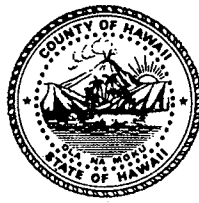


Mitchell D. Roth  
Mayor



Deanna S. Sako  
Director

Diane Nakagawa  
Deputy Director

# County of Hawai'i **DEPT. COMM. NO. 117**

## Finance Department

25 Aupuni Street, Suite 2103 • Hilo, Hawai'i 96720  
(808) 961-8234 • Fax (808) 961-8569

September 20, 2022

The Honorable Ronald D. Kouchi, President  
and Members of the Senate  
Thirty-First State Legislature  
State Capitol, Room 10  
415 S. Beretania Street  
Honolulu, Hawai'i 96813

The Honorable Scott Saiki, Speaker  
and Members of the House of Representatives  
Thirty-First State Legislature  
State Capitol, Room 27  
415 S. Beretania Street  
Honolulu, Hawai'i 96813

Dear President Kouchi, Speaker Saiki, and Members of the Legislature

Re: Report to Hawai'i State Legislature Pursuant to Chapters 487J-4 and 487N-4,  
Hawai'i Revised Statutes

Pursuant to Chapters 487J and 487N of the Hawai'i Revised Statutes ("HRS"), the County of Hawai'i hereby provides this timely report to the Thirty-First Hawai'i State Legislature, following the discovery of (1) a material occurrence of social security number disclosures under HRS §487J; and (2) a security breach of Personal Information under HRS §487N, both incidents which occurred at the County of Hawai'i ("County").

The County maintains records of all of its County employees and County-contracted vendors, which include, among other things, their names, social security numbers, and bank account numbers.

On August 15, 2022, the County issued a Request for Proposals ("RFP") for a new enterprise software system and posted the RFP on the Public Purchase system website for electronic procurement. As part of the posted RFP documents, sample reports were included in an effort to assist the prospective vendors with the scope of work under the RFP. These sample reports included names, social security numbers, and/or bank account information (i.e., Personal Information<sup>1</sup> as defined by HRS §487N-1) of County employees and County-contracted vendors

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<sup>1</sup> Under HRS §487N-1, "Personal Information" is defined as "an individual's first name or first initial and last name in combination with any one or more of the following data elements, when either the name or the data elements are

that was either unredacted or not redacted in a permanent manner<sup>2</sup>. It should be noted that vendors interested in submitting a proposal must have first properly registered as a user of the Public Purchase system in order to access and view the posted RFP and related documents.

On the evening of September 1, 2022, the County discovered the inadvertent disclosure, and on September 2, 2022, the County removed all documents from the Public Purchase system website that contained Personal Information, which eliminated any further ability for a prospective proposer to obtain the sample reports. On that same day, the County identified the prospective proposers that downloaded the sample reports containing Personal Information, which was a total of forty (40) entities. The County has contacted, or attempted to contact, all of the forty (40) entities by telephone and/or email, on September 6, 2022 and received acknowledgement from twenty-three (23) entities as of the date of this letter, that the entities have or will discard the sample reports that contained the Personal Information. The County has sent additional written correspondence to each of the forty (40) entities requesting each entity to acknowledge the disposal and discarding of the sample reports from its systems. The County continues to work diligently to obtain confirmation that these entities have taken the necessary steps to remove the sample reports from their possession.

The total number of individuals affected by this social security number disclosure and security breach of Personal Information is 125 (109 of which are County employees and 16 of which are County-contracted vendors/entities). Written notice of the social security number disclosures and security breach of Personal Information was mailed on September 13, 2022 to the 125 individuals and vendors/entities. Copies of the notices are attached as Attachment "A" – "E". The issuance of the notices was not delayed due to any law enforcement considerations.

Finally, the County has taken the following actions and implemented the following procedures to prevent similar incidents and breaches from reoccurring: The County will ensure that increased care is taken in the future to avoid any improper disclosures of Personal Information. Additionally, the Department of Finance will be reviewing its internal procedures on the handling of Personal Information and make appropriate changes as necessary.

