

Notice of Data Security Incident

Note: Only a subset of Braingenie users were impacted by this security incident.

What happened?

In early June, we became aware of a report that mentioned Braingenie as one of a number of websites impacted by a potential security incident. We promptly commenced an investigation, with the assistance of outside forensic experts and law enforcement, to assess whether the incident affected any of Braingenie's user information.

The investigation determined that beginning sometime in late February, our systems were accessed without authorization. On July 15, we were able to determine that unauthorized actors obtained a small amount of personal information from a Braingenie test (QA) database. Since discovering this, we have continued to assess what personal information was impacted and to identify affected individuals.

What information was involved?

Based on reports and our investigation, we believe the personal information that may have been affected includes user login credentials for Braingenie accounts, which for some users includes username and/or email address and password. Although we protect our users' passwords using encryption, we believe that unauthorized actors may have later been able to derive text passwords for some accounts.

What are we doing?

After learning of this incident, we have reviewed our security protocols and have taken additional steps to enhance our security.

We have been in communication with law enforcement and are continuing to cooperate with their wider investigation.

What you can do.

We recommend that you change your password for your Braingenie account. The next time you login to Braingenie, you will be prompted to change your password. Please choose a strong password that is not easy to guess and is not one that you use for any other online account.

We also recommend that you change your password for any other online accounts for which you use the same username and password, or email address and password, combination.

Please contact us if you notice any suspicious activity in your Braingenie account.

More information.

If you have any questions about this incident or about resetting your BrainGenie password, you may contact us at support@braingenie.com or +1 (650) 272-0606.

Though we do not collect or maintain your financial information, we are required by law to notify you of the following:

We recommend that you remain vigilant by reviewing your account statements and monitoring your free credit reports. If you believe you are a victim of identity theft or have reason to believe your personal information has been misused, you should immediately contact the Federal Trade Commission (FTC) and/or the Office of the Attorney General (AGO) in your state. You may also report any suspected identity theft to law enforcement.

For more information about steps you can take to avoid identity theft, including information about fraud alerts and security freezes, you can contact the FTC, your AGO, or any of the major credit reporting agencies.

For your convenience, here is the contact information for the FTC:

Federal Trade Commission, Consumer Response Center
600 Pennsylvania Avenue, NW
Washington, DC 20580
1-877-IDTHEFT (438-4338)
www.ftc.gov/idtheft

Here is the contact information for the three major credit reporting agencies:

Equifax
P.O. Box 105788
Atlanta, GA 30348
www.equifax.com
(800) 525-6285

Experian
P.O. Box 9554
Allen, TX 75013
www.experian.com
(888) 397-3742

TransUnion
P.O. Box 2000
Chester, PA 19016
www.transunion.com
(800) 680-7289

For New York residents, you may contact and obtain information from these state agencies:

New York Office of the
Attorney General
www.ag.ny.gov
(800) 771-7755

New York Department of
State
www.dos.ny.gov
800-697-1220

New York Division of State
Policy
www.ny.gov/agencies/division-state-police
(914) 834-9111