



C/O IDX  
10300 SW Greenburg Rd. Suite 570  
Portland, OR 97223

To Enroll, Please Call:  
1-800-939-4170  
Or Visit:  
<https://app.idx.us/account-creation/protect>  
Enrollment Code:  
5UL7FP42G6

[REDACTED]  
[REDACTED]

KALISPELL, MT 59901-8392

February 17, 2021

**Notice of Data Incident**

Dear [REDACTED]:

The University of Alabama in Huntsville has identified and taken steps to address a security incident involving potential disclosure of your personal information. Although the University is unaware of any actual misuse of your information, this notification explains the incident, measures we have taken to address information security, and additional steps that you can take in response.

**WHAT HAPPENED?**

On January 20, 2021, the University's IT security staff determined that an unknown and unauthorized third party previously gained access to a UAH email account and improperly placed a forward rule on the account. As a result of this intrusion, incoming emails to the compromised account were forwarded to an unauthorized account outside of the University.

**WHAT INFORMATION WAS INVOLVED?**

We are contacting you because your name and SSN were contained within an email that may have been forwarded to the unauthorized outside account on or around April 17, 2017. No credit card or banking information was contained in the email.

**WHAT CAN YOU DO?**

We have set up a call center at 1-800-939-4170 to answer questions you may have about this incident. The call center will operate Monday through Friday from 8 a.m. to 8 p.m. Central Time for 90 days, until May 17, 2021. The call center will arrange for language translation services and alternative formats, such as Braille, large print, or audio, for those who require assistance.

As stated, we do not have any evidence your information was accessed or used; however, since the emails were forwarded to an unauthorized outside account, the University is unable to determine whether any information contained in those emails was accessed, used, or is still able to be accessed. We want to make sure you are aware of proactive measures you can take at any time to help protect yourself from any possible misuse of your personal, sensitive information. Information is included as an attachment to this letter, or you can call 1-800-939-4170 for more information.

The University is offering you one year of free credit monitoring and identity theft detection services. The services, detailed on the enclosed document, are available at no charge to you. Even if you choose to not take advantage of this free membership, there are additional credit safety tips you may wish to use that are listed on the document. To enroll in this service, visit <https://app.idx.us/account-creation/protect>, and provide the enrollment code printed on the first page of this document.

**WHAT ARE WE DOING?**

We sincerely regret that this incident occurred and apologize for any inconvenience or concern this incident may cause you. We are bringing this to your attention so you can be alert to signs of any possible misuse of your information.

Since this incident, the University has implemented security review procedures, removed the unauthorized forward rule from the affected account, and has taken preventive measures to protect the security of sensitive information stored on all systems and machines.

Please know that I and the entire UAH administration take this incident seriously, and we are committed to doing all we can to keep this from happening again. The University constantly reviews and updates the comprehensive plan we have in place to secure sensitive information, and we are committed to continuing to do so.

**FOR MORE INFORMATION**

If you have questions regarding this incident or how to enroll in your free credit monitoring and identity theft detection services, please call 1-800-939-4170 for more information. Again, the call center will operate Monday through Friday, 8 a.m. to 8 p.m. Central Time for 90 days, until May 17, 2021.

Sincerely,  
Malcolm Rice

A handwritten signature in black ink that reads "Malcolm Rice". The signature is written in a cursive style with a large initial "M" and "R".

UAH Chief Information Officer

(Enclosure)

## Recommended Steps to help Protect your Information

**1. Website and Enrollment.** Go to <https://app.idx.us/account-creation/protect> and follow the instructions for enrollment using your Enrollment Code provided at the top of the letter.

**2. Activate the credit monitoring** provided as part of your IDX identity protection membership. The monitoring included in the membership must be activated to be effective. Note: You must have established credit and access to a computer and the internet to use this service. If you need assistance, IDX will be able to assist you.

**3. Telephone.** Contact IDX at 1-800-939-4170 to gain additional information about this event and speak with knowledgeable representatives about the appropriate steps to take to protect your credit identity.

**4. Review your credit reports.** We recommend that you remain vigilant by reviewing account statements and monitoring credit reports. Under federal law, you also are entitled every 12 months to one free copy of your credit report from each of the three major credit reporting companies. To obtain a free annual credit report, go to [www.annualcreditreport.com](http://www.annualcreditreport.com) or call 1-877-322-8228. You may wish to stagger your requests so that you receive a free report by one of the three credit bureaus every four months.

If you discover any suspicious items and have enrolled in IDX identity protection, notify them immediately by calling or by logging into the IDX website and filing a request for help.

If you file a request for help or report suspicious activity, you will be contacted by a member of our ID Care team who will help you determine the cause of the suspicious items. In the unlikely event that you fall victim to identity theft as a consequence of this incident, you will be assigned an ID Care Specialist who will work on your behalf to identify, stop and reverse the damage quickly.