Sincerely,



DEANNA SAKO  
Director of Finance  
County of Hawai'i

Enclosures

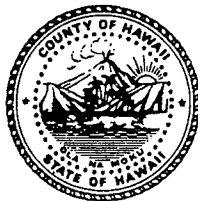
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not encrypted: (1) Social security number; (2) Driver's license number or Hawaii identification card number; or (3) Account number, credit or debit card number, access code, or password that would permit access to an individual's financial account."

Personal Information does not include publicly available information that is lawfully made available to the general public from federal, state, or local government records.

<sup>2</sup> Although some of the documents included within the sample reports were electronically redacted using computer software, the County later learned that those electronic redactions could potentially be manipulated and edited in such a way that the intended-redacted information could be revealed and therefore had the potential to be disclosed.

Mitchell D. Roth  
Mayor



Deanna S. Sako  
Director

Diane Nakagawa  
Deputy Director

## County of Hawai'i

### Finance Department

25 Aupuni Street, Suite 2103 • Hilo, Hawai'i 96720  
(808) 961-8234 • Fax (808) 961-8569

#### ATTACHMENT A

### NOTICE REGARDING POSSIBLE BANK ACCOUNT NUMBER DISCLOSURE

September 13, 2022

Dear

Several days ago, during the period of September 8 to September 12, a representative of the County of Hawai'i Finance Department contacted you by telephone and either advised that your name and bank account number may have been inadvertently disclosed or left a voicemail message asking that you return the call. Pursuant to Hawai'i law (HRS §487N), the County is providing you with written notice of the incident. The following provides detail of the incident, and we again apologize for our mistake.

The County of Hawai'i Department of Finance Accounts Division maintains records of all County of Hawai'i employees. These business records include your name, routing, and bank account number. On August 15, 2022, the County issued a Request for Proposals ("RFP") for a new enterprise software system and posted the RFP on the Public Purchase system for electronic procurement. Interested vendors must register as a user in order to access the system and to view the RFPs and other solicitations posted by the County.

As part of the RFP documents, sample reports were included. These sample reports included your name, routing, and bank account number, which were electronically redacted prior to the sample reports being posted to the system; however, the County subsequently learned that if someone were to manipulate and edit the electronic document, it is possible that the redactions could be undone and therefore, your routing and bank account number could be disclosed.

On the evening of September 1, 2022, the County was made aware of the inadvertent potential disclosure, and on September 2, 2022, the County removed the sample reports from the Public Purchase system. On that same day, the County identified the entities that downloaded the sample reports, which was a total of forty (40) entities. These entities are companies that were prospective bidders on the RFP, and

the names of the entities are below. The County has contacted, or attempted to contact, all of the forty (40) entities by telephone and/or email, on September 6, 2022, and received acknowledgement from 23 entities as of the date of this letter. The County has sent written correspondence to each of the forty (40) entities requesting each entity to confirm in writing that they have discarded the sample reports from its systems. The County continues to work diligently to obtain confirmation that these entities have taken the necessary steps to remove the sample reports from their possession and will ensure that increased care is taken in the future to avoid such a situation from occurring.

The Federal Trade Commission (FTC) recommends that you place a fraud alert on your credit file. A fraud alert tells creditors to contact you before they open any new accounts or change your existing accounts. Call any one of the three major credit bureaus. As soon as one credit bureau confirms your fraud alert, the others are notified to place fraud alerts. All three credit reports will be sent to you, free of charge, for your review.

Equifax	Experian	TransUnionCorp
800-525-6285 www.equifax.com	888-397-3742 www.experian.com	800-680-7289 www.transunion.com

Even if you do not find any suspicious activity on your initial credit reports, the FTC recommends that you check your credit reports periodically. Victim information sometimes is held for use or shared among a group of thieves at different times. Checking your credit reports periodically can help you spot problems and address them quickly.

If you find suspicious activity on your credit reports or account statements or have reason to believe your information is being misused, call your local police department and file a police report. Get a copy of the report; many creditors want the information it contains to absolve you of the fraudulent debts. You also should file a complaint with the FTC at [www.ftc.gov/idtheft](http://www.ftc.gov/idtheft) or at 1-877-ID-THEFT (877-438-4338). Your complaint will be added to the FTC's Identity Theft Data Clearinghouse, where it will be accessible to law enforcers for their investigations.

