

# ***NOTICE OF DATA EVENT***

**Date: January 28, 2025**

The Chicago Department of Public Health (“CDPH”) is providing notice of a recent event involving certain personal information. While we are unaware of any actual or attempted misuse of personal information, we are providing information about the event, steps taken since discovering the event, and what you can do to better protect against potential misuse of your personal information, should you feel it is appropriate to do so.

**What Happened?** On or about October 8, 2024, CDPH was alerted to an inadvertent potential disclosure of sensitive information used to generate statistics related to public health and safety. CDPH immediately began an investigation into the nature and scope of the potential disclosure. As part of the investigation, it was determined that certain personal information could be accessed when visiting a dashboard showing statistical information if the visitor took certain steps when viewing the dashboard.

**What Information Was Involved?** The types of information that may have been present on the impacted systems include a combination of certain individuals’ names and medical information.

**What We Are Doing.** CDPH takes this event and the security of information in our care very seriously. Upon learning of the event, we moved quickly to assess the use of these dashboards and conduct a comprehensive investigation. As part of our ongoing commitment to information security, we reviewed our policies and procedures related to the use of these tools to reduce the risk of a similar event from occurring in the future. All potential public access to the data has been disabled.

As an added precaution, we are also offering twelve (12) months of complimentary access to credit monitoring services through IDX, a ZeroFox company, to individuals who were affected by this event.

**What You Can Do.** We encourage you to remain vigilant against incidents of identity theft and fraud by reviewing your account statements and monitoring your free credit reports for suspicious activity and to detect errors over the next 12 to 24 months. You also can enroll to receive the complimentary credit monitoring services that we are offering to you. Please also review the information contained in the below *Steps You Can Take to Protect Personal Information*.

**For More Information.** CDPH understands you may have questions about this event not addressed in the notice. If you believe you may have been impacted by this event, want to enroll in credit monitoring or if you have additional questions, please contact our dedicated assistance line at **1-877-741-1109**.

## ***STEPS YOU CAN TAKE TO PROTECT PERSONAL INFORMATION***

### **Monitor Accounts**

Under U.S. law, a consumer is entitled to one free credit report annually from each of the three major credit reporting bureaus, Equifax, Experian, and TransUnion. To order a free credit report, visit [www.annualcreditreport.com](http://www.annualcreditreport.com) or call, toll-free, 1-877-322-8228. Consumers may also directly contact the three major credit reporting bureaus listed below to request a free copy of their credit report.

Consumers have the right to place an initial or extended “fraud alert” on a credit file at no cost. An initial fraud alert is a one-year alert that is placed on a consumer’s credit file. Upon seeing a fraud alert display on a consumer’s credit file, a business is required to take steps to verify the consumer’s identity before extending new credit. If consumers are the victim of identity theft, they are entitled to an extended fraud alert, which is a fraud alert lasting seven years. Should consumers wish to place a fraud alert, please contact any of the three major credit reporting bureaus listed below.

As an alternative to a fraud alert, consumers have the right to place a “credit freeze” on a credit report, which will prohibit a credit bureau from releasing information in the credit report without the consumer’s express authorization. The credit freeze is designed to prevent credit, loans, and services from being approved in a consumer’s name without consent. However, consumers should be aware that using a credit freeze to take control over who gets access to the personal and financial information in their credit report may delay, interfere with, or prohibit the timely approval of any subsequent request or application they make regarding a new loan, credit, mortgage, or any other account involving the extension of credit. Pursuant to federal law, consumers cannot be charged to place or lift a credit freeze on their credit report. To request a credit freeze, individuals may need to provide some or all of the following information:

1. Full name (including middle initial as well as Jr., Sr., II, III, etc.);
2. Social Security number;
3. Date of birth;
4. Addresses for the prior two to five years;
5. Proof of current address, such as a current utility bill or telephone bill;
6. A legible photocopy of a government-issued identification card (state driver's license or ID card, etc.); and
7. A copy of either the police report, investigative report, or complaint to a law enforcement agency concerning identity theft if they are a victim of identity theft.

Should consumers wish to place a credit freeze or fraud alert, please contact the three major credit reporting bureaus listed below:

| <b>Equifax</b>  | <b>Experian</b>   | <b>TransUnion</b>   |
|---|---|---|
| <a href="https://www.equifax.com/personal/credit-report-services/">https://www.equifax.com/personal/credit-report-services/</a> | <a href="https://www.experian.com/help/">https://www.experian.com/help/</a> | <a href="https://www.transunion.com/get-credit-report">https://www.transunion.com/get-credit-report</a><br><a href="https://www.transunion.com/credit-freeze">https://www.transunion.com/credit-freeze</a><br><a href="https://www.transunion.com/fraud-alerts">https://www.transunion.com/fraud-alerts</a> |
| 1-888-298-0045  | 1-888-397-3742  | 1-833-799-5355  |
| Equifax Fraud Alert, P.O. Box 105069<br>Atlanta, GA 30348-5069  | Experian Fraud Alert, P.O. Box 9554, Allen, TX 75013                        | TransUnion Fraud, P.O. Box 2000, Chester, PA 19016  |
| Equifax Credit Freeze, P.O. Box 105788<br>Atlanta, GA 30348-5788  | Experian Credit Freeze, P.O. Box 9554, Allen, TX 75013                      | TransUnion Credit Freeze, PO Box 2000 Chester, PA 19016   |

**Additional Information**

Consumers may further educate themselves regarding identity theft, fraud alerts, credit freezes, and the steps they can take to protect your personal information by contacting the consumer reporting bureaus, the Federal Trade Commission, or their state Attorney General. The Federal Trade Commission may be reached at: 600 Pennsylvania Avenue NW, Washington, D.C. 20580; [www.identitytheft.gov](http://www.identitytheft.gov); 1-877-ID-THEFT (1-877-438-4338); and 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. Consumers can obtain further information on how to file such a complaint by way of the contact information listed above. Consumers have the right to file a police report if they ever experience identity theft or fraud. Please note that in order to file a report with law enforcement for identity theft, consumers will likely need to provide some proof that they have been a victim. Instances of known or suspected identity theft should also be reported to law enforcement and the relevant state Attorney General.