

NOTICE OF DATA SECURITY INCIDENT

The City of Los Banos is committed to the privacy of individuals and takes the protection of personal information that is entrusted to us seriously. This commitment extends to notifying individuals if we believe the security or privacy of their information may have been compromised. In light of this, we are publishing this notice to bring awareness to a recent data security incident that may have involved some individuals' personal information. The City has mailed notification letters to impacted individuals for whom it had a valid mailing address. That notice includes information on steps individuals can take to protect themselves against potential fraud or identity theft.

We recently learned that a city-owned laptop containing personal information was stolen from an employee's vehicle. While the laptop was password protected, its contents were unencrypted, and therefore it is possible that someone would be able to remove the data from the hard drive. Upon discovering the incident, the City launched an investigation and recreated the contents of the laptop. The data that would have been on the laptop was then reviewed to identify individuals whose personal information may have been contained in those files.

On December 14, 2019, we determined that some personal information was stored on the laptop. The impacted information for each individual varies, but may have included an individual's name, address, date of birth, driver's license number, and Social Security number. For a small number of individuals the information may have included their passport number, financial account information such as account number or credit/debit card number, username and password, biometric data, and/or medical information. Individuals whose Social Security numbers, driver's license numbers, and passport numbers may have been impacted received an offer for complimentary credit monitoring and identity theft protection services.

The City encourages individuals to remain vigilant to the possibility of fraud and identity theft by reviewing credit card, bank, and other financial statements, as well as claims made using their insurance for any unauthorized activity. If individuals detect any suspicious activity, they should notify the entity with which the account is maintained, and promptly report the suspicious activity to appropriate law enforcement authorities, including the police and their state attorney general. In addition, anyone looking for information on fraud prevention can review tips provided by the FTC at www.ftc.gov/idtheft.

The City values the trust you place in us to protect the privacy and security of your information, and we apologize for any inconvenience or concern that this incident may cause you. For further information and assistance, please call 1-844-902-2030 from 6:30 a.m. to 3:30 p.m. CST.