

OFFICE OF THE CARBON COUNTY COMMISSIONERS

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Notice of Data Security Incident

To Whom It May Concern:

On May 2, 2017, we became aware of an incident that may have subjected individuals' protected health information to unauthorized access. This data incident occurred at Avanco International, a company that offers data storage and other services to counties and other government entities, including the one that directed you to this site.

On June 30 2017, we mailed notifications to individuals whose protected health information and/or personally identifying information our team determined could have been accessed without authorization. Unfortunately, we did not have sufficient contact information to provide written notice to a small number of individuals in our county. With regard to those individuals for whom we did not have sufficient contact information, we are following up by providing a number below that can be called to determine whether an individual's personal health information was included in the breach.

We take this matter very seriously and worked around the clock with Avanco to understand what happened and, more importantly, to ensure that nothing like this happens again. At this time, we have no indication that any of this data has been inappropriately used by anyone. We are providing this notice as a precautionary measure to inform potentially affected individuals of the incident and of protective steps that can be taken. The privacy and protection of your information is a matter we take very seriously, and we recommend that you closely review the information provided below for some steps that you may take to protect yourself against potential misuse of your information.

What Happened

On May 2, 2017, a Pennsylvania county that uses CAPS discovered a link online to a Children & Youth client's file.

Specifically, links to a small number of Children & Youth files hosted by Avanco International on an electronic database called CAPS were shown online in March and April of 2017. The information available may have included protected health information that was in the file such as name, address, date of birth, family treatment information, and other family medical information. For some individuals, this information also included a Social Security number.

Avanco, the vendor who hosts CAPS, was notified immediately and asked to shut down the service until it resolved the issue. Our team then worked with Avanco to contact the search engines and remove the online references to the CYS files. On May 23, Avanco began sending details on the affected file so that we could analyze the records in the file. From that review, we have determined that some protected health information was included in those records.

What We Are Doing About It

When we discovered this incident we stopped using the CAPS report function. Our team and a leading information security company are working closely with Avanco to understand the cause and scope of this issue with Avanco's system. While our investigation determined that the County's computer network was not the cause of this incident, we are continuing to work with Avanco to prevent similar occurrences in the future.

What Can You Do

Although we do not know of any inappropriate use of any of the potentially accessed health information, we encourage individuals to remain vigilant in detecting and reporting any unauthorized use of their information. If fraudulent or unauthorized use of information is suspected, individuals should contact local law enforcement.

We take our responsibility to protect personal information very seriously and have taken steps to help prevent something like this from happening again.

If you did not receive written notice regarding this incident, but think that your information or your child's information may have been included in the breach, please contact us by telephone at: **570-325-3644**.

We sincerely apologize for any inconvenience this incident has caused and want to provide reassurance that maintaining the confidentiality of health information remains our priority.