If you have further questions or concerns, please call me at (808) 961-8425.

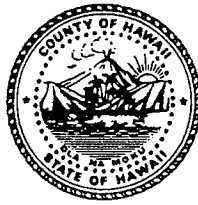
Sincerely,

Kay Oshiro  
Controller  
County of Hawai'i

List of Entities:

Accenture  
Ardent Technologies Inc  
Ask IT Consulting Inc.  
Avenu Insights & Analytics  
Business Solution Technologies, Inc.  
CDW Government LLC  
Celonis  
CGI  
CherryRoad Technologies Inc.  
Conduent Public Sector  
Coolsoft LLC  
Crowe LLP  
DataHouse Consulting, Inc.  
Debut Information Technology Services  
Denovo Ventures, LLC  
DLZP Group  
ELITE TEXTILE TRADING LLC  
Enterprise Solutions Consulting, LLC  
Environmental Systems Research Institute, Inc. (ESRI)  
Guidehouse LLP  
Guidehouse, LLP  
iKW Solutions Inc.  
Infosys Public Services, Inc.  
Insight Public Sector, Inc.  
L&L Supplies  
NovaTech  
Opentext Corporation  
Oracle  
Performa Software USA  
Perkens WS Corporation  
Phoenix Business Inc  
SAP  
Sierra-Cedar, Inc.  
Spire Hawaii LLP  
Spire Hawaii LLP  
Superion, LLC/Central Square  
Tata Consultancy Services  
The-Greentree-Group  
Tyler Technologies, Inc.  
Watanabe Ing LLP

Mitchell D. Roth  
Mayor



Deanna S. Sako  
Director

Diane Nakagawa  
Deputy Director

## County of Hawai'i

### Finance Department

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(808) 961-8234 • Fax (808) 961-8569

ATTACHMENT B

### NOTICE REGARDING POSSIBLE SOCIAL SECURITY NUMBER AND BANK ACCOUNT NUMBER DISCLOSURE

September 13, 2022

Dear

You are being sent this letter to advise you that your social security number, routing and bank account number may have been inadvertently disclosed. Pursuant to Hawai'i law (HRS §487N), the County is providing you with written notice of the incident. The following provides detail of the incident, and we again apologize for our mistake

The County of Hawai'i Department of Finance Accounts Division maintains records of all County of Hawai'i employees. These business records include your name, social security number, routing, and bank account numbers. On August 15, 2022, the County issued a Request for Proposals ("RFP") for a new enterprise software system and posted the RFP on the Public Purchase system for electronic procurement. Interested vendors must register as a user in order to access the system and to view the RFPs and other solicitations posted by the County.

As part of the RFP documents, sample reports were included. These sample reports included your name, social security number, routing, and bank account numbers, which were electronically redacted prior to the sample reports being posted to the system; however, the County subsequently learned that if someone were to manipulate and edit the electronic document, it is possible that the redactions could be undone and therefore, your personal information could be disclosed.

On the evening of September 1, 2022, the County was made aware of the inadvertent potential disclosure, and on September 2, 2022, the County removed the sample reports from the Public Purchase system. On that same day, the County identified the entities that downloaded the sample reports, which was a total of forty (40) entities. These entities are companies that were prospective bidders on the RFP, and the names of the entities are below. The County has contacted, or attempted to contact, all of the forty (40) entities by telephone and/or email, on September 6, 2022, and received acknowledgement from 23 entities as of the date of this letter. The County has sent written correspondence to each of the forty (40) entities requesting each entity

to confirm in writing that they have discarded the sample reports from its systems. The County continues to work diligently to obtain confirmation that these entities have taken the necessary steps to remove the sample reports from their possession and will ensure that increased care is taken in the future to avoid such a situation from occurring.

