

Dear <name>,

We are writing to inform you of a data breach involving access to your information. At this time we do not believe your social security number, driver's license, or financial information was breached.

What happened:

On April 14th 2022, many of our patients called our office informing us that a former employee had emailed them from his new practice. Most of our patients had never seen this provider, and asked how he obtained their information.

We have strict HIPAA measures in place. Only YOUR Chiropractic Doctor can see your patient records, and we disable the option for any provider (including your Doctor) to download any information. To obtain a download of patient information, one must either use a management login or hack our system.

What information Was Involved?

At the moment, we are unaware of what exact information the employee took from our practice. But we do know, your name, email and phone number was obtained. We want to stress there would be no way to obtain any payment information. These are held by our 3rd party booking software, and even our admin level access does not see any card numbers. But we do not know if personal medical files were obtained.

When Was The Breach?

We are working to ascertain the date of the breach. At this time it appears the breach was through a former employee with access to contact information, making detection and prevention of breaches of this nature difficult. We are notifying you as soon as possible so that you are aware of the breach and know that we are doing our best to address the issue.

What Are We Doing?

Pursuant to Cal. Civ. Code § 1798.82(a) we are obligated to notify you of the breach. Further, we want to communicate with you what steps are being undertaken to remedy the matter.

Immediately upon discovering the breach, our office begun contacting state and federal authorities and is working with law enforcement. Again, we would like to stress that no payment information was obtained.

We are notifying the party that appears to have unlawfully accessed your information and demanding an immediate cessation of their activities relating to the use of your information and a full disclosure of all information acquired.

We are assessing if your data was shared, sold to, or otherwise provided to third parties. Any party that improperly obtained such will be notified of the unlawful manner in which the information was acquired and a demand for its deletion will be issued.

We'd like to apologize for any inconvenience or cause for concern this has caused. Please be rest assured we take your data very seriously, and we will pursue this breach to the fullest extent of the law. If you have any questions or concerns please do not hesitate to contact us and we will endeavor to answer your questions and address your concerns.

Thank you,
Dr. Eric Bender.