NOTICE OF DATA BREACH

Date: 10/09/2026

Dear Patient,

At Neuro Wellness Spa, we take the privacy and security of patient information seriously. We are writing to notify you of an incident that involved some of your protected health information.

What Happened?

On August 24, 2026, a file containing patient information was inadvertently emailed to another patient instead of the correct document. We became aware of the incident on September 16, 2026, when we were informed of it by the other patient. We determined that your information was included in the disclosed file.

What Information Was Involved?

The file may have included your:
Name, dates of service, provider names, places of service, exam rooms or telehealth information, appointment, billing, or service-related note, chart identification numbers, claim identification numbers, payment dates, payment methods, payment amounts, procedure codes and check numbers.
Based on our investigation, Social Security numbers, driver's license numbers, and credit card numbers were not included in the file.

What We Are Doing

Upon learning of the incident, we immediately initiated an investigation. We contacted the recipient of the file and requested that the information be deleted and not used or shared with others. We are in the process of confirming deletion of the file.
We are also reviewing our security and privacy safeguards and have enhanced our security tools and workforce training on the handling of protected health information to help prevent similar incidents from occurring in the future.

What You Can Do

Although we are not aware of any misuse of your information, we recommend that you:

- Review any healthcare, insurance, or billing statements you receive for accuracy.
- Report any services, charges, or claims that you do not recognize.
- Remain vigilant for any suspicious communications that request personal or health information.
- Contact your healthcare provider or insurer if you identify information that appears inaccurate or unfamiliar.
- Please also see the enclosed page for recommendations to help further protect your personal information.

For More Information

If you have questions regarding this incident, please contact:
Neuro Wellness Spa Privacy Office
888-300-3202
Compliance@yourbehavioralhealth.com

We sincerely regret this incident and any concern or inconvenience it may cause. Protecting the privacy and confidentiality of the individuals we serve remains a top priority.

Sincerely,
Neuro Wellness Spa

Steps You Can Take to Help Protect Your Personal Information

Monitor Account Statements: The Federal Trade Commission (FTC) advises consumers to review their bills and credit reports regularly. Suspicious activity should be reported to the financial institution or company with which the account is maintained. You may report any fraudulent activity or any suspected incidence of identity theft to proper law enforcement authorities, your state attorney general, and/or the FTC.

Copy of Credit Report: We recommend periodically obtaining credit reports from the national credit reporting agencies listed below. You may obtain a free copy of your credit report from each of the three major credit reporting agencies once every 12 months by visiting www.annualcreditreport.com, calling toll-free 1-877-322-8228, or by completing an Annual Credit Report Request Form (www.annualcreditreport.com/manualRequestForm.action) and mailing it to Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA 30348. You also can contact one of the following three national credit reporting agencies:

Equifax	**Experian**	**TransUnion**
P.O. Box 105281	P.O. Box 9554	P.O. Box 2000
Atlanta, GA 30348	Allen, TX, 75013	Chester, PA 19016
1-888-378-4329	1-888-397-3742	1-800-680-7289
www.equifax.com	www.experian.com	www.transunion.com

Fraud Alert: You may place a fraud alert on your credit report. An initial fraud alert is free and will stay on your credit file for at least one year; an extended fraud alert lasts seven years. The alert informs creditors of possible fraudulent activity within your report and requests that the creditor contact you prior to establishing any accounts in your name. To place a fraud alert on your credit report, contact any of the three credit reporting agencies identified above. Additional information is available at www.annualcreditreport.com.

Security Freeze: You have the right to put a security freeze on your credit file at no cost. This will prevent new credit from being opened in your name without the use of a Personal Identification Number (PIN) or password that is issued to you when you initiate the freeze. A security freeze is designed to prevent potential creditors from accessing your credit report without your consent. As a result, using a security freeze may interfere with or delay your ability to obtain credit. You must separately place a security freeze on your credit file with each credit reporting agency. In order to place a security freeze, you may be required to provide the consumer reporting agency with information that identifies you including your full name, Social Security number, date of birth, current and previous addresses, a copy of your state-issued identification card, and a recent utility bill, bank statement or insurance statement.

Additional Free Resources: You can obtain information from the consumer reporting agencies, the FTC, https://www.usa.gov/ or from your respective state Attorney General about fraud alerts, security freezes, and steps you can take toward preventing identity theft. We encourage you to report suspected identity theft to local law enforcement, including to the FTC or to the Attorney General in your state. You may also access https://www.identitytheft.gov/ through which you may obtain government information about identity theft and report suspected incidents of identity theft.

You also have certain rights under the Fair Credit Reporting Act (FCRA): These rights include to know what is in your file; to dispute incomplete or inaccurate information; to have consumer reporting agencies correct or delete inaccurate, incomplete, or unverifiable information; as well as other rights. For more information about the FCRA, and your rights pursuant to the FCRA, please visit www.consumer.ftc.gov/sites/default/files/articles/pdf/pdf-0096-fair-credit-reporting-act.pdf.

California residents: You may visit the California Office of Privacy Protection (https://oag.ca.gov/privacy) for additional information on protection against identity theft.