



Rochester Institute of Technology

Office of Legal Affairs
Finance and Administration Division
154 Lomb Memorial Drive
Rochester, NY 14623-5608
585-475-2426 • Fax 585-475-5360

September 2, 2008

Office of the Attorney General
One Ashburton Place
Boston, MA 02108-1518

Re: Notice of Data Breach

Dear Sir or Madam:

I am the Chief Legal Officer of the Rochester Institute of Technology ("RIT"), and I am writing to inform you of our discovery that a situation occurred which potentially allowed unauthorized access to some personal information of approximately 13,000 individuals in our computer database. The information generally consisted of names, dates of birth, and social security numbers.

The information was maintained on an RIT laptop computer which was stolen from an RIT office on August 25, 2008. We have notified local law enforcement authorities and are cooperating with their investigation. We are also notifying principal credit reporting agencies.

I enclose a copy of the notice RIT sent to the individuals whose personal information was included on the computer database. This notice was mailed on August 29, 2008, approximately four days after the theft of the laptop was reported to RIT's Public Safety Office and local law enforcement.

We are outraged at this criminal act and its potential invasion of the affected individuals' personal information. Please be assured that RIT will cooperate in every way to prevent another unauthorized acquisition of personal information and apprehend the perpetrators if possible.

Should you have any questions regarding this matter please feel free to contact me using the number above.

Very truly yours,

ROBERT A. COLÓN
Chief Legal Officer

RAC:mes
Enclosure

August 29, 2008

Dear ,

Rochester Institute of Technology recently discovered that certain information about you in connection with the National Technical Institute for the Deaf was unlawfully acquired on August 25, 2008. The information included your name, date of birth, and Social Security number.

We deeply regret that this incident occurred because we know how important this information is to you. We are notifying you immediately so you can take steps to prevent potential personal loss.

RIT cannot confirm if anyone has accessed this information. Currently, we have no indication of any criminal activity regarding use of your personal information. Our investigation is ongoing.

We have established a toll-free hotline at 1-866-624-8330. You will be able to call this number through a relay service. The hotline will be available from Tuesday, Sept. 2 through Friday, Sept. 26, and you may call from 9 a.m. to 9 p.m. (Eastern Time) on weekdays, and on Saturdays from 10 a.m. to 4 p.m. Visit our website at www.rit.edu for additional information. We have "Frequently Asked Questions" with responses with respect to this incident on our website.

For your own safety and protection, RIT generally recommends the following steps:

1. Contact the fraud departments of one of the three major credit bureaus. Place a fraud alert on your credit file. The fraud alert requests creditors to contact you before opening any new accounts or if someone tries to change your accounts. When one credit bureau confirms your fraud alert, the other two credit bureaus will automatically be notified. After the alert is placed, you may order a free copy of your credit report. See the Federal Trade Commission's website at www.ftc.gov/idtheft for more information. Another resource is <https://www.annualcreditreport.com>.

The three major credit bureaus are:

EQUIFAX:

Consumer Fraud Division

P.O. Box 740256

Atlanta, GA 30374

Tel: 800-525-6285

TTY/TDD: 866-478-0030

E-Mail: security.dataadministration@equifax.com

5. You also have the right to obtain a copy of the police report filed with respect to this incident.
6. Even if you do not find any suspicious activity on your initial credit reports, the FTC recommends that you check your credit reports periodically because stolen information sometimes is held for use or shared at different times. Periodic checking can help you spot problems and address them quickly.

RIT values protecting everyone's confidential information. Once again, we deeply regret any inconvenience or concern this incident causes.

Sincerely,

T. Alan Hurwitz
President, National Technical Institute for the Deaf
Vice President and Dean, RIT

R·I·T

Rochester Institute of Technology

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September 16, 2008

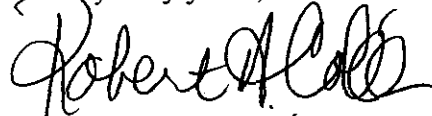
Scott D. Schafer
Deputy Division Chief
Consumer Protection Division
The Commonwealth of Massachusetts
Office of the Attorney General
One Ashburton Place
Boston, MA 02108

Dear Deputy Division Chief Schafer:

I am in receipt of your letter dated September 8, 2008, requesting information as to the number of Massachusetts residents who were potentially affected by the theft of a laptop from an office at the Rochester Institute of Technology on August 25, 2008. Please be advised that personally identifiable information of 394 Massachusetts residents was contained on that laptop.

At this time, there are no other developments that have occurred since my first letter. Should you have any further questions regarding this matter, please feel free to contact me using the number above.

