

BREACH NOTIFICATION

On September 5, 2017, some East Central Kansas Area Agency on Aging (ECKAAA) files containing name, address, and telephone number (or name, address, telephone number, birthdate, social security number and/or Medicaid number) were encrypted by ransomware, meaning ECKAAA could not open or access the encrypted files.

ECKAAA immediately recognized the incident on September 5, 2017, and hired a cybersecurity company to thoroughly investigate this breach and deploy CrowdStrike advanced malware agents to protect against any future attacks. The company identified the specific ransomware as the Crysis/Dharma variant. The ransomware only affected portions of ECKAAA's server; not every file stored on the server was encrypted. Although not every file was encrypted, the ransomware perpetrators would have had access to every file stored on the attacked server. Based on its investigation, the company does not believe any data was removed from ECKAAA's servers. This means the company did not find any evidence that the ransomware perpetrators removed any data from ECKAAA's servers. They merely encrypted (applied a code) to the data so no one at ECKAAA could access the data.

ECKAAA has taken several steps to mitigate the incident. ECKAAA had backups of its data in place. This means ECKAAA was able to restore the data via use of its backups. All data was promptly restored and ECKAAA is able to continue to provide services to its customers. Additionally, the company has provided ECKAAA with cybersecurity recommendations to consider in making its cybersecurity program more robust. For example, ECKAAA has increased its security monitoring by subscribing to Cisco's Umbrella Insights. ECKAAA has also provided education to its workforce regarding ransomware, including, but not limited to, the importance of using robust passwords. All passwords were changed following the ransomware incident. ECKAAA also intends to update its cybersecurity policies and procedures as necessary to prevent similar incidents in the future. As of October 30, 2017, no malicious activity has been detected.

While we have no reason to believe that personal data was taken by the ransomware perpetrators, you may wish to take the following steps to monitor your credit and financial status. The Federal Trade Commission (FTC) has an informative website, www.ftc.gov, on obtaining a copy of your credit report. According to the FTC website, "...the three nationwide consumer reporting companies have set up a central website, a toll-free telephone number, and a mailing address through which you can order your free annual report. To order, visit www.annualcreditreport.com, call 1-877-322-8228, or complete the Annual Credit Report Request Form and mail it to: Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA 30348-5281. You may order your reports from each of the three nationwide consumer reporting companies at the same time, or you can order your report from each of the companies, one at a time. The law allows you to order one free copy of your report from each of the nationwide consumer reporting companies every 12 months."

Information about this situation was reported to Kansas Department for Aging and Disability Services on September 6, 2017 and will be reported to Department of Health and Human Services before November 4, 2017, as well as published on www.eckaaa.org and in at least one newspaper in each of the following counties: Anderson, Coffey, Franklin, Linn, Miami and Osage.

We take very seriously our role of safeguarding your personal information and using it in an appropriate manner and have increased our cybersecurity measures for our computer system. You may call me directly or any of the other persons listed at the end of this letter at 1-800-633-5621 with any questions and concerns you may have or email us at eckaaa@eckaaa.org. We apologize for any stress and worry this situation may cause you and we are doing everything we can to rectify the situation.

Sincerely,

Elizabeth Maxwell, Executive Director
Leslea Rockers, Amber Vogeler, Sherry Huschka, Administrative Staff