

## Notice of Data Incident

Resources For Human Development, Inc. (“RHD”) is notifying individuals of an incident that may affect the privacy of some personal information of RHD’s program participants. While we have no evidence that information has been or will be misused to date, we are providing information about the incident, our response to it, and resources available to help protect personal information.

**What Happened?** On or about June 3, 2021, we noticed that an RHD employee had downloaded certain documents onto his computer that he was not authorized to have access to. In response, we immediately commenced an investigation and worked with outside forensics specialists to determine the nature and scope of the activity. Our investigation is ongoing. The investigation is determining which documents, if any, were actually viewed or accessed by the employee and if they contained any participants’ personal information. We undertook a comprehensive review of the full contents of the documents to see what information may have been present during the window of unauthorized access. The investigation is ongoing and RHD will be taking additional steps to notify individuals as appropriate.

RHD is unaware of any actual or attempted misuse of personal information resulting from this incident or evidence that any specific information was misused. However, we are making our community aware in an abundance of caution.

**What Information Was Involved?** RHD’s investigation into what information was involved is ongoing at this time; however, it may include personal information related to certain RHD participants.

**What Is RHD Doing?** Information privacy and security are among RHD’s highest priorities. Upon learning of this incident, we moved quickly to respond. This included conducting an investigation with the assistance of third-party forensic specialists and engaging in steps to ensure the security of our computer system. We are also training our employees on best practices for computer file security.

**What Can Individuals Do?** Please review the information listed below in the “Steps You Can Take to Protect Personal Information” section of this page.

**For More Information.** We recognize that individuals may have questions that were not addressed. If you have additional questions, please contact our dedicated assistance line at 1-833-694-0909, Monday – Friday, 9am to 5pm Eastern.

### STEPS YOU CAN TAKE TO PROTECT PERSONAL INFORMATION

#### Monitor Your Accounts

We encourage you to remain vigilant against incidents of identity theft and fraud, to review your account statements and explanation of benefits, and to monitor your free credit reports for suspicious activity and to detect errors. Under U.S. law you are entitled to one free credit report annually from each of the three major credit reporting bureaus. To order your free credit report, visit [www.annualcreditreport.com](http://www.annualcreditreport.com) or call, toll-free, 1-877-322-8228. You may also contact the three major credit bureaus directly to request a free copy of your credit report.

You have the right to place a “security freeze” on your credit report, which will prohibit a consumer reporting agency from releasing information in your credit report without your express authorization. The security freeze is designed to prevent credit, loans, and services from being approved in your name without your consent. However, you should be aware that using a security freeze to take control over who gets access to the personal and financial information in your credit report may delay, interfere with, or prohibit the timely approval of any subsequent request or application you make regarding a new loan, credit, mortgage, or any other account involving the extension of credit. Pursuant to federal law, you cannot be charged to place or lift a security freeze on your credit report. Should you wish to place a security freeze, please contact the major consumer reporting agencies listed below:

**Experian**

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

**TransUnion**

P.O. Box 160  
Woodlyn, PA 19094  
1-800-909-8872  
[www.transunion.com/credit-freeze](http://www.transunion.com/credit-freeze)

**Equifax**

P.O. Box 105788  
Atlanta, GA 30348-5788  
1-800-685-1111  
[www.equifax.com/personal/credit-report-services](http://www.equifax.com/personal/credit-report-services)

In order to request a security freeze, you will need to provide the following information:

1. Your full name (including middle initial as well as Jr., Sr., II, III, etc.);
2. Social Security number;
3. Date of birth;
4. If you have moved in the past five (5) years, provide the addresses where you have lived over the prior five years;
5. Proof of current address, such as a current utility bill or telephone bill;
6. A legible photocopy of a government-issued identification card (state driver's license or ID card, military identification, etc.);
7. If you are a victim of identity theft, include a copy of either the police report, investigative report, or complaint to a law enforcement agency concerning identity theft.

As an alternative to a security freeze, you have the right to place an initial or extended "fraud alert" on your file at no cost. An initial fraud alert is a 1-year alert that is placed on a consumer's credit file. Upon seeing a fraud alert display on a consumer's credit file, a business is required to take steps to verify the consumer's identity before extending new credit. If you are a victim of identity theft, you are entitled to an extended fraud alert, which is a fraud alert lasting seven years. Should you wish to place a fraud alert, please contact any one of the agencies listed below:

**Experian**

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

**TransUnion**

P.O. Box 2000  
Chester, PA 19016  
1-800-680-7289  
[www.transunion.com/fraud-victim-resource/place-fraud-alert](http://www.transunion.com/fraud-victim-resource/place-fraud-alert)

**Equifax**

P.O. Box 105069  
Atlanta, GA 30348  
1-888-766-0008  
[www.equifax.com/personal/credit-report-services](http://www.equifax.com/personal/credit-report-services)

**Additional Information**

You can further educate yourself regarding identity theft, fraud alerts, security freezes, and the steps you can take to protect yourself, by contacting the consumer reporting agencies, the Federal Trade Commission, or your state Attorney General.

The Federal Trade Commission can be reached at: 600 Pennsylvania Avenue NW, Washington, DC 20580; [www.identitytheft.gov](http://www.identitytheft.gov); 1-877-ID-THEFT (1-877-438-4338); and TTY: 1-866-653-4261. The Federal Trade Commission also encourages those who discover that their information has been misused to file a complaint with them. You can obtain further information on how to file such a complaint by way of the contact information listed above. You have the right to file a police report if you ever experience identity theft or fraud. Please note that in order to file a report with law enforcement for identity theft, you will likely need to provide some proof that you have been a victim. Instances of known or suspected identity theft should also be reported to law enforcement. This notice has not been delayed by law enforcement.