



# San Diego Regional Center

*Serving Individuals with Developmental Disabilities in San Diego and Imperial Counties*

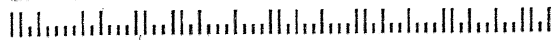
4355 Ruffin Road, San Diego, California 92123 • (858) 576-2996 • www.sdrc.org

October 13, 2010

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Dear [REDACTED]

We are writing to you because of a recent security incident concerning consumers associated with the San Diego Regional Center (SDRC).

A computer back-up tape, created for the purpose of disaster recovery testing, was sent to the Department of Developmental Services (DDS) by United Parcel Service (UPS) Overnight Delivery. Although the envelope arrived at the DDS, the contents were missing and are believed to have been separated from the envelope during the UPS shipping process. Searches conducted by UPS have been unsuccessful in locating the tape.

The tape itself was created on a highly specialized tape drive that would make it almost impossible for someone to have access to the data.

The tape contained confidential information concerning current and former consumers. The extent of confidential information related to consumers would depend on the consumer's status with SDRC, and may have included the consumer's first and last name, address, telephone number, Social Security number (SSN), program benefit numbers, health and medical diagnostic information. In cases where the consumer is a minor child, the tape may have also included the parent's SSN.

Because your SSN may have been included, and in order to protect yourself from the possibility of identity theft, we recommend that you place a fraud alert on your credit files and order copies of your credit reports by following the recommended privacy protection steps outlined in the *Privacy Protection Recommendations* enclosure. In the case of a minor child refer to the process outlined in the *When Your Child's Identity is Stolen* enclosure. The fact that someone may have had access to your information does not mean you are a victim of identity theft. Check your credit reports for any accounts or medical bills that you do not recognize. If you find anything suspicious, follow the instructions found in step four of the *Privacy Protection Recommendations* enclosure.

Since consumer health information, such as a medical diagnosis or insurance company name may have been included, we recommend that you regularly review the explanation of benefits statement that you receive from your health insurer. If you see any service that you believe you did not receive, please contact your health insurer. If you do not receive regular explanation of benefits statements, contact your provider or plan and ask them to send such statements following the provision of services provided in your name or under your plan number.

Keep a copy of this notice for your records in case of future problems with medical records. You may also want to request a copy of your medical records from your provider or plan, to serve as a baseline. For more information about privacy protection steps and your medical privacy rights, we recommend you visit the website of the California Office of Privacy Protection at [www.privacy.ca.gov](http://www.privacy.ca.gov).

We regret that this incident occurred and want to assure you we are reviewing and revising our procedures and practices to minimize the risk of recurrence. Should you need any further information about this incident, please call 1-888-865-5940.

Sincerely,

*Carlos Flores*

Carlos Flores

Executive Director

Enclosure:

Privacy Protection Recommendations  
When Your Child's Identity is Stolen

**East County Office**  
8760 Cuyamaca St., #100  
Santee, CA 92071  
(619) 596-1000

**Imperial County Office**  
512 W. Aten Rd.  
Imperial, CA 92251  
(760) 355-8383

**North County Office**  
1370 W. San Marcos Blvd., #100  
San Marcos, CA 92078  
(760) 736-1200

**South County Office**  
2727 Hoover Ave., #100  
National City, CA 91950  
(619) 336-6600