UNIVERSITY of HAWAI'I MĀNOA

10 Frequently Asked Questions on unauthorized access to computer server at UH Mānoa campus

1. What happened?

A routine audit conducted on June 15, 2010, discovered unauthorized access to a computer server used by the UH Mānoa Parking Office had occurred on May 30, 2010.

2. Am I affected?

Approximately 53,000 records were stored in the database. Of this total, approximately 41,000 Social Security numbers and 200 credit card numbers were exposed. The database contained data on two main groups of individuals:

Note: As of 7/8/10, our ongoing investigation into this incident has more clearly defined the groups that comprise the affected 53,000 persons. This information is added below in blue.

1. UH Mānoa faculty and staff member employed in 1998. In addition, faculty and staff employed within the UH system in 1998 and any registered student at UH Mānoa in 1998 are included.
2. Anyone who had business with the UH Mānoa Parking Office between January 1, 1998, and June 30, 2009. This includes:
   a. Anyone who purchased parking permits, including staff of the East-West Center, UH Foundation and Research Corporation of the University of Hawai'i (RCUH).
   b. Any campus visitor who had a vehicle towed or appealed a parking citation.

3. ***What information was in the compromised database?***

The database contained personal information, including names, Social Security numbers, addresses, driver's license numbers, vehicle information, and credit card information. Information on other individuals included their UH identification numbers, which are not sensitive.

4. Has the data been misused?

At this time, UH Mānoa has no evidence that personal information was actually accessed, but we also cannot determine with certainty that it was not accessed.

5. Is there an investigation into this incident?

A forensic computer expert has been retained to further investigate this matter. The Honolulu Police Department and FBI have been notified, and have been asked to investigate any potential criminal activity related to this incident.

6. What is the campus doing to prevent future security breaches?

Social Security numbers are no longer used for parking transactions, and are being purged from all current and historical Parking Office databases. Additional security measures being taken include strengthening internal automated network monitoring practices, and performing extensive evaluations of systems to identify other potential security risks.

7. How will affected individuals be notified?

Letters to affected individuals were mailed on Saturday, July 3, 2010, and should be received starting on the next business day, Tuesday, July 6. In addition, an email notice will be sent to affected individuals at their most recent email address on record.

8. What should affected individuals know and do?

Carefully monitor your financial information and take protective measures against identity theft, which include:

- Obtaining and carefully reviewing credit reports. Free credit reports from all three credit agencies may be obtained at http://www.annualcreditreport.com or by calling 877-322-8228.
- Reviewing bank and credit card statements regularly, and looking for unusual or suspicious activities.
- Contacting appropriate financial institutions immediately upon noticing any irregularity in a credit report or account.

If your identity or account has been compromised, you may take actions such as requesting refunds, closing accounts, and placing your credit records in a state of "fraud alert" or "freeze." Please know that we are making every effort to ensure that this incident does not recur.

9. If I did not receive a notification letter, does that mean my information was not in the compromised database?

Not necessarily. The campus has been collecting addresses of affected individuals, but not all addresses could be located—predominantly visitors to the campus who either appealed parking citations or who had vehicles towed at UH Mānoa between January 1, 1998, and June 30, 2009.

10. ***How can I get more information?***

On weekdays between the hours of 8:00 a.m. to 4:30 p.m., call (808) 956-6000, or go to the webpage at http://www.hawaii.edu/idalert/. Updates will be posted as new information becomes available.

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