



Data Security Incident Information Center

We will keep this page updated with actions we are taking, including free credit monitoring and identity theft protection services for those whose personal information was potentially accessed.

What happened?

On August 6, 2021, DNA Diagnostics Center, Inc. (DDC) detected potential unauthorized access to its network, during which there was unauthorized access and acquisition of an archived database that contained personal information collected between 2004 and 2012. The impacted database was associated with a national genetic testing organization system that DDC acquired in 2012. This system has never been used in DDC's operations and has not been active since 2012.

Therefore, impacts from this incident are not associated with DDC. However, impacted individuals may have had their information, such as Social Security number or payment information, impacted as a result.

Upon learning of this issue, DDC proactively contained and secured the threat and executed a prompt and thorough investigation in consultation with third-party cybersecurity professionals. DDC has also coordinated closely with law enforcement following the discovery of this incident. Our investigation determined that the unauthorized individual(s) potentially removed certain files and folders from portions of our database between May 24, 2021 and July 28, 2021. DDC has been and remains fully operational, and the systems and databases that are actively used by DDC were not infiltrated.

The in-depth investigation concluded on October 29, 2021, and DDC has begun notifying individuals potentially affected by this incident.

How will you know if you were impacted?

If you know you have received a relationship test from DDC directly, this incident did not affect that test, as the information was acquired from an archived system that was never used by DDC.

Individuals whose personal information was potentially accessed are being notified in accordance with state regulations, and out of an abundance of caution to protect against identity fraud, DDC is providing a complimentary membership of Experian credit monitoring to eligible individuals.

If you received a relationship test as a part of court proceedings or independent, individual testing between 2004 and 2012 but have not received a mailed letter from DDC regarding this incident, please contact **1-855-604-1656** as you may be eligible for complimentary credit monitoring services through Experian.

What is DDC doing?

DDC has taken steps, in coordination with its third-party cybe personal information and ensure its safekeeping. DDC is not

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use of the information.

Additionally, out of an abundance of caution, we are offering free credit monitoring for impacted individuals to protect against identity fraud – see below for more information. **Ensuring the safety and security of the personal information entrusted to us remains our primary responsibility, and we will continue to work with third-party experts to harden our cybersecurity defenses.**

If you have any further questions regarding this incident, please call our dedicated and confidential toll-free response line that we have set up to respond to questions at 1-855-604-1656 The response line is available Monday through Friday 9:00 AM to 9:00 PM, Eastern Standard Time, excluding U.S. Holidays

STEPS INDIVIDUALS CAN TAKE TO PROTECT PERSONAL INFORMATION:

1. Placing a Fraud Alert on Your Credit File.

Whether or not you choose to use the complimentary 12-month credit monitoring services, we recommend that you place an initial 1-year “fraud alert” on your credit files, at no charge. A fraud alert tells creditors to contact you personally before they open any new accounts. To place a fraud alert, call any one of the three major credit bureaus at the numbers listed below. As soon as one credit bureau confirms your fraud alert, they will notify the others.

Equifax	Experian	TransUnion LLC
P.O. Box 105788	P.O. Box 9554	P.O. Box 6790
Atlanta, GA 30348	Allen, TX 75013	Fullerton, PA 92834-6790
https://www.equifax.com/personal/credit-report-services/credit-fraud-alerts/	https://www.experian.com/fraud/center.html	https://www.transunion.com/fraud-alerts
(800) 525-6285	(888) 397-3742	(800) 680-7289

2. Placing a Security Freeze on Your Credit File.

If you are very concerned about becoming a victim of fraud or identity theft, you may request a “security freeze” be placed on your credit file, at no charge. A security freeze prohibits, with certain specific exceptions, the consumer reporting agencies from releasing your credit report or any information from it without your express authorization. You may place a security freeze on your credit report by sending a request in writing or by mail, to all three nationwide credit reporting companies. To find out more about how to place a security freeze, you can use the following contact information:

Equifax Security Freeze	Experian Security Freeze	TransUnion Security Freeze
P.O. Box 105788	P.O. Box 9554	P.O. Box 2000
Atlanta, GA 30348	Allen, TX 75013	Chester, PA 19016
https://www.equifax.com/personal/credit-report-services/credit-freeze/	http://experian.com/freeze	http://www.transunion.com/securityfreeze
(800) 349-9960	(888) 397-3742	1 800 680 7289

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In order to place the security freeze, you'll need to supply your name, address, date of birth, Social Security number and other personal information. After receiving your freeze request, each credit monitoring company will send you a confirmation letter containing a unique PIN (personal identification number) or password. Keep the PIN or password in a safe place. You will need it if you choose to lift the freeze.

If your personal information has been used to file a false tax return, to open an account or to attempt to open an account in your name or to commit fraud or other crimes against you, you may file a police report in the City in which you currently reside.

If you do place a security freeze *prior* to enrolling in the credit monitoring service as described above, you will need to remove the freeze in order to sign up for the credit monitoring service. After you sign up for the credit monitoring service, you may refreeze your credit file.

3. Obtaining a Free Credit Report.

Under federal law, you are entitled to one free credit report every 12 months from each of the above three major nationwide credit reporting companies. Call **1-877-322-8228** or request your free credit reports online at **www.annualcreditreport.com**. Once you receive your credit reports, review them for discrepancies. Identify any accounts you did not open or inquiries from creditors that you did not authorize. Verify all information is correct. If you have questions or notice incorrect information, contact the credit reporting company.

4. Additional Helpful Resources.

Even if you do not find any suspicious activity on your initial credit reports, the Federal Trade Commission (FTC) recommends that you check your credit reports periodically. Checking your credit report periodically can help you spot problems and address them quickly.

If you find suspicious activity on your credit reports or have reason to believe your information is being misused, call your local law enforcement agency and file a police report. Be sure to obtain a copy of the police report, as many creditors will want the information it contains to absolve you of the fraudulent debts. You may also file a complaint with the FTC by contacting them on the web at www.ftc.gov/idtheft, by phone at 1-877-IDTHEFT (1-877-438-4338), or by mail at Federal Trade Commission, Consumer Response Center, 600 Pennsylvania Avenue, NW, Washington, DC 20580. Your complaint will be added to the FTC's Identity Theft Data Clearinghouse, where it will be accessible to law enforcement for their investigations. In addition, you may obtain information from the FTC about fraud alerts and security freezes.

If this notice letter states that your financial account information and/or credit or debit card information was impacted, we recommend that you contact your financial institution to inquire about steps to take to protect your account, including whether you should close your account or obtain a new account number.

Washington D.C. Residents: You may obtain information about preventing identity theft from the Office of the Attorney General for the District of Columbia, 441 4th Street NW, Suite 110 South, Washington D.C. 2001, <https://oag.dc.gov/consumer-protection>, Telephone: 1-202-727-3400.

New York Residents: You may obtain information about preventing identity theft from the New York Attorney General's Office: Office of the Attorney General, The Capitol, Albany, NY 12224-0341; <https://ag.ny.gov/consumer-frauds-bureau/identity-theft>; Telephone: 800-771-7755.

Iowa Residents: You may contact law enforcement or the Iowa Attorney General's Office to report suspected incidents of Identity Theft: Office of the Attorney General of Iowa, Consumer Protection Division, Hoover State Office Building, 1305 East Walnut Street, Des Moines, IA 50319. www.iowaattorneygeneral.gov. Telephone: (515) 281-5164.

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