

Shady Lane Nursing Home Notice of a Data Event

Shady Lane Nursing Home is providing notice of a recent data event experienced by Gloucester County Improvement Authority (“GCIA”) which operates Shady Lane Nursing Home, which is still under investigation, that may affect the security of certain information relating to current and former residents of Shady Lane Nursing Home. As we continue to investigate and work toward notifying impacted residents directly, we are providing information about the event, our response, and steps potentially impacted individuals can take to better protect against the possibility of identity theft and fraud, should they feel it appropriate to do so.

What Happened? On December 20, 2022, GCIA became aware of suspicious activity relating to its systems and immediately took steps to secure the network and launched an investigation to determine the nature and scope of the activity. Although our investigation is still ongoing, we learned that certain files were taken from our network by an unknown actor between December 14, 2022, and December 20, 2022.

Out of an abundance of caution, GCIA reviewed the information that is housed on its systems. The initial review determined that certain information related to individuals was impacted. GCIA is working diligently to perform a comprehensive review of the at-risk files in order to confirm the full scope of information that was impacted and to identify those current and former patients, and any current and former employees, whose information was impacted by this event. Once this comprehensive review is complete, GCIA will continue to work as quickly as possible with Shady Lane Nursing Home to mail a notification letter directly to impacted individuals.

What Information was Involved? Resident information may be among files that were impacted by this incident; however, our investigation is ongoing to determine the exact types of information involved and the individuals to whom the information relates. To date, GCIA has not received any reports of fraudulent misuse of any information potentially impacted.

What is GCIA Doing? GCIA takes this incident and security of personal information in its care seriously. Upon learning of this event, GCIA moved quickly to investigate and respond to this incident with the assistance of third-party forensic specialists, assess the security of relevant GCIA systems, and review the potentially impacted information. As part of our ongoing commitment to the privacy of personal information in our care, GCIA is reviewing and enhancing existing GCIA policies and procedures. GCIA notified the Federal Bureau of Investigation (“FBI”) and the Department of Health and Human Services of this incident. GCIA and Shady Lane Nursing Home will also notify impacted individuals so that they may take further steps to protect their information, should they feel it appropriate to do so.

What Can Impacted Individuals Do? We encourage potentially impacted individuals to remain vigilant against incidents of identity theft and fraud and to review account statements, credit reports, and explanation of benefits forms for suspicious activity and report any suspicious activity immediately to their insurance company, health care provider, or financial institution. Potentially affected individuals may also consider the information and resources outlined below and in the notification letters that will be sent to affected individuals.

For More Information. We have established a dedicated assistance line for individuals seeking additional information regarding this incident. Individuals seeking additional information may call the toll-free assistance line at 856-307-7105. This phone line is available Monday – Friday from 9:00 am ET to 11:00 pm ET and Saturday – Sunday from 11:00 am ET to 8:00 pm ET. Individuals may also write to GCIA at 109 Budd Blvd Woodbury, NJ 08096 with questions.

Steps You Can Take To Help Protect Your Information

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 or call, toll-free, 1-877-322-8228. Individuals 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 1-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 an individual is the victim of identity theft, they are entitled to an extended fraud alert, which is a fraud alert lasting seven years. Should they wish to place a fraud alert, they may contact any one 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 an individual’s name without their consent. However, individuals 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, an individual cannot be charged to place or lift a credit freeze on their credit report. To request a security freeze, individuals will need to provide 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, military identification, 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 individuals wish to place a fraud alert or credit freeze, they may contact the three major credit reporting bureaus listed below:

| Equifax | Experian | TransUnion |
|---|---|---|
| https://www.equifax.com/personal/credit-report-services/ | https://www.experian.com/help/ | https://www.transunion.com/credit-help |
| 888-298-0045 | 1-888-397-3742 | 1-800-916-8800 |
| Equifax Fraud Alert, P.O. Box 105069 Atlanta, GA 30348-5069 | Experian Fraud Alert, P.O. Box 9554, Allen, TX 75013 | TransUnion Fraud Alert, P.O. Box 2000, Chester, PA 19016 |
| Equifax Credit Freeze, P.O. Box 105788 Atlanta, GA 30348-5788 | Experian Credit Freeze, P.O. Box 9554, Allen, TX 75013 | TransUnion Credit Freeze, P.O. Box 160, Woodlyn, PA 19094 |

Additional Information

Individuals may further educate themselves regarding identity theft, fraud alerts, credit freezes, and the steps they can take to protect their 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, DC 20580; 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. Individuals can obtain further information on how to file such a complaint by way of the contact information listed above. Individuals 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, individuals 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 their state Attorney General. This notice has not been delayed by law enforcement.