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December 29, 2023

VIA ONLINE SUBMISSION

Maine Office of the Attorney General
6 State House Station
Augusta, ME 04333

Office of the Attorney General:

On behalf of Bunker Hill Community College (“BHCC”), and pursuant to 10 Me. Rev. Stat. § 1346, *et seq.*, this letter provides notice of a recent data security incident. By providing this notice, BHCC does not waive any rights or defenses regarding the applicability of Maine law or personal jurisdiction.

On May 23, 2023, BHCC detected irregular activity on certain BHCC systems that was consistent with a ransomware attack. BHCC immediately responded to the situation by taking the affected systems offline, contacting law enforcement, and engaging data security and privacy experts to conduct an investigation.

While BHCC’s investigation was ongoing, on August 18, 2023, BHCC issued a public notice of the incident, including a press release and notice on BHCC’s website, which notified the BHCC community of the incident and advised them to monitor their accounts for any suspicious activity.

BHCC’s investigation has since concluded that an unauthorized actor gained access to BHCC’s network before deploying ransomware. The investigation also found indications that the unauthorized actor may have copied a limited amount of data from BHCC’s network. Accordingly, BHCC reviewed all the relevant data to determine whether any personal information was present so it could notify individuals as appropriate. There is currently no indication that the unauthorized actor has misused any personal information for identity theft or fraud in connection with this incident.

Upon becoming aware of the unauthorized activity, BHCC immediately implemented measures to further improve the security of BHCC’s information technology systems and practices, including resetting and strengthening passwords, implementing new network security tools, and adopting new network access policies. BHCC worked with leading cybersecurity experts to aid in their investigation and response, and BHCC reported this incident to relevant government agencies and law enforcement.

BHCC has determined that the incident involved the personal information of 357 Maine residents. BHCC’s investigation determined that the following general categories of information may have been involved in the incident but are not relevant to every individual: name, date of birth, Social Security Number, driver’s license number, state identification number, U.S. alien identification number,

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passport number, financial account number in combination with routing number, credit/debit card number, username and password, medical information, and health insurance information. Again, the circumstances are different for each individual and not every category applies to each individual. BHCC is providing written notification to impacted individuals, which includes an offer for twenty-four (24) months of cost-free credit monitoring. This notification is being sent to impacted residents via regular mail starting today, December 29, 2023. A sample copy of that individual notice is attached for your review.

For any affected individuals that BHCC does not have contact information, BHCC is providing substitute notice, including a post on BHCC's website and a press release that include details on how those individuals can confirm whether their information was involved and enroll in the credit monitoring services.

Please feel free to contact me with any questions at (716) 898-2102 or dgreene@octillolaw.com.

Sincerely,

OCTILLO

A handwritten signature in black ink, appearing to read 'D. Greene', with a long horizontal flourish extending to the right.

Daniel P. Greene, Esq.

Certified Information Privacy Professional, United States (CIPP/US)

Certified Information Privacy Professional, Europe (CIPP/E)

Encl.