

November 12, 2024

Via Email: idtheft@oag.state.md.us



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Re: Legal Notice of Cybersecurity Incident

Dear Sir or Madam:

I am writing on behalf of my client, G Adventures Inc. ("G Adventures"), to notify you of a cybersecurity incident.

On September 2, 2024, G Adventures experienced an outage involving several of its IT systems and applications, which has since been determined to be the result of a cybersecurity incident. G Adventures immediately began an investigation, engaged third-party cybersecurity experts, and notified law enforcement. The investigation found that an unauthorized actor accessed certain G Adventures systems and obtained certain files on September 2, 2024.

While the review is ongoing, on October 21, 2024, G Adventures identified personal information belonging to certain of G Adventures' customers including names and passport or expired passport numbers of 57 Maryland residents.

Today, November 12, 2024, G Adventures will begin mailing notification letters to the 57 Maryland residents. Sample copies of the notification letters are attached. G Adventures is also providing a telephone number for the individuals to call with any questions regarding the incident.

To help prevent a similar incident from recurring, G Adventures has implemented, and is continuing to evaluate, additional measures to further enhance the security of its systems and data.

If you have any questions or need further information regarding this Incident, please do not hesitate to contact me.

Sincerely,

A handwritten signature in black ink, appearing to read "Will Daugherty", written in a cursive style.

Will Daugherty

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G Adventures Inc.
c/o Cyberscout
19 Charlotte Street, Toronto
ON M5V 2H5, Canada

G Adventures



Re: Notice of Cybersecurity Incident

Dear [REDACTED]:

G Adventures Inc. (“G Adventures”, “we”, “us”, “our”) takes the privacy and security of our customers seriously and in this regard, we are writing to inform you of a cybersecurity incident involving some of your personal information. G Adventures is a travel company, and we may have worked with you directly or your travel agency to organize and facilitate a trip (or tour) along with accompanying services such as accommodations and transportation. We are providing you this letter to inform you of this incident, the steps we have taken in response, and the additional steps you may consider taking to help protect your personal information.

What Happened?

On September 2, 2024, we experienced an outage involving several of our IT systems and applications, which has since been determined to be the result of a cybersecurity incident. We immediately began an investigation, engaged third-party cybersecurity experts, and notified law enforcement. The investigation found that an unauthorized actor accessed certain G Adventures systems and obtained certain files on September 2, 2024. We then conducted a robust review of the files to identify individuals whose personal information may have been contained in the files.

What Information was Involved?

While our review is ongoing, on October 21, 2024, we learned that the incident resulted in your personal information being accessed without authorization on or around September 2, 2024, including:

- name; and
- passport number.

No passport scans or further information found in a passport (e.g., place of issuance, or date of birth) were impacted as a result of this incident. This information was collected by G Adventures in connection with the purchase of additional products or services before hiking the Inca Trail while traveling in Peru.

What Are We doing?

Upon discovering the incident, we immediately undertook countermeasures to prevent any further unauthorized access or activity. In addition, to help prevent a similar incident from recurring, we have implemented, and are continuing to evaluate, additional measures to further enhance the security of our systems and data

What Can You Do?

It is always advisable to remain vigilant for common threats of fraud or identity theft, and we encourage you to review the information on additional steps you may consider taking to help protect your information on the pages attached to this letter.

For More Information

We are committed to further improving our security in order to prevent this from happening again in the future. We have also arranged for call center services to address questions you may have about this incident until February 12th, 2025. In order to reach the call center, please call at **833-799-4570**, Monday to Friday, from 8:00 a.m. to 8:00 p.m. Eastern Time, excluding holidays. Thank you for your understanding, and please do not hesitate to contact us if you have any questions or concerns.

Yours sincerely,

G Adventures Inc.

Information About Identity Theft Protection Guide

Contact information for the three nationwide credit reporting companies is as follows:

Equifax	Experian	TransUnion
Phone: 1-800-685-1111 P.O. Box 740256 Atlanta, Georgia 30348 www.equifax.com	Phone: 1-888-397-3742 P.O. Box 9554 Allen, Texas 75013 www.experian.com	Phone: 1-888-909-8872 P.O. Box 2000 Chester PA 19016 www.transunion.com



Free Credit Report. We remind you to be vigilant for incidents of fraud or identity theft by reviewing your account statements and free credit reports for any unauthorized activity. If you identify any unauthorized charges on your financial account statements, you should immediately report any such charges to your financial institution. 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. You can also order your annual free credit report by mailing a completed Annual Credit Report Request Form (available from the U.S. Federal Trade Commission's ("FTC") website at www.consumer.ftc.gov) to: Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA 30348-5281.

For Colorado, Maryland, Puerto Rico, and Vermont residents: You may obtain one or more (depending on the state) additional copies of your credit report, free of charge. You must contact each of the credit reporting agencies directly to obtain such additional report(s).

Security Freeze. Security freezes, also known as credit freezes, restrict access to your credit file, making it harder for identity thieves to open new accounts in your name. You can freeze and unfreeze your credit file for free. You also can get a free freeze for your children who are under 16. And if you are someone's guardian, conservator or have a valid power of attorney, you can get a free freeze for that person, too.

How will these freezes work? Contact all three of the nationwide credit reporting agencies - Equifax, Experian, and TransUnion. If you request a freeze online or by phone, the agency must place the freeze within one business day. If you request a lift of the freeze, the agency must lift it within one hour. If you make your request by mail, the agency must place or lift the freeze within three business days after it gets your request. You also can lift the freeze temporarily without a fee.

