



Wichita County, Texas – Notice of Data Security Incident

October 22, 2024 – Wichita County, Texas (“Wichita County”) is a county located in Wichita Falls, Texas. As previously reported, Wichita County experienced a data security incident that may have involved personal information belonging to certain individuals. Wichita County is sending notification of this incident via U.S. Mail to potentially impacted individuals and provided resources to assist them. However, following a diligent review of affected data, Wichita County was not readily in possession of mailing addresses for all potentially impacted individuals, and accordingly, this notice is being provided for the benefit of those individuals that could not be contacted via U.S. Mail.

On May 7, 2024, Wichita County experienced suspicious activity in its digital environment. Wichita County immediately took steps to secure its network and initiated an investigation with the assistance of independent forensic experts. Through the investigation, Wichita County identified that certain data in its possession may have been affected. Wichita County then engaged an independent team to perform a comprehensive review of all data involved. Following the completion of this review, on September 3, 2024, Wichita County learned that certain personal information may have been accessed or acquired by an unauthorized individual. Wichita County then worked diligently to obtain missing address information to effectuate notification to affected individuals and set up the services being offered, which was completed on October 2, 2024.

On October 22, 2024, Wichita County provided notice of this incident to potentially impacted individuals whose address information could be verified. In so doing, Wichita County provided information about the incident and steps that potentially impacted individuals can take to protect their information. Wichita County takes the security and privacy of information in its possession very seriously and is taking steps to prevent a similar event from occurring in the future.

The information affected during this incident varies between individuals but may have been involved in the following: name, address, date of birth, Social Security number, driver’s license or other government identification number, passport number, financial account information, health insurance information, and medical information relating to the treatment and/or mental or physical condition of an individual.

Wichita County has established a toll-free call center to answer questions about the incident and to address related concerns. Call center representatives are available at 866-421-6290, Monday through Friday from 8:00 a.m. to 8:00 p.m. Central Time. Or for enrollment assistance, please call 866-421-6290, or visit <https://app.idx.us/WichitaCountyTexas>.

The privacy and protection of personal information is a top priority for Wichita County, which deeply regrets any inconvenience or concern this incident may cause.

STEPS YOU CAN TAKE TO HELP PROTECT YOUR INFORMATION

Review Your Account Statements and Notify Law Enforcement of Suspicious Activity: As a precautionary measure, we recommend that you remain vigilant by reviewing your account statements and credit reports closely. If you detect any suspicious activity on an account, you should promptly notify the financial institution or company with which the account is maintained. You also should promptly report any fraudulent activity or any suspected incidence of identity theft to proper law enforcement authorities, your state attorney general, and/or the Federal Trade Commission (FTC).

Copy of Credit Report: You may obtain a free copy of your credit report from each of the three major credit reporting agencies once every 12 months by visiting <http://www.annualcreditreport.com/>, calling toll-free 1-877-322-8228, or by completing an Annual Credit Report Request Form and mailing it to Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA 30348. You also can contact one of the following three national credit reporting agencies:

Equifax

P.O. Box 105851
Atlanta, GA 30348
1-800-525-6285
www.equifax.com

Experian

P.O. Box 9532
Allen, TX 75013
1-888-397-3742
www.experian.com

TransUnion

P.O. Box 1000
Chester, PA 19016
1-800-916-8800
www.transunion.com

Fraud Alert: You may want to consider placing a fraud alert on your credit report. An initial fraud alert is free and will stay on your credit file for at least one year. The alert informs creditors of possible fraudulent activity within your report and requests that the creditor contact you prior to establishing any accounts in your name. To place a fraud alert on your credit report, contact any of the three credit reporting agencies identified above. Additional information is available at <http://www.annualcreditreport.com>.

Security Freeze: You have the right to put a security freeze on your credit file for up to one year at no cost. This will prevent new credit from being opened in your name without the use of a PIN number that is issued to you when you initiate the freeze. A security freeze is designed to prevent potential creditors from accessing your credit report without your consent. As a result, using a security freeze may interfere with or delay your ability to obtain credit. You must separately place a security freeze on your credit file with each credit reporting agency. In order to place a security freeze, you may be required to provide the consumer reporting agency with information that identifies you including your full name, Social Security number, date of birth, current and previous addresses, a copy of your state-issued identification card, and a recent utility bill, bank statement or insurance statement.

Additional Free Resources: You can obtain information from the consumer reporting agencies, the FTC, or from your respective state Attorney General about fraud alerts, security freezes, and steps you can take toward preventing identity theft. You may report suspected identity theft to local law enforcement, including to the FTC or to the Attorney General in your state.

Federal Trade Commission (FTC):

600 Pennsylvania Ave, NW, Washington, DC 20580; consumer.ftc.gov, and www.ftc.gov/idtheft; 1-877-438-4338

Texas Attorney General

300 W. 15th Street
Austin, Texas 78701
texasattorneygeneral.gov/consumer-protection/
800-621-0508

Maryland Attorney General

200 St. Paul Place
Baltimore, MD 21202
oag.state.md.us
1-888-743-0023

New York Attorney General

Bureau of Internet and Technology Resources
28 Liberty Street
New York, NY 10005
1-212-416-8433

North Carolina Attorney General

9001 Mail Service Center
Raleigh, NC 27699
ncdoj.gov
1-877-566-7226

Rhode Island Attorney General

150 South Main Street
Providence, RI 02903
<http://www.riag.ri.gov>
1-401-274-4400

Washington D.C. Attorney General

441 4th Street, NW
Washington, DC 20001
oag.dc.gov
1-202-727-3400

You also have certain rights under the Fair Credit Reporting Act (FCRA): These rights include to know what is in your file; to dispute incomplete or inaccurate information; to have consumer reporting agencies correct or delete inaccurate, incomplete, or unverifiable information; as well as other rights. For more information about the FCRA, and your rights pursuant to the FCRA, please visit <https://www.consumer.ftc.gov/articles/pdf-0096-fair-credit-reporting-act.pdf>.