

DEPARTMENT OF DEVELOPMENTAL SERVICES

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April 6, 2018

Notice of Breach of Personal Information

The Department of Developmental Services (DDS) is providing this notice to the public about an incident that happened at the Department's legal and audits offices in Sacramento. As explained in this notice, unknown persons broke into the offices, and had access to personal information of employees of regional centers and service providers, applicants seeking employment with the Department's audits office, and parents of minors enrolled in DDS fee programs. We have no evidence to believe those who broke in actually stole personal information. In an abundance of caution, we are providing this public notice so those individuals potentially affected may be aware of what happened, and can take steps to monitor any unusual activity regarding their personal information.

What Happened: On Sunday, February 11, 2018, unknown persons broke into the Department's legal and audits offices, ransacked the offices and paper files, vandalized property, and started a fire. The fire set off the building's sprinklers, which caused water damage to many documents and computer workstations. Law enforcement is investigating the incident.

After the break-in, the Department discovered a number of paper documents were either displaced or damaged from the fire and the sprinklers. Some of these paper documents included personal information of employees of regional centers and service providers, applicants seeking employment with the Department's audits office, and parents of minors enrolled in DDS fee programs. Twelve state-owned laptop computers were also stolen, but the data on these computers cannot be accessed because they were encrypted to meet the highest federal security standards. The Department's review of its computer system confirmed the network was not accessed. All electronic files remain protected.

Please note, the Department is not aware of any evidence the personal information on the documents located in the offices were taken or viewed by the thieves, or that the personal information was compromised in any way.

What Information Was Involved: The fire and water damage to some papers, combined with the required cleanup, make it impossible for the Department to identify with certainty whose personal information may have been compromised. Because we do not know for sure whether personal information was improperly viewed or accessed during the break-in, we are issuing this public notice.

The information contained in paper files included personal information of certain employees of regional centers and service providers, applicants seeking employment with the

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Department's audits office, and certain parents of minors enrolled in DDS' Annual Family Program Fee, Family Cost Participation Program, or Parental Fee Program. The personal information included the following: 1) name; 2) address; 3) phone numbers; 4) social security number, and 5) financial records.

What We Are Doing: After discovering the break-in, the Department immediately launched an internal investigation, analyzed the electronic network to confirm no unauthorized individuals accessed the network, hired outside experts to guide the Department's thorough response, and requested a state administrative investigation. The Department also continues to work with the law enforcement agency investigating the break-in.

We are committed to protecting individuals' privacy. The Department will enhance building security safeguards and our procedures and practices, and will continue to work towards reducing any potential risks arising from this incident and preventing any future incidents.

What You Can Do: Please keep a copy of this notice for your records for future reference in case you become aware of any unusual activity involving your confidential information.

You may place a fraud alert on your credit files by following the recommended privacy protection steps outlined in the Breach Help –Consumer Tips from the California Attorney General. It can be found at <https://oag.ca.gov/sites/all/files/agweb/pdfs/privacy/cis-17-breach-help.pdf>. You may also contact the three credit bureaus directly:

Experian	(888) 397-3742
Equifax	(800) 525-6285
TransUnion	(800) 680-7289

Other Important Information: For additional information about your privacy rights, you may visit the website of the California Department of Justice, Privacy Enforcement and Protection at www.privacy.ca.gov.

For More Information: If you have additional questions about this breach, please contact the Department's call center Monday through Friday from 6:00 a.m. to 6:00 p.m., or Saturday and Sunday from 8:00 a.m. to 5:00 p.m., Pacific Time, at (877) 790-8160 or visit <http://www.dds.ca.gov/SecurityNotice>. The Department's website will have this notice and other important information available to you in several different languages. You may also e-mail us with questions at SecurityBreachQuestions@dds.ca.gov. Please do not include your social security number or medical information in an e-mail to the Department.

DDS understands the importance of personal information, and sincerely apologizes for any inconvenience this incident may cause.