEBSITE INCIDENT

Dear Mr./Ms. *Last Name*:

This letter is to inform you of an Incident that may have involved your personal information. Although the Department has no evidence of actual or attempted malicious use of your information, this letter provides details about what happened, our investigation, and steps you can take in response.

### What happened?

On July 14, 2021, we learned a County employee created a website that was intended to be used by County Fire EMS Bureau staff to obtain proof of COVID vaccinations administered by the County Fire Department ("the Incident"). A link to the website was made available to County personnel on or about July 13, 2021. Access to the website allowed certain information to be visible to unauthorized users. Upon discovering the Incident, the website was immediately taken down and the County began an investigation. We are unaware of any use of your information for any malicious or other illegal purpose.

Our investigation is ongoing, and we may discover additional or different information once the investigation is concluded. If this is the case, we will provide you further notice.

### What Information Was Involved?

Based on our preliminary investigation, the Incident involved personal information including your first and last name, date of birth, and that you declined to be vaccinated. Although this information is not medical information under California law, we nevertheless wanted to provide you notice of this Incident.

### What We Are Doing

We are committed to protecting your privacy and safeguarding your information. On the day we learned of this Incident, the website was disabled and the personal information was no longer publicly accessible. We also began investigating this Incident to understand the full scope of personal information involved.

Our internal information security team has put in place additional safeguards to restrict access to databases containing your COVID vaccination data. As part of our ongoing operations we will continue to review security policies and procedures, and implement changes when needed to enhance our information security controls.

## What You Can Do

To protect against the possibility of identity theft, or other financial loss, we encourage you to remain vigilant to review your account statements, and to monitor your credit reports for suspicious activity. Again, we have no evidence to suggest that your personal information has been fraudulently used or compromised, but want to offer this information to enable you to protect yourself. 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](http://www.annualcreditreport.com) or call toll free, 1-877-322-8228.

You can further educate yourself about identity theft and the steps you can take to protect yourself by contacting the Federal Trade Commission at: 600 Pennsylvania Avenue, NW, Washington, DC 20580, [www.identitytheft.gov](http://www.identitytheft.gov); 1-877-ID-THEFT (1-877-438-4338); and TTY 1-866-653-4261.

You may also contact the three major credit bureaus below for more information:

Experian  
P.O. Box 2002  
Allen, TX 75013  
1-888-397-3742 (toll-free)  
[www.experian.com/fraud/center.html](http://www.experian.com/fraud/center.html)

TransUnion  
P.O. Box 2000  
Chester, PA 19016  
1-800-680-7289 (toll-free)  
[www.transunion.com/fraud-victim-resource/place-fraud-alert](http://www.transunion.com/fraud-victim-resource/place-fraud-alert)

Equifax  
P.O. Box 105069  
Atlanta, GA 30348  
1-888-836-6351 (toll-free)  
[www.equifax.com/personal/credit-report-services](http://www.equifax.com/personal/credit-report-services)

Should you have any further questions or concerns regarding this Incident and/or the protections available to you, please contact your jurisdictional deputy fire or Fire-Privacy-Office@fire.lacounty.gov.

We sincerely regret that this Incident occurred and extend our sincerest apologies. Privacy and trust are paramount to our work and our mission throughout the community. Please know the security of your information remains our top priority.

Very truly yours,

DARYL L. OSBY, FIRE CHIEF

Los Angeles County Fire Department

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### SERVING THE UNINCORPORATED AREAS OF LOS ANGELES COUNTY AND THE CITIES OF:

AGOURA HILLS  
ARTESIA  
AZUSA  
BALDWIN PARK  
BELL  
BELL GARDENS  
BELLFLOWER  
BRADBURY  
CALABASAS

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CERRITOS  
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COVINA  
CUDAHY  
DIAMOND BAR  
DUARTE

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LA MIRADA  
LA PUENTE  
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PICO RIVERA  
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ROLLING HILLS  
ROLLING HILLS ESTATES  
ROSEMEAD  
SAN DIMAS  
SANTA CLARITA

SIGNAL HILL  
SOUTH EL MONTE  
SOUTH GATE  
TEMPLE CITY  
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