



ALINA LODGE

Return Mail Processing Center
PO Box 6336
Portland, OR 97228-6336

<<Mail ID>>

<<Name 1>>

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<<Address 5>>

<<City>><<State>><<Zip>>

<<Country>>

<<Date>>

Re: Notice of Security Incident

Dear <<Name 1>>:

Little Hill Foundation for the Rehabilitation of Alcoholics, Inc. – “Alina Lodge” – is dedicated to the lifelong recovery of the individuals seeking care with us. Out of an abundance of caution, we are writing to inform you of a data security incident involving one of our vendors, Blackbaud, Inc. (“Blackbaud”), that may have resulted in the exposure of some of your personal data. The data does not include medical information or notes from any therapy sessions. Please know we take the security of your information very seriously. Alina Lodge sincerely apologizes for any inconvenience this incident may cause you. This letter contains information about the incident and steps you can take to further protect your information.

Who is Blackbaud:

Blackbaud is a cloud computing provider that is used by Alina Lodge, and other institutions, to organize and store information related to clients and members of our community.

What happened:

On October 15, 2020, Alina Lodge received a notification letter from Blackbaud regarding a cybersecurity incident resulting in the compromise of certain data stored by Blackbaud on its computer systems. Upon learning about the incident, Alina Lodge immediately started an investigation to determine the nature and scope of information potentially involved in the Blackbaud incident. Blackbaud confirmed on multiple occasions during our investigation that our data was encrypted, and therefore not viewable. On April 19, 2021, Blackbaud confirmed to Alina Lodge, for the first time, that some of Alina Lodge’s client data might have been exposed. No Social Security numbers or credit card data were exposed to any unauthorized parties as a result of this incident.

What information was involved:

Personal data including your name, address, phone number, date of birth, admission/discharge date, and other limited treatment information, including diagnoses or recovery status, may have been viewed by an unauthorized individual. At this time, based on the information that Alina Lodge has received from Blackbaud, Alina Lodge has no reason to believe that any personal information of members of the Alina Lodge community has been misused as a result of this incident. As confirmed by Blackbaud, no Social Security numbers or credit card data were exposed to any unauthorized parties as a result of this incident.

The information that may have been viewed by an unauthorized individual was contained in records affiliated with our philanthropic department, with data that was stored specifically for donor purposes. Like other nonprofits, we store this data to allow us to cultivate potential gifts to support our mission. While some personal data was contained in these records, no data from our medical/clinical records was stored in Blackbaud at any time.

What we are doing and what you can do:

As a safeguard, we have arranged for you to enroll, at no cost to you, in an online credit monitoring service (*myTrueIdentity*) for one year provided by TransUnion Interactive, a subsidiary of TransUnion,[®] one of the three nationwide credit reporting companies.

How to Enroll: You can sign up online or via U.S. mail delivery.

- To enroll in this service, go to the *myTrueIdentity* website at www.MyTrueIdentity.com and, in the space referenced as “Enter Activation Code,” enter the 12-letter Activation Code << **Activation Code** >> and follow the three steps to receive your credit monitoring service online within minutes.
- If you do not have access to the Internet and wish to enroll in a similar offline, paper-based credit monitoring service, via U.S. mail delivery, please call the TransUnion Fraud Response Services toll-free hotline at **1-855-288-5422**. When prompted, enter the six-digit telephone passcode << **Engagement Number** >> and follow the steps to enroll in the offline credit monitoring service, add an initial fraud alert to your credit file, or to speak to a TransUnion representative if you believe you may be a victim of identity theft.

You can sign up for the online or offline credit monitoring service anytime between now and << **Enrollment Deadline** >>. Due to privacy laws, we cannot register you directly. Please note that credit monitoring services might not be available for individuals who do not have a credit file with TransUnion or an address in the United States (or its territories) and a valid Social Security number. Enrolling in this service will not affect your credit score.

ADDITIONAL DETAILS REGARDING YOUR 12-MONTH COMPLIMENTARY CREDIT MONITORING SERVICE:

- Once you are enrolled, you will be able to obtain one year of unlimited access to your TransUnion credit report and credit score.
- The daily credit monitoring service will notify you if there are any critical changes to your credit file at TransUnion, including fraud alerts, new inquiries, new accounts, new public records, late payments, changes of address, and more.
- The service also includes access to an identity restoration program that provides assistance in the event that your identity is compromised and up to \$1,000,000 in identity theft insurance with no deductible. (Policy limitations and exclusions may apply.)

Alina Lodge also refers you to the *Additional Important Information* section of this letter, which provides you with further information to obtain your credit report, place fraud alerts and freeze your credit.

For more information:

The protection of your information is our top priority, and Alina Lodge sincerely regrets any inconvenience that this matter may cause you. If you have any questions, please call the following toll-free number: 855-866-8964. Representatives are available to assist you from 9:00 am to 9:00 pm Eastern time, Monday through Friday.

