

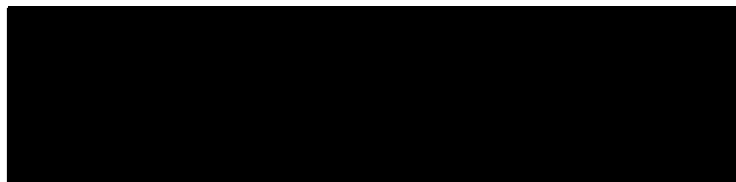
KAMALA D. HARRIS
Attorney General

State of California
DEPARTMENT OF JUSTICE



PRIVACY OFFICE
P.O. BOX 160487
SACRAMENTO, CA 95816-0487
Public: (916) 322-6541
Direct: (916) 322-9036
PrivacyOffice@doj.ca.gov

December 28, 2016



Re: Release of Personal Information

Dear 

This letter is to inform you of a recent security incident at the Department of Justice (DOJ).

On October 14, 2016, during the course of responding to a California Public Records Act for information pertaining to Certified California Firearm Safety Instructors, the Department inadvertently released your name, date of birth, California Driver's License number, and/or California Identification Card number.


The Department discovered the data breach on October 17, 2016 and notified the requestor of the error and asked that the information be destroyed and that no further dissemination of it occur. If the information is not returned, the Department will take legal action against the requestor to ensure the information is destroyed. We have no reason to believe that your personal information has been misused; however, to protect yourself from the possibility of identity theft, we recommend that you place a fraud alert on your credit files. Since your California Driver License number or California Identification Card number was involved, we also recommend that you contact the Department of Motor Vehicles Fraud Hotline at 1-866-658-5758.

What we are doing to protect your information:

To help protect your identity, we are offering a **complimentary** one-year membership of Experian's® ProtectMyID® Alert. This product helps detect possible misuse of your personal information and provides you with superior identity protection support focused on immediate identification and resolution of identity theft.



Activate ProtectMyID Now in Three Easy Steps

1. ENSURE That You Enroll By: February 28, 2017 (Your code will not work after this date.)
2. VISIT the ProtectMyID Web Site to enroll: www.protectmyid.com/redeem
3. PROVIDE Your Activation Code: 



If you have questions or need an alternative to enrolling online, please call 1-877-371-7902 and provide engagement #: [REDACTED]

ADDITIONAL DETAILS REGARDING YOUR 12-MONTH PROTECTMYID MEMBERSHIP:

A credit card is not required for enrollment.

Once your ProtectMyID membership is activated, you will receive the following features:

- **Free copy of your Experian credit report**
- **Surveillance Alerts for:**
 - **Daily Bureau Credit Monitoring:** Alerts of key changes & suspicious activity found on your Experian, Equifax® and TransUnion® credit reports.
- **Identity Theft Resolution & ProtectMyID ExtendCARE:** Toll-free access to US-based customer care and a dedicated Identity Theft Resolution agent who will walk you through the process of fraud resolution from start to finish for seamless service. They will investigate each incident; help with contacting credit grantors to dispute charges and close accounts including credit, debit and medical insurance cards; assist with freezing credit files; contact government agencies.
 - It is recognized that identity theft can happen months and even years after a data breach. To offer added protection, you will receive ExtendCARE™, which provides you with the same high-level of Fraud Resolution support even after your ProtectMyID membership has expired.
- **\$1 Million Identity Theft Insurance*:** Immediately covers certain costs including, lost wages, private investigator fees, and unauthorized electronic fund transfers.

For more information on identity theft, you may also visit the web site of the California Office of Privacy Protection at www.privacy.ca.gov.

We sincerely regret the inconvenience and concern this event may cause you and we urge you to consider the steps we have provided to help protect yourself from the possibility of identity theft. We want to assure you that staff involved have received remedial information security training to minimize the risk of recurrence. If you have any questions or concerns regarding this letter, you may contact our office via email at PrivacyOffice@doj.ca.gov or call (916) 322-6541, or contact the Bureau of Firearms Customer Support Center. Their phone number can be located within the Firearm Certification System, under the "Contact Us" link.

Sincerely,

BUREAU OF FIREARMS
DEPARTMENT OF JUSTICE

* Identity theft insurance is underwritten by insurance company subsidiaries or affiliates of American International Group, Inc. (AIG). The description herein is a summary and intended for informational purposes only and does not include all terms, conditions and exclusions of the policies described. Please refer to the actual policies for terms, conditions, and exclusions of coverage. Coverage may not be available in all jurisdictions.

[REDACTED]