



佛教慈濟美國醫療志業基金會
Buddhist Tzu Chi Medical Foundation

P.O. Box 989728

West Sacramento, CA 95798-9728

<<FirstName>> <<LastName>>

<<Address1>>

<<Address2>>

<<City>>, <<State>> <<Zip>>

September 13, 2021

Notice of Data Breach

Dear <<FirstName>> <<LastName>>:

We are writing to inform you of a data privacy incident experienced by Buddhist Tzu Chi Medical Foundation (“Tzu Chi Medical”) that may have resulted in unauthorized access to your protected health information (“PHI”), including your name, date of birth, and diagnosis information including dental x-rays if you were a dental patient. We take the privacy and security of your information seriously, and sincerely apologize for any concern or inconvenience this may cause you.

What Happened:

On July 15, 2021, we discovered that several computers were operating unusually and portions of our network were inaccessible. We immediately took our affected server offline, implemented our incident response protocols and began an investigation. That investigation found that your information was stored on portions of the system affected by the incident. The investigation, unfortunately, could not determine whether any of that information had been accessed or removed during the incident, only that it was present. And so, out of an abundance of caution we are providing you with notice of this incident.

What Information Was Involved:

From our review, it appears that the encrypted servers may have contained your name, address, date of birth, diagnosis information, and dental x-rays if you were a dental patient.

What We Are Doing:

We want to assure you that we are taking steps to minimize the risk of this kind of event from happening in the future. We have upgraded our workstation security software and are taking steps to migrate to a cloud-based dental x-ray platform which does not require us to host images locally. And, we continue to evaluate the appropriateness of our security controls are necessary to protect against evolving cyber threats.

What You Can Do:

We believe it is unlikely that any of your information will be misused. That said, it is always a good idea to review your estimate of benefits and other health information to identify any suspicious activity.

More Information:

Please call 833-992-3986 or go to <https://response.idx.us/btcmf> for assistance or for any additional questions you may have.

Your trust is a top priority for us, and we deeply regret any inconvenience or concern that this matter may cause you.

Tzu Chi Medical

U.S. State Notification Requirements

For residents of *Hawaii, Michigan, Missouri, New Mexico, Virginia, Vermont, and North Carolina*: It is recommended by state law that you remain vigilant for incidents of fraud and identity theft by reviewing credit card account statements and monitoring your credit report for unauthorized activity.

For residents of *Colorado, Illinois, Iowa, Maryland, Missouri, New Mexico, North Carolina, Oregon, Washington, and West Virginia*: It is required by state laws to inform you that you may obtain a copy of your credit report, free of charge, whether or not you suspect any unauthorized activity on your account. You may obtain a free copy of your credit report by contacting any one or more of the following national consumer reporting agencies:

Equifax

P.O. Box 105139
Atlanta, GA 30374
1-800-685-1111
www.equifax.com

Experian

P.O. Box 2002
Allen, TX 75013
1-888-397-3742
www.experian.com

TransUnion

P.O. Box 6790
Fullerton, CA 92834
1-800-916-8800
www.transunion.com

You may also obtain a free copy of your credit report online at www.annualcreditreport.com, by calling toll-free 1-877-322-8228, or by mailing an Annual Credit Report Request Form (available at www.annualcreditreport.com) to: Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA, 30348-5281.

For residents of *Iowa*: State law advises you to report any suspected identity theft to law enforcement or to the Attorney General.

For residents of *Colorado, Maryland, Illinois, North Carolina, and Rhode Island*: You can obtain information from the Maryland, North Carolina, and Rhode Island Offices of the Attorneys General and the Federal Trade Commission about fraud alerts, security freezes, and steps you can take toward preventing identity theft.

Maryland Attorney

General

Consumer Protection
Div.
200 St. Paul Place
Baltimore, MD 21202
1-888-743-0023
www.oag.state.md.us

North Carolina Attorney

General

Consumer Protection Div.
9001 Mail Service Center
Raleigh, NC 27699-9001
1-877-566-7226
www.ncdoj.com

Rhode Island Attorney

General

Consumer Protection Div.
150 South Main Street
Providence, RI 02903
(401) 274-4400
www.riag.ri.gov

Federal Trade Commission

**Consumer Response
Center**

600 Pennsylvania
Avenue, NW
Washington, DC 20580
1-877-IDTHEFT (438-
4338)
www.identitytheft.gov

For residents of *Massachusetts*: It is required by state law that you are informed of your right to obtain a police report if you are a victim of identity theft.

For residents of *California*: You may also wish to review the information provided by the California Attorney General at <https://oag.ca.gov/idtheft>.

For residents of *District of Columbia*: You may obtain information about avoiding identity theft from the Office of the Attorney General for the District of Columbia by visiting <https://oag.dc.gov/consumer-protection>, emailing consumer.protection@dc.gov, calling (202) 442-9828, or mailing Office of the Attorney General, Office of Consumer Protection, 400 6th Street, NW Washington, DC 20001.

For residents of *New York*: You may obtain additional information about security breach response and identity theft prevention and protection from the New York State Office of the Attorney General at <https://ag.ny.gov/> or by calling 1-800-771-7755; the New York State Police at <http://troopers.ny.gov/> or by calling 1-518-457-6721; and/or the New York Department of State at <https://www.dos.ny.gov> or by calling 1-800-697-1220.

For residents of *Oregon*: You are advised to report any suspected identity theft to law enforcement, the Federal Trade Commission, and the Oregon Attorney General at <https://doj.state.or.us>, by calling (877) 877-9392, or writing to Oregon Department of Justice, 1162 Court Street NE, Salem, OR 97301-4096.

For residents of all states:

Fraud Alerts: You can place fraud alerts with the three credit bureaus at one of the three major credit bureaus by phone and also via each credit bureau's website. A fraud alert tells creditors to follow certain procedures, including contacting you, before they open any new accounts or change your existing accounts. For that reason, placing a fraud alert can protect you, but also may delay you when you seek to obtain credit. The contact information for all three credit bureaus is below. As of September 21, 2018, fraud alerts will now last one year, instead of 90 days. Fraud alerts will continue to be free and identity theft victims can still get extended fraud alerts for seven years.

Monitoring: You should always remain vigilant and monitor your accounts for suspicious or unusual activity.

Security Freeze: A security freeze is intended to prevent credit, loans and services from being approved in your name without your consent. To place a security freeze on your credit report, each credit reporting agency has a dedicated web page for security freezes and fraud alerts or you can request a freeze by phone or by mail. The following information must be included when requesting a security freeze (note that if you are requesting a credit report for your spouse, this information must be provided for him/her as well): (1) full name, with middle initial and any suffixes; (2) Social Security number; (3) date of birth; (4) current address and any previous addresses for the past five years; and (5) any applicable incident report or complaint with a law enforcement agency or the Registry of Motor Vehicles. The request may also require a copy of a government-issued identification card and a copy of a recent utility bill or bank or insurance statement. It is essential that each copy be legible, display your name and current mailing address, and the date of issue. Effective September 21, 2018, placing a freeze on your credit report is now free for all United States citizens.

Equifax Security Freeze

P.O. Box 105788
Atlanta, GA 30348
www.equifax.com

Experian Security Freeze

P.O. Box 9554
Allen, TX 75013
<http://www.experian.com/freeze>

TransUnion (FVAD)

P.O. Box 2000
Chester, PA 19022
www.transunion.com

More information can also be obtained by contacting the Federal Trade Commission listed above.