

Clinton Community Schools Notice of Data Privacy Incident

Clinton Community Schools (CCSD) is providing notice of an incident experienced by its billing services provider, Timberline Billing Company, LLC (“Timberline”), which may affect the security of certain personal and protected health information relating to current and former CCSD students.

What Happened? On March 5, 2020, Timberline noticed suspicious activity on its network impacting certain servers and systems. Timberline launched an investigation to determine the nature and scope of this activity. Working with outside computer forensics specialists, Timberline determined that an unknown actor accessed the Timberline network between February 12, 2020 and March 4, 2020, encrypted certain files, and also removed certain information from the Timberline network; however, the investigation was unable to determine which specific information was actually removed. Therefore, out of an abundance of caution, Timberline undertook a comprehensive and time-intensive review of all files that could have been impacted. The review was recently completed and determined that protected health information and/or personal information was present in files that may have been subject to unauthorized access.

What Information Was Involved? After a thorough and exhaustive review process, the investigation determined that the following types of information were involved: name and [Extra 2 - data elements]. To date, Timberline is unaware of any actual misuse of personal information relating to this event, and we are providing this notice in an abundance of caution.

What is Timberline Doing? The security, privacy, and confidentiality of your personal information are among our and Timberline’s highest priorities. Upon learning of this incident, Timberline moved quickly to investigate and respond to the incident, assess the security of relevant Timberline systems, and identify potentially affected individuals. Timberline reported this incident to law enforcement and is also reporting this incident to certain regulatory authorities, as required. While Timberline is unaware of any misuse of your information as a result of this incident, Timberline is offering access to 12 months of identity monitoring through Experian for twelve (12) months to impacted individuals.

What Can Impacted Individuals Do? Timberline has established a dedicated assistance line for individuals seeking additional information regarding this incident. Individuals seeking additional information may call the toll-free assistance line at 1-844-439-7669. This toll-free line is available Monday – Friday from 8:00 a.m. to 10:00 p.m. CT and Saturday – Sunday from 10:00 am to 7:00 pm CT. Individuals may also write to us at 1401 12th Ave N or email ssullivan@clintonia.org with questions. Potentially affected individuals may also consider the information and resources outlined below.

Steps You Can Take to Protect Your Information

Monitor Your Accounts

To protect against the possibility of identity theft or other financial loss, we encourage you to remain vigilant, to review your account statements, and to monitor your credit reports for suspicious activity.

We encourage you to remain vigilant against incidents of identity theft and fraud, to review your account statements, and to monitor your credit reports for suspicious activity. You should report any suspicious activity to local law enforcement or the attorney general. Under U.S. law you are entitled to one free credit report annually from each of the three major credit reporting bureaus. To order your free credit report, visit www.annualcreditreport.com or call, toll-free, 1-877-322-8228. You may also contact the three major credit bureaus directly to request a free copy of your credit report.

You have the 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. Pursuant to federal law, you cannot be charged to place or lift a security freeze on your credit report. Should you wish to place a security freeze, please contact the major consumer reporting agencies listed below:

Experian

P.O. Box 9554

Allen, TX 75013

1-888-397-3742

www.experian.com/freeze/center.html

TransUnion

P.O. Box 160

Woodlyn, PA 19094

1-888-909-8872

www.transunion.com/credit-freeze

Equifax

P.O. Box 105788

Atlanta, GA 30348-5788

1-800-685-1111

www.equifax.com/personal/credit-report-services

In order to request a security freeze, you will need to provide the following information:

1. Your full name (including middle initial as well as Jr., Sr., II, III, etc.);
2. Social Security number;
3. Date of birth;
4. If you have moved in the past five (5) years, provide the addresses where you have lived over the prior 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, military identification, etc.);
7. If you are a victim of identity theft, include a copy of either the police report, investigative report, or complaint to a law enforcement agency concerning identity theft.

As an alternative to a security freeze, you have the right to place an initial or extended “fraud alert” on your 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 agencies listed below:

Experian

P.O. Box 9554
Allen, TX 75013
1-888-397-3742

www.experian.com/fraud/center.html

TransUnion

P.O. Box 2000
Chester, PA 19016
1-800-680-7289

www.transunion.com/fraud-victim-resource/place-fraud-alert

Equifax

P.O. Box 105069
Atlanta, GA 30348
1-888-766-0008

www.equifax.com/personal/credit-report-services

Additional Information

You can further educate yourself regarding identity theft, fraud alerts, security freezes, and the steps you can take to protect yourself by contacting the consumer reporting agencies, the Federal Trade Commission, or your state Attorney General or the Federal Trade Commission. The Federal Trade Commission can be reached at: 600 Pennsylvania Avenue NW, Washington, DC 20580, www.identitytheft.gov, 1-877-ID-THEFT (1-877-438-4338); 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.