



[[DATE]]

[[NAME]]

[[ADDRESS]]

[[CITY]], [[STATE]] [[ZIP]]

RE: Notice of Data Breach

Dear [[NAME]]:

I am writing on behalf of Ardeo Education Solutions (AES) to inform you of an incident that may have involved your personal information. This letter provides you with information on the steps Ardeo Education Solutions has taken to further guard against the misappropriation and misuse of your personal data.

**What Happened?** An AES company e-mail account was accessed by an unauthorized party from May 11<sup>th</sup> through July 2<sup>nd</sup>, 2020. AES identified the unauthorized access on July 2<sup>nd</sup>, 2020 and quickly shut off access to the account and began an inquiry into the nature and scope of the event. We brought in outside cybersecurity experts to conduct a more detailed review of the incident.

**What Information Was Involved?** Based on our investigation, we believe the unauthorized party used the AES e-mail account for spamming or email purposes. We believe the risk that your data was accessed or compromised is low, but in theory that party could have had access to certain personal information, including names, addresses, social security numbers, and dates of birth.

**What We Are Doing** We take the security of your personal information very seriously, and we are reviewing our data handling policies and practices. The mailing of this notice, however, was not delayed by law enforcement. Moreover, we are implementing enhanced training procedures to mitigate the risk of further incidents and unauthorized access to personal information.

**What You Can Do** Finally, please review the enclosed attachment called *Preventing Identity Theft and Fraud* for more information on ways to protect against the potential misuse of your information.

**For More Information** Again, we take the security of your information in our care very seriously and we regret any concern or inconvenience this incident may cause you. If you have additional questions, please contact us at 812-269-3615 or email us at [Service@myLRAP.org](mailto:Service@myLRAP.org).

Sincerely,

Ardeo Education Solutions  
[Service@myLRAP.org](mailto:Service@myLRAP.org)  
(877) 577-5727



## PREVENTING IDENTITY THEFT AND FRAUD

As a precautionary measure, we recommend that you remain vigilant to protect against potential fraud and/or identity theft by, among other things, reviewing your account statements and monitoring credit reports closely. If you detect any suspicious activity on an account, you should promptly notify the financial institution or company with which the account is maintained. You should also promptly report any fraudulent activity or any suspected incidents of identity theft to proper law enforcement authorities, including the police and your state's attorney general, as well as the Federal Trade Commission ("FTC").

You may wish to review the tips provided by the FTC on fraud alerts, security/credit freezes and steps to you can take to avoid identity theft. For more information and to contact the FTC, please visit [www.ftc.gov/idtheft](http://www.ftc.gov/idtheft) or call 1-877-ID-THEFT (1-877-438-4338). You may also contact the FTC at: Federal Trade Commission, 600 Pennsylvania Avenue, NW, Washington, DC 20580.

**Credit Reports:** You may obtain a free copy of your credit report once every 12 months from each of the three national credit reporting agencies by visiting <http://www.annualcreditreport.com>, by calling toll-free 1-877-322-8228, or by completing an Annual Credit Report Request Form and mailing it to:

Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA 30348.

You can print a copy of the request form at <https://www.annualcreditreport.com/cra/requestformfinal.pdf>.

Alternatively, you may elect to purchase a copy of your credit report by contacting one of the three national credit reporting agencies. Contact information for the three national credit reporting agencies for the purpose of requesting a copy of your credit report or for general inquiries, including obtaining information about fraud alerts and placing a security freeze on your credit files, is as follows:

Equifax  
1-800-349-9960  
[www.equifax.com](http://www.equifax.com)  
P.O. Box 105788  
Atlanta, GA 30348

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

TransUnion  
1-888-909-8872  
[www.transunion.com](http://www.transunion.com)  
P.O. Box 2000  
Chester, PA 19022

**Fraud Alerts:** You may want to consider placing a fraud alert on your credit report. An initial fraud alert is free and will stay on your credit file for at least 90 days. The alert informs creditors of possible fraudulent activity within your report and requests that the creditor contact you prior to establishing any new accounts in your name. To place a fraud alert on your credit report, contact any of the three national credit reporting agencies using the contact information listed above. Additional information is available at <http://www.annualcreditreport.com>.

**Credit and Security Freezes:** You may have the right to place a credit freeze, also known as a security freeze, on your credit file, so that no new credit can be opened in your name without the use of a PIN number that is issued to you when you initiate the freeze. A credit freeze is designed to prevent potential credit grantors from accessing your credit report without your consent. If you place a credit freeze, potential creditors and other third parties will not be able to get access to your credit report unless you temporarily lift the freeze. Therefore, using a credit freeze may delay your ability to obtain credit. Unlike a fraud alert, you must separately place a credit freeze on your credit file at each credit reporting company. Since the instructions for how to establish a credit freeze differ from state to state, please contact the three major credit reporting companies using the contact information above. Individuals interacting with credit reporting agencies have rights under the Fair Credit Reporting Act. We encourage you to review your rights under the Fair Credit Reporting Act by visiting [https://files.consumerfinance.gov/f/201504\\_cfpb\\_summary\\_your](https://files.consumerfinance.gov/f/201504_cfpb_summary_your)



[rights-under-fcra.pdf](#), or by requesting information in writing from the Consumer Response Center, Room 130-A, Federal Trade Commission, 600 Pennsylvania Ave. NW, Washington, DC 20580.

### **Other Important State Information**

You may also file a report with your local police or the police in the community where the identity theft took place. Further, you are entitled to request a copy of the police report filed in this matter.

#### **For North Carolina Residents:**

You may obtain information about avoiding identity theft at: North Carolina Attorney General's Office 9001 Mail Service Center Raleigh, NC 27699-9001 919-716-6400 [www.ncdoj.gov](http://www.ncdoj.gov).

#### **For California Residents:**

You can visit the California Office of Privacy Protection ([www.oag.ca.gov/privacy](http://www.oag.ca.gov/privacy)) for additional information on protection against identity theft.

#### **For Iowa Residents:**

You are advised to report any suspected identity theft to law enforcement or to the Iowa Attorney General.

**For Colorado and New Jersey Residents:** You may obtain one or more (depending on the state) additional copies of your credit report, free of charge. You must contact each of the credit bureaus directly to obtain such additional report(s).