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File No. 24725.810

**VIA ELECTRONIC SUBMISSION**

Attorney General Xavier Becerra  
Office of the Attorney General  
California Department of Justice  
Attn: Public Inquiry Unit  
P.O. Box 944255  
Sacramento, CA 94244-2550

Re: Notification of Data Security Incident

Dear Attorney General Becerra:

We represent Central Valley Regional Center ("CVRC"), located in Fresno, California, in connection with a recent data security incident described below.

**1. Nature of the data security incident.**

On July 29, 2019, CVRC learned that an unauthorized third party may have gained access to an employee's email account. Once discovered, CVRC disabled access to the account, immediately began an investigation, and engaged a digital forensics firm to assess the scope of the incident and evaluate whether any personal information was affected. The investigation determined that the incident may have occurred as early as July 25, 2019 until August 2, 2019.

On August 12, 2019, CVRC first discovered that the incident may have involved data containing individuals' personal information within one or more email accounts. Thereafter, forensic analysis continued to confirm the extent of the incident, and identify the full scope of potential individuals affected. On October 5, 2019, the forensic investigation confirmed the scope of individuals whose information was contained in the affected email accounts at the time of the incident. Since that time, CVRC diligently worked to gather address information for the potentially affected individuals to facilitate individual notification regarding the incident.

On October 11, 2019, CVRC provided notification to all potentially affected individuals via a notice on CVRC's website and media notification to outlets throughout the State of California. On October 18, 2019, CVRC provided individual notification all potentially affected individuals for whom valid address information was found by running names and addresses through the National Change of Address Database and mailing notification letters to individuals' last known address.

CVRC also offered all potentially affected individuals complimentary credit monitoring and/or identity monitoring services for 12 months.

The incident may have involved the following types of information: individuals' names, Social Security numbers, taxpayer identification numbers, dates of birth, dates of death, driver's license numbers, state identification card numbers, Medi-Cal numbers, UCI numbers, other government ID numbers, financial account numbers, payment card numbers, PIN or other means needed to access a financial account, IRS PIN, and/or medical history, health information, or health insurance information. Some individuals' username, email address, or electronic identifier with the means to access their associated account may have also been affected. The types of information involved varied from person to person.

## **2. Number of California residents affected.**

Notification letters were mailed to potentially impacted individuals on October 18, 2019. CVRC has notified 11,990 California residents who may have been impacted by this incident. A sample copy of the letter provided to potentially impacted individuals is included with this letter.

## **3. Steps taken relating to the incident.**

CVRC has taken affirmative steps to help prevent a similar situation from arising in the future and to protect the privacy and security of sensitive information in its possession. These have included the steps described above. CVRC also reported this matter to the FBI will provide whatever cooperation is necessary to hold the perpetrators of this incident accountable.

CVRC is also providing notified individuals with 12 months of complimentary credit monitoring and/or identity protection services through ID Experts.

CVRC completed California's online data breach notification form.

## **4. Contact information.**

If you have any questions or need additional information, please contact me at 215.977.4070 or [david.sherman@lewisbrisbois.com](mailto:david.sherman@lewisbrisbois.com).

Sincerely,



David B. Sherman of  
LEWIS BRISBOIS BISGAARD & SMITH LLP

DBS:BMT  
Encl.: Consumer Notification Letter