



NAME  
ADDRESS  
CITY, STATE ZIP

January 24, 2019

Subject: Notice of Possible Data Breach

Dear NAME:

We are writing to inform you of a data security incident that involved your personal information. The Department of Rehabilitation (DOR) recognizes the importance of, and is highly committed to, protecting the privacy of the personal information of its employees. This notice includes information about the incident and steps you can take to protect your personal information, including the twelve (12) months of credit monitoring services through ID Experts that we are offering to you at no cost.

**What Happened** On Wednesday, January 9, 2019, a spreadsheet containing employees' classification information and Social Security numbers was saved to a folder on the internal G drive, to which only DOR employees have access. On Monday, January 14, 2019, a DOR employee accessed the spreadsheet in the regular course of business and promptly reported that the file included Social Security numbers. Immediately upon notification, the spreadsheet was deleted and access to the folder on the G drive was restricted.

**What Personal Information Was Involved** In performing our investigation, we determined that your name and Social Security number were contained in the spreadsheet that was saved on the G drive.

**What We Are Doing** We regret that this incident occurred and want to assure you that we are committed to protecting your personal information. On January 14, 2019, we immediately deleted the spreadsheet and access to the folder on the G drive was restricted. We recognize that mistakes happen and are working to identify checks and balances that can be implemented to reduce the risk of this type of incident occurring in the future. Also, while we have no

NAME

Re: Notice of Possible Data Breach

January 24, 2019

Page 2 of 2

reason to believe that your personal information may have been misused, and out of an abundance of caution, we have decided to provide you with twelve (12) months of credit monitoring. Information on how you may sign up for this credit monitoring service is included below.

**What You Can Do** If you are concerned, keep a copy of this notice for your records in case of future problems. You may also want to place a fraud alert on your credit files, order copies of your credit reports by following the privacy protection steps outlined in the enclosure, check your credit reports for any accounts or medical bills that you do not recognize, and if you find anything suspicious, follow the instructions found in step four of the enclosure, and sign up for the free credit monitoring offered by DOR by February 28, 2019.

**How to Sign Up for Free Credit Monitoring Offered by DOR** The DOR is offering you at no cost MyIDCare services through ID Experts, which includes 12 months of credit and CyberScan monitoring, a \$1,000,000 insurance reimbursement policy, and fully managed identity theft recovery services. To enroll in this offer for MyIDCare services, please call 1-800-939-4170 or go to <https://app.myidcare.com/account-creation/protect> and use the Enrollment Code [NUMBER] by February 28, 2019. MyIDCare experts are available by phone Monday through Friday from 6:00 AM to 5:00 PM (Pacific Time).

**Other Important Information** Please see the attached enclosure entitled "Breach Help – Consumer Tips from the California Attorney General."

**For More Information** For more information about privacy rights, you may visit the website of the California Department of Justice, Privacy Enforcement and Protection at [www.oag.ca.gov/privacy](http://www.oag.ca.gov/privacy).

**Agency Contact** If you have any questions or need further assistance, you may contact us at [Privacy@dor.ca.gov](mailto:Privacy@dor.ca.gov) or (707) 576-XXXX.

Sincerely,

Dolly Roco  
Information Security and Privacy Officer

Enclosure