



PO Box 480149
Niles, IL 60714

<<First Name>> <<Last Name>>
<<Address1>> <<Address2>>
<<City>>, <<State>> <<Zip>>
<<Country>> or <<IMB>>

July 2, 2024

Notice of Data Breach

Dear <<First Name>> <<Last Name>>,

On behalf of DaVita, we are writing to inform you about a privacy matter that may have affected you.

What Happened?

On June 17, 2024, DaVita determined that certain online tracking technologies (commonly known as pixels) installed on our website health portal and our Care Connect mobile application may have transmitted personal information to certain of our third-party vendors when visitors accessed the health portal or mobile application. We used these technologies to understand how visitors interacted with our websites and mobile applications.

What Information was Involved?

The information that may have been involved included: IP address, username and third-party identifier/cookies (a unique string of numbers or characters), employment status, patient classification/reference, information that could indicate you were signed into a DaVita account, information showing how you interacted with and navigated through our health portal or mobile application, and in some situations, certain demographic information and information showing the names of lab tests or lab test resources you may have viewed, but not the results of any lab tests.

The information of concern did **not** include DaVita account passwords, Social Security numbers, financial account information, credit/debit card numbers, lab test results or other clinical/treatment records, medical record number, or health insurance information. Significantly, first and last name were not included, and would have been transmitted only if part of a username.

What We Are Doing:

We have conducted a voluntary internal investigation into the use of these online technologies and removed or disabled these technologies if we could not find a HIPAA-compliant service to provide them. In addition, DaVita has implemented new policies and additional training on the use of online tracking technologies to safeguard against recurrence of this type of incident.

What You Can Do:

Please know that you can prevent the use of tracking technologies by blocking or deleting cookies or using browsers that support privacy-protecting operations, such as “incognito” mode. Also, certain web-based platforms that you may visit will permit you to adjust your privacy settings through the platform.

DaVita is not aware of any use or disclosure of your information that is likely to result in financial or similar harm to you.

For More Information:

We assure you that safeguarding your information is one of our highest priorities. We regret this occurrence and apologize for any inconvenience or concern that it may cause you. If you have any questions or concerns about this notice, please call 1-888-833-1678 or visit the website <https://response.idx.us/davita>. IDX representatives are available Monday through Friday from 9 am - 9 pm Eastern Time, along with Saturday and Sunday 9 am – 9 pm Eastern Time the weekends of July 6-7 and July 13-14, excluding holidays.

Sincerely,

DaVita Inc.
(Enclosure)



GENERAL INFORMATION ABOUT IDENTITY THEFT PROTECTION

Though we believe that the tracking technologies and the types of information involved in this incident would be unlikely to result in any financial or similar harm to you, it is always advisable to regularly review statements from your accounts and periodically obtain your credit report from one or more of the national credit reporting companies. You may 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. You may also purchase a copy of your credit report by contacting one or more of the three national credit reporting agencies listed below:

- **Equifax**, P.O. Box 740241, Atlanta, GA 30374-0241. 1.800.685.1111. www.equifax.com
- **Experian**, P.O. Box 9532, Allen, TX 75013. 1.888.397.3742. www.experian.com
- **TransUnion**, Consumer Disclosure Center, P.O. Box 1000, Chester, PA 19016. 1.800.916.8800. www.transunion.com

Fraud Alert: You may contact the fraud department of the three major credit bureaus to request that a “fraud alert” be placed on your file. A fraud alert notifies potential lenders to verify your identification before extending credit in your name.

Equifax:	Report Fraud:	1.800.685.1111
Experian:	Report Fraud:	1.888.397.3742
TransUnion:	Report Fraud:	1.800.680.7289

Security Freeze for Credit Reporting Agencies: You may request a security freeze on your credit reports. A security freeze prohibits a credit reporting agency from releasing any information from a consumer’s credit report without written authorization. However, please be aware that placing a security freeze on your credit report may delay, interfere with, or prevent the timely approval of any requests you make for new loans, credit mortgages, employment, housing or other services. It is free to place, lift or remove a security freeze. You must separately place a security freeze on your credit report at each credit bureau. To do so, you must contact the credit bureaus by phone, mail, or secure electronic means:

- **Equifax:** P.O. Box 105788, Atlanta, GA 30348, 1.888.298.0045, www.Equifax.com
- **Experian:** P.O. Box 9554, Allen, TX 75013, 1.888.397.3742, www.Experian.com
- **TransUnion:** P.O. Box 160, Woodlyn, PA 19094, 1. 800.916.7289, www.TransUnion.com

To request a security freeze, you will need to provide the following:

- Your full name (including middle initial, Jr., Sr., Roman numerals, etc.),
- Social Security number
- Date of birth
- Address(es) where you have lived over the prior five years
- Proof of current address such as a current utility bill
- A photocopy of a government-issued ID card
- If you are a victim of identity theft, include a copy of either the police report, investigative report, or complaint to a law enforcement agency concerning identity theft

If you request a freeze online or by phone, the agency must place the freeze within one business day. The credit bureaus have three business days after receiving a request by mail to place a security freeze on your credit report, and they must also send confirmation to you within five business days and provide you with a unique personal identification number (PIN) or password, or both that can be used by you to authorize the removal or lifting of the security freeze. To lift the freeze to allow a specific entity or individual access to your credit report, you must contact the credit reporting agencies and include (1) proper identification; (2) the PIN number or password provided to you when you placed the security freeze; and (3) the identities of those entities or individuals you would like to receive your credit report or the specific period of time you want the credit report available.

