

## **Subject: Notice of Data Breach**

December 31, 2019

Hi [First Name Last Name / User Name],

We value transparency and take your privacy very seriously. Imperfect Foods, Inc. (“Imperfect”, “we”, “our”) is writing to notify you of an incident related to the [www.imperfectfoods.com](http://www.imperfectfoods.com) website.

### **What Happened**

On December 19, 2019, we discovered a software error related to the logs we maintain of website login errors. For some customers, this issue may have impacted our logging and storage of their username and password as a part of our system error logs. These system error logs are not publicly accessible. They are available to certain Imperfect employees and agents whose role is to help us fix website issues. We released an update to fix this error the same day we discovered it. We have no indication that there has been any unauthorized access or use of customer information as a result of this issue.

### **What Information Was Involved**

The incident may have affected your Imperfect account user name and password. **Your billing details, including credit card numbers, were not exposed through this incident.** We have no indication that there has been any unauthorized access or use of your user name and password by an unauthorized third party or malicious actor.

### **What We Are Doing**

We released an update to the website to fix this error the same day we discovered it. We also recommend that you change your password as set forth below.

### **What You Can Do**

In an abundance of caution, we recommend that you promptly set a new password for your Imperfect account. Instructions to do so are available [here](#). We also recommend that if your current Imperfect account password is used on other third-party sites and accounts, you promptly reset those as well. Please see below for additional information on how to protect your identity and the steps you can take to do so further below. The Federal Trade Commission (FTC) recommends that you remain vigilant by reviewing account statements and monitoring credit reports as further explained below under “**Additional information on how to protect your identity.**”

We regret any inconvenience caused by this incident. Thank you so much for your continued support as we work towards eliminating food waste. Please contact us [here](#), if you have any concerns or questions—we’re eager to help. You may also contact us at

[questions@imperfectproduce.com](mailto:questions@imperfectproduce.com), via mail at 1616 Donner Ave., San Francisco, CA. 94124, USA, or via phone at (301) 328-6541 if you need further information or assistance.

Sincerely,

**Imperfect Foods, Inc.**

### **Additional information on how to protect your identity**

You can obtain additional information about the steps you can take to avoid identity theft from the agencies listed below. The Federal Trade Commission also encourages those who discover that their information has been misused to file a complaint with them.

- **Maryland Residents:** Office of the Attorney General of Maryland, Consumer Protection Division 200 St. Paul Place, Baltimore, MD 21202, [www.oag.state.md.us/Consumer](http://www.oag.state.md.us/Consumer), Telephone: 1-888-743-0023.
- **Rhode Island Residents:** Office of the Attorney General, 150 South Main Street, Providence, Rhode Island 02903, [www.riag.ri.gov](http://www.riag.ri.gov), Telephone: 401-274-4400.
- **All Residents:** Identity Theft Clearinghouse, Federal Trade Commission, 600 Pennsylvania Avenue, NW Washington, DC 20580, [www.consumer.gov/idtheft](http://www.consumer.gov/idtheft), 1-877-IDTHEFT (438-4338), TTY: 1-866-653-4261.

**File Police Report.** You have the right to file or obtain a police report if you experience identity fraud. Please note that in order to file a crime report or incident report with law enforcement for identity theft, you will likely need to provide proof that you have been a victim. A police report is often required to dispute fraudulent items. You can generally report suspected incidents of identity theft to local law enforcement or to the Attorney General.

**Review Your Credit Reports.** We recommend that you remain vigilant by reviewing account statements and monitor your credit reports. Under federal law, you are entitled to a free copy of your credit report from each of the three major credit reporting companies listed below once every 12 months. To obtain a free annual credit report, go to [www.annualcreditreport.com](http://www.annualcreditreport.com) or call 1-877-322-8228. Or complete the [Annual Credit Report Request Form](#) and mail it to: Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA 30348-5281. In certain instances fees may be required to be paid to the consumer reporting agencies

**Place Fraud Alerts.** You Can Place Fraud Alerts at one of the three major credit bureaus by phone and also via Experian's or Equifax's website. A fraud alert tells creditors to follow certain procedures, including contacting you, before they open any new accounts in your name or change your existing accounts. For that reason, placing a fraud alert can protect you, but also may delay you when you seek to obtain credit. The contact information for the three credit bureaus is listed below:

**Credit Bureaus**

Equifax Fraud Reporting  
Fraud Victim Assistance Department  
1-800-525-6285  
P.O. Box 105069  
Atlanta, GA 30348-5069  
[www.alerts.equifax.com](http://www.alerts.equifax.com)

Experian Fraud Reporting  
National Consumer Assistance  
1-888-397-3742  
P.O. Box 9554  
Allen, TX 75013  
[www.experian.com](http://www.experian.com)

TransUnion Fraud Reporting  
Fraud Victim Assistance Department  
1-800-680-7289  
P.O. Box 2000  
Chester, PA 19022-2000  
[www.transunion.com](http://www.transunion.com)

**Security Freeze.** You may also request a security freeze, which means that someone who fraudulently acquires your personal identifying information will not be able to use that information to open new accounts or borrow money in your name. You will need to contact the three national credit reporting bureaus listed above to place the freeze and, as further explained on each of the relevant websites, provide certain personal information in order to request the freeze, such as your full name, address, email, phone number, SSN, and date of birth. Keep in mind that when you place the freeze, you will not be able to borrow money, obtain instant credit, or get a new credit card until you temporarily lift or permanently remove the freeze. There is no cost associated with freezing or unfreezing your credit files. To find out more on how to place a security freeze, you can use the following contact information:

Equifax  
1-800-525-6285  
P.O. Box 105069  
Atlanta, GA 30348-5069  
<https://www.equifax.com/personal/credit-report-services/credit-freeze/>

Experian  
1-888-397-3742  
P.O. Box 9554  
Allen, TX 75013  
[www.experian.com/freeze/center.html](http://www.experian.com/freeze/center.html)

TransUnion  
1-800-680-7289  
P.O. Box 2000  
Chester, PA 19022-2000  
[www.transunion.com/credit-freeze](http://www.transunion.com/credit-freeze)

