



Gaines County, Texas – Notice of Data Security Incident

May 20, 2025 – Gaines County, Texas (the “County”) recently experienced a data security incident that may have involved the personal information of certain individuals. The County is sending notification of this incident via U.S. Mail to potentially impacted individuals with verifiable address information and is providing resources to assist.

On February 19, 2025, the County experienced an incident that disrupted access to some of its network resources. The County immediately took steps to ensure the security of its environment and launched an investigation to determine what happened and whether sensitive or personal information may have been accessed or acquired during the incident. As a result of the investigation, the County learned that certain files in its network may have been acquired without authorization. The County then engaged an independent team to conduct a comprehensive review of all potentially affected data, and on April 14, 2025, that review determined that some individuals’ personal information may have been involved. The County then worked diligently to identify available contact information to complete notification and prepare the services being offered to affected individuals. This process was completed on May 8, 2025.

On May 20, 2025, the County provided notice of this incident to potentially impacted individuals with verifiable address information. In so doing, the County provided information about the incident and steps that potentially impacted individuals can take to protect their information. The County takes the security and privacy of information in its possession very seriously and is taking steps to prevent a similar event from occurring in the future.

The information affected during this incident varies between individuals but may have involved the following: name, address, date of birth, Social Security number, driver’s license or other government identification number, passport number, financial account information, health insurance details, and/or medical information.

The County has established a toll-free call center to answer questions about the incident and to address related concerns. Call center representatives are available at 1-800-939-4170, Monday through Friday from 8:00 a.m. to 8:00 p.m. Central Time. For enrollment assistance if you did receive a notification letter or believe your information may have been involved, please call 1-800-939-4170 or visit <https://app.idx.us/account-creation/protect>.

The privacy and protection of personal information is a top priority for the County, which deeply regrets any inconvenience or concern this incident may cause.

Steps You Can Take to Help Protect Your Personal Information

Review Your Account Statements and Notify Law Enforcement of Suspicious Activity: As a precautionary measure, we recommend that you remain vigilant by reviewing your account statements and credit reports closely. If you detect any suspicious activity on an account, you should promptly notify the financial institution or company with which the account is maintained. You also should promptly report any fraudulent activity or any suspected incidence of identity theft to proper law enforcement authorities, your state attorney general, and/or the Federal Trade Commission (the "FTC").

Copy of Credit Report: You may obtain a free copy of your credit report from each of the three major credit reporting agencies once every 12 months by visiting www.annualcreditreport.com/, calling toll-free 1-877-322-8228, or by completing an Annual Credit Report Request Form and mailing it to Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA 30348. You also can contact one of the following three national credit reporting agencies:

Equifax

P.O. Box 105851
Atlanta, GA 30348
1-800-525-6285
equifax.com

Experian

P.O. Box 9532
Allen, TX 75013
1-888-397-3742
experian.com

TransUnion

P.O. Box 2000
Chester, PA 19016
1-833-799-5355
transunion.com/get-credit-report

Fraud Alert: You may want to consider placing a fraud alert on your credit report. An initial fraud alert is free and will stay on your credit file for at least one year. The alert informs creditors of possible fraudulent activity within your report and requests that the creditor contact you prior to establishing any accounts in your name. To place a fraud alert on your credit report, contact any of the three credit reporting agencies identified above. Additional information is available at www.annualcreditreport.com. For TransUnion: www.transunion.com/fraud-alerts.

Security Freeze: You have the right to put a security freeze on your credit file for up to one year at no cost. This will prevent new credit from being opened in your name without the use of a PIN number that is issued to you when you initiate the freeze. A security freeze is designed to prevent potential creditors from accessing your credit report without your consent. As a result, using a security freeze may interfere with or delay your ability to obtain credit. You must separately place a security freeze on your credit file with each credit reporting agency. In order to place a security freeze, you may be required to provide the consumer reporting agency with information that identifies you including your full name, Social Security number, date of birth, current and previous addresses, a copy of your state-issued identification card, and a recent utility bill, bank statement or insurance statement. For TransUnion: www.transunion.com/credit-freeze.

Additional Free Resources: You can obtain information from the consumer reporting agencies, the FTC, or from your respective state Attorney General about fraud alerts, security freezes, and steps you can take toward preventing identity theft. You may report suspected identity theft to local law enforcement, including to the FTC or to the Attorney General in your state.

Federal Trade Commission

600 Pennsylvania Ave, NW
Washington, DC 20580
consumer.ftc.gov
877-438-4338

Texas Attorney General

300 W. 15th Street
Austin, Texas 78701
texasattorneygeneral.gov/consumer-protection/
800-621-0508

Maryland Attorney General

St. Paul Plaza
200 St. Paul Place
Baltimore, MD 21202
marylandattorneygeneral.gov
1-888-743-0023

California Attorney General

1300 I Street
Sacramento, CA 95814
oag.ca.gov/privacy
800-952-5225

New York Attorney General

The Capitol
Albany, NY 12224
ag.ny.gov
800-771-7755

Rhode Island Attorney General

150 South Main Street
Providence, RI 02903
riag.ri.gov
401-274-4400

NC Attorney General

9001 Mail Service Center
Raleigh, NC 27699
ncdoj.gov/protectingconsumers/
877-566-7226

New Mexico Attorney General

408 Galisteo Street, Villagra Building
Santa Fe, NM 87501
nm DOJ.gov
505-490-4060

Washington D.C. Attorney General

400 S 6th Street, NW
Washington, DC 20001
oag.dc.gov/consumer-protection
202-442-9828

You also have certain rights under the Fair Credit Reporting Act (FCRA): These rights include to know what is in your file; to dispute incomplete or inaccurate information; to have consumer reporting agencies correct or delete inaccurate, incomplete, or unverifiable information; as well as other rights. For more information about the FCRA, and your rights pursuant to the FCRA, please visit www.consumer.ftc.gov/sites/default/files/articles/pdf/pdf-0096-fair-credit-reporting-act.pdf.