Sincerely,



William Robbins, LCSW
Executive Director

Additional Important Information

For residents of *Hawaii, Michigan, Missouri, Virginia, Vermont, and North Carolina:* It is recommended by state law that you remain vigilant for incidents of fraud and identity theft by reviewing credit card account statements and monitoring your credit report for unauthorized activity.

For residents of *Illinois, Iowa, Maryland, Missouri, North Carolina, Oregon, and West Virginia:*

It is required by state laws to inform you that you may obtain a copy of your credit report, free of charge, whether or not you suspect any unauthorized activity on your account. You may obtain a free copy of your credit report from each of the three nationwide credit reporting agencies. To order your free credit report, please visit www.annualcreditreport.com, or call toll-free at 1-877-322-8228. You can also order your annual free credit report by mailing a completed Annual Credit Report Request Form (available at <https://www.consumer.ftc.gov/articles/0155-free-credit-reports>) to: Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA, 30348-5281.

For residents of *Iowa:*

State law advises you to report any suspected identity theft to law enforcement or to the Attorney General.

For residents of *Oregon:*

State laws advise you to report any suspected identity theft to law enforcement, including the Attorney General, and the Federal Trade Commission.

For residents of *Maryland, Rhode Island, Illinois, New York and North Carolina:*

You can obtain information from the Maryland and North Carolina Offices of the Attorney General and the Federal Trade Commission about fraud alerts, security freezes, and steps you can take toward preventing identity theft.

Maryland Office of the Attorney General

Consumer Protection Division
200 St. Paul Place
Baltimore, MD 21202
1-888-743-0023
www.oag.state.md.us

Rhode Island Office of the Attorney General

Consumer Protection
150 South Main Street
Providence RI 02903
1-401-274-4400
www.riag.ri.gov

North Carolina Office of the Attorney General

Consumer Protection Division
9001 Mail Service Center
Raleigh, NC 27699-9001
1-877-566-7226
www.ncdoj.com

Federal Trade Commission

Consumer Response Center
600 Pennsylvania Ave, NW
Washington, D.C. 20580
1-877-IDTHEFT (438-4338)
www.ftc.gov/idtheft

New York Office of the Attorney General

Bureau of Consumer Frauds & Protection
The Capitol
Albany, NY 12224-0341
1-800-771-7755
<https://ag.ny.gov/consumer-frauds/identity-theft>

For residents of *Washington:* It is required by state law that you are informed of your right to obtain a police report if you are a victim of identity theft.

For residents of all states:

Fraud Alerts: You can place fraud alerts with the three credit bureaus by phone and online with Equifax (https://assets.equifax.com/assets/personal/Fraud_Alert_Request_Form.pdf); TransUnion (<https://www.transunion.com/fraud-alerts>); or Experian (<https://www.experian.com/fraud/center.html>). A fraud alert tells creditors to follow certain procedures, including contacting you, before they open any new accounts or change your existing accounts. For that reason, placing a fraud alert can protect you, but also may delay you when you seek to obtain credit. As of September 21, 2018, initial fraud alerts last for one year. Victims of identity theft can also get an extended fraud alert for seven years. The phone numbers for all three credit bureaus are at the bottom of this page.

Monitoring: You should always remain vigilant and monitor your accounts for suspicious or unusual activity.

Security Freeze: You also have the right to place a security freeze on your credit report. A security freeze is intended to prevent credit, loans, and services from being approved in your name without your consent. To place a security freeze on your credit report, you need to make a request to each consumer reporting agency. You may make that request by certified mail, overnight mail, regular stamped mail, or by following the instructions found at the websites listed below. The following information must be included when requesting a security freeze (note that if you are requesting a credit report for your spouse or a minor under the age of 16, this information must be provided for him/her as well): (1) full name, with middle initial and any suffixes; (2) Social Security number; (3) date of birth; (4) current address and any previous addresses for the past five years; and (5) any applicable incident report or complaint with a law enforcement agency or the Registry of Motor Vehicles. The request must also include a copy of a government-issued identification card and a copy of a recent utility bill or bank or insurance statement. It is essential that each copy be legible, display your name and current mailing address, and the date of issue. As of September 21, 2018, it is free to place, lift, or remove a security freeze. You may also place a security freeze for children under the age of 16. You may obtain a free security freeze by contacting any one or more of the following national consumer reporting agencies:

Equifax Security Freeze

P.O. Box 105788
Atlanta, GA 30348
www.freeze.equifax.com
800-525-6285

Experian Security Freeze

P.O. Box 9554
Allen, TX 75013
www.experian.com/freeze
888-397-3742

TransUnion (FVAD)

P.O. Box 2000
Chester, PA 19022
freeze.transunion.com
800-680-7289

More information can also be obtained by contacting the Federal Trade Commission listed above.