



PII Breach

Frequently Asked Questions

Q1: What type of information was included in the loss of information accountability by the 127th Force Support Squadron's ID Card Section?

A1: The protected information consisted of films of created Common Access Cards which would have included names, social security numbers and dates of birth.

Q2: How would I know if I was affected by this breach?

A2: Individuals who had Common Access Cards created in this office during the period of 2004-2012 may be affected. This would include military members, DoD civilians, and contractors. Family members and retiree identification cards would not be included.

Q3: What warning signs should I look for that might suggest I've been a victim of a privacy breach?

A3: Although there is no indication that information has been used maliciously in this case, such signs might include receiving credit cards you didn't apply for, or getting calls or letters from debt collectors or businesses about merchandise or services you didn't buy. For more information about warning signs or to learn about actions you can take to protect yourself from identity theft, visit the Federal Trade Commission website at <http://www.consumer.ftc.gov/topics/protecting-your-identity>.

Q4: In the event that this privacy breach resulted in identify theft, what actions should affected individuals take? Is there any way for individuals to be compensated for loss, financial or otherwise? If so, who should they contact to start that process?

A4: Though there is no evidence that the material was used maliciously, affected individuals should begin by filing a complaint with the Federal Trade Commission

at <http://www.consumer.ftc.gov/articles/0277-create-identity-theft-report> or by phone at 1-877-FTC-HELP.

Q5: What happened that resulted in the loss of info?

A5: When Common Access Cards are produced, an identical impression of the information is made on a specialized roll of paper, or film. It was discovered that this material was improperly handled and unaccounted for in the disposal process.

Q6: If these documents were compromised since 2004, why did it take until 2013 to discover this inappropriate procedure and to notify individuals of the breach of information?

A6: The investigation into this incident is still ongoing; however, as soon as it was discovered that there had been a breach of PII, the 127th Wing undertook steps to inform all potentially impacted personnel.

Q7: What is the 127th Force Support Squadron doing to ensure that incidents like this never happen again?

A7: The 127th Force Support Squadron takes this breach of privacy very seriously and is therefore reinforcing the established Department of Defense and Air Force standards on protection of personally identifiable information, to preserve and protect the confidentiality of all information that flows through this office. All staff members are trained annually and semi-annually on the handling and releasing of information.

For more info, contact the 127th Privacy Act Office at 586-239-4588.