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Notice of Data Breach

Dear <<Name 1>>,

Securing and protecting our customer's confidential information is a top priority for the City of Thousand Oaks and it is a responsibility that we take very seriously. Regrettably, I am writing to inform you of an incident involving some of that information. This letter describes what happened, what we have done in response, and steps that you can take to help protect your information.

What Happened

On February 28, 2018, we learned that an unauthorized individual may have gained access to the computer used by the City's vendor to process credit card transactions. Upon discovery, we immediately began an investigation and hired a third-party forensic firm to determine what happened and what information may have been affected. On April 23, 2018, the City's vendor provided information suggesting that additional transactions may have been exposed. Even though our own investigation did not confirm this conclusion, we decided to notify you as a precaution.

What Information Was Involved

During this incident, information entered into the City of Thousand Oaks' online payment system (Click to Gov) between November 21, 2017 and February 26, 2018 may have been accessed by the unauthorized individual. This information may have included your name, payment card number, and expiration date.

What We Are Doing

Caring for our residents is a top priority for the City of Thousand Oaks and we have worked swiftly to address this issue. To help prevent a similar incident in the future, we are taking steps to enhance our existing security protocols and are re-educating our vendors regarding the importance of protecting personal information.

What You Can Do

You should review your payment card account statements closely and report any unauthorized charges to your card issuer immediately because card network rules generally provide that cardholders are not responsible for unauthorized charges that are reported promptly. The phone number to call is usually on the back of your payment card. Please see the section that follows this notice for additional steps you may take to protect your information.

For More Information

Your confidence and trust are important to us, and we apologize for and deeply regret any inconvenience or concern this may cause. If you have any questions, please call Public Services at 805-449-2201 Monday through Thursday from 7:30 A.M. to 5:00 P.M. and alternate Fridays from 8:00 A.M. to 5:00 P.M.

Sincerely,
John Adams
Finance Director

Additional Steps You Can Take

We recommend that you remain vigilant to the possibility of fraud and identity theft by reviewing your credit card, bank, and other financial statements for any unauthorized activity. You may also obtain a copy of your credit report, free of charge, directly from each of the three nationwide credit reporting agencies once every 12 months. To order your credit report, please visit www.annualcreditreport.com or call toll free at 877-322-8228. Contact information for the three nationwide credit reporting agencies is as follows:

Equifax

P.O. Box 740241
Atlanta, GA 30374
www.equifax.com
(800) 685-1111

Experian

P.O. Box 2002
Allen, TX 75013
www.experian.com
(888) 397-3742

TransUnion

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

If you believe that you are the victim of identity theft or have reason to believe that your personal information has been misused, you should immediately contact the Federal Trade Commission and/or the Office of the Attorney General in your home state. Contact information for the Federal Trade Commission is as follows:

Federal Trade Commission
600 Pennsylvania Avenue, NW
Washington, DC 20580
www.ftc.gov/idtheft
1-877-438-4338

You can obtain information from these sources about steps an individual can take to avoid identity theft as well as information about fraud alerts and security freezes. You should also contact your local law enforcement authorities and file a police report. Obtain a copy of the police report in case you are asked to provide copies to creditors to correct your records.