The Federal Trade Commission (FTC) recommends that you place a fraud alert on your credit file. A fraud alert tells creditors to contact you before they open any new accounts or change your existing accounts. Call any one of the three major credit bureaus. As soon as one credit bureau confirms your fraud alert, the others are notified to place fraud alerts. All three credit reports will be sent to you, free of charge, for your review.

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Even if you do not find any suspicious activity on your initial credit reports, the FTC recommends that you check your credit reports periodically. Victim information sometimes is held for use or shared among a group of thieves at different times. Checking your credit reports periodically can help you spot problems and address them quickly.

If you find suspicious activity on your credit reports or account statements or have reason to believe your information is being misused, call your local police department and file a police report. Get a copy of the report; many creditors want the information it contains to absolve you of the fraudulent debts. You also should file a complaint with the FTC at [www.ftc.gov/idtheft](http://www.ftc.gov/idtheft) or at 1-877-ID-THEFT (877-438-4338). Your complaint will be added to the FTC's Identity Theft Data Clearinghouse, where it will be accessible to law enforcers for their investigations.

If you have further questions or concerns, please call me at (808) 961-8425.

Sincerely,

Kay Oshiro  
Controller  
County of Hawai'i

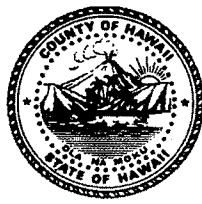
List of Entities:

Accenture  
Ardent Technologies Inc  
Ask IT Consulting Inc.  
Avenu Insights & Analytics  
Business Solution Technologies, Inc.  
CDW Government LLC  
Celonis  
CGI  
CherryRoad Technologies Inc.  
Conduent Public Sector  
Coolsoft LLC  
Crowe LLP  
DataHouse Consulting, Inc.  
Debut Information Technology Services  
Denovo Ventures, LLC  
DLZP Group  
ELITE TEXTILE TRADING LLC  
Enterprise Solutions Consulting, LLC  
Environmental Systems Research Institute, Inc. (ESRI)  
Guidehouse LLP  
Guidehouse, LLP  
iKW Solutions Inc.  
Infosys Public Services, Inc.  
Insight Public Sector, Inc.  
L&L Supplies  
NovaTech  
Opentext Corporation  
Oracle  
Performa Software USA  
Perkens WS Corporation  
Phoenix Business Inc  
SAP  
Sierra-Cedar, Inc.  
Spire Hawaii LLP  
Spire Hawaii LLP  
Superion, LLC/Central Square  
Tata Consultancy Services  
The-Greentree-Group  
Tyler Technologies, Inc.  
Watanabe Ing LLP



Mitchell D. Roth

*Mayor*



Deanna S. Sako

*Director*

Diane Nakagawa

*Deputy Director*

## County of Hawai'i

### Finance Department

25 Aupuni Street, Suite 2103 • Hilo, Hawai'i 96720  
(808) 961-8234 • Fax (808) 961-8569

ATTACHMENT C

### NOTICE REGARDING POSSIBLE SOCIAL SECURITY NUMBER DISCLOSURE

September 13, 2022

Dear \_\_\_\_\_,

You are being sent this letter to advise you that your social security number may have been inadvertently disclosed. Pursuant to Hawai'i law (HRS §487N), the County is providing you with written notice of the incident. The following provides detail of the incident, and we again apologize for our mistake.

The County of Hawai'i Department of Finance Accounts Division maintains records of all County of Hawai'i employees. These business records include your name and social security number. On August 15, 2022, the County issued a Request for Proposals ("RFP") for a new enterprise software system and posted the RFP on the Public Purchase system for electronic procurement. Interested vendors must register as a user in order to access the system and to view RFPs and other solicitations posted by the County.

As part of the RFP documents, sample reports were included. These sample reports included your name and social security number, which were electronically redacted prior to the sample reports being posted to the system; however, the County subsequently learned that if someone were to manipulate and edit the electronic document, it is possible that the redactions could be undone and therefore, your social security number could be disclosed.

