



Baker&Hostetler LLP

1735 Market Street
Suite 3300
Philadelphia, PA 19103-7501

T 215.568.3100
F 215.568.3439
www.bakerlaw.com

June 5, 2024

Sara M. Goldstein
direct dial: 215.564.1572
sgoldstein@bakerlaw.com

VIA EMAIL (IDTHEFT@OAG.STATE.MD.US)

Anthony G. Brown
Attorney General
Office of the Attorney General
Attn: Security Breach Notification
200 St. Paul Place
Baltimore, MD 21202

Re: Data Security Incident

Dear Sir or Madam:

We are writing on behalf of our client, Tulane University (“Tulane”), to notify your office of a data security incident.

Tulane recently completed its investigation of an incident that involved the unauthorized acquisition of certain information. Upon learning of this, Tulane launched an investigation and notified law enforcement. Through its investigation, Tulane determined that the unauthorized party acquired the Tulane data through an archived website for The Stone Center for Latin American Studies hosted by a now-former third-party vendor. Tulane immediately took the website offline and analyzed the data that was acquired by the unauthorized party. Our investigation, which concluded on April 10, 2024, determined that the data involved in the incident contained names in combination with one or more of the following: payment card information and usernames and passwords to the archived The Stone Center for Latin America website.

Please note, the credentials involved were unique to the now-offline archived The Stone Center for Latin America website and cannot be used to access any other Tulane websites. Also, given the age of the data involved in this incident, most of the payment card information is likely expired. Nonetheless, Tulane provided notice to individuals of this incident out of an abundance of caution.

On June 5, 2024, Tulane mailed notification letters to 56 Maryland residents via United States Postal Service First-Class mail. A copy of the notification letter is attached. Tulane has provided

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notified individuals with a toll-free number they can call to obtain more information regarding the incident.

To help prevent something like this from happening again, Tulane immediately took the website offline.

Please do not hesitate to contact me if you have any questions regarding this matter.

Sincerely,

A handwritten signature in cursive script that reads "Sara Goldstein". The signature is written in black ink and is positioned below the word "Sincerely,".

Sara M. Goldstein
Partner

Enclosure



Secure Processing Center
P.O. Box 3826
Suwanee, GA 30024

<<Full Name>>
<<Address 1>>
<<Address 2>>
<<City>><<State>><<Zip>>
<<Country>>
***Postal IMB Code

<<Date>>

<<Variable Data 1>>

Dear <<Full Name>>:

Tulane University (“Tulane”) takes the privacy and security of the information we maintain very seriously. We are writing to inform you that we recently identified and addressed a data security incident that involved some of your information. This notice explains the incident, outlines the measures we have taken, and provides additional steps you can take in response.

What Happened?: We learned that an unauthorized party acquired certain files containing Tulane data. Upon learning of this, Tulane launched an investigation and notified law enforcement. Through its investigation, Tulane determined that the unauthorized party acquired the Tulane data through an archived website for The Stone Center for Latin American Studies (“Website”) hosted by a now-former third-party vendor. Tulane immediately took the website offline and analyzed the data that was acquired by the unauthorized party.

What Information Was Involved: Our investigation determined that the data involved in the incident contained your <<Breached Elements>>. Please note, the credentials involved were unique to the now-offline Website and cannot be used to access any other Tulane websites. Also, given the age of the data involved in this incident, the payment card information involved is likely expired. Nonetheless, Tulane is providing you with notice of this incident out of an abundance of caution.

What We are Doing: To help prevent something like this from happening again, Tulane immediately took the Website offline.

What You Can Do: If you use the same username and password for any other online account, we recommend that you change your password. We remind you to remain vigilant by reviewing your payment card statements for any unauthorized charges. You should immediately report any unauthorized charges to your card issuer because payment card network rules generally provide that cardholders are not responsible for unauthorized charges reported in a timely manner. The phone number to call is usually on the back of your payment card. Please see the pages that follow this letter for additional steps you can take.

For More Information: We deeply regret any inconvenience or concern this incident may cause and take this matter seriously. If you have any questions about this incident, please call 888-326-0789, Monday through Friday, between 8:00 a.m. – 8:00 p.m. Central Time.

