

## **Notice of Data Event**

Out of an abundance of caution, we are writing to inform you of a data security incident involving Timberline Billing Services, LLC (“Timberline”). Saydel Community School District takes the security of student information very seriously, and we sincerely apologize for any inconvenience this incident may cause. While we are unaware of any actual misuse of student information, we are providing you with information about the incident, Timberline’s response, and the steps you may take to better protect against possible misuse of your / your child’s personal information, should you feel it necessary to do so.

### ***Who is Timberline and Why Did They Have My Child’s Information?***

Timberline provides Medicaid reimbursement billing services for covered IEP services to 190 school districts in Iowa, including Saydel. In September 2020, Timberline notified Saydel that Timberline experienced a cybersecurity incident which resulted in the exposure of personal information maintained by educational institutions and processed by Timberline. Saydel was first notified of this incident by Timberline on September 2, 2020.

### ***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 Timberline’s network between February 12, 2020 and March 4, 2020, encrypted certain files, and also removed certain information from Timberline’s 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. This review was recently completed and determined that protected health information and/or personal information relating to student information was present in files that may have been compromised.

### ***What Information Was Involved?***

Based on the information we have received from Timberline, Timberline’s investigation determined the following types of student information was involved: name, date of birth, diagnosis information, and Medicaid identification number. To date, Timberline is unaware of any actual or attempted misuse of personal information as a result of this incident.

### ***What is Being Done in Response to this Incident?***

The security, privacy, and confidentiality of student personal information are among our 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 also reported this incident to law enforcement. Timberline is taking steps to enhance the security of its systems in addition to the robust security measures already in place including upgrading all servers and firewalls, resetting all user passwords and requiring frequent password rotations, and migrating school and student data to a cloud location.

While we are unaware of any misuse of anyone’s information as a result of this incident, we are offering affected students access to 12 months of minor identity monitoring through Experian at no cost to you.

### ***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 toll-free assistance line at 1-833-704-9385. This toll-free line is available from 8:00 am CT to 10:00 pm CT., Monday through Friday, 10:00 am CT to 7:00 pm CT., Saturday through Sunday, excluding U.S. holidays. Individuals may also email, [rhodeamee@saydel.net](mailto:rhodeamee@saydel.net), with questions. Potentially affected individuals may also consider the information and resources outlined below.

### **Additional Important Information**

**For residents of Hawaii, Michigan, Missouri, Virginia, Vermont, and North Carolina:** It is recommended by state law that you remain vigilant for incidents of fraud and identity theft by reviewing credit card account statements and monitoring your credit report for unauthorized activity.

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**For residents of Illinois, Iowa, Maryland, Missouri, North Carolina, Oregon, and West Virginia:**

It is required by state laws to inform you that you may obtain a copy of your credit report, free of charge, whether or not you suspect any unauthorized activity on your account. You may obtain a free copy of your credit report from each of the three nationwide credit reporting agencies. To order your free credit report, please visit [www.annualcreditreport.com](http://www.annualcreditreport.com), or call toll-free at 1-877-322-8228. You can also order your annual free credit report by mailing a completed Annual Credit Report Request Form (available at <https://www.consumer.ftc.gov/articles/0155-free-credit-reports>) to: Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA, 30348-5281.

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**For residents of Iowa:**

State law advises you to report any suspected identity theft to law enforcement or to the Attorney General.

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**For residents of Oregon:**

State laws advise you to report any suspected identity theft to law enforcement, including the Attorney General, and the Federal Trade Commission.

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**For residents of Arizona, Colorado, Maryland, Rhode Island, Illinois, New York, and North Carolina:**

You can obtain information from the Offices of the Attorney General and the Federal Trade Commission about fraud alerts, security freezes, and steps you can take toward preventing identity theft.

