

Notice of Data Security Incident

Albuquerque, New Mexico (November 26, 2019). Youth Development, Inc. (“YDI”) recently learned of a data security incident that may have involved the personal information of a number of people. YDI has mailed notification letters to the potentially-impacted individuals to notify them of the incident and to provide them with resources to assist.

On May 10, 2019, YDI detected unusual activity involving a number of employee email accounts. Upon detecting the activity, YDI immediately secured the accounts and launched an investigation. The investigation included retaining a digital forensics firm to determine what happened and whether any personal information was accessed without authorization. YDI also reported the incident to the Federal Bureau of Investigation (“FBI”) and will offer the FBI whatever assistance is needed to hold the perpetrators accountable. On October 2, 2019, the investigation determined that personal information for some YDI members may have been accessed without authorization. The unauthorized access may have occurred as early as December 4, 2018. The information that may have been accessed includes names, Social Security numbers, dates of birth, passport numbers, medical treatment information, student identification card numbers, medical record numbers, and insurance information.

The notification letters being mailed to the potentially-impacted individuals include information about the incident and steps the individuals can take to monitor and protect their personal information. YDI has also established a toll-free call center to answer questions about the incident and address related concerns. The call center is available 7:00 a.m. through 7:00 p.m., Mountain Time, Monday through Friday and can be reached at 877-890-8087. Any person who believes they may have been affected by the incident can protect themselves by placing a fraud alert or a security freeze on their credit files. Any person concerned about identity theft may report suspected theft to their state attorney general, local law enforcement, or the Federal Trade Commission. Contact information for the Federal Trade Commission and the national consumer reporting agencies is included on the following page, along with a list of additional steps individuals can take to protect their personal information.

The privacy and protection of sensitive information is a top priority for YDI. We regret any inconvenience or concern this incident may cause.

Steps You Can Take to Further Protect Your Information

Review Your Account Statements and Notify Law Enforcement of Suspicious Activity: As a precautionary measure, we recommend that you remain vigilant by reviewing your account statements and credit reports closely. If you detect any suspicious activity on an account, you should promptly notify the financial institution or company with which the account is maintained. You also should promptly report any fraudulent activity or any suspected incidence of identity theft to proper law enforcement authorities, your state attorney general, and/or the Federal Trade Commission (FTC).

Copy of Credit Report: You may obtain a free copy of your credit report from each of the three major credit reporting agencies once every 12 months by visiting <http://www.annualcreditreport.com/>, calling toll-free 877-322-8228, or by completing an Annual Credit Report Request Form and mailing it to Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA 30348. You can print this form at <https://www.annualcreditreport.com/cra/requestformfinal.pdf>. You also can contact one of the following three national credit reporting agencies:

TransUnion

P.O. Box 1000
Chester, PA 19016
1-800-916-8800
www.transunion.com

Experian

P.O. Box 9532
Allen, TX 75013
1-888-397-3742
www.experian.com

Equifax

P.O. Box 105851
Atlanta, GA 30348
1-800-525-6285
www.equifax.com

Free Annual Report

P.O. Box 105281
Atlanta, GA 30348
1-877-322-8228
annualcreditreport.com

Fraud Alert: You may want to consider placing a fraud alert on your credit report. An initial fraud alert is free and will stay on your credit file for at least 90 days. The alert informs creditors of possible fraudulent activity within your report and requests that the creditor contact you prior to establishing any accounts in your name. To place a fraud alert on your credit report, contact any of the three credit reporting agencies identified above. Additional information is available at <http://www.annualcreditreport.com>.

Security Freeze: Under U.S. law, you have the right to put a security freeze on your credit file for up to one year at no cost. This will prevent new credit from being opened in your name without the use of a PIN number that is issued to you when you initiate the freeze. A security freeze is designed to prevent potential creditors from accessing your credit report without your consent. As a result, using a security freeze may interfere with or delay your ability to obtain credit. You must separately place a security freeze on your credit file with each credit reporting agency. In order to place a security freeze, you may be required to provide the consumer reporting agency with information that identifies you including your full name, Social Security number, date of birth, current and previous addresses, a copy of your state-issued identification card, and a recent utility bill, bank statement or insurance statement.

Additional Free Resources: You can obtain information from the consumer reporting agencies, the FTC or from your respective state Attorney General about fraud alerts, security freezes, and steps you can take toward preventing identity theft. You may report suspected identity theft to local law enforcement, including to the FTC or to the Attorney General in your state. Residents of Maryland, North Carolina, and Rhode Island can obtain more information from their Attorneys General using the contact information below.

Federal Trade Commission

600 Pennsylvania Ave, NW
Washington, DC 20580
consumer.ftc.gov, and
www.ftc.gov/idtheft
1-877-438-4338

You also have certain rights under the Fair Credit Reporting Act (FCRA): These rights include to know what is in your file; to dispute incomplete or inaccurate information; to have consumer reporting agencies correct or delete inaccurate, incomplete, or unverifiable information, as well as others. For more information about the FCRA, and your rights pursuant to the FCRA, please visit http://files.consumerfinance.gov/f/201504_cfpb_summary_your-rights-under-fcra.pdf