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February 19, 2025

VIA ELECTRONIC MAIL

Attorney General Anthony G. Brown
Office of the Attorney General
St. Paul Plaza
Attn: Security Breach Notification
200 St. Paul Place
Baltimore, MD 21202
Tel: 410-576-6491
Email: Idtheft@oag.state.md.us

Re: Notice of Data Event

To Whom It May Concern:

We represent The Arc of Southern Maryland ("The Arc"), located at 355 W Dares Beach Rd. Prince Frederick, Maryland 20678, and are writing to notify your office of an incident that may affect the security of certain personal information relating to approximately five (5) Maryland residents. This notice may be supplemented with any new significant facts learned subsequent to its submission. By providing this notice, The Arc does not waive any rights or defenses regarding the applicability of Maryland law, the applicability of the Maryland data event notification statute, or personal jurisdiction.

1. Nature of the Data Event

On December 13, 2024, The Arc became aware of a network disruption and promptly initiated an investigation of the matter. The Arc engaged cybersecurity specialists under privilege to assist with the process. As a result of the investigation, The Arc determined that certain files may have been accessed or acquired without authorization on December 9, 2024. The Arc undertook a comprehensive review of those files and, on January 28, 2025, learned that some sensitive information was contained within the potentially affected data.

The information that could have been subject to unauthorized access includes first and last name, as well as Social Security number.

2. Notice to Maryland Residents

On February 18, 2025, The Arc provided written notice of this incident to approximately five (5) Maryland residents. Written notice is being provided in substantially the same form as the letter attached here as ***Exhibit A***.

3. Other Steps Taken and To Be Taken

Upon discovering the event, The Arc moved quickly to investigate and respond to the incident, assess the security of The Arc systems, and identify potentially affected individuals. The Arc is also working to implement additional safeguards and training to its employees. The Arc is providing access to credit monitoring services for twelve (12) months, through IDX, to individuals whose personal information was potentially affected by this incident, at no cost to these individuals.

Additionally, The Arc is providing impacted individuals with guidance on how to better protect against identity theft and fraud. The Arc is providing individuals with information on how to place a fraud alert and security freeze on one's credit file, the contact details for the national consumer reporting agencies, information on how to obtain a free credit report, a reminder to remain vigilant for incidents of fraud and identity theft by reviewing account statements and monitoring free credit reports, and encouragement to contact the Federal Trade Commission, their state Attorney General, and law enforcement to report attempted or actual identity theft and fraud.

4. Contact Information

Should you have any questions regarding this notification or other aspects of the data security event, please contact us at 336.448.8552.

Very truly yours,

A handwritten signature in black ink that reads "Matthew Toldero". The signature is written in a cursive, flowing style.

Matt Toldero of
Constangy, Brooks, Smith & Prophete LLP

Exhibit A



355 West Dares Beach Road, P.O. Box 1860
Prince Frederick, Maryland, 20678, US

To Enroll, Please Call:

1-800-939-4170

Or Visit:

<https://app.idx.us/account-creation/protect>

Enrollment Code: [REDACTED]



February 18, 2025

Dear [REDACTED]:

The Arc of Southern Maryland (“The Arc”) is writing to inform you of a recent data security incident that may have affected your personal information. The Arc takes the privacy and security of all information within its possession very seriously. Please read this letter carefully as it contains information regarding the incident and steps that you can take to help protect your personal information.

What Happened. On December 13, 2024, The Arc became aware of a network disruption and promptly initiated an investigation of the matter. The Arc engaged cybersecurity specialists to assist with the process. As a result of the investigation, The Arc determined that certain files may have been accessed or acquired without authorization on or around December 9, 2024. The Arc undertook a comprehensive review of those files and, on January 28, 2025, learned that some of your personal information was contained within the potentially affected data which is the reason for this notification. Please note that The Arc has no evidence of the misuse, or attempted misuse, of any potentially impacted information.

What Information Was Involved. The information may have included your first and last name as well as Social Security number.

What We Are Doing. As soon as The Arc learned of this incident, The Arc took the steps described above and implemented measures to enhance security and minimize the risk of a similar incident occurring in the future. The Arc is also offering you complimentary identity protection services through IDX, a leader in consumer identity protection. These services include 12 months of credit monitoring¹, dark web monitoring, a \$1 million identity fraud loss reimbursement policy, and fully managed identity theft recovery services. The deadline to enroll in these services is May 17, 2025.

What You Can Do. You can follow the recommendations on the following page to help protect your personal information. You can also enroll in the complimentary services offered to you through IDX by using the enrollment code provided above.

For More Information. Further information about how to protect your personal information appears on the following page. If you need assistance with enrollment, please reach out to IDX at 1-800-939-4170 Monday through Friday from 9:00 A.M. to 9:00 P.M. Eastern Time. If you have questions regarding this letter or the event, please reach out to Samuel Barclay at 443-771-8894 Ext. 8928 Monday through Friday

¹ To receive credit monitoring services, you must be over the age of 18 and have established credit in the U.S., have a Social Security number in your name, and have a U.S. residential address associated with your credit file.

between 9 am and 5 pm ET. We take your trust in us and this matter very seriously. Please accept our sincere apologies for any worry or inconvenience this may cause.

Sincerely,

The Arc of Southern Maryland

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”).

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

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/get-credit-report

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.

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

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.