

Notice of Data Incident

The City of Philadelphia (the “City”) recently experienced a data event that may impact the security of information related to certain individuals served by the City Health Centers and the Public Health Laboratory operated by the Department of Public Health.

What Happened? On May 28, 2020, the City became aware of suspicious activity related to a Department of Public Health employee’s email account. The City quickly launched an internal investigation to determine the nature and scope of the activity, as well as the extent of potentially affected information. The City’s initial investigation confirmed that the email account had been subject to unauthorized access on May 28, 2020. Upon further investigation, the City confirmed that additional Department of Public Health employees’ email accounts were subject to unauthorized access intermittently between May 28, 2020 and July 20, 2020. With the assistance of computer forensics specialists, the City is thoroughly reviewing the affected email accounts to confirm the scope of unauthorized access, determine whether the accounts contained sensitive information, and identify the individuals whose information may have been impacted. Upon completing this review, the City will work diligently to provide written notice of this event to affected individuals and provide identity protection resources to assist them.

What Information Was Involved? The City’s investigation into this event is ongoing and the scope of impacted information has not yet been determined. However, the City’s investigation to date indicates that the incident was caused by an email phishing campaign that originated in another City department and that various employee email accounts across multiple City departments have been affected. The City expects that some of the affected email accounts will contain personal information, including protected health information, such as names, dates of birth, addresses, account and/or medical record numbers, health insurance information, and clinical information. Upon completing its review, the City will provide additional details to affected individuals.

What is the City Doing? The privacy of the people we serve is very important to us and we will continue to do everything we can to protect it. Upon learning of this event, we moved quickly to confirm and enhance the security of our systems, which included resetting affected employees’ email account passwords, increasing monitoring of network activity, and implementing tools to enhance email security. As described above, we also launched an in-depth investigation with the assistance of outside computer forensics specialists to determine the full nature and scope of this incident. As part of our ongoing commitment to privacy and security, we are reviewing our existing policies and procedures to identify ways to better prevent similar incidents from occurring in the future.

What Can You Do? You can learn more about how to protect against the possibility of information misuse from the below *Privacy Safeguards*.

For More Information. We understand that you may have questions about this incident that are not addressed in this notice. While our investigation is ongoing, if you have additional questions, please call us toll-free at 1-888-714-2840.

Privacy Safeguards

Monitor Accounts

The City encourages individuals to remain vigilant against incidents of identity theft and fraud, to review account statements and explanations of benefits, and to monitor credit reports for suspicious activity. Under U.S. law, individuals over the age of eighteen (18) 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. The contact information for the credit reporting agencies is 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

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 the Pennsylvania Office of Attorney General.

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.

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística.

Llame al 1-888-714-2840 (TTY: 1-888-714-2840).

注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 1-888-714-2840

(TTY: 1-888-714-2840).

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số

1-888-714-2840 (TTY: 1-888-714-2840).

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-888-714-2840 (телетайп: 1-888-714-2840).

Wann du [Deutsch (Pennsylvania German / Dutch)] schwetzsch, kannscht du mitaus Koschte ebber gricke, ass dihr helft mit die englisch Schpooch. Ruf selli Nummer uff: Call 1-888-714-2840 (TTY: 1-888-714-2840).

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-888-714-2840 (TTY: 1-888-714-2840) 번으로 전화해 주십시오.

ATTENZIONE: In caso la lingua parlata sia l'italiano, sono disponibili servizi di assistenza linguistica gratuiti. Chiamare il numero 1- 888-714-2840 (TTY: 1-888-714-2840).

ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم 1-888-714-2840 (رقم هاتف الصم والبكم: 1-888-714-2840).

ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-888-714-2840 (ATS : 1-888-714-2840).

ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 1-888-714-2840 (TTY: 1-888-714-2840).

સુચના: જો તમે ગુજરાતી બોલતા હો, તો નિ:શુલ્ક ભાષા સહાય સેવાઓ તમારા માટે ઉપલબ્ધ છે. ફોન કરો 1-888-714-2840 (TTY: 1-888-714-2840).

UWAGA: Jeżeli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej. Zadzwoń pod numer 1-888-714-2840 (TTY: 1-888-714-2840).

ATANSYON: Si w pale Kreyòl Ayisyen, gen sèvis èd pou lang ki disponib gratis pou ou. Rele 1-888-714-2840 (TTY: 1-888-714-2840).

ប្រយ័ត្ន: បើសិនជាអ្នកនិយាយ ភាសាខ្មែរ, សេវាជំនួយផ្នែកភាសា ដោយមិនគិតលុយ គឺអាចមានសំរាប់បំរើអ្នក។ ចូរ ទូរស័ព្ទ 1-888-714-2840 (TTY: 1-888-714-2840).

ATENÇÃO: Se fala português, encontram-se disponíveis serviços linguísticos, grátis. Ligue para 1-888-714-2840 (TTY: 1-888-714-2840).