



OUTWARD BOUND

February 5, 2010

VIA EMAIL

Office of the Attorney General
Attn: Security Breach Notification - Hugh Williams,
Administrator of the Identity Theft Program
200 St. Paul Place
Baltimore, MD 21202
Idtheft@oag.state.md.us

To Whom It May Concern:

My name is Jennifer Mayotte, I am the Staffing Manager for the Baltimore Chesapeake Bay Outward Bound Center located in Leakin Park in Baltimore, Maryland.

I write to inform you pursuant to Maryland Code, Comm. Law Section 14-3504 that on Monday, February 1, 2010, the administrative staff arrived to our office located at: 1900 Eagle Drive Baltimore, Maryland 21207 to find that the office had been broken into. Items stolen included outdoor adventure gear, computer towers (limited staff information), keyboards, computer screens and a company vehicle. In addition, the staff found unlocked a cabinet that contains personal information on employment applications and personnel files for some of our employees. Information included in these records includes:

- Names
- Home Addresses;
- Telephone numbers;
- Social Security numbers; and
- Bank account numbers

Although we have no reason at this time to believe that any of the above-referenced information was removed from the facility or otherwise improperly used, we take any unauthorized access to personal data very seriously and believe it is prudent to alert the employees whose information may have been compromised.

In this regard, we have filed a police report with Baltimore City Police Department and Outward Bound has been actively cooperating with the law enforcement investigation. Outward Bound has also conducted its own thorough investigation of the incident and concluded that there was an initial break-in to our secondary warehouse which led to the

location of keys to several of the buildings on our campus including, but not limited to, the primary warehouse, the office building, and the lockable cage in which we park the company vehicles. We have implemented additional quality controls to avoid similar incidents in the future. These controls include securing the keys to the filing cabinets and reorganizing that cabinets in such a way that only the most recent employees (those who have worked within the last 12 months) information will be housed in these filing cabinets. The information of employees whom have not worked in the last year will be secured in a different filing cabinet and a different location. In addition we have installed new locks on campus exterior doors, changed to a multiple passcode system for our security system and have begin to implement a more secure process of key handling.

Affected employees work in Maryland and Pennsylvania. The total number of employees who indicate Maryland as their home state and who were affected by this incident is: 37.

We will be notifying all employees whose information was enclosed in the unlocked cabinet this afternoon and have attached a copy of the notification letter we plan to distribute. Please contact me at 410-448-1721 x 1101 if you need any additional information from me or Outward Bound.

Sincerely,

Jennifer Mayotte
Outward Bound
Mid-Atlantic Staffing Manager

Enclosure: Outward Bound applicant and staff notification letter



OUTWARD BOUND

February 8, 2010

Good Afternoon,

I write today to inform you of a recent incident that occurred at the Baltimore Outward Bound Center. During the weekend of January 30th and 31st, the Baltimore Center suffered a break-in. On Monday, February 1, the Baltimore administrative staff arrived at work to find that many items had been stolen, including gear, computers and a vehicle. The staff also found unlocked the secured filing cabinet in which we house some of your personal information. The personal data contained in the cabinet includes:

- Social Security Numbers;
- Addresses;
- Telephone number;
- Bank Account Information; and
- Dates of Birth

Although we have no reason at this time to believe that any of the above-referenced information was removed from the facility, improperly used or otherwise compromised, we take any unauthorized access to personal data very seriously and have taken steps to help protect you and your personal information. A police report has been filed with Baltimore City Police Department and Outward Bound has been actively cooperating with the law enforcement investigation. We have also implemented additional quality controls to avoid similar incidents in the future. These controls include securing the keys to the filing cabinets, installing new locks on campus exterior doors, changed to a multiple passcode system for our security system and have begin to implement a more secure process of key handling.

We recommend that you remain vigilant in reviewing your financial statements. To guard against potential identity theft, you may obtain a copy of your credit report for free once a year by contacting one of the credit reporting agencies listed below.

Experian:

www.experian.com

1-888-397-3742

Experian

475 Anton Blvd

Costa Mesa, CA 92626

Equifax:

www.equifax.com

1-888-766-0008

Equifax Credit Information

Services, Inc

PO Box 740241

Atlanta, GA 30374

Transunion:

www.transunion.com

800-680-7289

TransUnion

P.O. Box 6790

Fullerton, CA 92834

You can also obtain information on steps that you can take to avoid identify theft by contacting the Federal Trade Commission and, for Maryland residents, the Maryland Office of the Attorney General.

**THE FEDERAL TRADE
COMMISSION:**

Consumer Response Center
600 Pennsylvania Avenue, NW
Washington, DC 20580
www.ftc.gov
1-877-ID-THEFT (1-877-438-4338)
TTY: 1-866-653-4261

**OFFICE OF THE ATTORNEY
GENERAL**

200 St. Paul Place
Baltimore, MD 21202
www.oag.state.md.us
(410) 576-6300 or (888) 743-0023
TDD: (410) 576-6372

Outward Bound is committed to protecting the privacy and security of your personal data. Our sincere apologies for any inconvenience this break-in may cause. We hope the resources above are helpful.

If you have any questions, please contact me at 410-448-1721 x 1101 or Outward Bound Human Resources at 866-467-7651.

Sincerely,

Jennifer Mayotte
Mid-Atlantic Centers Staffing Manager