



Processing Center • P.O. BOX 141578 • Austin, TX 78714



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Sample  
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ANYTOWN US 12345-6789

March 22, 2017

## Notice of Data Breach

Dear Sample,

Goldenvoice and The Coachella Valley Music and Arts Festival take the privacy and security of our fans' personal information seriously. Accordingly, we are writing to inform you of a security incident that may have affected certain personal information you provided to us. You are receiving this letter because you are part of a limited group of festival attendees who provided some form of identification when you picked up your festival wristband in person.

**Please see below under "What We Are Doing" for information on identity protection services we are making available to you at no charge, through AllClear ID.** Additional resources are provided on the enclosed page.

### What Happened?

This incident relates to the unauthorized and illegal acquisition, by criminal hackers, of certain information collected in connection with the 2016 Coachella Music and Arts Festival and through the Coachella.com website. The criminal hackers are believed to have accessed this information during the period of September 2016 to February 2017. As soon as we became aware of the security incident, we immediately opened an investigation, notified law enforcement and engaged a leading forensic IT firm. Shortly thereafter, the security vulnerability was remediated and the security incident has been fully contained.

### What Information Was Involved?

The information potentially affected by this security incident may include some combination of your first and last name; Coachella.com username; email address; mailing address; birth date; phone number (if provided); and driver's license number, passport number, or other ID you used when you picked up your wristband at the festival. Our investigation indicates that the individuals did not have access to any payment or financial information, nor any of your passwords.

### What We Are Doing.

**As an added precaution, we have arranged to have AllClear ID protect your identity for 12 months at no cost to you. The following identity protection services start on the date of this notice and you can use them at any time during the next 12 months.**

**AllClear Identity Repair:** This service is automatically available to you with no enrollment required. If a problem arises, simply call 1-855-263-7376 and a dedicated investigator will help recover financial losses, restore your credit and make sure your identity is returned to its proper condition.



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**AllClear Credit Monitoring:** This service offers additional layers of protection including credit monitoring and a \$1 million identity theft insurance policy. To use this service, you will need to provide your personal information to AllClear ID. You may sign up online at [GV.allclearid.com](http://GV.allclearid.com).

Please note: Additional steps may be required by you in order to activate your phone alerts and monitoring options.

We continue to investigate the security incident, in partnership with law enforcement and independent computer forensic investigators, to learn more and prevent a similar issue from occurring in the future. Though the security vulnerability has been remediated, we will continue to monitor the situation closely for any additional suspicious activity. Furthermore, we have applied important security updates to our systems and taken other proactive measures to help safeguard our services and protect your personal information.

**What You Can Do.**

To help protect the security of your information, you can sign up for AllClear ID services as described above. In addition, please closely monitor your online and financial accounts, and be aware that criminals may attempt to send you targeted emails seeking to obtain other confidential information from you (i.e. phishing scams), or may otherwise try to use your personal information.

Let us know if you see any suspicious activity on your Coachella account, and always report any illegal activities to law enforcement or an appropriate government authority (see below for helpful resources). If you notice any unauthorized or suspicious financial activity, such as new credit applications, loans, or account openings, report it to the appropriate financial institution in addition to government authorities. Remember, Coachella will never ask for your username, password, or other sensitive personal information via email. If you receive an email from us requesting this information, do not open any attachments and do not provide any personal information. If you have concerns or suspicions about an email from Coachella, Goldenvoice, or any of our other festivals, please contact us at [info@coachella.com](mailto:info@coachella.com).

Although our investigation indicates that Coachella account passwords were not affected, consider taking a moment to change any old, reused, or insecure passwords and remember to follow appropriate security practices when managing your online accounts. More information on creating strong passwords can be found on the Department of Homeland Security's website: <https://www.us-cert.gov/ncas/tips/ST04-002>.

**For More Information.**

**If you have any questions regarding this notice or if you would like more information, please do not hesitate to contact us at [info@coachella.com](mailto:info@coachella.com) or call AllClear ID at 1-855-263-7376.**

**Most importantly, we sincerely regret any concern this security incident may cause. Our fans are the most important part of Coachella, and we value your trust and understanding.**

Sincerely,



Skip Paige  
Vice President, Goldenvoice

## IMPORTANT INFORMATION ABOUT IDENTITY THEFT PROTECTION

Please sign up for identity protection services through AllClear ID, as described in the notification letter under “What We Are Doing.” This service is offered at no cost to you. Additional information and resources are provided below.

