



November 23, 2018

NOTICE OF DATA BREACH

The security and privacy of the personal information you provide to the Housing Authority of the County of Alameda (HACA) is of utmost importance to us. Regrettably, we are 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 September 4, 2018, HACA discovered that unauthorized access to your personal information occurred sometime between September 2, 2018 and September 3, 2018. Upon discovery of the incident, we immediately commenced an internal investigation. Based on our findings to date, HACA has learned that an unknown third-party broke into a HACA web service using multiple IP addresses and likely a software tool designed to access information on our network server. HACA procured third-party software to assist us with determining what information may have been affected.

What Information was Involved

We can confirm that an unauthorized individual accessed data containing your Social Security number along with your:

- Name
- Street address
- Date of birth
- Driver's license number/CA identification card

Only those items that are checked above apply to you. If there are no checked items only your Social Security number was accessed.

None of your financial, credit/debit card, banking, password or medical information was accessed.

What We are Doing

Upon learning of the incident, HACA reported it to the Hayward Police Department. We worked swiftly to immediately shut down the application that was compromised and mitigate all vulnerabilities. We initiated an expanded security review with our Information Technology department and housing software vendors. To prevent another incident, we are enhancing our existing security protocols and re-educating our staff on the importance of protecting personal information. To date, we are not aware of any reports of identity fraud resulting from this incident nor do we have any evidence to suggest that your personal information has actually been misused. However, we wanted to make you aware that your personal information may be in the possession of an unauthorized individual and explain the steps we are taking to safeguard you against fraud and suggest steps that you should take, as well.

What You Can Do

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

Equifax PO Box 740241 Atlanta, GA 30374 www.equifax.com (800) 685-1111	Experian PO Box 2002 Allen, TX 75013 www.experian.com (888) 397-3742	TransUnion PO Box 2000 Chester, PA 19016 www.transunion.com (800) 680-7289
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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. The Federal Trade Commission can be reached by telephone at (877) 438-4338 or by mail at Federal Trade Commission, 600 Pennsylvania Ave, NW Washington, DC, 20580. The California Attorney General can be reached by email at <https://oag.ca.gov/contact/consumer-complaint-against-business-or-company> or by U.S. mail by completing the form located at <https://oag.ca.gov/contact/consumer-complaint-against-business-or-company> and mailing it to:

Public Inquiry Unit
Office of the Attorney General
P.O. Box 944255
Sacramento, CA 94244-2550

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 authority 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.

For More Information

Your confidence and trust are important to us, and we sincerely apologize for the concern and inconvenience this may cause. If you have any questions, please email them to hacai@haca.net or call, 510-727-8580 Monday through Friday between 10:00 a.m. and 4:45 p.m. Note that HACA is closed every other Friday starting Friday, November 30th.

Sincerely,

A handwritten signature in black ink, appearing to read 'Christine Gouig', written in a cursive style.

Christine Gouig
Executive Director

ها زينگ آلاميدا كانتى مدارك مهمى را به شما فرستاده است كه با يد با
دقت تمام خوانده.

اگر درخواندن اوراق انگليسى اشكالى داريد. مى توانيد با شماره تلفن ذيل
ارتباط حاصل نماييد.

فارسی 510-727-8532

Văn phòng Housing gửi kèm theo thông cáo này những giấy tờ quan trọng cho quý vị đang được hưởng. Xin quý vị đọc kỹ những giấy tờ này.

Nếu quý vị không thông thạo về tiếng Anh thì xin vui lòng gọi số điện thoại sau đây sẽ có nhân viên người Việt giúp đỡ
(510) 727-8584.

La Autoridad de Viviendas del Condado de Alameda le envia este muy importante aviso. Por favor lea bien este aviso.

Si no lo entiende en ingles y necesita ayuda en español, por favor marque el numero 510-727-8578 para mas detalles.

阿拉米達縣房屋管理局正在向您發送一份重要文件。請仔細閱讀。

如果您需要中文幫助以了解本文檔，請發送電子郵件至hacai@haca.net或致電(510)727-8514並留下您母語的語音郵件。