

Notice of Data Privacy Incident

Community Interactions, Inc. (“Community Interactions”) is providing notice of a recent incident that may impact the privacy of certain individuals’ information. We are unaware of any actual or attempted misuse of individuals’ information as a result of this event, but are providing details about the event, steps we have taken in response, and resources available to help individuals better protect their information, should they feel it is appropriate to do so.

What Happened? On or about October 25, 2021, Community Interactions became aware of suspicious activity relating to an employee email account. Community Interactions immediately took steps to secure the email account and launched an investigation which included working with a third-party forensic investigator, to determine the nature and scope of the activity. Community Interactions’ investigation determined that there was unauthorized access to certain email accounts from around September 28, 2021, to October 10, 2021. However, the forensic investigation was unable to determine whether there was access to specific emails and attachments within the accounts.

In an abundance of caution, a programmatic and manual review of the contents of the email accounts were completed to determine whether sensitive information was present in the emails at the time of the incident. That process completed on January 24, 2022. Community Interactions then worked to identify contact information for the impacted individuals.

What Information Was Involved? Although the impacted information may vary by individual, Community Interactions determined, through its investigation, that the information potentially at risk included a limited number of individuals’ names, addresses, Social Security numbers, dates of birth, bank or financial account information, driver’s license or state identification numbers, medical information, or health insurance information. We began notifying impacted individuals on March 30, 2022.

What We Are Doing. We take the confidentiality, privacy, and security of information in our possession very seriously. As part of our ongoing commitment to the security of personal information in our care, we are working to review our existing policies and procedures and to implement additional safeguards to enhance the security of our systems. Upon learning of this event, we worked quickly to confirm the security of our systems and further enhance our email security by implementing multi-factor authentication. In addition to notifying individuals, we also notified state regulators, as required.

As an added precaution, we have arranged for affected individuals to enroll, at no cost, in an online credit monitoring service.

What You Can Do. You can find out more about how to protect against potential identity theft and fraud in the below *Steps You Can Take to Protect Your Information*.

For More Information. If you believe you were impacted or if you have additional questions, please call Carmen McDonald at (610) 328-9008, extension 125, Monday through Friday from 9:00 a.m. to 4:00 p.m., ET, excluding U.S. holidays.

STEPS YOU CAN TAKE TO PROTECT YOUR INFORMATION

Monitor Your Accounts

Under U.S. law, a consumer is entitled to one free credit report annually from each of the three major credit reporting bureaus, Equifax, Experian, and TransUnion. To order your free credit report, visit www.annualcreditreport.com or call, toll-free, 1-877-322-8228. You may also directly contact the three major credit reporting bureaus listed below to request a free copy of your credit report.

Consumers have the right to place an initial or extended “fraud alert” on a 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 seven years. Should you wish to place a fraud alert, please contact any one of the three major credit reporting bureaus listed below.

As an alternative to a fraud alert, consumers have the right to place a “credit freeze” on a credit report, which will prohibit a credit bureau from releasing information in the credit report without the consumer’s express authorization. The credit 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 credit 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. Pursuant to federal law, you cannot be charged to place or lift a credit freeze on your credit report. To request a security freeze, you will need to provide the following information:

1. Full name (including middle initial as well as Jr., Sr., II, III, etc.);
2. Social Security number;
3. Date of birth;
4. Addresses for the prior two to five years;
5. Proof of current address, such as a current utility bill or telephone bill;
6. A legible photocopy of a government-issued identification card (state driver’s license or ID card, etc.); and
7. A copy of either the police report, investigative report, or complaint to a law enforcement agency concerning identity theft if you are a victim of identity theft.

Should you wish to place a credit freeze, please contact the three major credit reporting bureaus listed below:

Equifax	Experian	TransUnion
https://www.equifax.com/personal/credit-report-services	https://www.experian.com/help	https://www.transunion.com/credit-help
888-298-0045	1-888-397-3742	833-395-6938
Equifax Fraud Alert, P.O. Box 105069 Atlanta, GA 30348-5069	Experian Fraud Alert, P.O. Box 9554, Allen, TX 75013	TransUnion Fraud Alert, P.O. Box 2000, Chester, PA 19016
Equifax Credit Freeze, P.O. Box 105788 Atlanta, GA 30348-5788	Experian Credit Freeze, P.O. Box 9554, Allen, TX 75013	TransUnion Credit Freeze, P.O. Box 160, Woodlyn, PA 19094

Additional Information

You may further educate yourself regarding identity theft, fraud alerts, credit freezes, and the steps you can take to protect your personal information by contacting the consumer reporting bureaus, the Federal Trade Commission, or your state Attorney General. The Federal Trade Commission may be reached at: 600 Pennsylvania Avenue NW, Washington, DC 20580; www.identitytheft.gov; 1-877-ID-THEFT (1-877-438-4338); and TTY: 1-866-653-4261. The Federal Trade Commission also encourages those who discover that their information has been misused to file a complaint with them. You can obtain further information on how to file such a complaint by way of the contact information listed above. You have the right to file a police report if you ever experience identity theft or fraud. Please note that in order to file a report with law enforcement for identity theft, you will likely need to provide some proof that you have been a victim. Instances of known or suspected identity theft should also be reported to law enforcement and your state Attorney General. This notice has not been delayed by law enforcement.