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VIA ONLINE SUBMISSION

Attorney General Xavier Becerra
Office of the Attorney General
California Department of Justice
Attn: Public Inquiry Unit
P.O. Box 944255
Sacramento, CA 94244-2550

Re: Notice of Data Security Incident

Dear Attorney General Becerra:

We represent The Guidance Center (“TGC”), a non-profit community agency headquartered in Long Beach, California, that provides comprehensive mental health treatment to disadvantaged children and families. This letter is being submitted because the personal information of 1,235 California residents may have been affected by a recent data security incident. The incident may have involved unauthorized access to residents’ names, addresses, dates of birth, Social Security numbers, medical information, and health insurance or claims information.

In late March of 2019, TGC detected unusual activity within its digital environment when certain files could not be located by TGC staff. TGC immediately launched an internal investigation and discovered that some files and backups had been deleted, and that a computer had been reconfigured to permit remote access. Soon thereafter, TGC determined that these activities were most likely conducted by a former employee. TGC’s attorney sent this former employee a cease-and-desist letter on March 30, 2019, soon after which malicious activity ceased. TGC also reported this matter to the Long Beach Police Department and FBI. As a result, TGC worked several weeks to restore and secure its systems, and ensure operations were maintained.

On April 19, 2019, TGC engaged a leading, independent digital forensics firm to conduct an investigation into this incident and to determine whether there had been unauthorized access to sensitive client and/or employee information. The firm found no evidence that sensitive information contained on TGC’s information systems was accessed or acquired without authorization. However, the firm found that the former employee gained unauthorized remote access to certain TGC email accounts. On August 15, 2019, TGC learned that these email accounts contained some sensitive information. TGC then worked diligently to identify up-to-date address information required to notify potentially impacted individuals. On October 28, 2019, TGC confirmed that the personal information of the above-referenced California residents may have accessed without authorization, and provided notification of the incident to the U.S. Department of Health and Human Services’ Office for Civil Rights (“OCR”), pursuant to the HIPAA Breach Notification Rule. TGC previously notified the California Department of Public Health.

TGC notified the affected California residents via the attached sample letter, or a substantially similar version, on October 28, 2019. TGC is offering twelve (12) months of complimentary credit monitoring and identity protection services through TransUnion to residents whose Social Security numbers were potentially impacted.

Please contact me should you have any questions.

Sincerely,

/s/ Alyssa R. Watzman

Alyssa R. Watzman of
LEWIS BRISBOIS BISGAARD & SMITH LLP