

Notice of Data Incident

10/16/2023

Counseling and Recovery Services of Oklahoma (CRSOKOK) is providing notice of a recent event at Counseling and Recovery Services of Oklahoma. This notice provides information about the event, our response, and resources available to assist and protect individuals.

What Happened? On 8/23/2023 we became aware of unusual activity involving a Counseling and Recovery Services of Oklahoma employee email account. We promptly disabled the account and commenced a comprehensive investigation into the activity. On or about 9/6/2023, the investigation determined that an unauthorized actor accessed the employees email account. Because we were unable to confirm which emails in that account, if any, may have been viewed or accessed by the unauthorized actor, we undertook a thorough review of the mailbox to identify what specific information was present in the account and whom it related.

What Information Was Involved? The following types of information were contained in the involved email account: name, address, date of birth, email, telephone numbers, medical record number, social security numbers, assessment, admission summary, and mental health court information. Information varies by individual.

What Are We Doing? We at Counseling and Recovery Services of Oklahoma take this event and the security of information in our care seriously. As part of our ongoing commitment to the security of information, we are reviewing our existing policies and procedures related to data protection and security. CRSOK undertook a thorough review of the mailbox to identify what specific information was present in the account and to whom it was related. That review was completed on 9/26/2023. Following completion of the review, we worked diligently to identify contact information for the individuals impacted for the purpose of providing notification. CRSOK has changed all passwords for compromised users as well as the entire agency. All sessions on user's accounts were revoked. Removed errant outlook rule from users account moving copy of email with "" in the subject line to another folder. Ran Windows Defender Antivirus scans on servers and workstations. Network passwords changed before the end of day 8/23/2023 by 5:00 pm. Second password change to ensure safety and integrity of email Exchange 8/24/2023. All users were recommended to complete data breach training along with Phishing email training.

What Individuals Can Do? We encourage individuals to remain vigilant against incidents of identity theft and fraud by reviewing account statements and explanation of benefits forms and monitoring their free credit reports for suspicious activity. Additional steps individuals can take are provided in the below *Steps Individuals Can Take to Help Protect Personal Information*.

For More Information. We have established an assistance line at 1-833-874-8881, Monday through Friday from 8:00 a.m. to 5:00 p.m. CST. (excluding major U.S. holidays) for any questions individuals have, including whether they are impacted by this event. CRSOK will be providing identify monitoring services to affected individuals. Call our assistance line for help with this.

Steps Individuals Can Take To Help Protect Personal Information

Monitor Accounts

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. Consumers 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 consumers are the victim of identity theft, they are entitled to an extended fraud alert, which is a fraud alert lasting seven years. Should consumers wish to place a fraud alert, please contact any 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 a consumer’s name without consent. However, consumers 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, consumers cannot be charged to place or lift a credit freeze on their credit report. To request a credit freeze, individuals may need to provide some or all 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, 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 consumers wish to place a credit freeze or fraud alert, please 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
1-888-298-0045	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

Consumers 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, D.C. 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. Consumers can obtain further information on how to file such a complaint by way of the contact information listed above. Consumers have the right to file a police report if they ever experience identity theft or fraud. Please note that to file a report with law enforcement for identity theft, consumers will 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 the relevant state Attorney General. This notice has not been delayed by law enforcement.