



Return Mail Processing Center
P.O. Box 6336
Portland, OR 97228-6336

<<Mail ID>>

To the Parent or Guardian of:

<<Name 1>>

<<Name 2>>

<<Address 1>>

<<Address 2>>

<<Address 3>>

<<Address 4>>

<<Address 5>>

<<City>><<State>><<Zip>>

<<Country>>

<<Date>>

Notice of Data Breach

Dear Parent or Guardian of <<Name 1>>:

Seneca Family of Agencies (“Seneca”) and Community Health for Asian Americans (“CHAA”) provide services to families in our communities. Seneca supports CHAA by hosting certain data on our network related to services CHAA provides. This letter contains information about an incident that may affect the privacy of certain information maintained on our network, our response to the incident, and resources we are making available to you.

What Happened: On August 27, 2021, Seneca experienced a network disruption that impacted Seneca’s ability to access certain files on Seneca’s network. Seneca immediately reported the incident to law enforcement and began working with computer specialists to determine what occurred. Seneca’s investigation determined that information stored on Seneca’s network was accessed between August 25 and August 27, 2021. On October 14, 2021, Seneca notified CHAA that data related to individuals receiving services from CHAA was impacted by this incident. On December 1, 2021, CHAA completed its review of the information and determined the type of information potentially impacted and to whom the information related. Although Seneca has no evidence of misuse of information as a result of this incident, in an abundance of caution, Seneca is notifying individuals with information stored on Seneca’s network.

What Information Was Involved: The type of information stored on Seneca’s network may have included your minor child’s name and the following data elements: <<Data Elements>>.

What We Are Doing: Upon discovering this incident, Seneca immediately began an investigation and took steps to further protect Seneca’s network. Seneca is also providing potentially impacted individuals with access to 12 months of identity protection services through Equifax.

What You Can Do: We encourage you to enroll in the identity protection services we are making available to you. Information about how to enroll in these services along with additional resources available to you are included in the attached “Steps You Can Take To Protect Your Minor’s Information.”

For More Information: We understand you may have questions about this incident. You may contact our dedicated assistance line at 855-675-2841, between 6:00 a.m. and 6:00 p.m. Pacific Time (excluding major U.S. holidays) or write to us at 8945 Golf Links Road, Oakland, CA 94605.

We sincerely regret any concern this incident may cause you. The privacy and security of information is important to us, and we will continue to take steps to protect information in our care.

Sincerely,

A handwritten signature in black ink, appearing to read "Scott Osborn".

Scott Osborn, LCSW
Chief Operating Officer
Seneca Family of Agencies

STEPS YOU CAN TAKE TO PROTECT YOUR MINOR'S INFORMATION

Enroll in Identity Protection

Enrollment Instructions

Parent/guardian go to www.equifax.com/activate. Enter your unique Activation Code of <<Activation Code>> then click "Submit" and follow these 4 steps:

1. **Register:** Complete the form with parent/guardian contact information and click "Continue". If you already have a myEquifax account, click the 'Sign in here' link under the "Let's get started" header. Once you have successfully signed in, you will skip to the Checkout Page in Step 4.
2. **Create Account:** Enter parent/guardian email address, create a password, and to accept the terms of use.
3. **Verify Identity:** To enroll in your product, we will ask you to complete our identity verification process.
4. **Checkout:** Upon successful verification of parent/guardian identity, you will see the Checkout Page. Click 'Sign Me Up' to finish enrolling.
The confirmation page shows parent/guardian completed enrollment.
Click "View My Product" to access the product features and enroll minor children.

Key Features

- Child Monitoring for up to four children under the age of 18.
- Emailed notifications to the primary adult member of activity on the child's Equifax credit report.

Monitor Accounts

We encourage you to remain vigilant against incidents of identity theft and fraud by reviewing your minor's account statements and your explanation of benefits forms for suspicious activity and to detect errors.

Although minors under the age of 18 typically do not have a credit report, under U.S. law, you are entitled to one free credit report annually from each of the three major credit reporting bureaus, TransUnion, Experian, and Equifax. To order your free credit report, visit www.annualcreditreport.com or call 1-877-322-8228. Once you receive your credit report, review it for discrepancies and identify any accounts you did not open or inquiries from creditors that you did not authorize. If you have questions or notice incorrect information, contact the credit reporting bureau.

