

December 27, 2024

VIA EMAIL

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

Re: The Baker Center for Children and Families - Notice of Data Security Incident

Dear Attorney General Brown:

We represent Judge Baker Children's Center dba the Baker Center ("Baker Center") located at 53 Parker Hill Avenue, Boston, Massachusetts 02120, and are writing to notify your office of an incident that may affect the security of certain personal information relating to seven (7) Maryland residents. This notice may be supplemented with any new significant facts learned subsequent to its submission.

1. Nature of Incident

On July 28, 2024, the Baker Center discovered unusual activity within its local digital storage environment. After taking immediate steps to ensure its environment was secure, the Baker Center enlisted independent cybersecurity experts to conduct an investigation to determine what happened and whether sensitive information may have been impacted. According to the investigation, an unauthorized actor gained access to Baker Center systems between July 26 – 28, 2024 and may have downloaded certain files. The Baker Center immediately began a thorough review of the impacted files to determine whether any personal information was involved. That review concluded on October 28, 2024 and determined that certain personal information was potentially impacted during the incident.

The impacted information may include name, date of birth, Social Security number, and financial account information.

2. Number of Maryland Residents Affected

On or about December 27, 2024, the Baker Center provided written notice of this incident to approximately seven (7) Maryland residents. Written notice is being provided in substantially the same form as the letter attached here as *Exhibit A*.

3. Steps Taken Relating to the Incident

As soon as the Baker Center discovered the incident, it took the steps described above. The Baker Center has also taken steps to further bolster the security of its network and reduce the likelihood of a similar incident occurring in the future. In addition, the Baker Center is offering complimentary credit monitoring and identity protection services through Experian for individuals whose Social Security numbers were

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affected. The Baker Center has also provided guidance on steps individuals can take to protect personal information.

4. Contact Information

The Baker Center takes the privacy and security of all information in its possession very seriously. If you have any questions or need additional information, please do not hesitate to contact me at 718.614.8371 or dmcmillan@constangy.com.

Sincerely yours,

A handwritten signature in black ink, appearing to read "D. McMillan", followed by a horizontal line.

David McMillan of

CONSTANGY, BROOKS, SMITH &
PROPHETE LLP

Encl.: Sample Consumer Notification Letter

Exhibit A



Secure Processing Center
25 Route 111, P.O. Box 1048
Smithtown, NY 11787

Postal Endorsement Line

<<Full Name>>

<<Address 1>>

<<Address 2>>

<<Address 3>>

<<City>>, <<State>> <<Zip>>

<<Country>>

***Postal IMB Barcode

<<Date>>

Subject: Notice of Data <<Variable Data 1>>

Dear <<Full Name>>,

The purpose of this letter is to notify you of a recent data security incident experienced by Judge Baker Children's Center dba The Baker Center for Children and Families ("The Baker Center"), which may have affected your personal and/or protected health information. The Baker Center takes this incident seriously and is providing you with information about the incident, our response, and steps you can take to help protect your information.

What Happened? On July 28, 2024, we discovered unusual activity within our local digital storage environment at The Baker Center. After taking immediate steps to ensure our environment was secure, we enlisted independent cybersecurity experts to conduct an investigation to determine what happened and whether sensitive information may have been impacted. According to the investigation, an unauthorized actor gained access to our systems between July 26 - 28, 2024 and may have downloaded certain files. We immediately began a thorough review of the impacted files to determine whether any personal or protected health information was involved. That review concluded on October 28, 2024 and determined that your information was potentially impacted during the incident, which is the reason for this notification.

What Information Was Involved? The information that may have been impacted in connection with this incident includes your name as well as your <<Breached Elements>>. Please note that The Baker Center has no evidence that any of this information has been misused.

What Are We Doing? As soon as The Baker Center learned of the incident, we took the measures described above and implemented additional security features to reduce the risk of a similar incident occurring in the future. We also notified the Federal Bureau of Investigation and will provide whatever cooperation is necessary to assist in law enforcement's investigation.