**Maryland Office of the Attorney General** Consumer Protection Division 200, St. Paul Place Baltimore, MD 21202 1-888-743-0023 [www.oag.state.md.us](http://www.oag.state.md.us)

**Rhode Island Office of the Attorney General** Consumer Protection 150 South Main Street, Providence RI 02903 1-401-274-4400 [www.riag.ri.gov](http://www.riag.ri.gov)

**North Carolina Office of the Attorney General** Consumer Protection Division, 9001 Mail Service Center Raleigh, NC 27699-9001 1-877-566-7226 [www.ncdoj.com](http://www.ncdoj.com)

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

**New York Office of Attorney General** Consumer Frauds & Protection, The Capitol Albany, NY 12224 1-800-771-7755 <https://ag.ny.gov/consumer-frauds/identity-theft>

**Colorado Office of the Attorney General** Consumer Protection 1300 Broadway, 9<sup>th</sup> Floor, Denver, CO 80203 1-720-508-6000 [www.coag.gov](http://www.coag.gov)

**Arizona Office of the Attorney General** Consumer Protection & Advocacy Section, 2005 North Central Avenue, Phoenix, AZ 85004 1-602-542-5025

**Illinois Office of the Attorney General** Consumer Protection Division 100 W Randolph St., Chicago, IL 60601 1-800-243-0618 [www.illinoisattorneygeneral.gov](http://www.illinoisattorneygeneral.gov)

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**For residents of Massachusetts:** It is required by state law that you are informed of your right to obtain a police report if you are a victim of identity theft

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**For residents of all states:**

**Fraud Alerts:** You can place fraud alerts with the three credit bureaus by phone and online with Equifax ([https://assets.equifax.com/assets/personal/Fraud\\_Alert\\_Request\\_Form.pdf](https://assets.equifax.com/assets/personal/Fraud_Alert_Request_Form.pdf)); TransUnion (<https://www.transunion.com/fraud-alerts>); or Experian (<https://www.experian.com/fraud/center.html>). A fraud alert tells creditors to follow certain procedures, including contacting you, before they open any new accounts or change your existing accounts. For that reason, placing a fraud alert can protect you, but also may delay you when you seek to obtain credit. As of September 21, 2018, initial fraud alerts last for one year. Victims of identity theft can also get an extended fraud alert for seven years. The phone numbers for all three credit bureaus are at the bottom of this page.

**Monitoring:** You should always remain vigilant and monitor your accounts for suspicious or unusual activity.

**Security Freeze:** You also have the right to place a security freeze on your credit report. A security freeze is intended to prevent

credit, loans, and services from being approved in your name without your consent. To place a security freeze on your credit report, you need to make a request to each consumer reporting agency. You may make that request by certified mail, overnight mail, regular stamped mail, or by following the instructions found at the websites listed below. The following information must be included when requesting a security freeze (note that if you are requesting a credit report for your spouse or a minor under the age of 16, this information must be provided for him/her as well): (1) full name, with middle initial and any suffixes; (2) Social Security number; (3) date of birth; (4) current address and any previous addresses for the past five years; and (5) any applicable incident report or complaint with a law enforcement agency or the Registry of Motor Vehicles. The request must also include a copy of a government-issued identification card and a copy of a recent utility bill or bank or insurance statement. It is essential that each copy be legible, display your name and current mailing address, and the date of issue. As of September 21, 2018, it is free to place, lift, or remove a security freeze. You may also place a security freeze for children under the age of 16. You may obtain a free security freeze by contacting any one or more of the following national consumer reporting agencies:

**Equifax Security Freeze**

P.O. Box 105788  
Atlanta, GA 30348  
[www.freeze.equifax.com](http://www.freeze.equifax.com)  
800-525-6285

**Experian Security Freeze**

P.O. Box 9554  
Allen, TX 75013  
[www.experian.com/freeze](http://www.experian.com/freeze)  
888-397-3742

**TransUnion (FVAD)**

P.O. Box 2000  
Chester, PA 19022  
[freeze.transunion.com](http://freeze.transunion.com)  
800-680-7289

More information can also be obtained by contacting the Federal Trade Commission listed above.