

Email Subject: Important Notice Regarding a Security Incident

Dear Client,

I am writing to inform you about a recent security incident involving our online scheduling platform, Acuity Scheduling, which may have affected some of your personal information.

What Happened

On or around March 10, 2025, we became aware that an unauthorized individual(s) gained access to our online scheduling account through a hacked staff password. After gaining access, the individual(s) uploaded a list of external email addresses into our account and used it to send out a large volume of spam emails.

What Information Was Involved

Based on our investigation and information provided by Acuity, the unauthorized individual may have had access to limited scheduling information, including:

- Your name
- Your email address
- Your phone number
- The type of appointment scheduled (e.g. free 30-minute consultation, individual therapy, couples therapy)
- The name and email address of your partner, if you provided this information during booking
- The state in which you reside, if you provided this information during booking

Please note: **No clinical records or therapy notes were accessed**, as those are stored securely in a separate electronic health record system not connected to Acuity Scheduling.

What We Know About the Incident

At this time, there is **no evidence** that the unauthorized individual viewed, downloaded, or attempted to misuse any client data. It appears their intent was limited to using our account to send spam phishing messages to the contacts they uploaded. System logs indicate no data exports or access to existing client information. Nevertheless, we are alerting you to this unauthorized access out of an abundance of caution.

What We're Doing

We have every indication this was an isolated incident. Nonetheless, we take your privacy and the security of your information very seriously. In response to this incident, we have taken the following steps:

- In partnership with Acuity, we conducted a full analysis of the incident
- Changed the compromised password
- Verified that no wider breach of our systems occurred
- Completed a review of our internal security policies and procedures
- Re-trained our team on data security best practices

What You Can Do

At this time, we do **not believe any action is required on your part.**

If you have any questions or concerns, please don't hesitate to reach out directly. You can contact me at drsarah@couplelearn.com or (323) 200-9643.

We are sincerely apologize for any concern this may cause and are committed to maintaining the highest standards of security and client care.

Warmly,

A handwritten signature in black ink, appearing to read 'Sarah Schewitz', with a stylized flourish at the end.

Sarah Schewitz, Psy.D.

Licensed Psychologist

Couples Learn