

SOUTHWESTERN INDIANA REGIONAL COUNCIL ON AGING NOTICE OF DATA SECURITY INCIDENT

The privacy and security of personal information is of the utmost importance to Southwestern Indiana Regional Council on Aging (“SWIRCA”).

SWIRCA recently learned that an unauthorized individual may have obtained access to a limited number of employee email accounts between May 8, 2020 and August 18, 2020. SWIRCA immediately launched an investigation in consultation with outside cybersecurity professionals who regularly investigate and analyze these types of situations to analyze the extent of any compromise of the email accounts and the security of the emails and attachments contained within them. SWIRCA devoted considerable time and effort to determine what information was contained in the affected email accounts. Based on its comprehensive investigation and document review, which concluded on April 23, 2021, SWIRCA discovered that the compromised email account(s) contained a limited amount of personal information, including full names and one (1) or more of the following: Social Security numbers, driver’s license numbers or state identification numbers, financial account information, credit or debit card information, health insurance policy information, medical information (diagnosis/treatment information), and/or dates of birth.

To date, SWIRCA is not aware of any reports of identity fraud or improper use of any information as a direct result of this incident. Out of an abundance of caution, SWIRCA provided written notification of this incident commencing on May 17, 2021 to all those impacted to the extent SWIRCA had a last known home address. The notice letter specifies steps impacted individuals may take in order to protect themselves against identity fraud, including enrolling in complimentary credit monitoring services if their Social Security numbers were impacted, placing a fraud alert/security freeze on their credit files, obtaining free credit reports, remaining vigilant in reviewing financial account statements and credit reports for fraudulent or irregular activity on a regular basis, and taking steps to safeguard themselves against medical identity theft.

SWIRCA is committed to maintaining the privacy of personal information in its possession and has taken many precautions to safeguard it. SWIRCA continually evaluates and modifies its practices and internal controls to enhance the security and privacy of personal information. All staff have changed their passwords and two-way authentication has been implemented for every account. As an additional layer of security, SWIRCA has subscribed to a cloud-based system that each e-mail must pass through before it is delivered to the recipient.

Individuals with questions concerning this incident may call a dedicated and confidential toll-free response line that SWIRCA has set up to respond to questions at 844-582-5076. The response line is available Monday through Friday, 8:00am to 5:00pm Eastern Time.