

NOTICE OF DATA PRIVACY INCIDENT

ABOUT THE INCIDENT

The Center for Urban Community Services (“CUCS”) is notifying individuals of an incident that may affect the privacy of certain personal information relating to the individuals CUCS serves. CUCS provides mental health, medical, and transitional housing services on behalf of several separate client entities (“Client Entities”) listed below. CUCS took immediate steps to contain the incident and to investigate the nature and scope of the incident. CUCS is issuing this notice to communicate what is known about the incident, the response, and steps impacted individuals can take, if deemed appropriate. Certain patients of CUCS and Client Entities may be impacted.

FREQUENTLY ASKED QUESTIONS

What Happened? On or around September 9, 2023, CUCS was alerted to suspicious activity related to its environment. CUCS immediately launched an investigation into this issue and worked with subject matter specialists to determine the full nature and scope of the event.

This investigation determined that an unknown individual gained access to certain CUCS systems from September 4, 2023, to September 10, 2023. Furthermore, the investigation revealed that certain personally identifiable data was acquired by the unknown actor within that time frame. Although CUCS identified and investigated suspicious activity on or around September 9, 2023, data acquisition was not confirmed at that time.

What Information Was Involved? The type of information that was or may have been impacted could include one or more of the following: name, address, Social Security number, telephone number, date of birth, benefit identification number, health information, and prescription information. The information that was or may have been impacted varies by individual. CUCS’s review of the impacted data remains ongoing.

What CUCS is Doing. CUCS takes the confidentiality, privacy, and security of information in its care seriously. Upon discovery, CUCS secured its systems and launched an investigation with third party forensic specialists to determine the nature and scope of the potentially impacted data.

CUCS notified federal law enforcement and will report this incident to relevant state and federal regulators. Once the review of the impacted data is complete, CUCS will directly notify impacted individuals where possible so that they may take steps to help protect their information, should they feel it is appropriate to do so.

What You Can Do. What You Can Do. While CUCS has no evidence to indicate identity theft or fraud occurred as a result of this incident, CUCS encourages impacted individuals to review *Steps You Can Take to Help Protect Your Information*, which is included below.

For More Information. Individuals with questions about this event can call (800) 939-4170 from 9:00am to 9:00pm, Eastern Time, Monday through Friday, excluding major U.S. holidays. Individuals can also find additional information about how they can further protect themselves on our website, at <https://www.cucs.org/home/>.

Client Entities

New York City Department of Health and Human Hygiene
New York Department of Social Services

STEPS YOU CAN TAKE TO PROTECT PERSONAL INFORMATION

Monitor Your Accounts

Under U.S. law, a consumer is entitled to one free credit report annually from each of the three major credit reporting bureaus, Equifax, Experian, and TransUnion. To order your free credit report, visit www.annualcreditreport.com or call, toll-free, 1-877-322-8228. You may also directly contact the three major credit reporting bureaus listed below to request a free copy of your credit report.

Consumers have the right to place an initial or extended “fraud alert” on a credit 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 three major credit reporting bureaus listed below.

As an alternative to a fraud alert, consumers have the right to place a “credit freeze” on a credit report, which will prohibit a credit bureau from releasing information in the credit report without the consumer’s express authorization. The credit 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 credit 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 credit freeze on your credit report. To request a security freeze, you will need to provide the following information:

1. Full name (including middle initial as well as Jr., Sr., II, III, etc.);
2. Social Security number;
3. Date of birth;
4. Addresses for the prior two to 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, etc.); and
7. A copy of either the police report, investigative report, or complaint to a law enforcement agency concerning identity theft if you are a victim of identity theft.

Should you wish to place a credit freeze, please contact the three major credit reporting bureaus listed below:

Equifax	Experian	TransUnion
https://www.equifax.com/personal/credit-report-services/	https://www.experian.com/help/	https://www.transunion.com/credit-help
888-298-0045	1-888-397-3742	833-395-6938
Equifax Fraud Alert, P.O. Box 105069 Atlanta, GA 30348-5069	Experian Fraud Alert, P.O. Box 9554, Allen, TX 75013	TransUnion Fraud Alert, P.O. Box 2000, Chester, PA 19016
Equifax Credit Freeze, P.O. Box 105788 Atlanta, GA 30348-5788	Experian Credit Freeze, P.O. Box 9554, Allen, TX 75013	TransUnion Credit Freeze, P.O. Box 160, Woodlyn, PA 19094

Additional Information

You may further educate yourself regarding identity theft, fraud alerts, credit freezes, and the steps you can take to protect your personal information by contacting the consumer reporting bureaus, the Federal Trade Commission, or your state Attorney General. The Federal Trade Commission may 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 and your state Attorney General. This notice has not been delayed by law enforcement.

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