

## **MEDIA NOTICE**

### **Eastern Los Angeles Regional Center Provides Notification of Data Security Incident**

Alhambra, CA – Eastern Los Angeles Regional Center ("ELARC") is one of 21 Regional Centers within California which coordinates and provides community based services to individuals with developmental disabilities within the eastern and northeastern portions of Los Angeles County, regardless of citizenship and legal status. ELARC has become aware of an incident that may have impacted 1 information belonging to some of the individuals it serves. ELARC takes the privacy and security of all information very seriously and has distributed notification of this incident to potentially impacted individuals.

ELARC identified suspicious activity related to one employee email account on July 15, 2021. Upon discovery, ELARC took swift action to secure its email system and network. ELARC also immediately launched an internal investigation and engaged leading, independent cybersecurity specialists. Based on this investigation, ELARC confirmed on August 11, 2021, one employee email account was subject to unauthorized access for a limited period of time on July 15, 2021.

ELARC continues to work with the outside cybersecurity specialists to determine whether the impacted account contained sensitive information and to whom such information belongs. While ELARC's investigation remains ongoing, the information believed to be present within the affected account includes one or more of the following data elements: consumer first and last name, Social Security number, ELARC-issued unique client identifier number, Tax ID number, information regarding consumer medical history, treatment or diagnosis, and/or health insurance information.

It is important to note ELARC is not aware of any evidence to suggest that any information was subject to actual or attempted misuse. Rather, ELARC confirmed that the account was subject to unauthorized access and provided notification in an abundance of caution. In addition to informing potentially impacted individuals about the incident, the notification letter includes steps that potentially impacted individuals can take to protect their information and offers these individuals access to complimentary identity monitoring and protection services. ELARC takes the security of all information very seriously and has taken steps to enhance security measures to help prevent a similar occurrence in the future.

ELARC has established a dedicated assistance line to address any questions individuals may have which can be reached at 1-855-651-2690, Monday through Friday, 6 a.m. to 3:30 p.m. Pacific Time. ELARC may also be contacted by mail at P.O. Box 7916, Alhambra, CA 91802. In addition, ELARC has notified the U.S. Health and Human Services Office for Civil Rights and any applicable state regulators of this incident.

The privacy and protection of information is a top priority for ELARC, and we deeply regret any inconvenience or concern this incident may cause.

#### **Media Contact**

Name: Roxy Ortiz, Supervisor of Information and Training

Phone Number: (626) 299-4817

## WEBSITE NOTICE

### Eastern Los Angeles Regional Center Provides Notification of Data Security Incident

Alhambra, CA – Eastern Los Angeles Regional Center ("ELARC") is one of 21 Regional Centers within California which coordinates and provides community based services to individuals with developmental disabilities within the eastern and northeastern portions of Los Angeles County, regardless of citizenship and legal status. ELARC announced today that it recently learned of an incident that may have impacted information belonging to some of the individuals it serves. ELARC takes the privacy and security of all information very seriously and has distributed notification of this incident to potentially impacted individuals.

ELARC identified suspicious activity related to one employee email account on July 15, 2021. Upon discovery, ELARC took swift action to secure its email system and network. ELARC also immediately launched an internal investigation and engaged leading, independent cybersecurity specialists. Based on this investigation, ELARC confirmed on August 11, 2021, one employee email account was subject to unauthorized access for a limited period of time on July 15, 2021.

ELARC continues to work with the outside cybersecurity specialists to determine whether the impacted account contained sensitive information and to whom such information belongs. While ELARC's investigation remains ongoing, the information believed to be present within the affected account includes one or more of the following data elements: consumer first and last name, Social Security number, ELARC-issued unique client identifier number, Tax ID number, information regarding consumer medical history, treatment or diagnosis, and/or health insurance information.

It is important to note, ELARC is not aware of any evidence to suggest that any information was subject to actual or attempted misuse. Rather, ELARC confirmed that the account was subject to unauthorized access and provided notification in an abundance of caution. In addition to informing potentially impacted individuals about the incident, the notification letter includes steps that potentially impacted individuals can take to protect their information and offers these individuals access to complimentary identity monitoring and protection services. ELARC takes the security of all information very seriously and has taken steps to enhance security measures to help prevent a similar occurrence in the future.