You may obtain a free copy of your credit report online at [www.annualcreditreport.com](http://www.annualcreditreport.com), by calling toll-free 1-877-322-8228, or by mailing an Annual Credit Report Request Form (available at [www.annualcreditreport.com](http://www.annualcreditreport.com)) to: Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA, 30348-5281. You may also purchase a copy of your credit report, or request information on how to place a fraud alert or security freeze on your credit file, by contacting any of the national credit bureaus below. Remain vigilant for incidents of fraud and identity theft by reviewing credit card account statements and monitoring your credit report for unauthorized activity. The contact information for three major credit bureaus are as follows:

Equifax P.O. Box 740241 Atlanta, GA 30374 1-800-685-1111 <a href="http://www.equifax.com">www.equifax.com</a>	Experian P.O. Box 9532 Allen, TX 75013 1-888-397-3742 <a href="http://www.experian.com">www.experian.com</a>	TransUnion P.O. Box 1000 Chester, PA 19022 1-800-888-4213 <a href="http://www.transunion.com">www.transunion.com</a>
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### Contact Information for the Federal Trade Commission

In addition to the credit bureaus above, you may contact or visit the website of the Federal Trade Commission to learn more about how to protect yourself against identity theft, or how to place a fraud alert or security freeze on your credit file. The contact information for the FTC is as follows:

**Federal Trade Commission**, Consumer Response Center  
600 Pennsylvania Avenue, NW  
Washington, DC 20580  
1-877-IDTHEFT (438-4338)  
[www.ftc.gov/idtheft](http://www.ftc.gov/idtheft)

### How to Place a Fraud Alert on Your Credit File

To protect yourself from the possibility of identity theft or other fraud, you may place a fraud alert on your credit file. The fraud alert helps to prevent someone else obtaining credit in your name. If you have a fraud alert on your credit file, creditors will contact you and verify your identity before they open any new accounts or change your existing accounts, but it should not affect your credit score or your ability to obtain new credit (although it may cause a delay in any applications or approvals). As soon as one credit bureau confirms your fraud alert, the others are notified to place fraud alerts, so you do not need to place alerts with more than one of the credit bureaus. To place a fraud alert, go to any of the following links and complete the requested steps:

<https://www.experian.com/fraud/center.html>  
[https://www.alerts.equifax.com/AutoFraud\\_Online/jsp/fraudAlert.jsp](https://www.alerts.equifax.com/AutoFraud_Online/jsp/fraudAlert.jsp)  
<http://www.transunion.com/personal-credit/credit-disputes/fraud-alerts.page>

### How to Place a Security Freeze on Your Credit File

If you wish to take more extensive measures to prevent new credit being opened in your name, you may consider placing a security freeze on your credit file. You should only place a security freeze if you want to prevent most parties from obtaining your credit report and prevent all credit, loans and related services from being approved in your name without your consent. Please consider that this may also impact or delay your ability to obtain certain government services, rental housing, employment, cell phone plans, insurance, utilities, and other services.

You will need to apply for a security freeze separately with each of the credit bureaus. The requirements to obtain a security freeze vary depending on your state of residence, and you may be required to pay a fee, provide your name and social security number, copies of important identification records (including a list of addresses, copies of government issued IDs, and/or utility bills), provide an incident report if you are a victim of identity theft, or take other measures as described on the credit bureaus' websites. You may need to follow these steps for each individual (such as a spouse or dependent)



who will request a security freeze. You can find more information regarding a security freeze at the following links, or by calling each of the credit bureaus at the numbers listed in this notification letter:

<https://www.freeze.equifax.com>

[https://www.experian.com/consumer/security\\_freeze.html](https://www.experian.com/consumer/security_freeze.html)

<http://www.transunion.com/personal-credit/credit-disputes/credit-freezes.page>

#### **Contact Information for State Government Agencies**

You may also contact your state's attorney general or state department of revenue, as there may be more information available at the state level. Residents of California, Rhode Island, Maryland, and North Carolina are advised that they may contact their local law enforcement agencies using the following contact information:

<b>Rhode Island Office of the Attorney General</b> Consumer Protection Unit 150 South Main Street Providence, RI 02903 Telephone: (401) 274-4400 <a href="http://www.riag.ri.gov">http://www.riag.ri.gov</a>	<b>North Carolina Attorney General's Office</b> 9001 Mail Service Center Raleigh, NC 27699-9001 Telephone: (919) 716-6400 Fax: (919) 716-6750
<b>Maryland Office of the Attorney General</b> Identity Theft Unit 200 St. Paul Place, 16th Floor Baltimore, MD 21202 Phone: (410) 576-6491 Fax: (410) 576-6566 E-mail: <a href="mailto:idtheft@oag.state.md.us">idtheft@oag.state.md.us</a>	<b>California Attorney General's Office</b> California Department of Justice Attn: Office of Privacy Protection P.O. Box 944255 Sacramento, CA 94244-2550 Tel: (916) 322-3360 Toll-free: (800) 952-5255 <a href="https://oag.ca.gov/idtheft">https://oag.ca.gov/idtheft</a>