

NEIL ABERCROMBIE
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REPORT TO THE LEGISLATURE August 30, 2013

Pursuant to Hawaii Revised Statutes section 487N-4, the Professional and Vocational Licensing Division, Department of Commerce and Consumer Affairs is submitting this report to the State Legislature regarding a security breach involving the inadvertent release of personal information.

1. Information relating to the nature of the breach

On March 7, 2013, a registered nurse applicant contacted our office to inform us that someone's Hawaii Criminal Justice Inquiry was attached to correspondence relating to her application. The personal information belonged to a security guard applicant for registration. His social security number was exposed on the inquiry. We asked the registered nurse applicant to return the Hawaii Criminal Justice Inquiry to us as soon as possible, to which she thankfully did. Due to the high volume of security guard applications that we have been receiving, it was not until August 27, 2013, that we were able to obtain his contact information. Therefore, on August 28, 2013, we sent a letter to the security guard informing him of the inadvertent security breach.

2. The number of individuals affected by the breach

One (1) security guard applicant for registration was affected by the breach.

3. A copy of the notice of security breach that was issued

The form and substance of the letter is attached. The name and address of the applicant is withheld to protect his identity and confidentiality.

4. The number of individuals to whom the notice was sent

One (1) security guard applicant for registration was sent the notice.

5. Whether the notice was delayed due to law enforcement considerations

No delay occurred for this reason.

6. Any procedures that have been implemented to prevent the breach from reoccurring

Immediate reiteration in writing to division staff of the department and division policy that protection of personal information from public disclosure/release is mandatory;

Immediate reiteration in writing to division staff of their accountability as they mail out notifications, that the documents contain no confidential information; and

Immediate reiteration in writing to division staff of the department and division policy and procedure that management shall be informed immediately of a suspected security breach.

In closing, the department has no reason to believe that the identity of the credit of the licensee has been compromised. In light of this security breach the affected division of the department has reviewed its existing procedures to protect personal information from public dissemination. The department will make every effort to ensure that this shall not happen again.

Attachment