



Office of the Superintendent  
Donald Gill, Ed.D.

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## Preparing Students for Success in College, Career, and Life.

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January 25, 2013

The confidentiality of personal information maintained by the Antioch Unified School District is critically important and the District takes great efforts to protect it. Regrettably, we are writing to you because of an incident involving an inadvertent disclosure of information which occurred on January 18, 2013. At that time, an email pertaining to Worker's Compensation procedures as well as accident investigation forms were sent to a limited number of District personnel. The email mistakenly included an attachment that contained the social security numbers and abbreviated Worker's Compensation claim information of current and former employees that reported injuries.

The District became aware of this issue upon returning from the Martin Luther King holiday on Tuesday, January 22, 2013. The District immediately attempted to recall, remove, and delete this message from District email accounts. The District also notified all recipients of this email with specific instructions for removal and destruction of any saved information contained in the email, along with written verification from the recipients that this directive was completed.

The District is currently reviewing its procedures and has identified areas where additional security measures will be implemented immediately when working with confidential files. The District is removing social security information from all files that are not part of the encrypted password protected systems. Furthermore, any files that contain information of a personal nature are being password protected. If you need additional information, please contact the Benefits Department at (925) 779-7500 extension 54600.

No financial account numbers, driver's license numbers or health insurance numbers were contained in the information.

### **Social Security Number**

Because your Social Security number was involved, we recommend that you place a fraud alert on your credit files. A fraud alert requires potential creditors to use what the law refers to as "reasonable policies and procedures" to verify your identity before issuing credit in your name. A fraud alert lasts for 90 days. Please call one of the three credit reporting agencies at a number below. This will automatically place an alert with all of the agencies. You will receive letters from all three, confirming the fraud alert and letting you know how to get a free copy of your credit report from each agency.

Experian  
1-888-397-3742  
P.O. Box 2002  
Allen, Texas 75013  
[www.experian.com](http://www.experian.com)

Equifax  
1-800-525-6285  
P. O. Box 740250  
Atlanta, Georgia 30374  
[www.equifax.com](http://www.equifax.com)

TransUnion  
1-800-680-7289  
P. O. Box 6790  
Fullerton, California 92834  
[www.transunion.com](http://www.transunion.com)

When you receive your credit reports, review them carefully. Look for:

- Accounts you did not open;
- Inquiries from creditors that you did not initiate; and
- Personal information, such as home address and Social Security number, that is not accurate.

If you see anything you do not understand call the credit reporting agency at the telephone number on the credit report you receive.

If you find suspicious activity on your credit reports, call your local police or sheriff's office and file a police report of identity theft and request a copy of the police report. You may need to give copies of the police report to creditors to clear up your records.

Even if you do not find any signs of fraud on your reports, we recommend that you check your credit reports periodically. You can keep the fraud alert in place by calling again after 90 days. For more information on identity theft, we suggest that you visit the web site of the California Office of Privacy Protection at [www.privacy.ca.gov](http://www.privacy.ca.gov).

We have no reason to believe that the information has been improperly used in any way. However, as a precautionary measure, we are offering you a one-year, no cost, membership with *Experian Identification Theft* to provide you with credit monitoring capabilities and in-depth assistance in identity theft protection.

Enrolling in this program will not hurt your credit score. For more information on *Experian Identification Theft* and instructions on how to activate your one year membership, please see the last page of this letter. If you have any questions about this service, please call 877-371-7902, Monday through Friday, 8:00 a.m. to 5:00 p.m. Pacific Time.

We sincerely regret and apologize for any inconvenience this incident may cause.

Sincerely,



Superintendent

[Recipient's Name]  
[Address]  
[City, State, Zip (shows thru outer)]

***Important Security and Protection Notification.***  
***Please read this entire letter.***

Dear [Insert customer name]:

To help protect your identity, we are offering a **complimentary** one-year membership of Experian's® ProtectMyID® Alert. This product helps detect possible misuse of your personal information and provides you with superior identity protection services focused on immediate identification and resolution of identity theft.

### **Activate ProtectMyID Now in Three Easy Steps**

- 1. ENSURE That You Enroll By: [April 30, 2013](#)**
- 2. VISIT the ProtectMyID Web Site: [www.protectmyid.com/redeem](http://www.protectmyid.com/redeem) or call 877-371-7902 to enroll**
- 3. PROVIDE Your Activation Code: [code]**

Once your ProtectMyID membership is activated, your credit report will be monitored daily for 50 leading indicators of identity theft. You'll receive timely Credit Alerts from ProtectMyID on any key changes in your credit report which could include new inquiries, new credit accounts, medical collections and changes to public records.

ProtectMyID provides you with powerful identity protection that will help detect, protect and resolve potential identity theft. In the case that identity theft is detected, ProtectMyID will assign a dedicated U.S.-based Identity Theft Resolution Agent who will walk you through the process of fraud resolution from start to finish for seamless service.

We realize that identity theft can happen months and even years after a data breach. To offer added protection, you will receive ExtendCARE™, which provides you with the same high-level of Fraud Resolution support even after your ProtectMyID membership has expired.

### **Your complimentary 12-month ProtectMyID membership includes:**

- **Credit Report:** A free copy of your Experian credit report
- **Daily 3 Bureau Credit Monitoring:** Alerts you of suspicious activity including new inquiries, newly opened accounts, delinquencies, or medical collections found on your Experian, Equifax® and TransUnion® credit reports.
- **Identity Theft Resolution:** If you have been a victim of identity theft, you will be assigned a dedicated, U.S.-based Experian Identity Theft Resolution Agent who will walk you through the fraud resolution process, from start to finish.
- **ExtendCARE:** Full access to the same personalized assistance from a highly-trained Fraud Resolution Agent even after your initial ProtectMyID membership expires.
- **\$1 Million Identity Theft Insurance\*:** As a ProtectMyID member, you are immediately covered by a \$1 Million insurance policy that can help you cover certain costs including, lost wages, private investigator fees, and unauthorized electronic fund transfers.

**Activate your membership today at [www.protectmyid.com/redeem](http://www.protectmyid.com/redeem)  
or call 877-371-7902 to register with the activation code above.**

\* Identity theft insurance is underwritten by insurance company subsidiaries or affiliates of Chartis, Inc. The description herein is a summary and intended for informational purposes only and does not include all terms, conditions and exclusions of the policies described. Please refer to the actual policies for terms, conditions, and exclusions of coverage. Coverage may not be available in all jurisdictions.