

# Notice of Data Breach

January 14, 2022

## What Happened?

On or about November 16, 2021, one of our employees received an email that appeared to be from a voicemail service. That email was from a criminal, however, and when the employee clicked on the link, he was redirected to a website that purported to store his voicemail. The employee entered their email and password, which the criminals used to access some information, generally related to our internal financial processes.

We discovered the intrusion on November 16, 2021. We immediately began an investigation and containment measures, including password resets. During the course of our investigation, we determined that limited client information was in some emails accessed by the criminals.

While we have no evidence that the criminals have misused this information, or even were seeking the names of our clients, we have decided to notify you so that you can take the steps to protect yourself, if you so desire.

## What Information Was Involved?

The vast majority of records were limited to first name and last name. While in most cases this is not sufficient information to trigger notification, given the sensitive nature of our work, we decided to notify you out of an abundance of caution. Some records did include COVID vaccination status.

No payment card information, social security numbers, or treatment records were implicated.

## What We Are Doing.

When we discovered the intrusion, we took immediate steps to halt the criminals' access. We have no evidence of continued access at this time. In addition, we have retained outside experts to help us understand the full scope of any criminal activity and to validate our containment measures. We have enhanced our security to help prevent this type of incident in the future, although no security is perfect. We are currently developing plans to enhance our security further.

## What You Can Do.

At this time, we have no evidence that any client information implicated by this incident has been used for fraudulent purposes. However, it is always a good idea to review statements that you receive from financial institutions to ensure the accuracy of all charges. In addition, clients may contact their treatment centers to sign up for credit monitoring services or additional information.

## For Additional Information.

Please contact us at 1 (619) 398-4594.

## Additional Steps You Can Take.

Contact information for the three nationwide credit reporting companies is as follows:

Equifax Phone: 1-800-685-1111 P.O. Box 740256 Atlanta, Georgia 30348 www.equifax.com	Experian Phone: 1-888-397-3742 P.O. Box 9554 Allen, Texas 75013 www.experian.com	Transunion Phone: 1-888-909-8872 P.O. Box 105281 Atlanta, GA 30348-5281 www.transunion.com
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**Free Credit Report.** We remind you to be vigilant for incidents of fraud or identity theft by reviewing your account statements and free credit reports for any unauthorized activity. You may obtain a copy of your credit report, free of charge, once every 12 months from each of the three nationwide credit reporting companies. To order your annual free credit report, please visit [www.annualcreditreport.com](http://www.annualcreditreport.com) or call toll free at 1-877-322-8228. You can also order your annual free credit report by mailing a completed Annual Credit Report Request Form (available from the U.S. Federal Trade Commission's ("FTC") website at [www.consumer.ftc.gov](http://www.consumer.ftc.gov)) to:

Annual Credit Report Request Service  
P.O. Box 105281  
Atlanta, GA 30348-5281.

**Security Freeze.** Security freezes, also known as credit freezes, restrict access to your credit file, making it harder for identity thieves to open new accounts in your name. You can freeze and unfreeze your credit file for free. You also can get a free freeze for your children who are under 16. And if you are someone's guardian, conservator or have a valid power of attorney, you can get a free freeze for that person, too.

How will these freezes work? Contact all three of the nationwide credit reporting agencies – Equifax, Experian, and TransUnion. If you request a freeze online or by phone, the agency must place the freeze within one business day. If you request a lift of the freeze, the agency must lift it within one hour. If you make your request by mail, the agency must place or lift the freeze within three business days after it gets your request. You also can lift the freeze temporarily without a fee.

Don't confuse freezes with locks. They work in a similar way, but locks may have monthly fees. If you want a free freeze guaranteed by federal law, then opt for a freeze, not a lock.

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 must also include 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.

You may further educate yourself regarding identity theft, fraud alerts, credit freezes, and the steps you can take to protect your personal information by contacting the consumer reporting bureaus, the Federal Trade Commission, or your state Attorney General. The Federal Trade Commission may be reached at: 600 Pennsylvania Avenue NW, Washington, DC 20580; [www.identitytheft.gov](http://www.identitytheft.gov); 1-877-ID-THEFT (1-877-438-4338); and TTY: 1-866-653-4261. The Federal Trade Commission also encourages those who discover that their information has been misused to file a complaint with them. You can obtain further information on how to file such a complaint by way of the contact information listed above. You have the right to file a police report if you ever experience identity theft or fraud. Please note that in order to file a report with law enforcement for identity theft, you will likely need to provide some proof that you have been a victim. Instances of known or suspected identity theft should also be reported to law enforcement and your state Attorney General.