

Notification of Data Security Incident

December 26, 2019 – Racine County, Wisconsin (“Racine”) has learned of a data security incident that involved protected health information belonging to certain individuals. Beginning on December 3, 2019, Racine notified potentially impacted individuals and provided resources to assist them.

On April 25, 2019, Racine discovered unusual activity in its email system. Upon discovering this activity, Racine immediately took steps to secure the Racine digital environment and began an investigation. In so doing, Racine engaged an independent forensics firm to determine what happened and whether personal and/or health information may have been accessed or acquired without authorization. On July 1, 2019, Racine learned that certain employee email accounts had been accessed without authorization. On October 4, 2019, Racine learned that health information belonging to some individuals was contained within the impacted accounts and may have been accessed without authorization. This information may have included names, addresses, dates of birth, Social Security numbers, driver’s license numbers and information relating to medical/health treatment, diagnosis, insurance, records, and/or patient accounts.

Racine takes the security of all information very seriously. Racine has no evidence to suggest that any of the information potentially impacted in connection with this incident has been misused. Nonetheless, Racine has implemented additional security features to help prevent similar incidents from occurring in the future.

Notification letters were sent to potentially impacted individuals beginning on December 3, 2019. The letters include information about this incident and about steps that potentially impacted individuals can take to monitor and help protect their personal information. Racine has established a toll-free call center to answer questions about the incident and to address related concerns. The call center can be reached at 1-800-939-4170, Monday through Friday from 8:00 am to 8:00 pm Central time. In addition, as a precaution, Racine is offering complementary credit monitoring services through ID Experts® to those individuals whose information was potentially impacted. If your information was potentially impacted, enrollment information was provided in the letter you received. If you did not receive a letter, you can inquire as to whether or not your information may have been impacted by calling 1-800-939-4170.

The privacy and protection of private information is a top priority for Racine. Racine deeply regrets any inconvenience or concern this incident may cause.

The following information is provided to help individuals wanting more information about steps that they can take to protect themselves:

What steps can I take to protect my private information?

- If you detect suspicious activity on any of your accounts, you should promptly notify the financial institution or company with which the account is maintained. You should also report any fraudulent activity or any suspected incidents of identity theft to law enforcement.
- You may obtain a copy of your credit report at no cost from each of the three nationwide credit reporting agencies. To do so, visit www.annualcreditreport.com or call toll free at 1-877-322-8228. Contact information for the three agencies appears at the bottom of this page.
- Notify your financial institution immediately of any unauthorized transactions made, or new accounts opened, in your name.
- You can take steps recommended by the Federal Trade Commission to protect yourself from identify theft. The FTC’s website offers helpful information at www.ftc.gov/idtheft.

What should I do to protect myself from payment card/credit card fraud?

We suggest that you review your debit and credit card statements carefully in order to identify any unusual activity. If you see anything that you do not understand or that looks suspicious, you should contact the issuer of the debit or credit card immediately.

How do I obtain a copy of my credit report?

You can obtain a copy of your credit report, free of charge, directly from each of the three nationwide credit reporting agencies once every twelve (12) months. To do so, please visit www.annualcreditreport.com or call toll free at 1-877-322-8228. Contact information for the three agencies is included in the notification letter and is also listed at the bottom of this page.

How do I put a fraud alert on my account?

You may consider placing a fraud alert on your credit report. This fraud alert informs creditors of possible fraudulent activity within your report and requests that creditors contact you prior to establishing any accounts in your name. To place a fraud alert on your credit report, contact Equifax, Experian or TransUnion and follow the Fraud Victims instructions. To place a fraud alert on your credit accounts, contact your financial institution or credit provider. Contact information for the three nationwide credit reporting agencies is listed below.

Contact information for the three nationwide credit reporting agencies is as follows:

Equifax Security Freeze	Experian Security Freeze	TransUnion (FVAD)
PO Box 105788	PO Box 9554	PO Box 2000
Atlanta, GA 30348	Allen, TX 75013	Chester, PA 19022

1-800-685-1111
www.equifax.com

1-888-397-3742
www.experian.com

1-800-888-4213
www.transunion.com