

Hathaway-Sycamores Notifies Individuals of Data Security Incident

PASADENA, CA – May 2, 2019 – Hathaway-Sycamores Child & Family Services (“HSCFS”) has become aware of a data security incident that may have resulted in the disclosure of individuals’ personal information. Although at this time there is no evidence that anyone’s information was accessed or misused as a result of this incident, we have taken steps to notify all potentially impacted individuals and to provide resources to assist them.

On March 13, 2019, we discovered that an unknown individual gained access to one of our employee’s e-mail accounts. The employee’s account contained stored e-mails that may have included first and last names, addresses, dates of birth, Social Security numbers, driver’s license numbers, and/or limited medical treatment information. We note that no financial account information was involved in this incident. Although we are not aware that any personal information was accessed or misused, we are notifying potentially affected individuals on the basis that some personal information was contained in the employee’s email account. We also retained an independent computer forensics company to conduct an extensive IT investigation to determine what information may have been accessed. That investigation confirmed that the incident was limited to the one employee’s email account, and that no other systems or servers were impacted. In addition, the investigators did not find evidence that any information was in fact accessed, stolen or misused.

We mailed letters to individuals potentially impacted by this event which includes information about the incident and steps potentially impacted individuals can take to monitor and protect their personal information. We have also established a toll-free call center to answer questions about the incident and related concerns. The call center is available Monday through Friday from 6:00 a.m. to 3:30 p.m. Pacific Time and can be reached at 1-866-775-4209.

The privacy and protection of personal information is a top priority for HSCFS, which sincerely regrets any concern or inconvenience that this matter may cause.

The following information is provided to help individuals wanting more information on steps they can take to protect themselves:

How do I obtain a copy of my credit report?

You can obtain a copy of your credit report, free of charge, directly from each of the three nationwide credit reporting agencies. To order your credit report, free of charge once every 12 months, please visit www.annualcreditreport.com or call toll free at 1-877-322-8228. Contact information for the three nationwide credit reporting agencies is included in the e-mail and letter, and is also listed at the bottom of this page.

How do I put a fraud alert on my account?

You may consider placing a fraud alert on your credit report. This fraud alert statement informs creditors to possible fraudulent activity within your report and requests that your creditor contact you prior to establishing any accounts in your name. To place a fraud alert on your credit report, contact Equifax, Experian or TransUnion and follow the Fraud Victims instructions. To place a fraud alert on your credit accounts, contact your financial institution or credit provider. Contact information for the three nationwide credit reporting agencies is included in the letter and is also listed at the bottom of this page.

Contact information for the three nationwide credit reporting agencies is as follows:

Equifax Security Freeze
PO Box 105788
Atlanta, GA 30348
1-800-685-1111
www.equifax.com

Experian Security Freeze
PO Box 9554
Allen, TX 75013
1-888-397-3742
www.experian.com

TransUnion (FVAD)
PO Box 2000
Chester, PA 19022
1-800-888-4213
www.transunion.com