

201 CMR 17.00

Massachusetts Business Compliance Guideline

Standards For The Protection Of Personal Information

Massachusetts has a high standard for consumer protection that most states look to as a source to frame their own laws. [201 CMR 17.00](#) requires any business that stores or licenses personal information of residents in the state to notify the Office of Consumer Affairs & Business Regulation, as well as the Office of Attorney General and those affected, within a reasonable amount of time of suspecting a breach of security.

Notifications Include:

- A detailed description of the nature & circumstances of the breach of security or unauthorized acquisition or use of personal information.
- The total number of Massachusetts residents affected as of the time of notification.
- The steps already taken relative to the incident.
- Any steps you intend to take relative to the incident after notification.
- Information regarding whether law enforcement is engaged investigating the incident.

Personal information is defined as a resident's first and/or last name, or first initial and last name in combination with any one or more of the following data elements that relate to the individual:

Personal Information:

- Driver's License Number or State Issued ID
- Social Security Number
- Financial Account Number, Credit or Debit Card Number with or without Security Code, Access Code, or any Personal Identification Number or Password that would permit access to a Resident's Financial Account.

Personal information does not include any information that can be legally obtained from publicly available sources, such as addresses or birthdays.

Filing A Data Breach Claim

Businesses can submit a Data Breach Notification to the Office of Consumer Affairs & Business Regulation [online](#), or mail it to:

Office of Consumer Affairs & Business Regulation
501 Boylston Street
Suite 5100
Boston MA 02116

Consumer Hotline

(617)973-8787

Toll-Free Consumer Hotline

(888)283-3757

Main Office

(617)973-8700

Fax

(617)973-8799

Note that businesses must also send a separate notification must be sent to the [Attorney General's Office](#).

