

## **Robeson County - Notice of Data Privacy Event**

Robeson County is providing notice of a data privacy event that may involve personal information. Although there is no indication of identity theft or fraud in relation to this event, we are providing information about the event, our response to it, and additional measures that potentially affected individuals can take to protect their information, should they feel it appropriate to do so.

***What Happened?*** In April of last year, Robeson County detected suspicious activity on certain computer systems. We immediately launched a comprehensive investigation to determine the full nature and scope of the activity with the support of the North Carolina cybersecurity task force, including state and federal law enforcement. The investigation determined that certain computer systems were subject to unauthorized access between April 7, 2024 and April 10, 2024, and data was downloaded from a subset of those systems. We then performed a time-intensive, third-party review of the impacted files to determine what information was contained within the files and to whom the information related. Following the third-party review, we undertook a detailed internal review of its records to identify contact information to provide notifications. We recently concluded this review.

***What Information Was Involved.*** The information that may have been present in the impacted files during the event varies by individual and could have included: full name, address, Social Security number, driver's license number, other government issued identification number, biometric data, financial account information, payment card information, system access information, employer identification number, passport number, electronic/digital signature, medical information, and date of birth.

***What Robeson County is Doing.*** Safeguarding the information in our care is one of our highest priorities. Upon learning of this event, we promptly investigated and assessed the security of its systems with its state and federal governmental partners. As part of our ongoing commitment to the privacy and security of personal information in its care, we are evaluating our existing technical and administrative safeguards.

***What Affected Individuals Can Do.*** We encourage individuals who may be affected to remain vigilant against incidents of identity theft and fraud by reviewing account statements and monitoring free credit reports for suspicious activity and to detect errors. Additional resources are below in the *Steps You Can Take to Help Protect Personal Information*.

***For More Information.*** If you believe you are potentially affected by this event and have additional questions, you may contact Robeson County's toll-free number at 800-939-4170 or by mail at 550 North Chestnut Street, Lumberton, North Carolina 28358.

### **Steps You Can Take To Help Protect Personal Information**

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 a free credit report, visit [\\*\\*\\*.annualcreditreport.com](http://***.annualcreditreport.com) or call, toll-free, 1-877-322-8228. Consumers may also directly

contact the three major credit reporting bureaus listed below to request a free copy of their 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 one-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 consumers are the victim of identity theft, they are entitled to an extended fraud alert, which is a fraud alert lasting seven years. Should consumers wish to place a fraud alert, please contact any 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 a consumer’s name without consent. Consumers should be aware, however, that using a credit freeze to take control over who gets access to the personal and financial information in their credit report may delay, interfere with, or prohibit the timely approval of any subsequent request or application they make regarding a new loan, credit, mortgage, or any other account involving the extension of credit. Pursuant to federal law, consumers cannot be charged to place or lift a credit freeze on their credit report. To request a credit freeze, individuals may need to provide some or all of 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 they are a victim of identity theft.

Should consumers wish to place a credit freeze or fraud alert, please contact the three major credit reporting bureaus listed below:

<b>Equifax</b>	<b>Experian</b>	<b>TransUnion</b>
*****.equifax.com/personal/credit-report-services/ 1-888-298-0045	*****.experian.com/help/ 1-888-397-3742	*****.transunion.com/credit-help 1-800-916-8800
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**

Consumers may further educate themselves regarding identity theft, fraud alerts, credit freezes, and the steps they can take to protect your personal information by contacting the consumer reporting bureaus, the Federal Trade Commission, or their state attorney general. The Federal Trade Commission may be reached at: 600 Pennsylvania Avenue NW, Washington, D.C. 20580; [\\*\\*\\*.identitytheft.gov](http://***.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. Consumers can obtain further information on how to file such a complaint by way of the contact information listed above. Consumers have the right to file a police report if they ever experience identity theft or fraud. Please note that to file a report with law enforcement for identity theft, consumers will likely need to provide some proof that they have been a victim. Instances of known or suspected identity theft should also be reported to law enforcement and the relevant state attorney general. This notice has not been delayed by law enforcement.

*For District of Columbia residents*, the District of Columbia Attorney General may be contacted at: 400 6th Street, NW, Washington, D.C. 20001; 202-727-3400; and [oag.dc.gov](http://oag.dc.gov).

*For Maryland residents*, the Maryland Attorney General may be contacted at: 200 St. Paul Place, 16th Floor, Baltimore, MD 21202; 1-410-576-6300 or 1-888-743-0023; and [\\*\\*\\*\\*\\*.marylandattorneygeneral.gov/](http://*****.marylandattorneygeneral.gov/).

*For New Mexico residents*, consumers have rights pursuant to the Fair Credit Reporting Act, such as the right to be told if information in their credit file has been used against them, the right to know what is in their credit file, the right to ask for their credit score, and the right to dispute incomplete or inaccurate information. Further, pursuant to the Fair Credit Reporting Act, the consumer reporting bureaus must correct or delete inaccurate, incomplete, or unverifiable information; consumer reporting agencies may not report outdated negative information; access to consumers' files is limited; consumers must give consent for credit reports to be provided to employers; consumers may limit "prescreened" offers of credit and insurance based on information in their credit report; and consumers may seek damages from violators. Consumers 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. We encourage consumers to review their rights pursuant to the Fair Credit Reporting Act by visiting [\\*\\*\\*.consumerfinance.gov/f/201504\\_cfpb\\_summary\\_your-rights-under-fcra.pdf](http://***.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.

*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 [\\*\\*\\*\\*\\*ag.ny.gov](http://*****ag.ny.gov).

*For North Carolina residents*, the North Carolina Attorney General may be contacted at: 9001 Mail Service Center, Raleigh, NC 27699-9001; 1-877-566-7226 or 1-919-716-6000; and [\\*\\*\\*.ncdoj.gov](http://***.ncdoj.gov).

*For Rhode Island residents*, the Rhode Island Attorney General may be reached at: 150 South Main Street, Providence, RI 02903; [\\*\\*\\*.riag.ri.gov](http://***.riag.ri.gov); and 1-401-274-4400. Under Rhode Island law,

individuals have the right to obtain any police report filed in regard to this event. Fees may be required to be paid to the consumer reporting agencies.