Very truly yours,



ROBERT A. COLÓN
Chief Legal Officer

RAC:mes



September 17, 2008

Dear Martha Coakley:

This letter is to inform you of a privacy incident affecting residents of your state. We have been hired by Regal Entertainment Group to notify and provide identity theft protection to the population of persons whose personal information was compromised as a result of a backup tape containing personally identifying information that was lost on August 29, 2008. There were a total of 474 affected residents of Massachusetts.

ID Experts and Regal Entertainment Group wanted to inform you of this privacy incident and make you aware that Regal Entertainment Group has secured robust protection for those who were affected. In addition to making sure that Regal Entertainment Group properly notified those whose information was compromised, our company is also providing a one-year membership in our identity theft protection and restoration program. The service includes a dedicated toll free number for members of the affected class to call, a website dedicated to this event, 12 months of credit monitoring, as well as fraud restoration services and a \$30,000 insurance reimbursement component should anyone experience identity theft as a result of this incident. This membership is paid for entirely by Regal Entertainment Group.

Our company has been providing identity theft services to individuals and organizations since 2003. We have been a leader in the industry since then, and we also recently received a blanket purchase agreement from the General Services Administration (GSA), to provide independent risk analysis to state or federal agencies in the event of a data breach. We have serviced over 100 data breaches and millions of victims in this time.

We have included a copy of the notification letter here to provide you with more details about the incident itself as well as the offering. Please do not hesitate to contact us if you have any questions about this privacy incident or the assistance we have provided to Regal Entertainment Group.

Most sincerely,

Christine Arevalo

Director of Critical Incident Response

Enclosure

[LETTERHEAD]

[Name]
[Address]
[City, State Zip]

Dear [Name],

We recently learned that individual employees violated established procedures during a routine exercise and lost some supplier's and other individual's data which was contained on a system backup tape. Our investigation indicates that some of your personal information, including your Social Security number, name, and address may have been included in the lost backup tape. However, **it is important to note that absolutely *no* customer or guest data was exposed.**

At this time, there is no evidence to suggest that there has been any attempt to misuse any information in the backup tape. However, as there is always some risk of misuse, Regal Entertainment Group has contracted with ID Experts™, a company that specializes in identity theft protection and fraud resolution services, to provide you with a comprehensive one-year membership in their program, paid for entirely by Regal Entertainment Group. As part of your one year membership, you will receive the following:

- **Credit Monitoring:** ID Experts will provide 12 months of credit monitoring that gives you unlimited access to your TransUnion credit report and score and will notify you by email of key changes in your TransUnion credit report. Credit monitoring is included as part of your ID Experts membership, but *you must activate it for it to be effective*. Detailed instructions for activating your credit monitoring are provided on the ID Experts member website which you may log into once you enroll.
- **Exclusive Educational Materials:** The ID Experts website includes a wealth of useful information, including instructive articles, a Protection Test that you can take, their very helpful ID Self-Defense Academy and a place where you can review and update your account. Their experts will keep you up-to-date on new identity theft scams, tips for protection, legislative updates and other topics associated with maintaining the health of your identity.
- **Fraud Resolution Representatives:** ID Experts will provide assistance if you suspect that your personal information is being misused. A recovery advocate will be assigned to your case, and they will work with you to assess, stop, and reverse any fraudulent activity. If you suspect or discover suspicious activity, you should contact them immediately for assistance.
- **Insurance Reimbursement:** ID Experts will arrange \$30,000 of identity theft reimbursements for certain expenses that can be incurred when resolving an identity theft situation.

Again, at this time, we have no reason to believe that your information has been misused. We nevertheless encourage you to actively take full advantage of this service offering. Representatives from ID Experts are available to assist with enrollment in the program Monday through Friday from 6 am-6 pm (PST) by calling 866-841-7311. They can also address any questions or concerns you may have regarding protection of your personal information. Alternatively, you can enroll and gain additional information about this event by visiting www.IDExpertsREG.com. **The deadline to enroll is February 28, 2009.**

You will find additional instructions for enrollment on the enclosed Recommended Steps document. Also, you will need to reference the following access code when calling, so please do not discard this letter.

Your Access Code: [insert access code]

We sincerely regret any inconvenience or concern that this matter may have caused you. Thank you for your patience and understanding while we work together to protect your good name.

Yours truly,

Representative

Regal Entertainment Group

Recommended Steps

By immediately taking the following simple steps, you can help prevent your information from being misused.