You should also know that you have the right to file a police report if you ever experience identity fraud. Please note that in order to file a crime report or incident report with law enforcement for identity theft, you will likely need to provide some kind of proof that you have been a victim. A police report is often required to dispute fraudulent items. You can report suspected incidents of identity theft to local law enforcement or to the Attorney General.

**5. Place Fraud Alerts** with the three credit bureaus. If you choose to place a fraud alert, we recommend you do this after activating your credit monitoring. You can place a fraud alert at one of the three major credit bureaus by phone and also via Experian's or Equifax's website. 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. The contact information for all three bureaus is as follows:

### Credit Bureaus

Equifax Fraud Reporting  
1-866-349-5191  
P.O. Box 105069  
Atlanta, GA 30348-5069  
[www.equifax.com](http://www.equifax.com)

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

TransUnion Fraud Reporting  
1-800-680-7289  
P.O. Box 2000  
Chester, PA 19022-2000  
[www.transunion.com](http://www.transunion.com)

It is necessary to contact only ONE of these bureaus and use only ONE of these methods. As soon as one of the three bureaus confirms your fraud alert, the others are notified to place alerts on their records as well. You will receive confirmation letters in the mail and will then be able to order all three credit reports, free of charge, for your review. An initial fraud alert will last for one year.

**Please Note: No one is allowed to place a fraud alert on your credit report except you.**

**6. Security Freeze.** By placing a security freeze, someone who fraudulently acquires your personal identifying information will not be able to use that information to open new accounts or borrow money in your name. You will need to contact the three national credit reporting bureaus listed above to place the freeze. Keep in mind that when you place the freeze, you will not be able to borrow money, obtain instant credit, or get a new credit card until you temporarily lift or permanently remove the freeze. There is no cost to freeze or unfreeze your credit files.

**7. You can obtain additional information** about the steps you can take to avoid identity theft from the following agencies. The Federal Trade Commission also encourages those who discover that their information has been misused to file a complaint with them.

**California Residents:** 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.

**Kentucky Residents:** Office of the Attorney General of Kentucky, 700 Capitol Avenue, Suite 118 Frankfort, Kentucky 40601, [www.ag.ky.gov](http://www.ag.ky.gov), Telephone: 1-502-696-5300.

**Maryland Residents:** Office of the Attorney General of Maryland, Consumer Protection Division 200 St. Paul Place Baltimore, MD 21202, [www.oag.state.md.us/Consumer](http://www.oag.state.md.us/Consumer), Telephone: 1-888-743-0023.

**New Mexico Residents:** You have rights pursuant to the Fair Credit Reporting Act, such as the right to be told if information in your credit file has been used against you, the right to know what is in your credit file, the right to ask for your credit score, and the right to dispute incomplete or inaccurate information. Further, pursuant to the Fair Credit Reporting Act, the consumer reporting agencies must correct or delete inaccurate, incomplete, or unverifiable information; consumer reporting agencies may not report outdated negative information; access to your file is limited; you must give your consent for credit reports to be provided to employers; you may limit “prescreened” offers of credit and insurance you get based on information in your credit report; and you may seek damages from a violator. You may have additional rights under the Fair Credit Reporting Act not summarized here. Identity theft victims and active duty military personnel have specific additional rights pursuant to the Fair Credit Reporting Act. You can review your rights pursuant to the Fair Credit Reporting Act by visiting [www.consumerfinance.gov/f/201504\\_cfpb\\_summary\\_your-rights-under-fcra.pdf](http://www.consumerfinance.gov/f/201504_cfpb_summary_your-rights-under-fcra.pdf), or by writing Consumer Response Center, Room 130-A, Federal Trade Commission, 600 Pennsylvania Ave. N.W., Washington, D.C. 20580.

**New York Residents:** the Attorney General may be contacted at: Office of the Attorney General, The Capitol, Albany, NY 12224-0341; 1-800-771-7755; <https://ag.ny.gov/>.

**North Carolina Residents:** Office of the Attorney General of North Carolina, 9001 Mail Service Center Raleigh, NC 27699-9001, [www.ncdoj.gov](http://www.ncdoj.gov), Telephone: 1-919-716-6400.

**Oregon Residents:** Oregon Department of Justice, 1162 Court Street NE, Salem, OR 97301-4096, [www.doj.state.or.us/](http://www.doj.state.or.us/), Telephone: 877-877-9392

**Rhode Island Residents:** Office of the Attorney General, 150 South Main Street, Providence, Rhode Island 02903, [www.riag.ri.gov](http://www.riag.ri.gov), Telephone: 401-274-4400

**All US Residents:** Identity Theft Clearinghouse, Federal Trade Commission, 600 Pennsylvania Avenue, NW Washington, DC 20580, [www.consumer.gov/idtheft](http://www.consumer.gov/idtheft), 1-877-IDTHEFT (438-4338), TTY: 1-866-653-4261.