

## **Attachment C**

## GTL Order – Notice to Consumers

**Subject Line:** Telmate’s August 2020 Data Security Incident

Dear [Name],

We are contacting you about a breach of your personal information collected through services operated by our company, Telmate LLC, which also goes by the name ViaPath. These products include GettingOut, VisitNow (also known as VisitMe), Command, Telmate’s Inmate Telephone service, and Guardian. You may have used these products while incarcerated, after incarceration, or if you were communicating with an incarcerated individual.

**What happened?** On August 13, 2020, we discovered that a third-party contractor engaged by Telmate had left a database that included our customers’ personal information exposed on the internet. One or more people got unauthorized access to the database online and downloaded information from it. They could have seen any of the information in the database. We believe that someone posted information from our database on the dark web, where other people could access or buy it. This could put you at increased risk of identity theft.

The exposed database included the following types of information about some people who used our products and services. Not all of these types of information were included for all individuals:

- names,
- dates of birth,
- phone numbers,
- usernames or email addresses in combination with passwords,
- home addresses,
- driver’s license numbers,
- passport numbers,
- payment card numbers,
- financial account information,
- and Social Security numbers, and
- data related to telephone services (like the dates and times of calls, called numbers, calling numbers, station used, or location information, like certain individuals’ latitude and longitude at particular points in time).

The database also included grievance forms that incarcerated people used to submit questions, complaints, and requests to jails or prisons, including requests for medical care, and written messages that incarcerated and non-incarcerated individuals had exchanged. We reported the incident to the Federal Communications Commission and law enforcement, including the U.S. Secret Service and FBI, and multiple state attorneys general.

### **What you can do to protect yourself**

We’re offering you free credit and identity protection services for two years through [Name of service]. The instructions to enroll in this service are included in this notice. If you register to receive these services, the services will:

- Monitor credit reports and alert you when your personal information has been changed for an existing account or used to open new accounts, which could help you find out if someone is using your identity;
- Include help with fraud resolution; and
- Include help to dispute inaccurate information in your credit report, like a fraudulent account in your name.

Even if you choose not to register for the services, you can take these steps now to reduce your risk of identity theft.

1. **Get your free credit reports and review them for signs of identity theft.** Order your free credit reports from the three nationwide credit bureaus, Equifax, Experian, and TransUnion, at [www.AnnualCreditReport.com](http://www.AnnualCreditReport.com) or by submitting the attached Annual Credit Report Request Form to the following address:

Annual Credit Report Request Service  
P.O. Box 105281  
Atlanta, GA 30348-5281

Review your credit reports. If you find an account or transaction you don't recognize, visit [IdentityTheft.gov](http://IdentityTheft.gov) or call 1-877-438-4338 to report the identity theft and get a personal recovery plan. Recheck your credit reports periodically. Through December 2023, you can get free copies of your credit reports online every week at [www.AnnualCreditReport.com](http://www.AnnualCreditReport.com).

2. **Consider freezing your credit or placing a fraud alert on your credit report.** A **credit freeze**, also known as a security freeze, limits access to your credit report so no one, including you, can open new accounts until the freeze is lifted. That makes it less likely that an identity thief can open new accounts in your name. To be fully protected, you must place a freeze with **each of the three nationwide credit bureaus**. You'll usually get a PIN or password to use each time you place or lift the freeze. A credit freeze is free and lasts until you lift or remove it.

A **fraud alert** tells creditors to verify your identity before granting new credit in your name. Usually, that means calling you to check if it's really you trying to open a new account or change an existing account. To place a fraud alert, **contact any one of the three nationwide credit bureaus**. The one you contact must tell the other two. A fraud alert is free and lasts for one year. After a year, you can renew it for free.

#### **Credit Freezes — Credit Bureau Contact Information**

To freeze your credit, contact **each of the three nationwide credit bureaus**. Visit their websites, call, or complete and mail to each credit bureau the form attached to this letter, along with any required documents. Contact the credit bureaus if you have questions, including about the documents you will need to implement a credit freeze.

**Equifax**

[www.equifax.com/personal/credit-report-services](http://www.equifax.com/personal/credit-report-services)  
1-888-298-0045

Equifax Security Freeze  
P.O. Box 105788  
Atlanta, GA 30348

**Experian**

[www.experian.com/help](http://www.experian.com/help)  
1-888-397-3742

Experian  
P.O. Box 9554  
Allen, TX 75013

**TransUnion**

[www.transunion.com/credit-help](http://www.transunion.com/credit-help)  
1-888-909-8872

Factor Trust, Inc. by  
TransUnion LLC.  
P.O. Box 390  
Woodlyn, PA 19094

**Fraud Alerts — Credit Bureau Contact Information**

To place a fraud alert, contact **any one of the three nationwide credit bureaus**. Visit their websites or call. Alternatively, you can mail the attached forms to Equifax or Experian, or send a letter to TransUnion requesting a fraud alert. Include in your letter your full name, Social Security number, and complete address. You may need to include additional documents along with the form. Contact the credit bureaus if you have questions, including about the documents you will need to place a fraud alert.

**Equifax**

[www.equifax.com/personal/credit-report-services](http://www.equifax.com/personal/credit-report-services)  
1-800-525-6285

Equifax Information  
Services LLC  
P.O. Box 105069  
Atlanta, GA 30348-5069

**Experian**

[www.experian.com/help](http://www.experian.com/help)  
1-888-397-3742

Experian  
P.O. Box 9554  
Allen, TX 75013

**TransUnion**

[www.transunion.com/credit-help](http://www.transunion.com/credit-help)  
1-800-680-7289

TransUnion Fraud Victim  
Assistance  
P.O. Box 2000  
Chester, PA 19016

Learn more about how credit report freezes and fraud alerts can protect you from identity theft or prevent further misuse of your personal information at [www.consumer.ftc.gov/articles/what-know-about-credit-freezes-and-fraud-alerts](http://www.consumer.ftc.gov/articles/what-know-about-credit-freezes-and-fraud-alerts).

**Learn more about the breach**

Go to [URL] to learn more about what happened and what you can do to protect yourself. If we have any updates, we will post them there.

If you have questions or concerns, call us at [telephone number], email us at [address], or go to [URL].

Sincerely,

[First name] [Last name]  
[Role], [Company]