



[REDACTED]

We are writing to you because of an incident at Key Connections ABA Services on Monday, March 10, 2025. The incident involved an email containing your child's first and last name, your first and last name, your home address, your e-mail address, and your patient financial responsibility information for dates of service from January 3, 2025-January 15, 2025, being inadvertently sent in error to another client in the practice; no other personal health information was exposed. The breach did not involve any credit card, clinical documentation, insurance nor social security information.

In response to this breach, we are taking the following immediate steps:

1. Initiating an internal privacy and compliance investigation.
2. Identifying email and document system flaws to ensure that private information is secured through encryption, and only for intended parties.

Your privacy and trust are very important to us, and we thank you for your understanding.

Please do not hesitate to reach out to us if you have any further questions.

- By calling: 888-896-5227
- Sending an e-mail message to: adeacon@kcabaservices.com or admin@kcabaservices.com
- By addressing a letter to our mailing address at: 2 Lan Drive, Suite #100, Westford, MA 01886

Sincerely,

Alyssa Deacon

Practice Administrator