You also have rights under the federal Fair Credit Reporting Act (FCRA). These include, among others, the right to know what is in your file; to dispute incomplete or inaccurate information; and to have consumer reporting agencies correct or delete inaccurate, incomplete, or unverifiable information. For more information about the FCRA, please visit https://files.consumerfinance.gov/f/documents/bcftp_consumer-rights-summary_2018-09.pdf or www.ftc.gov.

Steps You Can Take if You Are a Victim of Identity Theft

- **File a police report.** Get a copy of the report to submit to your creditors and others that may require proof of a crime.
- **Contact the U.S. Federal Trade Commission (FTC).** The FTC provides useful information to identity theft victims and maintains a database of identity theft cases for use by law enforcement agencies. File a report with the FTC by calling the FTC's Identity Theft Hotline: 1-877-IDTHEFT (438-4338); online at <http://www.ftc.gov/idtheft>; or by mail at Identity Theft Clearinghouse, Federal Trade Commission, 600 Pennsylvania Ave., N.W., Washington, D.C. 20580.
- **Keep a record of your contacts.** Start a file with copies of your credit reports, the police reports, any correspondence, and copies of disputed bills. It is helpful to log conversations with creditors, law enforcement officials, and other relevant parties.

Additional Steps to Avoid Identity Theft: The FTC has further information about steps to take to avoid identity theft at: <http://www.ftc.gov/idtheft>; calling 1-877-IDTHEFT (438-4338); or write to Consumer Response Center, Federal Trade Commission, 600 Pennsylvania Ave., N.W., Washington, D.C. 20580.

State Specific Information

District of Columbia residents may contact the District of Columbia Attorney General at 400 6th Street, NW, Washington, D.C. 20001; 202-727-3400; and <https://oag.dc.gov/>.

California Residents: Visit the California Office of Privacy Protection (www.oag.ca.gov/privacy) for additional information on protection against identity theft. Office of the Attorney General of California, 1300 I Street, Sacramento, CA 95814, Telephone: 1-800-952-5225.

Iowa residents may contact law enforcement or the Iowa Attorney General's Office to report suspected incidents of identity theft. This office can be reached by visiting the website at www.iowaattorneygeneral.gov, calling (515) 281-5926 or requesting more information from the Office of the Attorney General, Hoover State Office Building, 1305 E. Walnut Street, Des Moines, IA 50319.

Kentucky Residents: Office of the Attorney General of Kentucky, 700 Capitol Avenue, Suite 118 Frankfort, Kentucky 40601, www.ag.ky.gov Telephone: 1-502-696-5300.

Maryland residents can learn more about preventing identity theft from the Maryland Office of the Attorney General, by visiting their web site at <https://www.marylandattorneygeneral.gov/Pages/IdentityTheft/default.aspx>, calling the Identity Theft Unit at 1.410.576.6491, or requesting more information at the Identity Theft Unit, 200 St. Paul Place, 25th Floor, Baltimore, MD 21202.

Massachusetts residents are reminded that you have the right to obtain a police report and request a security freeze as described above. There is no charge to place a security freeze on your account; however, you may be required to provide the credit reporting agency with certain personal information (such as your name, Social Security Number, date of birth and address) and proper identification (such as a copy of a government-issued ID card and a bill or statement) prior to its honoring your request.

New Mexico residents are reminded that you have the right to obtain a police report and request a security freeze as described above and you have rights under the Fair Credit Reporting Act as described above.

New York residents may contact the New York Attorney General at: Office of the Attorney General, The Capitol, Albany, NY 12224-0341; 1-800-771-7755; or <https://ag.ny.gov>.

North Carolina residents can learn more about preventing identity theft from the North Carolina Office of the Attorney General, by visiting their web site at <https://ncdoj.gov/protecting-consumers/protecting-your-identity/>, calling 1.919.716.6000 or requesting more information from the North Carolina Attorney General's Office, 9001 Mail Service Center Raleigh, NC 27699-9001.

Oregon residents may obtain information about preventing identity theft from the Oregon Attorney General's Office. This office can be reached by visiting the website at www.doj.state.or.us, calling (503) 378-4400 or requesting more information from the Oregon Department of Justice, 1162 Court Street NE, Salem, OR 97301-4096.

Rhode Island residents are reminded that you have the right to obtain a police report and request a security freeze as described above. The consumer reporting agencies may require that you provide certain personal information (such as your name, Social Security Number, date of birth and address) and proper identification (such as a copy of a government-issued ID card and a bill or statement) prior to honoring your request. Residents can learn more by contacting the Rhode Island Office of the Attorney General by phone at 1.401.274.4400 or by mail at 150 South Main Street, Providence, Rhode Island 02903.

