

Notice of Data Event
The Seattle Housing Authority (“SHA”) – October 29, 2024

On October 5, 2023, the Seattle Housing Authority (“SHA”) became aware that certain computer servers and systems in their environment showed signs of suspicious activity. SHA promptly took steps to secure their systems and launched an investigation with the assistance of cyber incident response specialists to determine the full nature and scope of the event. SHA also reported the event to federal law enforcement. SHA determined that an unknown actor accessed SHA’s systems between August 9, 2023 and October 6, 2023, and took or viewed certain files. On November 10, 2023, SHA began providing notice to individuals if SHA confirmed that their information in the systems may have been impacted by this event. Some of the data was not confirmed until SHA undertook a more comprehensive review to assess if any further sensitive information could be affected and to whom it related. On April 30, 2024, SHA completed this review and determined the data contained certain information related to additional individuals. On September 25, 2024, SHA confirmed address information for the additional impacted individuals. Additional notifications were mailed to the remaining notification population on October 29, 2024.

Following the investigation, SHA determined the following types of personal information may be affected: names, driver’s license number or government-issued identification numbers, date of birth, medical and/or health insurance information, financial account information, and Social Security number. SHA is not aware of any attempted or actual misuse of individuals’ information.

SHA takes the confidentiality, privacy, and security of information in its care seriously. Upon learning of this incident, SHA took steps to implement additional safeguards and review their policies and procedures relating to data privacy and security. SHA has mailed letters to potentially affected individuals for whom they have an address.

If you have questions, or need assistance, please call 844-218-4292, Monday through Friday, 9:00AM-9:00PM EST, excluding U.S. holidays. You may also write to Seattle Housing Authority, 101 Elliott Ave W, Suite 100, PO Box 79015, Seattle, WA 98119.

We encourage potentially impacted individuals to remain vigilant against incidents of identity theft and fraud by reviewing your account statements and monitoring your free credit reports for suspicious activity and to detect errors. Individuals may contact the three major credit reporting agencies for advice on how to obtain free credit reports and how to place fraud alerts and security freezes on credit files. The relevant contact information is below.

Under U.S. law you are entitled to one free credit report annually from each of the three major credit reporting bureaus. To order your free credit report, visit www.annualcreditreport.com or call, toll-free, 1-877-322-8228. You may also contact the three major credit bureaus directly to request a free copy of your credit report.

You have the right to place a “security freeze” on your credit report, which will prohibit a consumer reporting agency from releasing information in your credit report without your express authorization. The security freeze is designed to prevent credit, loans, and services from being approved in your name without your consent. However, you should be aware that using a security freeze to take control over who gets access to the personal and financial information in your credit report may delay, interfere with, or prohibit the timely approval of any subsequent request or application you make regarding a new loan, credit, mortgage, or any other account involving the extension of credit. Pursuant to federal law, you cannot be charged to place or lift a security freeze on your credit report. Should you wish to place a security freeze, please contact the major consumer reporting agencies listed below:

Experian

P.O. Box 9554
 Allen, TX 75013
 1-888-397-3742

www.experian.com/freeze/center.html

TransUnion

P.O. Box 160
 Woodlyn, PA 19094
 1-800-916-8800

www.transunion.com/credit-freeze

Equifax

P.O. Box 105788
 Atlanta, GA 30348-5788
 1-800-685-1111

www.equifax.com/personal/credit-report-services

In order to request a security freeze, you will need to provide the following information:

1. Your full name (including middle initial as well as Jr., Sr., II, III, etc.);
2. Social Security number;
3. Date of birth;
4. If you have moved in the past five (5) years, provide the addresses where you have lived over the prior five years;
5. Proof of current address, such as a current utility bill or telephone bill;
6. A legible photocopy of a government-issued identification card (state driver's license or ID card, military identification, etc.);
7. If you are a victim of identity theft, include a copy of either the police report, investigative report, or complaint to a law enforcement agency concerning identity theft.

As an alternative to a security freeze, you have the right to place an initial or extended "fraud alert" on your file at no cost. An initial fraud alert is a one-year alert that is placed on a consumer's credit file. Upon seeing a fraud alert display on a consumer's credit file, a business is required to take steps to verify the consumer's identity before extending new credit. If you are a victim of identity theft, you are entitled to an extended fraud alert, which is a fraud alert lasting seven years. Should you wish to place a fraud alert, please contact any one of the agencies listed below:

Experian

P.O. Box 9554
 Allen, TX 75013
 1-888-397-3742

www.experian.com/fraud/center.html

TransUnion

P.O. Box 2000
 Chester, PA 19016
 1-800-916-8800

www.transunion.com/fraud-victim-resource/place-fraud-alert

Equifax

P.O. Box 105069
 Atlanta, GA 30348
 1-888-766-0008

www.equifax.com/personal/credit-report-services

You can further educate yourself regarding identity theft, fraud alerts, security freezes, and the steps you can take to protect yourself, by contacting the consumer reporting agencies, the Federal Trade Commission, or your state Attorney General.

The Federal Trade Commission can be reached at: 600 Pennsylvania Avenue NW, Washington, DC 20580, www.identitytheft.gov, 1-877-ID-THEFT (1-877-438-4338); TTY: 1-866-653-4261. The Federal Trade Commission also encourages those who discover that their information has been misused to file a complaint with them. You can obtain further information on how to file such a complaint by way of the contact information listed above. You have the right to file a police report if you ever experience identity theft or fraud. Please note that in order to file a report with law enforcement for identity theft, you will likely need to provide some proof that you have been a victim. Instances of known or suspected identity theft should also be reported to law enforcement and your state Attorney General.