

North Carolina Security Breach Reporting Form
Pursuant to the Identity Theft Protection Act of 2005

Name of Government Agency Owning or Licensing Information
Affected by the Breach: Wake County Public Safety Dept/EMS Div.
Address: 331 S. McDowell St.
Raleigh, NC 27601
Telephone: 919-856-6020
Fax: 919-856-6209
Email: skip.kirkwood@co.wake.nc.us

PLEASE SUBMIT FORM TO:
Consumer Protection Division
NC Attorney General's Office
9001 Mail Service Center
Raleigh, NC 27699-9001
Telephone: (919) 716-6000
Toll Free in NC: (877) 566-7226
FAX: (919) 716-6050

Date Security Breach Reporting Form submitted: February 11, 2008

Date the Security Breach was discovered: January 17, 2008

Estimated number of affected individuals: 4733

Estimated number of NC residents affected: 4733

Name of government agency maintaining or possessing information that was the subject of the Security Breach, if the agency that experienced the Security Breach is not the same entity as the agency reporting the Security Breach (pursuant to N.C.G.S. § 75-65(b)): _____

Describe the circumstances surrounding the Security Breach and state whether the information breached was in electronic or paper format: A laptop computer used for creating patient care records was lost or stolen from Wake County EMS Division.

Regarding electronic information breached, state whether the information breached or potentially breached was password protected or encrypted in some manner. Yes If so, please describe the security measures protecting the information: Each user must login to the laptop computer they use with a password specific to that device, then they must login to the application with a password specific to them as an individual. The actual database (if someone attempted to access the hard drive directly, for example after removing from the computer) requires a separate password.

Describe any measures taken to prevent a similar Security Breach from occurring in the future(1) additional physical security measures and user education have been implemented. (2) EMS system personnel SSN will within 14 days be removed from the system. (3) We have contacted the vendor to request the development of a process that will remove patient records from the laptops. (4) The IS Department will shortly deploy a whole-disc encryption program for all patient care reporting system laptops.

Date affected NC residents were/will be notified: February 8, 2008

If there has been any delay in notifying affected NC residents, describe the circumstances surrounding the delay pursuant to N.C.G.S. § 75-65(a) and (c): A systems check and verification of persons affected was ran. Setup service with National Identity Recovery, LLC was provided to assist patients and responders in protection information. Members of the emergency medical services system are being notified via the EMS system agency (EMS agency, fire department, or 911 center) with which they were

affiliated, and through which they are being provided a unique identification number for the use of the ID protection contractor (National ID Recovery, Inc.). A special telephone line has been established and an officer designated for inquiries related to this matter. The matter has received extensive coverage in the print and electronic media.

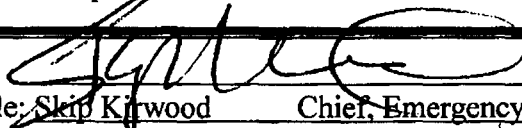
If the delay was pursuant to a request from law enforcement pursuant to N.C.G.S. § 75-65(e), please include the written request or the contemporaneous memorandum.

How NC residents were/will be notified?
(pursuant to N.C.G.S. § 75-65(e))

- written notice
- electronic notice (email)
- telephone notice
- substitute notice

Please attach copy of the notice if in written form or a copy of any scripted notice if in telephonic form.

Signature: _____



Date: 2/12/08

Contact Person, Title: Skip Kirkwood Chief, Emergency Medical Services Division

Address: _____

(if different from above) _____

Telephone: (919) 856-6026 Fax Ⓣ919) 856-6209

Email: skip.kirkwood@co.wake.nc.us



Emergency Medical Services

TEL 919 856 6026
FAX 919 856 6209
A Division of the Dept. of Public Safety
P.O. Box 550 • Raleigh, NC 27602

Date:
123456 (Random Generated Number for Identification)

RE: Unauthorized Release of Information

Dear Sir/Madame:

On January 17, 2008, a Wake County Emergency Medical Services laptop computer containing your personal information was reported missing. The laptop contained personal data for several patients, possibly including name, address, birth date, social security number and medical information.

We deeply regret this situation and are taking steps to prevent this from happening in the future. We have reported this event to local law enforcement and the North Carolina Attorney's Office is being contacted. We are also taking all possible steps to retrieve the laptop.

Wake County has retained the National ID Recovery, LLC, an organization specializing in managing situations in which data may have been compromised as well as in Identity Theft Recovery. National ID Recovery will assist you by placing fraud alerts with the three credit bureaus, order copies of your credit reports for your review and provide Identity Monitoring. To enroll in this free program, please call 1-800-836-5679 to speak one-on-one with a trained paralegal. Again, included in the plan is fraud alert placement with all three credit bureaus, credit reports from all three credit bureaus, assistance in credit report review, assisted credit monitoring throughout the coming year and enroll you in their Identity Theft Recovery Program for 12 months at no charge to you. In addition, Wake County has also provided for your enrollment in IDAlert, a nationwide database search to offer further protection against potential identity theft. Wake County has confirmed that there are no costs to you for this service and protection.

It is unlikely that this information could be accessed due of the level of security we have implemented on the laptop. However, we recommend that you monitor your accounts and take precautionary measures by reviewing recent credit activity. We suggest using one or more of the following credit agencies to ensure that your information has not been used without your permission:

Equifax 800-525-6285, <http://www.equifax.com>
Experian 800-397-3742, www.experian.com
Trans Union 800-680-7289, www.transunion.com

You may also want to contact the Social Security Administration, SSA Fraud Hotline at 800-269-0271, <http://www.ssa.gov/> and the Federal Trade Commission, Identity Theft Clearinghouse: 877-438-4338 www.consumer.gov/idtheft. The North Carolina Attorney General's Office, Consumer Protection Division offers both educational and free tool kits at <http://noscamnc.gov/>. The North Carolina Attorney General's Consumer Protection Division maybe contacted at the toll free number 877-5-NO-SCAM.

Sincerely,

Howard A. Kirkwood, Jr., M.S., J.D., EMT-P
Chief, Emergency Medical Services Division
Wake County Department of Public Safety