

Subject Line: Important Update

<< Name >>,

In early March, we emailed you regarding an investigation into a data event. As the investigation is now complete, we are able to provide you with an update. During our investigation, we identified a limited amount of data related to your account that may have been affected. The types of information potentially affected varies by individual but may include name, iD Tech account username/email and password, and date of birth. However, your physical address, financial account information, payment card information, medical information, and health insurance information were **not** affected.

As an overview of the event, after becoming aware of suspicious activity, we promptly took steps to secure the relevant portion of our network, including resetting all account passwords. We thereafter conducted a thorough investigation of the activity and notified federal law enforcement. As a result of the investigation, we determined that an unknown actor accessed a specific, limited portion of our data network, and downloaded a file without authorization. After confirming the file, we conducted a comprehensive review to determine the contents of the file and to whom the information related, and worked to provide notice in accordance with relevant law.

Again, we note that the following information was **not** impacted: physical address, financial account information, payment card information, medical information, or health insurance information.

Safeguarding the information in our care is top priority. As part of our ongoing commitment to information privacy, we have implemented additional technical security measures to protect against the recurrence of this type of event. We are also reviewing and enhancing existing policies and procedures, as well as conducting additional workforce training to strengthen our information security posture. As an added security measure, if you have not done so already, you may wish to change your password for any accounts that had the same password you used for your iD Tech account.

We sincerely apologize for the inconvenience this has caused. As always, you can reach us at 1-888-709-8324 or info@idtech.com with questions or concerns.

Thank you,
Team iD Tech