



Marquis ID Systems Statement

Thursday, March 22, 2018

On September 15, 2017, a server containing multiple disks managed by Marquis ID Systems for the State of Hawaii's drivers' licensing programs crashed. It was quickly determined, and confirmed on further investigation, that there was no security or data breach. MIDS was able to bring the system back up, but technicians discovered afterward that a portion of fingerprint scans and identity records (such as copies of birth certificates or social security cards) were unrecoverable.

Since the incident, MIDS was able to recover 65% of the original number of damaged records, bringing the current total to approximately 66,500. We were able to recover the demographic information for all records in question, and we are continuing to work to recover the fingerprint scans and documents for the rest.

It's important to note that those records were not lost, nor were they exposed. Encrypted storage media is still secured and in the possession of MIDS, but some data is not readable. MIDS' copies of these records are simply now unrecoverable, so when an affected customer applies for a duplicate license, their identity must be proven again with the appropriate documentation.

MIDS has since replaced the disk drives and has taken the necessary steps to improve the back-up process. Together with the State of Hawaii and its counties, MIDS will shortly reach out to the affected individuals to collect and securely store their unrecoverable documents. We deeply apologize for any confusion or inconvenience caused and have since been working closely with the State and the City and County of Honolulu to develop contingency plans to minimize and prevent similar events from happening in the future.

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