

July 22, 2014

I am writing to inform you of a situation that could affect you. Beginning June 18th, personal identifying information about you was potentially shared. In the process of confirming your identity via video in a proctored exam, your information was available to Canvas Administrators, Blackboard Administrators and 22 of your fellow classmates. The information included the data found on your Drivers' License; First and Last Name, home address, weight, date of birth and drivers' license number. The mistake was reported and the information removed from Canvas and Blackboard on June 20th.

**Division of
Administration and
Finance**

**Information Technology
Services**

**Office of Information
Security**

One Washington Square
San Jose, CA 95192-0013
Voice: 408.924.1705

Information Security Officer
Mike Cook

While we have no reason to believe that anyone accessed this information, we consider any breach of our computer security a serious matter. First, I would like to personally apologize for this breach in the confidentiality of your information by our office. The mistake was made despite several measures used to protect your information and was a direct violation of SJSU policy. Second, I am sending this letter is to direct you to information about identity theft, outline what we have done to prevent this from happening again in the future and provide you with contact information to help answer any questions you may have.

While we cannot advise you on how to proceed, one option you have is to contact one of the credit reporting agencies, each of which has an automated phone-in fraud alert process.

Contact information for the credit agencies is listed below:

- Equifax - 800.525.6285 - <http://www.equifax.com/home/>
- Experian - 888.397.3742 - <http://www.experian.com/>
- Trans Union - 800.680.7289 - <http://www.transunion.com/>

Once you receive your credit reports, review them for any suspicious activity. If you see any accounts you did not open or incorrect personal information, call the credit bureau(s) or your local law enforcement agency (e.g., city police department) to file a report of identity theft. The following resources can provide additional information about identity theft:

- California Attorney General's Office - <http://ag.ca.gov/idtheft/tips.php>
- The Federal Trade Commission - <http://www.consumer.ftc.gov/features/feature-0014-identity-theft>
- California Office of Privacy Protection
 - <http://oag.ca.gov/privacy>
 - <http://oag.ca.gov/privacy>
 - <http://www.privacyrights.org/fs/fs17a.htm>

The Department of Biological Sciences at San Jose State University takes security of personal data seriously. Steps have been taken to assure that this does not happen again, including the development of a new process for validating student identities in online-proctored exams.

Once again, I apologize for the error that was made. Please note that we were able to respond to this situation immediately and this letter has not been delayed as a result of a law enforcement investigation. If you have questions please contact me at (408) 924-1705.

Michael Cook
Information Security Officer
San Jose State University