You have the right to place a "security freeze" on the file, which will prohibit a credit bureau from releasing information in the credit file without your express authorization. Pursuant to federal law, you cannot be charged to place or lift a security freeze on a credit file. To request a security freeze for your minor, you will need to provide the following information for both you and your minor:

1. Full name (including middle initial as well as Jr., Sr., III, etc.);
2. Social Security number;
3. Date of birth; and
4. Address for the prior two to five years.

Include for your identification:

5. Proof of current address, such as a current utility or telephone bill;
6. A legible photocopy of a government-issued identification card (e.g., state driver's license or identification card); and
7. Proof that you are the parent or legal guardian of the minor.

Include for your minor's identification:

8. A copy of your minor's Social Security card; and
9. A copy of your minor's birth certificate.

Should you wish to contact the credit reporting bureaus or place a security freeze, please contact the bureaus listed below:

TransUnion 1-800-680-7289 www.transunion.com	Experian 1-888-397-3742 www.experian.com	Equifax 1-888-298-0045 www.equifax.com
TransUnion Security Freeze P.O. Box 160 Woodlyn, PA 19094	Experian Security Freeze P.O. Box 9554 Allen, TX 75013	Equifax Security Freeze P.O. Box 105788 Atlanta, GA 30348

Additional Information

You can further educate yourself regarding identity theft, security freezes, and the steps you can take to protect your minor's personal information by contacting the credit reporting bureaus, the Federal Trade Commission (FTC), or your state Attorney General. The FTC also encourages those who discover that their information has been misused to file a complaint with them. The FTC may be reached at 600 Pennsylvania Ave. NW, Washington, D.C. 20580; www.identitytheft.gov; 1-877-ID-THEFT (1-877-438-4338); and TTY: 1-866-653-4261.

You have the right to file a police report if you ever experience identity theft or fraud. Please note that in order to file a report with law enforcement for identity theft, you will likely need to provide some proof that you or your minor have been a victim. Instances of known or suspected identity theft should also be reported to law enforcement, your state Attorney General, and the FTC. This notice has not been delayed by law enforcement.

For Maryland residents, the Maryland Attorney General may be contacted at 200 St. Paul Place, 16th Floor, Baltimore, MD 21202; 1-888-743-0023; and www.oag.state.md.us. Seneca may be contacted at 8945 Golf Links Road, Oakland, CA 94605.

For New Mexico residents, you have rights pursuant to the Fair Credit Reporting Act, such as the right to be told if information in your credit file has been used against you, the right to know what is in your credit file, the right to ask for your credit score, and the right to dispute incomplete or inaccurate information. Further, pursuant to the Fair Credit Reporting Act: (i) the consumer reporting agencies must correct or delete inaccurate, incomplete, or unverifiable information; (ii) the consumer reporting agencies may not report outdated negative information; (iii) access to your file is limited; (iv) you must give consent for credit reports to be provided to employers; (v) you may limit “prescreened” offers of credit and insurance you get based on information in your credit report; (vi) and you may seek damages from violators. You may have additional rights under the Fair Credit Reporting Act not summarized here. Identity theft victims and active-duty military personnel have specific additional rights pursuant to the Fair Credit Reporting Act. We encourage you to review your rights pursuant to the Fair Credit Reporting Act by visiting https://files.consumerfinance.gov/f/201504_cfpb_summary_your-rights-under-fcra.pdf, or by writing Consumer Response Center, Room 130-A, FTC, 600 Pennsylvania Ave. N.W., Washington, D.C. 20580.

For New York residents, the New York Attorney General may be contacted at Office of the Attorney General, The Capitol, Albany, NY 12224-0341; 1-800-771-7755; or <https://ag.ny.gov>.

For North Carolina residents, the North Carolina Attorney General may be contacted at 9001 Mail Service Center, Raleigh, NC 27699-9001; 1-877-566-7226 or 1-919-716-6000; and www.ncdoj.gov.

For Rhode Island residents, the Rhode Island Attorney General may be contacted at 150 South Main Street, Providence, RI 02903; 1-401-274-4400; and www.riag.ri.gov. Under Rhode Island law, you have the right to obtain any police report filed in regard to this incident. There are [##] Rhode Island residents impacted by this incident.

For Washington, D.C. residents, the District of Columbia Attorney General may be contacted at 441 4th Street NW #1100, Washington, D.C. 20001; 202-727-3400, and <https://oag.dc.gov/consumer-protection>. Seneca may be contacted at 8945 Golf Links Road, Oakland, CA 94605.