

## **Security Breach Notice**

**11/18/2024**

On October 2, 2024, Real County, Texas (“County”) determined that an unauthorized third-party accessed an email account at various times between September 16-19, 2024. The County immediately began an investigation and engaged leading third-party cybersecurity and forensic experts to assist. It also notified law enforcement and swiftly contained the incident.

A thorough review of the data was conducted to identify what information was involved and which individuals may have been impacted. The review determined a limited number of individuals may have had the following sensitive personal information affected: Driver’s license number and/or other government identification number. A small number of individuals had their Social Security number, date of birth, or information about their health care condition affected.

To help prevent a similar type of incident from occurring in the future, the County implemented additional security protocols designed to enhance the security of its network, internal systems and applications. The County continues to evaluate additional steps that may be taken to further increase its security posture.

In addition, the County is offering affected individuals identity theft protection services through IDX, A ZeroFox Company, the data breach and recovery services expert. IDX identity protection services include 12 months of credit and CyberScan monitoring, a \$1,000,000 insurance reimbursement policy, and fully managed id theft recovery services.

Real County encourages individuals who believe they may have been affected to call the following toll-free number Monday through Friday from 9 am - 9 pm Eastern Time.: 1-833-903-3648.

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