

July 6, 2026

Re: Notice of Privacy/Security Incident

Dear {Insert name}

I am writing to notify you of a privacy and security incident involving my Google Workspace/Gmail account used in connection with Park West Psychology.

What happened

On June 15, 2026, I discovered that an unauthorized person had accessed my Google Workspace/Gmail account after a phishing/device-prompt incident. The unauthorized person registered an unrecognized Windows device, accessed Gmail, exported Google-generated contact data, and used the account to send phishing emails. I contained the account the same day and have continued monitoring since then. As of [date], I have not identified any new unauthorized activity after containment.

What information was involved

The Google Contacts export appears to have included your name and/or email address. Based on my review, I have not identified evidence that the exported contact data included Social Security numbers, driver's license numbers, financial account information, credit or debit card information, diagnosis, treatment notes, billing information, appointment information, date of birth, mailing address, phone number, or clinical records.

Based on review, the information involved appears to have been limited to your name and/or email address from Google-generated contact data. I have not identified evidence that diagnosis, treatment notes, appointment information, billing information, Social Security number, date of birth, mailing address, phone number, or financial information was involved.

Clinical records are maintained in a separate electronic health record system. Based on the information currently available, I have not identified any evidence that the electronic health record system was accessed or compromised in this incident.

What I have done

After discovering the incident, I changed account credentials, reset active sign-in sessions, blocked and removed the unauthorized device, disabled POP/IMAP access, reviewed third-party app/OAuth access, reviewed Gmail settings, preserved logs and evidence, and reviewed Google Workspace logs for Gmail, Contacts, Drive, Calendar, Admin, Takeout, Data Migration, SAML, and related activity. I have not identified evidence of unauthorized access to Drive files, Calendar entries, clinical records, Google Takeout, or administrative-console changes by the unauthorized person. I also consulted legal counsel regarding notification obligations.

What you can do

At this time, I am not aware of any misuse of your information beyond the phishing activity involving my account. However, you may wish to remain cautious about

unexpected emails, links, attachments, or requests for personal information, especially messages that appear to reference me, Park West Psychology, invitations, e-cards, payments, account access, or urgent requests.

You should not click suspicious links or open unexpected attachments. If you receive a suspicious message that appears to come from me, please verify it through a known contact method before responding.

Identity theft and security resources

Although the information involved does not appear to include Social Security numbers, financial account numbers, or other information typically associated with identity theft, you may obtain information about identity theft prevention from the Federal Trade Commission at IdentityTheft.gov or by calling 1-877-ID-THEFT.

You may also contact the major consumer reporting agencies for information about fraud alerts or security freezes:

Equifax: 1-888-378-4329

Experian: 1-888-397-3742

TransUnion: 1-800-916-8800

A security freeze restricts access to your credit report and may help prevent new credit accounts from being opened in your name. Security freezes are available at no cost. You also have the right to obtain a police report if you believe you are a victim of identity theft or fraud.

For Massachusetts residents

Massachusetts residents may obtain additional information from the Massachusetts Attorney General's Office and the Massachusetts Office of Consumer Affairs and Business Regulation. Massachusetts residents have the right to obtain a police report and may request a security freeze at no charge from consumer reporting agencies.

For New York residents

New York residents may obtain additional information from the New York Attorney General's Office, the New York Department of State, the New York State Police, and state and federal identity-theft prevention resources.

Contact information

If you have questions or would like additional information, you may contact me at:

Daniel Clark, PhD

Park West Psychology

1133 Broadway, Suite 1127

New York, NY 10010

Email: dclark@parkwestpsychology.com

Phone: 562-314-1999

I sincerely regret that this occurred. Protecting client privacy is very important to me, and I have taken steps to secure the account, investigate the incident, preserve evidence, and reduce the risk of this happening again.

Sincerely,

Daniel Clark, Psy.D.
New Insights Psychology