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May 6, 2024

VIA EMAIL

Office of the Attorney General
Hoover Building
1305 E Walnut St
Des Moines, IA 50319
consumer@ag.iowa.gov

Dear Attorney General Miller:

We represent the State of Kansas Office of Judicial Administration ("KSOJA") with respect to a data security incident involving personal information as described below. KSOJA takes the security of the information in its control seriously and is committed to answering any questions you may have regarding this event.

1. Nature of security incident

On October 12, 2023, KSOJA became aware of unauthorized activity on its network. Upon discovery, KSOJA immediately activated its incident response protocols. KSOJA hired external cybersecurity experts to determine what information may have been impacted. The investigation found there was unauthorized access to the KSOJA electronic system between June 10, 2023, and October 12, 2023. The investigation also found there had been unauthorized access to files on the KSOJA system and a limited number of files had been taken from the Kansas OJA system. KSOJA hired an experienced data review firm to help it review all files that had been accessed during the incident to find out if any contained personal information. The review of the information accessed during the incident took considerable time to review and to identify the impacted individuals. This process was completed on April 23, 2024, at which point KSOJA determined personal information was impacted.

Impacted information includes names with some combination of the following: addresses, dates of birth, Social Security numbers, driver's license or other state/governmental identification card numbers, tax identification card numbers, financial account information, passport number, student identification card numbers, payment card information, medical information, biometric identifier, and health insurance information.

2. Number of Iowa residents affected

Six hundred and one (601) Iowa residents were notified of the incident. Notification letters were sent to potentially affected individuals on May 6, 2024. A copy of the template notification letter is attached as Exhibit A.

3. Steps taken in response to the incident

In response to the incident, KSOJA put additional security controls in place, and it continues to enhance security controls that protect its network. KSOJA put in place supplemental anti-malware tools, and it will continue to evaluate its security protocols for opportunities to further bolster our network security. Additionally, affected individuals were offered twelve (12) months of credit monitoring and identity protection services through IDX.

4. Contact information

KSOJA takes the security of the information in its control seriously and is committed to ensuring information within its control is appropriately protected. If you have any questions or need additional information, please do not hesitate to contact me at jschwent@clarkhill.com or (312) 985-5939.

Sincerely,

CLARK HILL

Jason M. Schwent
Senior Counsel

cc: Sunaina Ramesh

Exhibit A

Kansas
Judicial Branch

P.O. Box 989728
West Sacramento, CA 95798-9728

<<First Name>> <<Last Name>>
<<Address1>>
<<Address2>>
<<City>>, <<State>> <<Zip>>
<<Country>>

Enrollment Code: <<ENROLLMENT>>
To Enroll, Scan the QR Code Below:

SCAN ME

Or Visit:
https://app.idx.us/account-creation/protect

May 6, 2024

NOTICE OF DATA SECURITY <<Variable Text 2>>

Dear <<First Name>> <<Last Name>>,

The Kansas Supreme Court Office of Judicial Administration ("Kansas OJA") is writing to let you know about a data security incident that may have impacted your personal information.

We take your privacy and security of your information seriously, and we sincerely apologize for any concerns or inconvenience this may cause you. This letter lists steps you can take to protect your information and resources we are making available to help you.

What happened

On October 12, 2023, Kansas OJA became aware of unauthorized activity on its network. Upon discovery, we immediately activated our incident response protocols. We hired external cybersecurity experts to determine what information may have been impacted.

The investigation found there was unauthorized access to the Kansas OJA electronic system between June 10, 2023, and October 12, 2023. The investigation also found there had been unauthorized access to files on the Kansas OJA system and a limited number of files had been taken from the Kansas OJA system.

We hired an experienced data review firm to help us review all files that had been accessed during the incident to find out if any contained personal information. This process was completed on April 23, 2024, at which point we determined some of your personal information was impacted.

The privacy and security of personal information is important to us and integral to our role as the Kansas judiciary. Through this letter, we are letting you know about the incident and the steps we are taking to address it.