ELARC recommends that individuals remain vigilant in regularly reviewing and monitoring their explanation of benefits statements to guard against any unauthorized transactions or activity. ELARC has established a dedicated assistance line to address any questions individuals may have which can be reached at 1-855-651-2690, Monday through Friday, 6 a.m. to 3:30 p.m. Pacific Time. ELARC may also be contacted by mail at P.O. Box 7916, Alhambra, CA 91802. In addition, ELARC has notified the U.S. Health and Human Services Office for Civil Rights, and any applicable state regulators of this incident.

ELARC also offers the following information for individuals wanting to know more about steps that they can take to help protect their information:

#### **What steps can I take to protect my private information?**

- If you detect suspicious activity on any of your accounts, you should promptly notify the financial institution or company with which the account is maintained. You should also report any fraudulent activity or any suspected incidents of identity theft to law enforcement.
- You may obtain a copy of your credit report at no cost from each of the three nationwide credit reporting agencies. To do so, visit [www.annualcreditreport.com](http://www.annualcreditreport.com) or call toll free at 1-877-322-8228. Contact information for the three agencies appears at the bottom of this page.

## WEBSITE NOTICE

- You can take steps recommended by the Federal Trade Commission to protect yourself from identify theft. The FTC's website offers helpful information at [www.ftc.gov/idtheft](http://www.ftc.gov/idtheft).

### Was my information specifically impacted?

As mentioned above, ELARC has no evidence to suggest that any information was subject to actual or attempted misuse. Rather, ELARC confirmed that the account was subject to unauthorized access and provided notification in an abundance of caution. ELARC is working with outside cybersecurity specialists to determine whether the impacted account contained sensitive information and to whom such information belongs. As ELARC's investigation remains ongoing, we do not have further information on what specific information is contained within the mailbox. ELARC notified all active consumers as soon as possible in an abundance of caution. Should the investigation determine that the affected mailbox contains additional information, we will provide supplemental notification where appropriate.

### How do I obtain a copy of my credit report?

You can obtain a copy of your credit report, free of charge, directly from each of the three nationwide credit reporting agencies once every twelve (12) months. To do so, please visit [www.annualcreditreport.com](http://www.annualcreditreport.com) or call toll free at 1-877-322-8228. Contact information for the three agencies is included in the notification letter and is also listed at the bottom of this page.

### How do I put a fraud alert on my account?

You may consider placing a fraud alert on your credit report. This fraud alert informs creditors of possible fraudulent activity within your report and requests that creditors contact you prior to establishing any accounts in your name. To place a fraud alert on your credit report, contact Equifax, Experian or TransUnion and follow the Fraud Victims instructions. To place a fraud alert on your credit accounts, contact your financial institution or credit provider. Contact information for the three nationwide credit reporting agencies is listed below.

### Contact information for the three nationwide credit reporting agencies is as follows:

<b>TransUnion</b> 1-800-680-7289 <a href="http://www.transunion.com">www.transunion.com</a>	<b>Experian</b> 1-888-397-3742 <a href="http://www.experian.com">www.experian.com</a>	<b>Equifax</b> 1-888-298-0045 <a href="http://www.equifax.com">www.equifax.com</a>
<b>TransUnion Fraud Alert</b> P.O. Box 2000 Chester, PA 19016-2000	<b>Experian Fraud Alert</b> P.O. Box 9554 Allen, TX 75013	<b>Equifax Fraud Alert</b> P.O. Box 105069 Atlanta, GA 30348-5069
<b>TransUnion Credit Freeze</b> P.O. Box 160 Woodlyn, PA 19094	<b>Experian Credit Freeze</b> P.O. Box 9554 Allen, TX 75013	<b>Equifax Credit Freeze</b> P.O. Box 105788 Atlanta, GA 30348-5788

### Additional Information

You can further educate yourself regarding identity theft, fraud alerts, credit freezes, and the steps you can take to protect your personal information by contacting the credit reporting

## WEBSITE NOTICE

bureaus, the Federal Trade Commission (FTC), or your state Attorney General. The FTC also encourages those who discover that their information has been misused to file a complaint with them. The FTC may be reached at 600 Pennsylvania Ave. NW, Washington, D.C. 20580; [www.identitytheft.gov](http://www.identitytheft.gov); 1-877-ID-THEFT (1-877-438-4338); and TTY: 1-866-653-4261.

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, your state Attorney General, and the FTC. This notice has not been delayed by law enforcement.