
From: "Norman Abrams, Acting Chancellor, UCLA" <idalert@identityalert.ucla.edu>
To:
Sent: Tuesday, December 12, 2006 5:37 AM
Subject: UCLA Warns of Unauthorized Access to Restricted Database

December 12, 2006

Dear Friend,

UCLA computer administrators have discovered that a restricted campus database containing certain personal information has been illegally accessed by a sophisticated computer hacker. This database contains certain personal information about **UCLA's** current and some former students, faculty and staff, some student applicants and some parents of students or applicants who applied for financial aid. The database also includes current and some former faculty and staff at the **University of California, Merced**, and current and some former employees of the **University of California Office of the President**, for which UCLA does administrative processing.

I regret having to inform you that your name is in the database. While we are uncertain whether your personal information was actually obtained, we know that the hacker sought and retrieved some Social Security numbers. Therefore, I want to bring this situation to your attention and urge you to take actions to minimize your potential risk of identity theft. I emphasize that we have no evidence that personal information has been misused.

The information stored on the affected database includes names and Social Security numbers, dates of birth, home addresses and contact information. It does not include driver's license numbers or credit card or banking information.

Only designated users whose jobs require working with the restricted data are given passwords to access this database. However, an unauthorized person exploited a previously undetected software flaw and fraudulently accessed the database between October 2005 and November 2006. When UCLA discovered this activity on Nov. 21, 2006, computer security staff immediately blocked all access to Social Security numbers and began an emergency investigation. While UCLA currently utilizes sophisticated information security measures to protect this database, several measures that were already under way have been accelerated.

In addition, UCLA has notified the FBI, which is conducting its own investigation. We began notifying those individuals in the affected database as soon as possible after determining that personal data was accessed and after we retrieved individual contact information.

As a precaution, I recommend that you place a fraud alert on your consumer credit file. By doing so, you let creditors know to watch for unusual or suspicious activity, such as someone attempting to open a new credit card account in your name. You may also wish to consider placing a security freeze on your accounts by writing to the credit bureaus. A security freeze means that your credit history cannot be seen by potential creditors, insurance companies or employers doing background checks unless you give consent. For details on how to take these steps, please visit http://www.identityalert.ucla.edu/what_you_can_do.htm.

Extensive information on steps to protect against personal identity theft and fraud are on the Web site of

the California Office of Privacy Protection, a division of the state Department of Consumer Affairs, <http://www.privacy.ca.gov>.

Information also is available on a Web site we have established, <http://www.identityalert.ucla.edu>. The site includes additional information on this situation, further suggestions for monitoring your credit and links to state and federal resources. If you have questions about this incident and its implications, you may call our toll-free number, (877) 533-8082.

Please be aware that dishonest people falsely identifying themselves as UCLA representatives might contact you and offer assistance. I want to assure you that UCLA will not contact you by phone, e-mail or any other method to ask you for personal information. I strongly urge you not to release any personal information in response to inquiries of this nature.

We have a responsibility to safeguard personal information, an obligation that we take very seriously.

I deeply regret any concern or inconvenience this incident may cause you.

Sincerely,

Norman Abrams,
Acting Chancellor

This is an automated message regarding the recent identity alert at UCLA. We're sorry, but we are unable to respond to emails. Please do not reply to this email. If you have questions or concerns and would like to speak with someone, please call (877) 533-8082. For additional information and steps to take, please go to the dedicated website at <http://www.identityalert.ucla.edu>.