

Medtronic

April 14, 2023

To the Parent or Guardian of our Valued Customer:

Medtronic MiniMed, Inc. and MiniMed Distribution Corp. (collectively, “Medtronic Diabetes” or “we”) are writing to share some important information with you that may have involved your minor’s personal and/or health information in connection with his/her use of the InPen™ Diabetes Management iOS or Android mobile application (the “InPen App”). **Please read this notice carefully, as it contains important information.**

What happened?

On February 13, 2023, Medtronic Diabetes determined that tracking and authentication technologies used on the InPen App, including Google Analytics for Firebase (“Google Analytics”), Crashlytics for Firebase (“Crashlytics”) and Firebase Authentication (collectively referred to in this letter as “Google Services”) disclose certain details about a user’s actions within the InPen App, particularly for users that are logged into their Google accounts at the same time as the InPen App and have shared their identity or other online activity with Google. Upon learning about this incident, we promptly launched an internal investigation to better understand what user information had been shared with Google through use of the Google Services.

In an effort to deliver high quality services to patients, Medtronic Diabetes used the services of Google Analytics and Crashlytics to understand how users interact with the InPen App. These technologies were designed to gather information so that we can better identify technical issues, assess the performance of the application and understand user needs and preferences to provide needed care to our customers. This information is reviewed by us at a consolidated level, not at the individual level, and does not directly identify individual patient information.

Medtronic Diabetes also used the services of Firebase Authentication to securely authenticate users logging into the InPen App. We recently learned that Google Analytics and Crashlytics transmitted certain user information to Google once a user logged into their account, and Firebase Authentication transmitted certain user information to Google in connection with a user’s registration on the InPen App.

How do I know if I was affected?

Out of an abundance of caution, Medtronic Diabetes is contacting all users who have registered for, or used, an InPen™ account since September 2020, as they may have been affected. Users may have been impacted differently based on their choice of browser; the configuration of their browsers; their blocking, clearing or use of cookies;

whether they have Google accounts; whether they were logged into Google; and the specific actions they took on the platform.

What information was involved?

The following information may have been involved: your minor's email address, IP address, phone number, InPen App user name and password, timestamp information related to specific InPen App events, and certain unique identifiers tied to your minor's InPen account or mobile device (specifically, his/her unique Medtronic Diabetes user identifier (a unique string of numbers or characters assigned to each user of the InPen App by Medtronic Diabetes), unique numbers attributed to each instance the InPen App is downloaded to a particular device, and identifiers tied to your minor's mobile device (such as mobile advertising IDs (MAIDs), Identifiers for Advertisers (IDFAs), Android Advertising IDs for Android devices (AAIDs), and Identifier for Vendors for iOS devices (IDFVs)). **Based on our investigation, no social security number, financial account, credit card, or debit card information was involved in this incident.**

What are we doing?

We have removed Google Analytics from the latest version of the InPen App, and are implementing a plan to transition from Crashlytics and Firebase Authentication to new crash reporting and authentication platforms for the InPen App. In addition, we are proactively assessing how to further mitigate the risk of unauthorized disclosures of user protected health information in the future, we will continue to monitor our information security and technology solutions, and we will make improvements and enhancements where appropriate. Our priority is to ensure users can continue to access diabetes management tools on their InPen App accounts in a secure manner.

We note that, based on our investigation, Google commits in its Privacy Policy and Terms of Use to restricting access to the personal information it acquires to its employees, contractors and agents, who are all subject to strict contractual confidentiality obligations.

What can you do?

You should keep your minor's InPen App updated to the latest version. You can manage your minor's app updates in the same place that the InPen App was originally downloaded from (the App Store on your minor's iPhone or Google Play Store app on your minor's Android device). You can help protect your minor from online tracking by blocking or deleting cookies or encouraging your minor to utilize browser capabilities that support privacy-protecting operations, such as incognito mode. You can also adjust your minor's privacy settings in Google. Additional information about these technologies and steps that you may take to further protect your minor's health information can be found in our [FAQ](#).

These tracking technologies would be unlikely to result in identity theft or any financial harm, and we have no evidence of misuse or incidents of fraud stemming from this incident. Nevertheless, please refer to the compiled [consumer identity protection](#)

[resources](#) to further educate yourself regarding identity theft and the steps you can take to protect your minor's personal information.

For more information:

Medtronic Diabetes apologizes for any inconvenience this may have caused you. If you have additional questions, please call one of our dedicated assistance lines, available as indicated below:

Through Tuesday, April 18, 2023: Contact us at the Medtronic Diabetes Technical Support at 1-800-646-4633, extension 1, open 24/7.

Starting Wednesday, April 19, 2023: Contact our IDX Call Center at 1-888-562-9906, which will be open Monday – Friday from 9 a.m. – 9. p.m. Eastern Time, excluding holidays.

Sincerely,

Tiffany Holman

Tiffany Holman
Medtronic Diabetes Privacy Official