



NOTICE OF DATA BREACH

July 15, 2022

[name]
[address]
[city, state zip]

Dear [name],

On behalf of Kaiser Permanente, I am writing to inform you about a health information privacy matter that may have affected you.

What Happened?

On May 20, 2022, Kaiser Permanente discovered that an unknown individual broke into a locked storage area at the Kaiser Permanente Los Angeles Medical Center earlier that same day and stole a Kaiser Permanente iPad. The password to access the iPad was stolen along with the device.

The iPad was used at a Kaiser Permanente COVID-19 testing site by employees and contained photos of COVID-19 lab specimen labels (there were no photos of any individual patients). While we do not have any specific evidence that your information was accessed and/or viewed by the unknown individual, you were among individuals whose health information may have been contained on the stolen iPad. As a result, we are notifying you of this matter out of an abundance of caution. Kaiser Permanente is committed to patient privacy and takes this incident seriously. This letter provides details of the incident and our response.

What Information was Involved?

The photos on the iPad potentially accessed includes your first name, last name, medical record number, date of birth, and the date and location of service. Lab results and sensitive information such as Social Security numbers and credit card numbers were **not included** in the information.

What We Are Doing:

After discovering the theft, Kaiser Permanente immediately initiated an investigation into the matter and notified law enforcement. In addition, while we do not have any evidence that your information was accessed and/or viewed by the unknown individual, Kaiser Permanente remotely erased all data from the iPad, including the photos.

Kaiser Permanente is taking appropriate steps to prevent this type of incident from recurring including, but not limited to, relocating devices to a more secure location, and strengthening internal practices and procedures.



What You Can Do:

For your protection, we encourage you to carefully review any Explanation of Benefits statements you receive and contact us right away at the number on the back of your Kaiser Permanente Identification card if you spot any suspicious activity.

There is no evidence of identity theft or misuse of protected health information as a result of this incident. However, to obtain more information about identity theft and ways to protect yourself, visit the Federal Trade Commission's Identity Theft website at <https://www.identitytheft.gov>.

For More Information:

On behalf of Kaiser Permanente, we offer our sincerest apology that this unfortunate incident occurred. We assure you that safeguarding your information is one of our highest priorities. Kaiser Permanente respects your right to file a complaint. If you have any questions, concerns, or wish to file a complaint with us, please call 1-800-464-4000, or 711 (TTY), 24 hours a day, 7 days a week, excluding holidays.

Sincerely,

A handwritten signature in cursive script that reads "Alina Harris".

Alina Harris, Privacy & Security Officer, Southern California
Ethics & Compliance
Kaiser Foundation Hospitals and Health Plan