

Notice of Data Incident

Resources of Human Development, Inc. ("RHD") is notifying individuals of an event that may affect the privacy of some personal information. While, to date, RHD has no evidence that information has been or will be misused, RHD is providing information about the event, RHD'S response to it, and resources available to help protect personal information. On March 28, 2022, RHD began mailing written notice to potentially impacted individuals for whom it has contact information.

What Happened? On or about February 16, 2022, RHD became aware that a hard drive was stolen on January 27, 2022 containing a portion of our clients' and staff members' personal information. This stolen hard drive was related to the Point-to-Point program, which is one of RHD's programs located in Exton, PA. The types of information potentially impacted varied by person, but may include Social Security Numbers, drivers' license numbers, financial account information, payment card information, dates of birth, prescription information, diagnosis information, treatment information, treatment providers, health insurance information, medical information, Medicare/Medicaid ID numbers, employer identification numbers, electronic signatures, usernames and passwords. While, to date, the investigation has found no evidence of actual or attempted misuse of data, RHD is making its community aware in an abundance of caution. RHD immediately commenced an investigation and worked with outside forensics specialists to determine the nature and scope of the activity. The investigation is ongoing and RHD will be taking additional steps to notify individuals as appropriate.

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 health and social security information.

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 internal investigation with the assistance of third-party forensic specialists and engaging in steps to ensure the security of our offices and computer servers. We are also training our employees on best practices for protecting confidential information.

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 9pm 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 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

TransUnion

P.O. Box 160
Woodlyn, PA 19094
1-800-909-8872

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

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

TransUnion

P.O. Box 2000
Chester, PA 19016
1-800-680-7289

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

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; 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.