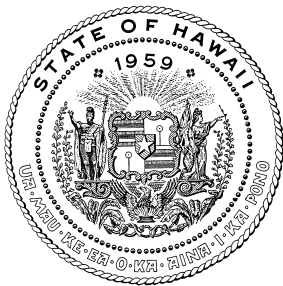


# Report to the 2017 Hawaii State Legislature:

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**Pursuant to Section 487N-4, Hawaii Revised Statutes,  
Providing Information Relating to the Discovery of a Security  
Breach of Personal Information.**



Prepared by:  
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Department of Business, Economic Development & Tourism

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Section 487N-4, Hawaii Revised Statutes (HRS), requires government agencies to submit a written report to the Legislature “within twenty days after discovery of a security breach at the government agency” involving personal information of an individual in violation of Chapter 487N, HRS.

The following information is intended to comply with this reporting requirement.

1. On December 15, 2016, at approximately 12:30 p.m., a visitor to the Hawaii Housing Finance and Development Corporation (HHFDC) office located at 677 Queen Street, Suite 300, Honolulu, Hawaii, stole several envelopes from the “will call” area of the reception desk that were awaiting messenger pickup, and immediately departed the premises.

Building management and the Honolulu Police Department were immediately notified of the theft, and a police report was made. Building management located security camera footage of the reception counter area at the time the incident took place, and provided it to police as well.

2. One family, whose personal information was among the contents of the stolen envelopes, was affected by this security breach.
3. A copy of the notice of security breach sent to the family affected is provided in this report. Identifying information has been redacted from this copy.
4. The notice of security breach was delayed until January 30, 2017 due to law enforcement considerations.
5. To prevent this type of incident from recurring, HHFDC has modified its Front Door procedures as follows:
  - a. Mail, State courier, and other pick-ups and deliveries will now be unavailable during the period between 12:30 pm to 1:30 pm. All pickups during that timeframe shall be handled directly by branch personnel rather than through Front door back up staff.
  - b. Front door back up staffing will only be handled by other Office Assistants when regular staff are on full day absence.
  - c. Cash payments shall only be handled by authorized staff persons personally.
  - d. Armored courier pickups shall only be handled by authorized staff persons personally.
  - e. General inquiries shall be directed to the appropriate branch personnel for specific inquiries.
  - f. HHFDC Staff that are expecting visitors are responsible for informing said visitors of the changes to front door procedures, and shall provide them with the appropriate telephone extensions to call from the entry telephone upon arrival.