

San Francisco Symphony
10300 SW Greenburg Rd, Suite 570
Portland, OR 97223



<<First Name>> <<Last Name>>
<<Address 1>>
<<Address 2>>
<<City>>, <<State>> <<Zip>>

To Enroll, Please Call:
1-800-939-4170
Or Visit:
<https://app.idx.us/account-creation/protect>
Enrollment Code: <<XXXXXXXXXX>>

November 17, 2021

Notice of Breach

Dear <<First Name>> <<Last Name>>,

We regret to inform you that on September 22, 2021, we discovered a data incident which may have resulted in unauthorized access or acquisition of your personal information as the result of a cyber-attack.

We are sending this advisory to you so that you can take steps to protect yourself and minimize the possibility of misuse of your information. We sincerely apologize for any inconvenience this may cause you and assure you that we have and continue to deploy measures to avoid these kinds of incidents from happening.

What Happened

One company email account was accessed by an unknown person(s) between the period of September 7, 2021 to September 22, 2021. The purpose of the access did not appear to be associated with accessing or exfiltrating personal information of employees, former employees, and temporary employees. However, we are notifying you because that may have occurred.

What Information Was Involved

The personal information involved includes names, addresses, social security numbers, dates of birth, and email account information.

What We Are Doing to Protect You

As noted above, upon learning of the incident, we took prompt steps to secure our systems. We quickly changed passwords for this and other accounts and took other measures to secure our systems. We also commenced an investigation including engaging an expert forensic investigation firm to examine the compromised account. We also prepared the attached sheet which describes steps you can take to protect your identity, credit and personal information.

In addition, we are offering identity theft protection services through IDX, the data breach and recovery services expert. IDX identity protection services include: 12 months of credit and CyberScan monitoring, a \$1,000,000 insurance reimbursement policy, and fully managed id theft recovery services. With this protection, IDX will help you resolve issues if your identity is compromised.

What You Can Do

The attached sheet describes steps you can take to protect your identity, credit and personal information. We also recommend you enroll in the ID theft resolution and credit monitoring services described above.

We encourage you to contact IDX with any questions and to enroll in free identity protection services by calling 1-800-939-4170 or going to <https://app.idx.us/account-creation/protect> and using the Enrollment Code provided above. IDX representatives are available Monday through Friday from 6 am - 6 pm Pacific Time. Please note the deadline to enroll is February 17, 2022.

For More Information

Again, we sincerely apologize for this situation. We work hard to treat all personal information in a confidential manner and are proactive in the careful handling of such information. We continue to assess and modify our privacy and data security policies and procedures to prevent similar situations from occurring. Unauthorized accesses to personal information are difficult to prevent in all instances, however, we are reviewing our systems and controls and making improvements to minimize the chances of this happening again. This includes reviewing how we store information, how we train employees, and related safeguards such as multi-factor authentication.

If you have questions, please contact IDX, the dedicated call center number regarding this incident at 1-800-939-4170 or our Human Resources Department – Catherine Carter ccarter@sfsymphony.org or (415) 503-5334.

Sincerely,


Matthew Spivey
Interim Chief Executive Officer

PLEASE SEE ATTACHED FOR ADDITIONAL INFORMATION

What You Should Do To Protect Your Personal Information

We recommend you remain vigilant and consider taking one or more of the following steps to protect your personal information:

1. We recommend you closely monitor your financial accounts and access resources concerning identity theft, such as information the Internal Revenue Services has published at: <http://www.irs.gov/Individuals/Identity-Protection>, and well as <https://www.irs.gov/uac/Taxpayer-Guide-to-Identity-Theft>.
2. Contact the nationwide credit-reporting agencies as soon as possible to:
 - Add a fraud alert statement or security freeze to your credit file at all three national credit-reporting agencies: Equifax, Experian, and TransUnion. You only need to contact one of the three agencies listed below; your request will be shared with the other two agencies. This fraud alert will remain on your credit file for 90 days.
 - Remove your name from mailing lists of pre-approved offers of credit for approximately six months.
 - Obtain a free copy of your credit report by going to www.annualcreditreport.com.

Equifax
P.O. Box 740256
Atlanta, GA 30374
(800) 525-6285
www.equifax.com

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

TransUnion
P.O. Box 2000
Chester, PA 19022
(800) 888-4213
www.transunion.com

3. We also recommend that you review or change all email and bank account login information that may have been affected. Please review all bills and credit card statements closely to determine whether you have been charged for items you did not contract for or purchase. Review all of your bank account statements frequently for checks, purchases, or deductions not made by you. Note that even if you do not find suspicious activity initially, you should continue to check this information periodically since identity thieves sometimes delay their use of stolen personal information.
4. The Federal Trade Commission (“FTC”) offers consumer assistance and educational materials relating to identity theft, privacy issues, and how to avoid identity theft. You can also obtain information from the FTC about fraud alerts and security freezes. You may contact the FTC by visiting www.ftc.gov or www.consumer.gov/idtheft, calling (877) 438-4338, or writing to the FTC at the address below. If you suspect or know that you are the victim of identity theft, you should contact local police. You can also report such activity to the Fraud Department of the FTC, which will collect all relevant information and make it available to law-enforcement agencies. The mailing address for the FTC is: Federal Trade Commission, Consumer Response Center, 600 Pennsylvania Avenue, NW Washington, DC 20580.
5. For residents of the following states, you may also report suspected or actual breaches to the Attorney General’s Office:

Oregon

Oregon Department of Justice
1162 Court St. NE Salem, OR 97301-4096
www.doj.state.or.us
(877) 877-9392

North Carolina

North Carolina Attorney General’s Office
114 West Edenton Street, Raleigh
North Carolina, 27603
www.ncdoj.gov
(919) 716-6400

Maryland

Maryland Attorney General’s Office
200 St. Paul Place
Baltimore, MD 21202
(401) 576-6300