Sincerely,

Patrick Norton

Patrick Norton,
Vice President and Chief Operating Officer

ADDITIONAL STEPS YOU CAN TAKE

We remind you it is always advisable to be vigilant for incidents of fraud or identity theft by reviewing your account statements and free credit reports for any unauthorized activity. You may obtain a copy of your credit report, free of charge, once every 12 months from each of the three nationwide credit reporting companies. To order your annual free credit report, please visit www.annualcreditreport.com or call toll free at 1-877-322-8228. Contact information for the three nationwide credit reporting companies is as follows:

- *Equifax*, PO Box 740241, Atlanta, GA 30374, www.equifax.com, 1-888-378-4329
- *Experian*, PO Box 2002, Allen, TX 75013, www.experian.com, 1-888-397-3742
- *TransUnion*, PO Box 2000, Chester, PA 19016, www.transunion.com, 1-800-916-8800

If you believe you are the victim of identity theft or have reason to believe your personal information has been misused, you should immediately contact the Federal Trade Commission and/or the Attorney General's office in your state. You can obtain information from these sources about steps an individual can take to avoid identity theft as well as information about fraud alerts and security freezes. You should also contact your local law enforcement authorities and file a police report. Obtain a copy of the police report in case you are asked to provide copies to creditors to correct your records. Contact information for the Federal Trade Commission is as follows:

- *Federal Trade Commission*, Consumer Response Center, 600 Pennsylvania Avenue NW, Washington, DC 20580, 1-877-IDTHEFT (438-4338), www.ftc.gov/idtheft

Fraud Alerts: There are two types of general fraud alerts you can place on your credit report to put your creditors on notice that you may be a victim of fraud—an initial alert and an extended alert. You may ask that an initial fraud alert be placed on your credit report if you suspect you have been, or are about to be, a victim of identity theft. An initial fraud alert stays on your credit report for one year. You may have an extended alert placed on your credit report if you have already been a victim of identity theft with the appropriate documentary proof. An extended fraud alert stays on your credit report for seven years. To place a fraud alert on your credit reports, contact one of the nationwide credit bureaus. A fraud alert is free. The credit bureau you contact must tell the other two, and all three will place an alert on their versions of your report. For those in the military who want to protect their credit while deployed, an Active Duty Military Fraud Alert lasts for one year and can be renewed for the length of your deployment. The credit bureaus will also take you off their marketing lists for pre-screened credit card offers for two years, unless you ask them not to.

Credit or Security Freezes: You have the right to put a credit freeze, also known as a security freeze, on your credit file, free of charge, which makes it more difficult for identity thieves to open new accounts in your name. That's because most creditors need to see your credit report before they approve a new account. If they can't see your report, they may not extend the credit.

How do I place a freeze on my credit reports? There is no fee to place or lift a security freeze. Unlike a fraud alert, you must separately place a security freeze on your credit file at each credit reporting company. For information and instructions to place a security freeze, contact each of the credit reporting agencies at the addresses below:

- **Experian Security Freeze**, PO Box 9554, Allen, TX 75013, www.experian.com
- **TransUnion Security Freeze**, PO Box 2000, Chester, PA 19016, www.transunion.com
- **Equifax Security Freeze**, PO Box 105788, Atlanta, GA 30348, www.equifax.com

You'll need to supply your name, address, date of birth, Social Security number and other personal information. After receiving your freeze request, each credit bureau will provide you with a unique PIN (personal identification number) or password. Keep the PIN or password in a safe place. You will need it if you choose to lift the freeze.

How do I lift a freeze? A freeze remains in place until you ask the credit bureau to temporarily lift it or remove it altogether. If the request is made online or by phone, a credit bureau must lift a freeze within one hour. If the request is made by mail, then the bureau must lift the freeze no later than three business days after getting your request.

If you opt for a temporary lift because you are applying for credit or a job, and you can find out which credit bureau the business will contact for your file, you can save some time by lifting the freeze only at that particular credit bureau. Otherwise, you need to make the request with all three credit bureaus.

Tulane University's mailing address is 6823 St Charles Ave, New Orleans, LA 70118 and its phone number is (504) 865-5000.

Connecticut Residents: You may contact and obtain information from your state attorney general at: *Connecticut Attorney General's Office*, 165 Capitol Ave, Hartford, CT 06106, 1-860-808-5318, www.ct.gov/ag

District of Columbia Residents: You may contact and obtain information from your attorney general at: *Office of the Attorney General for the District of Columbia*, 441 4th Street NW, Washington, DC 20001, 1-202-727-3400, www.oag.dc.gov

Maryland Residents: You may contact and obtain information from your state attorney general at: *Maryland Attorney General's Office*, 200 St. Paul Place, Baltimore, MD 21202, 1-888-743-0023 / 1-410-576-6300, www.marylandattorneygeneral.gov

New York Residents: You may contact and obtain information from these state agencies: *New York Department of State Division of Consumer Protection*, One Commerce Plaza, 99 Washington Ave., Albany, NY 12231-0001, 518-474-8583 / 1-800-697-1220, <http://www.dos.ny.gov/consumerprotection>; and *New York State Office of the Attorney General*, The Capitol, Albany, NY 12224-0341, 1-800-771-7755, <https://ag.ny.gov>