

## NOTICE OF CAU DATA PRIVACY INCIDENT

Community Access Unlimited (CAU) had advised the Department of Human Services of a potential breach of personal information for certain individuals who have received services from CAU through the Division of Developmental Disabilities, the Personal Preference Program, and the Personal Assistance Services Program. CAU is a licensed DDD provider, the current fiscal intermediary for the Personal Assistance Services Program, and the former fiscal intermediary for the Personal Preference Program. Potentially affected individuals will also receive individual notification to the extent the Department or CAU has current contact information. Further information from CAU concerning the breach can be found below and on CAU's website at <https://www.caunj.org/notice-of-data-privacy-incident-updated-3-25-2021/>.

On November 10, 2020, CAU discovered unusual activity involving certain internal CAU systems. CAU immediately disconnected the systems from the network and commenced an investigation that included working with third-party forensic specialists. On November 20, 2020, the investigation determined that the involved systems were subject to unauthorized access by someone not connected with CAU sometime between June 29, 2020 and November 12, 2020.

CAU reviewed the systems for sensitive information, and on around March 9, 2021, completed its initial review. The compromised systems contained personal information concerning certain individuals who have received services from the New Jersey Department of Human Services' Division of Developmental Disabilities, Personal Preference Program and Personal Assistance Service Program

Although the information varied by individual, CAU determined the following types of information were in the involved systems: names, dates of birth, driver's license or state identification card number, non-resident identification number, health information, health insurance beneficiary numbers, and usernames and passwords.

CAU is reviewing and enhancing its existing policies and procedures to reduce the likelihood of a similar future event. CAU notified business partners, including the Department of Human Services, and is notifying individuals and relevant state and federal regulators, as required and requested by its business partners. As an added precaution, CAU is offering complimentary access to credit monitoring and identity restoration services to potentially impacted individuals.

Should individuals have questions regarding this event, they may call CAU's dedicated assistance line at 855-435-0527 (toll free), Monday through Friday, from 9:00 am to 9:00 pm Eastern Time. Individuals may write to CAU at 80 W Grand St. Elizabeth, NJ 07202 or email [Privacy@caunj.org](mailto:Privacy@caunj.org). Additional information can be found on CAU's website, [www.caunj.org](http://www.caunj.org).

CAU encourages individuals to remain vigilant against incidents of identity theft and fraud and to review account statements, credit reports, and explanation of benefits forms for suspicious activity and report any suspicious activity immediately to their insurance company, health care provider, or financial institution.

Under U.S. law, a consumer is entitled to one free credit report annually from each of the three major credit reporting bureaus, Equifax, Experian, and TransUnion. To order your free credit report, visit [www.annualcreditreport.com](http://www.annualcreditreport.com) or call, toll-free, 1-877-322-8228. You may also directly contact the three major credit reporting bureaus listed below to request a free copy of your credit report.