



PRIVACY OFFICE
399 Revolution Drive Suite 605
Somerville, MA 02145
T 855-726-1300
privacyoffice@mgb.org

October 21, 2025



Dear [REDACTED],

I am contacting you on behalf of Mass General Brigham to notify you of a recent issue involving some of your Protected Health Information.

On August 28, 2025, we learned that a workforce member accessed your electronic health record without an authorized business purpose. The information accessed within your medical record may have included your full name, address, date of birth, driver's license, phone number, medical record number and email address, and clinical information, such as diagnoses, medications, lab results and other treatment information. **This incident did not involve your Social Security Number, financial account numbers, or credit card numbers.**

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 on your file. 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.

Mass General Brigham is fully committed to protecting the information that you have entrusted to us and regrets this incident. Mass General Brigham has taken appropriate steps to prevent incidents like this from occurring in the future. We continue to improve the safeguards in place to protect patient information and promote training, education and accountability of our workforce.

If you have any questions about the incident, please feel free to contact the Mass General Brigham Privacy Office at 855-726-1300 from 8:30 a.m. to 5:00 p.m. Eastern Time Monday through Friday or at PrivacyOffice@mgb.org. Please reference INC-7458-SJS when you call.

We are deeply committed to safeguarding the privacy and security of our patients' information. We sincerely regret any concern or inconvenience this incident may have caused and hope the details provided in this letter offer clarity and support.

Sincerely,

Christine M. Griffin
Privacy Manager
Mass General Brigham

Enclosures: **Steps you can take to protect your identity**

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
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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.