

Date

Name

Address

City, State Zip

NOTICE OF DATA BREACH

Dear Patient,

We are writing to inform you about a recent privacy incident that may have affected your Protected Health Information (PHI). While we have no evidence to suggest that your personal information has been misused, we are taking this matter seriously and are committed to transparency in this matter.

What Happened

On or about March 27, 2025, California Correctional Health Care Services (CCHCS) discovered a disclosure of your unencrypted PHI. It was reported that on or about August 21, 2023, an employee sent an unencrypted email containing your PHI to an unauthorized recipient at their personal email address.

What Information Was Involved

The PHI contained in the email was your last name, CDCR #, risk level, and medical information.

What We Are Doing

CCHCS takes the privacy and security of personal information belonging to our patients seriously and regret that this incident occurred. We apologize for any inconvenience this incident may cause you.

The CCHCS Privacy Office is committed to protecting your personal information. Upon identifying the breach, Privacy office took immediate steps to investigate and mitigate the incident, such as instructing the recipient to destroy the email and/or delete any emails containing your PHI from their email folders immediately and confirming they did not further disclose the email. We have since obtained an attestation from the recipient confirming that the information was not further disclosed, and it was deleted on August 21, 2023. Furthermore, the staff involved in the incident was required to enroll in and take Privacy Awareness Mitigation Training and will be subject to further investigation. We will also report this incident to the appropriate regulatory authorities.

We sincerely apologize for the delay in reporting this incident. The delay in notifying you was due to the fact that we were only recently informed of the incident. Upon becoming aware of the incident on March 27, 2025, we promptly initiated our breach notification procedures and are taking appropriate corrective measures to address the situation.

What You Can Do

You may submit a Health Care Grievance (Form CDCR 602 HC), regarding this breach to your institutional Health Care Grievance Office. The health care grievance process is required to exhaust administrative remedies about disputes over applied health care policies, decisions, and actions that may have a material adverse effect on a patient's health care or privacy. You must provide the privacy Information Security Incident (ISIR) number [REDACTED], when filing a health care grievance.

Other Important Information

Enclosed for your reference is a brochure entitled "Breach Help – Consumer Tips from the California Attorney General."

Note: You may also wish to keep a copy of this notice for your records.

For More Information

You may refer to the California Code of Regulations, Title 15, Chapter 2, Subchapter 2, Article 5, which outlines the health care grievance process. For information about your medical privacy rights, and if you have the ability to do so, you may visit the website of the State of California, Department of Justice, Office of Attorney General (OAG), Privacy Enforcement and Protection at <https://oag.ca.gov/privacy>.

Agency Contact

If you have additional inquiries, you may contact the CCHCS Privacy Office at (877) 974-4722 or write to:

California Correctional Health Care Services
Policy and Risk Management Services (PRMS)
Attention: Privacy Office
P.O. Box 588500, Suite C-3
Elk Grove, CA 95758-8500

Sincerely,

CCHCS Privacy Officer

cc: HCCAB

Date

Name

Address

City, State Zip

NOTICE OF DATA BREACH

Dear Parolee,

We are writing to inform you about a recent privacy incident that may have affected your Protected Health Information (PHI). While we have no evidence to suggest that your personal information has been misused, we are taking this matter seriously and are committed to transparency in this matter.

What Happened

On or about March 27, 2025, California Correctional Health Care Services (CCHCS) discovered a disclosure of your unencrypted PHI. It was reported that on or about August 21, 2023, an employee sent an unencrypted email containing your PHI to an unauthorized recipient at their personal email address.

What Information Was Involved

The PHI contained in the email was your last name, CDCR #, risk level, and medical information.

What We Are Doing

CCHCS takes the privacy and security of personal information belonging to our former patients very seriously and regret that this incident occurred. We apologize for any inconvenience this incident may cause you.

The CCHCS Privacy Office is committed to protecting your personal information. Upon identifying the breach, Privacy office took immediate steps to investigate and mitigate the incident, such as instructing the recipient to destroy the email and/or delete any emails containing your PHI from their email folders immediately and confirming they did not further disclose the email. We have since obtained an attestation from the recipient confirming that the information was not further disclosed, and it was deleted on August 21, 2023. Furthermore, the staff involved in the incident was required to enroll in and take Privacy Awareness Mitigation Training and will be subject to further investigation. We will also report this incident to the appropriate regulatory authorities.

We sincerely apologize for the delay in reporting this incident. The delay in notifying you was due to the fact that we were only recently informed of the incident. Upon becoming aware of the incident on March 27, 2025, we promptly initiated our breach notification procedures and are taking appropriate corrective measures to address the situation.

What You Can Do

Please be assured that we are committed to helping you protect your personal information and ensuring that your information is safe and secure. Keep a copy of this "Notice of Data Breach" letter for your records in case of future problems with your California Department of Corrections and Rehabilitation (CDCR) medical records.

To request a copy of your CDCR medical records send an Authorization for Release of Protected Health Information to the Health and Imaging Records Center where the health record resides. A legal form of identification will need to be sent along with the release. All requested health record documents will be sent to the paroled/discharged patient.

Mail requests to:
Health and Imaging Records Center
P.O. Box 588500
Elk Grove, CA 95758

Fax Request to: (916) 229-0608

Or Email: releaseofinformation@cdcr.ca.gov

For additional information on requesting Health Records after a patient's release from prison, please contact the CCHCS Health and Imaging Records Center, at (916) 379-4545.

For further information on how to protect yourself, please refer to the enclosure "Breach Help – Consumer Tips from the California Attorney General."

For More Information

For information about your privacy rights, you may visit the website of the State of California, Department of Justice, Office of Attorney General (OAG), Privacy Enforcement and Protection at <https://oag.ca.gov/privacy>.

Agency Contact

We understand you may have questions regarding details of this incident that are not contained in this letter. You may contact the CCHCS Privacy Office at (877) 974-4722, via email at CCHCSPrivacyOffice@cdcr.ca.gov, or write to:

California Correctional Health Care Services
Policy and Risk Management Services (PRMS)
Attention: Privacy Office
P.O. Box 588500, Suite C-3
Elk Grove, CA 95758-8500

When inquiring, please reference the CCHCS ISIR number.

Sincerely,

CCHCS Privacy Officer