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February 12, 2025

VIA ONLINE SUBMISSION

Attorney General Mike Hilgers
Office of the Attorney General
Consumer Protection Division
2115 State Capital
Lincoln, NE 68509
Email: ago.consumer@nebraska.gov

Re: Notice of Data Security Incident

Dear Attorney General Hilgers:

Constangy, Brooks, Smith & Prophete, LLP, represents RVW, Inc. ("RVW"), an architecture firm headquartered in Columbus, Nebraska. RVW takes the protection of all information within its possession very seriously and has taken measures to reduce the likelihood of a similar incident reoccurring. This notice is being sent on behalf of RVW because personal information for 93 Nebraska residents could have been involved in the data security incident.

1. Nature of the Security Incident

On November 1, 2024, RVW became aware of potentially suspicious activity on its network. Upon discovery, we promptly took steps to secure the environment and began an investigation to determine the nature and scope of the issue. In December 2024, the investigation revealed that data belonging to RVW may have been acquired without authorization in connection with this issue. After a thorough review of the information, we determined that certain personal information was contained in the potentially affected data. RVW then took steps to locate information needed to complete notification to involved individuals. These efforts concluded in January 2025, and notice was provided promptly thereafter.

The potentially affected information varies for each individual but may have included individuals' names and Social Security number.

2. Number of Nebraska Residents Affected

RVW notified 93 Nebraska residents within the potentially affected population on February 12, 2025, via USPS First-Class Mail. A sample copy of the notification letter sent to the impacted individuals is included with this correspondence.

3. Steps Taken Relating to the Incident

As soon as RVW discovered the unusual network activity, it took steps to secure its systems and launched an investigation to determine learn more about what happened and what information could have been affected. RVW has implemented additional safeguards to help ensure the security of its systems and to reduce the risk of a similar incident occurring in the future.

RVW has established a toll-free call center through IDX to answer questions about the incident and address related concerns. Additionally, RVW is providing notified individuals with identity protection services through IDX, a global leader in risk mitigation and response. These identity protection services include: 12 months of credit and CyberScan monitoring, an insurance reimbursement policy, and fully managed identity theft recovery services.

4. Contact Information

If you have any questions or need additional information, please do not hesitate to contact me at 215-770-4234 or aweaver@constangy.com.

Sincerely,

A handwritten signature in black ink, appearing to read 'Aweaver', with a stylized, flowing script.

Aubrey L. Weaver
Partner, Constangy Cyber Team

Attachment: Sample Notification Letter



Return to IDX:
P.O. Box 989728
West Sacramento, CA 95798-9728

Enrollment Code: <<XXXXXXXXXX>>

To Enroll, Scan the QR Code Below:



Or Visit:

<https://app.idx.us/account-creation/protect>

<<First Name>> <<Last Name>>

<<Address 1>>

<<Address 2>>

<<City>>, <<State>> <<Zip>>

February 12, 2025

Subject: Notice of Data Security Incident

Dear <<First Name>> <<Last Name>>,

RVW, Inc. ("RVW") is writing to inform you of a recent data security incident that may have involved your personal information. Please read this letter carefully as it contains information regarding the incident and steps you can take to help protect your personal information.

What Happened? On November 1, 2024, RVW became aware of potentially suspicious activity on its network. Upon discovery, we promptly took steps to secure the environment and began an investigation to determine the nature and scope of the issue. In December 2024, the investigation revealed that data belonging to RVW may have been acquired without authorization in connection with this issue. After a thorough review of the information, we determined that certain personal information was contained in the potentially affected data. RVW then took steps to locate information needed to complete notification to involved individuals. This process was completed on January 31, 2025.

What Information Was Involved? The information potentially impacted in connection with this incident may have included your name and <<Variable Data 1>>.

What We Are Doing: As soon as we discovered the incident, we took the steps described above. We have also implemented additional security measures to protect our digital environment and minimize the likelihood of future incidents.

In addition, we are offering identity theft protection services through IDX, the data breach and recovery services expert. IDX identity protection services include: <<Membership Offering Length>> of credit and CyberScan monitoring, a \$1,000,000 insurance reimbursement policy, and fully managed id theft recovery services. With this protection, IDX will help you resolve issues if your information is compromised.

What You Can Do: You can review the following page for general information on steps you can take to help protect your information, including placing credit freezes and/or fraud alerts with the credit reporting agencies. We also encourage you to contact IDX with any questions and to enroll in free identity protection services by calling 1-833-903-3648, going to <https://app.idx.us/account-creation/protect>, or scanning the QR image and using the Enrollment Code provided above. IDX representatives are available Monday through Friday from 9 am - 9 pm Central Time. Please note the deadline to enroll is May 11, 2025.

For More Information: You will find additional information on steps you can take to help protect your information on the attached document. Also, you will need to reference the enrollment code at the top of this letter when calling or enrolling online, so please do not discard this letter.

Please call 1-833-903-3648 or go to <https://app.idx.us/account-creation/protect> for assistance or for any additional questions you may have. IDX representatives have been fully versed on the incident and can answer questions or concerns you may have regarding protection of your personal information.

RVW takes the privacy and security of data in our possession very seriously. We apologize for any worry or inconvenience this may cause you.

Sincerely,

A handwritten signature in black ink, appearing to read "Mark D. Massman". The signature is fluid and cursive, with a long horizontal stroke at the end.

Mark Massman, President
RVW, Inc.
4118 Howard Blvd,
Columbus, NE 68601

STEPS YOU CAN TAKE TO HELP PROTECT YOUR 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
www.equifax.com

Experian

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

TransUnion

P.O. Box 1000
Chester, PA 19016
1-800-916-8800
www.transunion.com

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.

Credit Freeze: You have the right to put a credit freeze on your credit file at no cost. A credit freeze is designed to prevent potential creditors from accessing your credit report without your consent. As a result, using a credit freeze may interfere with or delay your ability to obtain credit, but can be permanently or temporarily lifted also at no cost. You must separately place or lift a credit freeze on your credit file with each credit reporting agency in accordance with each agency’s procedures. In order to place a credit 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.

Additional Free Resources: You can obtain information from the consumer reporting agencies, the FTC, or from your respective state Attorney General about fraud alerts, credit 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

Iowa Attorney General

1305 E. Walnut Street
Des Moines, Iowa 50319
www.iowaattorneygeneral.gov
888-777-4590

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.