



DELAWARE GUIDANCE SERVICES
for Children & Youth, Inc.

1213 DELAWARE AVENUE • WILMINGTON, DELAWARE • 19806

February 26, 2019

Dear Parent/Guardian:

We are sending this letter to you as part of Delaware Guidance Services for Children and Youth, Inc.'s ("DGS") commitment to patient privacy. We take patient privacy very seriously, and it is important to us that you are made fully aware of a potential privacy issue. On December 25, 2018, DGS was the victim of a malware-ransomware attack on our data servers, which encrypted records so that they could not be opened. Records containing your personal information, such as name, address, birth date, social security number, and medical information are stored on these servers. To secure release of the records, DGS was required to pay a "ransom," in exchange for a de-encryption "key" that unlocked the records. We engaged an information technology firm to review our systems and conduct a forensic analysis to help us determine whether any of our records have been improperly accessed or used by an unauthorized individual, and while there is no indication that data has been compromised, we nonetheless thought it prudent to advise you of this situation, as we are keenly aware of how important your personal information is to you. We also have notified law enforcement authorities of the incident.

While we do not have any information that suggests that your private information was compromised, as a measure of added security, we are offering one year of credit monitoring and reporting services at no cost to you. This service (MyIDCare) is performed through IDExperts, an organization that watches for and reports to you unusual credit activity, such as the creation of any new accounts in your name. If you would like to receive this service, please contact us by **March 31, 2019**. We encourage you to carefully monitor your financial and credit account statements and credit reports for any unusual activity. If you see any unauthorized activity or otherwise suspect you have been the victim of identity theft, we suggest that you notify the applicable financial institution(s) and law enforcement, as well as submit a complaint with the Federal Trade Commission by calling 1-877-ID-THEFT (1-877-438-4338) or online at www.ftccomplaintassistant.gov. In addition, you can contact the three U.S. credit reporting agencies (Equifax, Experian and TransUnion) to request that they place a security freeze or fraud alert on your credit files. You also can obtain a free credit report from the credit report agencies by calling 1-877-322-8228 or by logging onto www.annualcreditreport.com. Checking your credit reports periodically can help you spot problems and address them quickly.

We understand that this may pose an inconvenience to you. We sincerely apologize and regret that this situation has occurred. DGS is committed to providing quality care, including protecting your personal information, and we want to assure you that we have policies and procedures to protect your privacy.

If you want to take advantage of the free credit monitoring service, or if you have any questions, please contact Christine Paoletti at 1-833-556-0123.

Sincerely,

Jill Rogers, MSN

Executive Director

Delaware Guidance Services for Children and Youth, Inc.