

DEPARTMENT OF MOTOR VEHICLES

PRIVACY PROTECTION OFFICE
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[Month Day, Year]

Reference #2015-0736

[Full Name]

[Address]

[City, State Zip Code]

Dear [Salutation] [Last Name],

This letter is to notify you that the Department of Motor Vehicles (DMV) sent your personal information to another government entity in error.

What happened? On September 28, 2015, a DMV employee was sending a file containing your personal information to the Santa Clara Transportation Agency as part of the agency's Employer Pull Notice (EPN) program. The EPN program provides agencies with a means of promoting driver safety through the ongoing review of driver records.

However, the employee also sent the file to another government entity, Riverside Probation Department, by mistake.

On October 9, 2015, the Riverside Probation Department reported the incident to DMV and deleted the file.

What personal information was disclosed? The file contained your name and driver license number. Your Social Security Number was **not** released.

Why did it take so long to notify me? The Department did not discover the incident until the Riverside Probation Department reported the error. Action was taken by the DMV to evaluate the incident and notify you of the error.

What has DMV done to correct the problem? The primary cause of the incident was due to human error by a DMV employee. The employee involved was retrained on proper policy and procedures.

The Department stresses the importance of protecting personal information of our customers to all of our employees. The DMV is continuously providing employee awareness training and reviewing our policies and procedures in an effort to prevent this type of incident from occurring.

What can I do to protect myself? To protect yourself against possible identity theft or fraud consider the following:

- Read the enclosed DMV pamphlet *Fast Facts, Identity Theft*.
- Place a fraud alert on your driver license record for 30 days – this is provided free by DMV by calling the *DMV Fraud ID Theft Hotline* at 1-866-658-5758 for additional information and assistance.
- Review your credit card bills for any charges that you did not make.
- Review your bank statements for any withdrawals you did not make.
- Review your credit reports.

You can request a free credit report once every 12 months from each of the three major consumer credit reporting companies. Visit www.annualcreditreport.com or call 1-877-322-8228 for more information. The addresses and telephone numbers of the credit reporting companies are:

Experian

P.O. Box 19727
Irvine, CA 92623-9729
(888) 397-3742

Equifax

P.O. Box 740241
Atlanta, GA 30374
(800) 525-6285

TransUnion

P.O. Box 6790
Fullerton, CA 92834
(800) 680-7289

For more information on identity theft protection and protecting your privacy, we encourage you to review the enclosed information and visit <http://oag.ca.gov/idtheft/information-sheets>.

If you have any questions or concerns about this incident, please call the DMV Call Center at 1-800-777-0133. We regret any inconvenience or concern caused by this incident.

Sincerely,



DEBRA M. CASTAÑON, Chief Privacy Officer
Department of Motor Vehicles

Enclosure