

March 22, 2016

I am writing to inform you of a situation that could affect you. On February 29th, 2016 personal identifiable information may have been exposed. Paper files belonging to the San Jose State University (SJSU) Record Clearance Project were stolen from a vehicle belonging to an SJSU employee. The stolen information included the data found on your Criminal Record including First and Last Name, Social Security Number and Criminal Background Check Results. Newark, Ca Police investigated the incident and your records were returned to SJSU's custody on March 3rd.

**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 viewed this information, we consider any breach a serious matter. We are reviewing our policies and data transport processes in order to prevent this from happening again.

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 Justice Studies 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 emphasis of procedures for handling paper documents.

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