What information was involved

Impacted information may include your name, <<Variable Text 1>>.

What we are doing

To reduce the risk that something like this could happen again, we put additional security controls in place, and we continue to enhance security controls that protect our network. We put in place supplemental anti-malware tools, and we will continue to evaluate our security protocols for opportunities to further bolster our network security.

What you can do

In addition, we are offering identity theft protection services through IDX, A ZeroFox Company, the data breach and recovery services expert. IDX identity protection services include: <<12 months/24 months>> of credit and CyberScan monitoring, a $1,000,000 insurance reimbursement policy, and fully managed id theft recovery services. With this protection, IDX will help you resolve issues if your identity is compromised.

You may contact IDX with any questions and to enroll in the free identity protection services by calling 1-888-861-6382, going to https://app.idx.us/account-creation/protect, or scanning the QR image and using the Enrollment Code provided above. IDX representatives are available Monday through Friday from 8 am - 8 pm Central Time. Please note the deadline to enroll is August 6, 2024.

We encourage you to take full advantage of the service we are offering. IDX representatives are fully versed on the incident and can answer your questions and concerns about protecting your information.

We also recommend you review the enclosed information. It describes other steps you can take to help protect yourself. It includes recommendations by the Federal Trade Commission regarding identity theft protection and how to place a fraud alert or security freeze on your credit file. You should regularly review your credit reports and financial statements and report suspicious activity immediately.

For more information

If you have questions or concerns, please call 1-888-861-6382 between 8 am - 8 pm Central Time, Monday through Friday, excluding holidays.

Your trust is our top priority. We deeply regret any inconvenience or concern this matter may cause you.

Sincerely,

The Kansas Supreme Court Office of Judicial Administration

RECOMMENDED STEPS TO HELP PROTECT YOUR INFORMATION

1. **Website and Enrollment.** Scan the QR image or go to https://app.idx.us/account-creation/protect and follow the instructions for enrollment using your Enrollment Code provided at the top of the letter.

2. Activate the credit monitoring provided as part of your IDX identity protection membership. The monitoring included in the membership must be activated to be effective. Note: You must have established credit and access to a computer and the internet to use this service. If you need assistance, IDX will be able to assist you.

3. Telephone. Contact IDX at 1-888-861-6382 to gain additional information about this event and speak with knowledgeable representatives about the appropriate steps to take to protect your credit identity.

4. Review your credit reports. We recommend you be vigilant about reviewing account statements and monitoring credit reports. Under federal law, you are entitled to obtain one free copy of your credit report from each of the three major credit reporting companies every 12 months. You can request your credit report online or by telephone.

www.annualcreditreport.com
1-877-322-8228

You may want to stagger your requests made of the three credit bureaus so you get one free report every four months.

You have the right to file a police report if you ever experience identity fraud. To file a crime report or incident report with law enforcement for identity theft, you may be asked to provide proof you are a victim. A police report is often required to dispute fraudulent items. You can report suspected incidents of identity theft to local law enforcement or your state attorney general.

If you discover any suspicious items and have enrolled in IDX identity protection, notify them immediately by calling or by logging into the IDX website and filing a request for help.

If you file a request for help or report suspicious activity, you will be contacted by a member of our ID Care team who will help you determine the cause of the suspicious items. In the unlikely event that you fall victim to identity theft as a consequence of this incident, you will be assigned an ID Care Specialist who will work on your behalf to identify, stop and reverse the damage quickly.

