



**Personal Information Protection Act
Annual Report to the Illinois General Assembly
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Introduction

Pursuant to the Personal Information Protection Act, 815 Ill. Comp. Stat. 530/25 (the “Act”), “Any State agency that collects personal data and has had a breach of security of the system data or written material shall submit a report within 5 business days of the discovery or notification of the breach to the General Assembly listing the breaches and outlining any corrective measures that have been taken to prevent further breaches of the security of the system data or written material. Any State agency that has submitted a report under this Section shall submit an annual report listing all breaches of security of the system data or written materials and the corrective measures that have been taken to prevent future breaches.”

Past Breach

As reported three years ago, on Monday, April 30, 2007 at 7:15 am, the Illinois State Toll Highway Authority (the “Tollway”), an administrative agency of the State of Illinois, encountered a limited breach of its system data. The Tollway migrated to a new operating system over the previous weekend, which was performed under the management of its contractor Unisys, an information technology consulting company. During this data conversion, the application for the “Missed Tolls” website¹ encountered an error. This error triggered a section of Java code that was used during the testing phase of the data conversion for debugging. Unisys inadvertently failed to remove this Java code before “going live” with the new operating system.

The error message was triggered a total of fifteen times (two users logged in twice), and the user would be directed to an error message web page containing a link at the bottom of the error message screen. If the user elected to click the link at the bottom

¹ available at <https://www.illinoistollway.com/tolling-information/unpaid-tolls>

of the page, it would permit them to view a log file which contained other users' names, addresses, and/or credit card numbers. Users were only exposed to the information submitted by previous users within their own online session, i.e. the first user could not see any information of other patrons and the sixth of the six user group could access the error log information for up to five other patrons.

Unisys was notified of the error by a website user on April 30, 2007 at 9:41 am. It corrected the problem by deactivating and removing the problematic Java code by 9:52 am. Pursuant to the Act, the Tollway responded immediately after receiving notice of the limited breach and determining the extent of the compromised data to provide both oral and written notice to all users whose personal information had potentially been viewed by an unauthorized user. The Chiefs of Open Road Tolling and Communications acted quickly to contact each user by telephone to explain the situation and recommend that they contact their credit card issuers immediately to take further steps to ensure the protection of their accounts. These phone conversations were also memorialized in a written notice sent by email and/or postal mail to each of the potentially exposed patrons.

The breach was fully documented in a report to the General Assembly dated May 7, 2007.

Current Report

Since the April 2007 breach, the Tollway has not experienced any breaches in the security of the system data or written material.