



## Notice of Privacy Breach

[mailing date]

[first and last name]

[address]

[city, state zip]

Dear [first name],

I am writing to inform you about a health information privacy matter.

### **What Happened?**

On December 28, 2020, Kaiser Permanente determined that one of its employees accessed portions of members' medical records for reasons unrelated to their health care service needs. After completing a thorough investigation, we determined that your record may have been inappropriately accessed by the employee. We are reporting these facts to state and federal agencies to meet our obligations under applicable laws and regulations.

### **What Information was Involved?**

Some of your health care demographic information (including your name, address, contact telephone number(s), email address, and date of birth) and photos were viewed. Your Social Security number and financial information were not included.

### **What We Are Doing:**

We take the privacy of our members very seriously. We have terminated the employment of the individual who inappropriately accessed your records. 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:**

If you are concerned about identity theft and would like more information on ways to protect yourself, visit the Federal Trade Commission's Identity Theft website at [www.ftc.gov/idtheft](http://www.ftc.gov/idtheft).

### **For More Information:**

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



Sincerely,

A handwritten signature in cursive script that reads "Angela B Anderson" followed by a horizontal line.

Angela B Anderson, RN, MPA, CHC, CHPC  
PSTC Compliance Director, NCAL Privacy & Security Officer  
Kaiser Permanente Ethics & Compliance