5. Place fraud alerts with the three credit bureaus. If you choose to place a fraud alert, we recommend you do this after activating your credit monitoring. You can place a fraud alert with one of the three major credit bureaus by phone or through any of their websites. A fraud alert tells creditors to follow certain procedures, such as contacting you before they open a new account or change an existing account. For that reason, placing a fraud alert can protect you, but it may also delay you when you try to obtain credit. The contact information for all three bureaus is as follows:

Credit Bureaus

Equifax Fraud Reporting
PO Box 105069
Atlanta, GA 30348-5069

Equifax Credit Freeze
PO Box 105788
Atlanta, GA 30348-5788
www.equifax.com/personal/credit-report-services
1-888-836-6351

Experian Fraud Reporting and Credit Freeze
PO Box 9554
Allen, TX 75013
www.experian.com
1-888-397-3742

TransUnion Fraud Reporting
PO Box 2000
Chester, PA 19022-2000

TransUnion Credit Freeze
PO Box 160
Woodlyn, PA 19094
www.transunion.com
1-800-680-7289

You need contact only ONE of the bureaus and use only ONE of these methods. As soon as one of the three bureaus confirms your fraud alert, the others are notified to place alerts on their records as well. You will receive

confirmation letters in the mail and will then be able to order all three credit reports, free of charge, for your review. An initial fraud alert will last for one year.

NOTE: Only you can place a fraud alert on your credit report.

6. Security or credit freeze. By placing a security freeze, also called a credit freeze, no one can use your personal identifying information to open new accounts or borrow money in your name. You will need to contact the three credit reporting bureaus listed above to place the freeze. Keep in mind, once you place the freeze, you will not be able to borrow money, get instant credit, or get a new credit card until you again contact the credit reporting bureaus to temporarily lift or permanently remove the freeze. There is no cost to freeze and unfreeze your credit files.

7. You can get more information about steps you can take to avoid identity theft from the agencies listed below. The Federal Trade Commission also encourages anyone who discovers their information has been misused to file a complaint with them.

California residents

California Office of Privacy Protection
www.oag.ca.gov/privacy

District of Columbia residents

Office of the Attorney General
400 6th Street, NW
Washington, DC 20001
oag@dc.gov
202-727-3400

Kansas Residents: File an Identity Theft Complaint Form with the Kansas Attorney General's Office through their website: Identity Theft Complaint Form - https://ag.ks.gov/complaint-center/id-theft.

Maryland residents

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

New Mexico residents

You have rights under the Fair Credit Reporting Act. You have the right to be told if information in your credit file has been used against you, the right to know what is in your credit file, the right to ask for your credit score, and the right to dispute incomplete or inaccurate information. Further, under the Fair Credit Reporting Act, a consumer reporting agency must correct or delete inaccurate, incomplete, or unverifiable information; consumer reporting agencies may not report outdated negative information; access to your file is limited; you must give your consent for credit reports to be provided to employers; you may limit "prescreened" offers of credit and insurance you get based on information in your credit report; and you may seek damages from a violator. You may have other rights under the Fair Credit Reporting Act not summarized here. Identity theft victims and active duty military personnel have specific additional rights under the Fair Credit Reporting Act. Review your rights under the Fair Credit Reporting Act by writing or visiting:

Consumer Response Center
Federal Trade Commission
Room 130-A

600 Pennsylvania Ave. NW
Washington, DC 20580
www.consumerfinance.gov/f/201904_cfpb_summary_your-rights-under-fcra.pdf

New York residents

Office of the Attorney General
The Capitol
Albany, NY 12224-0341
https://ag.ny.gov/
1-800-771-7755

North Carolina residents

Office of the Attorney General of North Carolina
9001 Mail Service Center
Raleigh, NC 27699-9001
www.ncdoj.gov
1-919-716-6400

Oregon residents

Oregon Department of Justice
1162 Court Street, NE
Salem, OR 97301-4096
www.doj.state.or.us/
877-877-9392

Rhode Island residents

You have the right to have any police report filed related to this incident. There are 18 Rhode Island residents impacted by this incident.

Office of the Attorney General
150 South Main Street
Providence, RI 02903
www.riag.ri.gov
401-274-4400

All United States residents

Identity Theft Clearinghouse
Federal Trade Commission
600 Pennsylvania Avenue, NW
Washington, DC 20580
www.consumer.gov/idtheft
1-877-IDTHEFT (438-4338)
1-866-653-4261 TTY