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Chief Executive Officer

December 4, 2025

«Name1» «Name2» «Name3»
«CurrentUSResidence_Street» «Unit»
«City», «StateZip»

Subject: Notification of Privacy Incident

Dear «Name1» «Name2» «Name3»,

I am writing to inform you of an incident involving your protected identity information (PII) that occurred with one of our vendors, Cerenade, on or about October 2, 2025. Cerenade is an electronic database system that is used by our Immigration Legal team for record keeping. Cerenade is a trusted vendor commonly used within the immigration legal sector. Despite meeting all security standards, the system was illegally accessed by unauthorized persons. Please be assured that your privacy is extremely important to us, and we take our responsibility to safeguard your information very seriously. Although this incident involves minimal risk, we want to provide you with details and explain the steps we have taken to address the situation.

What Happened:

On Oct 9, 2025 we were notified by Cerenade that their service platforms had been breached. We use Cerenade to store information about our clients and their current immigration case processes. Our security team met with representatives from Cerenade to better understand the breach and to determine the level of risk that is associated with your data.

What Information Was Involved:

The information involved in this incident includes documents related to immigration case filings (name, date of birth, passport or social security numbers). Based on the initial investigation, it does not appear that any information has been misused to date.

Actions Taken:

Upon receiving notification of this breach, we took immediate steps to address the situation, including:

- Meeting with our vendor, Cerenade, to better understand the data and risk associated with this breach.
- Conducting a thorough review of our processes to identify those impacted.
- Notifying clients who are at risk.
- Reviewed our internal security processes to ensure we are complying with all local, state, and federal privacy laws.

Next Steps:

Based on our assessment, we believe the risk to your privacy is minimal. However, we encourage you to monitor your records for any unexpected activity. You will also receive a



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letter directly from Cerenade providing information about their investigation and next steps, including 1 year of credit monitoring.

Contact Information:

If you have any questions or require further information, you can reach out to your JFCS East Bay contact. We are here to assist you and provide any additional support you may need.

We deeply regret any inconvenience or concern this may have caused and appreciate your understanding as we remain committed to protecting your privacy.

Sincerely,

Reena Arya
Director of Immigration and Legal Services

Allyson Holmes-Knight, PhD
Chief Program Officer

Para la traducción de esta carta al español, escanee el código QR (Spanish)

کنید اسکن را QR Code در زبان به نامہ این ترجمہ برای (Dari)

کړئ سکین کوډ QR د، لپاره ژباړې پښتو لیک دې د (Pashto)

Для перевода этого письма на русский язык отсканируйте QR-код (Russian)

QR (Arabic) لترجمة هذه الرسالة إلى اللغة العربية، قم بمسح رمز الاستجابة السريعة

