

Rainbow Resilience Clinic

75 Cows Rd #306

Amherst, MA 01002

November 24, 2024

Notice of Data Security Incident

Dear X,

We are writing to inform you of a recent data security incident experienced by the Rainbow Resilience Clinic (the Clinic) that may have involved your personal information. Please read carefully as this letter contains information about the incident, the type of information involved, and steps you can take to protect your information.

What Happened? On November 23, 2024, the Clinic became aware of a possible data security incident event in addition to the earlier incident on November 1, 2024, that was initially not believed to have compromised patient information. Upon discovering this activity, the Clinic immediately took steps to secure the device and launched an internal investigation. Following the completion of this review, the Clinic has concluded that it is possible, but not certain, that your identifying information was breached.

What Information Was Involved? It is unclear what information was breached, if anything. It is possible that your name, address, date of birth, phone number, email address, and/or driver's license number were breached. The Clinic emphasizes that there is no evidence of any actual or attempted misuse of this information.

What Is The Clinic Doing? As soon as the Clinic discovered this incident, the Clinic took measures to secure the device. In addition, the Clinic will also be ceasing operations. If you have questions about this matter, please call the Clinic at (413) 461-0160.

As a Massachusetts resident, you have the following rights:

- Right to obtain any police report filed regarding this incident.
- Right to file and obtain a copy of a police report if you are the victim of identity theft.
- Right to request that the credit bureaus place a security freeze. Please refer to the enclosed information sheet for instructions on placing a security freeze on your credit report and additional steps you can take to further reduce any potential risk to you.

The privacy and protection of personal information is a top priority for the Clinic, which deeply regrets any inconvenience or concern this incident may cause you.

Sincerely,

The Rainbow Resilience Clinic

STEPS YOU CAN TAKE TO PROTECT YOUR IDENTITY

Security Freeze. A security freeze prevents credit reporting bureaus from releasing information in your credit file. This can make it harder for identity thieves to open new accounts in your name. Please be aware, however, that placing a security freeze on your credit report may delay approval of any requests you make for new loans, credit, mortgages, or other services.

You have the right to request a security freeze for free. To place a security freeze on your file, you must contact each of the three national credit reporting bureaus. You can contact them by phone, online submission, or mail.

Equifax Information Services

P.O. Box 105788

Atlanta, GA 30348

1-800-685-1111

www.equifax.com/personal/credit-report-services/

Experian

P.O. Box 9554

Allen, TX 75013

1-888-397-3742

www.experian.com/help

TransUnion

P.O. Box 2000

Chester, PA 19016

1-888-909-8872

www.transunion.com/credit-help

When requesting a security freeze, you will need to provide information to confirm your identity, such as your name, proof of your current address, your prior address if you've moved in the last five years, your date of birth, Social Security number, and other personal information.

A security freeze request made by phone or online will be effective within one hour. Requests by mail take up to three business days from when the bureau gets it to be effective. After requesting a freeze, you will be given a unique personal identification

number (PIN) and/or a password. Keep this in a safe place as you will need it to temporarily lift or fully remove the security freeze.

The freeze will remain until you ask the credit bureau to temporarily lift or fully remove it. If the request is made online or by phone, a credit bureau must lift security freeze within one hour. If the request is made by mail, then the bureau must lift the freeze no later than three business days after getting your request. There is no charge for placing, lifting, or removing a security freeze.

Review Your Account Statements. Carefully review statements sent to you from healthcare providers as well as from your insurance company to ensure that all of your account activity is valid. Carefully review your bank, credit card, and other account statements every month to ensure that your account activity is valid. Report any questionable charges promptly to the provider or company with which you maintain the account.

Check Your Credit Report. Check your credit report to ensure that all your information is correct. You can obtain a free credit report once per year by visiting www.annualcreditreport.com or by calling 877-322-8228. If you notice any inaccuracies, report the dispute right away to the relevant credit reporting bureau. You can file a dispute on the relevant bureau's website or by contacting them at the number listed on your credit report. You can also report any suspicious activity to your local law enforcement, in which case you should request a copy of the police report and retain it for your records.

Fraud Alert. You have the right to request that the credit bureaus place a fraud alert on your file. A fraud alert tells creditors to contact you before opening any new accounts or increasing credit limits on your existing accounts. A fraud alert lasts for one year and is free of charge.

You need to contact only one of the three credit bureaus to place a fraud alert; the one you contact is required by law to contact the other two. For Fraud Alerts, use the credit bureau contact information, provided above in the Security Freeze section.

Consult the Federal Trade Commission. For more guidance on steps you can take to protect your information, you also can contact the Federal Trade Commission at www.ftc.gov/idtheft, or at 877-ID-THEFT (877-438-4338), or at the Identity Theft Clearinghouse, Federal Trade Commission, 600 Pennsylvania Avenue NW, Washington, D.C. 20580.