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***Document Disposal Data Breach, November 25, 2019.***  
**Frequently Asked Questions**

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**Q: What happened?**

**A:** There was a breach in personal information related to some Dallas County income maintenance and social work cases at the Department of Human Services (DHS). A contracted custodial company mistakenly emptied boxes containing documents to be shredded into the office's garbage dumpster. The incident was not discovered until after the garbage dumpster had been emptied.

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**Q: Why was there a delay between the incident and notifying me that this happened?**

**A:** DHS began an investigation on December 2, 2019, which included:

- DHS has clarified with all employees that all confidential paperwork must be secured to ensure confidentiality of its clients.
- Employees in the office were required to take refresher confidentiality training.

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**Q: I received a letter that said my personal information may have been exposed. What does that mean?**

**A:** DHS cannot be certain which documents from each worker's cases had been printed. As a precaution, we've sent notification to individuals whose information may have been printed and thrown into the garbage dumpster without being confidentially shredded. The Department has had no reports that any affected parties had their information misused.

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**Q: How many people are impacted by this incident?**

**A:** There are 4,784 persons affected.

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**Q: What can I do to protect myself from identity theft?**

**A:** If your personal information was possibly exposed as a result of this incident, you will receive a letter with instructions on how to receive one year of free credit monitoring services from TransUnion Interactive, a global leader in the credit monitoring field. This service includes daily credit monitoring, alerts of key changes to credit files and identity theft

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insurance. Potentially affected individuals will be able to enroll in this free service through the TransUnion Credit Bureau from the time of receipt of the notification letter through April 30, 2020.

**TransUnion Contact Information:  
1-855-288-5422**

Monday to Friday from 8:00 AM to 8:00 PM Eastern Standard Time  
Saturday to Sunday from 8:00 AM to 5:00 PM Eastern Standard Time.

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**Q: What is DHS doing to address this issue?**

- A.** DHS is addressing the concerns of potentially affected individuals by:
- Sending a notification letter to each person potentially affected by this incident
  - Offering free credit monitoring for one year to all individuals receiving a notification letter
  - If you have questions regarding this incident that are not related to free credit monitoring services provided by TransUnion, you can call DHS at 1-800-803-6591.