

Henry County Commissioners

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December 16, 2016



Board of County Commissioners:

Robert E. Hastedt
Glenn A. Miller
Thomas H. VonDeylen

Clerk:

Kristi Schultheis

Administrative Assistant:

Cathy Behnfeldt

Office Hours:

8:00 am to 4:30 pm
Monday – Friday

Website:

henrycountyohio.com

Notice of Data Security Incident

To whom it may concern:

On October 31, 2016, in connection with a ransomware attack that we were investigating, we found evidence that hackers gained access to our voter registration database and may have acquired data on registered voters in Henry County. (Ransomware is a type of malicious software used to deny access to information in an effort to secure monetary payment. Hackers that use ransomware are typically interested in securing payment – not stealing data.)

On December 1, 2016, we sent notices of this incident to the last known address of 17,841 individuals who had been registered to vote in Henry County.

Because it is possible that we may have outdated contact information for some of our county registered voters, we are providing notice of this incident on our website.

If you did not receive a notice in the mail and suspect the address that Henry County has on file for you is outdated please call (419) 592-4876.

An individual from the Commissioner's office will be able to determine whether you should have received notice of this incident.

What Happened

After a thorough investigation by a leading forensics company, we are confident that the ransomware has been contained and have no reason to believe the 2016 election process was compromised in any way; all ballots cast in Henry County were processed and properly accounted for.

As part of our investigation, we worked closely with the Federal Bureau of Investigation (FBI) to determine the scope of the incident. We did not pay a ransom to regain access to any data. Instead, we restored the necessary data from backups. We did not find any evidence indicating that data was extracted from Henry County's voter registration database as a result of the ransomware attack.

Voter registration information – including your name, address, birthdate, political party and driver's license information – may have been subject to unauthorized access. We store only the last four numbers of Social Security numbers in the voter registration database and do not store any financial information. At this time, we

have no information indicating that any of your data has been inappropriately used by anyone.

What We Are Doing About It

We take this matter very seriously. We have taken several steps to address this incident responsibly and to further protect your personal information including:

- Cooperating with the FBI and its investigation;
- Notifying the major consumer reporting agencies;
- Notifying the Ohio Attorney General's office;
- Reviewing and analyzing our security detection and response processes so we can quickly detect and respond to threats like malware and defend our systems from future attacks; and
- Scheduling additional comprehensive data security and privacy training sessions for all employees to increase cyber awareness.

What Can You Do

Although we have no information at this time indicating that your personal information was inappropriately used by anyone, we are notifying you under Ohio law so that you may take steps to protect yourself.

As a precautionary measure, we are offering a complimentary one-year membership to Experian's ProtectMyID® Alert. This product helps detect possible misuse of your personal information and provides you with superior identity-protection support focused on immediate identification and resolution of identity theft.

We take our responsibility to protect your personal information very seriously and have taken steps to help prevent something like this from happening again. If you have any questions about this matter or your personal information maintained by Henry County, please call our dedicated call center at (866) 926-9801 between the hours of 9am – 9pm EST Monday to Friday, and 11am – 8pm EST Saturday to Sunday.

We apologize for any inconvenience caused to you as a result of these events and want to reassure you that maintaining the confidentiality of your information remains a priority to us.

Sincerely,



Glenn A. Miller
President, Board of Henry County Commissioners

ADDITIONAL ACTIONS TO HELP REDUCE YOUR CHANCES OF IDENTITY THEFT

PLACE A 90-DAY FRAUD ALERT ON YOUR CREDIT FILE

An **initial 90-day fraud alert** indicates to anyone requesting your credit file that you suspect you are a victim of fraud. When you or someone else attempts to open a credit account in your name, increase the credit limit on an existing account or obtain a new card on an existing account, the lender should take steps to verify that you have authorized the request. If the creditor cannot verify this, the request should not be satisfied. You may contact one of the credit reporting companies below for assistance.

Equifax

1-800-525-6285

www.equifax.com

Experian

1-888-397-3742

www.experian.com

TransUnion

1-800-680-7289

www.transunion.com

PLACE A SECURITY FREEZE ON YOUR CREDIT FILE

If you are very concerned about becoming a victim of fraud or identity theft, a security freeze might be right for you. Placing a freeze on your credit report will prevent lenders and others from accessing your credit report in connection with new credit application, which will prevent them from extending credit. A security freeze generally does not apply to circumstances in which you have an existing account relationship, and a copy of your report is requested by your existing creditor or its agents or affiliates for certain types of account review, collection, fraud control or similar activities. With a security freeze in place, you will be required to take special steps when you wish to apply for any type of credit. This process is also completed through each of the credit reporting companies.

ORDER YOUR FREE ANNUAL CREDIT REPORTS

Visit www.annualcreditreport.com or call 877-322-8228. Once you receive your credit reports, review them for discrepancies. Identify any accounts you did not open or inquiries from creditors that you did not authorize. Verify that all information is correct. If you have questions or notice incorrect information, contact the credit reporting company.

MANAGE YOUR PERSONAL INFORMATION

Take steps such as carrying only essential documents with you, being aware of whom you are sharing your personal information with and shredding receipts, statements and other sensitive information.

USE TOOLS FROM CREDIT PROVIDERS

Carefully review your credit reports and bank, credit card and other account statements. Be proactive and create alerts on credit cards and bank accounts that notify you of activity. If you discover unauthorized or suspicious activity on your credit report or by any other means, file an identity-theft report with your local police and contact a credit reporting company.

OBTAIN MORE INFORMATION ABOUT IDENTITY THEFT AND WAYS TO PROTECT YOURSELF

Visit <http://www.experian.com/credit-advice/topic-fraud-and-identity-theft.html> for general information regarding identity protection. The Federal Trade Commission has an identity theft hotline: 877-438-4338; TTY: 1-866-653-4261. They also provide information online at www.ftc.gov/idtheft.