

1-13-2015

Dear Patient,

We have received many questions regarding the possible data breach that occurred as a result of the theft of our computer. By addressing the questions in a group email, I hope many more people will benefit.

- 1) Santa Clara Police Report # 15-134. Phone #408-615-4700
- 2) We do not store any of your credit card or bank/check information.
- 3) We do not have your driver's license number or a photo of it.
- 4) We have the following in our files:
 - A) Name, address, phone, insurance information, DOB and group number.
 - B) Social Security number, except for children.
 - C) Your health history and dental records.
- 5) It is recommended that you place a fraud alert with a credit reporting agency. It is good for 90 days and is free. You can renew every 90 days indefinitely. The agency will offer you other programs, but these will have a cost.
- 6) A credit freeze provides the greatest protection from identity theft. In California, a freeze is free to victims of identity theft, which is why I have provided the police report case number.
- 7) Our server had two levels of password protection, but was not encrypted.
- 8) Currently, our files are in the cloud, in an encrypted form.
- 9) I will be having the new server encrypted. An IT specializing in HIPAA will complete a thorough risk evaluation and we will be implementing robust physical and IT security going forward.
- 10) The correct phone number for Experian is 888-397-3742

Thank you for all your concerned feedback.

Cathrine Steinborn DDS
408-243-4216