

NOTICE OF DATA BREACH

On February 22, 2021, Jewish Family Service (“JFS”) learned of a misconfiguration on its website which allowed some of the data entered into the Accessing Help/Services webform to be visible online (the “Incident”). This webform is used to “Contact Us” on our website. The Incident impacted only the information submitted in the message box of this webform. Other data fields, including name, email, and telephone number, were not affected.

What We Are Doing

We acted quickly to remedy the misconfiguration on the day it was discovered and secure all personal information entered in the webform. In acting within our organization’s values, JFS immediately undertook a thorough investigation with the assistance of third-party cyber experts to assess the nature and scope of the Incident. This investigation confirmed that JFS properly remediated the misconfiguration on this webform. JFS cyber experts also reviewed and analyzed all the data included in the Contact Us webform to identify whether any individuals required notice under federal and state laws.

We are committed to ensuring our website is functioning properly. Our internal information security team has put in place additional safeguards to ensure this misconfiguration does not occur again, including systemic changes to restrict access to our website settings. As part of our ongoing operations, we will continue to review security policies and procedures and implement changes when needed to enhance our information security controls.

What You Can Do

If you sent us any information in our Contact Us webform and believe you were impacted by this Incident, you may contact JFS’s dedicated call center, toll-free, at 1-855-508-3307.

While we have no evidence to suggest that personal information has been fraudulently used or compromised, we want to encourage you to remain vigilant, to review your explanations of benefits and account statements, and to monitor your credit reports for suspicious activity.

For More Information

Should you have any further questions or concerns regarding this matter and/or the protections available to you, you may contact JFS’s dedicated call center, toll-free Monday through Friday between 6:00 am to 3:30 pm Pacific Time, at 1-855-508-3307.

We sincerely regret that this Incident occurred and extend our sincerest apologies. Privacy and trust are paramount to our work, our mission, and our partnerships throughout the community. Please know the security of your information remains our top priority.

Moving Forward Together.