



218 Carmen Lane, Ste. 211
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NOTICE OF DATA BREACH

What Happened?

On March 11, 2020 New Heights Ventures learned that an outside entity gained access to a member of management's email and cloud-based server password. They then forwarded an email to the member of management's contacts. Two New Heights Ventures office employees received the email from the member of management and entered their passwords, as well. At that point, it was quickly discovered that this was a malicious event and we took steps to cut access from the outside entity. The member of management, whose account was breached, realized he had received an email seemingly from an employee of another agency and entered his email and password on 3/6/2020 to try to open a document. This appears to be how the perpetrators emailed his contact list.

What Information Was Involved?

Since the email and cloud-based server use the same password, electronic copies of employee files could have been accessed. Electronic files of employee passwords can include information, such as names, birthdates, social security numbers, Livescan results, medical leave information, etc.

What We Are Doing.

We take this incident *extremely* seriously and have now initiated a 2-factor authorization for cloud-based server and email access and are looking at other options to protect New Heights Ventures employee and person served information. We are also looking at removing cloud-based storage for employee files and using an onsite encrypted server for this information. Additionally, we are contacting the various governmental agencies, which are to be involved in this type of incident.

What You Can Do.

In the event the perpetrators accessed employee file information, we recommend that you place a fraud alert on your credit file. A fraud alert tells creditors to contact you before they open any new accounts or change your existing accounts. Call any one of the three major credit bureaus. As soon as one credit bureau confirms your fraud alert, the others are notified to place fraud alerts. The initial fraud alert stays on your credit report for one year. You can renew it after one year.

Equifax: Equifax.com or 800.685.1111

Experian: Experian.com or 888.397.3742

TransUnion: transunion.com or 888.909.8872

Request that all three credit reports be sent to you, free of charge, for your review. Even if you do not find any suspicious activity on your initial credit reports, the Federal Trade Commission (FTC) recommends that you check your credit reports periodically. Thieves may hold stolen information to use at different times. Checking your credit reports periodically can help you spot problems and address them quickly.



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If your personal information has been misused, visit the FTC's site at IdentityTheft.gov to get recovery steps and to file an identity theft complaint. Your complaint will be added to the FTC's Consumer Sentinel Network, where it will be accessible to law enforcers for their investigations. Additionally, please contact New Heights Ventures if your information is misused so we can work together to bring the perpetrator to justice.

You also may want to consider contacting the major credit bureaus at the telephone numbers above to place a free credit freeze on your credit file. A credit freeze means potential creditors cannot get your credit report. That makes it less likely that an identify thief can open new accounts in your name.

Other Important Information.

We greatly value your employment with New Heights Ventures and are extremely upset this occurred. We will take the necessary steps to prevent this from happening again as we want your information to be kept safe from intrusion. Please contact us for help with taking any of the requested steps, such as getting fraud alerts and/or credit freezes.

For More Information.

For any further information, please call Brett Harvey 818.807.8852