



Notice of Data Security Incident

Lawton, Oklahoma – March 4, 2025 – Goodwill Industries of Southwest Oklahoma & North Texas, Inc. (“Goodwill”) is writing to inform you of a recent data security incident that may have resulted in an unauthorized access to your sensitive personal information. While we are unaware of any fraudulent misuse of your personal information at this time, we are providing you with details about the incident, steps we are taking in response, and resources available to help you protect against the potential misuse of your information.

What Happened?

On February 1, 2024, Goodwill detected unusual activity on our network. Upon discovery of this incident, Goodwill immediately disconnected all access to the network and promptly engaged a specialized third-party cybersecurity firm to assist with securing the environment, as well as, to conduct a comprehensive forensic investigation to determine the nature and scope of the incident. The forensic investigation found evidence that some Goodwill files were accessed by an unauthorized actor.

Based on these findings, Goodwill decided to proceed with an analysis of the compromised data for any potential sensitive personal information (“PII”) and engaged a third-party vendor to review the data that was compromised. The comprehensive data mining process took some time given the complexities of the types and the volume of the data analyzed, requiring multiple phases of automated and manual review. Data mining was completed on December 5, 2024. Following data mining, Goodwill engaged a third-party notice vendor to assist with the mailings, call center, and provide identity theft protection services. Thereafter, Goodwill worked to verify the information and addresses for mailing. On February 19, 2025, Goodwill finalized the list of individuals to notify.

What Information Was Involved?

Although Goodwill has no evidence that any sensitive information has been misused by third parties as a result of this incident, we are notifying you out of an abundance of caution and for purposes of full transparency. Based on the investigation, the following information related to potentially impacted individuals may have been subject to unauthorized access: name; address, date of birth, Social Security number, driver’s license number, government identification number, credit or debit card number, financial account number, health insurance policy number, IRS identity protection PIN, medical information. Please note that the information above varies for each potentially impacted individual. In light of the incident, we are providing affected individuals with Social Security numbers impacted with complimentary credit monitoring and identity theft protection services. Affected individuals will be notified by mail with enrollment information.

What We Are Doing

Data privacy and security is among Goodwill’s highest priorities, and we are committed to doing everything we can to protect the privacy and security of the personal information in our care. Since the discovery of the incident, Goodwill moved quickly to investigate, respond, and confirm the security of our systems. Specifically, Goodwill disconnected all access to our network, changed administrative credentials, restored operations in a safe and secure mode, enhanced the security measures, and took steps and will continue to take steps to mitigate the risk of future harm.

What You Can Do

We encourage you to remain vigilant against incidents of identity theft and fraud, to review your account statements, and to monitor your credit reports for suspicious or unauthorized activity. Additionally, security experts suggest that you contact your financial institution and all major credit bureaus to inform them of such a breach and then take whatever steps are recommended to protect your interests, including the possible placement of a fraud alert on your credit file.

For More Information

If you have any questions or concerns not addressed in this letter, please call 1-833-799-3869 (toll free) Monday through Friday, during the hours of 8:00 a.m. and 8:00 p.m. Eastern Standard Time (excluding U.S. national holidays).

Goodwill sincerely regrets any concern or inconvenience this matter may cause and remains dedicated to ensuring the privacy and security of all information in our control.

Sincerely,

Goodwill Industries of Southwest Oklahoma & North Texas, Inc.