



<<Date>> (Format: Month Day, Year)

<<first\_name>> <<middle\_name>> <<last\_name>> <<suffix>>  
<<address\_1>>  
<<address\_2>>  
<<city>>, <<state\_province>> <<postal\_code>>  
<<country>>

## Notice of Data Breach

Dear <<first\_name>> <<last\_name>>,

On behalf of Dignity Health Lassen Medical Clinic - Red Bluff, located at 2450 Sister Mary Columba Dr, Red Bluff, CA 96080 and Dignity Health Lassen Medical Clinic - Cottonwood, located at 20833 Long Branch Dr, Cottonwood, CA 96022 (collectively, the “Lassen Clinics”), we are writing to tell you about a data security incident that may have exposed some of your protected health information. We take the protection and proper use of your information very seriously. For this reason, we are contacting you directly to explain the circumstances of the incident.

### What happened?

On September 20, 2024, the Lassen Clinics learned there was an active cyber event on its IT network involving an unknown individual. The Lassen Clinics’ IT network was temporarily disabled and rendered inaccessible before the Lassen Clinics were able to restore it the next day. Upon learning of the security incident, the Lassen Clinics immediately took steps to secure its network and began an investigation with the assistance of an external forensics vendor. The investigation determined that an unauthorized third party gained access to the Lassen Clinics network between September 17, 2024 to September 20, 2024. On December 3, 2024, the Lassen Clinics learned that the unauthorized third party obtained copies of some of the data from its systems containing confidential patient medical information, however, the unauthorized third party did not acquire any data directly from the Lassen Clinics’ Electronic Medical Record (“EMR”).

### What information was involved?

You are being notified because some of your information in the Lassen Clinics’ files was identified as potentially having been accessed or acquired by the unauthorized third party. The information in the files may have included your <<b2b\_text\_1(data elements)>><<b2b\_text\_2(data elements cont.)>>.

### What we are doing.

Upon learning of the event, the Lassen Clinics took quick action to protect its systems, contain the incident, open an investigation, and maintain continuity of health care. Once secured, systems were returned to the network with additional security and monitoring tools. To help relieve concerns and restore confidence following this incident, the Lassen Clinics secured the services of Kroll to provide identity monitoring at no cost to you for <<Monitoring Term Length (Months)>> months. Kroll is a global leader in risk mitigation and response, and their team has extensive experience helping people who have sustained an unintentional exposure of confidential data. Your identity monitoring services include Credit Monitoring, Fraud Consultation, and Identity Theft Restoration.

Visit <https://enroll.krollmonitoring.com> to activate and take advantage of your identity monitoring services.

You have until *<<b2b\_text\_6(activation deadline)>>* to activate your identity monitoring services.

Membership Number: *<<Membership Number s\_n>>*

For more information about Kroll and your Identity Monitoring services, you can visit [info.krollmonitoring.com](http://info.krollmonitoring.com).

Additional information describing your services is included with this letter.

**What you can do.**

Please review the enclosed “Additional Resources” section included with this letter. This section describes additional steps you can take to help protect yourself, including recommendations by the Federal Trade Commission regarding identity theft protection and details on how to place a fraud alert or a security freeze on your credit file.

We encourage you to reach out to us if you have any further questions.

Other Important Information:

“Breach Help Consumer Tips from the California Attorney General” <https://oag.ca.gov/privacy/other-privacy/breach-help-tips-for-consumers>

**For more information.**

If you have questions, please call 1-866-676-1911, Monday through Friday from 6:00 a.m. to 3:30 p.m. Pacific Time, excluding major U.S. holidays.

Protecting your information is important to us. We trust that the services we are offering to you demonstrate our continued commitment to your security and satisfaction.

For information about your privacy rights, you may visit the website of the California Department of Justice, Privacy Enforcement and Protection Unit at [www.privacy.ca.gov](http://www.privacy.ca.gov).

Sincerely,

*Amy Henderson*

Amy Henderson, RHIT, CHPS, CCA, CHPC  
California Regional Privacy Officer  
Corporate Responsibility Program  
**CommonSpirit Health**

## ADDITIONAL RESOURCES

### Contact information for the three nationwide credit reporting agencies:

**Equifax**, PO Box 740241, Atlanta, GA 30374, [www.equifax.com](http://www.equifax.com), 1-800-685-1111

**Experian**, PO Box 2104, Allen, TX 75013, [www.experian.com](http://www.experian.com), 1-888-397-3742

**TransUnion**, PO Box 2000, Chester, PA 19016, [www.transunion.com](http://www.transunion.com), 1-800-888-4213

**Free Credit Report.** It is recommended that you remain vigilant by reviewing account statements and monitoring your credit report for unauthorized activity, especially activity that may indicate fraud and identity theft. You may obtain a copy of your credit report, free of charge, once every 12 months from each of the three nationwide credit reporting agencies.

