



JB Pritzker, Governor

Illinois Department of Human Services

Grace B. Hou, Secretary

100 South Grand Avenue, East • Springfield, Illinois 62762
401 South Clinton Street • Chicago, Illinois 60607

September 22, 2020

Re: Annual Report Under the Personal Information Protection Act (815 ILCS 530, *et seq.*)

Dear Illinois General Assembly:

Pursuant to the requirements of Section 25 of the Personal Information Protection Act (PIPA), the Illinois Department of Human Services (IDHS) submits this annual report.

During the 2019 calendar year, IDHS experienced six breaches of the security of the system data or written material reportable under Section 12 of PIPA. Summaries of these breaches are attached.

To prevent future incidents, IDHS has taken the following corrective measures: retrain employees involved, technical changes regarding issues in the data system, and complete quarterly inspections of all the facilities and comprehensive risk assessments. IDHS values the privacy of our customers. Our workforce will continue to strive to ensure that the personal information of customers is protected. All individuals affected by the breaches were properly notified at the time of the breach.

Sincerely,

Grace Hou
Secretary

Enclosures