



**HEBREW HOME OF GREATER WASHINGTON  
NOTICE OF DATA PRIVACY INCIDENT**

July 20, 2020 - Hebrew Home of Greater Washington, Inc. ("Hebrew Home") is providing notice of a data privacy incident that may impact the privacy of personal information for certain past and present Hebrew Home residents, potential residents, resident families and other interested parties.

On March 9, 2020, Hebrew Home learned that unusual activity relating to one (1) team member's email account was the result of unauthorized access to the account by someone outside our organization on separate occasions between February 14 and February 19, 2020. Hebrew Home commenced an immediate investigation that included working with computer forensic specialists to understand the full scope of the incident. Because the investigation was unable to rule out access to specific information within the account with absolute certainty, Hebrew Home commenced an extensive review of all messages and documents to determine what information was potentially accessible and to whom the information related. Upon receiving the results of the review, Hebrew Home worked tirelessly to identify current residents, potential residents, resident families and other interested parties, and updated address information to provide this notice. Hebrew Home confirmed the population of those affected on June 29, 2020.

While we have no evidence to suggest that any personal information was the target of actual or attempted misuse, the types of information potentially accessible included: names, addresses, Social Security numbers, driver's license/state identification numbers, medical record numbers, resident numbers, health information, health insurance information, and/or prescription medication information.

Hebrew Home takes this incident and the security of personal information of those entrusted in its care very seriously. Upon discovery of the unauthorized access, Hebrew Home immediately took steps to secure its computer and email network and began working with computer forensic specialists to investigate. Hebrew Home also continues to evaluate ways to improve its existing protections to secure the information within its network. Although there is no evidence that any information was misused, impacted individuals are encouraged to remain vigilant against incidents of identity theft by reviewing account statements and explanations of benefits for unusual activity and reporting any suspicious activity immediately to their financial institution, insurance company or healthcare provider. As an added precaution, Hebrew Home is offering access to one (1) year of complimentary credit monitoring and identity restoration services to certain individuals impacted by this event.

Individuals seeking additional information regarding the event may call the dedicated incident assistance line at 1-844-969-2515, available Monday through Friday, from 9:00 a.m. to 6:30 p.m., Eastern Time.

***Best Practices***

Hebrew Home encourages you to remain vigilant against incidents of identity theft and fraud, to review your account statements, medical bills, explanation of benefits (EOBs), and credit reports for suspicious charges or claims. Under U.S. law, you are entitled to one (1) free credit report annually from each of the three (3) major credit reporting bureaus.

To order your free credit report, visit [www.annualcreditreport.com](http://www.annualcreditreport.com) or call, toll-free, 1-877-322-8228. You may also contact the three major credit bureaus directly to request a free copy of your credit report.

You have the right to place a “security freeze” on your credit report, which will prohibit a consumer reporting agency from releasing information in your credit report without your express authorization. The security freeze is designed to prevent credit, loans and services from being approved in your name without your consent. However, you should be aware that using a security freeze to take control over who gets access to the personal and financial information in your credit report may delay, interfere with, or prohibit the timely approval of any subsequent request or application you make regarding a new loan, credit, mortgage, or any other account involving the extension of credit. Pursuant to federal law, you cannot be charged to place or lift a security freeze on your credit report. Should you wish to place a security freeze, please contact the major consumer reporting agencies listed below:

**Experian**

P.O. Box 9554  
Allen, TX 75013  
1-888-397-3742  
[www.experian.com/freeze/center.html](http://www.experian.com/freeze/center.html)

**TransUnion**

P.O. Box 160  
Woodlyn, PA 19094  
1-888-909-8872  
[www.transunion.com/credit-freeze](http://www.transunion.com/credit-freeze)

**Equifax**

P.O. Box 105788  
Atlanta, GA 30348-5788  
1-800-685-1111  
[www.equifax.com/personal/credit-report-services](http://www.equifax.com/personal/credit-report-services)

To request a security freeze, you will need to provide the following information:

1. Your full name (including middle initial as well as Jr., Sr., II, III, etc.);
2. Social Security number;
3. Date of birth;
4. If you have moved in the past five (5) years, provide the addresses where you have lived over the prior five years;
5. Proof of current address, such as a current utility bill or telephone bill;
6. A legible photocopy of a government-issued identification card (state driver’s license or ID card, military identification, etc.);
7. If you are a victim of identity theft, include a copy of either the police report, investigative report, or complaint to a law enforcement agency concerning identity theft.

As an alternative to a security freeze, you have the right to place an initial or extended “fraud alert” on your file at no cost. An initial fraud alert is a one (1) year alert that is placed on a consumer’s credit file. Upon seeing a fraud alert display on a consumer’s credit file, a business is required to take steps to verify the consumer’s identity before extending new credit. If you are a victim of identity theft, you are entitled to an extended fraud alert, which is a fraud alert lasting seven years. Should you wish to place a fraud alert, please contact any one of the agencies listed below:

**Experian**

P.O. Box 9554  
Allen, TX 75013  
1-888-397-3742  
[www.experian.com/fraud/center.html](http://www.experian.com/fraud/center.html)

**TransUnion**

P.O. Box 2000  
Chester, PA 19016  
1-800-680-7289  
[www.transunion.com/fraud-alerts](http://www.transunion.com/fraud-alerts)

**Equifax**

P.O. Box 105069  
Atlanta, GA 30348-5069  
1-888-826-0549  
[www.equifax.com/personal/credit-report-services](http://www.equifax.com/personal/credit-report-services)

**Additional Information**

You can further educate yourself regarding identity theft, fraud alerts, security freezes, and the steps you can take to protect yourself by contacting the consumer reporting agencies, the Federal Trade Commission, or your state Attorney General. The Federal Trade Commission can be reached at: 600 Pennsylvania Avenue NW, Washington, DC 20580; [www.identitytheft.gov](http://www.identitytheft.gov); 1-877-ID-THEFT (1-877-438-4338); and TTY: 1-866-653-4261. The Federal Trade Commission also encourages those who discover that their information has been misused to file a complaint with them. You can obtain further information on how to file such a complaint by way of the contact information listed above. You have the right to file a police report if you ever experience identity theft or fraud. Please note that in order to file a report with law enforcement for identity theft, you will likely need to provide some proof that you have been a victim. Instances of known or suspected identity theft should also be reported to law enforcement and your state Attorney General. This notice has not been delayed by law enforcement. Hebrew Home of Greater Washington can be reached by mail at 6121 Montrose Road, Rockville, MD 20852.

**For District of Columbia residents**, the Attorney General for the District of Columbia may be contacted at 441 4th Street NW, Suite 1100 South, Washington, D.C. 20001; (202) 727-3400; and <https://oag.dc.gov>.

**For Maryland residents**, the Attorney General can be contacted at: 200 St. Paul Place, 16th Floor, Baltimore, MD 21202; 410-528-8662; and [www.oag.state.md.us](http://www.oag.state.md.us).

**For New York residents**, the Attorney General may be contacted at: Office of the Attorney General, The Capitol, Albany, NY 12224-0341; 1-800-771-7755; <https://ag.ny.gov/>.

**For North Carolina residents**, the Attorney General can be contacted at 9001 Mail Service Center, Raleigh, NC 27699-9001; 1-877-566-7226 or 1-919-716-6400; and [www.ncdoj.gov](http://www.ncdoj.gov).