



C/O IDX
P.O. Box 1907
Suwanee, GA 30024

To Enroll, Please Call:
1-833-905-3233
Or Visit:
<https://app.idx.us/account-creation/protect>
Enrollment Code: <<XXXXXXXXXX>>

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

November 20, 2020

Subject: Notice of Data Breach

Dear <<First Name>> <<Last Name>>:

We are writing to inform you of a data security incident that may have involved your personal information. The privacy and security of the personal information of the individuals we serve is extremely important to Golden Gate Regional Center (“GGRC”). That is why we are writing to inform you about this incident, offer complimentary identity monitoring and protection services, and provide you with information relating to steps that can be taken to help protect the information of individuals we serve.

What Happened? On September 23, 2020, GGRC detected unusual activity in its network environment consistent with a ransomware incident. Ransomware incidents typically involve an unauthorized actor gaining access to an entity’s network and deploying malware that encrypts the entity’s files, making them inaccessible. The unauthorized actor then commonly demands a ransom payment in exchange for the key to decrypt the entity’s files. Once GGRC discovered this incident, GGRC disabled its network, secured its systems, immediately began an investigation, and worked to restore operations and data access from backups. GGRC also engaged a leading, independent computer forensics firm to determine what happened and whether sensitive information may have been accessed or acquired by an unknown actor during the incident. Based on preliminary findings of the computer forensics firm, it was determined on October 5, 2020, that certain information belonging to the individuals we serve was acquired by an unknown actor.

While we have no evidence that any personal or protected health information belonging to the individuals we serve has been misused, out of an abundance of caution, we are informing you of the incident and providing you with access to complimentary identity monitoring and protection services from IDX.

What Information Was Involved? The types of information impacted may include your <<variable text insert – data elements>>

What Are We Doing? As soon as GGRC discovered the incident, we took the steps described above. We have also taken measures to further enhance the security of information in our possession and to prevent similar incidents from happening in the future. In addition, we have notified the Federal Bureau of Investigation (“FBI”) about this incident, and we will work with and provide assistance to law enforcement to hold the perpetrators accountable.

We are also providing you with information about steps that you can take to help protect your personal information and, as an added precaution, we are offering complimentary identity monitoring and protection services for one year through IDX.

Belong, Contribute, Thrive

www.ggrc.org

1355 Market Street, Suite 220
San Francisco, CA 94103
(415) 546-9222

3130 La Selva Street, Suite 202
San Mateo, CA 94403
(650) 574-9232

4000 Civic Center Drive, Suite 310
San Rafael, CA 94903
(415) 446-3000

IDX is a data breach and recovery services expert and has extensive experience helping individuals who have had an unintentional exposure of personal information. The IDX services include: CyberScan monitoring, a \$1,000,000 insurance reimbursement policy, and fully managed identity theft recovery services.

To receive these services by mail instead of online, please call 1-833-905-3233. Please note that you must enroll in the services no later than **February 19, 2021**.

What You Can Do: You can follow the recommendations on the following page to protect your personal information.

For More Information: Further information about how to protect your personal information appears on the following page. If you have questions concerning this incident, please contact 1-833-905-3233, Monday through Friday, 6:00 a.m. to 6:00 p.m. Pacific Time.

We take your trust in us and this matter very seriously and we deeply regret any worry or inconvenience that this may cause you.

Sincerely,

A handwritten signature in black ink, appearing to read "Eric Zigman". The signature is fluid and cursive, with the first name "Eric" and last name "Zigman" clearly distinguishable.

Eric Zigman
Executive Director

Steps You Can Take to Further Protect Your Information

Review Your Account Statements and Notify Law Enforcement of Suspicious Activity: As a precautionary measure, we recommend that you remain vigilant and review your account statements and credit reports closely. If you detect any suspicious activity on an account, you should promptly notify the financial institution or company with which the account is maintained. You should also promptly report any fraudulent activity or any suspected incidence of identity theft to proper law enforcement authorities, your state attorney general, and/or the Federal Trade Commission (the "FTC").

Copy of Credit Report: You may obtain a free copy of your credit report from each of the three major credit reporting agencies once every 12 months by visiting <http://www.annualcreditreport.com/>, calling toll-free 877-322-8228, or by completing an Annual Credit Report Request Form and mailing it to Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA 30348. You can also contact one of the following three national credit reporting agencies:

Equifax

P.O. Box 105851
Atlanta, GA 30348
1-800-525-6285
www.equifax.com

Experian

P.O. Box 9532
Allen, TX 75013
1-888-397-3742
www.experian.com

TransUnion

P.O. Box 1000
Chester, PA 19016
1-877-322-8228
www.transunion.com

Free Annual Report

P.O. Box 105281
Atlanta, GA 30348
1-877-322-8228
www.annualcreditreport.com

Fraud Alert: You may want to consider placing a fraud alert on your credit report. An initial fraud alert is free and will stay on your credit file for at least 90 days. The alert informs creditors of possible fraudulent activity within your report and requests that the creditor contact you prior to establishing any accounts in your name. To place a fraud alert on your credit report, contact any of the three credit reporting agencies identified above. Additional information is available at <http://www.annualcreditreport.com>.

Security Freeze: Under U.S. law, you have the right to put a security freeze on your credit file for up to one year at no cost. This will prevent new credit from being opened in your name without the use of a PIN number that is issued to you when you initiate the freeze. A security freeze is designed to prevent potential creditors from accessing your credit report without your consent. As a result, using a security freeze may interfere with or delay your ability to obtain credit. You must separately place a security freeze on your credit file with each credit reporting agency. In order to place a security freeze, you may be required to provide the consumer reporting agency with information that identifies you including your full name, Social Security number, date of birth, current and previous addresses, a copy of your state-issued identification card, and a recent utility bill, bank statement or insurance statement.

Additional Free Resources: You can obtain information from the consumer reporting agencies, the FTC or from your respective state Attorney General about fraud alerts, security freezes, and steps you can take toward preventing identity theft. You may report suspected identity theft to local law enforcement, including to the FTC or to the Attorney General in your state.

Federal Trade Commission

600 Pennsylvania Ave, NW
Washington, DC 20580
consumer.ftc.gov, and
www.ftc.gov/idtheft
1-877-438-4338

You also have certain rights under the Fair Credit Reporting Act (FCRA): These rights include knowing what is in your file; disputing incomplete or inaccurate information; and requiring consumer reporting agencies correct or delete inaccurate, incomplete, or unverifiable information. For more information about the FCRA, please visit <http://www.consumer.ftc.gov/articles/pdf-0096-fair-credit-reporting-act.pdf>