

Notice of Data Incident
November 13, 2023

West Central District Health Department (“WCDHD”) recently discovered unusual activity on our network and began an investigation, which included working with third-party specialists to determine the nature and scope of the activity. The investigation determined there was unauthorized access to certain portions of our network between May 18, 2023 and May 23, 2023. Therefore, we conducted a review of the potentially impacted information to determine the type of information and to who it related. On September 18, 2023, we completed our review and continued locating address information for individuals. The type of information identified included your name and the following: Social Security number, driver's license/state ID number, or financial account number. In response to this incident, we changed account passwords and reviewed our policies and procedures related to data protection.

In an abundance of caution, WCDHD is offering potentially affected individuals access to complimentary credit monitoring and identity protection services. These services will be provided by Cyberscout through Identity Force, a TransUnion company specializing in fraud assistance and remediation services. To obtain more information about this incident or enroll in these services, individuals should contact our dedicated assistance line at 1-800-405-6108, Monday through Friday, 7 am – 7 pm CT, excluding holidays. You may also write to us at 1225 South Poplar, Suite 100, North Platte, NE 69101.

In general, we encourage potentially affected individuals to remain vigilant against incidents of identity theft and fraud by reviewing credit reports/account statements and explanation of benefits forms for suspicious activity and to detect errors. Under U.S. law, individuals are entitled to one free credit report annually from each of the three major credit reporting bureaus, TransUnion, Experian, and Equifax. To order your free credit report, visit www.annualcreditreport.com or call 1-877-322-8228.

Individuals have the right to place an initial or extended fraud alert on a credit file at no cost. If individuals are a victim of identity theft, they are entitled to an extended fraud alert lasting seven years. As an alternative to a fraud alert, they have the right to place a credit freeze on a credit report. The credit freeze is designed to prevent credit, loans, and services from being approved without consent. Pursuant to federal law, individuals cannot be charged to place or lift a credit freeze on your credit report.

Should individuals wish to place a fraud alert or credit freeze, please contact the three major credit reporting bureaus listed below:

TransUnion

1-800-680-7289

www.transunion.com

Experian

1-888-397-3742

www.experian.com

Equifax

1-888-298-0045

www.equifax.com

Individuals can further educate themselves regarding identity theft, fraud alerts, credit freezes, and the steps to protect their personal information by contacting the credit reporting bureaus, the Federal Trade Commission (FTC), or their state Attorney General. The FTC also encourages those who discover that their information has been misused to file a complaint with them. The FTC may be reached at 600 Pennsylvania Ave. NW, Washington, D.C. 20580; www.identitytheft.gov; 1-877-ID-THEFT (1-877-438-4338); and TTY: 1-866-653-4261. Instances of known or suspected identity theft should also be reported to law enforcement, the state Attorney General, and the FTC.