As an additional resource to help protect your information, The Baker Center is offering you complimentary access to Experian IdentityWorksSM for 24 months. If you believe there has been unauthorized use of your information and want to discuss how you may be able to resolve those issues, please reach out to an Experian agent. If, after discussing your situation with an agent, it is determined identity restoration support is needed, then an Experian Identity Restoration agent is available to work with you to investigate and resolve each incident of fraud that occurred from the date of the incident (including, as appropriate, helping with contacting credit grantors to dispute charges and close accounts; assisting in placing a freeze on your credit file with the three major credit bureaus; and assisting with contacting government agencies to help restore your identity to its proper condition).

Please note Identity Restoration is available to you for 24 months from the date of this letter and does not require any action on your part. The Terms and Conditions for this offer are located at www.ExperianIDWorks.com/restoration.

While identity restoration assistance is immediately available to you, the Baker Center also encourages you to activate the fraud detection tools available through Experian IdentityWorks as a complimentary 24-month membership. This product provides you with superior identity detection and resolution of identity theft. To start monitoring your personal information, follow the steps below:

Ensure you **enroll by March 31, 2025** (Your code will not work after this date.)
Visit the Experian IdentityWorks website to enroll: <https://www.experianidworks.com/credit>
Provide your activation code: <<**Activation Code**>>

If you have questions about the product, need assistance with Identity Restoration that arose as a result of this incident or want an alternative to enrolling in Experian IdentityWorks online, contact Experian's customer care team at 1-877-288-8057 by March 31, 2025. Be prepared to provide engagement number **B137264** as proof of eligibility for the Identity Restoration services by Experian.

What You Can Do: You can follow the recommendations on the enclosed "Steps You Can Take to Help Protect Your Information" for more information. We also encourage you to enroll in the complimentary monitoring services being offered to you through Experian by using the enrollment information provided.

For More Information: If you have questions or need assistance, please call Epiq at 844-920-8988. Epiq representatives are available Monday through Friday from 9:00 am – 9:00 pm Eastern Time.

We take this event and the security of information in our care seriously. We regret any concern or inconvenience this incident may cause you.

Sincerely,

A handwritten signature in purple ink that reads "Christina Minassian".

Christina Minassian
Vice President of Administration and Operations
The Baker Center
53 Parker Hill Avenue
Boston, MA 02120

Steps You Can Take to Help Protect Your Personal 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 (the “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 www.annualcreditreport.com, calling toll-free 1-877-322-8228, 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 also can contact one of the following three national credit reporting agencies:

Equifax

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

Experian

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

TransUnion

P.O. Box 2000
Chester, PA 19016
1-800-916-8800
www.transunion.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 one year. 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 www.annualcreditreport.com.

Security Freeze: 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.

Federal Trade Commission

600 Pennsylvania Ave, NW
Washington, DC 20580
consumer.ftc.gov
877-438-4338

Maryland Attorney General

200 St. Paul Place
Baltimore, MD 21202
www.marylandattorneygeneral.gov/Pages/CPD
888-743-0023

Oregon Attorney General

1162 Court St., NE
Salem, OR 97301
www.doj.state.or.us/consumer-protection
877-877-9392

California Attorney General

1300 I Street
Sacramento, CA 95814
www.oag.ca.gov/privacy
800-952-5225

New York Attorney General

The Capitol
Albany, NY 12224
800-771-7755
ag.ny.gov

Rhode Island Attorney General

150 South Main Street
Providence, RI 02903
www.riag.ri.gov
401-274-4400

Iowa Attorney General

1305 E. Walnut Street
Des Moines, Iowa 50319
www.iowaattorneygeneral.gov
888-777-4590

Massachusetts Attorney General

Data Privacy and Security Division
Attn: Data Breach Notification
One Ashburton Place
Boston, MA 02108

Washington D.C. Attorney General

400 S 6th Street, NW
Washington, DC 20001
oag.dc.gov/consumer-protection
202-442-9828

Kentucky Attorney General

700 Capitol Avenue, Suite 118
Frankfort, Kentucky 40601
www.ag.ky.gov
502-696-5300

NC Attorney General

9001 Mail Service Center
Raleigh, NC 27699
ncdoj.gov/protectingconsumers/
877-566-7226

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 other rights. For more information about the FCRA, and your rights pursuant to the FCRA, please visit www.consumer.ftc.gov/sites/default/files/articles/pdf/pdf-0096-fair-credit-reporting-act.pdf.