[redacted]

Breach Report

- Description of the information compromised:

One student accessed a profile of another student, in the College's continuing education registration system, Lifelong Learning Extended Education, while trying to register for classes.

Information included:

  - Full Name
  - LLEE Unique reference number
  - Classes purchased in LLEE
  - Uploaded files tab (no files included)
  - Course payment receipts
    - Last 4 of the credit card number
    - Price of the course
    - Payment amount
    - Full Name
    - AACC ID number
    - Home address

- Contact information for the business, including a toll-free number if the business has one:

Anne Arundel Community College
101 College Parkway
Arnold, MD 21012

John Williams
Director information Security
Phone: (410) 777-1255
Email: Jwwilliams6@aacc.edu

- Toll-free numbers and addresses for each of the three credit reporting agencies: Equifax, Experian, and TransUnion

  Experian
  Online: Experian Freeze Center
  Phone: 1-888-397-3742
  By mail, write to:
  Experian Security Freeze
  PO Box 9554
  Allen, TX 75013

  Equifax
  Online: Equifax Credit Report Services
  Phone: 1-800-685-1111
  By mail, write to:
  Equifax Information Services LLC
  PO Box 105788
  Atlanta, GA 30348-5788

  TransUnion
  Online: TransUnion Credit Freezes
  Phone: 1-888-909-8872
  By mail, write to:
  TransUnion LLC
  PO Box 2000
  Chester, PA 19016

- Toll-free numbers, addresses, and websites for the Federal Trade Commission (FTC) and the Maryland Office of the Attorney General (OAG)
  - Federal Trade Commission
    - identity theft website (www.identitytheft.gov/).
    - (877)- 4338-4338
    - (866) 653-4261 (TTY)
  - Contact the OAG Identity Theft Unit
    - Phone: (410) 576-6491
      Fax: (410) 576-6566
      E-mail: idtheft@oag.state.md.us
      Mail: 200 St. Paul Place, 25th Floor, Baltimore, MD 21202

- A statement that the individual can obtain information from these sources about steps to avoid identity theft:
  - See attached file

- Attach a sample copy of the notice being sent to consumers:
  - See attached file

John Williams, CISSP
Director Information Security
Information and Instructional Technologies Division
Anne Arundel Community College

February 20, 2025

Dear _________,

Anne Arundel Community College (AACC) has identified a security incident that involved access to your profile information within the Lifelong Learning Extended Education (LLEE) application, from an unauthorized user. We are informing you of the incident, steps we have taken in response, and resources available to help you protect your information. We take the security of employee and student information very seriously and deeply regret any concern this may cause you. AACC is offering to reimburse you for one year of credit and personal identification monitoring services at all 3 major credit bureaus.

What Happened

On Friday, February 14, 2025, another student signed up for a free class in LLEE. This student noticed the LLEE profile was not theirs and had your name for the profile. This student reported the incident and the LLEE administrators immediately corrected the issue. Unfortunately, this other student was able to view your LLEE profile.

While performing a routine administrative task to deduplicate records, an admin person cross connected accounts within LLEE. This unfortunately allowed another student to see your LLEE profile. This cross connection has been corrected.

What Information was Involved

The information in your LLEE profile includes:

- *Full Name*
- *LLEE unique ID number*
- *Courses purchased in LLEE*
- *Course payment confirmation documents with:*
    - *Last 4 numbers of the credit card and amount*
    - *Full Name*
    - *AACC ID number*
    - *Home address*

Your SSN and full credit card information was not included in the information viewed in LLEE

What We Are Doing

We take the privacy of employee and student information seriously. We have modified the LLEE administrative procedures to stop this incident from happening again, we have notified the Department of Education and Maryland Office of Attorney General about this incident. We are notifying you, through this letter. It is unlikely that you are a victim of Identity Theft from this incident, but in an abundance of caution, AACC would like to make sure you are protected. AACC is offering to reimburse you for one year of credit and personal identification monitoring services at all 3 major credit bureaus. We encourage you to take full advantage of this service. AACC also recommends taking the steps below.

What You Can Do

- Contact the Federal Trade Commission (FTC) online at IdentityTheft.gov or call 1-877-438-4338. – Consider contacting the FTC to report identity theft and obtain help creating a recovery plan.

- Sign up for credit and Identity Protection – If you are interested in credit monitoring, AACC will be happy to assist you with the process. For more information, please contact Candy Chaney via email at cmchaney2@aacc.edu.

  If you prefer to sign up for credit and identity protection on your own, you can choose from the following companies, or any other of your choice:
  - Identity Force: identityforce.com; (833) 570-2959
  - LifeLock: lifelock.com; (800) 416-0599
  - ID Watchdog: idwatchdog.com; (800) 970-5182
  - MyIDCare: myidcare.com; (800) 939-4170

- **Review your credit and store accounts** – Online banking allows you to identify if there are any discrepancies or unusual activity in real time. Remain vigilant and continue to monitor your accounts for unusual activity going forward. If you see something you do not recognize, immediately notify the financial institution as well as the proper law enforcement authorities. In instances of credit or debit card fraud, it is important to note that cardholders are not typically responsible for any fraudulent activity that is reported in a timely fashion.

