

November 7, 2016

**To All Recovery Support Services (RSS) Program Participants:**

This notice is being posted as part of (Abilene Regional Council on Alcohol and Drug Abuse) ARCADA's commitment to participant privacy. We take participant privacy very seriously, and it is important to us that you are made fully aware of a potential privacy issue. We have learned that some of our Recovery Support Services (RSS) participants' personal information, including name, address, telephone number, date of birth, race, sex, ethnicity, driver's license number, and social security number, may have been compromised. On September 23, 2016, the Abilene Police Department informed our agency that a former employee was in unlawful possession of some of our participants' information. The information is no longer in the former employee's possession and the incident remains under police investigation. We have not received any indication that the information has been accessed or used by an unauthorized individual.

We are keenly aware of how important your personal information is to you, therefore, we want to provide the following information on how to monitor your credit for fraudulent activity. The three reporting agencies are:

Experian (888) 397-3742  
[www.experian.com](http://www.experian.com)

Trans Union (800) 680-7289  
[www.transunion.com](http://www.transunion.com)

Equifax (800) 525-6285  
[www.equifax.com](http://www.equifax.com)

You are entitled to one free credit report from each of the above agencies per calendar year (total of 3). There are several websites available to obtain a credit score, but only the credit report can be obtained without payment per agency. The following website allows for a free credit report: [www.annualcreditreport.com](http://www.annualcreditreport.com). In the event that your credit report has fraudulent entries, you must dispute the account with the listed lender and the credit reporting agency. If you do not contest the entry with both, it may remain on your credit report or be reported by the lender repeatedly. If you believe your identity was used fraudulently, please contact Detective Gabe Thompson with the Abilene Police Department at 325-676-6616. The Federal Trade Commission (FTC) is the government organization which assists the credit agencies and regulates financial matters in the US. The FTC website is [www.consumer.gov/idtheft](http://www.consumer.gov/idtheft) and the phone number is (877) IDTHEFT or (877) 438-4338. The following are also helpful websites: [www.consumer.gov/sentinal](http://www.consumer.gov/sentinal) and [www.idtheftcenter.org](http://www.idtheftcenter.org).

We understand that this may pose an inconvenience to you. If you need assistance in accessing your credit information, please contact ARCADA and one of our Peer Recovery Coaches will assist you. We sincerely apologize and regret that this situation has occurred. ARCADA is committed to providing quality care, including protecting your personal information, and we want to assure you that we have policies and procedures to protect your privacy.

If you need further assistance, or if you have any questions, please contact us at 325-673-2242 or 1-800-588-8728.

Sincerely,



Melanie Cheek  
Director of Operations  
Privacy Officer