1. **Contact ID Experts** at 1-866-841-7623 to gain additional information about this event and to talk with knowledgeable people about appropriate steps to take to protect your credit record.
2. **Go to www.IDExpertsREG.com** and follow the instructions for enrollment. If you do not have Internet access, you can also call 1-866-841-7623 to enroll over the phone. Once you have completed your enrollment, you will receive a welcome letter either by mail or by email if you provide an email address when you sign up.

This welcome letter will detail the components of your membership and it will also contain instructions for activating your credit monitoring. It will direct you to the exclusive ID Experts' Member website where you will find other valuable educational information.

3. **Activate the credit monitoring** provided as part of your membership with ID Experts, which is paid for by Regal Entertainment Group. Credit monitoring is included in the membership, but you must personally activate it for it to be effective. Note: You must have access to a computer and the Internet to use this service.

The welcome letter you receive after enrolling will provide you with instructions and information to activate the credit monitoring portion of the service. If you need assistance, ID Experts will help you. They can be reached at 1-866-841-7623. With credit monitoring, you will receive:

- Unlimited access to your Trans Union credit report and credit score for one year.
- Notification within 24 hours of critical changes to your credit report. You will quickly find out about changes, including potentially fraudulent activity such as new inquiries, new accounts, late payments, and more.

4. **Place Fraud Alerts** with the three credit bureaus.

You can place a fraud alert at one of the three major credit bureaus by phone and at Experian also via Experian's website. If you elect to participate in the credit monitoring as discussed above in #3, please wait until **after** you have activated the credit monitoring before placing any fraud alerts. 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 and web address for Experian are:

Additional Information Regarding Security Freezes

You were recently notified by Regal Entertainment Group and ID Experts™ that some of your personally identifying information which was contained on a backup tape may have been lost. In addition to the information provided in the letter you received, there is another credit protection method that Massachusetts residents may find useful.

This method is known as a “security freeze” and it locks or “freezes” access to a consumer credit report and credit score by prohibiting a credit bureau from releasing a consumer’s credit report or any information about the consumer’s credit history without written authorization unless and until the consumer takes further action. However, placing a security freeze on your credit report may delay, interfere with, or prevent timely approval of requests you make for new loans, credit, mortgages, employment, housing or other services.

Under the laws of your state, you have a right to freeze your credit report. Please be aware that there are rules and regulations surrounding the use of a freeze, including how to request one, how much one costs and how long it takes to put a freeze in place and remove the freeze. You should keep in mind that in order for the freeze to be fully effective it must be imposed separately on your report at all 3 major credit reporting agencies.

If you have been a victim of identity theft, and you provide the credit reporting agency with a valid police report, the credit reporting agency cannot charge you to place, temporarily lift or remove a security freeze. In all other cases, a credit reporting agency may charge up to \$5 each to place, temporarily lift or remove a security freeze. Each agency has slightly different requirements to place a security freeze:

- Equifax—Send a written request, via certified mail, to Equifax Security Freeze, P.O. Box 105788, Atlanta, Georgia 30348, including the following information: name, address, date of birth, Social Security number, proof of current address, and payment, if appropriate. If you are an identity theft victim and are requesting a security freeze you will not be charged if you also include a copy of a police report, Identity Theft report, or other government law enforcement agency report, such as a DMV report.
- Experian—Send a written request to Experian Security Freeze, P.O. Box 9554, Allen, TX 75013, including your full name, with middle initial and generation, such as JR, SR, II, III, etc.; Social Security number; date of birth (month, day and year); current address and previous addresses for the past two years; one copy of a government issued identification card, such as a driver’s license, state or military ID card, etc., and one copy of a utility bill, bank or insurance statement, etc. Each copy must be legible and display your name and current mailing address, and the date of issue (statement dates must be recent). In addition, enclose payment, if appropriate, or, if you are a victim of Identity Theft and are requesting a freeze without payment, enclose a valid investigative or incident report or complaint with a law enforcement agency or the DMV. You may also request a freeze via the internet at www.experian.com/freeze.
- TransUnion—Submit a written request (you may make such a request by overnight mail) to TransUnion, Fraud Victim Assistance Department, P.O. Box 6790 Fullerton, CA 92834. Your request must include your name, address, Social Security number and a credit card number and expiration date to pay the applicable fee, if any, for the service. If you are a victim of identity theft and can provide TransUnion with a copy of a valid identity theft report, a department of motor vehicles investigation report, or similar proof that you have been a victim of identity theft, you will not be charged a fee for the Security Freeze services.

To learn more, contact your State Attorney General's office or visit the Federal Trade Commission's website at www.ftc.gov/idtheft and click on the link for credit freeze information.