- **Review credit reports** - We recommend that you carefully check your credit reports for accounts you did not open or for inquiries from creditors you did not initiate. If you see anything you do not understand, call the credit agency immediately. You may also wish to place a fraud alert or credit freeze on your credit files. Please review the "Information about Identity Theft Protection" for additional information about these options.

- **Additional Resources** - Included with this letter is a reference guide: "Information about Identity Theft Protection", which describes additional steps you may take to help protect yourself, including recommendations from the Federal Trade Commission regarding identity theft protection.

For more information about this incident, or if you have additional questions or concerns, you may contact me at (410) 777-1255 or via email at jwwilliams6@aacc.edu.

Again, we sincerely regret any concern this incident may cause.

John Williams, CISSP
Director Information Security
Anne Arundel Community College

Information about Identity Theft Protection

You can regularly review statements from your accounts and periodically obtain your credit report from one or more of the national credit reporting companies. You may obtain a free copy of your credit report online at www.annualcreditreport.com, by calling toll-free 1-877-322-8228, or by mailing an Annual Credit Report Request Form (available at www.annualcreditreport.com) to: Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA, 30348-5281. You may also purchase a copy of your credit report by contacting one or more of the three national credit reporting agencies listed at the bottom of this page.

You should remain vigilant with respect to reviewing your account statements and credit reports, and you should promptly report any suspicious activity or suspected identity theft to the proper law enforcement authorities, including local law enforcement, your state's attorney general, and/or the Federal Trade Commission ("FTC"). You may contact the FTC or your state's regulatory authority to obtain additional information about avoiding and protection against identity theft: Federal Trade Commission, Consumer Response Center 600 Pennsylvania Avenue, NW, Washington, DC 20580, 1-877-IDTHEFT (4384338), www.ftc.gov/idtheft.

For residents of Maryland: You may also obtain information about preventing and avoiding identity theft from the Maryland Office of the Attorney General: Maryland Office of the Attorney General, Consumer Protection Division, 200 St. Paul Place, Baltimore, MD 21202, 1-888-743-0023, Maryland Attorney General - Anthony G. Brown

Security Freezes and Fraud Alerts:

You have a 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.

A security freeze does not apply to a person or entity, or its affiliates, or collection agencies acting on behalf of the person or entity, with which you have an existing account that requests information in your credit report for the purposes of reviewing or collecting the account. Reviewing the account includes activities related to account maintenance, monitoring, credit line increases, and account upgrades and enhancements. Please contact the three major credit reporting companies as specified below to find out more information about placing a security freeze on your credit report.

As an alternative to a security freeze, you have the right to place an initial or extended fraud alert on your credit file at no cost. An initial fraud alert is a 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 7 years. You can place a fraud alert on your credit report by contacting any of the three national credit reporting agencies at the addresses or toll-free numbers listed at the bottom of this page.

The security freeze will prohibit a consumer reporting agency from releasing any information in your credit report without your express authorization or approval. The security freeze is designed to prevent credit, loans and services from being approved in your name without your consent. When you place a security freeze on your credit report, you will be provided with a personal identification number, password or similar device to use if you choose to remove the freeze on your credit report or to temporarily authorize the release of your credit report to a specific party or parties or for a specific period of time after the freeze is in place. To remove the freeze or to provide authorization for the temporary release of your credit report, you must contact the consumer reporting agency and may need to provide some, or all, of the following:

(1) the unique personal identification number, password or similar device provided by the consumer reporting agency;

(2) proper identification to verify your identity; and

(3) information regarding the third party or parties who are to receive the credit report or the period of time for which the credit report may be released to users of the credit report.

A security freeze does not apply in all circumstances, such as where you have an existing account relationship and a copy of your credit report is requested by your existing creditor or its agents for certain types of account review, collection, fraud control or similar activities; for use in setting or adjusting an insurance rate or claim or insurance underwriting; for certain governmental purposes; and for purposes of pre-screening as defined in the federal Fair Credit Reporting Act.

If you are actively seeking a new credit, loan, utility, telephone or insurance account, you should understand that the procedures involved in lifting a security freeze may slow your own applications for credit. You should plan ahead and lift a freeze, either completely if you are shopping around or specifically for a certain creditor, with enough advance notice before you apply for new credit for the lifting to take effect. You should contact a consumer reporting agency and request it to lift the freeze at least three business days before applying.

For more information, including information about additional rights, you can visit https://consumer.ftc.gov/articles/understanding-your-credit, https://www.consumerfinance.gov/learnmore/, or write to: Consumer Financial Protection Bureau, 1700 G Street N.W., Washington, DC 20552.

You can obtain more information about fraud alerts and credit freezes by contacting the FTC or one of the national credit reporting agencies listed below:

Equifax (www.equifax.com) **General Contact:** P.O. Box 740241 Atlanta, GA 30374 800-685-1111 **Fraud Alerts**: P.O. Box 740256, Atlanta, GA 30374 **Credit Freezes**: P.O. Box 105788, Atlanta, GA 30348	Experian (www.experian.com) **General Contact:** P.O. Box 2002 Allen, TX 75013 888-397-3742 **Fraud Alerts and Security Freezes:** P.O. Box 9554, Allen, TX 75013	TransUnion (www.transunion.com) **General Contact, Fraud Alerts and Security Freezes:** P.O. Box 2000 Chester, PA 19022 888-909-8872