



12/12/2025

[REDACTED]

RE: IMPORTANT NOTICE ABOUT YOUR PERSONAL INFORMATION

Dear [REDACTED],

We are writing to notify you of a security incident that may have involved some of your personal information. We take the privacy and security of your information seriously, and we want to explain what happened and how we are responding.

On November 30, 2025, we discovered unauthorized access to information maintained by Clearway Clinic. Once discovered, we immediately secured our systems and began an internal investigation.

Based on our investigation, the information potentially accessed included your name, date of birth, driver's license number, and partial Social Security Number. Please note that no full Social Security numbers, financial account numbers, or medical records were involved. At this time, our investigation has found no evidence that your information has been misused. We continue to review and strengthen our security safeguards, and we have no indication of ongoing risk.

What We Are Doing:

We immediately secured the affected system, stopped the unauthorized access, applied all required security updates, reviewed activity logs, and reset credentials to prevent recurrence. As required by Massachusetts law, we are also providing 18 months of free credit and identity protection through Aura, which includes 3-bureau credit monitoring, identity and SSN monitoring, financial-fraud alerts, home-title monitoring, U.S.-based fraud support, and \$1 million identity-theft insurance, along with additional online safety features.

What You Can Do:

We recommend that you enroll in the complimentary credit monitoring service and review your accounts for suspicious activity. You may also place a free fraud alert or security freeze on your credit file.

How to Enroll in Credit Monitoring:

If you would like to enroll in the complimentary 18 months of credit and identity protection that Clearway Clinic is providing through Aura, please contact us at 508-438-0144 or sheri@clearwayclinic.com. We will assist you directly with the enrollment process to ensure that you receive the full service at no cost to you.

We are here to support you. We sincerely apologize for this incident and any concern it may cause. Protecting your information is deeply important to us, and we are taking steps to strengthen our security.

Sincerely,

[REDACTED]

Executive Director
Clearway Clinic