On the evening of September 1, 2022, the County was made aware of the inadvertent potential disclosure, and on September 2, 2022, the County removed the sample reports from the Public Purchase system. On that same day, the County identified the entities that downloaded the sample reports, which was a total of forty (40) entities. These entities are companies that were prospective bidders on the RFP, and the names of the entities are below. The County has contacted, or attempted to contact, all of the forty (40) entities by telephone and/or email, on September 6, 2022, and received acknowledgement from 23 entities as of the date of this letter. The County has sent written correspondence to each of the forty (40) entities requesting each entity to confirm in writing that they have discarded the sample reports from its systems. The

County continues to work diligently to obtain confirmation that these entities have taken the necessary steps to remove the sample reports from their possession and will ensure that increased care is taken in the future to avoid such a situation from occurring.

The Federal Trade Commission (FTC) recommends that you place a fraud alert on your credit file. A fraud alert tells creditors to contact you before they open any new accounts or change your existing accounts. Call any one of the three major credit bureaus. As soon as one credit bureau confirms your fraud alert, the others are notified to place fraud alerts. All three credit reports will be sent to you, free of charge, for your review.

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If you find suspicious activity on your credit reports or have reason to believe your information is being misused, call your local police department and file a police report. Get a copy of the report; many creditors want the information it contains to absolve you of the fraudulent debts. You also should file a complaint with the FTC at [www.ftc.gov/idtheft](http://www.ftc.gov/idtheft) or at 1-877-ID-THEFT (877-438-4338). Your complaint will be added to the FTC's Identity Theft Data Clearinghouse, where it will be accessible to law enforcers for their investigations.

If you have further questions or concerns, please call me at (808) 961-8425.

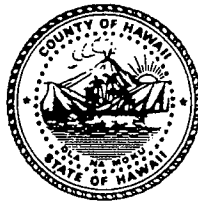
Sincerely,

Kay Oshiro  
Controller  
County of Hawai'i

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Enterprise Solutions Consulting, LLC  
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Guidehouse, LLP  
iKW Solutions Inc.  
Infosys Public Services, Inc.  
Insight Public Sector, Inc.  
L&L Supplies  
NovaTech  
Opentext Corporation  
Oracle  
Performa Software USA  
Perkens WS Corporation  
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Deanna S. Sako  
Director

Diane Nakagawa  
Deputy Director

## County of Hawai'i

### Finance Department

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(808) 961-8234 • Fax (808) 961-8569

#### ATTACHMENT D

### NOTICE REGARDING SOCIAL SECURITY NUMBER DISCLOSURE

September 12, 2022

Dear :

You are being sent this letter to advise you that your social security number was inadvertently disclosed. Pursuant to Hawai'i law (HRS §487N), the County is providing you with written notice of the incident. The following provides detail of the incident, and we again apologize for our mistake.

The County of Hawai'i Department of Finance Accounts Division maintains records of all County of Hawai'i employees. These business records include your name and social security number. On August 15, 2022, the County issued a Request for Proposals ("RFP") for a new enterprise software system and posted the RFP on the Public Purchase system for electronic procurement. Interested vendors must register as a user in order to access the system and to view RFPs and other solicitations posted by the County.

As part of the RFP documents, sample reports were included. These sample reports included your name and social security number, which was inadvertently not redacted prior to the sample report being posted to the system.

On the evening of September 1, 2022, the County was made aware of the inadvertent potential disclosure, and on September 2, 2022, the County removed the sample reports from the Public Purchase system. On that same day, the County identified the entities that downloaded the sample reports, which was a total of forty (40) entities. These entities are companies that were prospective bidders on the RFP, and the names of the entities are below. The County has contacted, or attempted to contact, all of the forty (40) entities by telephone and/or email, on September 6, 2022, and received acknowledgement from 23 entities as of the date of this letter. The County

has sent written correspondence to each of the forty (40) entities requesting each entity to confirm in writing that they have discarded the sample reports from its systems. The County continues to work diligently to obtain confirmation that these entities have taken the necessary steps to remove the sample reports from their possession and will ensure that increased care is taken in the future to avoid such a situation from occurring.