The following information must be included when requesting a security freeze (note that if you are requesting a credit report for your spouse, this information must be provided for him/her as well): (1) full name, with middle initial and any suffixes; (2) Social Security number; (3) date of birth; (4) current address and any previous addresses for the past five years; and (5) any applicable incident report or complaint with a law enforcement agency or the Registry of Motor Vehicles. The request must also include a copy of a government-issued identification card and a copy of a recent utility bill or bank or insurance statement. It is essential that each copy be legible, display your name and current mailing address, and the date of issue.

For New Mexico residents: You may obtain a security freeze on your credit report to protect your privacy and ensure that credit is not granted in your name without your knowledge. You may submit a declaration of removal to remove information placed in your credit report as a result of being a victim of identity theft. You have a right to place a security freeze on your credit report or submit a declaration of removal pursuant to the Fair Credit Reporting and Identity Security Act. For more information, including information about additional rights, go to www.consumerfinance.gov/learnmore or write to: Consumer Financial Protection Bureau, 1700 G Street N.W., Washington, DC 20552.

Fraud Alerts. A fraud alert tells businesses that check your credit that they should check with you before opening a new account. 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.

Federal Trade Commission and State Attorneys General Offices. 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 home state. You may also contact these agencies for information on how to prevent or avoid identity theft. You may contact the Federal Trade Commission, Consumer Response Center, 600 Pennsylvania Avenue, NW, Washington, DC 20580, www.ftc.gov/bcp/edu/microsites/idtheft/, 1-877-IDTHEFT (438-4338).

For Connecticut Residents: You may contact and obtain information from your state attorney general at: Connecticut Attorney General's Office, 55 Elm Street, Hartford, CT 06106, 1-860-808- 5318, www.ct.gov/ag

For District of Columbia Residents: You may contact the Office of the Attorney General for the District of Columbia, 441 4th Street NW, Suite 1100 South, Washington, D.C. 20001, <https://oag.dc.gov>, 202-442-9828.

For Maryland Residents: You may contact the Maryland Office of the Attorney General, Consumer Protection Division, 200 St. Paul Place, Baltimore, MD 21202, www.oag.state.md.us, 1-888-743- 0023.

For North Carolina Residents: You may contact the North Carolina Office of the Attorney General, Consumer Protection Division, 9001 Mail Service Center, Raleigh, NC 27699-9001, www.ncdoj.gov, 1-877-566-7226.

For Texas residents: You may contact and obtain information from your state attorney general at: Office of the Texas Attorney General www.texasattorneygeneral.gov/consumer-protection/identity-theft or contact the Identity Theft Hotline at 800-621-0508 (toll-free)

Reporting of identity theft and obtaining a police report.

You have the right to obtain any police report filed in the United States in regard to this incident. If you are the victim of fraud or identity theft, you also have the right to file a police report.

For Iowa residents: You are advised to report any suspected identity theft to law enforcement or to the Iowa Attorney General.

For Oregon residents: You are advised to report any suspected identity theft to law enforcement, the Federal Trade Commission, and the Oregon Attorney General.



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Yours sincerely,

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Free Credit Report. We remind you to be vigilant for incidents of fraud or identity theft by reviewing your account statements and free credit reports for any unauthorized activity. If you identify any unauthorized charges on your financial account statements, you should immediately report any such charges to your financial institution. 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. You can also order your annual free credit report by mailing a completed Annual Credit Report Request Form (available from the U.S. Federal Trade Commission's ("FTC") website at www.consumer.ftc.gov) to: Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA 30348-5281.

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Security Freeze. Security freezes, also known as credit freezes, restrict access to your credit file, making it harder for identity thieves to open new accounts in your name. You can freeze and unfreeze your credit file for free. You also can get a free freeze for your children who are under 16. And if you are someone's guardian, conservator or have a valid power of attorney, you can get a free freeze for that person, too.

How will these freezes work? Contact all three of the nationwide credit reporting agencies - Equifax, Experian, and TransUnion. If you request a freeze online or by phone, the agency must place the freeze within one business day. If you request a lift of the freeze, the agency must lift it within one hour. If you make your request by mail, the agency must place or lift the freeze within three business days after it gets your request. You also can lift the freeze temporarily without a fee.

The following information must be included when requesting a security freeze (note that if you are requesting a credit report for your spouse, this information must be provided for him/her as well): (1) full name, with middle initial and any suffixes; (2) Social Security number; (3) date of birth; (4) current address and any previous addresses for the past five years; and (5) any applicable incident report or complaint with a law enforcement agency or the Registry of Motor Vehicles. The request must also include a copy of a government-issued identification card and a copy of a recent utility bill or bank or insurance statement. It is essential that each copy be legible, display your name and current mailing address, and the date of issue.

For New Mexico residents: You may obtain a security freeze on your credit report to protect your privacy and ensure that credit is not granted in your name without your knowledge. You may submit a declaration of removal to remove information placed in your credit report as a result of being a victim of identity theft. You have a right to place a security freeze on your credit report or submit a declaration of removal pursuant to the Fair Credit Reporting and Identity Security Act. For more information, including information about additional rights, go to www.consumerfinance.gov/learnmore or write to: Consumer Financial Protection Bureau, 1700 G Street N.W., Washington, DC 20552.

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