



# ARCHDIOCESE OF DENVER

## **Frequently Asked Questions Regarding Notification of Disclosure**

### **Q1: What specific information was disclosed about me?**

In November 2015 we notified a limited number of employees that their names, addresses and social security numbers had been obtained by an unknown person or persons. Since that time, employees who were not in that first group have notified us that fraudulent tax returns have been filed in their names. Although we have no specific information to believe that your personal information was disclosed, to be cautious we are assuming that your name, address and social security number could have been disclosed during the incident. If your family's information was stored in the Archdiocese's payroll software system, we are assuming that their information could also have been disclosed.

### **Q2: Where did this happen and why was my information in this place?**

We believe that the incident occurred when an unknown person or persons was able to gain access into the archdiocese's payroll software system. Your information is maintained in the system as an employee of the archdiocese.

### **Q3: What did you do when the information was accessed?**

We have been working to understand how the incident occurred and to ensure that the security of the software system has been restored. We have also reported the matter to the Colorado Bureau of Investigation. We have notified the three credit reporting agencies, Equifax, Experian and TransUnion, of the incident (without providing any employee's personal information), and are providing potentially affected employees with identity protection and monitoring and, if necessary, identity repair assistance.

### **Q4: What are you doing about this so it does not happen again?**

We are working to add additional security measures to prevent similar incidents in the future. In addition, we are hiring a consultant to review the situation and current software security protocols to assess any needed improvements.

### **Q5: Were there other individuals affected by this breach, or am I the only one?**

A limited number of employees were affected by the incident. However, because other employees have reported that fraudulent tax returns have been filed in their names, we have provided notice and identify protection and monitoring and, if necessary, identity repair assistance to all employees.

### **Q6: Was my spouse or other family members' information also affected?**

We do not have information to lead us to believe that spouses or other family members are also affected. Nonetheless, to be cautious we are providing the same identity protection and monitoring and, if necessary, identity repair assistance to all family members whose personal information was also stored in our database.



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## **Q7: Has the person who accessed the information been caught?**

At this time the person or persons who gained entry into the payroll system have not been identified.

## **Q8: Have you notified the police?**

We have notified the Colorado Bureau of Investigation, which is assisting in investigating this incident. The Colorado Bureau of Investigation works with the Denver Police Department and the Federal Bureau of Investigation as required.

## **Q9: Will we receive any additional information or update?**

We will provide updates as we receive additional information about this incident. However, if you have further questions or concerns, you may contact Keith Parsons at 303-715-3258. As a protective step, we recommend that you closely monitor your financial accounts and social security number and, if you see any unauthorized activity, promptly contact your financial institution. You also may want to contact the three U.S. credit reporting agencies (Equifax, Experian and TransUnion) to obtain a free credit report from each by logging onto [www.annualcreditreport.com](http://www.annualcreditreport.com). We also encourage you to contact the Internal Revenue Service's Identity Protection Specialized Unit ("IPSU") at 1-800-908-4490 to inquire about whether a fraudulent tax return has been filed in your name. The IPSU employees are available to answer questions about identity theft and resolve tax account issues that resulted from identity theft.

## **Q10: What happened?**

It appears that the incident involved an unknown person or persons gaining unauthorized access into the payroll software system that the Archdiocese Management Corporation uses for payroll administration. The service is provided by a third-party payroll administrator. We don't yet know how that person was able to gain access but are investigating the issue. A limited number of employees' personal information was accessed and those employees were notified in November, but to be safe we are offering identity monitoring and theft repair services to all employees and their dependents.

## **Q11: Why does the Archdiocese of Denver still have my information if I am no longer employed by them?**

The Archdiocese of Denver is required to retain employment information in accordance with records retention policies. Those policies will require the retention of hard copy and electronic records for at least seven years beyond the termination date of the employee.

Any instances of an employee being rehired with the Archdiocese of Denver or its legal entities may extend the seven-year period.

## **Q12: Why wasn't I informed in November?**

Breaches are disclosed based upon the information that we have at the time. If you were not informed in November, then it is most likely because there wasn't any information that indicated that the breach impacted you.