



## NOTICE OF DATA BREACH

[mailing date]

[name]

[address]

[city, state zip]

[Dear [name]; To the parents or guardians of [minor name]; To the next of kin of [deceased name]],

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

### What Happened?

On May 16, 2024, as part of our compliance program, Kaiser Permanente determined that a member of our workforce inappropriately accessed portions of patients' medical records without a reasonable basis. Upon learning of this improper access, we promptly began an investigation, removed access to the medical record system and acted to prevent further occurrences. Based upon our investigation, we have determined that [your/your child's/your family member's] record was inappropriately accessed on [DATE]. We are reporting these facts to federal and state agencies to meet our obligations under applicable laws and regulations.

We apologize that this incident occurred. We take the trust you place in us very seriously and work to ensure that trust is upheld in every interaction.

### What Information was Involved?

**[If photos were accessed]:** [Your/Your child's/Your family member's] demographic information (including name, medical record number, address, email address, contact telephone number(s), and date of birth), medical information, and photos may have been viewed.

**[If photos were not accessed]:** [Your/Your child's/Your family member's] demographic information (including name, medical record number, address, email address, contact telephone number(s), and date of birth), and medical information may have been viewed.

Social Security numbers and financial information were not included in the records that the workforce member accessed.

### What We Are Doing:

We take the privacy of our patients very seriously. We will take appropriate action against the workforce member responsible for the unauthorized access, pursuant to applicable Human Resources policies and procedures. We are also reviewing our policies and procedures governing access to patients' medical records to determine whether additional safeguards are needed to prevent future incidents.

### What You Can Do:

As stated above, Social Security numbers and financial information were not included in the records that the workforce member accessed. If you are still concerned about identity theft and would like more



information on ways to protect yourself, please visit the Federal Trade Commission's Identity Theft website at [www.ftc.gov/idtheft](http://www.ftc.gov/idtheft).

**For More Information:**

If you have any questions, concerns or wish to file a complaint with us, please call 1-800-464-4000, between the hours of 8:00am and 5:00pm, Monday through Friday, closed weekends and holidays.

Sincerely,

A handwritten signature in black ink, appearing to read "Angela Anderson".

Angela Anderson  
Privacy & Security Officer, Northern California  
Kaiser Foundation Health Plan, Kaiser Foundation Hospitals,  
and The Permanente Medical Group  
Kaiser Permanente, Ethics & Compliance