The Federal Trade Commission (FTC) recommends that you place a fraud alert on your credit file. A fraud alert tells creditors to contact you before they open any new accounts or change your existing accounts. Call any one of the three major credit bureaus. As soon as one credit bureau confirms your fraud alert, the others are notified to place fraud alerts. All three credit reports will be sent to you, free of charge, for your review.

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Even if you do not find any suspicious activity on your initial credit reports, the FTC recommends that you check your credit reports periodically. Victim information sometimes is held for use or shared among a group of thieves at different times. Checking your credit reports 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 police department and file a police report. Get a copy of the report; many creditors want the information it contains to absolve you of the fraudulent debts. You also should file a complaint with the FTC at [www.ftc.gov/idtheft](http://www.ftc.gov/idtheft) or at 1-877-ID-THEFT (877-438-4338). Your complaint will be added to the FTC's Identity Theft Data Clearinghouse, where it will be accessible to law enforcers for their investigations.

If you have further questions or concerns, please call me at (808) 961-8425.

Sincerely,

Kay Oshiro  
Controller  
County of Hawai'i

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Mitchell D. Roth  
*Mayor*



Deanna S. Sako  
*Director*

Diane Nakagawa  
*Deputy Director*

## County of Hawai'i

### Finance Department

25 Aupuni Street, Suite 2103 • Hilo, Hawai'i 96720  
(808) 961-8234 • Fax (808) 961-8569

ATTACHMENT E

September 13, 2022

### NOTICE REGARDING NAME AND BANK ACCOUNT NUMBER DISCLOSURE

Dear

Several days ago, during the period of September 8 to September 12, a representative of the County of Hawai'i Finance Department contacted you by telephone and either advised that your entity's name and bank account number were inadvertently disclosed or left a voicemail message asking that you return the call. Pursuant to Hawai'i law (HRS §487N), the County is providing you with written notice of the incident. The following provides detail of the incident, and we again apologize for our mistake.

The County of Hawai'i Department of Finance Accounts Division maintains records of all County of Hawai'i contracted vendors. These business records include your entity's name, routing, and bank account numbers. On August 15, 2022, the County issued a Request for Proposals ("RFP") for a new enterprise software system and posted the RFP on the Public Purchase system for electronic procurement. Interested vendors must register as a user in order to access the system and to view the RFPs and other solicitations posted by the County.

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of the entities are below. The County has contacted, or attempted to contact, all of the forty (40) entities by telephone and/or email, on September 6, 2022, and received acknowledgement from 23 entities as of the date of this letter. The County has sent written correspondence to each of the forty (40) entities requesting each entity to confirm in writing that they have discarded the sample reports from its systems. The County continues to work diligently to obtain confirmation that these entities have taken the necessary steps to remove the sample reports from their possession and will ensure that increased care is taken in the future to avoid such a situation from occurring.

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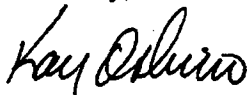
<b>Equifax</b>	<b>Experian</b>	<b>TransUnionCorp</b>
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Sincerely,



Kay Oshiro  
Controller  
County of Hawai'i



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Ask IT Consulting Inc.  
Avenu Insights & Analytics  
Business Solution Technologies, Inc.  
CDW Government LLC  
Celonis  
CGI  
CherryRoad Technologies Inc.  
Conduent Public Sector  
Coolsoft LLC  
Crowe LLP  
DataHouse Consulting, Inc.  
Debut Information Technology Services  
Denovo Ventures, LLC  
DLZP Group  
ELITE TEXTILE TRADING LLC  
Enterprise Solutions Consulting, LLC  
Environmental Systems Research Institute, Inc. (ESRI)  
Guidehouse LLP  
Guidehouse, LLP  
iKW Solutions Inc.  
Infosys Public Services, Inc.  
Insight Public Sector, Inc.  
L&L Supplies  
NovaTech  
Opentext Corporation  
Oracle  
Performa Software USA  
Perkens WS Corporation  
Phoenix Business Inc  
SAP  
Sierra-Cedar, Inc.  
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Spire Hawaii LLP  
Superion, LLC/Central Square  
Tata Consultancy Services  
The-Greentree-Group  
Tyler Technologies, Inc.  
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