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****Confidential Information Provided Voluntarily****

VIA Email

Idaho Attorney General's Office
Consumer Protection Division
P.O. Box 83720
Boise, ID 83720-0010
consumer_protection@ag.idaho.gov

Re: Attorney General – Voluntary Notice of Third-Party Vendor Data Breach

To Whom It May Concern:

Our firm was retained to provide support and compliance notification with regards to U.S.-based businesses and customers whose data may have been compromised as a result of a third-party vendor's data breach. This letter provides voluntary notification on behalf of Western Tool & Supply Co. d/b/a Western Tool & Supply ("Company") of a recent data breach involving a third-party e-commerce platform that residents used to purchase Company's products.

SignatureIT Ltd. (an Israeli-based company with U.S. subsidiaries) is a third-party that owns and operates e-commerce platforms that are often used by Company's customers to purchase Company products. SignatureIT recently notified Company of unauthorized access and interruption of these platforms. The data and systems (including Enterprise Resource Platform) owned and operated by Company are not a part of the e-commerce platforms and are completely separate and secure.

Even though there was no unauthorized access of Company systems, Company acted with caution and notified all known U.S. users registered with the e-commerce platform on or before November 16, 2023, of the third-party data breach to ensure each individual could take action to protect their information. This notice was provided electronically to said users on or about December 19, 2023. At the time of this notice, Company believes that approximately 11 residents may have had their personal information compromised as a result of the SignatureIT data breach. For your convenience, we have enclosed a copy of the Notice of Third-Party Data Breach that was sent to residents, without including any Personally Identifiable Information.

What Happened?

On or about November 16, 2023, SignatureIT noticed unusual activity on their network, including a suspicious email sent to a multitude of users of its e-commerce platforms. According to a forensic preliminary report obtained by SignatureIT and subsequently shared, in part, with Company and/or its affiliates, the experts identified the Confluence collaboration platform as the probable penetration point into SignatureIT's system. Consequently, SignatureIT's e-commerce platforms were shut down.

What Information Was Involved?

Personal information entered when subscribing to, or using, SignatureIT's e-commerce platforms may have been accessed by an unauthorized third-party. Potential categories of information that purchasers may have entered into the SignatureIT e-commerce platforms include: (i) First and Last name, (ii) Shipping Address, (iii) Billing Address, (iii) Phone and Facsimile numbers, (iv) Company Names, (vi) VAT Numbers, (vii) Titles, (viii) ERP Account numbers, (ix) Passwords to access the Signature IT Account, (x) Shipping Methods, (xi) Courier collect numbers and delivery types, (xii) Payment terms, (xiii) Tax-free status, (xiv) Currencies, (xv) Positions, or (xvi) Transaction details (quantities, products ordered).

Since all information was stored on SignatureIT servers, Company does not have the precise scope or content of the data that was accessed.

What is the Company Doing?

As a precautionary measure, notifications were sent to relevant regulators. These include the U.S. Federal Bureau of Investigation and to the Cybersecurity and Infrastructure Security Agency under the Cyber Incident Reporting for Critical Infrastructure Act, applicable U.S. state agencies, and the E.U. under the General Data Protection Regulation. Company has also notified the nationwide consumer reporting agencies. Although data stored in Company information systems was not accessed, and even though Company was not directly involved in this incident, Company continues to monitor this incident and its effect on its customer community.

If you have any further questions or need additional information, please feel free to contact me at jmorris@dbllawyers.com.

Sincerely,

/s/ JLM
Jennifer L. Morris
Partner