To order your annual free credit report please visit [www.annualcreditreport.com](http://www.annualcreditreport.com) or call toll free at **1-877-322-8228**.

You can also order your annual free credit report by mailing a completed Annual Credit Report Request Form (available from the U.S. Federal Trade Commission's ("FTC") website at [www.consumer.ftc.gov](http://www.consumer.ftc.gov)) to:

Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA 30348-5281.

**For Colorado, Georgia, Maine, Maryland, Massachusetts, New Jersey, Puerto Rico, and Vermont residents:** You may obtain one or more (depending on the state) additional copies of your credit report, free of charge. You must contact each of the credit reporting agencies directly to obtain such additional report(s).

**Fraud Alerts.** There are two types of fraud alerts you can place on your credit report to put your creditors on notice that you may be a victim of fraud—an initial alert and an extended alert. You may ask that an initial fraud alert be placed on your credit report if you suspect you have been, or are about to be, a victim of identity theft. An initial fraud alert stays on your credit report for at least one year. You may have an extended alert placed on your credit report if you have already been a victim of identity theft and you have the appropriate documentary proof. An extended fraud alert stays on your credit report for seven years. You can place a fraud alert on your credit report by contacting any of the three national credit reporting agencies.

**Security Freeze.** You have the ability to place a security freeze, also known as a credit freeze, on your credit report free of charge.

A security freeze is intended to prevent credit, loans and services from being approved in your name without your consent. To place a security freeze on your credit report, you may use an online process, an automated telephone line, or submit a written request to any of the three credit reporting agencies listed above. The following information must be included when requesting a security freeze (note that, if you are requesting a credit report for your spouse, this information must be provided for him/her as well): (1) full name, with middle initial and any suffixes; (2) Social Security number; (3) date of birth; (4) current address and any previous addresses for the past 5 years; and (5) any applicable incident report or complaint with a law enforcement agency or the Registry of Motor Vehicles. The request must also include a copy of a government-issued identification card and a copy of a recent utility bill or bank or insurance statement. It is essential that each copy be legible, and display your name, current mailing address, and the date of issue.

**Federal Trade Commission and State Attorneys General Offices.** If you believe you are the victim of identity theft or have reason to believe your personal information has been misused, you should immediately contact the Federal Trade Commission and/or the Attorney General's office in your home state. You may also contact these agencies for information on how to prevent or minimize the risks of identity theft.

You may contact the **Federal Trade Commission**, Consumer Response Center, 600 Pennsylvania Avenue, NW, Washington, DC 20580, [www.ftc.gov/bcp/edu/microsites/idtheft/](http://www.ftc.gov/bcp/edu/microsites/idtheft/), 1-877-IDTHEFT (438-4338).



## **TAKE ADVANTAGE OF YOUR IDENTITY MONITORING SERVICES**

You have been provided with access to the following services from Kroll:

### **Single Bureau Credit Monitoring**

You will receive alerts when there are changes to your credit data—for instance, when a new line of credit is applied for in your name. If you do not recognize the activity, you'll have the option to call a Kroll fraud specialist, who will be able to help you determine if it is an indicator of identity theft.

### **Fraud Consultation**

You have unlimited access to consultation with a Kroll fraud specialist. Support includes showing you the most effective ways to protect your identity, explaining your rights and protections under the law, assistance with fraud alerts, and interpreting how personal information is accessed and used, including investigating suspicious activity that could be tied to an identity theft event.

### **Identity Theft Restoration**

If you become a victim of identity theft, an experienced Kroll licensed investigator will work on your behalf to resolve related issues. You will have access to a dedicated investigator who understands your issues and can do most of the work for you. Your investigator will be able to dig deep to uncover the scope of the identity theft, and then work to resolve it.

Kroll's activation website is only compatible with the current version or one version earlier of Chrome, Firefox, Safari and Edge.

To receive credit services, you must be over the age of 18 and have established credit in the U.S., have a Social Security number in your name, and have a U.S. residential address associated with your credit file.