



September 12, 2025

## NOTICE OF DATA BREACH

<<Individual Name>>

<<Address>>

<<LifeLock Personal ID>>

Dear <<Individual Name>>,

Central Valley Regional Center (CVRC) is writing to inform you of a recent incident that may have involved some of your personal information. Although there is no indication that your information is in the possession of another person or entity or has been misused in relation to this incident, we are reaching out to provide you with details about what happened, our response, and the resources available to safeguard your information.

### **What Happened?**

In July, CVRC was made aware of an incident involving our security protocols that may have resulted in the exposure of the private health and financial information of our individuals served and their families. We took immediate action and launched an investigation to learn more about what occurred.

Upon further investigation, we discovered that a new janitorial service contracted by CVRC had been improperly disposing of confidential information we had previously believed to be secure, and confidential information that had been set aside for shredding was disposed of in trash bags with other waste. The improper disposal of these documents took place at one CVRC facility between March 2025 and July 2025, when we became aware of the incident.

While this incident occurred over a short duration and was limited to a single site, the documents involved may have included confidential information about individuals served by CVRC and their families between 2015 and 2025, and may have included names, addresses, dates of birth, social security numbers, medical information and other personal data.

## Our Response

After the prompt review of the findings of our investigation, we took immediate action to stop the improper disposal of confidential information. We also notified law enforcement and the proper federal and state authorities, including the California Attorney General and the California State Department of Developmental Services.

We are committed to using this as a moment to review all our vendor contracts, privacy practices, and data security protocols. To prevent this incident from occurring again, we quickly implemented the following actions to ensure the highest levels of privacy and security for our individuals served and their families:

- Securing all shredding bins with locks to maintain confidentiality and prevent unauthorized handling.
- Ensuring access to locked shredding bins is restricted to only our approved shredding service provider.
- Revising our janitorial service procedures to provide more explicit instructions on waste disposal.
- Retraining our staff on data security protocols to ensure the highest levels of privacy, security, and legal compliance.
- Establishing in-office signage and visual cues directing proper waste disposal.
- Implementing routine audits to ensure compliance with internal protocols and applicable law.
- Affirming our expectations related to confidentiality and data protection to all CVRC staff, business partners and vendors.

## What Are We Doing?

As we move forward, we are offering several resources to provide additional security, and peace of mind, to those impacted by this incident. These include:

### LifeLock

Although we are unaware of any use or misuse of personal information related to this incident, out of an abundance of caution, we are offering you identity protection services through LifeLock for one year at no cost. If you wish to activate the identity protection service, please follow the step-by-step instructions by **November 25, 2025**:

1. In your web browser, go directly to <https://url.usb.m.mimecastprotect.com/s/k5VVCgWn1xfWY7wXhYFMsbEdL?domain=norton.comoffers>
2. Below the **THREE** protection plan boxes, you may enter the **Promo Code: CVRC2508** and click the **“APPLY”** button.

3. Your complimentary offer is presented. Click the Yellow **“START MEMBERSHIP”** button.
4. A Popup will appear to enter your Member ID <<**LifeLock Personal ID**>> and click **“APPLY.”**
5. Once enrollment is completed, you will receive a confirmation email (*be sure to follow ALL directions in this email*).

Alternatively, to activate your membership over the phone, please call: 800-899-0180.

### **Call Center**

We know it’s very likely you will have questions, and we have implemented a call center dedicated to this incident. The call center will be open and ready to assist you starting Friday, September 12, 2025, at 8:00am PT. If you have any additional questions, please call 1-888-840-0361, Monday through Friday between 8:00am and 6:00pm PT for more information.

At Central Valley Regional Center, we are committed to protecting the privacy and security of all our individuals served and their families and take seriously this commitment. We deeply regret that this incident has occurred and apologize sincerely for any concern and inconvenience this has caused.

Protecting the individuals we serve and their families who depend on us for services is our utmost priority and will remain so as we move forward.

Sincerely,

Matthew Bahr  
Executive Director

***Si desea recibir esta carta en español, por favor comuníquese al 1-888-840-0361.***

***Yog koj xav tau tsab ntawv no ua lus Hmoob, thov hu rau 1-888-840-0361.***